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Question: 1

You have created a Microsoft Excel spreadsheet which you would like to launch from within Headquarters Manager. How can you configure this?

- A. Copy the Excel file to a directory where you will store all add-ins. Edit the add-ins path in the RMSHQ.ini file.
- B. Copy the necessary Excel file to a directory where you will store all add-ins. In Headquarters Administrator, configure the path to the folder in the Headquarters Configuration window.
- C. All third-party files and add-ins must be located in the folder where the Headquarters application files were installed; no configuration is necessary.
- D. None of the above; Headquarters Manager does not have the ability to launch other application's files.

Answer: B

Question: 2

You currently have one store running Store Operations and are implementing Headquarters. You plan to have Global Customers within the Headquarters enterprise. What should you do to mark the existing customers as global in the existing Store Operations database?

- A. At the store, mark the "Enable global customers for multi-store" Configuration option
- B. At the store, mark the "New customers default as global customers" Configuration option
- C. Set up the Global Customer Account Options in Headquarters Manager
- D. Run a Transact-SQL (T-SQL) statement to update the customers' "Customer is a global/enterprise customer" option

Answer: D

Question: 3

You have multiple stores using Store Operations. You have recently purchased Headquarters to consolidate your enterprise data. Which method should you perform to create the Headquarters database which will contains the stores' items and suppliers?

- A. Create a blank Headquarters database using the RMShqdb.bck file; then manually create records for each item and supplier using Headquarters Manager.
- B. Import the records from one of the store's Store Operations databases into the head office database. Then, in Headquarters Manager, manually create records for each of the other store's items and suppliers.
- C. Import the records from one of the store's Store Operations databases into the head office database. Then, in Headquarters Administrator, use the Import Store Operations command for each of the other store's databases.
- D. Create a 'master' store database by importing each of the store's records into one Store Operations database. Then, in Headquarters Administrator, import the master store database using the Import Store Operations command.

Answer: D

Question: 4

Headquarters licenses are sold by which entity?

- A. Register
- B. User
- C. Store
- D. Server

Answer: C

Question: 5

What information is required when configuring Headquarters Client?

- A. The name of the Store Operations database at the local store
- B. The name of the Headquarters database at the head office
- C. The network address of the machine that is running Headquarters Server
- D. The system administrator user and password for the SQL server where the HQ database is installed at the Headquarters location

Answer: A, C

Question: 6

What is the default Headquarters Manager username and password?

- A. User: sa / Password: password
- B. User: admin / Password: [blank]
- C. User: sa / Password: [blank]
- D. User: administrator / Password: password

Answer: D

Question: 7

When using global customers, which type of information is NOT available at all of the stores in the enterprise?

- A. The customer's entire purchase history
- B. The customer's account balance
- C. The customer's account type
- D. The customer's credit limit

Answer: A

Question: 8

Which file should be used to create an empty Retail Management System Headquarters

database?

- A. rmshqdb.bck
- B. rmshqsampl.bck
- C. rmsstore1.bck
- D. rmshqexample.bck

Answer: A

Question: 9

Which operation should be performed in Headquarters Administrator if you feel the tables and indexes are unsynchronized resulting in slow database performance?

- A. Reindex
- B. Change Collation
- C. Upgrade
- D. Check

Answer: A

Question: 10

Which application should you install at each retail store in your enterprise environment that is responsible for initiating the scheduled and/or manual connections to the head office location?

- A. Headquarters Administrator
- B. Headquarters Client
- C. Headquarters Server
- D. Headquarters Manager

Answer: B

Question: 11

Which Headquarters application should you install and configure at the head office that listens for incoming connections and acts as a gateway for exchanging data between the stores and the head office?

- A. Headquarters Administrator
- B. Headquarters Client
- C. Headquarters Server
- D. Headquarters Manager

Answer: C

Question: 12

Which of the following wizards creates a new Store Operations database and copies centrally maintained data from Headquarters into it?

- A. New Store Wizard
- B. Export Database Wizard
- C. New Item Wizard
- D. Inventory Wizard

Answer: B

Question: 13

Consider the following scenario:

You have three stores and a head office.

At the head office, you have two machines; one machine is the database server and is named HQDATA. The other machine is the communications server, where Headquarters Server is installed and is named HQSERVER.

At one of the stores in the enterprise, you have three machines; one machine is the database server and is named SODATA. Another machine acts as a register as well as the Headquarters Client machine; its name is SOREG1. The last machine acts as a register only; its name is SOREG2.

You wish to allow each of your stores to perform store quantity checks (check the quantity available of an item at another store). What should you enter as the Address in the HQ Client tab in Store Operations Administrator if you are configuring the SOREG2 machine?

- A. HQSERVER
- B. HQDATA
- C. SODATA
- D. SOREG1

Answer: D

Question: 14

Which of the following allows the user to make changes directly to the Headquarters database?

- A. Maintenance Mode
- B. Security Level 0
- C. Administrator Login
- D. None of the above

Answer: A

Question: 15

Your enterprise allows customers to charge on account and pay towards the balance at any store in the enterprise. What should you configure so that a cashier may retrieve account balance and history information from all stores for a customer?

- A. Mark the “Allow global customer payments” option in Headquarters Administrator Configuration.
- B. Mark the “Connect to HQ to get customer’s open ARs” option in Store Operations Manager

Configuration at each store.

C. On each register in the store, define the address and port of the Headquarters Client machine in Store Operations Administrator Configuration window.

D. Mark the “New customers default as global customers” option in Store Operations Configuration at each store.

Answer: B, C

Question: 16

When importing into the Headquarters database from a Store Operations database using HQ Administrator, what data is included in the import?

A. Purchase Orders

B. Item Taxes

C. Sales History

D. Categories

Answer: B, D

Question: 17

Which file should be used to create the sample Headquarters database?

A. rmshqdb.bck

B. rmshqsample.bck

C. rmsstore1.bck

D. rmshqexample.bck

Answer: B

Question: 18

The Store ID that is uniquely assigned to each store in HQ Manager must be assigned in what Store Operations window at the respective store?

