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MB5-199**

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Question: 1

In a client-server configuration, which machine must the Software Copy Protection Device (Dongle) must be placed on?

- A - Any machine that has access to the Store Operations database
- B - Any machine running the manager program
- C - The first computer that starts up Store Operations POS each day
- D - The first station that runs the Manager program each day

Answer: C

Question: 2

Roughly how long will Store Operations operate without restrictions if the Software Copy Protection Device (Dongle) is damaged or misplaced?

- A - Store Operations will immediately switch to evaluation mode
- B - 1 hour
- C - 24 hours
- D - 48 hours

Answer: D

Question: 3

In which Retail Management System application can you export data by first executing a T-SQL (Transact-SQL) query?

- A - Administrator
- B - Manager
- C - POS
- D - None of the above.

Answer: A

Question: 4

Product labels are defined in files with which file extension?

- A - .LBL
- B - .MNU
- C - .TXT
- D - .XML

Answer: A

Question: 5

In Administrator, the Configuration window under the File menu is used to setup what?

- A - Register specific information and configuration
- B - Global Store information and configuration
- C - Both A and B
- D - Neither A or B

Answer: A

Question: 6

Which application must be installed on each register that will use the offline database feature?

- A - Microsoft Office
- B - Retail Management System Headquarters
- C - Microsoft Desktop Engine (MSDE)
- D - No additional applications are necessary.

Answer: C

Question: 7

What is the maximum number of registers that can be active while operating in Evaluation Mode?

- A - 1
- B - 3
- C - 10
- D - Unlimited

Answer: B

Question: 8

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

- A - rmsdb.bck
- B - rmssample.bck
- C - rmsTailspin.bck
- D - rmstest.bck

Answer: A

Question: 9

To verify the integrity of the tables in an Retail Management System database and report any issues, which operation in Administrator should be performed?

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

Answer: D

Question: 10

Which tab in File I Configuration or Administrator would be used to define a merchant's Credit Card Authorization software?

- A - Database
- B - Paths
- C - EDC
- D - HQ Client

Answer: C

Question: 11

"Available Quantity" is calculated using which of the following formulas?

- A - Quantity On Hand + Quantity Committed
- B - Quantity On Hand - Quantity Transfer Out - Quantity Committed

C - Quantity On Hand - Quantity Transfer Out + Quantity Committed + Quantity Off Line
D - Quantity On Hand - Quantity Committed

Answer: D

Question: 12

Which is an example of an assembly item?

- A - A personal computer complete with keyboard, monitor and mouse. The customer can upgrade different components such as the CPU, if necessary.
- B - An emergency supply carrying case, which comes complete with bandages, medicine, an icepack, and gauze. The case is completely packaged together and no items can be substituted.
- C - A woman's blouses that comes in two different collar styles, three different colors and sizes of Petite, Small, Medium, and Large
- D - A beverage that is sold by the case, half-case or per bottle.

Answer: A

Question: 13

Assume the Price Calculation is set to Use Minimum Price. How will the price be selected if the Buydown price of an item is \$9.99 and the Buydown quantity is 40?

- A - If the Buydown price is the lowest of all prices, then the price of the item is \$9.99 until at least 40 units have been sold.
- B - The price of an item is \$9.99 until at least 40 units have been sold, even if a price level exists on the item that is lower than the Buydown price.
- C - The item is sold at the regular price (full retail) until 40 units have been sold. Then the price is changed to \$9.99.
- D - None of the above

Answer: A

Question: 14

How many receipt printers per register can be denned in Store Operations Manager?

- A - 1
- B - 2
- C - 3
- D - 4

Answer: B

Question: 15

Which item type is used to define a Gift Certificate?

- A - Non-Inventory
- B - Serialized
- C - Gasoline
- D - Voucher

Answer: D

Question: 16

The Inventory Wizard does not allow changes to which item properties?

- A - Item Prices
- B - Item Quantities
- C - Item Departments/Categories
- D - Item Sales Taxes

Answer: C

Question: 17

You have noticed the cashiers have been manually discounting several items at the register. What should you do to track the discounts?

- A - Mark the "Track discounts" Configuration Option in Store Operations Manager.
- B - On each discount method available, mark the "Track discounts" option.
- C - On each discount method available, mark the "Discount odd items" option.
- D - Create a reason code with a Type of "Customer Discount" for each possible discount. Mark both the "Prompt for reason codes on discounts" and the "Reason code required on discounts" Configuration Options in Store Operations Manager.

Answer: D

Question: 18

Which of the following is NOT an option for the "Cost Update Method" in Store Operations?

- A - Last Cost
- B - Weighted Average
- C - LIFO
- D - None

Answer: C

Question: 19

You order and receive an item in cases of 12. How should you configure Store Operations to ensure an accurate quantity is ordered?

- A - Set the Master Pack Quantity (MPQ) to case.
- B - Set the Master Pack Quantity (MPQ) to 12.
- C - Set the Reorder number to 12.
- D - Set the Reorder number to case.

Answer: B

Question: 20

What types of custom fields can you configure in Store Operations Manager for customers?

- A - Text
- B - Money
- C - Date
- D - Boolean

Answer: A, C

Question: 21

Which Tax Schedule Basis should be used if your business is primarily from mail order or catalog?

- A - Assign tax schedules on a per item basis

- B - Assign tax schedules on a per item basis with the Default item tax group set to a localized tax
- C - Assign tax schedules on a per customer basis
- D - None (do not configure the Tax schedule basis)

Answer: C

Question: 22

Considering the following, which discount method satisfies the requirements? Three flavors of nutrition bars are defined as separate inventory items priced at \$1.50 each. A customer should be able to purchase any combination of the three flavors at the following prices: 2 for the full price, and the next 1 for \$0.75.

- A - Buy X and get Y for Z
- B - Item Quantity Discount
- C - Mix & Match
- D - Sale Price

Answer: A

Question: 23

Which record types can you define custom fields for?

- A - Tender Types
- B - Customers
- C - Items
- D - Cashiers

Answer: B, C

Question: 24

You would like to compare the actual number of goods you have on hand compared to what is recorded in Store Operations. Which process should you perform in Store Operations Manager?

- A - Physical inventory
- B - Post Closed Batches
- C - Close Billing Cycle
- D - Run the Inventory Wizard

Answer: A

Question: 25

Which process creates a file that users can import into supported accounting applications that integrate Retail Management System sales figures into their General Ledger?

- A - Assign GL Accounts
- B - Close Billing Cycle
- C - Update Batch Into
- D - Post Closed Batches

Answer: D

Question: 26

In the customer properties window (Database I Customers), which tab displays a customer's account receivable balance and outstanding transactions?

- A - Billing Information

- B - Purchase History
- C - Account Information
- D - Shipping Address

Answer: C

Question: 27

To setup security in Store Operations, a user must have which rights?

