



MB6-897^{Q&As}

Microsoft Dynamics 365 for Retail

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QUESTION 1

A team member needs to run retail jobs and approve catalogs. Which role should you assign to the team member?

- A. Retail store manager
- B. Retail store IT
- C. Retail operations manager
- D. Retail catalog manager

Correct Answer: D

QUESTION 2

You manage a chain of retail stores and kiosks.

Retail kiosks stores report intermittent network connectivity issues.

You need to ensure that kiosks can perform shift and transaction operations when they are not connected to the company's main office.

What should you configure?

- A. channel database profile
- B. Real-time Service profile
- C. Retail Store Scale Unit
- D. Retail Server URL

Correct Answer: A

QUESTION 3

You plan to implement installment billing.

Which two payment processing options can you use? Each correct answer presents a complete solution.

- A. When the customer uses an on-account payment type, the payment is added to the customer's balance.
- B. Authorization cannot be handled manually for installment billing transactions.
- C. When a credit card is used as a payment, the processor submits payments for authorization and settlement.
- D. Installment payments can be processed up to three business days after they are due.

Correct Answer: AC



Reference: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/work-with-installment-billing>

QUESTION 4

You receive a box of returned items from a customer. After inspecting the items, you determine that an item is damaged.

You need to send a new item to the customer.

What should you do?

- A. Create a movement journal to remove the item from inventory. Then, create a new sales order to ship a new item.
- B. Create a quality order to enter the details of the inspection, and then validate the results.
- C. Apply a disposition code to scrap the item in your inventory. Then, send a replacement to the customer.
- D. Place the original sales order on hold. Add a note for the customer service representative to call the customer.

Correct Answer: C

QUESTION 5

You create a new retail channel.

You need to configure assortment and replenishment plans to use the retail channel.

What should you do?

- A. Assign a catalog to your retail channel.
- B. Add the retail channel to the distribution schedule.
- C. Add the retail channel to an organization hierarchy.
- D. Include the retail store in the shared master data list.

Correct Answer: C

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