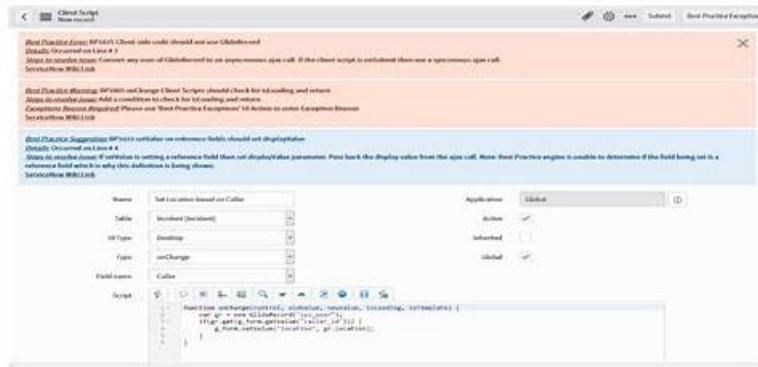


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## Salesforce Certified Nonprofit Success Pack Consultant Sample Questions (Q34-Q39):

### NEW QUESTION # 34

A nonprofit organization has a lot of donors who give recurring donations. Some donors like to have their recurring donations by three times per year. What should the consultant advise?

- A. Change one of the values on the custom installment picklist to tri-yearly.
- B. Create a custom installment period in NPSP Settings, and then add the tri-yearly custom installment period to the custom installment picklist.
- C. Use the tri-yearly installment period that comes by default with Recurring Donations.
- D. Tri-yearly is not available as an option in Recurring Donations so for those the nonprofit will need to use Opportunities with multiple payments.

### Answer: B

#### Explanation:

For donors who prefer to have their recurring donations three times per year, follow these steps to create a custom installment period in NPSP:

Navigate to NPSP Settings:

Go to the App Launcher and search for "NPSP Settings".

Access Recurring Donations Settings:

In NPSP Settings, click on "Donations".

Select "Recurring Donations".

Create a Custom Installment Period:

Click on "Custom Installments".

Add a new custom installment period named "Tri-Yearly" or any other preferred name.

Define the specific details for this installment period, such as frequency and dates.

Add to Installment Picklist:

Ensure the new custom installment period is added to the Recurring Donation installment picklist.

Update existing recurring donations as needed to use the new installment period.

This customization allows the organization to accommodate donors who prefer tri-yearly installments.

Salesforce NPSP Documentation: Recurring Donations

Salesforce Trailhead: Recurring Donations in NPSP

## NEW QUESTION # 35

A nonprofit plans to use the Program Management Module (PMM) to manage its service delivery. Case managers must be able to create and edit service delivery records.

How can the consultant change the configuration to meet this requirement?

- A. Permission Sets
- B. Role Hierarchy
- C. License Type
- D. Sharing Rules

**Answer: A**

Explanation:

[https://trailhead.salesforce.com/en/content/learn/modules/program-management-with-nonprofit-cloud/manage-nonprofit-programs-with-salesforce?trail\\_id=manage-programs-with-nonprofit-cloud](https://trailhead.salesforce.com/en/content/learn/modules/program-management-with-nonprofit-cloud/manage-nonprofit-programs-with-salesforce?trail_id=manage-programs-with-nonprofit-cloud) To allow case managers to create and edit service delivery records in the Program Management Module (PMM), you should assign the appropriate permissions through Permission Sets. Permission Sets provide a way to grant specific permissions to users without changing their profiles, making it easier to manage access to certain functionalities.

Steps:

Create a Permission Set:

Navigate to Setup -> Permission Sets.

Click "New" to create a new permission set.

Grant Permissions:

In the new permission set, go to Object Settings.

Find and select "Service Deliveries."

Grant "Create" and "Edit" permissions.

Assign the Permission Set:

Assign the newly created permission set to the case managers who need access to create and edit service delivery records.

Salesforce Nonprofit Success Pack Documentation

Salesforce Trailhead: Permission Sets

## NEW QUESTION # 36

A nonprofit organization using NPSP does a lot of mailings and wants to ensure states and countries are entered accurately into Salesforce. The nonprofit has heard about State and Country Picklists and asked its consultant about enabling them. What are two considerations the consultant should raise about enabling State and Country Picklists and asked its consultant about enabling them. What are two considerations the consultant should raise about enabling State and Country Picklists for NPSP?