- A - Manager Rights
- B - Administrator Rights
- C - Allowed to view Cost Information
- D - Any cashier can setup security regardless of Rights

Answer: B

Question: 28

In the following scenario, how many will Store Operations suggest to order of this item considering the following?

Quantity On Hand = 6; Quantity Committed = 1; On Order = 12; Reorder Point = 36; Restock Level = 40

- A - 30
- B - 31
- C - 48
- D - 82

Answer: B

Question: 29

Which options exists when setting up a new Tender Type?

- A - Display Order
- B - Require Signature
- C - Pop Cash Drawer
- D - Round To Value

Answer: A, B, C, D

Question: 30

What process will complete and close a batch of credit card transactions that were authorized over a period of time?

- A - Close Billing Cycle
- B - Post Closed Batches
- C - Settle EDC Batch
- D - Inventory Transfer Out

Answer: C

Question: 31

Which is an example of a lot matrix item?

- A - A personal computer complete with keyboard, monitor and mouse. The customer can upgrade different components such as the CPU, if necessary.
- B - An emergency supply carrying case, which comes complete with bandages, medicine, an icepack,

and gauze. The case is completely packaged together and no items can be substituted.

C - A woman's blouses that comes in two different collar styles, three different colors and sizes of Petite, Small, Medium, and Large

D - A beverage that is sold by the case, half-case or per bottle.

Answer: D

Question: 32

If an item is only available from your supplier in order quantities of 24, which setting is used to ensure purchase orders generated from Store Operations Manager follow this rule?

A - Minimum Order

B - Supplier Cost

C - Restock Level

D - Master Pack Quantity (MPQ)

Answer: D

Question: 33

Which is an example of a matrix item?

A - A personal computer complete with keyboard, monitor and mouse. The customer can upgrade different components such as the CPU, if necessary.

B - An emergency supply carrying case, which comes complete with bandages, medicine, an icepack, and gauze. The case is completely packaged together and no items can be substituted.

C - A woman's blouses that comes in two different collar styles, three different colors and sizes of Petite, Small, Medium, and Large

D - A beverage that is sold by the case, half-case or per bottle.

Answer: C

Question: 34

Store Operations allows how many different dimensions/titles for Matrix Items?

A - 3

B - 4

C - 5

D - Unlimited

Answer: A

Question: 35

Which accounting application can Store Operations import items, suppliers and customers from?

A - MYOB

B - Blackbaud 6.x

C - QuickBooks 2003 or later

D - Peachtree 3.0 or higher

Answer: C

Question: 36

Which options are available when creating a purchase order?

A - Based off of Reorder Information

B - Based off of Items Sold

- C - Create duplicate of last order
- D - By Last Ordered Date

Answer: A, B

Question: 37

Which Cost Update Method should you configure if you wish to replace existing item costs with the supplier's cost each time a shipment is received and committed?

- A - Last Cost
- B - Weighted Average
- C - LIFO
- D - None (manually updated)

Answer: A

Question: 38

Which OLE for POP3 (OPOS) device is supported by Store Operations?

- A - MICR (Magnetic Ink Character Recognition)
- B - MSR (Magnetic Stripe Reader)
- C - Bump Bar
- D - Coin Dispenser

Answer: A, B

Question: 39

If an item is received in new packaging with a new Item Lookup Code, which item property allows you to sell that item using either the new or the existing Item Lookup Code?

- A - Substitute
- B - Alias
- C - TagAlong
- D - Parent Item/Child quantity

Answer: B

Question: 40

How are Receipt Formats applied in Store Operations Manager?

- A - Per Printer. Each printer can have its own receipt format.
- B - Per Cashier. Each cashier has their own receipt format.
- C - Per Store. Only one receipt format can be used on all registers.
- D - None of the above

Answer: A

Question: 41

A customer's bill totals \$52.23. They write a check for the exact amount. What shortcut should you use to enter the exact amount in the check tender box?

- A - Use the Minus (-) key on your keyboard.
- B - Use the Plus (+) key on your keyboard.
- C - Use your mouse to double-click the field.
- D - Use your mouse to right-click the field.

Answer: B

Question: 42

Which of the following transactions allows the customer to make a deposit?

- A - Work Order
- B - Layaway
- C - Void
- D - Return

Answer: A, B

Question: 43

Which report that prints at the POS displays information regarding the up-to-the-minute sales statistics of the register?

Note: Generating this report does not close the batch.

- A - X Report
- B - Z Report
- C - ZZ Report
- D - Detailed Sales Report

Answer: A

Question: 44

The quantity on hand for an item that is being returned is currently 50 and the quantity committed is 15. If the item is returned to offline inventory through the use of a reason code, what is the quantity on hand and quantity committed once the return is completed and the quantities are automatically transferred to offline inventory?

- A - Quantity on hand = 49; quantity committed = 16
- B - Quantity on hand = 50; quantity committed = 15
- C - Quantity on hand = 51; quantity committed = 14
- D - Quantity on hand = 50; quantity committed = 16

Answer: B

Question: 45

What is the difference between voiding a transaction and recalling a transaction for return?

- A - Recalling a transaction for a return does not affect the quantity on hand for the item; voiding a transaction increases the quantity on hand.
- B - Voiding a transaction does not affect the quantity on hand for the item; recalling a transaction for return increases the quantity on hand.
- C - Recalling a transaction for a return does not allow you to edit any of the information pertaining to the transaction.
- D - Voiding a transaction does not allow you to edit any of the information pertaining to the transaction.

Answer: D

Question: 46

Assuming the cashier has the appropriate rights, which key or keys remove a line item from a transaction?

- A - Space Bar

- B - Delete Key
- C - Space Bar or Delete Key
- D - You cannot delete items from a transaction

Answer: C

Question: 47

Which Store Operations feature allows cashiers to quickly switch shifts while safely counting their drawer closing amounts away from the register, also allowing them to Z out at a later time?

- A - Post Closed Batches
- B - Perform Blind Closeout
- C - ZZ Report
- D - Secure Drawer

Answer: B

Question: 48

How should you cancel a transaction that was previously placed on layaway?

- A - Recall the layaway transaction and change the quantity to 0, then tender the sale.
- B - Perform a post void.
- C - Recall the transaction for return.
- D - Recall the layaway transaction and change the price to 0, then tender the sale.

Answer: A

Question: 49

If your store tracks defective merchandise separately and an item is returned because it is broken, how should the cashier perform the return?

- A - Select a reason code with a Type of "Return the item to main inventory".
- B - Select a reason code with a Type of "Return the item to offline inventory".
- C - Select a reason code with a Type of "Defective".
- D - Create a work order for the item.

Answer: B

Question: 50

Which of the following cases best satisfies the requirements of a situation when a Work Order is used?

