



MB6-897^{Q&As}

Microsoft Dynamics 365 for Retail

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QUESTION 1

You need to ensure that a product is available to be sold in stores.

Which two actions should you perform? Each correct answer presents part of the solution.

- A. Run the process assortments job.
- B. Add the product to assortments.
- C. Release the products to legal entities.
- D. Add the product to the channel navigation hierarchy.

Correct Answer: BC

Reference: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/set-up-retail-products>

QUESTION 2

Which two scenarios restrict the cancellation of a sales order? Each correct answer presents a complete solution.

- A. The sales order is on backorder.
- B. The sales order is partially picked.
- C. The sales order has a posted credit card payment.
- D. The sales order is fully picked.

Correct Answer: BD

QUESTION 3

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 4

You are making a sale to a customer using a point of sale (POS) register.

After initially deciding to pay partially with the first credit card, the customer chooses instead to pay in full with a second credit card.

You need to remove the first credit card from the transaction.

What should you do?

- A. Select the payment line for the partial payment and click Void payment.
- B. Select the payment line for the partial payment and click Void line.
- C. Select the payment line for the partial payment and click Void transaction.
- D. Tender the remaining amount and return the sale.

Correct Answer: A

QUESTION 5

You create an installment billing plan and enable it for use. Where should you activate the plan?

- A. billing parameters
- B. customer record
- C. call center parameters
- D. item record

Correct Answer: B

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