



MB-340^{Q&As}

Microsoft Dynamics 365 Commerce Functional Consultant

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QUESTION 1

A company uses the advanced cash management feature of Dynamics 365 Commerce.

An issue with a register in one of the company's stores is preventing the manager from closing the current shift. As a result, new sales cannot be processed on that register.

The issue will be investigated at a later time to allow sales to take place. All postings must be processed in Dynamics 365 while the investigation takes place.

You identify that a safe drop has not been reconciled.

You need to ensure that the store is able to process sales using this register as quickly as possible.

What should you do?

- A. Log in as an employee with manager privileges and close the shift
- B. Reverse the safe drop with a minus value and close the shift
- C. Use the Suspend Shift operation and review the shift later
- D. Mark the safe drop as reconciled using the Manage Shifts screen. Close the shift

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/shift-drawer-management>

QUESTION 2

You need to resolve the inventory and order management issue. What should you do?

- A. Set Require payment for fulfilment to Card required the functionality profile.
- B. Set Default deposit percentage to 0 (zero) in Commerce parameters.
- C. Set Default deposit percentage to 100 in Commerce parameters.
- D. Set Require payment for fulfillment to Allow pay later in the functionality profile.

Correct Answer: A

Issue: Inventory and order management

The customer service team reports that many customer orders do not dispatch due to missing payment information. After investigation, you determine that the orders which fail to dispatch are being placed in stores. Store associates are not

being forced to enter payment details while placing orders.

Remove the Pay later option from the POS



When customer orders are created at the POS, the store associate can either collect a card payment for fulfillment or select Pay later to skip collection of card details. When the omni-channel Commerce order payments feature is turned on,

the Pay later option should be removed from the POS. To remove it, search for Functionality profiles to open the Functionality profiles page. Select the relevant functionality provide and click Edit. On the General FastTab for the functionality

profile, change the value of the Require payment for fulfillment field to Card required. This change must be synced to the channel database before it takes effect at the POS.

Incorrect:

* Default deposit percentage Default deposit percentage – Specify the percentage of the order total amount that the customer must pay as a deposit before an order can be confirmed. Depending on their privileges, store associates might be able to override the amount by using the Deposit override operation in POS, if that operation is configured for the transaction screen layout.

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/dev-itpro/commerce-payments>
<https://docs.microsoft.com/en-us/dynamics365/commerce/customer-orders-overview>

QUESTION 3

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

You are configuring the methods of payment in the Accounts Receivable module.

You need to configure the system to perform validation of journal entries when electronic payments are received.

The validation must ensure that the type of bank operation that was used is selected by the user.

Which of the following validation options should you select?

- A. Payment specification is mandatory
- B. Payment ID is mandatory
- C. Bank transaction type is mandatory
- D. Payment reference is mandatory

Correct Answer: C

QUESTION 4

You have been tasked with implementing new processes via mobile apps.

You plan to create a mobile app that gives users the ability to consistently generate and alter data in a Finance and operations app data entity via a business process flow component with a SiteMap to make the navigation structure available.



Which of the following is the app type you should use?

- A. Canvas app
- B. Model-driven app
- C. Portal
- D. Xamarin

Correct Answer: B

References: <https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/add-edit-app-components>

QUESTION 5

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>

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