

# Microsoft

## Exam Questions MB-340

Microsoft Dynamics 365 Commerce Functional Consultant



**NEW QUESTION 1**

- (Exam Topic 1)

You need to identify the configuration issue for the active student who is buying a clearance shirt with a coupon. What should you use?

- A. Category price rules
- B. Price simulator
- C. Retail price reports
- D. View all discounts operation
- E. Discount concurrency mode

**Answer:** B

**Explanation:**

Reference:

<https://technologyblog.rsmus.com/microsoft/retail-price-simulator-d365/>

**NEW QUESTION 2**

- (Exam Topic 1)

You need to configure the mobile POS terminal used for the store pickups and connect the payment device. Which components should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Requirement**

Select the application code base that will be used by the solution.

**Component**

▼
Modern POS
Cloud POS

Connect the payment device to the store pickup terminal.

▼
OPOS drivers direct connection
Network IP hardware station
Windows drivers direct connection
Network IP direct connection

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Graphical user interface, application, table Description automatically generated

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/mpos-or-cpos> <https://docs.microsoft.com/en-us/dynamics365/commerce/retail-peripherals-overview>

**NEW QUESTION 3**

- (Exam Topic 1)

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.

**Requirement**

Enable required functionality in Dynamics 365 Commerce.

**Component**

▼
Customer Insights
Feature management
Lifecycle Services
Microsoft Azure

Specify the student information to display to sales associates in the POS system.

▼
Customer attributes
Dimensions
Customer groups
Attribute groups

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Graphical user interface, text, application, email Description automatically generated

**NEW QUESTION 4**

- (Exam Topic 1)

You need to configure the solution for the store opening and closing procedures and address college credit requirements.

Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Add the task management POS operation to configure the store worker's POS permission groups.
- B. Use Task Recorder to document the different POS processes by worker role.
- C. Document the tasks using the Dynamics 365 help documentation.
- D. Implement the data task automation tool.
- E. Create a recurring task list for all stores.

**Answer:** AE

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/task-mgmt-overview> <https://docs.microsoft.com/en-us/dynamics365/commerce/task-mgmt-configure>

**NEW QUESTION 5**

- (Exam Topic 2)

You need to configure pricing for the monthly price updates.

What should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

**Requirement**

**Solution component**

Implement functionality for monthly price changes

	▼
Category price rules	
Discounts	
Mass update worksheet	
Trade agreements	

Apply pricing to the sales representatives through an account code

	▼
All	
Group	
Table	

Configure a price rule calculation type for wooden rockers

	▼
Fixed amount	
Margin	
Markup	

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Graphical user interface, text, application, table, email Description automatically generated

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/price-management>

**NEW QUESTION 6**

- (Exam Topic 2)

You need to configure shipping charges.

Which features should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

**Requirement**

**Object**

Configure shipping costs for a \$300 order

	▼
Auto charges	
Shipping methods	
Delivery charges groups	
Shipping threshold discounts	

Configure the shipping costs for the 10 regions

	▼
Organization hierarchy	
Functionality profile	
Channel type	
Fulfillment profiles	

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Graphical user interface, text, application, email Description automatically generated  
<https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/set-up-shipping-charges-for-online-stores> <https://docs.microsoft.com/en-us/dynamics365/commerce/auto-charges-by-channel>

**NEW QUESTION 7**

- (Exam Topic 2)

You need to configure a solution to optimize the entry of customer reviews for the different review lengths. What should you do?

- A. Configure the maximum length of all reviews on the e-commerce site at the site level
- B. Create a text attribute for each review length and assign them to the product category attributes for the Commerce product hierarchy
- C. Create a text attribute for the maximum review length
- D. Assign the attribute to each item where a review is requested
- E. Configure the maximum length of the reviews on the e-commerce site at the product level
- F. Create a reference attribute for each review length and assign them to each item where a review is required

**Answer:** A

**Explanation:**

Reference:  
<https://docs.microsoft.com/en-us/dynamics365/commerce/configure-ratings-reviews>

**NEW QUESTION 8**

- (Exam Topic 3)

You are a Dynamics 365 Commerce consultant for a company. The company has three retail channels: an online store, a retail store, and a call center. The company requires customer orders to be available for pickup at its retail store. Sales orders for in-store pickup can be created in any retail channel. You create a mode of delivery for customer pickups. You also create a fulfillment group. Which retail channel should you select? To answer, drag the appropriate retail channels to the correct actions. Each retail channel 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.