A. File I Configuration of Administrator on each machine

B. File I Configuration of the HQ Client

C. File I Configuration of Manager

D. It does not need to be assigned anywhere at the store

Answer: C

Question: 19

The Headquarters Client application communicates with what other RMS Components?

A. The HQ Server and the store’s Store Operations Manager

B. Headquarters Manager and the store’s Store Operations Manager

C. Headquarters Manager and the store’s SQL Server

D. The HQ Server and the store's SQL Server Database

Answer: D

Question: 20

You are implementing a new Headquarters enterprise. You have several existing Store Operations databases. One of these databases will be used as the source database when building the Headquarters database using the Import Store Operations Data feature in Headquarters Administrator. If you'd like to ensure the source database has records from each Store Operations database, what type of data from the other stores should you manually enter (or import)?

- A. Dynamic Data
- B. Store Specific Data
- C. Locally Originated Data
- D. Centrally Maintained Data

Answer: D

Question: 21

Which worksheet should you issue if you wish to update both the store's static and dynamic inventory data with Headquarters data?

- A. Style 51: Execute SQL Command
- B. Style 101: Synchronize Store Database
- C. Style 250: Update Inventory - Items
- D. Style 260: Download Items

Answer: D

Question: 22

Where is each store's Connection Schedule defined and managed?

- A. In HQ Manager, Admin I Stores I Properties
- B. In HQ Manager, File I Configuration
- C. In the HQ Client, File I Configuration
- D. In Store Ops Manager, File I Configuration

Answer: A

Question: 23

What type of data is uploaded to HQ, but is in a Read-Only format in HQ Manager for viewing and reporting?

- A. Centrally Maintained
- B. Locally Originated

- C. Store Specific
- D. None of the above

Answer: B

Question: 24

Locally originated/created Inventory Transfers are uploaded to HQ from the stores via which worksheet?

- A. Worksheet Style 330: Inventory Transfer
- B. Worksheet Style 340: PO Planner
- C. Worksheet Style 401: Request Data Upload
- D. All of the above

Answer: C

Question: 25

What type of data is uploaded to HQ but can not be seen or reported on through HQ Manager?

- A. Centrally Maintained
- B. Locally Originated
- C. Store Specific
- D. None of the above

Answer: C

Question: 26

Which of the following records are not uploaded from the store database to the Headquarters database?

- A. Newly created global customer records
- B. Newly created item records
- C. New sales transactions
- D. Inter-Store Transfers

Answer: B

Question: 27

In a multi-store enterprise, which other following is NOT considered Centrally Maintained Data?

- A. Departments and Categories
- B. Tender Types
- C. Sales Transactions
- D. Item Taxes

Answer: C

Question: 28

Which worksheets upload information to Headquarters related to Item Quantities from each store?

- A. Style 260: Download Items
- B. Style 307: Adjust Item Quantities
- C. Style 401: Data Upload
- D. Style 501: Request Full Item Count

Answer: C, D

Question: 29

Which of the following worksheet series make changes to dynamic data at the store?

- A. 201-210
- B. 301-320
- C. 401-402
- D. All of the above

Answer: B

Question: 30

Which of the following worksheet series downloads changes of centrally maintained data to the stores?

- A. 201-210
- B. 301-320
- C. 330-340
- D. A and B

Answer: A

Question: 31

If Global Customer “A” purchases an item at Store 1. and a week later a cashier looks up the properties of Global Customer “A” at Store 2, what will this cashier see?

- A. The item that was purchased at Store 1
- B. The transaction number from the purchase
- C. The electronic receipt/journal from the transaction
- D. The updated figures in Total Sales and Total Visits

Answer: D

Question: 32

Worksheet Style 250: Update Inventory - Items, is used to update which of the following?

- A. Item Descriptions
- B. Department/Category Assignment
- C. Item Lookup Code
- D. Regular Price

Answer: A, B, C

Question: 33

Which term best describes data that is NOT the same across all stores within an HQ environment?

- A. Static Data
- B. Dynamic Data
- C. Centrally Maintained Data
- D. All of the above

Answer: B

Question: 34

What is the purpose of Worksheet Style 101: Synchronize Store Database?

- A. To routinely synchronize any new information entered by each store with HQ on every connection
- B. To synchronize a Store Operations database with HQ on the initial connection
- C. To upload sales history and item movement
- D. None of the above

Answer: B

Question: 35

Consider the following scenario:

You have three stores in the enterprise; each store is located in a different area of the country but all carry the same general merchandise.

Each week, the stores release a flyer listing the sale items. Because of the different geographical locations, the sale prices are typically different for each store.

On the day before the sale starts, you create three worksheets of Style 301: Set Item Prices; marking a different sale price each time to download the sale prices to the respective store.

Assuming the “Style 301 worksheet (Set Item Sale Prices) does not change Headquarters data” option is NOT marked, after each store connects and downloads the new sale price, which sale price is reflected on the item in Headquarters Manager?

- A. The sale price downloaded to the first store that connected to the Headquarters Server
- B. The sale price downloaded to the last store connected to the Headquarters Server
- C. The average sale price from all three stores connecting
- D. Each store’s sale price is displayed on the Store Quantity tab on the Item Properties window

Answer: B

Question: 36

When creating new items for your organization, where should this data be entered?

- A. At Headquarters
- B. At each store
- C. Either place because the worksheets will update the databases properly
- D. Neither place because you must have all items entered prior to opening your store

Answer: A

Question: 37

How is the billing cycle closed for Local Customers?

- A. Closed at Headquarters, once per store
- B. Closed at Headquarters, all stores at once
- C. Closed at each individual store using Store Operations Manager
- D. Local Customers can be closed using Store Operations or Headquarters

Answer: C

Question: 38

Which worksheet is automatically created after defining a new store in Headquarters?

- A. Worksheet Style 51: Execute SQL Command
- B. Worksheet Style 101: Synchronize Store Database
- C. Worksheet Style 206: Update Inventory - Suppliers
- D. Worksheet Style 401: Request Data Upload

Answer: B

Question: 39

What worksheet function controls the date and time a worksheet is available for processing?

