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**MB6-897**

**Microsoft Dynamics 365 for Retail**



## Exam B

### QUESTION 1

You retail store charges a five percent sales tax on all transactions.

You need to ensure that you can remove the sales tax from store transactions when customers are exempt from sales tax.

Which two actions should you perform? Each correct answer presents part of the solution.

- A. Create a sales tax override group.
- B. Configure the sales tax jurisdiction.
- C. Link the sales tax override group to the store.
- D. Configure the tax group default rules.

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 2** You manage a chain of retail stores and kiosks.

Retail kiosks stores report intermittent network connectivity issues.

You need to ensure that kiosks can perform shift and transaction operations when they are not connected to the company's main office.

What should you configure?

- A. channel database profile
- B. Real-time Service profile
- C. Retail Store Scale Unit
- D. Retail Server URL

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 3** You need to create a call center.

Which three actions can you perform on the Call center form? Each correct answer presents a complete solution.

- A. Configure a product catalog.
- B. Process the assortment for the new channel.
- C. Create scripts that appear in the sales order from.
- D. Assign a default assortment hierarchy.
- E. Create a channel.

**Correct Answer:** ABD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 4** You are configuring the Retail catalog approval workflow. You delegate and assign work items to workflow users.

You need to manually assign a new task to a user.

What should you do?

- A. Create a manual task and add it to a work item queue.
- B. Create a new work item email template to notify a user of new tasks.
- C. Create a manual task, add it to the workflow temporarily, and remove it once the task is complete.
- D. Create a new workflow notification to notify a specific user of the new task.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 5** You create a new retail store. You are configuring sales tax for the store.

Which three actions should you perform? Each correct answer presents part of the solution.

- A. Set up a sales tax group.
- B. Set up a sales tax override group.
- C. Set up item sales tax groups.
- D. Assign a sales tax group.
- E. Specify inclusive sales taxes.

**Correct Answer:** BDE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 6** You create an organizational hierarchy that groups retail stores by region. You are creating a retail store in Microsoft Dynamics 365 for Retail.

You need to enforce the hierarchy.

Which two hierarchy purposes should you assign to the organizational hierarchy? Each correct answer presents part of the solution.

- A. retail reporting
- B. security
- C. centralized reporting
- D. retail POS posting

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 7**

You configure a new retail channel for a call center. You define the default warehouse and default customer.

Call center employees must be able to take sales orders.



You need to complete the call center configuration with the minimum required settings.

Which three actions should you perform? Each correct answer presents part of the solution.

- A. Assign channel users to the call center.
- B. Enable order completion.
- C. Add affiliation discounts to the call center channel.
- D. Set up payment methods for the call center channel.
- E. Assign the Retail reporting purpose to the organization hierarchy.

**Correct Answer:** ABD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 8** You plan to configure the Retail catalog approval workflow to send notifications to users when specific triggers occur.

You need to send a notification to workflow users when specific conditions occur.

For which two scenarios can you trigger a notification? Each correct answer presents a complete solution.

- A. A workflow instance is completed.
- B. A workflow instance stops because of warning.
- C. A workflow instance stops because of unrecoverable error.
- D. A workflow instance is cancelled.

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 9** What is the purpose of a store locator group?

- A. Group retail stores together based on logical combinations.
- B. Group stores together that are allowed to trade on-hand inventory.
- C. Define the physical location information for a retail store.
- D. Define the aisle, rack, and shelf information for the layout of a retail store.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 10** You create an organizational hierarchy that is divided into regions.

You need to ensure the stock levels are maintained in accordance with the hierarchy structure.

What should you do?

- A. Create separate organization hierarchies for each region.

- B. Add the retail assortment purpose to the organization hierarchy.
- C. Add the retail replenishment purpose to the organization hierarchy.
- D. Set up replenishment for buyers push or cross-docking in Inventory management.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 11** You need to close a case for a specific customer.

What status allows you to close a case?

- A. Active
- B. Started
- C. In Process
- D. Open

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 12**

Which two scenarios restrict the cancellation of a sales order? Each correct answer presents a complete solution.

- A. The sales order is on backorder.
- B. The sales order is partially picked.
- C. The sales order has a posted credit card payment.
- D. The sales order is fully picked.

