



# Microsoft

**MB-800**

**Microsoft Dynamics 365 Business Central Functional  
Consultant (beta)**

**QUESTION & ANSWERS**

## QUESTION 1

Case Study	Number of Questions	Total Question
Case Study: 1	11	1 – 11
Case Study: 2	12	12 – 23
Case Study: 3	72	24 - 95
Total		95

# Case Study: I

## Wide World Importers

Current environment

Cash and carry sales

When a customer makes a purchase at the company's cash and carry desk, the sale is handwritten on a three-part form.

The cash and carry associate retrieves the items listed on the order from the warehouse.

Special prices and discounts are used to move products that will expire soon or that are overstocked.

Cash is accepted for payments.

The cash drawer is balanced at the end of every day. A deposit is created for the cash and given to the accountant.

Brokered sales orders

Brokered sales are called in to customer service by the brokers and sometimes directly by customers. The sales are entered into QuickBooks.

Because inventory is not tracked in QuickBooks, the generic item Brokered Item is used.

Two copies of the packing slip and printed from QuickBooks and sent to the warehouse.

Order picking

The warehouse manager provides a container and the two copies of the packing slip to a picker.

Items that are out of stock are marked on both copies of the packing slip.

The shipping amount is determined and written on the packing slips.

One copy of the completed packing slip is placed in a basket for customer service.

Completed orders are boxed up with a copy of the invoice and shipped to customers.

## Order invoicing

Throughout the day, the customer service manager collects the packing slip copies and updates the invoices in QuickBooks.

The customer service manager adds a line for shipping with the amount provided by the packer.

The customer service manager prints a copy of the final invoice and sends it to the warehouse.

The accountant uses Microsoft Word to create weekly invoices for all shipments invoiced in QuickBooks during the week for some customers.

## Cash and carry sales

One-line sales invoices are saved in QuickBooks for each cash and carry sale to a miscellaneous customer.

Customer details for cash and carry sales are not kept in QuickBooks.

## Deposits

The accountant receives the deposit bag from the cash and carry sales desk at the end of every day.

Receipts are recorded in QuickBooks against cash and carry and brokered sales based on the deposit slips.

## Brokers commission

Brokers fees are paid as a percentage of sales.

A Sales by Product/Service Summary report is run in QuickBooks every month for Brokered Item to calculate what is owned.

## Requirements

### Customers

Users with permission must be able to quickly add new customers.

The original source of all customers in the accounting system must be identified to be from cash and carry or brokered sales.

The company needs to keep a record of special price promotions given to specific customers.

Customers must be identified with a unique general business posting group so that the correct freight G/L account is used in sales transactions.

### Sales

The customer source must be used to identify the business line, and the customer source must be indicated on every sales transactions.

Customer service and cash and carry desk associates must be able to enter sales into Dynamics 365 Business Central by customer.

Excess paper must be eliminated, and paper management must be reduced.

If a customer is not already listed in the system, a cash and carry associate or customer service associate must be able to quickly add the new customer in the process of recording the first sale.

A point-of-sale system is not needed, but users must be able to record which items are purchased by customers, accept and record their payment, and print receipts indicating paid in full.

#### Items

The sales manager and warehouse manager must be able to set a specific timeframe for special promotion discounts on items.

For special promotions, discounts must be consistent for all items in a product line using a single discount calculation.

Special pricing may be given to a retail chain or buying group. This pricing must be automatically applied when an order is taken for any of these customers. The original price must be recorded with each sale.

Customers must always be charged the lowest amount for an item at the time of the sale. For example, an overstocked olive oil has a regular price of \$20 per unit. Customers in a buying group for restaurants can buy it for \$18 per unit. There is an autumn promotion price for the item at \$19 per unit. However, on a specific day only, there is an overstock special at a 15 percent discount off the regular price.

#### Sales invoices

Warehouse workers must be able to indicate the following in the system for each order:

1. the items picked
2. the shipping charges
3. notifications, if any, that customer service needs to provide to the customer

Items sold at a discount must show the original price, discount, and net amount on each line of the invoice. Invoices must be posted at the cash and carry desk at the time of sale. For orders, accounting must post invoices and send them to customers.

Warehouse employees must be able to indicate what has been shipped on an order. They will use the G/L account for shipping charges. They need to use the correct G/L account for sales versus cost through proper assignment of sales and purchase accounts in the general posting setup.

Some of the brokered customers require one invoice per week regardless of the number of orders or shipments.

#### Accounts

Payment terms vary by customer.

The amount paid to brokers must be calculated from sales after invoice discounts.