- A - The customer pays a deposit for the store to hold the item. They then make small periodic payments, picking up the item only when the balance is paid in full.
- B - The sales representative prints a price list for specific items a customer is interested in.
- C - The customer pays a deposit on a transaction consisting of item and a service charge. When the service has been completed they pay the remaining balance and pick up the item.
- D - The store is currently out of the item, and the customer requests the item be ordered.

Answer: C

Question: 51

Every POS batch is assigned to what?

- A - The Register
- B - A Cashier

- C - A specific Date/Time
- D - A Cash Drawer

Answer: A

Question: 52

Which processes can you NOT perform while in offline mode?

- A - Quotes
- B - Regular Sales transaction
- C - Z Report
- D - Recall an offline transaction for return

Answer: A, C

Question: 53

In order for the Z report to balance (i.e. Over/Short is \$0.00), what processes must be completed prior to printing the Z report?

- A - Run an ZZ-Report
- B - Enter Closing Amounts
- C - Enter Opening Amounts
- D - Perform a Blind Close Out

Answer: B, C

Question: 54

What is the default user ID and password to log into POS in both the blank database and the sample databases?

- A - User ID: 1 / password: password
- B - User ID: sa / Password: password
- C - User ID: 1 / Password: [blank]
- D - User ID: sa / Password XXYYZZ

Answer: A

Question: 55

You have recently signed an agreement to accept the American Express card. You have created a new tender type named AMEX; however, the tender does not appear when tendering a sale. What should you do to display the new tender?

- A - Run a Z report at each register so that the new tender takes affect.
- B - Configure the Validation Mask on the tender.
- C - Mark the "Perform verification via ED C" option on the tender.
- D - Settle the existing credit card batch.

Answer: A

Question: 56

Which Tender Type selected at the POS would increase a customer's receivable balance?

- A - Credit Card
- B - Account
- C - Voucher
- D - Cash

Answer: B

Question: 57

Which function is used to open the cash drawer without completing a transaction?

- A - View Journals
- B - No Sale
- C - Discount
- D - Place Transaction on Hold

Answer: B

Question: 58

If you process a return at the POS, how are quantity on hand and quantity committed affected if the item is returned to main inventory?

- A - Both quantity on hand and quantity committed are increased by the number of units returned.
- B - Quantity on hand is not affected but quantity committed is increased by the number of units returned.
- C - Quantity on hand is increased by the number of units returned while quantity committed is decreased
- D - Quantity on hand is increased by the number of units returned while quantity committed is not affected.

Answer: D

Question: 59

If an item is placed on back order, how are the quantity on hand, quantity committed, and quantity available values affected?

- A - Quantity on hand is decreased by one, quantity committed is increased by one, quantity available is decreased by one.
- B - Quantity on hand is decreased by one, quantity committed and quantity available are not changed.
- C - Quantity on hand, quantity committed, and quantity available are all decreased by one.
- D - Quantity on hand is not changed, quantity committed is increased by one, quantity available is decreased by one.

Answer: D

Question: 60

When reprinting receipts using the Journal Viewer at the POS, which receipts are available?

- A - Only receipts from the originating register
- B - Receipts from any register in the store, at any time
- C - Receipts from any register in the store, only after closing the current batch
- D - Only receipts in the open batch of the originating register

Answer: B

Question: 61

Which file should be used to create the Tailspin Toys sample database?

- A - rmsdb.bck
- B - rmssample.bck
- C - rmsTailspin.bck

D - rmstest.bck

Answer: B

Question: 62

Which file format does Store Operations use for receipt templates?

- A - .HTM
- B - .XML
- C - .RCT
- D - .DOC

Answer: B

Question: 63

In Administrator, the Configuration window under the File menu is used to setup what?

- A - Register specific information and configuration
- B - Global Store information and configuration
- C - Both A and B
- D - Neither A or B

Answer: A

Question: 64

Product labels are defined in files with which file extension?

- A - .LBL.
- B - .MNU
- C - .TXT
- D - .XML.

Answer: A

Question: 65

Which application must be installed on each register that will use the offline database feature?

- A - Microsoft Office
- B - Retail Management System Headquarters
- C - Microsoft Desktop Engine (MSDE)
- D - No additional applications are necessary.

Answer: C

Question: 66

To verify the integrity of the tables in an Retail Management System database and report any issues, which operation in Administrator should be performed?

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

Answer: D

Question: 67

Roughly how long will Store Operations operate without restrictions if the Software Copy Protection Device (Dongle) is damaged or misplaced?

- A - Store Operations will immediately switch to evaluation mode
- B - 1 hour
- C - 24 hours
- D - 48 hours

Answer: D

Question: 68

Which tab in File I Configuration of Administrator would be used to define a merchant's Credit Card Authorization software?

- A - Database
- B - Paths
- C - EDC
- D - HQ Client

Answer: C

Question: 69

Which operation in Store Operations Administrator should be performed if you would like to remove the historical information in a Store Operations database?

- A - Upgrade
- B - Reindex
- C - Check
- D - Delete Transactions

Answer: D

Question: 70

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

- A - rmsdb.bck
- B - rmssample.bck
- C - rmsTailspin.bck
- D - rmstest.bck

Answer: A

Question: 71

How should you configure Store Operations if you wish to close the billing cycle on the last day of each month?

- A - Set the "Day of the month that accounts will be closed on" Configuration option to 1.
- B - Set the "Day of the month that accounts will be closed on" Configuration option to EOM.
- C - Set the "Day of the month that accounts will be closed on" Configuration option to 28.
- D - Set the "Day of the month that accounts will be closed on" Configuration option to 31.

Answer: D

Question: 72

Which is an example of a matrix item?

- A - A personal computer complete with keyboard, monitor and mouse. The customer can upgrade

different components such as the CPU, if necessary.

B - An emergency supply carrying case, which comes complete with bandages, medicine, an icepack, and gauze. The case is completely packaged together and no items can be substituted.

C - A woman's blouses that comes in two different collar styles, three different colors and sizes of Petite, Small, Medium, and Large

D - A beverage that is sold by the case, half-case or per bottle.

Answer: C

Question: 73

Store Operations allows how many different dimensions/titles for Matrix Items?

A - 3

B - 4

C - 5

D - Unlimited

Answer: A

Question: 74

When receiving items on a Purchase Order, what must be done before the quantities are actually updated in the database?

A - Click "Edit"

B - Click "Receive All"

C - Click "Commit"

D - Click "Save"

Answer: C

Question: 75

Which Tax Schedule Basis should be used if your business is primarily from mail order or catalog?

A - Assign tax schedules on a per item basis

B - Assign tax schedules on a per item basis with the Default item tax group set to a localized tax

C - Assign tax schedules on a per customer basis

D - None (do not configure the Tax schedule basis)

Answer: C

Question: 76

How many receipt printers per register can be defined in Store Operations Manager?