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 13** Your retail store policy states that you cannot have more than \$1,000.00 or less than \$200.00 in the cash drawer at any given time. You have a busy hour at your store resulting in a \$1,200.00 balance in the cash drawer.

You need to ensure that you are following the store policy.

What should you do?

- A. Perform a cash return transaction for \$1,000.00, then perform a bank drop for \$1,000.00.
- B. Perform a bank drop for \$1,000.00.
- C. Perform a tender removal for \$200.00, then perform a safe drop for \$1,000.00.
- D. Perform a float entry of \$200.00, then perform a safe drop for \$1,000.00.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 14** You plan to close the store at the end of your shift. The store policy requires:

- All cash must be reconciled at the end of the day.
- The cash drawer must contain a minimum of \$100.00 cash at all times.
- The store safe must contain exactly \$1,000.00 in it at the end of the day.

The cash drawer has \$1000.00. cash in it. The store safe has \$700.00 cash in it.

You need to ensure you are following the store policy.

What should you do?

- A. Perform a safe drop for \$300.00, then perform a bank drop for \$600.00.
- B. Perform a safe drop for \$300.00, then perform a tender declaration for \$600.00.
- C. Perform a tender removal for \$900.00, then put the cash into the store safe.
- D. Perform a float entry for \$100.00, then perform a safe drop for \$300.00, then perform a bank drop for \$600.00.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 15** You need to create a customer return merchandise authorization using call center functionality.

Under which circumstance will the customer receive the refund before the item is received into the warehouse.

- A. The item is going to be exchanged.
- B. The customer is on hold.
- C. The item is damaged.
- D. The customer is enabled for Advance credit.

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 16** A store runs all point of sale (POS) registers in offline mode.

Which three of the following operations can you perform? Each correct answer presents a complete solution.

- A. close shift
- B. safe drop
- C. bank drop
- D. blind close shift
- E. view report

**Correct Answer:** BCE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/dev-itpro/retail-modern-pos-offline>

**QUESTION 17** Which two prerequisites are required to configure full text search? Each correct answer presents part of the solution.

- A. Define criteria.
- B. Define the search parameters.
- C. Enable full text in the call center parameters.
- D. Enable order completion.

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 18** You create an installment billing plan and enable it for use.

Where should you activate the plan?

- A. billing parameters
- B. customer record
- C. call center parameters
- D. item record

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 19** You have a sales order that has the following characteristics:

- Two sales order lines are invoiced.
  - One sales order line is partially delivered. ▪
- One line is cancelled.

What is the detailed status of this sales order?

- A. Partially delivered
- B. Partially invoiced
- C. Delivered
- D. Open order
- E. Invoiced

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 20** You are creating a new subscription program which automatically ships a new book every 90 days to the customer for the next three years.



You need to offer customers the ability to pay for their first book in three installments.

Which three options should you configure? Each correct answer presents part of the solution.

- A. payment schedules
- B. continuity program
- C. sales order of order type subscription
- D. recurring free next invoices
- E. continuity product

**Correct Answer:** ABE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 21** You are making a sale to a customer using a point of sale (POS) register.

After initially deciding to pay partially with the first credit card, the customer chooses instead to pay in full with a second credit card.

You need to remove the first credit card from the transaction.

What should you do?

- A. Select the payment line for the partial payment and click **Void payment**.
- B. Select the payment line for the partial payment and click **Void line**.
- C. Select the payment line for the partial payment and click **Void transaction**.
- D. Tender the remaining amount and return the sale.



**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 22** Which two roles have the required permissions to upload vendor catalog information? Each correct answer presents a complete solution.

- A. any role with upload permissions
- B. sales manager
- C. purchasing manager
- D. vendor

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 23** You need to ensure that a product is available to be sold in stores.

Which two actions should you perform? Each correct answer presents part of the solution.

- A. Run the process assortments job.
- B. Add the product to assortments.



- C. Release the products to legal entities.
- D. Add the product to the channel navigation hierarchy.

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/set-up-retail-products>

**QUESTION 24** You need to run a distribution job to push updated shipping options to retail stores.

Which distribution job can you run?

- A. 1110 – Global configuration
- B. 1040 – Products
- C. 1070 – Channel configuration
- D. 1120 – Modes of delivery

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 25** Which three options can you configure on the Picking workbench form? Each correct answer presents a complete solution.

