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Retail Management System 2.0 Store Operations

MB5-537

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Question: 1

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: 2

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: 3

When using Microsoft Dynamics Retail Management System Store Operations version 2.0, in which application must you enter in a product key in order to run the program?

- A - Store Operations Administrator
- B - Store Operations POS
- C - Store Operations Manager
- D - You do not enter any keys, the program is automatically activated

Answer: B

Question: 4

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) or SQL Express 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: 5

Which Store Operations Administrator operation changes a Retail Management System database from Latin1_General_BIN to SQL_Latin1_General_CP1_CI_AS?

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

Answer: B

Question: 6

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

- A - Re index
- B - Change Collation
- C - Upgrade
- D - Check

Answer: D

Question: 7

Which of the following is NOT supported by Store Operations 2.0?

- A - Vista Home Edition
- B - SQL Express
- C - Vista Business Edition
- D - XP Professional

Answer: D

Question: 8

Product labels are defined in files with which file extension?

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

Answer: A

Question: 9

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

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

Answer: C

Question: 10

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: 11

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: 12

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: 13

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

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

Answer: A

Question: 14

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: 15

Which file format does Store Operations use for receipt templates?

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

Answer: B

Question: 16

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 - Not enough information is given to calculate

Answer: A

Question: 17

Your store is selling two items for \$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: 18

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: 19

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: 20

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: 21

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: 22

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: 23

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: 24

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: 25

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: 26

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

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

Answer: B

Question: 27

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: 28

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: 29

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: 30

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: 31

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? Choose the 2 that apply.

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

Answer: A, B

Question: 32

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: 33

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 blouse 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: 34

Which OLE for POS (OPOS) device is supported by Store Operations? Choose the 2 that apply.

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

Answer: A, B

Question: 35

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: 36

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 blouse 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: 37

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 - There are no differences

Answer: C

Question: 38

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

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

Answer: C

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 - Tag Along
- D - Parent Item/Child quantity

Answer: B

Question: 40

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 blouse 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: 41

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: 42

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: 43

"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: 44

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: 45

Which item type is used to define a Gift Certificate?

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

Answer: D

Question: 46

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: 47

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

- A - 3
- B - 4
- C - 5
- D - Unlimited

Answer: A

Question: 48

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: 49

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: 50

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: 51

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: 52

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: 53

When receiving a purchase order in Microsoft Dynamics Retail Management System Store Operations, which item attributes are you able to change directly from the receiving window? Choose the 3 that apply.

- A - The price of the item
- B - The cost of the item on that receipt
- C - The item's department and category
- D - The number of items received

Answer: A, B, D

Question: 54

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: 55

Which POS Display Option allows a second monitor for customers to view information such as

advertisements, Web sites, or a graphical receipt?

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

Answer: B

Question: 56

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: 57

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? Choose the 2 that apply.

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

Answer: B, C

Question: 58

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: 59

A sales representative (Sales Rep) is added to a transaction in which ways? Choose the 2 that apply.

- 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: 60

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: 61

In Store Operations POS, 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

Question: 62

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 the 2 that apply.

- 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: 63

Which key or key combination is used to lookup an item from the Item List?

- A - F7
- B - SHIFT +F7
- C - F2
- D - F12

Answer: C

Question: 64

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: 65

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: 66

Which processes can you NOT perform while in offline mode? Choose the 2 that apply.

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

Answer: A, C

Question: 67

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: 68

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: 69

Users can create custom POS buttons for which of the following functions? Choose all that apply.

- 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: 70

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: 71

Which tab in File I Configuration of Administrator would be used to define a merchants credit card authorization software?

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

Answer: C

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

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Answer: B

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

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- B - Alias
- C - Tag Along
- D - Parent Item/Child quantity

Answer: B

Question: 76

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

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- 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

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

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- Run an internal command (FireEvent)

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