



MB-340^{Q&As}

Microsoft Dynamics 365 Commerce Functional Consultant

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QUESTION 1

A company has recently deployed Microsoft Dynamics 365 Finance. You have been hired as a Systems Administrator. Your role will include the management of the Dynamics 365 system.

You have been asked by the Finance Manager to configure invoice matching validation to check for discrepancies between vendor invoices, purchase orders and product receipts.

The configuration must meet the following requirements:

1.
Compare the invoice amount of the invoice to the purchase order.
2.
Compare the total discount of the invoice to the purchase order.
3.
Compare the sales taxes of the invoice to the purchase order Which of the following validation methods should you configure?
 - A. Charges matching
 - B. Two-way line level matching
 - C. Invoice totals matching
 - D. Three-way line level matching

Correct Answer: C

QUESTION 2

You need to configure the POS layout to include a process to retrieve the customer transaction for pickup in the store. Which operation should you use?

- A. Conclude transaction
- B. Order fulfillment
- C. Pick up all products
- D. Recall transaction
- E. Outbound operation

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/customer-orders-overview>



QUESTION 3

You have been tasked with restarting Internet Information Service (IIS) service in a nonproduction Tier 2 environment.

You have signed in to Lifecycle Services (LCS), and selected the necessary environment.

Which of the following is the page you should navigate to?

- A. Project users
- B. Environment details
- C. Environment monitoring
- D. System Administration parameters

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/lifecycle-services/restart-environment-services>

QUESTION 4

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/>

QUESTION 5

A company is using the call center feature in Dynamics 365 Commerce.

Several customers require monthly sales orders that contain the same products and quantities. They need to have sales orders automatically created for them over time. The orders must be fully paid for before the orders are shipped.

You need to configure the system.

Which two parameters should you configure? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Cancellation notice day before order
- B. First notice days from start
- C. Backorder – Number of days
- D. Revenue journal name
- E. Continuity days before delivery

Correct Answer: DE

Reference: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/set-up-continuity-programs>

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