- A. price group
- B. line matching criteria
- C. group criteria
- D. item group
- E. order matching criteria

**Correct Answer:** BCE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 26** You create a new online channel.

You need to create a category hierarchy for an online store product catalog.

Which category hierarchy type should you use?

- A. retail channel navigation
- B. supplement retail
- C. retail product
- D. retail vendor product

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 27** Which statement regarding linking a product to a product category is true?

- A. The product must be associated with one or more product attributes.
- B. The product cannot have variations.
- C. The product must be created by using product configurator.
- D. The product can have a template for variants.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 28** You are configuring a sale for a new store.

You must offer a 20 percent discount off any item in the store. The offer must not be combined with any other discounts.

You need to ensure that customers receive the discount on only one item.

Which option should you use?

- A. Balanced calculation
- B. Compounded
- C. Best price
- D. Exclusive



**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 29** A user named User1 is assigned to a position that is related to a job named J03.

User1 requires permissions to perform functions that are not permitted by job J03.

You need to ensure that only User1 can perform the additional functions.

What should you do?

- A. Create a new permission group and assign the group to job J03.
- B. Assign a new permission group to User1.
- C. Override the permission group for User1.
- D. Assign a new position to User1.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 30** You are the distribution manager for your company.

You need to set-up cross-docking functions for planned purchase orders.

Which two components do you need to configure? Each answer presents part of the solution.

- A. service categories
- B. replenishment rules
- C. product packages
- D. date intervals

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 31** Which two ways are sales orders created when you post a statement? Each correct answer presents a part of the solution.

- A. One sales order is created for all customer sales.
- B. One sales order is created for each customer sale.
- C. One sales order is created for each cash and carry sale.
- D. One sales order is created for all cash and carry sales.

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/retail-statements>

**QUESTION 32** You are calculating and posting statements for a company. You set the statement method to **Staff**.

How many lines are created on the statement?

- A. one line for each staff member for each payment method performed by that staff member
- B. one line for each point of sale (POS) terminal for each payment method performed by that staff member
- C. one line for each staff member and one line for each payment method
- D. one line for each payment method regardless of the staff member

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/retail-statements>

**QUESTION 33** You need to set up a new employee to allow them to perform duties in a retail store.

Which three tasks must you complete? Each correct answer presents part of the solution.

- A. Set up a position.
- B. Set up a worker.
- C. Set up the address books for store-worker assignments.



- D. Create a job and assign point of sale (POS) permissions to the job.
- E. Create a new identity for a worker.

**Correct Answer:** ABD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 34**

You perform a Recency, Frequency, and Monetary (RFM) analysis for four customers. The table below displays the RFM score for each customer.

Customer	RFM Score
Customer1	524
Customer2	352
Customer3	413
Customer4	145

Which customer spent the most of your company?

- A. Customer2
- B. Customer3
- C. Customer4
- D. Customer1

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/set-up-rfm-analysis>

**QUESTION 35** You need to add funds to a gift card.

What should you see?

- A. Add amount form
- B. Price adjustments form
- C. Mass update worksheet
- D. Credit memos form

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 36** You are performing reporting for stores.

You need calculate and post statements.

Which workspace should you use?

- A. retail store financials

- B. channel deployment
- C. retail store management
- D. category and product management

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/tasks/create-calculate-post-statement-retail-store>

**QUESTION 37** You create a new retail channel.

You need to configure assortment and replenishment plans to use the retail channel.

What should you do?

- A. Assign a catalog to your retail channel.
- B. Add the retail channel to the distribution schedule.
- C. Add the retail channel to an organization hierarchy.
- D. Include the retail store in the shared master data list.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 38** For which three objects can you configure a bar code? Each correct answer presents a complete solution.

- A. source code
- B. return merchandise authorization
- C. specific product or product variant
- D. gift card
- E. coupon

**Correct Answer:** CDE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References:

<https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/set-up-bar-codes>

**QUESTION 39** You are creating a keyboard mapping group to use at a point of sale (POS).

What is populated when you enter a character to use as a shortcut key?

- A. ASCII value
- B. ANSI value
- C. text value
- D. Boolean value



**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/set-up-keyboard-mapping-and-mapping-groups-retail-essentials>

**QUESTION 40** You need to create a new bar code mask by using a standard bar code.

Which two types of bar codes you can use? Each correct answer presents a complete solution.

