MICROSOFT CERTIFIED: DYNAMICS 365 SUPPLY CHAIN MANAGEMENT, MANUFACTURING (MB-320) PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR THE FULL VERSION STUDY GUIDE

https://microsoftcertifiedmb320.examzify.com

Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.

ALL RIGHTS RESERVED.

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.

SAMPLE

Table of Contents

Copyright 1

Table of Contents 2

Introduction 3

How to Use This Guide 4

Questions 5

Answers 8

Explanations 10

Next Steps 16

SAMPLE

Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

SAMPLE

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

SAMPLE

Questions

SAMPLE

1. What action is required if a work order is assigned to a cluster incorrectly?

A. Pass the cluster to another worker

B. Break the cluster and then re-create it

C. Leave the cluster alone

D. Contact a supervisor for assistance

2. Which of the following statements about mobile integrations is true?

A. All menu options are customizable

B. Limited access restricts feature availability

C. Mobile devices improve speed but complicate processes

D. Functions can only be performed offline

3. What status must a sales order have in order to view commission transactions?

A. Created

B. Confirmed

C. Delivered

D. Invoiced

4. How does Dynamics 365 facilitate production planning?

A. By automating the hiring process for employees

B. Through the integration of demand forecasting and resource allocation tools

C. By managing payroll for production staff

D. Through third-party software integration

5. Which nonconformance type should be selected for issues related to a customer's complaint about item quality?

A. Internal

B. Service request

C. Vendor

D. Production

SAMPLE

6. What must happen before using the mobile device to receive a purchase order?

A. The work must be verified

B. The inventory must be viewed

C. The delivery must arrive at the dock

D. The purchase order must be created

7. During a year-end inventory count, which journal is most appropriate to use?

A. Adjustment

B. Movement

C. Transfer

D. Counting

8. Who is responsible for approving a purchase requisition?

A. A purchasing agent

B. The original requisitioner's manager

C. The CFO of the organization

D. A committee of stakeholders

9. Which status indicates that a purchase order is still under review?

A. Created

B. Confirmed

C. Submitted

D. In review

10. How is a transportation method accurately described?

A. A form of transport used for freight deliveries

B. Defines services offered by the carrier

C. An indicator of shipping duration

D. A classification of cargo types

SAMPLE

Answers

SAMPLE

1. B
2. B
3. D
4. B
5. B
6. C
7. D
8. B
9. D
10. A

SAMPLE

Explanations

SAMPLE

1. What action is required if a work order is assigned to a cluster incorrectly?

A. Pass the cluster to another worker

B. Break the cluster and then re-create it

C. Leave the cluster alone

D. Contact a supervisor for assistance

When a work order is assigned to a cluster incorrectly, the necessary action involves breaking the cluster and then re-creating it. This process ensures that the work order can be accurately reassigned to the appropriate cluster, allowing for efficient resource utilization and accurate tracking of work progress. Breaking the cluster essentially disassociates the incorrect work order from the existing cluster, preventing any confusion or mixing of tasks. Re-creating the cluster allows for a fresh assembly that aligns with the correct work order specifications. This method not only resolves the immediate issue but also maintains the integrity of the data and workflow management within the system. The other options imply actions that do not rectify the underlying problem of incorrect assignment. Simply passing the cluster to another worker or leaving it alone would not address the misassignment and could lead to further confusion in the workflow. Consulting a supervisor for assistance may be unnecessary in this context, as the situation can be managed directly through the processes of breaking and re-creating the cluster.

