

MB-340^{Q&As}

Microsoft Dynamics 365 Commerce Functional Consultant

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QUESTION 1

You need to resolve the product search issue.

What are the two possible ways to achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Create a new product lifecycle state. Assign the old products to the lifecycle state.
- B. Configure old products to be blocked at register.
- C. Stop released products for the sales process in Default Order settings.
- D. Assign the old products to a new product category. Add the category to the retail assortment as an exclusion line.

Correct Answer: AB

Issue: Product searches

Stores report that it is difficult to search for products on the point of sale (POS). When users perform searches, many old products appear in search results. These products may have similar names to current products.

A: As an engineering product goes through its lifecycle, it's important that you be able to control which transactions are allowed for each lifecycle state. For example, products that aren't yet in a mature state should not be put on a sales order. Alternatively, if a product is reaching its end-of-life state, you might want to control the inflow of that product.

B: Under the Blocking area select the Blocked at register check box to block the products assigned to a category from being sold at POS terminals.

Reference: <https://docs.microsoft.com/en-us/dynamics365/supply-chain/engineering-change-management/product-lifecycle-state-transactions> <https://firebrand.training/uk/pdf/learn/microsoft/dynamics-retail-functional-r2-material.pdf>

QUESTION 2

HOTSPOT

A company uses Dynamics 365 Commerce.

The company implements new pricing scenarios that relate to tax and discount changes. Default validation rules in the commerce application are no longer applicable.

You need to apply certain rules to avoid differences during retail statement calculation.

Which validation rules 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

Rule validation type

Validation rule

Transaction level

Manual line discounts compound on top of system discounts.
Manual line discounts replace system discounts.
Sales tax group and item tax group combination results in a valid tax intersection.
Tax included in price is consistent across transaction header and tax transactions.

Line level

Manual line discounts compound on top of system discounts.
Manual line discounts replace system discounts.
Sales tax group and item tax group combination results in a valid tax intersection.
Tax included in price is consistent across transaction header and tax transactions.

Correct Answer:

Answer Area

Rule validation type

Validation rule

Transaction level

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Tax included in price is consistent across transaction header and tax transactions.

Box 1: Sales tax group and item tax group combination results in a valid tax intersection

Tax group assignment - This rule validates that the combination of the sales tax group and the item tax group produces a valid tax intersection.

Box 2: Manual line discounts replace system discounts

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/valid-checker>

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

QUESTION 3

DRAG DROP

You need to configure distributed order management (DOM) rules to meet the business requirements.

Which rules should you configure? To answer, drag the appropriate rules to the correct business requirements. Each rule may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view

content.

NOTE: Each correct selection is worth one point.

Select and Place:

Rules	Answer Area								
Partial orders	<table border="1"><thead><tr><th>Business requirement</th><th>Rule</th></tr></thead><tbody><tr><td>Order fulfillment</td><td></td></tr><tr><td>Store grading</td><td></td></tr><tr><td>Inventory allocation</td><td></td></tr></tbody></table>	Business requirement	Rule	Order fulfillment		Store grading		Inventory allocation	
Business requirement	Rule								
Order fulfillment									
Store grading									
Inventory allocation									
Minimum inventory									
Fulfillment location priority									
Offline fulfillment location									

Correct Answer:

Rules	Answer Area								
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Business requirement	Rule								
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Inventory allocation	Minimum inventory								
Offline fulfillment location									

Box 1: Partial order rule

All products on the order must be shipped from a single store.

Partial order rule

With the Partial order rule, you can configure certain parameters such as allowing a partial fulfillment of orders or order lines. Therefore, based on the exact configuration, DOM might either fulfill the entire order or it might fulfill a partial order

and partial lines when it cannot fulfill the complete order from a single location.

Box 2: Fulfillment location priority

Stores must be categorized based on their grade: A stores first, then B stores, then C stores.

Fulfillment location priority rule

With the Fulfillment location priority rule, if all else is equal, DOM would pick a location that is most optimal for fulfillment, either in terms of distance or in terms of cost. However, certain scenarios do occur when you might not want to use that approach. You might want DOM to follow a preset hierarchical way of defining or deriving a location.

For example, typically at the end of season, you might have merchandise from the retail stores going back into an outlet store. Thus, when an order for a product comes in, you want to prioritize your stores to be used as a fulfillment location

first before DOM picks the outlet store. In this way, if remainders of that inventory exist in the store channel, you want DOM to pick that store as a first option for fulfillment.

Therefore, if you want to define a hierarchy of locations in terms of how DOM should derive locations for fulfillment, you can use the fulfillment location priority rule to accomplish that task. You can define that rule for a category of products or

down to the level of specific products.

Box 3: Minimum inventory rule

Allocation of last remaining inventory must only happen if no other stores can fulfill an order.

Minimum inventory rule

The Minimum inventory rule defines the minimum inventory for a certain category of products or for individual products in all different locations or a group of locations.

To illustrate this concept with an example, the following scenario shows a brick-and-mortar store, where you have walk-in customers, but you also want to use the store as a fulfillment center to fulfill orders. When DOM is looking at that

location (your retail store), it finds a certain level of inventory. Consequently, you need to consider whether you want all the inventory to be available for DOM purposes.

Typically, this scenario is not the case, because you want to retain some inventory reserves in the store so that you have enough stock to sell directly to walk-in customers. In this sense, by using the Minimum inventory rule, you can define a

set of rules that help you reserve inventory for your walk-in customers, while ensuring that everything else is considered by DOM for the purposes of fulfillment.

Incorrect:

Offline fulfillment location rule

The consideration with the Offline fulfillment location rule is that not every location is available for fulfillment at every given time of the year. Typically, during the holiday season, your stores are so busy that they can't fulfill orders and provide

quality service to your walk-in customers at the same time. Consequently, you might need to take certain locations offline from the network for a specific duration so that DOM does not consider those locations as fulfillment centers. You

can

accomplish this task by a date and for a group of locations.

Reference: <https://docs.microsoft.com/en-us/learn/modules/configure-work-order-fulfillment/02-2-work-rules>

QUESTION 4

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 5

DRAG DROP

A company implements a Dynamics 365 Commerce e-commerce website.

The company wants specific components to appear on a product page to help customers decide to purchase those products.

You need to configure the product page.

Which module types should you configure? To answer, drag the appropriate module types to the correct requirements. Each module type may be used once, more than once, or not at all. You may need to drag the split bar between panes or

scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Module types

- Buy box
- Header and footer
- Marketing
- Product specifications

Answer Area

Requirement

Display navigation to product categories and provide information links to company policies.

View the product name, description, and product ratings.

Display the attributes about a product.

Module type

- Module type
- Module type
- Module type

Correct Answer:

Module types

-
-
- Marketing
-

Answer Area

Requirement

Display navigation to product categories and provide information links to company policies.

View the product name, description, and product ratings.

Display the attributes about a product.

Module type

- Header and footer
- Buy box
- Product specifications

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/quick-tour-pdp>

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