

MB-920: Microsoft Dynamics 365 Fundamentals (ERP) Sample Questions

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Microsoft is exploring the possibility of providing sample questions as an exam preparation resource, and we would like your feedback. While we prefer that you complete the [survey](#) after taking the exam, you may complete it at any time. Thank You!

User Guide

These sample questions are intended to provide an overview of the style, wording, and difficulty of the questions that you are likely to experience on this exam. These questions are **not** the same as what you will see on the exam nor is this document illustrative of the length of the exam or its complexity (e.g., you may see additional question types, multiple case studies, and possibly labs). These questions are **examples** only to provide insight into what to expect on the exam and help you determine if additional preparation is required.

In the first section, you will find the questions without answers so that you can test your knowledge. In the second section, the answer, a rationale, and a URL that will link you to additional information is provided immediately below each question.

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Questions

Question # 1 (Multiple Choice)

A user is assigned to the system's administrator role in Dynamics 365 Finance and Operation.

Which operation cannot be modified or performed by the user?

- A. Group or rearrange favorites
- B. Modify the fields in a form
- C. Modify the fields in a report
- D. Add a menu item to favorites

Question # 2 (Sentence completion)

Select the answer that correctly completes the sentence.

_____ can be used either on a sales order or a purchase order. It can be calculated based on products that are procured or purchased from a rebate vendor and sold to customers using sales invoices.

- A. A broker contract
- B. Royalties
- C. A customer rebate
- D. A vendor rebate

Question # 3 (Multiple Choice)

In the inventory management module, there are advanced picking functions. These functions record the work based on a shipment to pick and ship the items to a customer. You need to issue a credit note for a sales order or purchase order.

Which advanced picking function is based on a shipment?

- A. Picking list
- B. Work report
- C. Output order
- D. Picking route

Question # 4 (Matching)

Match the configuration technology on the left to the correct descriptions on the right.

Configuration Technology

- A. Predefined variant
- B. Constraint-based
- C. Product dimension group
- D. Dimension-based

Descriptions

- _____ 1. It is used to combine all product dimensions in dimension groups and assign dimension groups to product masters.
- _____ 2. It uses a product configuration model to describe all possible attributes and components.
- _____ 3. It is a specific valid combination of dimensions, such as color, style, and size.
- _____ 4. It is typically used in manufacturing scenarios and lets you use the configuration dimension in the definition of the bills of materials (BOMs).

Question # 5 (Multiple Choice)

In the asset management module, which assessment can be used to measure and monitor many conditions on your equipment?

- A. Preventive
- B. Condition
- C. Asset location
- D. Counters

Question # 6 (Multiple Choice)

Which order process is applicable with three-way matching policies in Dynamics 365 Finance and Operations?

- A. Transfer order
- B. Sales order
- C. Purchase order
- D. Free text invoice

Question # 7 (Multiple Choice)

In Dynamics 365 Finance and Operations, what type of ledger journal is available in the general ledger module?

- A. Counting journal
- B. Item arrival journal
- C. Daily journal
- D. Transfer journal

Question # 8 (Multiple Choice)

Quantities are registered in arrival journals for stocked and unstocked items. You can create a vendor invoice by selecting an option in Dynamics 365 Finance and Operations.

Which option did you select?

- A. Registered quantity and services
- B. Product receipt quantity
- C. Ordered quantity
- D. Receive now quantity

Question # 9 (Multiple Choice)

Which three finance modules are available in Dynamics 365 Finance and Operations to configure bank accounts, chart of accounts, and to maintain the asset value?

- A. Cash and bank management
- B. Fixed assets
- C. Enterprise asset management
- D. Landed cost
- E. General ledger

Question # 10 (Matching)

Match the hierarchy types in Dynamics 365 Commerce on the left to the correct descriptions on the right.

Hierarchy Types

Descriptions

A. Commerce Product Hierarchy	_____ 1. Categorizes a subset of products for a specific purpose, such as special pricing, promotions, or special product discounts.
B. Supplemental Hierarchy	
C. Navigation Hierarchy	_____ 2. Represents the relationships between the organizations that make up a business.
D. Organization Hierarchy	_____ 3. Defines the overall product hierarchy for your organization.
	_____ 4. Organizes the products into categories that can be browsed online.

