


# Latest AP-209 Test Sample, AP-209 New APP Simulations

**APPLICATION FOR EXEMPTION  
RELIGIOUS AND RELIGION BASED ORGANIZATION**



**CAROLE KEETON STRAYHORN • TEXAS COMPTROLLER OF PUBLIC ACCOUNTS**

Nonprofit religious organizations should use this application to request exemption from Texas sales tax, hotel occupancy tax, and franchise tax, if applicable. To receive a state tax exemption as a religious organization, a nonprofit religious organization must be an organized group of people regularly meeting at a particular location with an established congregation for the primary purpose of holding, conducting and sponsoring religious worship services according to the rites of their sect. Exemption from federal tax is not required to qualify for exemption from state tax as a religious organization.

The exemption for religious organizations is provided for in Sections 151.310, 156.102, and 171.058 of the Texas Tax Code, and more detailed information can be found in Comptroller's Rules 3.322, 3.161, and 3.541.

Some organizations will not qualify for exemption as a religious organization as that term is defined in Texas' law and rules, even though their activities may be religious in nature. Evangelistic associations do not qualify for exemption as religious organizations. Organizations that simply support and encourage religion as an incidental purpose, or that further religious work or teach their membership religious understanding, such as Bible study groups, prayer groups, and revivals do not qualify for exempt status under this category. Such an organization might still qualify for exemption from Texas sales taxes, and franchise tax, if applicable, based on their exemption under certain sections of the Internal Revenue Code (IRC).

Texas tax law provides an exemption from **sales** taxes on goods and services purchased for use by organizations exempt under IRC Section 501(c)(3), (4), (6), (10), or (19). However, exempt organizations are required to collect tax on most of their sales of taxable items. See *Exempt Organizations-Sales and Purchases*, Publication 98-122. Texas law also provides an exemption from **franchise** taxes for corporations exempted from the federal income tax under IRC Section 501(c)(2), (3), (4), (5), (6), (7), (8), (10), (16), (19), or (25).

If your organization has been granted federal tax exemption under one of the qualifying sections listed above, your organization will be granted an exemption from Texas sales tax, or sales and franchise tax, on the basis of the IRS exemption, as required by state law. Organizations that qualify for exemption based on a federal exemption are not exempt from hotel occupancy tax because the hotel tax law does not recognize any federal exemptions.

The laws, rules and other information about exemptions are online at:  
<http://www.window.state.tx.us/taxinfo/exempt>

Send the completed application along with all required documentation to:

COMPTROLLER OF PUBLIC ACCOUNTS  
Exempt Organizations Section  
P.O. Box 13528  
Austin, Texas 78711-3528

We will contact you within 10 working days after receipt of your application to let you know the status of your application. We may require an organization to furnish additional information to establish the claimed exemption. After a review of the material, we will inform the organization in writing if it qualifies for exemption. The comptroller or an authorized representative of the comptroller may audit the records of an organization at any time during regular business hours to verify the validity of the organization's exempt status.

If you have questions or need more information, contact our Tax Assistance staff at 1-800-252-5555 or, in Austin, call (512)463-4600.

You have certain rights under Ch. 559, Government Code, to review, request, and correct information we have on file about you. Contact us at the address or toll-free number listed on this form.

AP-209-1 (Rev. 3/05/05)

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## Salesforce Advanced Field Service Accredited Professional Sample Questions

## (Q19-Q24):

### NEW QUESTION # 19

Which two statements describe 'Global Optimization' accurately?

- A. Optimization can move appointments that were previously scheduled, meaning that the optimizer can slide scheduled service appointments right or left of their current time slot
- B. Global Optimization is the only process that supports Service Objectives and Work Rules that are defined in the Scheduling Policy
- C. Global Optimization runs faster than the Auto Scheduling process
- D. It's recommended to run Global Optimization during the day of service to fix unexpected in-day changes
- E. The Global Optimization process can assess millions of time slots and mobile worker options to produce schedules

**Answer: A,E**

Explanation:

Global Optimization is the heavy-lifting batch process in Salesforce Field Service designed to create the most efficient schedule possible.

\* Option B is correct. Global Optimization uses a powerful algorithm to evaluate millions of potential combinations of resources, times, and routes to find the best overall score based on the Service Objectives.

\* Option C is correct. Unlike "Appointment Booking" (which finds a slot for a single job without disturbing others), Global Optimization has the authority to reshuffle (move) existing appointments. It can slide jobs earlier or later, or reassess assignments to minimize travel time and white space (gaps) in the schedule.

\* Option A is incorrect; Optimization is a batch process that takes significantly longer than the near real-time "Auto Scheduling."

\* Option D describes "In-Day Optimization." Global Optimization is typically run overnight because it changes the whole schedule, which is disruptive during the work day.

\* Option E is incorrect; all scheduling methods (Global, In-Day, Resource Schedule Optimization, and Appointment Booking) utilize the Scheduling Policy (Work Rules and Objectives).

### NEW QUESTION # 20

A customer provides services for a variety of products, and the capability for resources to perform services is often machine-specific. The customer explains that there are about 100 combinations of services and products that a single resource may support, and is concerned about performance.

Which configuration option should a consultant recommend?