**Retail channels**

**Answer Area**

- Both retail store and online store
- Call center
- Online store only
- Retail store only

- Action**
- Assign the retail channel or channels to the mode of delivery.
  - Assign the retail channel or channels to a line in the new fulfillment group.
  - Assign the new fulfillment group to the retail channel or channels.

**Retail channel**

- Retail channel
- Retail channel
- Retail channel

- A. Mastered

B. Not Mastered

**Answer:** A

**Explanation:**

Graphical user interface, application Description automatically generated

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/multiple-pickup-modes>

**NEW QUESTION 9**

- (Exam Topic 3)

A company uses Dynamics 365 to manage retail stores.

You create the following workers. Both workers use Cloud POS and Modern POS applications:

Worker	Requirements
Store associate	This worker must be able to perform POS daily operations but must not be able to activate devices
Retail IT regression tester	This worker must be able to validate and activate devices and be able to perform POS daily operations

You add both users to one POS permission group.

You need to configure the system to meet the requirements.

Which three actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Create one device for CPOS and one device for MPO
- B. Assign one register to each device
- C. Associate an existing identity with the Store Associate worker and run the Staff and Registers job
- D. Override the POS permissions group and grant permission to manage devices
- E. Associate an existing identity for the Retail IT regression tester worker and run the Staff and Registers job
- F. For both devices, select a package name for Register package

**Answer:** ACD

**NEW QUESTION 10**

- (Exam Topic 3)

A company has a Dynamics 365 Commerce call center.

Continuity sales orders that are not yet fulfilled list a product that is no longer in stock You need to substitute a product on the orders.

What should you do?

- A. Run continuity updates.
- B. Run a continuity update batch job.
- C. Create continuity child orders.
- D. Update the continuity current event period.
- E. Extend continuity lines.

**Answer:** B

**NEW QUESTION 10**

- (Exam Topic 3)

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company plans to set up a multi-tier loyalty program.

Customers must advance from one loyalty tier to another based on the number of purchases that are made. You configure all processing batch jobs. You need to complete the configuration.

Solution: Configure a loyalty scheme that has defined reward rules. Does the solution meet the goal?

- A. Yes
- B. No

**Answer:** B

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-customer-loyalty-program>

**NEW QUESTION 11**

- (Exam Topic 3)

A company has a physical store that closes at 11:30 P.M. each night.

The store conducts a special promotion on a Saturday in June. The last customer does not complete their sale until Sunday at 1:30 A.M.

You need to ensure that all of the transactions for the promotion are financially and physically recognized on Saturday.

Which two fields should you configure? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Post as business day
- B. End of business day
- C. Closing method by shift
- D. Statement method by shift
- E. One statement per day

