

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

Microsoft Dynamics 365 Commerce Functional Consultant

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## QUESTION 1

### HOTSPOT

A company uses Dynamics 365 Commerce for product pricing and inventory.

The company is setting up the pricing for a new series of limited-edition products.

These products must not be discounted or given away as a free promotional item.

You need to configure the system.

Where should you configure the functionality? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

### Answer Area

#### Requirement

Prevent products from being given away as a promotional item.

#### Location

▼

Category price rules
Item model group
Released products
Trade agreement

Disable discounts for the limited-edition products.

▼

Category price rules
Item model group
Price groups
Released products

Correct Answer:

## Answer Area

### Requirement

### Location

Prevent products from being given away as a promotional item.



Disable discounts for the limited-edition products.



Box 1: Category price rule

Box 2: Released products Options for preventing discounts for retail products There are various reasons why retailers may want to prevent some products from being discounted, either from a promotion or during the sale at the POS.

The following options, which can be found on the Commerce tab of released products, will allow the product to be configured to prevent all or manual discounts. The settings can also be specified at the category level from the category hierarchy.

\*

**Prevent all discounts** Select this option to prevent all types of discounts from being applied to this product. This includes promotions such as mix and match, quantity and threshold discounts, as well as manual line and transaction discounts that are applied during a sale by a POS user.

\*

**Prevent manual discounts** Select this option to only prevent the manual line or transaction discounts that are applied during a sale by a POS user. Products with this option selected are still eligible for promotions, such as mix and match and quantity and threshold discounts.

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

## QUESTION 2

A multicompny enterprise has recently deployed Microsoft Dynamics 365 Finance. You have been hired as a Functional Consultant. Your role will include the management of the Dynamics 365 Finance system.

You need to configure intercompany accounting.

You begin by configuring the intercompany main accounts to use for the Due to and Due from accounting entries.

Which of the following should you select in the Main account type field on the Main accounts page?

- A. Total
- B. Balance sheet
- C. Equity
- D. Profit and loss

Correct Answer: B

<https://docs.microsoft.com/en-us/dynamics365/finance/general-ledger/intercompany-accounting-setup>

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### QUESTION 3

A company uses Dynamics 365 Commerce to process sales through its retail store channels.

You need to offer alternative prices to a group of valued customers for a selection of products. If the system identifies that multiple prices are valid for the valued customers, the customers must be charged the lowest price.

What should you configure?

- A. catalog price groups
- B. channel price groups
- C. customer total discount price group
- D. loyalty price groups

Correct Answer: D

Price groups are used to create and manage prices and discounts for products. Set up the price groups that include the discounts that apply to your loyalty programs. Price groups are assigned to loyalty programs and loyalty program tiers.

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

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### QUESTION 4

A company uses Dynamics 365 Commerce and implements Distributed Order Management (DOM).

The company needs to run an order fulfillment profile for all the sales orders and review results in the fulfillment plan.

You need to test the fulfillment profile.

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

NOTE: Each correct selection is worth one point.

- A. Set the Process orders with empty sales origin option to No.
- B. Set the Auto apply result option to No.

C. Set the Process orders with empty sales origin option to Yes.

D. Set the Auto apply result option to Yes.

Correct Answer: BC

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

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## QUESTION 5

A company implements a Dynamics 365 Commerce call center.

The system must prevent a customer from conducting any additional activities when any of the following situations occur:

1.

The customer address, payment method, or other profile information needs to be updated.

2.

The customer has exceeded their credit limit.

3.

A sales manager decides to give the customer an additional discount.

You need to configure a mechanism to prevent future activity.

What should you configure?

A. Reason codes

B. Hold notes

C. Order hold codes

D. Info codes

Correct Answer: C

Sales Order Holds

There may be cases where you do not want to put an entire customer account on hold but just a specific sales order. You can do this by using order hold codes.

To place an order on hold, navigate to Accounts receivable > Sales orders > All sales orders. Click on the sales order you want to place on hold and click the "Order holds" button.

Reference: <https://dynamics-tips.com/customer-and-sales-order-holds-d365-finance-and-operations/>

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