- A. Configure skills for each combination of services and products that a resource may support
- B. Utilize an Extended Match Work Rule and custom table with records to represent each combination of services and products that a resource may support
- C. Configure an 'Extended Match' Work Rule to represent the services that resources perform. Utilize skills to filter resources by the vendors or products that they support
- D. Configure skills to represent the services that resources perform. Utilize the 'Extended Match' Work Rule to filter resources by the products that they support

**Answer: D**

Explanation:

This question addresses the limits of Skills (Work Rules) vs. Extended Match (Custom Criteria).

\* Option B is correct. This offers the most efficient hybrid approach<sup>9</sup>.

\* Skills: Use standard Skills for the "Service Type" (e.g., "Repair," "Install"). This is simple and low-volume.

\* Extended Match: Use the Extended Match Work Rule to handle the "Product" matching. Instead of creating thousands of skills (e.g., "Repair-ModelX," "Repair-ModelY"), you create a custom object or field logic that matches the Asset's Product to a list of Products Supported on the Resource's record. Extended Match is designed exactly for this "Pattern Matching" without polluting the Skills table.

\* Option C is incorrect because creating a unique skill for every combination (100+ per resource) leads to "Skill Explosion." This bloats the data model and degrades optimization performance<sup>10</sup>.

### NEW QUESTION # 21

Universal Containers has many service centers across the country in which spare parts and other inventory items are stored. Every

morning, technicians are required to arrive at the service center closest to their home and pick up inventory items based on their work assignments. At the end of the day, technicians travel back to the service center to return any unused or damaged parts (travel from home to the service center and from the service center back home is at the technicians' expense). How should the admin configure the Service Territory Member address?

- A. Use the technician's home address
- B. Use the customer's address
- C. Use the address of the first appointment of the day
- **D. Use the address of the service center that the technician is assigned to**

**Answer: D**

Explanation:

The Service Territory Member (STM) address defines the Start Location and End Location for the resource's route calculation.

\* Option C is correct. The requirement states that travel from Home to the Center is "at the technician's expense" (i.e., off the clock). Therefore, the "Official Company Route" begins when they arrive at the Service Center.

\* By setting the STM Address to the Service Center, the optimization engine assumes the technician is at the Service Center at the start of their shift.

\* The engine will then calculate travel time for: Service Center -> Job 1.

\* This matches the business requirement.

\* Option A (Home Address): If you set Home, the engine calculates: Home -> Job 1 (or Home -> Service Center). This would likely include the commute time in the daily schedule utilization, which contradicts the "at technician's expense" (off-clock) requirement.

## NEW QUESTION # 22

Which three topics should a consultant raise during the project scoping discussion of a field service implementation?

- **A. Work Parameters: how work is being defined**
- B. Sprint Review: to review what will be done during the sprint cycle
- **C. Terminology: translate objectives and priorities into Field Service**
- **D. Project Objectives: what is essential**
- E. Solution Design: request for acceptance

**Answer: A,C,D**

Explanation:

During Scoping (the initial phase), the goal is to align on the "What" and "Why" before moving to the "How."

\* Option A is correct (Work Parameters): You must define what constitutes a "Job" (Work Order), how long it takes, and what skills are needed. This is the foundation of the data model.

\* Option C is correct (Terminology): Mapping the customer's language to Salesforce terms (e.g., "We have 'Truck Rolls' -> In Salesforce, that is a 'Service Appointment'") is crucial to avoid confusion throughout the project.

\* Option D is correct (Project Objectives): Defining what is "Essential" (MVP) vs. "Nice to Have" sets the project boundaries and success metrics.

\* Option B (Sprint Review) happens during the build phase (Agile methodology), not during initial scoping.

\* Option E (Solution Design) is the output of the scoping/analysis phase, not a topic you ask about during the initial discovery.

## NEW QUESTION # 23

Green Energy Solutions would like to track their vehicles' availability, so that once a Work Order is created, both a Service Resource and a vehicle need to be assigned to the work, to ensure that the resource will use an available vehicle for the job. How would a consultant recommend implementing this requirement?

- A. Set the vehicle as a 'Required Product'. Once a resource is assigned to the work a 'vehicle' product will be consumed via the Field Service mobile App to indicate that this vehicle is being used
- B. Set the vehicle as a Service Resource, create a Work Order and two Service Appointments, one for the mobile worker and one for the vehicle, use 'Complex Work' with a dependency of type 'Immediately Follow'
- **C. Set the vehicle as a Service Resource, create a Work Order and two Service Appointments, one for the mobile worker and one for the vehicle, use 'Complex Work' with a dependency of type 'Same Start'**
- D. Set the vehicle as a 'Required Product'. Once the Work Order is created it will inherit the 'Required Product' and notify the resource that this vehicle needs to be used for the job

**Answer: C**

Explanation:

The requirement is to schedule two distinct resources (a Human and a Vehicle) for the same job at the same time.

\* Option C is correct.

\* Vehicle as Service Resource: You must model the vehicle as a Service Resource (Type: Asset) to track its availability on the Gantt and prevent double-booking.

\* Complex Work (Same Start): To ensure the vehicle and the technician are booked together, you use Complex Work dependencies. "Same Start" ensures that the vehicle appointment and the technician appointment are scheduled to begin simultaneously.

\* Options A and D are incorrect because Products are not scheduled. Consuming a product does not check if the vehicle is available at that specific time, potentially leading to double-booking the van.

\* Option B is incorrect because "Immediately Follow" implies a sequence (Technician finishes -> Vehicle starts), which is not how a shared ride/equipment scenario works.

## NEW QUESTION # 24

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