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**GP 9.0 Field Service Implementation
MB3-465**

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Question: 1

Which of the following is a major success factor in a successful software implementation?

- A - The partner makes the decisions involved in the implementation
- B - The improved user ownership that results
- C - To complete the project as quickly as possible with little input from the customer
- D - To acquire all the information needed for the project in the kick-off and initial design meeting so the customer has little involvement

Answer: B

Question: 2

In which dictionary will you find custom or modified Field Service reports?

- A - Dynamics.dic
- B - Reports.dic
- C - RPTS949.dic
- D - SRVCADV.dic

Answer: C

Question: 3

Which Field Service Series modules below are installed when you install Microsoft Dynamics GP?

- A - Service Call Management and Contract Administration only
- B - eTech, TechAssist, eService Calls, and eReturns
- C - Service Call Management, ContractAdministration, Preventive Maintenance, Returns Management, and Depot Management
- D - Service Call Management, Contract Administration, Preventive Maintenance, Returns Management, Depot Management, ManagerAssist, and TechAssist

Answer: C

Question: 4

Which of the following tools is best suited to create a report which would pull data from Receivables Management, Inventory Control, Sales Order Processing, Contract Administration and Service Call Management all at the same time?

- A - Modifier
- B - Crystal Reports
- C - Report Writer
- D - Integration Manager

Answer: B

Question: 5

When using a successful software methodology, the formal analysis process is critical for the success of the project. The analysis is valuable for which of the following reasons? Choose the 2 that apply.

- A - It minimizes the need for training
- B - It provides a clear definition of client expectations
- C - It documents business rules and practices
- D - It promotes customer buy-in of the project

Answer: C, D

Question: 6

In which of the following documents should modifications be identified and documented?

- A - In the Post Implementation Review
- B - In the Statement of Work
- C - In the Project Timeline
- D - In the Requirements Analysis

Answer: B

Question: 7

Successful Software Implementation methodology recommends complex modifications and system integrations be completed at which of the following stages or phases of the entire project?

- A - During the Analysis Phase
- B - During Phase 2 of the Project
- C - Implement prior to the "go live" of Phase 1
- D - During Phase 1 of the Project

Answer: B

Question: 8

Which of the following standard Microsoft Dynamics GP features are supported by the Field Service Series? Choose the 3 that apply.

- A - Multi-Bins
- B - Lot-tracked inventory
- C - Extended Pricing
- D - Named Printers

Answer: A, C, D

Question: 9

In which dictionary are the original Field Service Series reports located?

- A - Dynamics.dic
- B - Reports.dic
- C - FRMS949.dic
- D - SRVCADV.dic

Answer: D

Question: 10

Which of the following statements about successful software deployment is TRUE?

- A - Pilot everything and time-phase the implementation
- B - Pilot everything only when all Field Service modules will be used/implemented
- C - Implement one Field Service module in each phase.
- D - Pilot everything only when integrations and customizations are present

Answer: A

Question: 11

Which of the following statements are TRUE regarding the Field Service user interface? Choose

the 2 that apply.

- A - The Field Service Client is automatically installed when the Microsoft Dynamics GP installation is performed
- B - The setup for the Field Service Series is found under Tools> Setup > Project
- C - Upon installation Microsoft Dynamics GP, the Field Service Series objects are automatically added to SmartList
- D - There are four different setup options available, Service, Contracts, Returns and Depot

Answer: A, B

Question: 12

What is the best way to modify the message generated when an escalation is executed?

- A - Create a new stored procedure
- B - Modify the existing SQL stored procedure that executes the page
- C - Modify the paging message using VBA
- D - Modify the paging message using Modifier

Answer: B

Question: 13

Which of the following tools is best used to change the Call Number field on the Service Call Entry/Update window to Service Order Number?

- A - SmartList
- B - Report Writer
- C - Modifier
- D - Extender

Answer: C

Question: 14

Which of the following statements are true regarding a Requirements Analysis Feature Map? Choose the 3 that apply.

- A - It determines features that are native to the Field Service System
- B - It specifies the cost of required modifications
- C - It estimates the time required to complete a modification
- D - It shows how existing features may offer work-around solutions

Answer: A, C, D

Question: 15

Which of the following is a TRUE statement regarding a successful software implementation?

- A - The key point is to look for quick wins. Consider implementing the software in phases by core functionality.
- B - The key point is to look for quick wins. Consider phasing your implementation by either Module. Organization or target user group(s), Business functions or processes
- C - The key point is to look for quick wins. Consider reviewing only the software features which are applicable to their business objectives.
- D - The key point is to look for quick wins. Consider analysis to discover workarounds as opposed to modifications to the core logic of the Field Service Series.

Answer: B

Question: 16

Which of the following best practices should you consider during the initial stages of the software implementation phase?

- A - This is a good time for the new consultants, trainers, and programmers to get their feet wet and perform the majority of the work
- B - Have your experienced consultants and developers involved
- C - Involve as many resources as you have available
- D - Make sure the users understand how the application affects their specific area only

Answer: B

Question: 17

eService integrates directly with which of the following modules? Choose the 1 that apply.

- A - FixedAssets
- B - Manufacturing
- C - Project Accounting
- D - Service Call Management
- E - Fixed Assets

Answer: D

Question: 18

Which of the following statements are TRUE about eTech? Choose the 3 that apply.

- A - eTech allows customers access to your Field Service data
- B - eTech can be used to access multiple Microsoft Dynamics GP company databases.
- C - eTech requires that Tech ID's be associated with specific SQL user ID's for security authentication purposes.
- D - It is recommended that the eTech application be installed on a dedicated Web Server to maximize productivity and communication between the client and the host

Answer: B, C, D

Question: 19

Line Item Types that can be attached to the RM Event include which of the following? Choose the 3 that apply.

- A - Additional Charges
- B - Labor
- C - Travel
- D - Parts

Answer: A, B, D

Question: 20

Which of the following denotes the correct list of statuses automatically tracked by the system in Depot Management?

- A - Entered, WIP, Backordered, Completed
- B - Entered, Planning, Completed, Invoiced
- C - Entered, Ready, Completed, Invoiced
- D - Entered, Scheduled, WIP, Backordered, Completed

Answer: A

Question: 21

A purchase order can be created from which of the following RTV Types? Choose the 2 that apply.