2. Which of the following statements about mobile integrations is true?

A. All menu options are customizable

B. Limited access restricts feature availability

C. Mobile devices improve speed but complicate processes

D. Functions can only be performed offline

The statement that limited access restricts feature availability is accurate as mobile integrations often come with restrictions based on user roles and permissions. In a mobile environment, certain functionalities may not be available to all users due to security, compliance, or workflow considerations. This means that users may find that they cannot access every feature available on the desktop application. The goal is to provide a streamlined experience that aligns with the user's needs while also maintaining the integrity of the data and ensuring that sensitive information remains secure. Thus, the limited access inherent in mobile integrations plays a crucial role in determining which features are available to a user based on their specific context and permissions. The other statements address common misconceptions about mobile integrations. Customizability in mobile menu options can vary and is not universally applicable, meaning that not all menu options are fully customizable. While it is true that mobile devices can enhance speed and accessibility, they can also simplify processes through intuitive design rather than complicating them. Lastly, many applications are designed to function both online and offline, allowing users to remain productive even without a continuous internet connection.

SAMPLE

3. What status must a sales order have in order to view commission transactions?

A. Created

B. Confirmed

C. Delivered

D. Invoiced

To view commission transactions associated with a sales order, the sales order must have the status of "Invoiced." This is because commission calculations typically occur after the financial transaction of invoicing has taken place. Once an order is invoiced, it indicates that the sale has been finalized, and the processes related to commissions can then be executed. Prior statuses such as "Created," "Confirmed," and "Delivered" do not typically include finalized financial information necessary for commission tracking. In these earlier stages, the sales order may not yet have generated financial implications or commitments, meaning commissions have not yet been established or recorded. Therefore, only after the order has been invoiced does it trigger the necessary accounting actions to calculate and view commission transactions.

4. How does Dynamics 365 facilitate production planning?

A. By automating the hiring process for employees

B. Through the integration of demand forecasting and resource allocation tools

C. By managing payroll for production staff

D. Through third-party software integration

Dynamics 365 facilitates production planning primarily through the integration of demand forecasting and resource allocation tools. This integration allows organizations to analyze anticipated demand for their products, which helps in making informed decisions about production schedules and inventory levels. By accurately forecasting demand, businesses can optimize their resource allocation, ensuring that they have the right materials and workforce available when needed. The platform's capabilities in demand forecasting allow users to anticipate future sales trends based on historical data and market analysis. This insight is essential for effective production planning, as it enables businesses to align their manufacturing processes with expected demand, reduce waste, and enhance overall operational efficiency. While the other options might involve different aspects of business operations, they do not specifically address the functionalities that directly relate to production planning in the context of Dynamics 365. Automating the hiring process and managing payroll relate to HR functions, while third-party software integration does not inherently contribute to the core production planning features within the Dynamics 365 ecosystem.

SAMPLE

5. Which nonconformance type should be selected for issues related to a customer's complaint about item quality?

A. Internal

B. Service request

C. Vendor

D. Production

The appropriate type of nonconformance to select for issues related to a customer's complaint about item quality is a service request. This classification is used to manage and address issues raised by customers regarding the quality or performance of products they have received. When a customer raises a complaint, it signifies that the problem is related to their experience with the item, which is often connected to service and support aspects of the organization. Handling this as a service request allows the company to focus on resolving the customer's issue effectively and improves customer satisfaction. Internal, vendor, and production nonconformances refer to issues that arise within the organization's processes or with goods received from suppliers, not directly related to customer feedback. Internal issues pertain to problems identified during internal processes, vendor nonconformance focuses on supplies that do not meet quality standards, and production issues are related to manufacturing problems. Only the service request nonconformance type centers on the customer's perspective and ensures that the organization addresses the complaint appropriately.

6. What must happen before using the mobile device to receive a purchase order?

A. The work must be verified

B. The inventory must be viewed

C. The delivery must arrive at the dock

D. The purchase order must be created

The correct answer is that the purchase order must be created before using the mobile device to receive a purchase order. In the context of supply chain management and Dynamics 365, a purchase order is the official request made to a vendor to supply goods or services. Before receiving inventory through mobile devices or any means, the purchase order serves as the foundational document that outlines what has been ordered, the quantities, and agreed prices. Creating the purchase order ensures that there is a record of the transaction, which facilitates inventory management upon the arrival of items. This foundational step sets the stage for all subsequent actions related to the receipt of goods, such as verifying purchase orders against incoming shipments, managing stock levels, and updating records. While it may seem logical that the delivery must arrive at the dock first, without the prior creation of a purchase order, there would be no authorization or record of what is expected to be delivered. Thus, the order must be established before any receiving activities can take place.