Question # 11 (Matching)

Match the Point-of-Sale (POS) deployment model on the left to the correct descriptions on the right.

POS Deployment Model	Descriptions
A. Modern POS	_____ 1. This is a browser-based POS application.
B. Cloud POS	_____ 2. It can be downloaded as an application from the Microsoft store and installed.
C. Enterprise POS	_____ 3. Users can perform a variety of retail tasks on supported windows devices like tablets or laptops.
D. Store Commerce Application	_____ 4. It is used in an M-1 scenario where Dynamics 365 Finance and Operations is a back-office.

Question # 12 (Sentence completion)

Select the answer that correctly completes the sentence.

_____ capability in Dynamics 365 Fraud protection helps brick and mortar retail stores fight fraud and abuse by reducing shrinkage and improving efficiency.

- A. An Account Protection
- B. A Loss Prevention
- C. A Purchase Protection
- D. A Payment Service Provider (PSP) Protection

Question # 13 (Multiple Choice)

Which three modules can be integrated with the human resources module in Dynamics 365 Finance and Operations?

- A. General ledger
- B. Procurement and sourcing
- C. Sales and marketing
- D. Payroll
- E. Transportation management

Question # 14 (Matching)

Match the benefits of using a workflow system on the left to the correct descriptions on the right.

Benefits	Descriptions
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- A. Consistent processes
 - B. Process visibility
 - C. Centralized work list
1. You can track the status, history, and performance metrics of a specific workflow instance.
 2. Users can view the workflow tasks and approvals assigned to them.
 3. You can define the approval process for specific documents, such as hiring a new worker, creating, or modifying a position, purchase requisitions, and expense reports.

Question # 15 (Sentence Completion)

Select the answer that correctly completes the sentence.

In project operations, the _____ tab provides the specific details to the work breakdown structure such as timeline, duration, tasks, and responsible resource.

- A. summary
- B. tasks
- C. resource assignment
- D. resource reconciliation

Question # 16 (Multiple Choice)

Which two expense deployment models are supported in project operations for project and non-project expenses, including the receipt capture using Optical Character Recognition (OCR) capabilities?

- A. Full
- B. Basic
- C. Complete
- D. Simple
- E. Overview

Question # 17 (Multiple Choice)

Which two external project types can be invoiced per project or per project contract?

- A. Fixed-price projects
- B. Investment projects
- C. Cost projects
- D. Time and material projects
- E. Fixed projects

Question # 18 (Multiple Choice)

Which three components does electronic reporting support?

- A. Data model
- B. Metadata
- C. Model mapping
- D. Data interchange format
- E. Single file web page

Question # 19 (Sentence Completion)

Select the answer that correctly completes the sentence.

_____ component is an abstract representation of a data structure. It describes a specific business domain area that has a relationship between domain entities. It must have enough detail to satisfy the reporting requirements for that domain.

- A. A data model
- B. A format
- C. A model mapping
- D. An application data

Question # 20 (Multiple Choice)

Which option allows you to view, update, and edit the data in Dynamics 365 by using the Microsoft Dynamics Excel Add-in?

- A. Data Management Export job
- B. Data Management Import job
- C. Export to Excel
- D. Open in Excel

Questions and Answers

Question # 1 (Multiple Choice)

A user is assigned to the system's administrator role in Dynamics 365 Finance and Operation.

Which operation cannot be modified or performed by the user?

- A. Group or rearrange favorites
- B. Modify the fields in a form
- C. Modify the fields in a report
- D. Add a menu item to favorites

Answer:	A
Objective:	1.1 Identify general capabilities
Rationale:	When a user logs into Dynamics 365 Finance and Operation, they can modify the fields in form and reports. They can also add a menu item to favorites but cannot group or rearrange the menu items under favorites.
URL:	https://docs.microsoft.com/en-us/learn/modules/configure-your-ui-dynamics-365-finance-operations-apps/manage-menus-favorites

Question # 2 (Sentence completion)

Select the answer that correctly completes the sentence.