**Answer:** AB

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/retail-statements>

**NEW QUESTION 15**

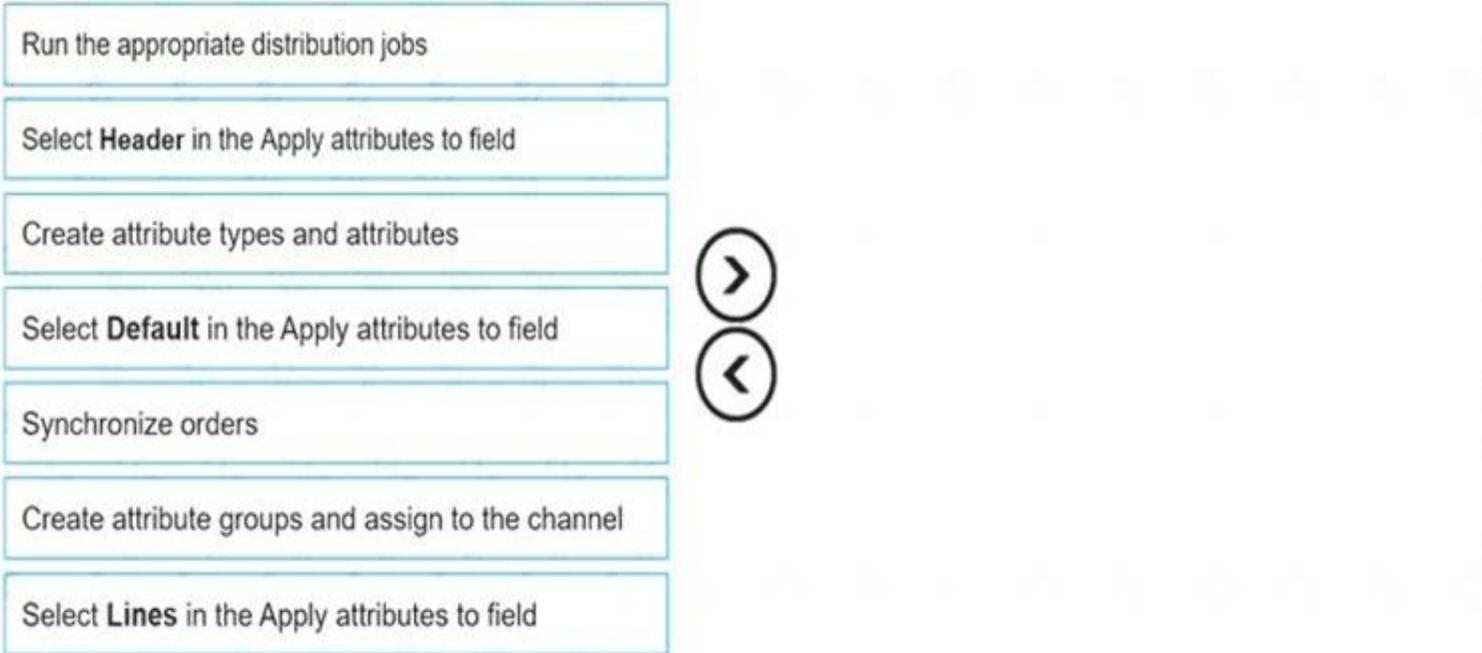
- (Exam Topic 3)

A company uses Dynamics 365 Commerce.

You must capture supplemental information for sales orders created in the POS system or items on the sales orders.

You need to configure the system.

Which five 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.

Actions	Answer Area
Run the appropriate distribution jobs	
Select <b>Header</b> in the Apply attributes to field	
Create attribute types and attributes	
Select <b>Default</b> in the Apply attributes to field	
Synchronize orders	
Create attribute groups and assign to the channel	
Select <b>Lines</b> in the Apply attributes to field	

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Graphical user interface, application Description automatically generated with medium confidence

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/dev-itpro/order-attributes>

**NEW QUESTION 19**

- (Exam Topic 3)

A company uses the advanced cash management feature of Dynamics 365 Commerce.

An issue with a register in one of the company's stores is preventing the manager from closing the current shift. As a result, new sales cannot be processed on that register.

The issue will be investigated at a later time to allow sales to take place. All postings must be processed in Dynamics 365 while the investigation takes place.

You identify that a safe drop has not been reconciled.

You need to ensure that the store is able to process sales using this register as quickly as possible. What should you do?

- A. Log in as an employee with manager privileges and close the shift
- B. Reverse the safe drop with a minus value and close the shift
- C. Use the Suspend Shift operation and review the shift later
- D. Mark the safe drop as reconciled using the Manage Shifts screen
- E. Close the shift

**Answer:** C

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/shift-drawer-management>

**NEW QUESTION 23**

- (Exam Topic 3)

A sales director wants to create a consistent revenue stream by targeting customers to sign up for continuity programs.

You need to configure continuity programs.

Which three actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Create template sales orders for the customers.
- B. Configure order fulfillment.
- C. Create a continuity program.
- D. Create a parent product for the continuity program.
- E. Configure Commerce shared parameters.

