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Retail Management System 2.0 Headquarters

MB5-538

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Question: 1

The Headquarters Client application communicates with what other RMS Components?

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

Answer: D

Question: 2

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

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

Answer: D

Question: 3

When importing into the Headquarters database from a Store Operations database using HQ Administrator. What data is included in the import? Choose the 2 that apply.

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

Answer: B, D

Question: 4

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

- A - Set the Startup type to Automatic on the Headquarters Server service
- B - Set the Startup type to Automatic on the Headquarters Client service
- C - Set the Startup type to Automatic in Headquarters Administrator Configuration
- D - Place a shortcut to the HQServer.exe file in the Windows Startup folder and mark the "Autostartup Headquarters Server" option in the Headquarters Server Configuration window.

Answer: D

Question: 5

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

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

D - Enter information into Microsoft Excel and import it into Headquarters

Answer: B

Question: 6

When using Microsoft Dynamics Retail Management System Headquarters version 2.0, in which application do you enter the product key for each store?

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

Answer: A

Question: 7

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

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

Answer: A

Question: 8

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

- A - New Store Wizard
- B - Export Database Wizard
- C - New Item Wizard
- D - inventory Wizard

Answer: B

Question: 9

You have multiple stores using Microsoft Dynamics - Store Operations 2.0. You have recently purchased Headquarters to consolidate your enterprise data. Which method should you perform to create the Headquarters database which will contain the stores' items and suppliers?

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

Answer: D

Question: 10

Headquarters licenses are sold by which entity?

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

Answer: C

Question: 11

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

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

Answer: B

Question: 12

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

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

Answer: A

Question: 13

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

- A - Maintenance Mode
- B - Security Level 0
- C - Administrator Login
- D - SA Mode

Answer: A

Question: 14

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

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

Answer: B

Question: 15

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

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

Answer: C

Question: 16

Consider the following scenario:

You have three stores and a head office.

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

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

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

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

Answer: D

Question: 17

What is the default Headquarters Manager username and password?

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

Answer: D

Question: 18

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

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

Answer: C

Question: 19

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

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

Answer: A

Question: 20

When creating new items for your organization, what is the most efficient way to enter this data?

- A - Enter information in Headquarters
- B - Enter information at each individual store
- C - You can create items at Headquarters or at each individual store because the worksheets will update the databases properly
- D - You should not create new items at either Headquarters or each individual store, you should have all items entered prior to opening your store because worksheets cannot be updated after opening your store

Answer: A

Question: 21

How is the billing cycle closed for Local Customers?

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

Answer: C

Question: 22

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

- A - 201-210
- B - 301-320
- C - 401 -402
- D - All worksheets (201 - 402) make changes to dynamics data at the store

Answer: B

Question: 23

The Headquarters Manager configuration option titled "Calculate HQ Item Cost as weighted average" changes which value(s) at Headquarters?

- A - The store costs found in the ItemDynamic table
- B - The main item cost found in the Item table
- C - The supplier costs found in the SupplierList table
- D - The regular price

Answer: B

Question: 24

Consider the following scenario:

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

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

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

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

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

A - One purchase order with a quantity of 37.

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

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

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

Answer: B

Question: 25

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

A - To routinely synchronize any new information entered by each store with HQ on every connection

B - To synchronize a Store Operations database with HQ on the initial connection

C - To upload sales history and item movement

D - None of the above

Answer: B

Question: 26

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

A - Cashiers

B - Sales Representatives

C - Items

D - Global Customers

Answer: D

Question: 27

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

A - Style 51: Execute SQL Command

B - Style 101: Synchronize Store Database

C - Style 260: Download Items

D - Style 401: Request Data Upload

Answer: D

Question: 28

Consider the following scenario:

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

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

On the day before the sale starts, you create three worksheets of Style 301: Set Item Prices marking a different sale price each time to download the sale prices to the respective store. Assuming the “Style 301 worksheet (Set Item Sale Prices) does not change Headquarters data” option is NOT marked, after each store connects and downloads the new sale price, which sale price is reflected on the item in Headquarters Manager?

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

Answer: B

Question: 29

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

- A - Centrally Maintained
- B - Locally Originated
- C - Store Specific
- D - Both Centrally Maintained and Locally Originated data

Answer: B

Question: 30

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

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

Answer: D

Question: 31

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

- A - Centrally Maintained
- B - Locally Originated
- C - Store Specific
- D - Both Centrally Maintained and Locally Originated data

Answer: C

Question: 32

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

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

Answer: D

Question: 33

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

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

Answer: D

Question: 34

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

- A - Worksheet Style 330: Inventory Transfer
- B - Worksheet Style 340: PO Planner
- C - Worksheet Style 401: Request Data Upload
- D - Both "Worksheet Style 330: Inventory Transfer" and "Worksheet Style 401: Request Data Upload" upload the data to HQ from the stores

Answer: C

Question: 35

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

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

Answer: D

Question: 36

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

- A - From Date/Time
- B - Effective Date/Time
- C - Processed Date/Time
- D - To Date/From Date

Answer: B

Question: 37

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

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

Answer: A

Question: 38

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

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

Answer: B

Question: 39

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

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

Answer: C

Question: 40

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

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

Answer: D

Question: 41

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

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

Answer: D

Question: 42

Which can you edit within Headquarters Manager?

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

Answer: C

Question: 43

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

- A - Using HQ Manager's security features
- B - At each store using Store Operation's security features
- C - Using HQ Worksheets
- D - You must set up security at both the individual store and directly using the HQ Manager's security features

Answer: B

Question: 44

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

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

Answer: B

Question: 45

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

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

Answer: B

Question: 46

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

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

Answer: D

Question: 47

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

- A - Item Prices
- B - Item Costs

- C - item Aliases
- D - Item Descriptions

Answer: A, B, C, D

Question: 48

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

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

Answer: D

Question: 49

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

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

Answer: D

Question: 50

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

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

Answer: B