- A - Credit
- B - Cross Ship
- C - Repair
- D - Replacement

Answer: B, D

Question: 22

What do Call Status Codes represent in the Service Call Management module?

- A - The life-cycle of a service call from entered to completed/invoiced.
- B - The status of a service call when it is associated with a contract
- C - The status of an RMA created from a Service Call
- D - The status required for escalation purposes

Answer: A

Question: 23

In what increments are station pre and station post time calculated in Depot Management?

- A - Seconds
- B - Minutes
- C - Hours
- D - Days

Answer: B

Question: 24

Which of the following may be processed from an RMA line? Choose the 3 that apply.

- A - A Depot work order quote can be created
- B - An RTV can be created
- C - A service call can be created
- D - The inventory can be scrapped

Answer: A, B, D

Question: 25

Returns Management integrates directly with which of the following modules? Choose the 2 that apply.

- A - Cash Management
- B - Payables Management
- C - Bill of Materials
- D - Sales Order Processing

Answer: B, D

Question: 26

Which of the following describes the benefits of eTech for the technician? Choose the 3 that

apply.

- A - 24 x 7 access to assigned service calls via the internet
- B - Can print a Service ticket on site for customer approval of the work performed
- C - Can add new customers on the fly so that a new service call can be created.
- D - Can record parts, labor, expenses and additional charges on the Service calls

Answer: A, B, D

Question: 27

What is the purpose of the Invoice Item Number field on the RMA Type?

- A - Used to bill repair charges to the customer at RMA Receiving
- B - Used to bill repair charges to the customer at RMA Closing
- C - Used to bill repair charges only for Repair & Return type RMAs
- D - Used to bill restocking fees only on Replacement type RMAs

Answer: B

Question: 28

Which of the following statements are true regarding service call status codes? Choose the 3 that apply.

- A - The system only tracks the 10 statuses that are defined in Service Setup -Call Status
- B - Additional status codes may be defined and manually assigned to calls
- C - Status codes may be up to three characters in length
- D - Call status codes drive the escalation process

Answer: B, C, D

Question: 29

In order for Field Service to work as desired for an organization whose business rules require that a contract be invoiced before contract revenue is recognized, what steps should you take during implementation?

- A - Set the billing start date to the date you wish to begin recognizing revenue
- B - Set the contract start date to the date you wish to begin recognizing revenue
- C - Uncheck the Non-Invoiced Revenue Recognition check box
- D - Make the adjustment manually in the General Ledger once the recognition process has executed

Answer: C

Question: 30

The PM Edit List can be generated for which of the following ranges? Choose the 3 that apply.

- A - Customers
- B - PMEventIDs
- C - Equipment
- D - Item Numbers

Answer: A, C, D

Question: 31

What does the frequency of Floating in the Preventive Maintenance schedule represent?

- A - A one time event to be performed on a piece of equipment, never to be repeated
- B - An event to be performed on a piece of equipment repeated at the interval specified based on the generation date of the PM event
- C - A one time event to be performed at the first PM generation
- D - An event to be performed on a piece of equipment repeated at the interval specified based on the completion of the last PM event.

Answer: D

Question: 32

The purpose of the technician schedule attached to the Technician Maintenance record is to do which of the following?

- A - View the service calls that the technician is assigned to on a daily basis
- B - View the exceptions to the technicians normal work schedule
- C - View the work hours of the technician
- D - View the technicians daily work schedule from an organized window

Answer: B

Question: 33

The install date for a piece of equipment is January 1st. A fixed event of three months is entered into the schedule. Given these factors, when will the next PM be generated?

- A - March 1st
- B - March 31st
- C - April 1st
- D - April 30th

Answer: C

Question: 34

If a technician goes on vacation, is in training, or is otherwise unavailable for a short period of time, where is it recommended the technician's unavailable time be recorded?

- A - In the Technician schedule
- B - In the Technician status
- C - In the Technician Misc. Info
- D - In the Technician work hours

Answer: A

Question: 35

Each technician is given a laptop when he/she is hired. You want the ability to track the serial number for this laptop. Where is the BEST place to store this information in the Field Service Series application?

- A - In the notes attached to each Tech record
- B - In Field Service Setup under Tech equipment
- C - In the Misc. Info attached to the Tech record
- D - In the User Defined fields on the Tech record

Answer: C

Question: 36

The work hours from which of the following maintenance windows may affect scheduling of Depot

Work Orders? Choose the 1 that apply.

- A - Office Maintenance
- B - Customer Maintenance
- C - Station Maintenance
- D - Technician Maintenance

Answer: C

Question: 37

At what point can an RMA that has a Return to Vendor process line attached be closed?

- A - When the RMA has been received
- B - When the RTV has been closed
- C - When the RTV has been received
- D - When the Service Call has been closed

Answer: B

Question: 38

Which of the following statements are true regarding Contract Billing? Choose the 3 that apply.

- A - Revenue Recognition may be run following a successful Contract Billing by selecting the Run Revenue check box
- B - The Contracts batch may be automatically posted by selecting the Auto-Post check box
- C - Contracts may be filtered by Contract Type
- D - The Auto-Renew Routine may be run following a successful Contract Billing by selecting the Run Auto-Renew check box

Answer: B, C, D

Question: 39

Which of the following statements defines the differences in tracking vendor and seller warranties?

- A - There is a maintenance window called Seller Warranty and a maintenance window called Vendor Warranties. These warranties are then attached to the equipment records in their respective fields
- B - There is one Warranty Maintenance window used to store both seller and vendor warranties. The warranty code is then attached to the equipment record in the respective seller or vendor warranty fields.
- C - Vendor and Seller warranties are not tracked differently; only seller warranties are tracked in the Field Service Series
- D - Vendor and Seller and Warranties are not tracked differently; only vendor warranties are tracked in the Field Service Series

Answer: B

Question: 40

Your field technicians will stock parts inventory in their service vehicles. The technician will also bring back parts (used or damaged) from the customer's location. You want the ability to track the good and bad inventory per technician. Which of the following implementation scenarios describes the best solution?

- A - Set up two sites for each technician in Site Maintenance and assign these sites to the good and bad locations on the Tech Maintenance window per technician.