**Answer:** CDE

**Explanation:**

Reference:  
<https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-continuity-program>

**NEW QUESTION 27**

- (Exam Topic 3)

A company uses Dynamics 365 Commerce.

The company wants to introduce a restriction that prevents all product labels from being generated automatically when product prices are updated. You need to implement the restriction. What should you do?

- A. Disable the print option in Bar codes.
- B. Configure product labels in Released products
- C. Configure the product label report in the Commerce module
- D. Set the Product label to None in the Commerce shared parameters

**Answer: D**

**Explanation:**

Reference:  
<https://msdynamicsworld.com/story/how-configure-product-labels-retail-microsoft-dynamics-ax-2012-r3>

**NEW QUESTION 31**

- (Exam Topic 3)

A customer order is placed on hold by the system for potentially fraudulent activity. You need to determine which aspect of the order caused it to be placed on hold. What should you do?

- A. View the order holds report and filter on the fraud hold code and order number.
- B. View the fraud notes set on the order hold for the order.
- C. View the hold reason code set on the order hold for the order.
- D. View the fraud details specified on the order hold for the order.

**Answer: D**

**Explanation:**

Reference:  
<https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-fraud-alerts>

**NEW QUESTION 34**

- (Exam Topic 3)

A company uses Dynamics 365 Commerce.

A sales director wants to ensure that transactions aggregate and post in accordance with industry requirements. You configure store posting to aggregate voucher transactions.

You need to complete the statement posting configuration.

Which configuration options should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

**Requirement**

**Configuration option**

Generate a single sales order for transactions that occur between 10:00 AM and 2:00 AM

	▼
Statement method	
Split by statement method	
One statement per day	
Post as business day	

Ignore all cash discrepancies when posting statements

	▼
Statement method	
Split by statement method	
Disable counting required	
Maximum difference- shift	

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Table Description automatically generated

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/retail-statements> <https://docs.microsoft.com/en-us/dynamics365/commerce/statement-posting-eod>

**NEW QUESTION 38**

- (Exam Topic 3)

A company uses Dynamics 365 Commerce for their retail store operations.

The company needs to implement curbside pickup. Each store can handle twenty pickups by customers and two pickups by distribution vendors per hour.

You need to configure the retail stores for curbside pickup requirements.

Which component should you use? To answer, drag the appropriate components to the correct requirements. Each component 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.

Components		Answer Area	
Capacity time fence	Mode of delivery	Requirement	Component
Retail store	Time slot	Configure the store pickup capacity	Component
		Configure the difference between customer and vendor pickups	Component

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Text Description automatically generated

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/dev-itpro/pickup-timeslots>

**NEW QUESTION 42**

- (Exam Topic 3)

A company uses Dynamics 365 Commerce for their store point of sale (POS) operations. The system is configured with a 10 percent coupon for a single product.

Customers can request the shelf label price if it is less expensive than the system price. Customers must receive the best price for a product.

You need to configure the system to meet the requirement. What should you do?

- A. Set the Key in price field to the Must key in lower/equal price field.
- B. Enable the Apply discounts to price overrides field.
- C. Enable the Manual line discounts compound on top of system discounts field.
- D. Enable the Apply discounts to key in price products field.
- E. Enable the Allow price adjustments to increase product price field.

**Answer:** A

**NEW QUESTION 43**

- (Exam Topic 3)

A company produces medical compounds and sells the compounds at retail stores. You must track the following information about the compounds:

- > the value and unit of measure for the concentration of active ingredients in the compound
- > a compliance rating that describes how well the compound conforms to acceptable levels of byproducts

You need to create fields to store the information on a sales order.

Which attribute types should you use? To answer, drag the appropriate attribute types to the correct requirements. Each attribute type 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.

Attribute types	Answer Area	Attribute type
Currency	Requirement	
Decimal	Track a chemical concentration value in the system's configured units of measure.	Attribute type
Reference	Select a compliance rating from a preconfigured list.	Attribute type
Text		

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Graphical user interface, text, application Description automatically generated

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/attribute-attributegroups-lifecycle>

**NEW QUESTION 45**

- (Exam Topic 3)

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

**Answer:** DE

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/ax-2012/appuser-itpro/set-up-continuity-programs>

**NEW QUESTION 50**

- (Exam Topic 3)

A company uses Dynamics 365 Commerce. The company has an e-commerce website. The company plans to start a sale in three weeks.