A - 1

B - 2

C - 3

D - 4

Answer: B

Question: 77

To setup security in Store Operations, a user must have which rights?

A - Manager Rights

B - Administrator Rights

- C - Allowed to view Cost Information
- D - Any cashier can setup security regardless of Rights

Answer: B

Question: 78

It selling three items as part to an assembly item, when is the quantity on hand reduced for each item?

- A - When the assembly item is built
- B - When the assembly items are sold
- C - When you breakout the assembly item
- D - When the batch is closed

Answer: B

Question: 79

In the customer properties window (Database I Customers), which tab displays a customer's account receivable balance and outstanding transactions?

- A - Billing Information
- B - Purchase History
- C - Account Information
- D - Shipping Address

Answer: C

Question: 80

How are Receipt Formats applied in Store Operations Manager?

- A - Per Printer. Each printer can have its own receipt format.
- B - Per Cashier. Each cashier has their own receipt format.
- C - Per Store. Only one receipt format can be used on all registers.
- D - None of the above

Answer: A

Question: 81

You have noticed the cashiers have been manually discounting several items at the register. What should you do to track the discounts?

- A - Mark the "Track discounts" Configuration Option in Store Operations Manager.
- B - On each discount method available, mark the "Track discounts" option.
- C - On each discount method available, mark the "Discount odd items" option.
- D - Create a reason code with a Type of "Customer Discount" for each possible discount. Mark both the "Prompt for reason codes on discounts" and the "Reason code required on discounts" Configuration Options in Store Operations Manager.

Answer: D

Question: 82

Which process creates a file that users can import into supported accounting applications that integrate Retail Management System sales figures into their General Ledger?

- A - Assign GL Accounts
- B - Close Billing Cycle

- C - Update Batch Info
- D - Post Closed Batches

Answer: D

Question: 83

Which is an example of a lot matrix item?

- A - A personal computer complete with keyboard, monitor and mouse. The customer can upgrade different components such as the CPU, if necessary.
- B - An emergency supply carrying case, which comes complete with bandages, medicine, an icepack, and gauze. The case is completely packaged together and no items can be substituted.
- C - A woman's blouses that comes in two different collar styles, three different colors and sizes of Petite, Small, Medium, and Large
- D - A beverage that is sold by the case, half-case or per bottle.

Answer: D

Question: 84

How would you configure Store Operations to record an electronic copy of each receipt?

- A - Configure the OPOS Device Name in Register Properties.
- B - Mark the "Print no sale receipt" in Store Operations Configuration.
- C - Mark the "Journal receipts from this printer" option in Register Properties.
- D - Do nothing; Store Operations always stores an electronic copy of the receipt.

Answer: C

Question: 85

If customers are allowed to purchase goods and be billed on a monthly basis, which tender type should you configure?

- A - Account
- B - Credit Card
- C - DebitCard
- D - Voucher

Answer: A

Question: 86

Which item type is used to define a Gift Certificate?

- A - Non-Inventory
- B - Serialized
- C - Gasoline
- D - Voucher

Answer: D

Question: 87

"Available Quantity" is calculated using which of the following formulas?

- A - Quantity On Hand + Quantity Committed
- B - Quantity On Hand - Quantity Transfer Out - Quantity Committed
- C - Quantity On Hand - Quantity Transfer Out + Quantity Committed + Quantity Off Line
- D - Quantity On Hand - Quantity Committed

Answer: D

Question: 88

Which OLE for POS (OPOS) device is supported by Store Operations?

- A - MICR (Magnetic Ink Character Recognition)
- B - MSR (Magnetic Stripe Reader)
- C - Bump Bar
- D - Coin Dispenser

Answer: A, B

Question: 89

The Assembly item type differs from a Kit in what way?

- A - Kits are made up of other items, Assemblies are a single item
- B - Kits do not have their own quantities, Assemblies do
- C - Kits ring up all component items on one line in the POS, Assemblies ring up each item on its own line
- D - All of the above

Answer: C

Question: 90

Which is an example of an assembly item?

- A - A personal computer complete with keyboard, monitor and mouse. The customer can upgrade different components such as the CPU, if necessary.
- B - An emergency supply carrying case, which comes complete with bandages, medicine, an icepack, and gauze. The case is completely packaged together and no items can be substituted.
- C - A woman's blouses that comes in two different collar styles, three different colors and sizes of Petite, Small, Medium, and Large
- D - A beverage that is sold by the case, half-case or per bottle.

Answer: A

Question: 91

Which function must be processed prior to printing new customer statements?

- A - Close Billing Cycle
- B - Post Closed Batches
- C - Inventory Wizard
- D - Run a Z report

Answer: A

Question: 92

Considering the following, which discount method satisfies the requirements? Three flavors of nutrition bars are defined as separate inventory items priced at \$1.50 each. A customer should be able to purchase any combination of the three flavors at the following prices: 2 for the full price, and the next 1 for \$0.75.

- A - Buy X and get Y for Z
- B - Item Quantity Discount
- C - Mix & Match

D - Sale Price

Answer: A

Question: 93

Which Cost Update Method should you configure if you wish to replace existing item costs with the supplier's cost each time a shipment is received and committed?

- A - Last Cost
- B - Weighted Average
- C - LIFO
- D - None (manually updated)

Answer: A

Question: 94

What types of custom fields can you configure in Store Operations Manager for customers?

- A - Text
- B - Money
- C - Date
- D - Boolean

Answer: A, C

Question: 95

Which is an example of a kit item?

- A - A personal computer complete with keyboard, monitor and mouse. The customer can upgrade different components such as the CPU, if necessary.
- B - An emergency supply carrying case, which comes complete with bandages, medicine, an icepack, and gauze. The case is completely packaged together and no items can be substituted.
- C - A woman's blouses that comes in two different collar styles, three different colors and sizes of Petite, Small, Medium, and Large
- D - A beverage that is sold by the case, half-case or per bottle.

Answer: B

Question: 96

If selling three items in a kit, when is the quantity on hand reduced for each item in the kit?

- A - When the kit item is built
- B - When the kit item is sold
- C - When you breakout the kit item
- D - When the Post Closed Batches process is run

Answer: A

Question: 97

You would like to compare the actual number of goods you have on hand compared to what is recorded in Store Operations. Which process should you perform in Store Operations Manager?

- A - Physical inventory
- B - Post Closed Batches
- C - Close Billing Cycle

D - Run the Inventory Wizard

Answer: A

Question: 98

Your store is selling two items for a \$1.00. Each item has a different Item Lookup Code and sells for \$0.59 individually. How should Store Operations be configured if the customer is required to purchase both items or two of one of the items to receive the discount?

