C8010-241[Q&As]

IBM Sterling Order Management V9.2 Solution Design

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QUESTION 1

A customer purchased a DVD player from a store, and later realized that some of the required features were missing. The customer tries to return the DVD player for a refund, but the sales order cannot be located in the Sterling application. Which type of return should be created in the Sterling application?

A. Refund Order

B. Exchange Order

C. Blind Return Order

D. Speed Exchange Order

Correct Answer: C

QUESTION 2

A customer placed an order through the web, and calls the Customer Service Representative (CSR) to locate the nearest store for order pickup. The CSR navigates to "Alternate store pickup location search" in Sterling Call Center and updates the customer with the inventory availability and store details. Which two APIs are called from Sterling Call Center?

A. getSurroundingNodeList API to return a list of ship nodes

B. findInventory API to retrieve the inventory availability information

C. getInventorySupply API to retrieve the inventory availability information

D. getSupplyDetails API to obtain an inventory picture for an item on each node

E. determineRouting API to identify the stores closest to the customer\\'s location

Correct Answer: AB

QUESTION 3

A retailer would like to cap the number of "ship from store" orders that are fulfilled by a store, so as to manage store associate time and avoid depleting the store\\'s inventory with an excessive amount of such orders. The designer using Sterling Order Management plans to use the "Inventory capacity" check feature in order to model this requirement. Which three API\\'s or agents consider the inventory capacity setup for the store?

A. findInventory

B. getSupplyDetails

C. getPossibleSchedules

D. reserveAvailableInventory

E. getServiceResourceCapacity

F. Item-Based Allocation (IBA) agent

Correct Answer: ACD

QUESTION 4

A business has three distribution centers (DC) and 300 stores across the country. Some items are only available in stores. The business has the facility to move inventory from the stores to the DC, and vice versa. It takes one day to transfer inventory. The business has the following requirements: 1.Inventory should first ship from DC, then if necessary, from the stores (first considering stores closest to the Ship To Address). 2.The order should be fulfilled as long as inventory exists somewhere. 3.The business guarantees that (nonbackordered) items are shipped to the customer within three days of order creation. Which two of the following options can MOST EFFICIENTLY model this fulfillment requirement?

A. Create a region based (i.e. East / West / Central) sourcing rules with each having ->-sequence 1 as Source from Distribution Group that includes all DC and All Stores

B. Create region based (i.e. East / West / Central) sourcing rules with each having ->-sequence 1 as Source from All Nodes of Type "DC"-sequence 2 as Source from All Nodes of Type "Store"

C. Create region based (i.e. East / West / Central) sourcing rules with each having ->-sequence 1 as Source from Distribution Group that includes all DC-sequence 2 as Source from Distribution Group that includes first priority group of stores-sequence 3 as Source from Distribution Group that includes second priority group of stores

D. Create region based (i.e. East / West / Central) sourcing rules with each having ->-sequence 1 as Source from All Nodes of Type "DC"-sequence 2 as Source from All Nodes of Type "Store" within radius of 500 KM of Ship To Address-sequence 3 as Source from All Nodes of Type "Store" within radius of 1500 KM of Ship To Address

E. Create a region based (i.e. East / West / Central) sourcing rules with each having ->-sequence 1 as Source from DC-sequence 2 as Source from All Nodes of Type "Store" within radius of 50 KM of Ship To Address-sequence 3 as Source from All Nodes of Type "Store" within radius of 100 KM of Ship To Address-sequence 4 as Source from All Nodes of Type "Store" within radius of 150 KM of Ship To Address-sequence 5 as Source from All Nodes of Type "Store" within radius of 200 KM of Ship To Address-sequence 6 as Source from All Nodes of Type "Store" within radius of 250 KM of Ship To Address- etc....

Correct Answer: CD

QUESTION 5

A customer would like a purchase order (PO) to be "Created", but it should only treat 80% of future supply as available. This should happen until the PO receives a status update that indicates its been "Approved", at which point 90% of the future supply can be considered for promising. Future supply can be considered when scheduling orders but should not be considered when releasing the pick instructions to the fulfillment center. In order to model this requirement with MINIMAL custom logic, the solution design must:

A. 1. Create an extended status of PO "Created" which is "Approved".2. Create a new supply type corresponding to the "Inbound approved" status.3. Map the PO status "Approved" to the supply type "Inbound approved" and status "Created" to supply type "Purchase order placed".4. Set up the appropriate safety factor of 80% for supply type "Purchase order placed" and 90% for supply type "Inbound approved".5. Use Inventory considerations to map the demand type corresponding to schedule transaction to future supplies.6. Use Inventory considerations to map the demand type corresponding to release transaction to use only onhand supplies.

B. 1. Create an extended status of PO "Created" which is "Approved".2. Create a new supply type corresponding to the

"Inbound approved" status.3. Map the PO status "Approved" to the supply type "Inbound approved" and status "Created" to supply type "Purchase order placed".4. Set up the appropriate safety factor of 80% for demand type "Scheduled" and 90% for demand type "Released".5. Use Inventory considerations to map the demand type corresponding to schedule transaction to future supplies.6. Use Inventory considerations to map the demand type corresponding to release transaction to use only onhand

supplies.

C. 1. Create an extended status of PO "Created" which is "Approved".2. Create a new supply type corresponding to the "Inbound approved" status.3. Map the PO status "Approved" to the supply type "Inbound approved" and status "Created" to supply type "Purchase order placed".4. Use Inventory considerations to map the demand type corresponding to schedule transaction to future supplies.5. Use Inventory considerations to map the demand type corresponding to release transaction to use only onhand supplies.6. Implement the Supply corrections user exit to only show 80% or 90% of supply as applicable.

D. 1. Create an extended status of PO "Created" which is "Approved".2. Create a new supply type corresponding to the "Inbound approved" status.3. Map the PO status "Approved" to the supply type "Inbound approved" and status "Created" to supply type "Purchase order placed".4. Use Inventory considerations to map the demand type corresponding to schedule transaction to future supplies.5. Use Inventory considerations to map the demand type corresponding to release transaction to use only onhand supplies.6. Implement the Availability corrections user exit to only show 80% or 90% of supply as applicable.

Correct Answer: A

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