You need to make changes to pages across the website. You must ensure that the changes:

- > Do not restrict other changes from being implemented.
- > Do not impact the operation of the live site.
- > Are updated on the live site ready for the first day of the sale. What should you do?

- A. On the live site, complete the change
- B. Publish the amended pages.
- C. On the live site, unpublish the pages and complete the change
- D. Do not publish the changes.
- E. Create a new publish group
- F. Copy the pages and complete the change
- G. Set a schedule for the publish group.
- H. Create a new publish group
- I. Copy the pages and complete the change
- J. Publish the changes.
- K. On the live site, create new page
- L. Copy the existing designs and complete the change
- M. Do not publish the changes.

**Answer:** C

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/publish-groups>

**NEW QUESTION 55**

- (Exam Topic 3)

Company A uses Dynamics 365 Commerce. The company deploys a business-to-business (B2B) e-commerce website.

Company B has a business partner account with Company A.

Company B hires a purchasing manager. The purchasing manager must be able to place orders on the B2B e-commerce website on behalf of Company B.

You need to ensure the purchasing manager can place orders as required.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Advise the purchasing manager to register for a new account using the B2B e-commerce site.
- B. Advise the administrator user of Company B to add a new user by using the self-service pages of the e-commerce site.
- C. Create a new customer account
- D. Navigate to the customer hierarchy for Company B and assign the new customer account.
- E. Create a new customer account
- F. Set the invoice account value to Company B's customer account number.

**Answer:** BC

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/b2b/manage-b2b-users>

**NEW QUESTION 56**

- (Exam Topic 3)

A company uses Dynamics 365 Commerce.

The company wants to introduce the following scheme to reward customer loyalty and encourage repeat sales:

- > Customers must automatically be assigned a status of Silver, Gold, or Platinum based on the value of orders completed in the last 12 months.
- > Additional promotional discounts must be given based on customers' assigned status when they place new orders.

You need to configure the system to meet the requirements.

How should you configure the system? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Object	Configuration option
Price groups	<div style="border: 1px solid black; padding: 5px;"> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">▼</div> <div style="padding: 5px;"> <p>Per program tier</p> <p>Per loyalty program</p> <p>Per loyalty scheme</p> <p>Per promotional discount</p> </div> </div>
Loyalty program	<div style="border: 1px solid black; padding: 5px;"> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">▼</div> <div style="padding: 5px;"> <p>Three tiers assigned to one program</p> <p>Three programs with no tiers</p> <p>Three earning rules assigned to one program</p> <p>Three programs with a redemption rule each</p> </div> </div>
Reward point type	<div style="border: 1px solid black; padding: 5px;"> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">▼</div> <div style="padding: 5px;"> <p>Amount</p> <p>Quantity</p> </div> </div>
Earning rule type	<div style="border: 1px solid black; padding: 5px;"> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">▼</div> <div style="padding: 5px;"> <p>Purchase products by amount</p> <p>Purchase products by quantity</p> <p>Sales transaction count</p> </div> </div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Graphical user interface, text, application, email Description automatically generated

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-customer-loyalty-program>

**NEW QUESTION 60**

- (Exam Topic 3)

A company plans to replace an existing e-commerce website by implementing Dynamics 365 Commerce. You deploy the environment and initialize e-commerce functionality.

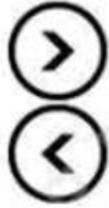
You need to complete the configuration.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

**Actions**

**Answer area**

- Create and publish the content pages.
- Assign the online store to an organization hierarchy.
- Create a site.
- Configure an online store.
- Synchronize data to the Commerce Scale Unit.



- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Graphical user interface, text, application, chat or text message Description automatically generated

Reference:

<https://docs.microsoft.com/en-us/learn/modules/create-online-presence/>

**NEW QUESTION 63**

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