- A. From Date/Time
- B. Effective Date/Time
- C. Processed Date/Time
- D. None of the above

Answer: B

Question: 40

Which can you edit within Headquarters Manager?

- A. Cashiers

- B. Sales Representatives
- C. Global Customers
- D. Local Customers

Answer: C

Question: 41

In a multi-store enterprise, what must be true for Store 1 to automatically receive an inventory transfer in that was originated from an inventory transfer out created at Store 2?

- A. No setup is needed, this feature is enabled by default
- B. Both Stores must enable a configuration option in Store Operations Manager
- C. Only Store 2 has to enable a configuration option in Store Operations Manager
- D. Configuration options must be enabled in Headquarters Manager

Answer: D

Question: 42

Your enterprise maintains local customers only (no global customers). A customer has called the head office to dispute a bill. You determine the customer was overcharged. How should you make the adjustment to the customer's account?

- A. Enter Maintenance Mode and adjust the customer's account. Then issue worksheet Style 350: Download Global Account Adjustments.
- B. Enter Maintenance Mode and adjust the customer's account. The adjustment will be downloaded when the head office issues worksheet 401: Request Data Upload or on the next scheduled connection.
- C. Perform the account adjustment at the appropriate store. Then issue worksheet Style 51: Execute SQL Command.
- D. Perform the account adjustment at the appropriate store. The adjustment will be uploaded when the head office issues worksheet 401: Request Data Upload or on the next scheduled connection.

Answer: D

Question: 43

The Inventory Wizard can do which of the following tasks?

- A. Update item prices
- B. Change item lookup codes
- C. Adjust item quantities
- D. Create new items

Answer: A, C

Question: 44

What type of data is owned and controlled by HQ and downloaded to stores?

- A. Centrally Maintained
- B. Locally Originated
- C. Store Specific
- D. None of the above

Answer: A

Question: 45

Which worksheet sends newly created items from HQ to the stores?

- A. Worksheet Style 101: Synchronize Store Database
- B. Worksheet Style 250: Update Inventory - Items
- C. Worksheet Style 340: PO Planner
- D. Worksheet Style 401: Request Data Upload

Answer: B

Question: 46

Consider the following scenario:

You have two stores in your enterprise (Store 01 and Store 02).

On the Item Properties window for one of your items, the quantity, reorder and restock levels are listed as follows:

Store 01: Quantity on hand = 10, Quantity committed = 2, Reorder Point = 12, Restock level = 30

Store 02: Quantity on hand = 15. Quantity committed = 0,

Reorder Point = 14, Restock level = 30

What will be the result if you issue worksheet Style 340: PO Planner if you are automatically generating purchase orders based on reorder information?

- A. One purchase order with a quantity of 37.
- B. One purchase order with a quantity of 22 for Store A.
- C. Two purchase orders. The first for Store A with a quantity of 22. The second purchase order is for Store B with a quantity of 15.
- D. Two purchase orders. The first for Store A with a quantity of 20. The second purchase order is for Store B with a quantity of 15.

Answer: B

Question: 47

Which term best describes data that is the same across all stores within an HQ environment?

- A. Static Data
- B. Dynamic Data
- C. Store Specific Data
- D. Locally Originated Data

Answer: A

Question: 48

After making a debit or credit adjustment to a global customer's account receivable in HQ Manager, what must take place for the store to receive this adjustment?

- A. Nothing. The normal 401 Data Upload will send the adjustments automatically
- B. A Worksheet Style 350 must be approved and processed
- C. Adjustments made at HQ cannot be sent to individual stores
- D. None of the above

Answer: B

Question: 49

Which of the following options is a valid means to upload Sales Journals (electronic copies of each receipt) to HQ?

- A. Manually select journals at the store with Store Operations Manager that must be uploaded to HQ
- B. Create the Worksheet 402: Request Journal Upload to upload journals from a specified date
- C. Upload on every 401 once a configuration option to Upload Sales Journals is marked at HQ
- D. Only and C

Answer: D

Question: 50

Which worksheet is automatically processed each time there is a scheduled connection?

- A. Style 51: Execute SQL Command
- B. Style 101: Synchronize Store Database
- C. Style 260: Download Items
- D. Style 401: Request Data Upload

Answer: D

Question: 51

Which operation should be performed in Headquarters Administrator if you feel the tables and indexes are unsynchronized resulting in slow database performance?

- A. Reindex
- B. Change Collation
- C. Upgrade
- D. Check

Answer: A

Question: 52

The Headquarters Client application communicates with what other RMS Components?

- A. The HQ Server and the store's Store Operations Manager
- B. Headquarters Manager and the store's Store Operations Manager
- C. Headquarters Manager and the store's SQL Server
- D. The HQ Server and the store's SQL Server Database

Answer: D

Question: 53

Which of the following wizards creates a new Store Operations database and copies centrally maintained data from Headquarters into it?

- A. New Store Wizard
- B. Export Database Wizard
- C. New Item Wizard
- D. Inventory Wizard

Answer: B

Question: 54

What information is required when configuring Headquarters Client?

- A. The name of the Store Operations database at the local store
- B. The name of the Headquarters database at the head office
- C. The network address of the machine that is running Headquarters Server
- D. The system administrator user and password for the SQL server where the HQ database is installed at the Headquarters location

Answer: A, C

Question: 55

Which of the following allows the user to make changes directly to the Headquarters database?

- A. Maintenance Mode
- B. Security Level 0
- C. Administrator Login
- D. None of the above

Answer: A

Question: 56

You are implementing a new Headquarters enterprise. You have several existing Store Operations databases. One of these databases will be used as the source database when building the Headquarters database using the Import Store Operations Data feature in

Headquarters Administrator. If you'd like to ensure the source database has records from each Store Operations database, what type of data from the other stores should you manually enter (or import)?

- A. Dynamic Data
- B. Store Specific Data
- C. Locally Originated Data
- D. Centrally Maintained Data

Answer: D

Question: 57

You have created a Microsoft Excel spreadsheet which you would like to launch from within Headquarters Manager. How can you configure this?