A - Create a "Buy X and get Y for Z" Quantity Discount with a Quantity of 2 and a Unit Price of \$1.00. Then assign the discount to both items.

B - Create a "Buy X and get Y for Z" Quantity Discount with a Quantity of 2 and a Unit Price of \$0.50. Then assign the items to the discount.

C - Create a "Mix and match" Quantity Discount with a Quantity of 2 and a Unit Price of \$0.50. Then assign the discount to both items.

D - Create a "Mix and match" Quantity Discount with a Quantity of 2 and a Unit Price of \$1.00. Then assign the items to the discount.

Answer: C

Question: 99

Assume the Price Calculation is set to Use Minimum Price. How will the price be selected if the Buydown price of an item is \$9.99 and the Buydown quantity is 40?

A - If the Buydown price is the lowest of all prices, then the price of the item is \$9.99 until at least 40 units have been sold.

B - The price of an item is \$9.99 until at least 40 units have been sold, even if a price level exists on the item that is lower than the Buydown price.

C - The item is sold at the regular price (full retail) until 40 units have been sold. Then the price is changed to \$9.99.

D - None of the above

Answer: A

Question: 100

If an item is received in new packaging with a new Item Lookup Code, which item property allows you to sell that item using either the new or the existing Item Lookup Code?

A - Substitute

B - Alias

C - Tag Along

D - Parent Item/Child quantity

Answer: B

Question: 101

How should you cancel a transaction that was previously placed on layaway?

A - Recall the layaway transaction and change the quantity to 0, then tender the sale.

B - Perform a post void.

C - Recall the transaction for return.

D - Recall the layaway transaction and change the price to 0, then tender the sale.

Answer: A

Question: 102

While in Evaluation Mode in Store Operations, what is the maximum number of line items that can be included on a POS transaction?

- A - 1
- B - 5
- C - 20
- D - Unlimited

Answer: B

Question: 103

After tendering and completing a sale transaction, you noticed on the receipt that an item was incorrectly sold with the wrong price. How should you cancel the last sale making sure all item and transaction details are kept in tact and are completely reversed?

- A - Choose No sale to cancel the sale.
- B - Recall the transaction for return.
- C - Use the Escape key on your keyboard and choose Yes when prompted to cancel the sale.
- D - Perform a post-void.

Answer: D

Question: 104

If an item is placed on back order, how are the quantity on hand, quantity committed, and quantity available values affected?

- A - Quantity on hand is decreased by one, quantity committed is increased by one, quantity available is decreased by one.
- B - Quantity on hand is decreased by one, quantity committed and quantity available are not changed.
- C - Quantity on hand, quantity committed, and quantity available are all decreased by one.
- D - Quantity on hand is not changed, quantity committed is increased by one, quantity available is decreased by one.

Answer: D

Question: 105

What is the default user ID and password to log into POS in both the blank database and the sample databases?

- A - User ID: 1 / Password: password
- B - User ID: sa / Password: password
- C - User ID: 1/ Password: [blank]
- D - User ID: sa / Password: XXYYZZ

Answer: A

Question: 106

How is quantity on hand affected when an item is placed on layaway?

- A - Quantity on hand is decreased by the number of units on layaway.
- B - Quantity on hand is not affected but the quantity committed is increased by the number of units on layaway.
- C - Quantity on hand is increased by the number of units on layaway.

D - Quantity on hand is not affected but the quantity available is increased by the number of units on layaway.

Answer: B

Question: 107

A sales representative (Sales Rep) is added to a transaction in which ways?

- A - 1 Sales Rep per Transaction
- B - 1 Sales Rep Per Line Item
- C - Multiple Sales Reps per Line Item
- D - None of the above

Answer: A, B

Question: 108

Which POS Display Option allows a 2nd monitor for customers to view information such as advertisements, websites, or a graphical receipt?

- A - HTML Status Bar
- B - Net Display
- C - Touch Screen
- D - Custom POS Buttons

Answer: B

Question: 109

You have recently signed an agreement to accept the American Express card. You have created a new tender type named AMEX; however, the tender does not appear when tendering a sale. What should you do to display the new tender?

- A - Run a Z report at each register so that the new tender takes affect.
- B - Configure the Validation Mask on the tender.
- C - Mark the "Perform verification via EDC" option on the tender.
- D - Settle the existing credit card batch.

Answer: A

Question: 110

What process is used if a customer must leave the register temporarily to retrieve another item or perhaps money to pay for the transaction?

- A - Place Transaction on Hold
- B - Layaway
- C - Work Order
- D - Offline Mode

Answer: A

Question: 111

Assuming the cashier has the appropriate rights, which key or keys remove a line item from a transaction?

- A - Space Bar
- B - Delete Key

- C - Space Bar or Delete Key
- D - You cannot delete items from a transaction

Answer: C

Question: 112

A customer would like to purchase a \$1,500 bicycle. He/she would like to pay \$100 towards the purchase of the bike and continue to make payments until it is paid in full. What type of transaction should you perform?

- A - Layaway
- B - Work order
- C - Sack order
- D - Place a transaction on hold

Answer: A

Question: 113

Users can create custom POS buttons for which of the following functions?

- A - Invoke a custom program (COM objects)
- B - Execute an external application
- C - View a web page
- D - Run an internal command (FireEvent)

Answer: A, B, C, D

Question: 114

When are the primary and offline database synchronized?

- A - When running a X Report
- B - When running a Y Report
- C - When running a Z Report
- D - Every 10 minutes while the POS is active

Answer: C

Question: 115

Which report gives a summary of all Z reports since the last time this report was run?

- A - X Report
- B - Z Report
- C - ZZ Report
- D - Blind Close

Answer: C

Question: 116

Which of the following transactions allows the customer to make a deposit?

- A - Work Order
- B - Layaway
- C - Void
- D - Return

Answer: A, B

Question: 117

Which process should you run if you are removing cash from the drawer to put it in a locked vault for security reasons but are not closing the batch?

- A - Cash payout
- B - Cash drop
- C - Blind closeout
- D - Enter closing amounts

Answer: B

Question: 118

Consider the following scenario: A customer wishes to purchase a television set with an Item Lookup Code of 012352. You enter the Item Lookup Code into Store Operations POS but, unfortunately, your store does not currently have that item on hand. What options could Store Operations POS present to the cashier in this scenario? (Choose two.)

- A - Perform a back order
- B - Perform a special order.
- C - Offer a substitute item.
- D - Offer a discount on another item of similar style and price.

Answer: A, C

Question: 119

Which report closes the current Pos batch?

- A - X Report
- B - Y Report
- C - Z Report
- D - None of the above

Answer: C

Question: 120

If an item has a regular price of \$10.00, a level price of \$9.25, and a sale price of \$8.99, which item price would the POS select?

