



MB6-897^{Q&As}

Microsoft Dynamics 365 for Retail

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QUESTION 1

Which two ways are sales orders created when you post a statement? Each correct answer presents a part of the solution.

- A. One sales order is created for all customer sales.
- B. One sales order is created for each customer sale.
- C. One sales order is created for each cash and carry sale.
- D. One sales order is created for all cash and carry sales.

Correct Answer: BD

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

QUESTION 2

Which three activities occur when you perform a customer merge? Each correct answer presents a complete solution.

- A. Customer transactions remain on the same account.
- B. The new customer references the old customer.
- C. The old information is permanently deleted.
- D. When users search or select the old customer in the system, the new customer will automatically replace them.
- E. The old customer references the new customer.

Correct Answer: ADE

QUESTION 3

You are setting up gift cards for a multi-company configuration. On the Retail Parameters form, you select a company in the gift card company field. Which responsibility is assumed by the company that sells the gift cards and processes related transactions?

- A. liability
- B. distributing cards
- C. posting
- D. posting statements

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/about-gift-cards-in-ax-2012-r3>



QUESTION 4

You are a cashier working on a point of sale (POS) register at a retail store.

Your shift ends in the middle of the business day and you must report the cash in your drawer.

You need to count your cash drawer in the back office.

What should you perform first?

- A. log off the register
- B. perform a tender declaration
- C. perform a blind close shift
- D. close the shift

Correct Answer: C

QUESTION 5

You need to close a case for a specific customer. What status allows you to close a case?

- A. Active
- B. Started
- C. In Process
- D. Open

Correct Answer: C

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