- A. Copy the Excel file to a directory where you will store all add-ins. Edit the add-ins path in the RMSHQ.ini file.
- B. Copy the necessary Excel file to a directory where you will store all add-ins. In Headquarters Administrator, configure the path to the folder in the Headquarters Configuration window.
- C. All third-party files and add-ins must be located in the folder where the Headquarters application files were installed; no configuration is necessary.
- D. None of the above; Headquarters Manager does not have the ability to launch other application's files.

Answer: B

Question: 58

Your enterprise allows customers to charge on account and pay towards the balance at any store in the enterprise. What should you configure so that a cashier may retrieve account balance and history' information from all stores for a customer?

- A. Mark the "Allow global customer payments" option in Headquarters Administrator Configuration.
- B. Mark the "Connect to HQ to get customer's open ARs" option in Store Operations Manager Configuration at each store.
- C. On each register in the store, define the address and port of the Headquarters Client machine in Store Operations Administrator Configuration window.
- D. Mark the "New customers default as global customers" option in Store Operations Configuration at each store.

Answer: B, C

Question: 59

When using global customers, which type of information is NOT available at all of the stores in the enterprise?

- A. The customer's entire purchase history
- B. The customer's account balance
- C. The customer's account type
- D. The customer's credit limit

Answer: A

Question: 60

Headquarters licenses are sold by which entity?

- A. Register
- B. User
- C. Store
- D. Server

Answer: C

Question: 61

Which Headquarters application should you install and configure at the head office that listens for incoming connections and acts as a gateway for exchanging data between the stores and the head office?

- A. Headquarters Administrator
- B. Headquarters Client
- C. Headquarters Server
- D. Headquarters Manager

Answer: C

Question: 62

The Store ID that is uniquely assigned to each store in HQ Manager must be assigned in what Store Operations window at the respective store?

- A. File I Configuration of Administrator on each machine
- B. File I Configuration of the HQ Client
- C. File I Configuration of Manager
- D. It does not need to be assigned anywhere at the store

Answer: C

Question: 63

How should you configure Headquarters Server to ensure it is automatically started each time the machine is started?

- A. Set the Startup type to Automatic on the Headquarters Server service
- B. Set the Startup type to Automatic on the Headquarters Client service

- C. Set the Startup type to Automatic in Headquarters Administrator Configuration
- D. Place a shortcut to the HQServer.exe file in the Windows Startup folder and mark the “Autostartup Headquarters Server” option in the Headquarters Server Configuration window.

Answer: D

Question: 64

Which file should be used to create an empty Retail Management System Headquarters database?

- A. rmshqdb.bck
- B. rmshqsampl.bck
- C. rmsstore1.bck
- D. rmshqexample.bck

Answer: A

Question: 65

Which file should be used to create the sample Headquarters database?

- A. rmshqdb.bck
- B. rmshqsampl.bck
- C. rmsstore1.bck
- D. rmshqexample.bck

Answer: B

Question: 66

You currently have one store running Store Operations and are implementing Headquarters. You plan to have Global Customers within the Headquarters enterprise. What should you do to mark the existing customers as global in the existing Store Operations database?

- A. At the store, mark the “Enable global customers for multi-store” Configuration option
- B. At the store, mark the “New customers default as global customers” Configuration option
- C. Set up the Global Customer Account Options in Headquarters Manager
- D. Run a Transact-SQL (T-SQL) statement to update the customers’ “Customer is a global/enterprise customer” option

Answer: D

Question: 67

You have multiple stores using Store Operations. You have recently purchased Headquarters to consolidate your enterprise data. Which method should you perform to create the Headquarters database which will contains the stores’ items and suppliers?

- A. Create a blank Headquarters database using the RMShqdb.bck file; then manually create

records for each item and supplier using Headquarters Manager.

B. Import the records from one of the store's Store Operations databases into the head office database. Then, in Headquarters Manager, manually create records for each of the other store's items and suppliers.

C. Import the records from one of the store's Store Operations databases into the head office database. Then, in Headquarters Administrator, use the Import Store Operations command for each of the other store's databases.

D. Create a 'master' store database by importing each of the store's records into one Store Operations database. Then, in Headquarters Administrator, import the master store database using the Import Store Operations command.

Answer: D

Question: 68

What is the default Headquarters Manager username and password?

A. User: sa / Password: password

B. User: admin / Password: [blank]

C. User: sa / Password: [blank]

D. User: administrator / Password: password

Answer: D

Question: 69

You are opening a new store in your enterprise. What information is NOT exported or copied to the new Store Operations database using the Export Database Wizard in Headquarters Administrator?

A. Centrally Maintained Data

B. Store Specific Data

C. Locally Originated Data

D. None of the above

Answer: C

Question: 70

When importing into the Headquarters database from a Store Operations database using HQ Administrator, what data is included in the import?

A. Purchase Orders

B. Item Taxes

C. Sales History

D. Categories

Answer: B, D

Question: 71

In a multi-store enterprise, where is the cashier and store level security set up?

- A. Using HQ Manager's security features
- B. At each store using Store Operation's security features
- C. Using HQ Worksheets
- D. None of the above

Answer: B

Question: 72

In a multi-store enterprise, what must be true for Store 1 to automatically receive an inventory transfer in that was originated from an inventory transfer out created at Store 2?

- A. No setup is needed, this feature is enabled by default
- B. Both Stores must enable a configuration option in Store Operations Manager
- C. Only Store 2 has to enable a configuration option in Store Operations Manager
- D. Configuration options must be enabled in Headquarters Manager

Answer: D

Question: 73

What type of data is owned and controlled by HQ and downloaded to stores?

- A. Centrally Maintained
- B. Locally Originated
- C. Store Specific
- D. None of the above

Answer: A

Question: 74

Your enterprise maintains local customers only (no global customers). A customer has called the head office to dispute a bill. You determine the customer was overcharged. How should you make the adjustment to the customer's account?