- B - Set up one site per technician and assign this site to both the good and bad location in the Tech Maintenance window per technician.
- C - Set up two sites in Site Maintenance, one for good inventory and one for bad inventory. Each technician will be assigned the same sites for the good and bad location in the Tech Maintenance window.
- D - Set up a bad and good site in Site Maintenance and assign the proper site to the appropriate parts line on the service call.

Answer: A

Question: 41

Depot Work Orders can be created from which of the following answer choices? Choose the 2 that apply.

- A - An RMA
- B - A Service Call
- C - An RTV
- D - Manually in Work Order Entry/Update

Answer: A, D

Question: 42

Which of the following statements are true if you want a single RTV created from multiple RMA lines? Choose the 2 that apply.

- A - All lines must be from the same RMA
- B - The items on the RMA must all be received
- C - The items must be sourced from the same vendor
- D - The RMA must be a Repair and Return type RMA

Answer: A, C

Question: 43

A customer implementation deployment is using both Contract Administration and Service Call Management. In the given scenario, which answer choice needs to be present in order to track the true proactive profitability of a contract?

- A - Contract Pricing: Base Cost and Base Price
- B - Contract Pricing: Base Price
- C - Contract Line Pricing: Extended Price
- D - Profitability cannot be tracked within Field Service.

Answer: A

Question: 44

The Reimbursement Maintenance window is used to set the details for expenses, parts, labor, and travel expenses incurred by which of the following entities?

- A - The customer
- B - The technician
- C - The servicing company
- D - The vendor

Answer: C

Question: 45

Contract pricing sets the pricing details for, but is not limited to, which of the following options?
Choose the 3 that apply.

- A - Items
- B - Item/Item Class combinations
- C - Customers
- D - Customer/Item combinations

Answer: A, C, D

Question: 46

The manager of Technician T303 would like to receive an e-mail each time a call with a service type of EM (Emergency) has a status of Entered (10E) for 20 minutes. What is the best way to accomplish this?

- A - Setup an escalation line on the EM service type with an escalation type of e-mail, From= 10E, To=10E, Wait=20, TechID=T303
- B - Setup an escalation line on the EM service type with an escalation type of e-mail, From= 10E, To=10E, Wait=20, TechID=MANAGER
- C - Assign all calls to T303 until they are dispatched. This will ensure the Manager gets an e-mail because he is assigned to the call. The escalation schedule is as follows: Escalation type of email, From=10E, To=10E,Wait20, TechID=plank
- D - Setup an escalation line on the EM service type with an escalation type of e-mail, From=10E, To=10E, Wait=20, TechID=plank

Answer: B

Question: 47

For Time and Materials (T&M) service calls you charge a minimum of 1 hour for standard labor. You then charge your time in increments of 15 minutes. Based on this scenario, what is the best way to accomplish this?

- A - Set a Miscellaneous Charge item on the T&M service type at 1 hour of labor. Also create a modification that generates a pop up box to the user each time this service type is used explaining that time is charged in 000:15 minute increments.
- B - Create two service types; one for a minimum of 001:00 hour T&M labor and one for standard T&M labor
- C - Set the T&M service type to have a minimum of 001:00 for Standard labor and set the rounded values for standard labor to 000:15.
- D - You must manually adjust each service call to reflect the minimum of 001:00 hour and billing in 000:15 minute increments.

Answer: C

Question: 48

What implementation settings must be completed in order to have the ability to create contracts from Sales Order Processing? Choose the 3 that apply.

- A - Field Service automatically allows this functionality, no set up steps are required
- B - Mark the contractible field in Item Extensions for items to be added to contracts created from Sales Order Processing
- C - Mark the Use SOP flag in Contract Setup
- D - Mark the Auto Create Contract from SOP in Contract Setup

Answer: B, C, D

Question: 49

Which of the following software/applications must be set up in order for escalations to execute?

- A - Microsoft Access
- B - Microsoft Outlook
- C - Paging software
- D - SQL Mail

Answer: D

Question: 50

What customer path is typically used for RMA's created via a Service Call Parts line?

- A - Credit
- B - None
- C - Repair and Return
- D - Replacement

Answer: B

Question: 51

Which of the following statements about successful software deployment is TRUE?

- A - Pilot everything and time-phase the implementation
- B - Pilot everything only when all Field Service modules will be used/implemented
- C - Implement one Field Service module in each phase.
- D - Pilot everything only when integrations and customizations are present

Answer: A

Question: 52

Which Field Service Series modules below are installed when you install Microsoft Dynamics GP?

- A - Service Call Management and Contract Administration only
- B - eTech, TechAssist, eService Calls, and eReturns
- C - Service Call Management, Contract Administration, Preventive Maintenance, Returns Management, and Depot Management
- D - Service Call Management, Contract Administration, Preventive Maintenance, Returns Management, Depot Management, ManagerAssist, and TechAssist

Answer: C

Question: 53

Which of the following best practices should you consider during the initial stages of the software implementation phase?

- A - This is a good time for the new consultants, trainers, and programmers to get their feet wet and perform the majority of the work
- B - Have your experienced consultants and developers involved
- C - Involve as many resources as you have available
- D - Make sure the users understand how the application affects their specific area only

Answer: B

Question: 54

Which of the following statements are TRUE regarding the Field Service user interface? Choose the 2 that apply.

- A - The Field Service Client is automatically installed when the Microsoft Dynamics GP installation is performed
- B - The setup for the Field Service Series is found under Tools> Setup > Project
- C - Upon installation Microsoft Dynamics GP, the Field Service Series objects are automatically added to SmartList
- D - There are four different setup options available; SerMce, Contracts, Returns and Depot

Answer: A, B

Question: 55

In which of the following documents should modifications be identified and documented?

- A - In the Post Implementation Review
- B - In the Statement of Work
- C - In the Project Timeline
- D - In the Requirements Analysis

Answer: B

Question: 56

What is the best way to modify the message generated when an escalation is executed?

- A - Create a new stored procedure
- B - Modify the existing SQL stored procedure that executes the page
- C - Modify the paging message using VBA
- D - Modify the paging message using Modifier

Answer: B

Question: 57

Which of the following tools is best used to change the Call Number field on the Service Call Entry/Update window to Service Order Number?

