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Exam : MB-340

Title : Microsoft Dynamics 365 Commerce Functional Consultant (beta)

Version : DEMO

1. Topic 1, Bellows College

Case study
This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study
To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background
Bellows College enrolls 10,000 students a year. Students purchase books and supplies from five physical stores near the campus. The stores carry essential books and supplies that students need for classes and labs. Store employees are students that are allowed to manage and run the stores in the Bellows College Retail and Hospitality management program.

Current environment
General
Bellows College uses Dynamics RMS. The college is migrating to Dynamics 365 Commerce.
All stores follow the same set of 40 opening and closing procedures. Managers from each store assign these tasks to store workers. These tasks include returning unsold inventory back to the shelves, vacuuming the floor, cleaning the bathrooms, and sanitizing all
customer-facing surfaces.
Each morning, store employees print several educational sales reports for retail operations and education.

Customers
The school teaches the art of upselling and predictive customer behaviors to students who major in retail and hospitality and work at the stores. Students use the store worker experience to relate their textbook studies to real-world applications.

Inventory
Stores have visibility into the products that will need to be stocked and sold for upcoming classes. The stores do not have visibility into the number of students in the classes. Inventory is often low, and product availability is unpredictable during different times of the semester in different stores.

A store that does not have an item in stock may call the other stores to inquire about product inventory. The stores want to be able to do a better job predicting required inventory levels.

Products
Products are categorized by the groups:
All products
- General supplies:
- - Pens
- - Paper
- - Other
- Beverages
- Snacks
- Books:
- - Chemistry
- - History
- - Mathematics
- - Science
- - Technology
- - Education
- - Other
- Apparel:
- - Men's
- - Women's
- - Children's
- - All
- Merchandise
- Other

Pricing
➪ All books are sold at the manufacturer's suggested retail price (MSRP) price. The stores never provide discounts for books.
➪ General school supplies, such as pens and paper, are more expensive at a store located in the student community center.
➪ All products, other than books, are repriced once a month by using an average cost of the products plus 20 percent.
➪ Students receive a five percent discount on general supplies when the students belong to certain student organizations.
➪ Any rounding of the final price of items is performed in Microsoft Excel and manually uploaded.

Hardware
The current POS hardware is more than seven years old and must be replaced.

Store pickup transactions
➪ Store pickup transactions are not supported by the current hardware.
➪ Students call the stores to place their orders with a store worker. The store worker creates a suspended transaction in the POS system.
➪ Store workers find out about new orders to pick and put into boxes through pieces of paper on a fulfillment bulletin board.

Requirements
General
➪ One store must be converted to the new Dynamics 365 Commerce solution each month.
➪ Stores that have not been converted to the new solution must use a temporary integration to the Dynamics 365 Commerce system to import the retail cash and carry transactions from the previous system.
➪ Stores that use either the existing solution or the new solution must be able to use base commerce reports and inquiry forms to view sales across all stores.
➪ The college must be able to have traceability into store tasks that are getting completed and by whom in order to quantify the retail experiences of the store workers for college credit eligibility evaluation.
➪ Stores must connect the new cloud-based enterprise resource planning (ERP) system to the local network printer to print daily sales reports in a batch process.
➪ Managers must review daily year-over-year reports that are printed locally on the printer from headquarters. • All reports automatically print to the store printers.
➪ Store workers that are students use printed copies of these reports to make notes for research papers.

Customers
➪ All registered students must be entered as customers into Dynamics 365 Commerce.
➪ Non-active students that are in the system must remain in the system and be categorized as alumni and friends.
➪ When customers join a student club as a member, the clubs must send a list to Bellows College to update the student membership directory.

POS
➪ The POS system must recommend automatic upsells and predict customer behavior to the sales associates who are students to help them refine their retail skills. In the POS system, the store workers must see the preferred purchasing category of a student and a suggestion for a next best action that the store workers should take to sell more items to the students.
➪ Receipts must either be printed or emailed.
➪ The same transactional information must be on all receipts for all stores. Only one receipt format is used because IT staff is limited.
➪ Emailed receipts must have custom branding included in the header. The footers must include

educational quotes and major campus events. Footer information must be updated once each semester.