- A. Enter Maintenance Mode and adjust the customer's account. Then issue worksheet Style 350: Download Global Account Adjustments.
- B. Enter Maintenance Mode and adjust the customer's account. The adjustment will be downloaded when the head office issues worksheet 401: Request Data Upload or on the next scheduled connection.
- C. Perform the account adjustment at the appropriate store. Then issue worksheet Style 51: Execute SQL Command.
- D. Perform the account adjustment at the appropriate store. The adjustment will be uploaded when the head office issues worksheet 401: Request Data Upload or on the next scheduled connection.

Answer: D

Question: 75

After making a debit or credit adjustment to a global customer's account receivable in HQ Manager, what must take place for the store to receive this adjustment?

- A. Nothing. The normal 401 Data Upload will send the adjustments automatically
- B. A Worksheet Style 350 must be approved and processed
- C. Adjustments made at HQ cannot be sent to individual stores
- D. None of the above

Answer: B

Question: 76

Which can you edit within Headquarters Manager?

- A. Cashiers
- B. Sales Representatives
- C. Global Customers
- D. Local Customers

Answer: C

Question: 77

Where is each store's Connection Schedule defined and managed?

- A. in HQ Manager, Admin I Stores I Properties
- B. in HQ Manager, File I Configuration
- C. in the HQ Client, File I Configuration
- D. in Store Ops Manager, File I Configuration

Answer: A

Question: 78

Which worksheet is automatically processed each time there is a scheduled connection?

- A. Style 51: Execute SQL Command
- B. Style 101: Synchronize Store Database
- C. Style 260: Download Items
- D. Style 401: Request Data Upload

Answer: D

Question: 79

Which term best describes data that is NOT the same across all stores within an HQ environment?

- A. Static Data
- B. Dynamic Data
- C. Centrally Maintained Data
- D. All of the above

Answer: B

Question: 80

Locally originated/created Inventory Transfers are uploaded to HQ from the stores via which worksheet?

- A. Worksheet Style 330: Inventory Transfer
- B. Worksheet Style 340: PO Planner
- C. Worksheet Style 401: Request Data Upload
- D. All of the above

Answer: C

Question: 81

In a multi-store enterprise, which of the following is NOT considered Store Specific data?

- A. Net Display Channels
- B. Security Settings
- C. Register Configurations
- D. Shipping Carriers

Answer: D

Question: 82

Which worksheet should you issue if you wish to update both the store's static and dynamic inventory' data with Headquarters data?

- A. Style 51: Execute SQL Command
- B. Style 101: Synchronize Store Database
- C. Style 250: Update Inventory- Items
- D. Style 260: Download Items

Answer: D

Question: 83

What worksheet function controls the date and time a worksheet is available for processing?

- A. From Date/Time
- B. Effective Date/Time
- C. Processed Date/Time
- D. None of the above

Answer: B

Question: 84

Which worksheets upload information to Headquarters related to Item Quantities from each store?

- A. Style 260: Download Items
- B. Style 307: Adjust Item Quantities
- C. Style 401: Data Upload
- D. Style 501: Request Full Item Count

Answer: C, D

Question: 85

Worksheet Style 260: Download Items, will overwrite which of the following attributes for an item that already exists at the store?

- A. Item Prices
- B. Item Costs
- C. Item Aliases
- D. Item Descriptions

Answer: A, B, C, D

Question: 86

Consider the following scenario:

You have two stores in your enterprise (Store 01 and Store 02).

On the Item Properties window for one of your items, the quantity, reorder and restock levels are listed as follows:

Store 01: Quantity on hand = 10, Quantity committed = 2, Reorder Point= 12, Restock level= 30

Store 02: Quantity on hand = 15, Quantity committed = 0, Reorder Point = 14, Restock level = 30

What will be the result if you issue worksheet Style 340: PO Planner if you are automatically generating purchase orders based on reorder information?

- A. One purchase order with a quantity of 37.
- B. One purchase order with a quantity of 22 for Store A.
- C. Two purchase orders. The first for Store A with a quantity of 22. The second purchase order is for Store B with a quantity of 15.
- D. Two purchase orders. The first for Store A with a quantity of 20. The second purchase order is for Store B with a quantity of 15.

Answer: B

Question: 87

You have recently used the Inventory Wizard to set the sale prices on items in the Health and Beauty department. Which worksheet should you run to download the changes to the stores?

- A. Style 101: Synchronize store database
- B. Style 250: Update Inventory - Items
- C. Style 260: Download Items
- D. Style 301: Set Item Sale Prices

Answer: D

Question: 88

Which worksheet is automatically created after defining a new store in Headquarters?

- A. Worksheet Style 51: Execute SQL Command
- B. Worksheet Style 101: Synchronize Store Database
- C. Worksheet Style 206: Update Inventory - Suppliers
- D. Worksheet Style 401: Request Data Upload

Answer: B

Question: 89

Which of the following worksheet series downloads changes of centrally maintained data to the stores?

- A. 201-210
- B. 301- 320
- C. 330 - 340
- D. A and B

Answer: A

Question: 90

Which worksheet sends newly created items from HQ to the stores?

- A. Worksheet Style 101: Synchronize Store Database
- B. Worksheet Style 250: update Inventory - Items
- C. Worksheet Style 340: PO Planner
- D. Worksheet Style 401: Request Data upload

Answer: B

Question: 91

What is the purpose of Worksheet Style 101: Synchronize Store Database?

- A. To routinely synchronize any new information entered by each store with HQ on every connection
- B. To synchronize a Store Operations database with HQ on the initial connection
- C. To upload sales history and item movement
- D. None of the above

Answer: B

Question: 92

Which of the following records are not uploaded from the store database to the Headquarters database?

- A. Newly created global customer records
- B. Newly created item records
- C. New sales transactions
- D. Inter-Store Transfers

Answer: B

Question: 93

Which term best describes data that is the same across all stores within an HQ environment?

- A. Static Data
- B. Dynamic Data
- C. Store Specific Data
- D. Locally Originated Data

Answer: A

Question: 94

In a multi-store enterprise, which of the following is NOT considered Locally Originated data?

- A. Purchase Orders
- B. Sales Transactions
- C. Sales Reps
- D. Receipt Formats

Answer: D

Question: 95

What type of data is uploaded to HQ, but is in a Read-Only format in HQ Manager for viewing and reporting?