- A - SmartList
- B - Report Writer
- C - Modifier
- D - Extender

Answer: C

Question: 58

Which of the following is a TRUE statement regarding a successful software implementation?

- A - The key point is to look for quick wins. Consider implementing the software in phases by core functionality.
- B - The key point is to look for quick wins. Consider phasing your implementation by either: Module, Organization or target user group(s), Business functions or processes
- C - The key point is to look for quick wins. Consider reviewing only the software features which are applicable to their business objectives.
- D - The key point is to look for quick wins. Consider analysis to discover workarounds as opposed to modifications to the core logic of the Field Service Series.

Answer: B

Question: 59

Which of the following is a major success factor in a successful software implementation?

- A - The partner makes the decisions involved in the implementation
- B - The improved user ownership that results
- C - To complete the project as quickly as possible with little input from the customer
- D - To acquire all the information needed for the project in the kick-off and initial design meeting so the customer has little involvement

Answer: B

Question: 60

Which of the following tools is best suited to create a report which would pull data from Receivables Management, Inventory Control, Sales Order Processing, Contract Administration and Service Call Management all at the same time?

- A - Modifier
- B - Crystal Reports
- C - Report Writer
- D - Integration Manager

Answer: B

Question: 61

What are the most recommended methods to import Field Service Data into Microsoft Dynamics GP? Choose the 2 that apply.

- A - Use Integration Manager Destination Objects
- B - Use Table Import
- C - Use macros
- D - Use SQL DTS or scripts

Answer: C, D

Question: 62

Which of the following tools can be used to gain knowledge about the Field Service Series tables? Choose the 2 that apply.

- A - The Field Service SDK
- B - The on-line help documentation
- C - Individual module training manuals
- D - Table and Field Resource descriptions

Answer: A, D

Question: 63

Which of the following statements are true regarding a Requirements Analysis Feature Map? Choose the 3 that apply.

- A - It determines features that are native to the Field Service System
- B - It specifies the cost of required modifications
- C - It estimates the time required to complete a modification
- D - It shows how existing features may offer work-around solutions

Answer: A, C, D

Question: 64

Which of the following standard Microsoft Dynamics GP features are supported by the Field Service Series? Choose the 3 that apply.

- A - Multi-Bins
- B - Lot-tracked inventory
- C - Extended Pricing
- D - Named Printers

Answer: A, C, D

Question: 65

When using a successful software methodology, the formal analysis process is critical for the success of the project. The analysis is valuable for which of the following reasons? Choose the 2 that apply.

- A - It minimizes the need for training
- B - It provides a clear definition of client expectations
- C - It documents business rules and practices
- D - It promotes customer buy-in of the project

Answer: C, D

Question: 66

What is the recommended number of hardware environments when implementing a Field Service solution?

- A - A minimum of 4
- B - A minimum of 2
- C - A minimum of 3
- D - One environment is sufficient

Answer: B

Question: 67

What is the purpose of an Inventory Transfer in relation to a service call parts line? Choose the 2 that apply.

- A - To transfer parts from SOP to the service call
- B - To transfer required parts from another warehouse to the technician's 'good' warehouse
- C - To transfer parts from one tech's warehouse to another
- D - To transfer parts from the tech's 'bad' warehouse to the returns location

Answer: B, D

Question: 68

Which of the following denotes the correct list of statuses automatically tracked by the system in Depot Management?

- A - Entered, WIP, Backordered, Completed
- B - Entered, Planning, Completed, Invoiced
- C - Entered, Ready, Completed, Invoiced
- D - Entered, Scheduled, WIP, Backordered, Completed

Answer: A

Question: 69

A purchase order can be created from which of the following RTV Types? Choose the 2 that apply.

- A - Credit
- B - Cross Ship
- C - Repair
- D - Replacement

Answer: B, D

Question: 70

Returns Management integrates directly with which of the following modules? Choose the 2 that apply.

- A - Cash Management
- B - Payables Management
- C - Bill of Materials
- D - Sales Order Processing

Answer: B, D

Question: 71

In what increments are station pre and station post time calculated in Depot Management?

- A - Seconds
- B - Minutes
- C - Hours
- D - Days

Answer: B

Question: 72

Which of the following functions are available from the Service Dispatch window? Choose all that apply.

- A - Filter service calls by Technician ID, Office ID, Customer ID, and Call Status
- B - Link to Service Call Entry/Update to enter a new Service Call
- C - Access the Technician Skills Assignment window to aid in the selection or the proper Technician
- D - Dispatch Service Calls

Answer: A, B, C, D

Question: 73

Which of the following describes the benefits of eTech for the technician? Choose the 3 that apply.

- A - 24 x 7 access to assigned service calls via the internet
- B - Can print a Service ticket on site for customer approval of the work performed
- C - Can add new customers on the fly so that a new service call can be created.
- D - Can record parts, labor, expenses and additional charges on the Service calls

Answer: A, B, D

Question: 74

The PM Edit List can be generated for which of the following ranges? Choose the 3 that apply.

- A - Customers
- B - PM Event IDs
- C - Equipment
- D - Item Numbers

Answer: A, C, D

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What do Call Status Codes represent in the Service Call Management module?

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- C - The status of an RMA created from a Service Call
- D - The status required for escalation purposes

Answer: A

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The purpose of the technician schedule attached to the Technician Maintenance record is to do which of the following?

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Answer: B

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Which of the following statements are true regarding service call status codes? Choose the 3 that apply.

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- D - Make the adjustment manually in the General Ledger once the recognition process has executed

Answer: C

Question: 80

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- C - Travel
- D - Parts

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Which of the following may be processed from an RMA line? Choose the 3 that apply.

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- C - A service call can be created
- D - The inventory can be scrapped

Answer: A, B, D

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Which of the following statements are TRUE about eTech? Choose the 3 that apply.

- A - eTech allows customers access to your Field Service data
- B - eTech can be used to access multiple Microsoft Dynamics GP company databases.
- C - eTech requires that Tech ID's be associated with specific SQL user ID's for security authentication purposes.
- D - It is recommended that the eTech application be installed on a dedicated Web Server to maximize productivity and communication between the client and the host

Answer: B, C, D

Question: 83

For Time and Materials (T&M) service calls you charge a minimum of 1 hour for standard labor. You then charge your time in increments of 15 minutes. Based on this scenario, what is the best way to accomplish this?