Inventory

➪ All returns require a receipt as proof of purchase.
➪ No returns are allowed if the item was purchased more than 30 days prior.
➪ If an item is out of stock, the store workers must be able to refer the customer to another location without calling the store.
➪ Inventory visibility for all locations should be near real-time.
➪ The current product categories will be migrated as is. Revamping the product categories will be saved for a later implementation phase.
➪ All items must be in the product hierarchy.
➪ All inventory and fulfillment actions that are performed in the POS system by store workers must be grouped together on the welcome screen.
➪ Workers must be alerted about any actions that must be performed in the POS system.

Pricing

➪ All pricing must be calculated automatically within the system, not through Excel.
➪ All students will get a 5 percent discount on all apparel purchases.
➪ All discounts applied to the selling price must be tracked to a ledger account for financial reporting.
➪ Apparel is cleared out through clearance pricing that is typically discounted 30 percent to 50 percent off list price. These are exclusive discounts.
➪ Twenty percent discount coupons can be provided to students for apparel when
the students participate in Bellows College community outreach programs, hit certain academic milestones, or help with fundraising activities. These coupons can sometimes compound with other club or student discounts, but not always.

Hardware

You must implement the following hardware for the stores:

Stationary terminals
- Windows OS
- All peripherals are dedicated to the stationary terminals
- Payment methods: cash, check, credit card, debit card, and “Bellows cash” cards Mobile terminals
- iOS
- All peripherals are dedicated to the mobile terminals
- Mobile case
- Payment methods: credit card

New POS tablets that run iOS will be required to support the store pickup transactions.

Store pickup transactions

➪ Customers must create orders from a mobile app, a portal, or by calling in orders.
➪ The stores will fulfill the orders and package them into boxes that have an appropriate label.
➪ Customers will call the store when they are ready to pick up the orders.
➪ The store employees will leave the store with the box of merchandise and the mobile tablet.

➪ The store employee will recall the transactions on the mobile device and review the order with the customers.
➪ The customers can then modify orders and request new items or changes to the contents.
➪ If changes are needed, the store employee will go back into the store and replace/add items as appropriate and bring them out to the car.
➪ The customer then pays for the order through credit cards only.
➪ The store employee then leaves the products next to the customer for the customer to load.

Issues
Issue 1 – Incorrect pricing at the register
A store cashier reports that the pricing for a shirt that is listed as a clearance item should be lower. The cashier is not sure how the pricing was determined. The customer is an active student who belongs to a club and has a 20 percent discount coupon from a fundraiser event.

Issue 2 – Previous POS system transaction inconsistencies
➪ Previous POS transactions are being uploaded to Dynamics 365 Commerce.
➪ The transaction imports have not been tested. You observe issues with the data. The import files need corrections.

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: A,E
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/commerce/task-mgmt-overview
https://docs.microsoft.com/en-us/dynamics365/commerce/task-mgmt-configure

2.You need to configure the system for the store inventory visibility requirements.
Which functions should you use?
A. Data distribution pull job and the Post inventory job in batch
B. Synchronize orders job and the Post inventory job in batch
C. Synchronize orders job and the Product availability job in batch
D. Validate store transactions job and the Post transactional statements job in batch
E. Data distribution job and Synchronize orders job in batch
Answer: D

3.HOTSPOT

You need to design the integration solution for stores that are not yet using Dynamics 365 Commerce. Which components should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Requirement	Component
Import transaction records from the legacy system.	Sales orders Retail transactions Retail statements
Check for issues.	Sales order confirmation Validate store transactions Data validation checklist Calculate statement in batch
Correct the issues.	Data management workspace Microsoft Excel add-in Store Financials workspace Sales order details

Answer:

Requirement	Component
Import transaction records from the legacy system.	Sales orders Retail transactions Retail statements
Check for issues.	Sales order confirmation Validate store transactions Data validation checklist Calculate statement in batch
Correct the issues.	Data management workspace Microsoft Excel add-in Store Financials workspace Sales order details

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

4.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/

5.HOTSPOT
A company uses Dynamics 365 Commerce to create and manage customer sales orders.
You must send customers email updates when their order status changes.
You need to configure the system.

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

Requirement	Object
Configure which status changes trigger notifications	Email notification profile Print management Order events Workflow
Configure the design of the notifications	Organizational email templates Email attachments SQL Server reporting Services (SSRS) report Application email templates

Answer:

Requirement	Object
Configure which status changes trigger notifications	Email notification profile Print management Order events Workflow
Configure the design of the notifications	Organizational email templates Email attachments SQL Server reporting Services (SSRS) report Application email templates

Explanation:

Graphical user interface, text, application

Description automatically generated