- A. Centrally Maintained
- B. Locally Originated
- C. Store Specific
- D. None of the above

Answer: B

Question: 96

If Global Customer “A” purchases an item at Store 1, and a week later a cashier looks up the

properties of Global Customer “A” at Store 2, what will this cashier see?

- A. The item that was purchased at Store 1
- B. The transaction number from the purchase
- C. The electronic receipt/journal from the transaction
- D. The updated figures in Total Sales and Total Visits

Answer: D

Question: 97

When creating new items for your organization, where should this data be entered?

- A. At Headquarters
- B. At each store
- C. Either place because the worksheets will update the databases properly
- D. Neither place because you must have all items entered prior to opening your store

Answer: A

Question: 98

How is the billing cycle closed for Local Customers?

- A. Closed at Headquarters, once per store
- B. Closed at Headquarters, all stores at once
- C. Closed at each individual store using Store Operations Manager
- D. Local Customers can be closed using Store Operations or Headquarters

Answer: C

Question: 99

Worksheet Style 250: Update Inventory- Items, is used to update which of the following?

- A. Item Descriptions
- B. Department/Category Assignment
- C. Item Lookup Code
- D. Regular Price

Answer: A, B, C

Question: 100

What type of data is uploaded to HQ but can not be seen or reported on through HQ Manager?

- A. Centrally Maintained
- B. Locally Originated
- C. Store Specific
- D. None of the above

Answer: C

Question: 101

Which file should be used to create the sample Headquarters database?

- A. rmshqdb.bck
- B. rmshqsampl.bck
- C. rmsstore1.bck
- D. rmshqexample.bck

Answer: B

Question: 102

Which operation should be performed in Headquarters Administrator if you feel the tables and indexes are unsynchronized resulting in slow database performance?

- A. Reindex
- B. Change Collation
- C. Upgrade
- D. Check

Answer: A

Question: 103

Which file should be used to create an empty Retail Management System Headquarters database?

- A. rmshqdb.bck
- B. rmshqsampl.bck
- C. rmsstore1.bck
- D. rmshqexample.bck

Answer: A

Question: 104

Of the following, which is the recommended method for building the Headquarters database?

- A. Enter all information manually into Headquarters
- B. Import an existing Store Operations database
- C. Make a backup of a Store Operations database and use that as the Headquarters database
- D. All of the above

Answer: B

Question: 105

Which Headquarters application should you install and configure at the head office that listens for

incoming connections and acts as a gateway for exchanging data between the stores and the head office?

- A. Headquarters Administrator
- B. Headquarters Client
- C. Headquarters Server
- D. Headquarters Manager

Answer: C

Question: 106

You currently have one store running Store Operations and are implementing Headquarters. You plan to have Global Customers within the Headquarters enterprise. What should you do to mark the existing customers as global in the existing Store Operations database?

- A. At the store, mark the “Enable global customers for multi-store” Configuration option
- B. At the store, mark the “New customers default as global customers” Configuration option
- C. Set up the Global Customer Account Options in Headquarters Manager
- D. Run a Transact-SQL (T-SQL) statement to update the customers’ “Customer is a global/enterprise customer” option

Answer: D

Question: 107

Consider the following scenario:

You have three stores and a head office. At the head office, you have two machines; one machine is the database server and is named HQDATA. The other machine is the communications server, where Headquarters Server is installed and is named HQSERVER. At one of the stores in the enterprise, you have three machines; one machine is the database server and is named SODATA. Another machine acts as a register as well as the Headquarters Client machine; its name is SOREG1. The last machine acts as a register only; its name is SOREG2. You wish to allow each of your stores to perform store quantity checks (check the quantity available of an item at another store).

What should you enter as the Address in the HQ Client tab in Store Operations Administrator if you are configuring the SOREG2 machine?

- A. HQSERVER
- B. HQDATA
- C. SODATA
- D. SOREG1

Answer: D

Question: 108

Your enterprise allows customers to charge on account and pay towards the balance at any store in the enterprise. What should you configure so that a cashier may retrieve account balance and

history' information from all stores for a customer?

- A. Mark the “Allow global customer payments” option in Headquarters Administrator Configuration.
- B. Mark the “Connect to HQ to get customer’s open ARs” option in Store Operations Manager Configuration at each store.
- C. On each register in the store, define the address and port of the Headquarters Client machine in Store Operations Administrator Configuration window.
- D. Mark the “New customers default as global customers” option in Store Operations Configuration at each store.

Answer: B, C

Question: 109

Which of the following allows the user to make changes directly to the Headquarters database?

- A. Maintenance Mode
- B. Security Level 0
- C. Administrator Login
- D. None of the above

Answer: A

Question: 110

The Headquarters Client application communicates with what other RMS Components?

- A. The HQ Server and the store’s Store Operations Manager
- B. Headquarters Manager and the store’s Store Operations Manager
- C. Headquarters Manager and the store’s SQL Server
- D. The HQ Server and the store’s SQL Server Database

Answer: D

Question: 111

You are opening a new store in your enterprise. What information is NOT exported or copied to the new Store Operations database using the Export Database Wizard in Headquarters Administrator?

- A. Centrally Maintained Data
- B. Store Specific Data
- C. Locally Originated Data
- D. None of the above

Answer: C

Question: 112

The Store ID that is uniquely assigned to each store in HQ Manager must be assigned in what Store Operations window at the respective store?

- A. File I Configuration of Administrator on each machine
- B. File I Configuration of the HQ Client
- C. File I Configuration of Manager
- D. It does not need to be assigned anywhere at the store

Answer: C

Question: 113

You are implementing a new Headquarters enterprise. You have several existing Store Operations databases. One of these databases will be used as the source database when building the Headquarters database using the Import Store Operations Data feature in Headquarters Administrator. If you'd like to ensure the source database has records from each Store Operations database, what type of data from the other stores should you manually enter (or import)?

- A. Dynamic Data
- B. Store Specific Data
- C. Locally Originated Data
- D. Centrally Maintained Data

Answer: D

Question: 114

You have multiple stores using Store Operations. You have recently purchased Headquarters to consolidate your enterprise data. Which method should you perform to create the Headquarters database which will contains the stores' items and suppliers?