- A. UPC E bar code
- B. IM bar code
- C. QR bar code
- D. HIBC bar code
- E. UPC A bar code mask

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 41** You set up a new store channel.

You need to configure the receipt number sequence format.

Which form should you use?

- A. Receipt profile
- B. Receipt layout
- C. Functionality profile
- D. Number sequence

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 42**

You are designing the receipt format for retail stores.

You need to ensure that receipts display the store number, register number, and date.

Which profile should you use?

- A. functionality profile
- B. receipt profile
- C. visual profile
- D. hardware profile

**Correct Answer:** B



**Section: (none)**

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/receipt-templates-printing>

**QUESTION 43**

You are a Microsoft Dynamics 365 for Retail administrator. On the Registers form, you add a new point of sale (POS) register to use in an existing retail channel.

You need to configure the minimum required fields on the form to define the new register.

Which three fields should you configure? Each correct answer presents part of the solution.

- A. Screen layout
- B. Functionality profile
- C. Hardware profile
- D. Customer display text
- E. Visual profile

**Correct Answer:** ACE

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 44** You create a new retail store.

You are configuring terminals for the store.

Which three actions should you perform? Each correct answer presents a complete solution.

- A. Create a device.
- B. Assign workers.
- C. Create a register.
- D. Activate the device.
- E. Configure channel attributes.

**Correct Answer:** ABD

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 45**

Which two order status values allow you to generate a return merchandise authorization? Each answer presents a complete solution.

- A. partially invoiced orders
- B. fully invoiced orders
- C. open orders
- D. orders in processing

**Correct Answer:** AB

**Section: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 46** You need to extend a 10 percent discount to all employees at a partner company.

What should you do?

- A. Create an affiliation with special pricing and assign it to each customer account that is related to the employees at the partner.
- B. Create a new product category hierarchy and generate new trade agreements.
- C. Create a new discount for the retail channel.
- D. Create a new target market for the customer accounts that are related to each employee.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 47** Customers must be able to browse products from two specific vendors.

You need to add these products from these vendors to the online store.

What should you do?

- A. Add the products from both vendors to the product catalog. Then, publish the product catalog to the online channel.
- B. Create new categories in the existing retail product hierarchy. Then, add the products to the categories you created.
- C. Create new product categories in the existing retail navigation hierarchy. Then, add the products to the categories you created.
- D. Add the products to the retail product hierarchy and publish to the online store.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 48** On which two forms can you view the loyalty transactions for a store? Each correct answer presents a complete solution.

- A. Sales orders
- B. Retail store transactions
- C. Customer item statistics
- D. Loyalty programs

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/view-loyalty-rewards-transactions>

**QUESTION 49** You are setting up gift cards for a multi-company configuration. On the Retail Parameters form, you select a company in the gift card company field.

Which responsibility is assumed by the company that sells the gift cards and processes related transactions?

- A. liability
- B. distributing card



- C. posting
- D. posting statements

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/about-gift-cards-in-ax-2012-r3>

**QUESTION 50** You are configuring the Retail catalog approval workflow.

For which three types of events can you configure notifications? Each correct answer presents a complete solution.

- A. document change request
- B. document rejections
- C. cancelled events
- D. documents assigned for approval
- E. document delegation requests

**Correct Answer:** ABE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/fin-and-ops/organization-administration/configure-approval-process-workflow>

**QUESTION 51** You need to determine which optional features can be added to a call center.

Which two should you choose? Each correct answer presents a complete solution.

- A. Add the call center to the default assortment hierarchy.
- B. Create scripts that appear in the sales order form at the time of order entry.
- C. Add a call center channel.
- D. Import a file that indicates duplicate customers.
- E. Process the assortment for the new call center channel.

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 52** A company announces on September 1 that it plans to add a new division on December 1.

You add the following information to the existing organizational hierarchy:

- a time zone
- a description of the change
- an effective date of December 1 for the new division

What happens to your changes after you click the Publish button on the Publish changes form?

- A. The hierarchy changes are published immediately and the changes are implemented November 30.
- B. The hierarchy changes are published and implemented immediately.