- A. The Regular Price because it is the highest
- B - The Level Price because it is the lowest
- C - The Sale Price because Sales take precedence
- D - Unknown, it depends on a Configuration option in Manager

Answer: D

Question: 121

In which Retail Management System application can you export data by first executing a T-SQL (Transact-SQL) query?

- A - Administrator
- B - Manager
- C - POS
- D - None of the above.

Answer: A

Question: 122

Which subfolder within the Store Operations folder are the backup (.bck) files stored in on your hard drive after installing Store Operations?

- A - \Misc
- B - \DB
- C - \DBFiles
- D - \Databases

Answer: C

Question: 123

To verify the integrity of the tables in an Retail Management System database and report any issues, which operation in Administrator should be performed?

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

Answer: D

Question: 124

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

- A - rmsdb.bck
- B - rmssample.bck
- C - rmsTailspin.bck
- D - rmstest.bck

Answer: A

Question: 125

In a client-server configuration, which machine must the Software Copy Protection Device (Dongle) must be placed on?

- A - Any machine that has access to the Store Operations database
- B - Any machine running the manager program
- C - The first computer that starts up Store Operations POS each day
- D - The first station that runs the Manager program each day

Answer: C

Question: 126

Which file should be used to create the Tailspin Toys sample database?

- A - rmsdb.bck
- B - rmssample.bck
- C - rmsTailspin.bck
- D - rmstest.bck

Answer: B

Question: 127

Product labels are defined in files with which file extension?

- A - .LBL
- B - .MNU
- C - .TXT
- D - .XML

Answer: A

Question: 128

What is the maximum number of registers that can be active while operating in Evaluation Mode?

- A - 1
- B - 3
- C - 10
- D - Unlimited

Answer: B

Question: 129

Consider the following scenario:

You have two registers and a back office machine with the following computer names:

Back office machine: RMSSvr

Register at lane 1: RMSReg1

Register at lane 2: RMSReg2

Microsoft SQL Server has been installed on RMSSvr, This machine will store the primary Store Operations database. Each register will use a local copy of Microsoft Desktop Engine (MSDE) for its offline database.

If you are configuring the offline database for lane 1, what should you enter as the Server Name of the Offline Database Server in Store Operations Administrator Configuration?

- A - RMSSvr
- B - RMSReg1
- C - RMSReg2
- D - The TCP/IP address of RMSSvr

Answer: B

Question: 130

Which application must be installed on each register that will use the offline database feature?

- A - Microsoft Office
- B - Retail Management System Headquarters
- C - Microsoft Desktop Engine (MSDE)
- D - No additional applications are necessary/.

Answer: C

Question: 131

If you received 40 items at a discounted cost and you wish to sell only those items 40 at a reduced price, which item properties should you set?

- A - Buydown price
- B - Buydown quantity
- C - Lower bound

D - Upper bound

Answer: A, B

Question: 132

Store Operations allows how many different dimensions/titles for Matrix Items?

A - 3

B - 4

C - 5

D - Unlimited

Answer: A

Question: 133

In the customer properties window (Database I Customers), which tab displays a customer's account receivable balance and outstanding transactions?

A - Billing Information

B - Purchase History

C - Account Information

D - Shipping Address

Answer: C

Question: 134

Which is an example of an assembly item?

A - A personal computer complete with keyboard, monitor and mouse. The customer can upgrade different components such as the CPU, if necessary.

B - An emergency supply carrying case, which comes complete with bandages, medicine, an icepack, and gauze. The case is completely packaged together and no items can be substituted.

C - A woman's blouses that comes in two different collar styles, three different colors and sizes of Petite, Small, Medium, and Large

D - A beverage that is sold by the case, half-case or per bottle.

Answer: A

Question: 135

Which is an example of a kit item?

A - A personal computer complete with keyboard, monitor and mouse. The customer can upgrade different components such as the CPU, if necessary.

B - An emergency supply carrying case, which comes complete with bandages, medicine, an icepack, and gauze. The case is completely packaged together and no items can be substituted

C - A woman's blouses that comes in two different collar styles, three different colors and sizes of Petite, Small, Medium, and Large

D - A beverage that is sold by the case, half-case or per bottle.

Answer: B

Question: 136

Which is an example of a matrix item?

A - A personal computer complete with keyboard, monitor and mouse. The customer can upgrade different components such as the CPU, if necessary.

- B - An emergency supply carrying case, which comes complete with bandages, medicine, an icepack, and gauze. The case is completely packaged together and no items can be substituted.
- C - A woman's blouses that comes in two different collar styles, three different colors and sizes of Petite, Small, Medium, and Large
- D - A beverage that is sold by the case, half-case or per bottle.

Answer: C

Question: 137

Register numbers assigned in Store Operations Manager under the Register Properties window correspond to which other setting?

- A - The Register number assigned in the Configuration window of Store Operations Administrator
- B - The Register Number assigned in the local QS2000.ini file
- C - The register description
- D - None of the above

Answer: A

Question: 138

What process will complete and close a batch of credit card transactions that were authorized over a period of time?

- A - Close Billing Cycle
- B - Post Closed Batches
- C - Settle EDC Batch
- D - Inventory Transfer Out

Answer: C

Question: 139

In the following scenario, how many will Store Operations suggest to order of this item considering the following?

Quantity On Hand = 6;
Quantity Committed = 1;
On Order = 12;
Reorder Point = 36;
Restock Level = 48

- A - 30
- B - 31
- C - 48
- D - 82

Answer: B

Question: 140

How are Receipt Formats applied in Store Operations Manager?

- A - Per Printer. Each printer can have its own receipt format.
- B - Per Cashier. Each cashier has their own receipt format.
- C - Per Store. Only one receipt format can be used on all registers.
- D - None of the above

Answer: A

Question: 141

The Inventory Wizard does not allow changes to which item properties?

- A - Item Prices
- B - Item Quantities
- C - Item Departments/Categories
- D - Item Sales Taxes

Answer: C

Question: 142

Your store is selling two items for a \$1.00. Each item has a different Item Lookup Code and sells for \$0.59 individually. How should Store Operations be configured if the customer is required to purchase both items or two of one of the items to receive the discount?

- A - Create a "Buy X and get Y for Z" Quantity Discount with a Quantity of 2 and a Unit Price of \$1.00. Then assign the discount to both items.
- B - Create a "Buy X and get Y for Z" Quantity Discount with a Quantity of 2 and a Unit Price of \$0.50. Then assign the items to the discount.
- C - Create a "Mix and match" Quantity Discount with a Quantity of 2 and a Unit Price of \$0.50. Then assign the discount to both items.
- D - Create a "Mix and match" Quantity Discount with a Quantity of 2 and a Unit Price of \$1.00. Then assign the items to the discount.

