



MB-340^{Q&As}

Microsoft Dynamics 365 Commerce Functional Consultant

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QUESTION 1

A company uses call centers.

You need to configure the call centers for cross-selling products and validating sales orders.

What should you configure?

- A. Enable direct selling
- B. Fraud check
- C. Enable order price control
- D. Enable filter auto charges by channel

Correct Answer: A

If the Enable direct selling setting is turned for the call center channel, users can take advantage of the upsell and cross-sell features of Commerce.

Incorrect: Not C: When the Enable order price control setting is turned, only authorized users can change the sales price of an item during order entry Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-order-processing-options>

QUESTION 2

A company plans to implement Dynamics 365 Commerce. The company wants to use offline point of sale (POS) operations.

Which three features can the company implement? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Blind close shift
- B. Bank drop
- C. Add to gift card
- D. Add affiliation
- E. Add loyalty card

Correct Answer: ACE

QUESTION 3

HOTSPOT

You need to configure the mobile POS terminal used for the store pickups and connect the payment device.



Which components should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement

Select the application code base that will be used by the solution.

Connect the payment device to the store pickup terminal.

Component

▼
Modern POS
Cloud POS

▼
OPOS drivers direct connection
Network IP hardware station
Windows drivers direct connection
Network IP direct connection

Correct Answer:

Answer Area

Requirement

Select the application code base that will be used by the solution.

Connect the payment device to the store pickup terminal.

Component

▼
Modern POS
Cloud POS

▼
OPOS drivers direct connection
Network IP hardware station
Windows drivers direct connection
Network IP direct connection

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/mpos-or-cpos>

<https://docs.microsoft.com/en-us/dynamics365/commerce/retail-peripherals-overview>

QUESTION 4

HOTSPOT



You need to configure pricing.

Which features should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement

Feature

Implement student organization membership discounts.

Trade agreements
Customer attributes
Price groups
Customer groups

Configure prices for pens and paper at the student community center.

Warehouse
Retail channel attributes
Price groups
Category price rules

Correct Answer:

Answer Area

Requirement

Feature

Implement student organization membership discounts.

Trade agreements
Customer attributes
Price groups
Customer groups

Configure prices for pens and paper at the student community center.

Warehouse
Retail channel attributes
Price groups
Category price rules



Box 1: Trade agreement Create a new trade agreement Create and post a new trade agreement journal

1.
Go to Navigation pane > Modules > Sales and marketing > Prices and discounts > Trade agreement journals.
2.
Etc.

Box 2: Category price rules Note: Products are categorized by the groups: All products

- *
- General supplies ** Pens ** Paper ** Other

- *
- Etc.

The category price rules feature in Commerce gives you an easy way to create new trade agreements for all the products in a category. This feature also lets you automatically find existing trade agreements for the products in the category and expire them.

When you select the option to expire existing trade agreements, the system creates a new trade agreement journal for the products in the category that have an active trade agreement.

Reference: <https://docs.microsoft.com/en-us/dynamics365/supply-chain/sales-marketing/tasks/create-new-trade-agreement> <https://docs.microsoft.com/en-us/dynamics365/commerce/price-management>

QUESTION 5

You work as the Finance Manager for a company. The company uses Microsoft Dynamics 365 Finance for its accounting system.

You need to ensure that when creating sales orders, the sales tax is automatically calculated when an item is added to a sales order line.

Which two of the following fields must be populated in the sales order line to ensure the sales tax is calculated? (Choose two).

- A. Item group
- B. Customer sales tax group
- C. Item sales tax group
- D. Sales tax code

Correct Answer: BC

<https://docs.microsoft.com/en-us/dynamics365/finance/general-ledger/indirect-taxes-overview>



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