Broker vendors must be easily identifiable from other vendors in lists

Commission paid on sales not collected within 120 days must be deducted from brokers' next compensation payment.

## Reporting

Wide World Importers requires reporting on the following:

the overall profitability of each line of business at any time for any given period

the cost of outbound shipping in the overall profitability of sales by business line in all related reports

freight sales and cost by account in the trial balance

the cost of brokers' compensation in reporting the overall profitability of sales by business line

the effect of item discount promotions in financial statements.

## Issues

### Pricing

Spreadsheets are used to maintain special item pricing and discounts. The only source of product line discount information is a whiteboard in the warehouse. The price charged is frequently incorrect.

Customers complain when they think they have not received the best price available. Promotions are sometimes applied in error after a special pricing event ends, for example, when discounts are offered temporarily to reduce overstock

Management cannot see original versus actual price on all sales. Discounts given by brokers requires spreadsheets and comparison between price list and price on sales invoice. Management needs to be able to quickly see the discount given on each sale.

### Payment terms

Agreed-upon payment terms are frequently entered incorrectly on orders, causing cashflow issues.

Invoices already paid in full exist on the sales aging reports. The frequent cause of this issue is that sales from the cash and carry desk are not indicated as cash sales and are not posted as paid in full.

Some buying groups require that all invoices sent during a month be due on the 20th of the following month.

### Invoicing

Paperwork is frequently misplaced between the warehouse, customer service, and accounting.

Invoices that are posted in the accounting system based on shipments and invoices that are sent to customers weekly do not match due to errors transferring the data from one document to another.

Users are selecting the incorrect freight type (expense versus sales) on purchase and sales transactions, making it difficult to reconcile freight costs.

Sales placed from the cash and carry desk by customers originally acquired through a broker are not being recognized with the correct customer source. Reporting by business line is inaccurate.

## Accounts

Users often forget which fields to use to enter information when they add new customers to QuickBooks. This results in errors and inconsistencies in data and affects sales reporting. Confidence in sales reporting accuracy is low.

Adding new brokers is a different process than adding other purchase vendors. Users often forget which fields to select and how to correctly assign the vendor number to add new brokers.

Manual entries to certain G/L accounts cause reconciliation issues

You need to report profitability by business line.

How should you configure the system? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

ANSWER HERE:											
Action	Control										
Create a dimension	<table border="1"><tr><td></td><td>▼</td></tr><tr><td colspan="2">Value</td></tr><tr><td colspan="2">Combination</td></tr><tr><td colspan="2">Default Priorities</td></tr><tr><td colspan="2">Account Type Default</td></tr></table>		▼	Value		Combination		Default Priorities		Account Type Default	
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Combination											
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Assign the dimension	<table border="1"><tr><td></td><td>▼</td></tr><tr><td colspan="2">Vendor</td></tr><tr><td colspan="2">Item Charge</td></tr><tr><td colspan="2">G/L account</td></tr></table>		▼	Vendor		Item Charge		G/L account			
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Select a value posting	<table border="1"><tr><td></td><td>▼</td></tr><tr><td colspan="2">Blank</td></tr><tr><td colspan="2">No Code</td></tr><tr><td colspan="2">Same Code</td></tr><tr><td colspan="2">Code Mandatory</td></tr></table>		▼	Blank		No Code		Same Code		Code Mandatory	
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Action	Control
Create a dimension	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Value</div> <div style="border: 1px solid gray; padding: 2px;">Combination</div> <div style="border: 1px solid gray; padding: 2px;">Default Priorities</div> <div style="border: 1px solid red; padding: 2px;">Account Type Default</div>
Assign the dimension	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Vendor</div> <div style="border: 1px solid gray; padding: 2px;">Item Charge</div> <div style="border: 1px solid red; padding: 2px;">G/L account</div>
Select a value posting	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Blank</div> <div style="border: 1px solid gray; padding: 2px;">No Code</div> <div style="border: 1px solid gray; padding: 2px;">Same Code</div> <div style="border: 1px solid red; padding: 2px;">Code Mandatory</div>

**Correct Answer:**

## QUESTION 2

You need to create the process for salespeople.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**ANSWER HERE:**

Requirement	Action
Deliver on a specific customer date.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">View the Item Availability by Periods.</div> <div style="border: 1px solid gray; padding: 2px;">Change the Requested Delivery Date.</div> <div style="border: 1px solid gray; padding: 2px;">Check the Catalog on the Sales Line Details.</div> <div style="border: 1px solid gray; padding: 2px;">View the Location Code for available inventory.</div>
Process quotes.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Choose Make Order.</div> <div style="border: 1px solid gray; padding: 2px;">Choose Make Invoice.</div> <div style="border: 1px solid gray; padding: 2px;">Choose Copy Document.</div> <div style="border: 1px solid gray; padding: 2px;">Choose Release.</div>