Answer: C

Question: 143

When receiving items on a Purchase Order, what must be done before the quantities are actually updated in the database?

- A - Click "Edit"
- B - Click "Receive All"
- C - Click "Commit"
- D - Click "Save"

Answer: C

Question: 144

If selling three items in a kit, when is the quantity on hand reduced for each item in the kit?

- A - When the kit item is built
- B - When the kit item is sold
- C - When you breakout the kit item
- D - When the Post Closed Batches process is run

Answer: A

Question: 145

Which is an example of a lot matrix item?

- A - A personal computer complete with keyboard, monitor and mouse. The customer can upgrade different components such as the CPU, if necessary.
- B - An emergency supply carrying case, which comes complete with bandages, medicine, an icepack, and gauze. The case is completely packaged together and no items can be substituted.
- C - A woman's blouses that comes in two different collar styles, three different colors and sizes of Petite, Small, Medium, and Large

D - A beverage that is sold by the case, half-case or per bottle.

Answer: D

Question: 146

How should you configure Store Operations if you wish to close the billing cycle on the last day of each month?

- A - Set the "Day of the month that accounts will be closed on" Configuration option to 1.
- B - Set the "Day of the month that accounts will be closed on" Configuration option to EOM.
- C - Set the "Day of the month that accounts will be closed on" Configuration option to 28.
- D - Set the "Day of the month that accounts will be closed on" Configuration option to 31.

Answer: D

Question: 147

Which Cost Update Method should you configure if you wish to replace existing item costs with the supplier's cost each time a shipment is received and committed?

- A - Last Cost
- B - Weighted Average
- C - LIFO
- D - None (manually updated)

Answer: A

Question: 148

Which options are available when creating a purchase order?

- A - Based off of Reorder Information
- B - Based off of Items Sold
- C - Create duplicate of last order
- D - By Last Ordered Date

Answer: A, B

Question: 149

What types of custom fields can you configure In Store Operations Manager for customers?

- A - Text
- B - Money
- C - Date
- D - Boolean

Answer: A, C

Question: 150

You would like to compare the actual number of goods you have on hand compared to what is recorded in Store Operations. Which process should you perform in Store Operations Manager?

- A - Physical inventory
- B - Post Closed Batches
- C - Close Billing Cycle
- D - Run the Inventory Wizard

Answer: A

Question: 151

Assume the Price Calculation is set to Use Minimum Price. How will the price be selected if the Buydown price of an item is \$9.99 and the Buydown quantity is 40?

A - If the Buydown price is the lowest of all prices, then the price of the item is \$9.99 until at least 40 units have been sold.

A - The price of an item is \$9.99 until at least 40 units have been sold, even if a price level exists on the item that is lower than the Buydown price.

C - The item is sold at the regular price (full retail) until 40 units have been sold. Then the price is changed to \$9.99.

D - None of the above

Answer: A

Question: 152

How many receipt printers per register can be defined in Store Operations Manager?

A - 1

B - 2

C - 3

D - 4

Answer: B

Question: 153

Which of the following is NOT an option for the "Cost Update Method" in Store Operations?

A - LastCost

B - Weighted Average

C - LIFO

D - None

Answer: C

Question: 154

If an item is only available from your supplier in order quantities of 24. which setting is used to ensure purchase orders generated from Store Operations Manager follow this rule?

A - Minimum Order

B - Supplier Cost

C - Restock Level

D - Master Pack Quantity (MPQ)

Answer: D

Question: 155

Which item type is used to define a Gift Certificate?

A - Non-Inventory

B - Serialized

C - Gasoline

D - Voucher

Answer: D

Question: 156

Which function must be processed prior to printing new customer statements?

- A - Close Billing Cycle
- B - Post Closed Batches
- C - Inventory Wizard
- D - Run a Z report

Answer: A

Question: 157

Consider the following scenario:

An item's restock level is 20 and reorder point is 15 and you currently have 5 on hand.

This item has three assigned suppliers, each with a Master Pack Quantity of 12.

What quantity of this item will Store Operations suggest to order when generating a purchase order?

- A - 5
- B - 10
- C - 12
- D - 24

Answer: D

Question: 158

If selling three items as part of an assembly item, when is the quantity on hand reduced for each item?

- A - When the assembly item is built
- B - When the assembly items are sold
- C - When you breakout the assembly item
- D - When the batch is closed

Answer: B

Question: 159

You order and receive an item in cases of 12. How should you configure Store Operations to ensure an accurate quantity is ordered?

- A - Set the Master Pack Quantity (MPQ) to case.
- B - Set the Master Pack Quantity (MPQ) to 12.
- C - Set the Reorder number to 12.
- D - Set the Reorder number to case.

Answer: B

Question: 160

"Available Quantity" is calculated using which of the following formulas?

- A - Quantity On Hand + Quantity Committed
- B - Quantity On Hand - Quantity Transfer Out - Quantity Committed
- C - Quantity On Hand - Quantity Transfer Out + Quantity Committed + Quantity Off Line
- D - Quantity On Hand - Quantity Committed

Answer: D

Question: 161

Which process should you run if you are removing cash from the drawer to put it in a locked vault for security reasons but are not closing the batch?

- A - Cash payout
- B - Cash drop
- C - Blind closeout
- D - Enter closing amounts

Answer: B

Question: 162

When are the primary and offline database synchronized?

- A - When running a X Report
- B - When running a Y Report
- C - When running a Z Report
- D - Every 10 minutes while the POS is active

Answer: C

Question: 163

Which is NOT reported on the Z Report (assuming the report is not customized)?

- A - Transactions on hold
- B - Returns
- C - Cash payouts
- D - Deposits redeemed

Answer: A

Question: 164

What is the default user ID and password to log into POS in both the blank database and the sample databases?

- A - User ID: 1 password: password
- B - User ID: sa / Password: password
- C - User ID: 1/ password: [blank]
- D - User ID: sa / Password: XXYYZZ

Answer: A

Question: 165

Assuming the cashier has the appropriate rights, which key or keys remove a line item from a transaction?

- A - Space Bar
- B - Delete Key
- C - Space Bar or Delete Key
- D - You cannot delete items from a transaction

Answer: C

Question: 166

A customer would like to purchase a \$1.500 bicycle. He/she would like to pay \$100 towards the

purchase of the bike and continue to make payments until it is paid in full. What type of transaction should you perform?

- A - Layaway
- B - Work order
- C - Back order
- D - Place a transaction on hold

Answer: A

Question: 167

The quantity on hand for an item that is being returned is currently 50 and the quantity committed is 15. If the item is returned to offline inventory through the use of a reason code, what is the quantity on hand and quantity committed once the return is completed and the quantities are automatically transferred to offline inventory?

