

MB-340^{Q&As}

Microsoft Dynamics 365 Commerce Functional Consultant

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QUESTION 1

HOTSPOT

A company uses the distributed order management (DOM) functionality to route orders for shipping from its stores.

The company introduces a new shipping option for same-day delivery. The same-day delivery option must be available only from the distribution center so that the company can closely control picking times.

You need to configure DOM.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

| Answer Area | Action |
|--|--|
| Requirement | |
| Add the new mode of delivery. | <div style="border: 1px solid gray; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Create a new fulfillment profile.</div><div style="padding: 2px;">Update the existing fulfillment profile.</div><div style="padding: 2px;">Create a new location priority rule.</div><div style="padding: 2px;">Update the existing location priority rule.</div></div> |
| Restrict fulfillment to the distribution center. | <div style="border: 1px solid gray; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Create a location priority rule as a hard constraint.</div><div style="padding: 2px;">Create an offline location rule. Do not configure the rule as a hard constraint.</div><div style="padding: 2px;">Create a partial orders rule as a hard constraint.</div><div style="padding: 2px;">Create a shipping cost factor.</div></div> |

Correct Answer:

| Requirement | Action |
|--|--|
| Add the new mode of delivery. | <ul style="list-style-type: none">Create a new fulfillment profile.Update the existing fulfillment profile.Create a new location priority rule.Update the existing location priority rule. |
| Restrict fulfillment to the distribution center. | <ul style="list-style-type: none">Create a location priority rule as a hard constraint.Create an offline location rule. Do not configure the rule as a hard constraint.Create a partial orders rule as a hard constraint.Create a shipping cost factor. |

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/dom>

QUESTION 2

DRAG DROP

A company uses Dynamics 365 Commerce.

The company wants to provide a special offer to a group of customers. This group of customers will receive a promotional code by email.

The special offer gives customers a 10 percent discount on their next order. To qualify for the offer, the order must have a value of over \$100. The promotional code must be entered when customers submit their next order.

You need to configure the special offer. Which four actions should you perform in sequence?

To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Select and Place:

Actions to perform

- Configure a new shipping threshold discount and select the Coupon code required option.
- Configure a new coupon for single use per customer.
- Enable the discount.
- Assign the appropriate price groups.
- Activate the coupon.
- Configure a new threshold discount and select the Coupon code required option.

Required actions in correct sequence

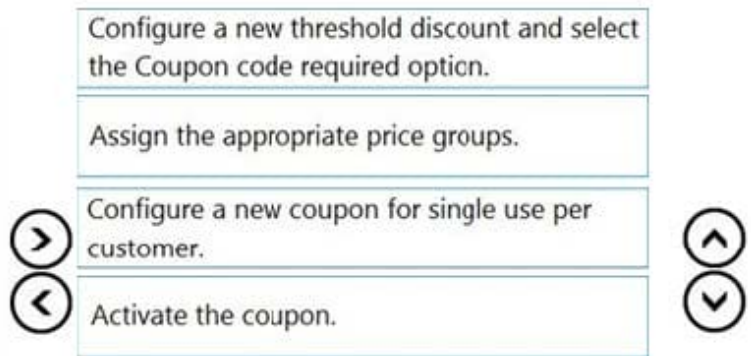


Correct Answer:

Actions to perform

- Configure a new shipping threshold discount and select the Coupon code required option.
-
- Enable the discount.
-
-
-

Required actions in correct sequence



Reference: <https://ellipsesolutions.com/who-doesnt-like-discounts-in-the-dynamics-365-retail-channel/>

<https://ellipsesolutions.com/keep-calm-and-coupon-in-dynamics-365/>

QUESTION 3

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

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

When testing the configuration, you discover that the sales tax is not calculated for the sales order line.

You need to verify the configuration.

Which of the following should you check?

- A. Ensure that the sales tax code is associated with both the sales tax group and the item sales tax group.
- B. Ensure that the sales tax code is associated with the sales tax group but not the item sales tax group.
- C. Ensure that the sales tax code is associated with the item sales tax group but not the sales tax group.
- D. Ensure that the sales tax code is not associated with either the sales tax group or the item sales tax group.

Correct Answer: A

<https://docs.microsoft.com/en-us/dynamics365/finance/general-ledger/media/taxoverview1.jpg>

QUESTION 4

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

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>

QUESTION 5

You need to generate the static reports for the stores and for the student records. Which technology should you use?

- A. SQL Server stored procedures
- B. Dynamics 365 Commerce
- C. Lifecycle Services
- D. Dynamics 365 Modern POS

Correct Answer: C

Generate reports for your online channel in Microsoft Dynamics 365 Commerce.

You can generate and view several reports in Commerce to see how your online channel is performing.

For example, the Channel summary report

The Channel summary report shows a summary of the following transactions for the selected channel:

Sales transactions

Payment transactions

Tax transactions

Discounted transactions

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/generate-reports>

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