- C. The hierarchy changes are published immediately and the changes are implemented December 1.
- D. The changes made on the hierarchy stay in Draft mode until December 1.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 53** You need to configure the call center channel to meet the following requirements:

- Enforce collection of payments against sales orders before sales order are submitted. ▪ Display the order recap.

What should you configure?

- A. order completion option
- B. direct selling option
- C. channel attributes
- D. order price control option

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/set-up-order-processing-options>

**QUESTION 54** You manage a chain of retail stores.

A specific product is not available in one retail store.

You need to ensure that employees can identify other stores where the product is available.

To which type of group should you assign the retail stores?

- A. sales
- B. price
- C. store locator
- D. customer

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 55** You are a Microsoft Dynamics 365 for Retail administrator.

You need to model the retail organization hierarchy.

Which three types of operating units can you use? Each correct answer presents a complete solution.

- A. cost center
- B. registers
- C. retail channel
- D. business unit
- E. devices

**Correct Answer:** ACD

**Section: (none)**

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/working-with-organizations-and-organizational-hierarchies-retail-essentials>

**QUESTION 56** You need to perform an audit to identify out of balance payment transactions at a physical store.

Which inquiry should you use?

- A. Retail store transactions
- B. Posted statements
- C. Retail sales
- D. Online store transactions

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 57** You are a Microsoft Dynamics 365 for Retail administrator.

You need to modify a store record to set up tax calculations based on the delivery location.

Which option should you use?

- A. sales tax code for a customer delivery address
- B. sales tax group
- C. sales tax code on a customer record
- D. destination based tax
- E. items sales tax group

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 58** You are unable to cancel a sales order.

What are three reasons why you **CANNOT** cancel the sales order? Each correct answer presents a complete solution.

- A. The order has been partially picked.
- B. The order's credit card payment has been authorized.
- C. The order has already been cancelled.

- D. The order has not been picked.
- E. The order has a credit card payment pending.

**Correct Answer:** ABE

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 59** You plan to implement installment billing.

Which two payment processing options can you use? Each correct answer presents a complete solution.

- A. When the customer uses an on-account payment type, the payment is added to the customer's balance.
- B. Authorization cannot be handled manually for installment billing transactions.
- C. When a credit card is used as a payment, the processor submits payments for authorization and settlement.
- D. Installment payments can be processed up to three business days after they are due.

**Correct Answer:** AC

**Section: (none)**

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/work-with-installment-billing>

**QUESTION 60** You need to capture details and notes for a customer.

Which two actions should you perform? Each correct answer presents a complete solution.

- A. Define case categories
- B. Create customers.
- C. Create contacts.
- D. Define the case process.

**Correct Answer:** BC

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 61** Which three points of sale (POS) operations can you void? Each correct answer presents a complete solution.

- A. entire transaction
- B. bank drop
- C. line items
- D. safe drop
- E. payment

**Correct Answer:** ACE

**Section: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 62** You need to ensure that all returns over \$25.00 for purchases paid by credit cards are reviewed and approved.

What should you do?

- A. Create a hold code that requires a manager to clear the hold.
- B. Configure the credit card approval amount in the call center parameters.
- C. Create an order event that requires a manager to review the order.
- D. Configure the Pending return hold code in the call center parameters.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/configuring-parameters-and-initial-settings-call-center>

**QUESTION 63** You are a cashier working on a point of sale (POS) register at a retail store.

Your shift ends in the middle of the business day and you must report the cash in your drawer.

You need to count your cash drawer in the back office.

What should you perform first?

- A. log off the register
- B. perform a tender declaration
- C. perform a blind close shift
- D. close the shift

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 64**

A sales order has the detailed status set to Open order.

What does it mean?

- A. The order is on the process of being created or modified.
- B. The order is awaiting payment authorization.
- C. The order is ready to be picked, packed, or invoiced.
- D. The order has a future order date and will be processed in the future.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 65** You start using the order holds feature for your store.

Which two values can you set against a hold code? Each correct answer presents a complete solution.



- A. Remove inventory reservation
- B. Default for sales order
- C. Worker
- D. Customer group

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/work-with-order-holds>

**QUESTION 66** You start using the order holds for your store.

What is the purpose of the minimum score parameter?

- A. determines when an order must be placed on a system fraud hold code
- B. qualifies an order for a hold score
- C. creates an override against the hold code
- D. clears the hold code for an order

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 67** You plan to run the installment billing process for your company. You process a credit card payment.