- A - Set a Miscellaneous Charge item on the MM service type at 1 hour of labor. Also create a modification that generates a pop up box to the user each time this service type is used explaining that time is charged in 000:15 minute increments.
- B - Create two service types; one for a minimum of 001:00 hour T&M labor and one for standard T&M labor
- C - Set the T&M service type to have a minimum of 001:00 for Standard labor and set the rounded values for standard labor to 000:15.
- D - You must manually adjust each service call to reflect the minimum of 001:00 hour and billing in 000:15 minute increments.

Answer: C

Question: 84

Which of the following statements best defines the Return Site in RMA Receiving?

- A - The site into which the item will be received during RMA Receiving
- B - The site the item is coming from before it is received
- C - The Customer Address ID on the service call from which the RMA was created
- D - The site to which the item will be transferred once it is received into the returned site

Answer: A

Question: 85

Which of the following statements defines the differences in tracking vendor and seller warranties?

- A - There is a maintenance window called Seller Warranty and a maintenance window called Vendor Warranties. These warranties are then attached to the equipment records in their respective fields
- B - There is one Warranty Maintenance window used to store both seller and vendor warranties. The warranty code is then attached to the equipment record in the respective seller or vendor warranty fields.
- C - Vendor and Seller warranties are not tracked differently; only seller warranties are tracked in the Field Service Series
- D - Vendor and Seller and Warranties are not tracked differently; only vendor warranties are tracked in the Field Service Series

Answer: B

Question: 86

You have deployed eService; how can your customers access their service calls via the internet?

- A - When they first access the site; they are asked to setup a userid and password
- B - You must supply your customers with a userid and password that is setup within eService
- C - You must supply your customers with their Microsoft Dynamics GP Customer ID and password. The password must be setup on the Address Internet information window in the Password field
- D - You must supply your customers with their Microsoft Dynamics GP Customer ID. Upon initial authentication; they can change their password.

Answer: C

Question: 87

As Parts manager of the warehouse, you are responsible for ensuring that the field technicians have their parts needed for Service Calls in a timely fashion. What are the primary documents that you create from the Inventory Requirements window?

- A - Inventory Transfers and RMAs
- B - Inventory Transfers and Inventory Adjustments
- C - Inventory Transfers and Purchase Orders
- D - Inventory Transfers and Equipment records

Answer: C

Question: 88

If a technician goes on vacation, is in training, or is otherwise unavailable for a short period of

time, where is it recommended the technician's unavailable time be recorded?

- A - In the Technician schedule
- B - In the Technician status
- C - In the Technician Misc. Info
- D - In the Technician work hours

Answer: A

Question: 89

The manager of Technician T303 would like to receive an e-mail each time a call with a service type of EM (Emergency) has a status of Entered (10E) for 20 minutes. What is the best way to accomplish this?

- A - Setup an escalation line on the EM service type with an escalation type of e-mail, From= 1 DE, To=10E, Wait=20, TechID=T303
- B - Setup an escalation line on the EM service type with an escalation type of e-mail, From= 10E, To=10E, Wait=20, TechID=MANAGER
- C - Assign all calls to T303 until they are dispatched. This will ensure the Manager gets an e-mail because he is assigned to the call. The escalation schedule is as follows: Escalation type of email, From=1DE, To=10E,Wait=20, TechID=plank
- D - Setup an escalation line on the EM service type with an escalation type of e-mail, From= 10E, To=10E,Wait=20, TechID=plank

Answer: B

Question: 90

The Reimbursement Maintenance window is used to set the details for expenses, parts, labor, and travel expenses incurred by which of the following entities?

- A - The customer
- B - The technician
- C - The servicing company
- D - The vendor

Answer: C

Question: 91

There are four fields in the contract type setup that are crucial in defining contract types during an implementation. Which of the following choices correctly defines the most crucial contract type options?

- A - Service Type, Item Number, Accrual/Liability, and Sales Account
- B - Service Type, Item Number, Accrual/Liability, and Discount Account
- C - Service Type, Priority Level, Accrual/Liability, and Sales Account
- D - Service Type, Response Time, Accrual/Liability, and Sales Account

Answer: A

Question: 92

A customer implementation deployment is using both Contract Administration and Service Call Management. In the given scenario, which answer choice needs to be present in order to track the true proactive profitability' of a contract?

- A - Contract Pricing: Base Cost and Base Price
- B - Contract Pricing: Base Price

- C - Contract Line Pricing: Extended Price
- D - Profitability cannot be tracked within Field Service.

Answer: A

Question: 93

Your field technicians will stock parts inventory in their service vehicles. The technician will also bring back parts (used or damaged) from the customer's location. You want the ability to track the good and bad inventory per technician. Which of the following implementation scenarios describes the best solution?

- A - Set up two sites for each technician in Site Maintenance and assign these sites to the good and bad locations on the Tech Maintenance window per technician.
- B - Set up one site per technician and assign this site to both the good and bad location in the Tech Maintenance window per technician.
- C - Set up two sites in Site Maintenance, one for good inventory and one for bad inventory. Each technician will be assigned the same sites for the good and bad location in the Tech Maintenance window.
- D - Set up a bad and good site in Site Maintenance and assign the proper site to the appropriate parts line on the service call.

Answer: A

Question: 94

Which of the following software/applications must be set up in order for escalations to execute?

- A - Microsoft Access
- B - Microsoft Outlook
- C - Paging software
- D - SQL Mail

Answer: D

Question: 95

Contract pricing sets the pricing details for, but is not limited to, which of the following options? Choose the 3 that apply.

- A - Items
- B - Item/Item Class combinations
- C - Customers
- D - Customer/Item combinations

Answer: A, C, D

Question: 96

The work hours from which of the following maintenance windows may affect scheduling of Depot Work Orders? Choose the 1 that apply.

- A - Office Maintenance
- B - Customer Maintenance
- C - Station Maintenance
- D - Technician Maintenance

Answer: C

Question: 97

What customer path is typically used for RMA's created via a Service Call Parts line?

- A - Credit
- B - None
- C - Repair and Return
- D - Replacement

Answer: B

Question: 98

At what point can an RMA that has a Return to Vendor process line attached be closed?

