

C8010-241^{Q&As}

IBM Sterling Order Management V9.2 Solution Design

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QUESTION 1

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 2

Payment type charge sequence is configured as follows:

-Credit Card Sequence: 2

-

Gift Card Sequence: 1

-

Loyalty Card Sequence: 0 Loyalty Card Sequence: 0 All tenders require authorization and charge. An order totaling \$120 is created with three payment methods with the following maximum charge limits and sequences passed:

-Credit Card: Max Charge \$100 - Sequence 2

-

Loyalty Card: Max Charge \$10 - Sequence 1

-

Gift Card: Max Charge \$ 20 - Sequence 0 Gift Card: Max Charge \$ 20 - Sequence 0 What is the sequence in which authorization requests are created, and in what amounts?

A.

Loyalty Card \$10, Gift Card \$20, Credit Card \$90

B.

Gift Card \$20, Loyalty Card \$10, Credit Card \$90

C.

Credit Card \$100, Loyalty Card \$10, Gift Card \$10

D.

Gift Card \$20, Loyalty Card \$10, Credit Card \$100

Correct Answer: B

QUESTION 3

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

QUESTION 4

A business has a requirement not to backorder specific items when inventory is not available. The business wants to

allow the item to be scheduled, assuming it can be procured within the allowed shipment delay window. How can this requirement be implemented?

- A. Set UseUnplannedInventory flag at item catalog level.
- B. Configure assume infinite inventory beyond lead time as "Y" on the scheduling rule.
- C. Invoke findInventory API with UseUnplannedInventory flag as '\\Y\\' at the order line level.
- D. Invoke CreateOrder API with IsFirmPredefinedNode attribute as '\\Y\\' at the order line level.

Correct Answer: A

QUESTION 5

A business requirement is to charge payment for the exchange order upfront and then refund the customer when the returned item is received. This requirement should be configured as a:

- A. even exchange.
- B. regular exchange.
- C. advanced exchange.
- D. advanced pre-paid exchange.

Correct Answer: D

QUESTION 6

An organization is configured as an enterprise and a seller, but it does not maintain inventory. The inventory is maintained externally. When a customer places an order for five units of item X, the system needs to determine whether five units of the item are available to fulfill the demand. How can a solution designer enable Sterling Order Management to fetch the availability picture maintained by the external system?

- A. Implement YFSGetExternallInventoryUE to fetch the inventory picture of the external system.
- B. Implement INVGetDemandCorrectionsUE to fetch the inventory picture of the external system.
- C. Enable the ATP rules to determine the availability of a product item for current and future demand.
- D. Invoke syncInventoryDemand API to synchronize the inventory picture between the external system and the Sterling Order Management database.

Correct Answer: A

QUESTION 7

A business needs to configure a drop ship from a vendor to a customer directly with visibility into the purchase order (PO) created by the vendor and status updates on the PO. What should be done to meet this requirement?

A. 1. Model the vendor as a seller and node, where the organization does not have a hierarchical relation with the seller organization on the order. 2. Do not check "Suppress chained order creation even if seller requires" setting. 3. Run Chained_Order_Create to create the purchase order. PO getting shipped will result in the corresponding sales order line being shipped.

B. 1. Model the vendor as a seller and node, where the organization has a hierarchical relation with the seller organization on the order. 2. Check the "Suppress chained order creation even if seller requires" setting. 3. Run Chained_Order_Create to create the purchase order. PO getting shipped will result in the corresponding sales order line being shipped.

C. 1. Model the vendor as a seller and node, where the organization has a hierarchical relation with the seller organization on the order. 2. Check the "Suppress chained order creation even if seller requires" setting. 3. Run Chained_Order_Create to create the PO. Place custom logic on PO "Shipped" event to update the corresponding sales order status to "Shipped".

D. 1. Model the vendor as a seller and node, where the organization does not have a hierarchical relation with the seller organization on the order. 2. Implement a listener on the PO pipeline that updates the sales order pipeline. 3. Implement custom logic to stamp the PO's delivery location as customer's address. PO getting shipped will result in the corresponding sales order line being shipped.

Correct Answer: A

QUESTION 8

For item pricing, quantity tiers that have both absolute and percentage adjustments are defined in the price list. How will the price of the item be calculated?

- A. Only absolute adjustment would be applied.
- B. Only percentage adjustment would be applied.
- C. First percentage adjustment, and then absolute adjustment would be applied.
- D. First absolute adjustment, and then percentage adjustment would be applied.

Correct Answer: C

QUESTION 9

A customer pays for an order using a Credit Card and a Gift Card. The business requirement is to authorize Credit Cards, charge any Gift Cards presented, and provide an immediate response to the customer. Which of the following APIs can be used to implement this?

- A. requestCollection
- B. executeCollection
- C. processOrderCollection
- D. processOrderPayments

Correct Answer: D

QUESTION 10

Which three of the following are TRUE in a single instance multi-schema deployment?

- A. Additional schemas can be added to an existing enterprise.
- B. Ship nodes can be shared across enterprise in separate schemas.
- C. Enterprises upgrade independently, due to isolation of Transaction data.
- D. Enterprises can inherit rules from another enterprise within different Configuration schemas.
- E. Enterprises can inherit rules from another enterprise within this same Configuration schema.
- F. Application server monitoring/maintenance can be performed at an aggregate level across all schemas.

Correct Answer: CEF

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