Which two actions will occur? Each correct answer presents a complete solution.

- A. The payment requires manual authorization.
- B. The payment is added to the balance of the customer's account.
- C. The payment is settled.
- D. The payment is submitted for authorization.

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/work-with-installment-billing>

**QUESTION 68** You receive a box of returned items from a customer. After inspecting the items, you determine that an item is damaged.

You need to send a new item to the customer.

What should you do?

- A. Create a movement journal to remove the item from inventory. Then, create a new sales order to ship a new item.
- B. Create a quality order to enter the details of the inspection, and then validate the results.
- C. Apply a disposition code to scrap the item in your inventory. Then, send a replacement to the customer.
- D. Place the original sales order on hold. Add a note for the customer service representative to call the customer.



**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 69** Which three activities occur when you perform a customer merge? Each correct answer presents a complete solution.

- A. Customer transactions remain on the same account.
- B. The new customer references the old customer.
- C. The old information is permanently deleted.
- D. When users search or select the old customer in the system, the new customer will automatically replace them.
- E. The old customer references the new customer.

**Correct Answer:** ADE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 70** You are configuring a screen layout for a modern point of sale (MPOS) register by using the Screen layout designer.

You need to configure the screen layout to display the following transaction details:

- the current customer
- each item as the items are added to the transaction
- the transaction total



Which three items should you add? Each correct answer presents a complete solution.

- A. customer card
- B. transaction grid
- C. product grid
- D. total panel
- E. receipt panel

**Correct Answer:** ADE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 71** You are labeling retail products of various sizes.

You need to create a label that is neither size nor color specific.

Which type of label should you create?

- A. product label
- B. location label
- C. shelf label
- D. license label

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/create-and-print-labels-overview>

**QUESTION 72** You are configuring data distribution. You set up a channel profile to enable retail communication. You create the channel database groups.

You need to complete the data distribution and publish data to the retail stores.

What should you do?

- A. Configure the distribution schedules.
- B. Create jobs in the Retail Scheduler.
- C. Create retail channels.
- D. Configure the Retail Server URL.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 73** You are configuring bar codes.

What is the purpose of the bar code mask?

- A. It defines the digits of a bar code for each product.
- B. It identifies the prefix and segments of a bar code.
- C. It identifies the bar code type.
- D. It defines the minimum and maximum length of a bar code.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 74** You are configuring a visual profile for a new point of sale (POS).

Which three features are controlled by the visual profile configuration? Each correct answer presents a complete solution.

- A. button layout
- B. POS type
- C. screen layout
- D. cursor visibility
- E. screen size

**Correct Answer:** CDE

**Section:** (none)

**Explanation**

**Explanation/Reference:**





References: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/set-up-visual-profiles>

**QUESTION 75** You need to define the + character as a shortcut for the Add Product operation on a register.

Which two items should you configure? Each correct answer presents a complete solution.

- A. a hardware profile
- B. an operation
- C. a keyboard mapping group
- D. a functionality profile

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 76** You are setting up sales price margins for a vendor. The vendor provides retail prices for products that they supply.

You need to convert the vendor's retail price into a sales price.

Which ratio should you choose?

- A. current
- B. quick
- C. suggested contribution
- D. contribution

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/set-up-vendor-sales-price-margins>

**QUESTION 77** You need to set up and configure a product kit.

Which two actions should you perform? Each correct answer presents a complete solution.

- A. Define kit pricing.
- B. Generate an assembly order.
- C. Add the product kit to a retail assortment.
- D. Create new counting journals.

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/create-retail-product-kits>

**QUESTION 78** For which three objects can you apply price adjustments? Each correct answer presents a complete solution.

- A. specific product



- B. specific customer
- C. specific channel
- D. product variant
- E. product category

**Correct Answer:** ADE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/price-adjustments-discounts>

**QUESTION 79** You need to ensure that items specify a new delivery mode when items are sold.

To which two objects can you assign the delivery mode? Each correct answer presents a complete solution.

- A. customer
- B. vendor
- C. channels
- D. products

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/set-up-modes-of-delivery>

**QUESTION 80**

Your store sells a product that is out of stock in the company warehouse. The product must be delivered to the customer from the vendor's warehouse. You need to configure the direct delivery process.