- A - When the RMA has been received
- B - When the RTV has been closed
- C - When the RTV has been received
- D - When the Service Call has been closed

Answer: B

Question: 99

A Field Service Series deployment you are working on will use time and material service calls as well as warranty calls. Labor needs to be tracked differently for each type. Which of the following scenarios describes the best solution?

- A - Setup a single service type, with different labor items for each type of labor.
- B - Setup two service types and assign different labor items. Ensure that the warranty cards specify the warranty service type.
- C - Setup two different service types. Ensure that you have escalation setup on the warranty service type.
- D - Setup two different service types. Ensure that the distribution accounts are updated manually at the Ready to Invoice step.

Answer: B

Question: 100

Which of the following statements are true regarding Contract Billing? Choose the 3 that apply.

- A - Revenue Recognition may be run following a successful Contract Billing by selecting the Run Revenue check box
- B - The Contracts batch may be automatically posted by selecting the Auto-Post check box
- C - Contracts may be filtered by Contract Type
- D - The Auto-Renew Routine may be run following a successful Contract Billing by selecting the Run Auto-Renew check box

Answer: B, C, D

Question: 101

Which of the following best practices should you consider during the initial stages of the software implementation phase?

- A - This is a good time for the new consultants, trainers, and programmers to get their feet wet and perform the majority of the work
- B - Have your experienced consultants and developers involved
- C - Involve as many resources as you have available
- D - Make sure the users understand how the application affects their specific area only

Answer: B

Question: 102

Successful Software Implementation methodology recommends complex modifications and system integrations be completed at which of the following stages or phases of the entire project?

- A - During the Analysis Phase
- B - During Phase 2 of the Project
- C - Implement prior to the "go live" of Phase 1
- D - During Phase 1 of the Project

Answer: B

Question: 103

What is the best way to modify the message generated when an escalation is executed?

- A - Create a new stored procedure
- B - Modify the existing SQL stored procedure that executes the page
- C - Modify the paging message using VBA
- D - Modify the paging message using Modifier

Answer: B

Question: 104

Which of the following tools is best suited to create a report which would pull data from Receivables Management, Inventory Control, Sales Order Processing, Contract Administration and Service Call Management all at the same time?

- A - Modifier
- B - Crystal Reports
- C - Report Writer
- D - Integration Manager

Answer: B

Question: 105

Which of the following statements below are a part of the seven (7) steps on the Roadmap to Success for a Successful Software implementation? Choose the 2 that apply.

- A - Make the implementation as simple as possible
- B - Provide training only for the project team members during the implementation
- C - Perform a thorough analysis of each department using the application
- D - Always postpone any discussion regarding modifications until a later phase

Answer: A, C

Question: 106

When applying successful software implementation methodology, tools available to assist you in analyzing, planning and scheduling your implementation include (but are not limited to) which of the following? Choose the 2 that apply.

- A - Concepts and Planning Guide
- B - Project Definition Document
- C - Technical Systems Survey
- D - Statement of Work

Answer: A, D

Question: 107

Which of the following tools is best used to change the Call Number field on the Service Call Entry/Update window to Service Order Number?

- A - SmartList
- B - Report Writer
- C - Modifier
- D - Extender

Answer: C

Question: 108

In which of the following documents should modifications be identified and documented?

- A - In the Post Implementation Review
- B - In the Statement of Work
- C - In the Project Timeline
- D - In the Requirements Analysis

Answer: B

Question: 109

What are the most recommended methods to import Field Service Data into Microsoft Dynamics GP? Choose the 2 that apply.

- A - Use Integration Manager Destination Objects
- B - Use Table Import
- C - Use macros
- D - Use SQL DTS or scripts

Answer: C, D

Question: 110

Which Field Service Series modules below are installed when you install Microsoft Dynamics GP?

- A - Service Call Management and Contract Administration only
- B - eTech, TechAssist, eService Calls, and eReturns
- C - Service Call Management, Contract Administration, Preventive Maintenance, Returns Management, and Depot Management
- D - Service Call Management, Contract Administration, Preventive Maintenance, Returns Management, Depot Management, ManagerAssist, and TechAssist

Answer: C

Question: 111

Which of the following is a major success factor in a successful software implementation?

- A - The partner makes the decisions involved in the implementation
- B - The improved user ownership that results
- C - To complete the project as quickly as possible with little input from the customer
- D - To acquire all the information needed for the project in the kick-off and initial design meeting so the customer has little involvement

Answer: B

Question: 112

Which of the following standard Microsoft Dynamics GP features are supported by the Field Service Series? Choose the 3 that apply.

- A - Multi-Bins
- B - Lot-tracked inventory
- C - Extended Pricing
- D - Named Printers

Answer: A, C, D

Question: 113

Which of the following is a TRUE statement regarding a successful software implementation?

- A - The key point is to look for quick wins. Consider implementing the software in phases by core functionality.
- B - The key point is to look for quick wins. Consider phasing your implementation by either Module, Organization or target user group(s), Business functions or processes
- C - The key point is to look for quick wins. Consider reviewing only the software features which are applicable to their business objectives.
- D - The key point is to look for quick wins. Consider analysis to discover workarounds as opposed to modifications to the core logic of the Field Service Series.

Answer: B

Question: 114

In which dictionary are the original Field Service Series reports located?

- A - Dynamics.dic
- B - Reports.dic
- C - FRMS949.dic
- D - SRVCADV.dic

Answer: D

Question: 115

Which of the following statements are true regarding a Requirements Analysis Feature Map? Choose the 3 that apply.

- A - It determines features that are native to the Field Service System
- B - It specifies the cost of required modifications
- C - It estimates the time required to complete a modification
- D - It shows how existing features may offer work-around solutions

Answer: A, C, D

Question: 116

In which dictionary will you find custom or modified Field Service reports?

- A - Dynamics.dic
- B - Reports.dic
- C - RPTS949.dic
- D - SRVCADV.dic

Answer: C

Question: 117

The purpose of the technician schedule attached to the Technician Maintenance record is to do which of the following?

- A - View the service calls that the technician is assigned to on a daily basis
- B - View the exceptions to the technicians normal work schedule
- C - View the work hours of the technician
- D - View the technicians daily work schedule from an organized window

Answer: B

Question: 118

What do Call Status Codes represent in the Service Call Management module?

