



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

Microsoft Dynamics 365 Commerce Functional Consultant

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### QUESTION 1

You need to resolve the product search issue.

What are the two possible ways to achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Create a new product lifecycle state. Assign the old products to the lifecycle state.
- B. Configure old products to be blocked at register.
- C. Stop released products for the sales process in Default Order settings.
- D. Assign the old products to a new product category. Add the category to the retail assortment as an exclusion line.

Correct Answer: AB

Issue: Product searches

Stores report that it is difficult to search for products on the point of sale (POS). When users perform searches, many old products appear in search results. These products may have similar names to current products.

A: As an engineering product goes through its lifecycle, it's important that you be able to control which transactions are allowed for each lifecycle state. For example, products that aren't yet in a mature state should not be put on a sales order. Alternatively, if a product is reaching its end-of-life state, you might want to control the inflow of that product.

B: Under the Blocking area select the Blocked at register check box to block the products assigned to a category from being sold at POS terminals.

Reference: <https://docs.microsoft.com/en-us/dynamics365/supply-chain/engineering-change-management/product-lifecycle-state-transactions> <https://firebrand.training/uk/pdf/learn/microsoft/dynamics-retail-functional-r2-material.pdf>

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### QUESTION 2

A company implements Dynamics 365 Commerce to manage stores.

A store worker receives an error that is related to the volume of inbound purchase lines in Modern POS.

You need to use an inbound inventory operation to process the purchase order.

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

NOTE: Each correct selection is worth one point.

- A. Retail Document Operation Processing batch
- B. Retail Document Operation Monitor batch
- C. Validate store transactions



- D. Post inventory
- E. Process Item Counting

Correct Answer: AB

Create and schedule two batch jobs for the document processing and monitoring tasks

The batch jobs that you create will be used to process documents that fail or time out. They will also be used when the number of active inventory documents that are being processed from POS exceeds a system-configured value.

1.

Go to System administration > Inquiries > Batch jobs.

2.

On the Batch job page, create two batch jobs:

Configure one job to run the RetailDocumentOperationMonitorBatch class.

Configure the other job to run the RetailDocumentOperationProcessingBatch class.

3.

Schedule the new batch jobs to run on a recurring basis. For example, set the schedule so that the jobs are run every five minutes. Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/pos-inbound-inventory-operation>

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### QUESTION 3

#### HOTSPOT

You need to configure functionality to help sales associates who are students interpret customer behavior analysis data.

Which components should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



**Answer Area**

Requirement	Component				
Enable required functionality in Dynamics 365 Commerce.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Customer Insights</td></tr> <tr><td>Feature management</td></tr> <tr><td>Lifecycle Services</td></tr> <tr><td>Microsoft Azure</td></tr> </table>	Customer Insights	Feature management	Lifecycle Services	Microsoft Azure
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Feature management					
Lifecycle Services					
Microsoft Azure					
Specify the student information to display to sales associates in the POS system.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Customer attributes</td></tr> <tr><td>Dimensions :</td></tr> <tr><td>Customer groups</td></tr> <tr><td>Attribute groups</td></tr> </table>	Customer attributes	Dimensions :	Customer groups	Attribute groups
Customer attributes					
Dimensions :					
Customer groups					
Attribute groups					

Correct Answer:

**Answer Area**

Requirement	Component				
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**QUESTION 4**



HOTSPOT

You need to complete the configuration for digital gift cards.

Which configuration options should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

**Property**

**Value**

Gift card value

Dropdown menu with options:

- Must not key in price
- Must key in new price
- Must key in lower/equal price

E-gift mode of delivery

Dropdown menu with options:

- Carry out
- Electronic
- Pickup

Automatic delivery email notification type

Dropdown menu with options:

- Issue gift card
- Order shipped
- Order confirmed

Correct Answer:



## Answer Area

### Property

### Value

Gift card value

A dropdown menu with a grey header and a downward arrow. The menu is open, showing three options: "Must not key in price", "Must key in new price" (highlighted in green), and "Must key in lower/equal price".

E-gift mode of delivery

A dropdown menu with a grey header and a downward arrow. The menu is open, showing three options: "Carry out", "Electronic" (highlighted in green), and "Pickup".

Automatic delivery email notification type

A dropdown menu with a grey header and a downward arrow. The menu is open, showing three options: "Issue gift card" (highlighted in green), "Order shipped", and "Order confirmed".

Box 1: Must key in new price

Customers must be allowed to specify the value of the gift card up to a maximum of \$500.

If customers must be able to specify a custom amount for a gift card in addition to predefined amounts, first set up a variant that allows for a custom amount. The Size attribute supports custom amount variants. Next, open the product from the

Released products in category page, and then, on the Commerce FastTab, set the Key in price field to Must key in new price, as shown in the following example illustration. This setting ensures that customers can enter a price when they

browse the product on a PDP.

Box 2: Electronic

The E-GIFT mode of delivery must be used for digital gift card sales.



The mode of delivery for a digital gift card must be set to Electronic.

Box 3: Issue gift card

To ensure that customers receive an email after a gift card is invoiced, create a new email notification type on the Email notification profiles page, and set the Email notification type field to Issue gift card.

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/digital-gift-cards>

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#### QUESTION 5

You work as the Finance Manager for a company. The company uses Microsoft Dynamics 365 Finance for its accounting system.

You need to ensure that when creating sales orders, the sales tax is automatically calculated when an item is added to a sales order line.

Which two of the following fields must be populated in the sales order line to ensure the sales tax is calculated? (Choose two).

- A. Item group
- B. Customer sales tax group
- C. Item sales tax group
- D. Sales tax code

Correct Answer: BC

<https://docs.microsoft.com/en-us/dynamics365/finance/general-ledger/indirect-taxes-overview>

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