_____ can be used either on a sales order or a purchase order. It can be calculated based on products that are procured or purchased from a rebate vendor and sold to customers using sales invoices.

- A. A broker contract
- B. Royalties
- C. A customer rebate
- D. A vendor rebate

Answer:	D
Objective:	1.1 Identify general capabilities
Rationale:	Vendor rebates can be based on either purchase orders or sales orders. They can be calculated based on products that are purchased from the rebate vendor and sold to customers using sales invoices.
URL:	https://docs.microsoft.com/en-us/dynamics365/supply-chain/rebate-management/rebate-management-overview

Question # 3 (Multiple Choice)

In the inventory management module, there are advanced picking functions. These functions record the work based on a shipment to pick and ship the items to a customer. You need to issue a credit note for a sales order or purchase order.

Which advanced picking function is based on a shipment?

- A. Picking list
- B. Work report
- C. Output order
- D. Picking route

Answer:	C
Objective:	1.2 Describe warehouse and inventory management capabilities

Rationale:	If a credit note is created for a sales or purchase order, you can use either a picking list or an output order. This will inform the warehouse that the items can be picked up and shipped to the customer. Therefore, an output order is an advanced picking function that is based on shipment.
URL:	https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/about-output-orders

Question # 4 (Matching)

Match the configuration technology on the left to the correct descriptions on the right.

Configuration Technology	Descriptions
A. Predefined variant	_____ 1. It is used to combine all product dimensions in dimension groups and assign dimension groups to product masters.
B. Constraint-based	_____ 2. It uses a product configuration model to describe all possible attributes and components.
C. Product dimension group	_____ 3. It is a specific valid combination of dimensions, such as color, style, and size.
D. Dimension-based	_____ 4. It is typically used in manufacturing scenarios and lets you use the configuration dimension in the definition of the bills of materials (BOMs).

Answer:	A3, B2, C1, D4	
Objective:	1.3 Describe manufacturing strategies	
Rationale:	Predefined variant	It is a specific valid combination of dimensions, such as color, style, and size. The user can activate the product dimensions according to the choice and product characteristics.
	Constraint based	It uses a product configuration model to describe all possible attributes and components. This works with the product configurator to ease the user's work by automatically suggesting the product variants. During the order creation, it describes all possible variants of a product in a single model for that product master.
	Product dimension group	It is used to combine all product dimensions in dimension groups and assign dimension groups to product masters. The combinations of product dimensions determine how product variants are defined. There are five product dimensions: color, configuration, size, style, and version.
	Dimension based	It is typically used in manufacturing scenarios and lets you use the configuration dimension in the definition of the bills of materials (BOMs).

		After a specific configuration is selected, the system uses the subset of BOM lines that are valid for that configuration for planning and production.
	URL:	https://docs.microsoft.com/en-us/dynamics365/supply-chain/pim/product-information (Product dimensions - Supply Chain Management Dynamics 365 Microsoft Docs)

Question # 5 (Multiple Choice)

In the asset management module, which assessment can be used to measure and monitor many conditions on your equipment?

- A. Preventive
- B. Condition
- C. Asset location
- D. Counters

Answer:	B
Objective:	1.4 Describe enterprise asset management capabilities
Rationale:	A condition assessment can be used to measure and monitor many conditions on your equipment. It is performed at regular intervals, and the primary objective is to create and maintain condition data on assets. From a preventive maintenance perspective, it is important to monitor key information, such as current condition and remaining life span.
URL:	Condition assessment - Supply Chain Management Dynamics 365 Microsoft Docs

Question # 6 (Multiple Choice)

Which order process is applicable with three-way matching policies in Dynamics 365 Finance and Operations?

- A. Transfer order
- B. Sales order
- C. Purchase order
- D. Free text invoice

Answer:	C
Objective:	2.1 Describe the Dynamics 365 Finance features
Rationale:	Three-way matching policies are applicable for a purchase order process, which includes order quantity, product receipt quantity, and invoice quantity.
URL:	https://docs.microsoft.com/en-us/dynamics365/finance/accounts-payable/vendor-invoices-overview

Question # 7 (Multiple Choice)

In Dynamics 365 Finance and Operations, what type of ledger journal is available in the general ledger module?