- A. Create a blank Headquarters database using the RMShqdb.bck file; then manually create records for each item and supplier using Headquarters Manager.
- B. Import the records from one of the store's Store Operations databases into the head office database. Then, in Headquarters Manager, manually create records for each of the other store's items and suppliers.
- C. Import the records from one of the store's Store Operations databases into the head office database. Then, in Headquarters Administrator, use the Import Store Operations command for each of the other store's databases.
- D. Create a 'master' store database by importing each of the store's records into one Store Operations database. Then, in Headquarters Administrator, import the master store database using the Import Store Operations command.

Answer: D

Question: 115

You have created a Microsoft Excel spreadsheet which you would like to launch from within

Headquarters Manager. How can you configure this?

- A. Copy the Excel file to a directory where you will store all add-ins. Edit the add-ins path in the RMSHQ.ini file.
- B. Copy the necessary Excel file to a directory where you will store all add-ins. In Headquarters Administrator, configure the path to the folder in the Headquarters Configuration window.
- C. All third-party files and add-ins must be located in the folder where the Headquarters application files were installed; no configuration is necessary.
- D. None of the above; Headquarters Manager does not have the ability to launch other application's files.

Answer: B

Question: 116

When using global customers, which type of information is NOT available at all of the stores in the enterprise?

- A. The customer's entire purchase history
- B. The customers account balance
- C. The customers account type
- D. The customers credit limit

Answer: A

Question: 117

Which of the following wizards creates a new Store Operations database and copies centrally maintained data from Headquarters into it?

- A. New Store Wizard
- B. Export Database Wizard
- C. New Item Wizard
- D. Inventory Wizard

Answer: B

Question: 118

What is the default Headquarters Manager username and password?

- A. User: sa / Password: password
- B. User admin / Password: [blank]
- C. User sa / Password: [blank]
- D. User: administrator / Password: password

Answer: D

Question: 119

Which application should you install at each retail store in your enterprise environment that is responsible for initiating the scheduled and/or manual connections to the head office location?

- A. Headquarters Administrator
- B. Headquarters Client
- C. Headquarters Server
- D. Headquarters Manager

Answer: B

Question: 120

When importing into the Headquarters database from a Store Operations database using HQ Administrator, what data is included in the import?

- A. Purchase Orders
- B. Item Taxes
- C. Sales History
- D. Categories

Answer: B, D

Question: 121

Which term best describes data that is the same across all stores within an HQ environment?

- A. Static Data
- B. Dynamic Data
- C. Store Specific Data
- D. Locally Originated Data

Answer: A

Question: 122

Worksheet Style 250: Update Inventory- Items, is used to update which of the following?

- A. Item Descriptions
- B. Department/Category Assignment
- C. Item Lookup Code
- D. Regular Price

Answer: A, B, C

Question: 123

Which term best describes data that is NOT the same across all stores within an HQ environment?

- A. Static Data

- B. Dynamic Data
- C. Centrally Maintained Data
- D. All of the above

Answer: B

Question: 124

You have recently made some configuration changes in Headquarters Manager. Since then, you have noticed the completion time for connections from the store to the head office has increased. Your database administrator has also reported the Headquarters database is growing more rapidly than prior to the changes. What is most likely causing the slower connections and rapid database growth?

- A. The “Automatically create inter-store receive inventory order” Configuration option is marked
- B. The Monthly Closing Day was changed from a 1 to 31 for the billing cycle
- C. The “Automatically create inter-store issue inventory order” Configuration option is marked
- D. The “Upload sales journals to Headquarters” Configuration option was marked

Answer: D

Question: 125

If Global Customer “A” purchases an item at Store 1, and a week later a cashier looks up the properties of Global Customer “A” at Store 2, what will this cashier see?

- A. The item that was purchased at Store 1
- B. The transaction number from the purchase
- C. The electronic receipt/journal from the transaction
- D. The updated figures in Total Sales and Total Visits

Answer: D

Question: 126

In a multi-store enterprise, where is the cashier and store level security set up?

- A. Using HQ Manager’s security features
- B. At each store using Store Operation’s security features
- C. Using HQ Worksheets
- D. None of the above

Answer: B

Question: 127

What type of data is owned and controlled by HQ and downloaded to stores?

- A. Centrally Maintained
- B. Locally Originated

- C. Store Specific
- D. None of the above

Answer: A

Question: 128

What is the purpose of Worksheet Style 101: Synchronize Store Database?

- A. To routinely synchronize any new information entered by each store with HQ on every connection
- B. To synchronize a Store Operations database with HQ on the initial connection
- C. To upload sales history and item movement
- D. None of the above

Answer: B

Question: 129

Locally originated/created Inventory Transfers are uploaded to HQ from the stores via which worksheet?

- A. Worksheet Style 330: Inventory Transfer
- B. Worksheet Style 340: PO Planner
- C. Worksheet Style 401: Request Data Upload
- D. All of the above

Answer: C

Question: 130

Which of the following worksheet series downloads changes of centrally maintained data to the stores?

- A. 201 -210
- B. 301 - 320
- C. 330 - 340
- D. A and B

Answer: A

Question: 131

Which of the following options is a valid means to upload Sales Journals (electronic copies of each receipt) to HQ?

- A. Manually select journals at the store with Store Operations Manager that must be uploaded to HQ
- B. Create the Worksheet 402: Request Journal Upload to upload journals from a specified date
- C. Upload on every 401 once a configuration option to Upload Sales Journals is marked at HQ

D. Only B and C

Answer: D

Question: 132

Consider the following scenario:

You have two stores in your enterprise (Store 01 and Store 02).

On the Item Properties window for one of your items, the quantity, reorder and restock levels are listed as follows:

Store 01:

Quantity on hand = 10, Quantity committed = 2, Reorder Point = 12, Restock level = 30 Store 02:

Quantity on hand = 15, Quantity committed = 0, Reorder

Point = 14, Restock level = 30

What will be the result if you issue worksheet Style 340: PO Planner if you are automatically generating purchase orders based on reorder information?

