



# MB-340<sup>Q&As</sup>

Microsoft Dynamics 365 Commerce Functional Consultant

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### QUESTION 1

A company plans to set up a multi-tier loyalty program.

Customers must advance from one loyalty tier to another based on the number of purchases that are made.

You configure all processing batch jobs. You need to complete the configuration.

Solution: Configure a loyalty scheme that has defined reward rules.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-customer-loyalty-program>

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### QUESTION 2

A sales director wants to create a consistent revenue stream by targeting customers to sign up for continuity programs.

You need to configure continuity programs.

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

NOTE: Each correct selection is worth one point.

A. Create template sales orders for the customers.

B. Configure order fulfillment.

C. Create a continuity program.

D. Create a parent product for the continuity program.

E. Configure Commerce shared parameters.

Correct Answer: CDE

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-continuity-program>

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### QUESTION 3

A company wants to create a new Dynamics 365 Commerce e-commerce website.

You need to complete all the prerequisites before you publish the online channel.

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



NOTE: Each correct selection is worth one point.

- A. Create assortments and add the online store.
- B. Configure the category navigation hierarchy of the website.
- C. Create the online store and configure properties.
- D. Add the online store to the channel database.
- E. Add the online store to the organization hierarchy.

Correct Answer: BCE

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/channel-setup-online>  
<https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/set-up-an-online-store>

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#### QUESTION 4

Your role of Systems Administrator includes the management of your company's Microsoft Dynamics 365 Finance system.

You are configuring the Accounts Receivable module. Vendors often apply charges for certain items.

You need to configure a maximum amount that is allowed for a charge. Invoice matching validation is enabled.

Where should you configure the maximum charge amount?

- A. In a charge code.
- B. On the vendor record.
- C. In a budget control rule.
- D. In the vendor payment terms

Correct Answer: A

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#### QUESTION 5

You need to resolve the customer loyalty issue. What should you do?

- A. Resolve duplicate card number conflicts.
- B. Configure the Update loyalty card tiers job.
- C. Replace the customer loyalty cards.
- D. Configure the Process loyalty schemes job.

Correct Answer: B

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Issue: Customers report that they are not upgraded to the Silver membership despite meeting the spending requirements for upgrade to the Silver membership level.

Loyalty processes

The following table describes the processes that must be run to send the loyalty configurations and data to your stores, and to retrieve the loyalty transactions from your stores.

\*

Update loyalty card tiers (correct)

Run this process to evaluate the customer's earning activity against the tier rules for a loyalty program, and to update the customer's tier status. This process is required only if you change the tier rules in loyalty programs and want the

updated rules to be retroactively applied to loyalty cards that have already been issued. This process can be run as a batch process or for individual cards.

\*

Process loyalty schemes (not correct)

Run this process to associate loyalty schemes with the channels that the loyalty scheme is assigned to. This process can be scheduled to run as a batch process. You must run this process if you change loyalty configuration data, such as

loyalty schemes, loyalty programs, or loyalty reward points.

\*

Etc.

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-customer-loyalty-program>

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