- A. Counting journal
- B. Item arrival journal
- C. Daily journal
- D. Transfer journal

Answer:	C
Objective:	2.2 Describe general ledgers
Rationale:	A daily journal is one of 30 ledger journal types available in the general ledger module. The other options are part of the Supply Chain Management (SCM) inventory journals.
URL:	https://docs.microsoft.com/en-us/dynamics365/finance/general-ledger/ledger-journal-types

Question # 8 (Multiple Choice)

Quantities are registered in arrival journals for stocked and unstocked items. You can create a vendor invoice by selecting an option in Dynamics 365 Finance and Operations.

Which option did you select?

- A. Registered quantity and services
- B. Product receipt quantity
- C. Ordered quantity
- D. Receive now quantity

Answer:	A
Objective:	2.3 Describe accounts payables and accounts receivables
Rationale:	This option needs to be selected if quantities have been registered in arrival journals for stocked and unstocked items. This option also includes services even if they were not registered.
URL:	https://docs.microsoft.com/en-us/dynamics365/finance/accounts-payable/vendor-invoices-overview

Question # 9 (Multiple Choice)

Which three finance modules are available in Dynamics 365 Finance and Operations to configure bank accounts, chart of accounts, and to maintain the asset value?

- A. Cash and bank management
- B. Fixed assets
- C. Enterprise asset management
- D. Landed cost
- E. General ledger

Answer:	A, B, E
Objective:	2.4 Describe related finance components
Rationale:	The general ledger, accounts payable, accounts receivable, cash and bank management, and fixed assets are the finance modules available in Dynamics 365 Finance and Operations.
URL:	https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/cash-and-bank-management https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/general-ledger https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/fixed-assets

Question # 10 (Matching)

Match the hierarchy types in Dynamics 365 Commerce on the left to the correct descriptions on the right.

Hierarchy Types	Descriptions
A. Commerce Product Hierarchy	_____ 1. Categorizes a subset of products for a specific purpose, such as special pricing, promotions, or special product discounts.
B. Supplemental Hierarchy	_____ 2. Represents the relationships between the organizations that make up a business.
C. Navigation Hierarchy	_____ 3. Defines the overall product hierarchy for your organization.
D. Organization Hierarchy	_____ 4. Organizes the products into categories that can be browsed online.

Answer:	A3, B1, C4, D2	
Objective:	3.1 Describe Dynamics 365 Commerce Capabilities	
Rationale:	Commerce Product Hierarchy	<p>Defines the overall product hierarchy for your organization.</p> <p>You can use this hierarchy type for merchandising, pricing and promotions, reporting, and assortment planning. Only one product hierarchy can be assigned to this hierarchy type.</p>
	Supplemental Hierarchy	<p>Categorizes a subset of products for a specific purpose, such as special pricing, promotions, or special product discounts.</p> <p>For example, in the spring, you have a promotion for swimwear. Therefore, you include your swimwear products in a separate category hierarchy and apply the promotional pricing to the various product categories.</p>
	Navigation Hierarchy	<p>Organizes the products into categories that can be browsed online.</p> <p>Use this hierarchy type to group and organize products into categories so that the products can be browsed online or in Point-of-Sale (POS).</p>
	Organization Hierarchy	<p>Represents the relationships between the organizations that make up a business.</p> <p>An organization is a group of people who work together to carry out a business process or to achieve a goal. This hierarchy represents the relationship between departments.</p>

URL:	https://docs.microsoft.com/en-us/learn/modules/explore-microsoft-dynamics-365-commerce-capabilities/3-explore-channel-management-concepts
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Question # 11 (Matching)

Match the Point-of-Sale (POS) deployment model on the left to the correct descriptions on the right.