- A - Quantity on hand = 49; quantity committed = 16
- B - Quantity on hand = 50; quantity committed = 15
- C - Quantity on hand = 51; quantity committed = 14
- D - Quantity on hand = 50; quantity committed = 16

Answer: B

Question: 168

Which of the following cases best satisfies the requirements of a situation when a Work Order is used?

- A - The customer pays a deposit for the store to hold the item. They then make small periodic payments, picking up the item only when the balance is paid in full.
- B - The sales representative prints a price list for specific items a customer is interested in.
- C - The customer pays a deposit on a transaction consisting of item and a service charge. When the service has been completed they pay the remaining balance and pick up the item.
- D - The store is currently out of the item, and the customer requests the item be ordered.

Answer: C

Question: 169

How should you cancel a transaction that was previously placed on layaway?

- A - Recall the layaway transaction and change the quantity to 0, then tender the sale.
- B - Perform a post void.
- C - Recall the transaction for return.
- D - Recall the layaway transaction and change the price to 0, then tender the sale.

Answer: A

Question: 170

A sales representative (Sales Rep) is added to a transaction in which ways?

- A - 1 Sales Rep per Transaction
- B - 1 Sales Rep Per Line Item
- C - Multiple Sales Reps per Line Item
- D - None of the above

Answer: A, B

Question: 171

Which POS Display Option allows a 2nd monitor for customers to view information such as advertisements, websites, or a graphical receipt?

- A - HTML Status Bar
- B - Net Display
- C - Touch Screen
- D - Custom POS Buttons

Answer: B

Question: 172

You have recently signed an agreement to accept the American Express card. You have created a new tender type named AMEX; however, the tender does not appear when tendering a sale. What should you do to display the new tender?

- A - Run a Z report at each register so that the new tender takes affect.
- B - Configure the Validation Mask on the tender.
- C - Mark the "Perform verification via EDC" option on the tender.
- D - Settle the existing credit card batch.

Answer: A

Question: 173

Which function is used to open the cash drawer without completing a transaction?

- A - View Journals
- B - No Sale
- C - Discount
- D - Place Transaction on Hold

Answer: B

Question: 174

Consider the following scenario: A customer wishes to purchase a television set with an Item Lookup Code of 012352. You enter the Item Lookup Code into Store Operations POS but, unfortunately, your store does not currently have that item on hand. What options could Store Operations POS present to the cashier in this scenario? (Choose two.)

- A - Perform a back order
- B - Perform a special order.
- C - Offer a substitute item.
- D - Offer a discount on another item of similar style and price.

Answer: A, C

Question: 175

If you process a return at the POS, how are quantity on hand and quantity committed affected if the item is returned to main inventory?

- A - Both quantity on hand and quantity committed are increased by the number of units returned.
- B - Quantity on hand is not affected but quantity committed is increased by the number of units returned.
- C - Quantity on hand is increased by the number of units returned while quantity committed is decreased
- D - Quantity on hand is increased by the number of units returned while quantity committed is not

affected.

Answer: D

Question: 176

If an item is placed on back order, how are the quantity on hand, quantity committed, and quantity available values affected?

- A - Quantity on hand is decreased by one, quantity committed is increased by one, quantity available is decreased by one.
- B - Quantity on hand is decreased by one, quantity committed and quantity available are not changed.
- C - Quantity on hand, quantity committed, and quantity available are all decreased by one.
- D - Quantity on hand is not changed, quantity committed is increased by one, quantity available is decreased by one.

Answer: D

Question: 177

Which report gives a summary of all Z reports since the last time this report was run?

- A - X Report
- B - Z Report
- C - ZZ Report
- D - Blind Close

Answer: C

Question: 178

Which report closes the current POS batch?

- A - X Report
- B - Y Report
- C - Z Report
- D - None of the above

Answer: C

Question: 179

Which of the following transactions allows the customer to make a deposit?

- A - Work Order
- B - Layaway
- C - Void
- D - Return

Answer: A, B

Question: 180

In order for the Z report to balance (i.e. Over/Short is \$0.00), what processes must be completed prior to printing the Z report?

- A - Run an ZZ-Report
- B - Enter Closing Amounts
- C - Enter Opening Amounts
- D - Perform a Blind Close Out

Answer: B, C

Question: 181

Which device should you configure if you wish to maintain an electronic copy of each customer's signature?

- A - Bump Bar
- B - Net Display
- C - Scanner
- D - Signature Capture

Answer: D

Question: 182

A customer has offered their VISA as payment for the sale. You tender the sale and swipe the card. The following message is displayed at the POS:

"Validation Error 323: An invalid credit card number was detected." What is most likely the problem?

- A - The "Perform verification via EDC" option has not been marked on this tender.
- B - You have not properly configured the Electronic Draft Capture (EDC) options in Store Operations Administrator.
- C - The magnetic stripe on the customer's card is unreadable.
- D - You have selected a credit card tender type which has a Validation Mask configured to accept the American Express card.

Answer: D

Question: 183

How should you configure Store Operations to allow a cashier access to Store Operations Manager?

- A - Mark the "Manager Rights" Cashier Right for the appropriate user.
- B - Set the cashier's security level to 0.
- C - Set the cashier's security level to 1.
- D - Grant Read access to the login window.

Answer: A

Question: 184

You have noticed one of the cashiers has been performing more sales returns than expected so you have modified the Detailed Sales active report to track only the return transactions and the return reason code by that cashier. What should you do to save this report to retrieve it later?

- A - Select to Memorize the report in the Active Report window.
- B - Create the report in the Memorize Reports window and save it.
- C - You must modify the XML file for the report.
- D - Nothing; you cannot save changes to an active report.

Answer: A

Question: 185

Which transaction type best satisfies the requirements if your store has insufficient quantity of an item a customer would like to purchase?

- A - Work Order

- B - Back Order
- C - Quote
- D - Return

Answer: B

Question: 186

How is the quantity of an item affected if a transaction is placed on hold?

- A - Quantity on hand is reduced by the number of units on hold. No other quantities are affected.
- B - Quantity on hand is not affected but the quantity committed is reduced by the number of units on hold.
- C - Quantity is not affected by a transaction that is on hold.
- D - Offline inventory is increased by the number of units on hold.

Answer: C

Question: 187

Which Store Operations Administrator operation changes an Retail Management System database from Latin 1_General_BIN to SQL_Latin1_General_CP1_CI_AS?

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

Answer: B

Question: 188

In Store Operations P03, you select Journal to view an electronic copy of the last transaction's receipt, but nothing is displayed. What should you configure to view the journals?

- A - Configure the OPOS Device Name in Register Properties.
- B - Mark the "Print no sale receipt" in Store Operations Configuration.
- C - Mark the "Journal receipts from this printer" option in Register Properties.
- D - Mark the "Save receipts to the database" Configuration Option.

Answer: C