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QUESTION 1

Before the support consultant creates a support message, what information needs to be verified with the customer?

- A. The information sources that were searched
- B. The patch level that was tested
- C. The business impact of the problem
- D. The date of the last database backup

Correct Answer: C

QUESTION 2

What types of payments can you generate using the Payment Wizard? Note. There are 3 correct answers to this question.

- A. Incoming payments by bank transfer
- B. Outgoing payments by bank transfer
- C. Outgoing payments by credit card
- D. Outgoing payments by check
- E. Incoming and outgoing payments by cash

Correct Answer: ABD

QUESTION 3

Rosemarie needs to purchase a one-time landscape design service for her company. Her vendor would like to have a commitment from her company before they provide the service. No item currently exists in SAP Business One for landscape design. What is the most logical and efficient way for her to proceed?

- A. Skip the step of creating a purchase order, instead create a goods receipt PO to send to the vendor.
- B. Create a journal entry to record the cost of the service.
- C. Select the setting for a service type purchase order which allows her to create service rows with description, G/L account and price.
- D. Use a text row in an item type purchase order.

Correct Answer: C

QUESTION 4

When Jade Logistics creates a sales order, they want to see the description for the item so they can communicate this to the customer. How can this requirement be met?

- A. In the sales order, right-mouse click in the item code field to see the item description.
- B. This information is standard in the sales order and you can make it visible in the sales order row using form settings.
- C. Once an item is selected for the sales order, the description and other item specifications are automatically provided in the Logistics tab of the order.
- D. Add a user-defined field in the item row to display the description for the item.

Correct Answer: B

QUESTION 5

Which of the following documents is the only mandatory document in the sales process?

- A. Delivery
- B. A/R Invoice
- C. Quotation
- D. Sales Order

Correct Answer: B

QUESTION 6

When you print invoices, you want to include a promotional code and static text that explains how to use the code. The promotional code gives certain customers a discount on their next purchase. The promotional code has been added as a user-defined field to the business partner master data, based on the customer's previous purchase. If there is no promotional code in the customer master, both fields should not be printed. How can you implement this requirement using Crystal Reports?

Please choose the correct answer.

- A. Use a formula on the text field to change the contents of the text field to blank if the code is null.
- B. Suppress the text field and add a formula that checks if the code is null.
- C. Drag the two fields together in the report so that the boundaries of the two fields merge. If the user-defined field is null, the text field will not be printed.
- D. Select both fields and link them using a sub-report. If the database field is null, the text field will not be printed.

Correct Answer: B

QUESTION 7

Which of the following are possible business partner master types? Note. There are 3 correct answers to this question.

- A. Buyers
- B. Leads
- C. Employees
- D. Vendors
- E. Customers

Correct Answer: BDE

QUESTION 8

When a partner establishes a support department, what SAP Business One environments must be installed?

Note. There are 2 correct answers to this question.

- A. All major versions used by your customers
- B. All major versions of SAP Business One
- C. All patches for the current version
- D. All hardware platforms in use at your customers' sites
- E. All localizations used by your customers

Correct Answer: AE

QUESTION 9

Shirley of Household Robots Incorporated would like to use serial number management. She likes the idea of having sequential numerical serial numbers automatically generated. She does not care if they are not unique across products. She wants the serial numbers created during delivery. What setting can she use to have the system create successive serial numbers that can be selected in sales and stock release documents?

- A. Choose "On Release Only" for each item's management method.
- B. No special settings are necessary once serial numbers are activated. Serial numbers are optional in all documents.
- C. Configure items to use the manufacturer's serial number in General Settings.
- D. Create a separate "Nettable" warehouse for storing the finished goods.

Correct Answer: A

QUESTION 10

The purchasing manager would like to receive a weekly report that lists all stock items that fall below a critical point. What is the standard way of doing this in SAP Business One?

- A. Activate the predefined alert for minimum stock deviation. The purchasing manager will receive a report on weekly basis whenever stock falls below the minimum level.
- B. In the Document Settings window, select the checkbox to warn when stock is released below the minimum level. The purchasing manager will automatically receive a weekly report.
- C. Create a custom report using Crystal Reports to show items below the minimum level and set the report to run once a week.
- D. Create a user-defined alert with a query that lists all the items below the minimum level, and set the required frequency as weekly for the alert.

Correct Answer: D

QUESTION 11

During implementation Maria, the accountant, decided to use a pre-defined chart of accounts template. After working with the system for a while, she wants to add some new posting expense accounts to the chart of accounts. At which level would you recommend Maria add the new accounts?

- A. The same level as similar posting expense account
- B. In the operating costs drawer as title accounts
- C. A lower level than the retained earnings account
- D. A lower level than the template posting expense accounts

Correct Answer: A

QUESTION 12

What happens when a default payment method for customers is changed in the General Settings?

- A. Any new customer master records will default to this payment method, but existing records will not change.
- B. New and existing customer master records will automatically receive this payment method.
- C. When a new customer master record is created, a pop up box will appear with a choice of available payment methods listed in General Settings.
- D. When a new customer master record is created, the default payment method is assigned and cannot be changed.

Correct Answer: A

QUESTION 13

Brian at Re-Cycle Sports has set up volume discounts on the price lists for his most active sales accounts. Some of these business partners may also be eligible for special prices. Which type of price will SAP Business One choose first if all types of pricing exist?

- A. Discount groups linked to the business partner
- B. The price list associated with the business partner
- C. Volume discounts for Price Lists
- D. Special prices for the business partner

Correct Answer: D

QUESTION 14

The customer successfully went live last week. What is the best method for the implementation consultant to maintain the continuous reliability of the customer system?

- A. Install the Service Manager
- B. Create a Service Level Agreement
- C. Activate the services of the remote support platform for SAP Business One
- D. Upgrade the customer system to the latest patch level

Correct Answer: C

QUESTION 15

You create a query for an approval process to check for service purchase orders over 3000 in value. When you test the approval process you get an error from the query. What is wrong with this query?

```
SELECT distinct 'true' FROM OPOR T0 WHERE [3.0.0] = 'S' AND [29.0.number] > 3000
```

- A. You need to add the table name OPOR to the condition to reference the fields.
- B. To refer to a field in the active window, an additional '\$' character is required before the index values.
- C. The service type 'S' is not part of the purchase order table therefore you need to refer to it using the table and field name.
- D. You should not use the 'distinct true' clause in this type of query since only a single value is returned.

Correct Answer: B

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