A. One purchase order with a quantity of 37.

B. One purchase order with a quantity of 22 for Store A.

C. Two purchase orders. The first for Store A with a quantity of 22. The second purchase order is for Store B with a quantity of 15

D. Two purchase orders. The first for Store A with a quantity of 20. The second purchase order is for Store B with a quantity of 15.

Answer: B

Question: 133

How is the billing cycle closed for Local Customers?

A. Closed at Headquarters, once per store

B. Closed at Headquarters, all stores at once

C. Closed at each individual store using Store Operations Manager

D. Local Customers can be closed using Store Operations or Headquarters

Answer: C

Question: 134

Which worksheets upload information to Headquarters related to Item Quantities from each store?

A. Style 260: Download Items

B. Style 307: Adjust Item Quantities

C. Style 401: Data Upload

D. Style 501: Request Full Item Count

Answer: C, D

Question: 135

What type of data is uploaded to HQ but can not be seen or reported on through HQ Manager?

- A. Centrally Maintained
- B. Locally Originated
- C. Store Specific
- D. None of the above

Answer: C

Question: 136

Worksheet Style 260: Download Items, will overwrite which of the following attributes for an item that already exists at the store?

- A. Item Prices
- B. Item Costs
- C. Item Aliases
- D. Item Descriptions

Answer: A, B, C, D

Question: 137

What type of data is uploaded to HQ, but is in a Read-Only format in HQ Manager for viewing and reporting?

- A. Centrally Maintained
- B. Locally Originated
- C. Store Specific
- D. None of the above

Answer: B

Question: 138

What worksheet function controls the date and time a worksheet is available for processing?

- A. From Date/Time
- B. Effective Date/Time
- C. Processed Date/Time
- D. None of the above

Answer: B

Question: 139

Which of the following worksheet series make changes to dynamic data at the store?

- A. 201-210

- B. 301-320
- C. 401 -402
- D. All of the above

Answer: B

Question: 140

In a multi-store enterprise, which of the following is NOT considered Centrally Maintained Data?

- A. Departments and Categories
- B. Tender Types
- C. Sales Transactions
- D. Item Taxes

Answer: C

Question: 141

Which worksheet is automatically created after defining a new store in Headquarters?

- A. Worksheet Style 51: Execute SQL Command
- B. Worksheet Style 101: Synchronize Store Database
- C. Worksheet Style 206: Update Inventory - Suppliers
- D. Worksheet Style 401: Request Data Upload

Answer: B

Question: 142

Your enterprise maintains local customers only (no global customers). A customer has called the head office to dispute a bill. You determine the customer was overcharged. How should you make the adjustment to the customer's account?

- A. Enter Maintenance Mode and adjust the customer's account. Then issue worksheet Style 350: Download Global Account Adjustments.
- B. Enter Maintenance Mode and adjust the customer's account. The adjustment will be downloaded when the head office issues worksheet 401: Request Data Upload or on the next scheduled connection.
- C. Perform the account adjustment at the appropriate store. Then issue worksheet Style 51: Execute SQL Command.
- D. Perform the account adjustment at the appropriate store. The adjustment will be uploaded when the head office issues worksheet 401: Request Data Upload or on the next scheduled connection.

Answer: D

Question: 143

After making a debit or credit adjustment to a global customer's account receivable in HQ

Manager, what must take place for the store to receive this adjustment?

- A. Nothing. The normal 401 Data Upload will send the adjustments automatically
- B. A Worksheet Style 350 must be approved and processed
- C. Adjustments made at HQ cannot be sent to individual stores
- D. None of the above

Answer: B

Question: 144

Which worksheet is automatically processed each time there is a scheduled connection?

- A. Style 51: Execute SQL Command
- B. Style 101: Synchronize Store Database
- C. Style 260: Download Items
- D. Style 401: Request Data Upload

Answer: D

Question: 145

Which of the following records are not uploaded from the store database to the Headquarters database?

- A. Newly created global customer records
- B. Newly created item records
- C. New sales transactions
- D. Inter-Store Transfers

Answer: B

Question: 146

What must be true for a Global Customer to be uploaded to Headquarters that has been created at the store?

- A. The store has enabled Global Customers in Manager's Configuration Options window
- B. The store has created the customer with the "global/enterprise customer" option marked in then Customer Properties window
- C. The store has checked the "New customers default as Global" checkbox in Manager's Configuration Options window
- D. The store processes a 401: Data Upload

Answer: A, B, D

Question: 147

Which can you edit within Headquarters Manager?

- A. Cashiers
- B. Sales Representatives
- C. Global Customers
- D. Local Customers

Answer: C

Question: 148

You wish to compare the on-hand and committed quantities found at each store with the quantities computed at Headquarters. Which worksheet should you run to upload these quantities from the store?

- A. Style 51: Execute SQL Command
- B. Style 101: Synchronize Store Database
- C. Style 260: Download Items
- D. Style 501: Request a Full Item Count

Answer: D

Question: 149

Where is each store's Connection Schedule defined and managed?

- A. In HQ Manager, Admin I Stores I Properties
- B. In HQ Manager, File I Configuration
- C. In the HQ Client, File I Configuration
- D. In Store Ops Manager, File I Configuration

Answer: A

Question: 150

In a multi-store enterprise, which of the following is NOT considered Store Specific data?

- A. Net Display Channels
- B. Security Settings
- C. Register Configurations
- D. Shipping Carriers

Answer: D

Question: 151

Of the following types of Centrally Maintained Data, which data type can be added at a store, and then eventually downloaded to the other stores via Headquarters?

- A. Cashiers
- B. Sales Representatives
- C. Items

D. Global Customers

Answer: D

Question: 152

What should you do to make changes to the Headquarters database without using worksheets?

- A. Update the database using Transact-SQL (TSQL) statements
- B. Set the appropriate configuration option in Headquarters Manager
- C. Enter Maintenance Mode in Headquarters Manager
- D. None of the above. You cannot make changes to a Headquarters database without using worksheets

Answer: C