**Correct Answer:**

**Answer:**

Requirement	Action
Deliver on a specific customer date.	<ul style="list-style-type: none"><li>View the Item Availability by Periods.</li><li>Change the Requested Delivery Date.</li><li>Check the Catalog on the Sales Line Details.</li><li>View the Location Code for available inventory.</li></ul>
Process quotes.	<ul style="list-style-type: none"><li>Choose Make Order.</li><li>Choose Make Invoice.</li><li>Choose Copy Document.</li><li>Choose Release.</li></ul>

**Explanation/Reference:**

<https://docs.microsoft.com/en-gb/dynamics365/business-central/inventory-how-availability-overview>

<https://docs.microsoft.com/en-gb/dynamics365/business-central/sales-how-make-offers>

**QUESTION 3**

The general ledger account for accounts receivable must match the sum of all balances on the customer cards.

You need to set up the general ledger account card for accounts receivable to meet this requirement. Which configuration should you use?

- A. Account Type
- B. Blocked
- C. Totaling
- D. Direct Posting

**Correct Answer: C**

**QUESTION 4**

You have multiple, unpaid posted purchase invoices to reverse. Some invoices require complete reversal while others need partial reversal.

You need to process credit memos from the posted purchase invoices.

Which actions should you perform? To answer, drag the appropriate actions to the correct requirements. Each action may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.



**ANSWER HERE:**

Actions	Answer Area	Actions
Cancel	<b>Requirement</b> Automatically create and post a corrective purchase credit memo to void the initial posted purchase invoice.	Action
Correct	Enable users to manually post credit memos.	Action
Create Corrective Credit Memo	Create a new purchase invoice to replace a canceled invoice.	Action

**Correct Answer:**

Actions	Answer Area	Actions
Cancel	<b>Requirement</b> Automatically create and post a corrective purchase credit memo to void the initial posted purchase invoice.	Correct
Correct	Enable users to manually post credit memos.	Create Corrective Credit Memo
Create Corrective Credit Memo	Create a new purchase invoice to replace a canceled invoice.	Create Corrective Credit Memo

### Explanation/Reference:

<https://docs.microsoft.com/en-gb/dynamics365/business-central/purchasing-how-process-purchase-returns-cancellations>

<https://docs.microsoft.com/en-gb/dynamics365/business-central/purchasing-how-correct-cancel-unpaid-purchase-invoices>

### QUESTION 5

You have a Microsoft Excel file that includes journal entry data that must be imported into Dynamics 365 Business Central. This file was previously imported into a General Journal batch. You receive an updated version of the file that includes corrections, deletions, and new journal entries.

Which three actions can you perform by using the Edit in Excel feature? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Modify an existing line in a General Journal batch
- B. Insert a new line in a General Journal batch
- C. Post one or more lines in a General Journal batch
- D. Request Approval for one or more lines in a General Journal batch
- E. Delete an existing line from a General Journal batch

**Correct Answer: A,B,E**

## QUESTION 6

### Case Study: 2

#### B Deliveries

##### Current environment

##### Deliveries

The company receives daily truckloads of products from their vendors, warehouses the products briefly, and then ships orders based on a weekly delivery cycle to each customer's store.

Customers have regular standing orders that are revised and finished one week prior to delivery.

Best for You Organics has a fleet of trucks that make deliveries according to planned routes.

The company also has a floating route for trucks to deliver rush orders. The route is being used more often by customers and has overwhelmed the warehouse with exception processing

##### Duties

The company wants to provide greater separation of duties between activities in the office and activities in the warehouse.

The accounting team enters orders for the sales team, sends pick tickers back to the warehouse, and organizes shipping documents. The accounting team invoices the orders when they receive instructions from the warehouse that an order shipped.

Employees have expressed frustration because they need to work longer hours to accommodate the increase in sales.

The company does not use the Advanced Warehousing function.

##### Requirements

##### Salespeople

Salespeople must be able to manage opportunities that are converted to quotes.

Salespeople must be able to release orders to the warehouse to be fulfilled once a quote is final.

Salespeople must be trained on how to determine if inventory is available when they are completing the quote to avoid promising inventory that is not on hand because all orders are processed one week in advance of delivery.

##### Team responsibilities

Deliveries must be shipped daily by employees in the warehouse. The office must be responsible for completing the invoicing process.