Which three actions should you perform? Each correct answer presents a complete solution.

- A. Confirm a direct delivery order.
- B. Create a direct delivery order.
- C. Submit a direct delivery order.
- D. Receive a direct delivery order.

**Correct Answer:** ABD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://community.dynamics.com/ax/b/abhijeethelestheaxeffect/archive/2018/09/19/direct-delivery-in-dynamics-365-for-finance-and-operations>

**QUESTION 81** You create a new catalog for spring.

You need to track customer response for the new catalog.

What should you implement?

- A. source codes
- B. call center scripts
- C. target markets

D. info codes

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/call-center-catalogs#use-the-source-id-to-track-costs-and-response-rates>

**QUESTION 82** You need to link a discount promotion to a product category.

Which two hierarchies can you use? Each correct answer presents a complete solution.

- A. sales category hierarchy
- B. retail product hierarchy
- C. retail channel navigation hierarchy
- D. supplemental retail hierarchy

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/retail-discounts-overview>

**QUESTION 83**

You configure a loyalty program for a store.

Which two actions can you perform? Each correct answer presents a complete solution.

- A. Use retail price group to enable the feature of loyalty specific pricing and offer.
- B. Link channels to loyalty scheme.
- C. Use multiple-tier qualifying criteria over flexible periods to achieve loyalty status.
- D. Create activities that can accumulate points or status.

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 84** You are preparing to close a retail store for the day.

You need to view the cash drawer balance.

What should you do?

- A. Perform a tender declaration.
- B. Print the Z report.C. Print the X report.
- D. View the journal.

**Correct Answer:** B

**Section:** (none)

**Explanation**



**Explanation/Reference:**

**QUESTION 85** You are designing an end-of-day statement for a retailer.

You need to list one payment line for each point of sale (POS) register, and one line for each staff member's hours during a business day.

Which method should you specify?

- A. POS terminal
- B. total
- C. staffD. shift

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/retail-statements>

**QUESTION 86** You create inventory replenishment rules for warehouses attached to the west coast retail channels.

To which two components can you apply replenishment rules? Each correct answer presents a complete solution.

- A. assortments
- B. replenishment hierarchies
- C. retail channels
- D. hierarchy purposes

**Correct Answer: BC**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/pl-pl/dynamicsax-2012/appuser-itpro/set-up-replenishment-rules-retail-essentials>

**QUESTION 87** You create a job for a new staff member and assign the Cloud point of sale (POS) permission group to the job.

You need to assign an employee to the new job.

Which two actions should you perform? Each correct answer presents a complete solution.

- A. Assign the Cloud POS permission group to a position.
- B. Assign the job to the address book.
- C. Assign the position to a new job.
- D. Assign the position to a worker.

**Correct Answer: CD**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/set-up-staff-members>

**QUESTION 88** You calculate Recency, Frequency, and Monetary (RFM) scoring by using a 1 through 5 point scale.



What are the buying habits of a customer that has an RFM score 515?

- A. The customer has made a purchase recently but does make frequent orders. Their order total is higher than the average customer.
- B. The customer has made a purchase recently but does not make frequent orders. Their order total is lower than the average customer.
- C. The customer has not made a purchase recently but makes frequent orders. Their order total is higher than the average customer.
- D. The customer has made a purchase recently and makes frequent orders. Their order total is lower than the average customer.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/set-up-rfm-analysis>

**QUESTION 89**

Your reporting policy requires you to post one statement per day for your retail stores and monitor the real-time inventory on the Cloud point of sale (POS) register throughout your business day.

You need to schedule the appropriate batch jobs to meet your reporting requirements.

Which two batch jobs should you schedule? Each correct answer presents a complete solution.

- A. post statement
- B. channel transaction
- C. channel configuration
- D. post inventory

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 90** Which role in Microsoft Dynamics 365 for Retail has the most privileges?

- A. Retail store manager
- B. Retail store IT
- C. Retail operations manager
- D. Retail catalog manager

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/retail-operations-manager-security-role-retailoperationsmanager>

**QUESTION 91** A team member needs to run retail jobs and approve catalogs.

Which role should you assign to the team member?

- A. Retail store manager
- B. Retail store IT
- C. Retail operations manager
- D. Retail catalog manager

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