- A - The life-cycle of a service call from entered to completed/invoiced.
- B - The status of a service call when it is associated with a contract
- C - The status of an RMA created from a Service Call
- D - The status required for escalation purposes

Answer: A

Question: 119

In order for Field Service to work as desired for an organization whose business rules require that a contract be invoiced before contract revenue is recognized, what steps should you take during implementation?

- A - Set the billing start date to the date you wish to begin recognizing revenue
- B - Set the contract start date to the date you wish to begin recognizing revenue
- C - Uncheck the Non-Invoiced Revenue Recognition check box
- D - Make the adjustment manually in the General Ledger once the recognition process has executed

Answer: C

Question: 120

What is the purpose of an Inventory Transfer in relation to a service call parts line? Choose the 2 that apply.

- A - To transfer parts from SOP to the service call
- B - To transfer required parts from another warehouse to the technician's 'good' warehouse
- C - To transfer parts from one tech's warehouse to another
- D - To transfer parts from the tech's 'bad' warehouse to the returns location

Answer: B, D

Question: 121

What is the purpose of the Invoice Item Number field on the RMA Type?

- A - Used to bill repair charges to the customer at RMA Receiving
- B - Used to bill repair charges to the customer at RMA Closing
- C - Used to bill repair charges only for Repair & Return type RMAs
- D - Used to bill restocking fees only on Replacement type RMAs

Answer: B

Question: 122

eService integrates directly with which or the following modules? Choose the 1 that apply.

- A - Fixed Assets
- B - Manufacturing
- C - Project Accounting
- D - Service Call Management

Answer: D

Question: 123

Which of the following may be processed from an RMA line? Choose the 3 that apply.

- A - A Depot work order quote can be created
- B - An RTV can be created
- C - A service call can be created
- D - The inventory can be scrapped

Answer: A, B, D

Question: 124

Returns Management integrates directly with which of the following modules? Choose the 2 that apply.

- A - Cash Management
- B - Payables Management
- C - Bill of Materials
- D - Sales Order Processing

Answer: B, D

Question: 125

In what increments are station pre and station post time calculated in Depot Management?

- A - Seconds
- B - Minutes
- C - Hours
- D - Days

Answer: B

Question: 126

Which of the following statements are true regarding service call status codes? Choose the 3 that apply.

- A - The system only tracks the 10 statuses that are defined in Service Setup -Call Status
- B - Additional status codes may be defined and manually assigned to calls
- C - Status codes may be up to three characters in length
- D - Call status codes drive the escalation process

Answer: B, C, D

Question: 127

What does the frequency of Floating in the Preventive Maintenance schedule represent?

- A - A one time event to be performed on a piece of equipment, never to be repeated
- B - An event to be performed on a piece of equipment repeated at the interval specified based on the generation date of the PM event
- C - A one time event to be performed at the first PM generation
- D - An event to be performed on a piece of equipment repeated at the interval specified based on the completion of the last PM event.

Answer: D

Question: 128

Which of the following describes the benefits of eTech for the technician? Choose the 3 that apply.

- A - 24 x 7 access to assigned service calls via the internet
- B - Can print a Service ticket on site for customer approval of the work performed
- C - Can add new customers on the fly so that a new service call can be created.
- D - Can record parts labor, expenses and additional charges on the Service calls

Answer: A, B, D

Question: 129

Which of the following denotes the correct list of statuses automatically tracked by the system in Depot Management?

- A - Entered, WIP, Backordered, Completed
- B - Entered, Planning, Completed, Invoiced
- C - Entered, Ready, Completed, Invoiced
- D - Entered, Scheduled, WIP, Backordered, Completed

Answer: A

Question: 130

The PM Edit List can be generated for which of the following ranges? Choose the 3 that apply.

- A - Customers
- B - PM Event IDs
- C - Equipment
- D - Item Numbers

Answer: A, C, D

Question: 131

Which of the following statements are TRUE about eTech? Choose the 3 that apply.

- A - eTech allows customers access to your Field Service data
- B - eTech can be used to access multiple Microsoft Dynamics GP company databases.
- C - eTech requires that Tech ID's be associated with specific SQL user ID's for security authentication purposes.
- D - It is recommended that the eTech application be installed on a dedicated Web Server to maximize productivity and communication between the client and the host

Answer: B, C, D

Question: 132

Line Item Types that can be attached to the PM Event include which of the following? Choose the 3 that apply.

- A - Additional Charges
- B - Labor
- C - Travel
- D - Parts

Answer: A, B, D

Question: 133

Depot Work Orders can be created from which of the following answer choices? Choose the 2 that apply.

- A - An RMA
- B - A Service Call
- C - An RTV
- D - Manually in Work Order Entry/Update

Answer: A, D

Question: 134

Which of the following software/applications must be set up in order for escalations to execute?

- A - Microsoft Access
- B - Microsoft Outlook
- C - Paging software
- D - SQL Mail

Answer: D

Question: 135

There are four fields in the contract type setup that are crucial in defining contract types during an implementation. Which of the following choices correctly defines the most crucial contract type options?

- A - Service Type, Item Number, Accrual/Liability, and Sales Account
- B - Service Type, Item Number, Accrual/Liability, and Discount Account
- C - Service Type, Priority Level, Accrual/Liability, and Sales Account
- D - Service Type, Response Time, Accrual/Liability, and Sales Account

Answer: A

Question: 136

For Time and Materials (T&M) service calls you charge a minimum of 1 hour for standard labor. You then charge your time in increments of 15 minutes. Based on this scenario, what is the best way to accomplish this?

- A - Set a Miscellaneous Charge item on the T&M service type at 1 hour of labor. Also create a modification that generates a pop up box to the user each time this service type is used explaining that time is charged in 000:15 minute increments.
- B - Create two service types; one for a minimum of 001:00 hour T&M labor and one for standard T&M labor
- C - Set the T&M service type to have a minimum of 001:00 for Standard labor and set the rounded values for standard labor to 000:15.
- D - You must manually adjust each service call to reflect the minimum of 001:00 hour and billing in 000:15 minute increments.

