



MB6-896^{Q&As}

Distribution and Trade in Microsoft Dynamics 365 for Finance and Operations

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**QUESTION 1**

A customer reports that an item they ordered was damaged when it arrived. You instruct the customer to return the item to your warehouse.

You need to remove the item from your inventory and ship a new item to the customer. Which disposition action should you use on the return order?

- A. Scrap
- B. Replace and credit
- C. Credit
- D. Replace and scrap

Correct Answer: A

QUESTION 2

You need to group various delivery modes together in order to calculate and apply automatic charges to sales orders. What should you create?

- A. Customer group
- B. Item charge group
- C. Mode of delivery
- D. Delivery charges group

Correct Answer: C

QUESTION 3

You need to define the dimensions for one of your packing boxes.

What will be automatically calculated based on entering the dimensions of the packing box?

- A. Weight limit
- B. Height
- C. Weight
- D. Volume

Correct Answer: A



QUESTION 4

You need to configure email functionality to send customer emails.

Which three options should you choose? Each correct answer is part of the solution.

- A. Create an email notification profile.
- B. B.Set the account statement value toAlways.
- C. Configure an SMTP server.
- D. Set up external codes for the customer.
- E. Create an email template.

Correct Answer: ACE

QUESTION 5

A customer reports that the representative who took their order earlier in the day incorrectly entered the order.

You need to determine which customer service representative entered the order and if any modifications to the order have been made.

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

- A. Run the Order holds report.
- B. View the Order scripts pages.
- C. View the Order hold page.
- D. View the Order events history inquiry page.
- E. Run the Order events report.

Correct Answer: CD

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