POS Deployment Model	Descriptions
A. Modern POS	_____ 1. This is a browser-based POS application.
B. Cloud POS	_____ 2. It can be downloaded as an application from the Microsoft store and installed.
C. Enterprise POS	_____ 3. Users can perform a variety of retail tasks on supported windows devices like tablets or laptops.
D. Store Commerce Application	_____ 4. It is used in an M-1 scenario where Dynamics 365 Finance and Operations is a back-office.

Answer:	A3, B1, C4, D2	
Objective:	3.1 Describe Dynamics 365 Commerce Capabilities	
Rationale:	Modern POS	Users can perform a variety of retail tasks on supported windows devices like tablets or laptops. These include processing sales transactions, viewing customer orders, managing daily operations and inventory, or viewing role-based reports. It works on offline data bases.
	Cloud POS	This is a browser-based POS application. Cloud POS users can perform a variety of retail tasks. All other POS types are installed as Windows applications. Only Cloud POS (CPOS) can be deployed on the cloud and accessed through a browser.
	Enterprise POS	It is used in an M-1 scenario where Dynamics 365 Finance and Operations is a back-office. This POS is applicable with AX 2012 R3, not in Dynamics 365 Finance & Operations. It is used in an M-1 scenario where Dynamics 365 Finance and Operations is a back-office and Enterprise POS.
	Store Commerce Application	It can be downloaded as an application from the Microsoft store and installed. Store commerce works as a modern POS and the installer will be done automatically.
URL:	Retail Modern POS architecture Microsoft Docs Install a Retail online store (e-commerce) Microsoft Docs	

Question # 12 (Sentence completion)

Select the answer that correctly completes the sentence.

_____ capability in Dynamics 365 Fraud protection helps brick and mortar retail stores fight fraud and abuse by reducing shrinkage and improving efficiency.

- A. An Account Protection
- B. A Loss Prevention
- C. A Purchase Protection
- D. A Payment Service Provider (PSP) Protection

Answer:	B
Objective:	3.2 Describe Dynamics 365 Fraud Protection
Rationale:	Microsoft Dynamics 365 Fraud Protection is a cloud-based solution. It helps brick and mortar retailers decrease in-store fraud costs and improve operational efficiencies and revenue. Using the power of Artificial Intelligence (AI), loss prevention identifies anomalies and patterns that might be indicative of in-store fraud.
URL:	https://docs.microsoft.com/en-us/dynamics365/fraud-protection/loss-prevention-overview

Question # 13 (Multiple Choice)

Which three modules can be integrated with the human resources module in Dynamics 365 Finance and Operations?

- A. General ledger
- B. Procurement and sourcing
- C. Sales and marketing
- D. Payroll
- E. Transportation management

Answer:	A, C, D
Objective:	4.1 Describe core capabilities
Rationale:	Human resources can be integrated with these modules and Microsoft programs: <ul style="list-style-type: none"> • Payroll • Project management and accounting • Travel and expense • Sales and marketing • General ledger • Microsoft SQL Server Report Services • Microsoft Excel • (USA) Setting up and maintaining Sites Services for Microsoft Dynamics ERP
URL:	https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/human-resources

Question # 14 (Matching)

Match the benefits of using a workflow system on the left to the correct descriptions on the right.

Benefits

- A. Consistent processes

Descriptions

- B. Process visibility
- C. Centralized work list

1. You can track the status, history, and performance metrics of a specific workflow instance.
2. Users can view the workflow tasks and approvals assigned to them.
3. You can define the approval process for specific documents, such as hiring a new worker, creating, or modifying a position, purchase requisitions, and expense reports.

Answer:	A3, B1, C2	
Objective:	4.2 Describe personnel management capabilities	
Rationale:	Consistent processes	<p>You can define the approval process for specific documents, such as hiring a new worker, creating or modifying a position, purchase requisitions, and expense reports.</p> <p>The workflow system helps to ensure that documents are processed and approved in a consistent and efficient manner.</p>
	Process visibility	<p>You can track the status, history, and performance metrics of a specific workflow instance.</p> <p>This helps you determine whether changes should be made to the workflow to improve efficiency.</p>
	Centralized work list	<p>Users can view the workflow tasks and approvals assigned to them.</p> <p>This work list is available from the Role Center pages in the Microsoft Dynamics AX client and Enterprise Portal.</p>
URL:	https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/set-up-human-resources-workflows	

Question # 15 (Sentence Completion)

Select the answer that correctly completes the sentence.