Answer: C

Question: 137

As Parts manager of the warehouse, you are responsible for ensuring that the field technicians have their parts needed for Service Calls in a timely fashion. What are the primary documents that you create from the Inventory Requirements window?

- A - Inventory Transfers and RMAs
- B - Inventory Transfers and Inventory Adjustments
- C - Inventory Transfers and Purchase Orders
- D - Inventory Transfers and Equipment records

Answer: C

Question: 138

A customer implementation deployment is using both Contract Administration and Service Call Management. In the given scenario, which answer choice needs to be present in order to track the true proactive profitability of a contract?

- A - Contract Pricing: Base Cost and Base Price
- B - Contract Pricing: Base Price
- C - Contract Line Pricing: Extended Price
- D - Profitability cannot be tracked within Field Service.

Answer: A

Question: 139

Your field technicians will stock parts inventory in their service vehicles. The technician will also bring back parts (used or damaged) from the customer's location. You want the ability to track the good and bad inventory per technician. Which of the following implementation scenarios describes the best solution?

- A - Set up two sites for each technician in Site Maintenance and assign these sites to the good and bad locations on the Tech Maintenance window per technician.
- B - Set up one site per technician and assign this site to both the good and bad location in the Tech Maintenance window per technician.
- C - Set up two sites in Site Maintenance, one for good inventory and one for bad inventory. Each technician will be assigned the same sites for the good and bad location in the Tech Maintenance window.
- D - Set up a bad and good site in Site Maintenance and assign the proper site to the appropriate parts line on the service call.

Answer: A

Question: 140

If a technician goes on vacation, is in training, or is otherwise unavailable for a short period of time, where is it recommended the technician's unavailable time be recorded?

- A - In the Technician schedule
- B - In the Technician status
- C - In the Technician Misc. Info
- D - In the Technician work hours

Answer: A

Question: 141

The work hours from which of the following maintenance windows may affect scheduling of Depot Work Orders? Choose the 1 that apply.

- A - Office Maintenance
- B - Customer Maintenance
- C - Station Maintenance
- D - Technician Maintenance

Answer: C

Question: 142

What implementation settings must be completed in order to have the ability to create contracts from Sales Order Processing? Choose the 3 that apply.

- A - Field Service automatically allows this functionality, no set up steps are required
- B - Mark the contractible field in Item Extensions for items to be added to contracts created from Sales Order Processing
- C - Mark the Use SOP flag in Contract Setup
- D - Mark the Auto Create Contract from SOP in Contract Setup

Answer: B, C, D

Question: 143

Which of the following statements are true regarding Contract Billing? Choose the 3 that apply.

- A - Revenue Recognition may be run following a successful Contract Billing by selecting the Run Revenue check box
- B - The Contracts batch may be automatically posted by selecting the Auto-Post check box
- C - Contracts may be filtered by Contract Type
- D - The Auto-Renew Routine may be run following a successful Contract Billing by selecting the Run Auto-Renew check box

Answer: B, C, D

Question: 144

Which of the following statements regarding PM Events is TRUE?

- A - PM Events may be attached to multiple PM Schedules
- B - PM Events may only be attached to one PM Schedule
- C - PM Events may be attached to equipment records
- D - PM Events may be attached to contracts

Answer: A

Question: 145

Each technician is given a laptop when he/she is hired. You want the ability to track the serial number for this laptop. Where is the BEST place to store this information in the Field Service Series application?

- A - In the notes attached to each Tech record
- B - In Field Service Setup under Tech equipment
- C - In the Misc. Info attached to the Tech record
- D - In the User Defined fields on the Tech record

Answer: C

Question: 146

The Reimbursement Maintenance window is used to set the details for expenses, parts, labor, and travel expenses incurred by which of the following entities?

- A - The customer
- B - The technician
- C - The servicing company
- D - The vendor

Answer: C

Question: 147

Which of the following statements are true if you want a single RTV created from multiple RMA lines? Choose the 2 that apply.

- A - All lines must be from the same RMA
- B - The items on the RMA must all be received
- C - The items must be sourced from the same vendor
- D - The RMA must be a Repair and Return type RMA

Answer: A, C

Question: 148

You have deployed eservice; how can your customers access their service calls via the internet?

- A - When they first access the site; they are asked to setup a userid and password
- B - You must supply your customers with a userid and password that is setup within eService
- C - You must supply your customers with their Microsoft Dynamics GP Customer ID and password. The password must be setup on the Address Internet information window in the Password field
- D - You must supply your customers with their Microsoft Dynamics GP Customer ID. Upon initial authentication; they can change their password.

Answer: C

Question: 149

A Field Service Series deployment you are working on will use time and material service calls as well as warranty calls. Labor needs to be tracked differently for each type. Which of the following scenarios describes the best solution?

- A - Setup a single service type, with different labor items for each type of labor.
- B - Setup two service types and assign different labor items. Ensure that the warranty cards specify the warranty service type.
- C - Setup two different service types. Ensure that you have escalation setup on the warranty service type.
- D - Setup two different service types. Ensure that the distribution accounts are updated manually at the Ready to Invoice step..

Answer: B

Question: 150

The install date for a piece of equipment is January 1st. A fixed event of three months is entered into the schedule. Given these factors, when will the next PM be generated?

- A - March 1st
- B - March 31st
- C - April 1st
- D - April 30th

Answer: C

Question: 151

Which of the following statements is true regarding multi-currency and Contracts?

- A - Contract Billing will follow the practice of retrieving the current exchange rate at each contract billing only on monthly contracts where the create revenue option is marked.
- B - Contract Billing will follow the practice of using the contract header's exchange rate at each contract billing for all monthly contracts
- C - Contract Billing will follow the practice of retrieving the current exchange rate at each contract billing only on monthly contracts where the create revenue option is un-marked.
- D - Contract Billing will follow the practice of using the contract line's exchange rate at each contract billing for all monthly contracts.

Answer: C

Question: 152

What does the status of PM Cancelled in the PM History window attached to an Equipment record indicate about a PM service call?

- A - The PM service call was created and then deleted without ever being set to a completed status
- B - The PM requirement was created in the Generate Edit List routine but was cancelled in the PM Transactions edit list
- C - The Service Call was created in the PM Transactions edit list, but was deleted in Service Call maintenance
- D - The PM Schedule was deleted from the contract and never generated

Answer: B