SAMPLE

7. During a year-end inventory count, which journal is most appropriate to use?

A. Adjustment

B. Movement

C. Transfer

D. Counting

Using the Counting journal during a year-end inventory count is the most appropriate choice because it is specifically designed for recording the results of the physical inventory counts. This journal allows businesses to input the counted quantities of inventory items directly into the system, facilitating adjustments to inventory records and ensuring accuracy in the financial reporting of the company's assets. Using the Counting journal also helps streamline the reconciliation process, as it accurately reflects discrepancies between counted items and the inventory figures recorded in the system. This dedicated journal simplifies the flow of information related to inventory adjustments and helps maintain robust inventory management practices. In contrast, the other journals serve different purposes. The Adjustment journal is used for making changes to inventory levels or values but is not specifically tied to the physical counting process. The Movement journal is typically for tracking inventory movement rather than recording static counts. The Transfer journal is focused on moving inventory between locations rather than counting items during an inventory count. Hence, the Counting journal clearly aligns with the objectives of a year-end inventory count, making it the most suitable option.

8. Who is responsible for approving a purchase requisition?

A. A purchasing agent

B. The original requisitioner's manager

C. The CFO of the organization

D. A committee of stakeholders

The approval of a purchase requisition typically falls under the purview of the original requisitioner's manager. This is because the manager is best positioned to assess the necessity and appropriateness of the requested goods or services in relation to the organization's budget and operational needs. They can ensure that the request aligns with departmental priorities and financial considerations. In many organizations, the approval process is designed to maintain a level of oversight and accountability, where managers are responsible for ensuring that resources are allocated effectively. This process helps to prevent unauthorized spending and ensures that all purchases are justified based on the needs of the team and the organization as a whole. While purchasing agents, CFOs, and committees of stakeholders may play roles in procuring or reviewing purchases, their involvement typically comes at later stages in the procurement process. Managers directly supervising the requisitioner usually handle initial approvals to streamline operations and enhance responsibility within departments.

SAMPLE

9. Which status indicates that a purchase order is still under review?

A. Created

B. Confirmed

C. Submitted

D. In review

The status indicating that a purchase order is still under review is "In review." This status specifically signifies that the purchase order has not yet been finalized or approved and is going through a necessary evaluation process. This stage is crucial as it allows stakeholders to assess the details of the order, such as pricing, quantities, and supplier information, before proceeding to the next steps like confirmation or execution of the order. In contrast, the other statuses such as "Created" indicate that the order exists but may not yet be actively reviewed or processed. "Confirmed" signifies that the purchase order has been approved and is ready for processing, whereas "Submitted" often implies that the purchase order has been sent for approval but does not explicitly indicate that it is under active review. Therefore, "In review" is the most accurate descriptor for a purchase order that is still undergoing evaluation.

10. How is a transportation method accurately described?

A. A form of transport used for freight deliveries

B. Defines services offered by the carrier

C. An indicator of shipping duration

D. A classification of cargo types

A transportation method is accurately described as a form of transport used for freight deliveries. This reflects the basic concept of what a transportation method encompasses within the context of logistics and supply chain management. It identifies the vehicle or modality—such as truck, rail, air, or sea—that is employed to move goods from one location to another. While other options touch on related aspects of transportation, they do not provide a comprehensive definition of what a transportation method is. Defining services offered by the carrier pertains to the specific functionalities or features that a logistics provider may extend, rather than the transportation method itself. Shipping duration is more of an outcome of various factors, including the distance and type of method used, rather than a descriptor of the method. Lastly, classification of cargo types relates to the nature of the goods being transported rather than the method utilized to transport them. Therefore, identifying a transportation method primarily focuses on the actual physical means or vehicle used for freight movement.

SAMPLE

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://microsoftcertifiedmb320.examzify.com

We wish you the very best on your exam journey. You've got this!

SAMPLE