The current team responsibilities are shown in the following graphic:



**The company contracts with each vendor for regular discounts at the invoice level.**

The company requires a pre-set discount percentage to calculate automatically when the purchaser completes a purchase order.

The company must be able to see a copy of the completed purchase order in the system when they have new contract negotiations with their vendors.

Customer and inventory management

**Sales invoices must be automatically emailed by the system to customers.**

A template must be used for emails sent to customers. The template must not be altered.

Customers who pre-pay their invoices must not receive a copy of their invoices.

The company warehouses all products as Case quantities. The company has difficulty recording accurate costs for product returns. The company wants to expand their capabilities for managing returns by setting up all inventory in a quantity of Each.

## Reporting

The company must be able to answer two key questions when they report financial results:

Which customers are buying which items?

Which salespeople are selling in which regions?

When discussing customers, the company must refer to each Customer Group as follows:

Big Box

Franchise

Private

When discussing items, the company must refer to each Item Group as follows:

Fair Trade

Free Range

Grass Fed

Heirloom

Organic

Salesperson names that must be used are:

SalespersonA

SalespersonB

SalespersonC

SalespersonD

Region names that must be used are:

North

South

East

West

## **Commission**

The company must be able to track salesperson performance within certain regions to calculate commission.

Each salesperson must be assigned only to a single region.

This commission data is currently recorded inconsistently, resulting in incorrect combinations that require manual correction. The company must have some level of automation to manage this.

## **Issues**

Issue 1

The accounting team needs an improved process for reconciling inventory to the general ledger.

Posted transactions are changing financial reporting in periods that have been closed.

Unexpected changes in inventory cost for previous months are causing costing inaccuracies.

The system must restrict the adjustment of costs for closed months.

The new policy will be to restrict all users to posting in the current month only, with the exception of a few employees from the accounting team.

The calendar fiscal year for company must begin on June 1.

Issue 2

The accounting team uses a complex manual accrual process to determine the accounting impact of items received but not invoiced. The system must streamline the item accrual process.

### Issue 3

The company often receives a higher quantity of produce items than what they order because vendors allow for spoilage or damage of produce in transit. The company does not want to allow over receipt on non-produce items.

### Issue 4

The company has received comments from their auditors that invoices are not being properly compared to received inventory documents before they are posted. The company does not use warehouse management and always handles processes directly from the purchase order. The company always has the following documents:

purchase order from the procurement department

receiving document from the warehouse

electronic invoice from the vendor

You need to configure the system to meet the requirements for sending invoices. Which three actions should you perform? Each correct answer presents part of the solution.  
NOTE: Each correct selection is worth one point.

- A. Set Email to Yes (Use Default Settings).
- B. Allow Sender Substitution for SMTP Mail Setup.
- C. Set Email to Yes (Prompt for Settings).
- D. Assign a Document Sending Profile to the Customer where Email is set to No.
- E. Apply Office Server Settings to the SMTP Mail Setup.
- F. Assign a Document Sending Profile to the Customer where Email is set to Yes.

**Correct Answer: A,E,F**

### Explanation/Reference:

<https://docs.microsoft.com/en-gb/dynamics365/business-central/sales-how-setup-document-send-profiles>

### QUESTION 7

You are implementing Dynamics 365 Business Central for a customer who has two warehouses. The customer requires the following:  
different item pricing and vendors set up for items in each warehouse  
transactions tied to a specific location

You need to configure Business Central per the customer requirements.

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

NOTE: Each correct selection is worth one point.

- A. Inventory setup
- B. Warehouse setup
- C. Stockkeeping units
- D. Item card
- E. Locations

**Correct Answer: B,C,D**

**Explanation/Reference:**

<https://usedynamics.com/business-central/inventory/items-using-sku/>

### QUESTION 8

A company configures special prices for a combination of an item number and a vendor. You need to configure optional criteria for special pricing to calculate the best price for the combination.

Which three criteria should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Purchasing Code
- B. Minimum Quantity
- C. Unit of Measure Code
- D. Currency Code
- E. Line Discount Percentage

**Correct Answer: B,C,D**

**Explanation/Reference:**

<https://docs.microsoft.com/en-gb/dynamics365/business-central/purchasing-how-record-purchase-pricediscount-payment-agreements>

### QUESTION 9

You are creating payment terms.

A company processes standard vendor payments on the seventh day of the next month.

You need to set up payment terms for the vendor.

Which date formula should you use?

- A. 37D

- B. IM+7D
- C. IM+6D
- D. CM+7D

**Correct Answer: D**

**Explanation/Reference:**

<https://business-central.to-increase.com/md/en-US/ui-enter-date-ranges>

Dumpsgate.com