- A. State and Country Picklist values can only be configured on the Address object
- B. Predefined State and Country abbreviations on Address records must be used
- C. The Individual ("Bucket") account model does not support State and Country Picklists
- D. NPSP Data Import object doesn't support State and Country abbreviations in picklist form

**Answer: B,D**

#### Explanation:

Enabling State and Country Picklists in Salesforce can improve data consistency and accuracy for address fields. However, there are specific considerations when using them with NPSP:

#### NPSP Data Import Object Doesn't Support State and Country Abbreviations in Picklist Form:

The NPSP Data Import object does not natively support state and country abbreviations in picklist form. This means that data imports using this object will require additional handling to map state and country values correctly.

#### Predefined State and Country Abbreviations on Address Records Must Be Used:

When using State and Country Picklists, predefined state and country abbreviations must be used. This ensures consistency and compatibility with Salesforce's standard address fields.

If your current data uses different formats (e.g., full names or alternative abbreviations), you will need to standardize these before importing or entering data.

#### Consideration for Existing Data:

If enabling State and Country Picklists for the first time, review and clean existing data to match the picklist values.

Use data tools to update existing records with the correct state and country abbreviations to ensure smooth transition and consistency.

By understanding these considerations and preparing your data accordingly, you can successfully implement State and Country Picklists in NPSP.

"State and Country/Territory Picklists Overview" from Salesforce Help: State and Country Picklists

"Managing Addresses in NPSP" from Salesforce Help: NPSP Address Management

### NEW QUESTION # 37

A nonprofit organization wants to record the most recent Opportunity close date on Contact records. The nonprofit organization expects the field on the Contact to be overwritten every time a new Opportunity meets the criteria. Which feature should the consultant use to meet this requirement?

- A. AppExchange App
- B. Roll-Up Summary Field
- C. Formula Field
- D. **NPSP Customizable Rollups**

#### Answer: D

#### Explanation:

To record the most recent Opportunity close date on Contact records and ensure the field is overwritten every time a new Opportunity meets the criteria, use NPSP Customizable Rollups:

NPSP Customizable Rollups: This feature allows users to define rollup fields that aggregate data from related objects (e.g., Opportunities) to a parent object (e.g., Contacts).

Most Recent Opportunity Close Date: Configure a rollup summary to track the most recent close date. This ensures the field on the Contact record is updated whenever a new Opportunity with a qualifying close date is added.

Using NPSP Customizable Rollups ensures the process is automated and tailored to nonprofit needs.

Salesforce Nonprofit Success Pack Documentation

Salesforce Trailhead: Customizable Rollups in NPSP

### NEW QUESTION # 38

A nonprofit organization receives a lot of grants, many of which are renewals of previous grants from the same funder. The organization wants to be able to easily access the previous grant information.

What should the consultant advise to capture this in Salesforce?

- A. Ensure that when naming the Opportunity for the renewal grant, "Renewal" is included in the name as well as the name of the funder.
- B. Create a child Opportunity for the renewal grant from the original grant using the Renewal Grant Opportunity record type.
- C. **Fill in the "Previous Grant/Gift Opportunity" lookup field on the Opportunity for the new grant and check the "Is Grant Renewal" field.**
- D. Create a Campaign for the funder and add all Opportunities including the original grant and any renewal grants to the Campaign.

#### Answer: C

#### Explanation:

To capture information for grants and easily access previous grant details, the following setup can be used in Salesforce:

Previous Grant/Gift Opportunity Lookup Field:

Add a lookup field on the Opportunity object called "Previous Grant/Gift Opportunity".

When creating a new grant Opportunity, fill in this field with the previous grant's Opportunity record.

Is Grant Renewal Checkbox:

Add a checkbox field on the Opportunity object called "Is Grant Renewal".

Check this box for Opportunities that are renewals of previous grants.

Grant Tracking and Reporting:

This setup allows easy tracking of grant renewals and provides a straightforward way to report on grants and their renewals.

Use reports and dashboards to summarize and analyze grant data, including renewals.

By linking each renewal grant to the original grant Opportunity, you maintain a clear record of the grant history, making it easy to access previous grant information and analyze grant renewals.

"Grant Management Best Practices" from Salesforce Help: Grant Management

"Nonprofit Success Pack Grant Management" from Salesforce.org: NPSP Grant Management

## NEW QUESTION # 39

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