



MB-340^{Q&As}

Microsoft Dynamics 365 Commerce Functional Consultant

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QUESTION 1

You need to resolve the inventory and order management issue. What should you do?

- A. Set Require payment for fulfillment to Card required the functionality profile.
- B. Set Default deposit percentage to 0 (zero) in Commerce parameters.
- C. Set Default deposit percentage to 100 in Commerce parameters.
- D. Set Require payment for fulfillment to Allow pay later in the functionality profile.

Correct Answer: A

Issue: Inventory and order management

The customer service team reports that many customer orders do not dispatch due to missing payment information. After investigation, you determine that the orders which fail to dispatch are being placed in stores. Store associates are not

being forced to enter payment details while placing orders.

Remove the Pay later option from the POS

When customer orders are created at the POS, the store associate can either collect a card payment for fulfillment or select Pay later to skip collection of card details. When the omni-channel Commerce order payments feature is turned on,

the Pay later option should be removed from the POS. To remove it, search for Functionality profiles to open the Functionality profiles page. Select the relevant functionality provide and click Edit. On the General FastTab for the functionality

profile, change the value of the Require payment for fulfillment field to Card required. This change must be synced to the channel database before it takes effect at the POS.

Incorrect:

* Default deposit percentage Default deposit percentage – Specify the percentage of the order total amount that the customer must pay as a deposit before an order can be confirmed. Depending on their privileges, store associates might be able to override the amount by using the Deposit override operation in POS, if that operation is configured for the transaction screen layout.

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

QUESTION 2

A company is implementing Dynamics 365 Commerce.

The company wants to display a stock status indicator on product detail pages to show customers when stock is below 10 available units. If stock is above the threshold, the system must not display any indicator.



You configure inventory level profiles, assign the profiles to the product categories, and synchronize the changes.

On the e-commerce site, you select the Enable inventory check on app check box.

You need to complete the configuration on the e-commerce site.

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 value for Out of stock threshold to 10.
- B. Set the value for Inventory ranges to All.
- C. Set the value for Inventory ranges to Low and out of stock.
- D. Set the value for Inventory level based on to Out of stock threshold.
- E. Set the value for Inventory level based on to Total available.

Correct Answer: AD

Inventory level based on – This setting defines how inventory levels are calculated. The available values are Total Available, Physical Available, and Out of stock threshold.

The Out of stock threshold value of the Inventory level based on setting is an old (legacy), obsolete value. When it's selected, the inventory count is determined from the results of the Total Available value, but the threshold is defined by the Out of stock threshold numeric setting that is described later. This threshold setting applies to all products across an e-commerce site. If inventory is below the threshold number, a product is considered out of stock. Otherwise, it's considered in stock. The capabilities of the Out of stock threshold value are limited, and we don't recommend that you use it in version 10.0.12 and later.

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

QUESTION 3

A company uses Dynamics 365 Commerce. The company implements Modern POS for store operations.

The company requires a near real-time view of the inventory for the stores. The view must reflect sales throughout the day.

You need to ensure that on-hand quantities for products in the stores are up to date.

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

NOTE: Each correct selection is worth one point.

- A. Post store statements
- B. Calculate store statements
- C. Retrieve transactions from stores
- D. Run the Transaction Consistency Checker tool



Correct Answer: AB

QUESTION 4

DRAG DROP

You need to configure the system to notify store workers to prepare store pickup orders.

Which three 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.

Select and Place:

Actions

- Enable the notification workflow.
- Add the notification to the POS permission group.
- Enable notifications on the POS operation.
- Create the alert that is triggered when retail transactions are created.
- Run the Distribution scheduler job.
- Activate the appropriate business event.
- Post the journal.



Answer area



Correct Answer:



Actions

- Enable the notification workflow.
-
-
- Create the alert that is triggered when retail transactions are created.
-
- Activate the appropriate business event.
- Post the journal.



Answer area

- Enable notifications on the POS operation.
- Add the notification to the POS permission group.
- Run the Distribution scheduler job.



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

QUESTION 5

DRAG DROP

A company uses a Dynamics 365 Commerce call center. The company does not use gift cards.

The company wants to issue \$25 physical gift cards as part of a promotion for customers who purchase more than \$250 worth of products.

A third-party vendor supplies the preprinted gift cards.

You need to activate and track the gift cards.

Which processes should you use? To answer, drag the appropriate processes to the correct actions. Each process may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Processes

- Invoice
- Packing slip
- Picking list
- Picking list registration

Answer Area

- Action**
- Activate a gift card.
 - Issue a gift card number for a sales order.

Process

-
-

Correct Answer:

Processes

-
- Packing slip
- Picking list
-

Answer Area

- Action**
- Activate a gift card.
 - Issue a gift card number for a sales order.

Process

- Invoice
- Picking list registration

Box 1: Invoicing Issuing gift cards through fulfillment Physical gift cards and virtual gift cards have distinct fulfillment methods.

Physical gift cards are gift cards that are mapped to a mode of delivery of the Shipping type. They must be issued directly through the gift card provider as part of order processing. The gift card number must then be mapped to the order line as part of the pick list registration process. Next, the masked gift card number is saved back to the order line. The gift card that is issued is then activated as part of order invoicing.

Box 2: pick list registration

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/dev-itpro/gift-card>

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