In project operations, the _____ tab provides the specific details to the work breakdown structure such as timeline, duration, tasks, and responsible resource.

- A. summary
- B. tasks
- C. resource assignment
- D. resource reconciliation

Answer:	B
Objective:	5.1 Identify Project Operations capabilities
Rationale:	Each project will have tasks that need to be completed to ensure the project is completed. This is often referred to as the work breakdown structure. The tasks tab

	provides the specific details related to the work breakdown structure such as the task, duration, timeline, and responsible resource.
URL:	https://docs.microsoft.com/en-us/learn/modules/plan-projects-with-dynamics-365-project-operations/3-explain-different-project-stages

Question # 16 (Multiple Choice)

Which two expense deployment models are supported in project operations for project and non-project expenses, including the receipt capture using Optical Character Recognition (OCR) capabilities?

- A. Full
- B. Basic
- C. Complete
- D. Simple
- E. Overview

Answer:	A, B
Objective:	5.1 Identify Project Operations capabilities
Rationale:	These two types of expense deployment models are supported in project operations. They are used to create the expense category policies and record the expenses for project and non-project expenses, including receipt capture using OCR capabilities.
URL:	https://docs.microsoft.com/en-us/dynamics365/project-operations/environment/project-operations-integrated-deployment-overview https://docs.microsoft.com/en-us/learn/modules/plan-projects-with-dynamics-365-project-operations/5-describe-expense-management

Question # 17 (Multiple Choice)

Which two external project types can be invoiced per project or per project contract?

- A. Fixed-price projects
- B. Investment projects
- C. Cost projects
- D. Time and material projects
- E. Fixed projects

Answer:	A, D
Objective:	5.2 Describe project planning and execution capabilities
Rationale:	Only these options are external project types that can be invoiced per project or per project contract.
URL:	https://docs.microsoft.com/en-us/dynamics365/finance/accounts-payable/project-invoicing

Question # 18 (Multiple Choice)

Which three components does electronic reporting support?

- A. Data model
- B. Metadata
- C. Model mapping
- D. Data interchange format
- E. Single file web page

Answer:	A, B, C
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Objective:	6.1 Describe reporting capabilities
Rationale:	Electronic reporting supports the data model, model mapping, format, and metadata components.
URL:	https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/analytics/general-electronic-reporting?toc=/dynamics365/supply-chain/toc.json https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/analytics/er-overview-components

Question # 19 (Sentence Completion)

Select the answer that correctly completes the sentence.

_____ component is an abstract representation of a data structure. It describes a specific business domain area that has a relationship between domain entities. It must have enough detail to satisfy the reporting requirements for that domain.

- A. A data model
- B. A format
- C. A model mapping
- D. An application data

Answer:	A
Objective:	6.1 Describe reporting capabilities
Rationale:	A data model component consists of two parts i.e., data model and model mapping. Data model is a set of domain-specific business entities and a hierarchically structured definition of relations between those entities and model mapping. Selected application data sources are linked to individual elements of a data model that specifies, at runtime, the data flow and rules for entering business data in a data model component.
URL:	https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/analytics/er-overview-components

Question # 20 (Multiple Choice)

Which option allows you to view, update, and edit the data in Dynamics 365 by using the Microsoft Dynamics Excel Add-in?

- A. Data Management Export job
- B. Data Management Import job
- C. Export to Excel
- D. Open in Excel

Answer:	D
Objective:	6.2 Describe integration options
Rationale:	The correct option allows the user to view, update, edit, and publish the edited data back to Dynamics 365. A data management export job cannot be used to update or edit data in Dynamics 365. Data management import job cannot be used to view the data in Dynamics 365. Export to Excel can only be used to export data into excel file.

URL:	https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/office-integration/use-excel-add-in?toc=/dynamics365/commerce/toc.json#open-entity-data-in-excel-when-you-start-from-a-finance-and-operations-app
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