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Exam : **MB-330**

Title : Microsoft Dynamics 365
Supply Chain Management

Version : DEMO

1. Topic 1, Wide World Importers

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other question on this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study

To display the first question on this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background

Wide World importers is a distribution company whose primary customers are small boutique shops which sell globally-sourced products including unique or hand-crafted items such as perfumes and ceramicware. Through the Wide World Importers sales cycle, the commission-based sales team identifies opportunities and negotiates with shops by using a quoting process. The products may or may not already exist in the company's current product list.

The company has the following divisions and areas of responsibility:

Division	Responsibilities
Sales	Source customer, generate quotes
Inventory	Create product and associated setups, manage costing
Compliance	Define testing, set up regulatory requirements
Customer service	Create and manage orders

Current environment

Wide World Importers use Dynamics 365 Finance and Dynamics 365 Supply Chain Management. There is a single legal entity.

The primary distribution center for the company is located Las Vegas, Nevada, USA. There is an additional warehouse in California which receives imported goods from container ships. When goods are received in California, the goods are transferred to Nevada for distribution. No orders are shipped directly

from California.

Requirements. Sales

The company has two teams of sales representatives: East and West. Each team has one representative for each of the following categories of goods: perfumes, ceramicware, and all other goods. Sales representatives are paid commissions based on sales. Commissions must be paid based on the home office location for customers. For example, commission for a customer that is headquartered in the Western United States is paid to the West group of sales representatives.

Sales representatives are responsible for driving new business. Company executives must be able to see metrics that define the companies that the sales representatives are targeting, where there is potential to do business, and where quotes are being generated. Customer records must not be created until a sale is confirmed.

The sales team quoted a new perfume for a customer named Customer1. The customer has shipping locations in the following regions: United States, Austria, and Japan. Sales must only be made to the US and Japan due to product ingredients. Automated checks must be put into place so that users do not have to remember to select the correct item.

Requirements. Testing

The company periodically performs testing on ceramicware as it is received to determine whether the products contain lead. The company labels and markets ceramicware as Lead Free or Not for food use. Perfumes may contain restricted ingredients that cannot be sold to customers in the European Union. The company performs testing on perfumes and has processes to ensure that perfumes containing restricted ingredients are not sold to customers in Europe.

Ten percent of all ceramicware items received must be tested for lead. The process for managing testing must be automated. There must be tolerances setup that define the acceptable amount of lead levels in a product.

Requirements. Inventory management

The inventory team must control costing of items by using FIFO principles. The finance team must be able to see updated FIFO adjustments throughout the month but will only settle FIFO for month-end reporting. Inventory close must be run at the end of each month. A report must be provided to the finance team that includes the physical quantities and inventory value for items, with totals at the bottom. The warehouse team needs a similar report but does not want the inventory value included. During inventory close, some items cannot be fully costed because the issue cannot be settled against the receipt. The finance team must know which items were excluded.

Other inventory requirements

- Inventory must be reserved against physical inventory.
- Items must be grouped so that the inventory costing can be posted to the ledger by using the following groups: perfumes, ceramicware, other goods. All goods are FIFO. Financial reports must be grouped by these three categories, even though transactions from all categories post to the same ledger accounts.
- Wide World Importers plans to import a specific type of pottery from a local company in Mexico that handmakes the goods. The pottery must be available in orange or red colors. The cost is the same regardless of the color selection.

- A new line of perfumes is being introduced. The procurement team must be able to identify which perfumes are men's or women's fragrances, and must be able to further categorize perfumes as Perfume, Eau de Perfume, Eau de Toilette, Eau de Cologne, or Eau Fraiche.
- You must set up a structure of products for classifying each item for purchase, sales, and reporting analysis.

Issue

Customer service representatives report that some inventory shows as ordered reserved when the ordered reserved parameter is turned off.

An item that is typically carried is out of stock. A customer named Customer2 wants to place a special rush order for the item. This will result in a significantly increased cost from the supplier. The finance team does not want to have this special order affect the FIFO tiers.

HOTSPOT

You need to configure settlement reports for the finance team.

Which processes should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Process

Identify Items that are not fully settled.

	▼
Print Inventory Close Log	
Run Recalculation	
Print Inventory Valuation Report	
Post Purchase Registrations	

Reconcile differences between the expected and actual inventory values.

	▼
Post Purchase Invoices	
Post Purchase Registrations	
Post Sales Picking Lists	
Post inventory adjustments	

Answer:

Answer Area

Requirement

Process

Identify Items that are not fully settled

	▼
Print Inventory Close Log	
Run Recalculation	
Print Inventory Valuation Report	
Post Purchase Registrations	

Reconcile differences between the expected and actual inventory values.

	▼
Post Purchase Invoices	
Post Purchase Registrations	
Post Sales Picking Lists	
Post inventory adjustments	

2.You need to configure the system to support the inventory costing requirement.

Which two actions should you perform? Each answer represents a complete solution. NOTE: Each correct selection is worth one point.

- A. one default item group for all items
- B. one item group each for perfume, ceramicware, and other goods
- C. one FIFO item model group and one Standard item model group
- D. one FIFO item group
- E. one financial dimension for each item group

Answer: B,C

3.You need to identify the cause for the inventory issue reported by customer service representatives.

What is the root cause?

- A. Run inventory close process.
- B. Ordered reserved box should be checked, this will disable quantities.
- C. Turn on automatic reservation.
- D. Ordered reserved quantity is due to marking.
- E. Turn off automatic reservation.

Answer: D

4.You need to configure the structure for the new line of perfumes.

What should you do first?

- A. Create a procurement category hierarchy.
- B. Create a new product with racking dimensions.
- C. Create a new product with storage dimensions.
- D. Create product configurations.
- E. Set up a new product master and implement serial tracking.

Answer: A

5.You need to configure the system to support the pottery line.

What should you do first?

- A. Set up a new product with product configuration.
- B. Create a new product with tracking dimensions.
- C. Create a new product master with pre-defined product variants.
- D. Create a new product with storage dimensions.

Answer: C

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/supply-chain/pim/tasks/create-predefined-product-variants>