



# MB6-897<sup>Q&As</sup>

Microsoft Dynamics 365 for Retail

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### QUESTION 1

You are designing the receipt format for retail stores.

You need to ensure that receipts display the store number, register number, and date.

Which profile should you use?

- A. functionality profile
- B. receipt profile
- C. visual profile
- D. hardware profile

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/receipt-templates-printing>

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### QUESTION 2

You create an organizational hierarchy that groups retail stores by region. You are creating a retail store in Microsoft Dynamics 365 for Retail.

You need to enforce the hierarchy.

Which two hierarchy purposes should you assign to the organizational hierarchy? Each correct answer presents part of the solution.

- A. retail reporting
- B. security
- C. centralized reporting
- D. retail POS posting

Correct Answer: BD

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### QUESTION 3

You are unable to cancel a sales order.

What are three reasons why you CANNOT cancel the sales order? Each correct answer presents a complete solution.

- A. The order has been partially picked.
- B. The order's credit card payment has been authorized.
- C. The order has already been cancelled.



- D. The order has not been picked.
- E. The order has a credit card payment pending.

Correct Answer: ABE

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#### QUESTION 4

Which role in Microsoft Dynamics 365 for Retail has the most privileges?

- A. Retail store manager
- B. Retail store IT
- C. Retail operations manager
- D. Retail catalog manager

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/retail-operations-manager-security-role-retailoperationsmanager>

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#### QUESTION 5

You retail store policy states that you cannot have more than \$1,000.00 or less than \$200.00 in the cash drawer at any given time. You have a busy hour at your store resulting in a \$1,200.00 balance in the cash drawer.

You need to ensure that you are following the store policy.

What should you do?

- A. Perform a cash return transaction for \$1,000.00, then perform a bank drop for \$1,000.00.
- B. Perform a bank drop for \$1,000.00.
- C. Perform a tender removal for \$200.00, then perform a safe drop for \$1,000.00.
- D. Perform a float entry of \$200.00, then perform a safe drop for \$1,000.00.

Correct Answer: B

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