



MB6-897^{Q&As}

Microsoft Dynamics 365 for Retail

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QUESTION 1

You need to ensure that all returns over \$25.00 for purchases paid by credit cards are reviewed and approved. What should you do?

- A. Create a hold code that requires a manager to clear the hold.
- B. Configure the credit card approval amount in the call center parameters.
- C. Create an order event that requires a manager to review the order.
- D. Configure the Pending return hold code in the call center parameters.

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/configuring-parameters-and-initial-settings-call-center>

QUESTION 2

You are labeling retail products of various sizes.

You need to create a label that is neither size nor color specific.

Which type of label should you create?

- A. product label
- B. location label
- C. shelf label
- D. license label

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/create-and-print-labels-overview>

QUESTION 3

You need to perform an audit to identify out of balance payment transactions at a physical store. Which inquiry should you use?

- A. Retail store transactions
- B. Posted statements
- C. Retail sales
- D. Online store transactions



Correct Answer: B

QUESTION 4

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

QUESTION 5

You are a Microsoft Dynamics 365 for Retail administrator. On the Registers form, you add a new point of sale (POS) register to use in an existing retail channel.

You need to configure the minimum required fields on the form to define the new register.

Which three fields should you configure? Each correct answer presents part of the solution.

- A. Screen layout
- B. Functionality profile
- C. Hardware profile
- D. Customer display text
- E. Visual profile

Correct Answer: ACE

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