



C8010-250^{Q&As}

IBM Sterling Order Management V9.4, Implementation

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QUESTION 1

Consider the following charges made:

Sales Order 1 (sales order is for \$250)

o CREDrT_CARD1=\$150 oDEBIT_CARD1=\$100

Sales Order 2(sales order is for \$300)

o CREDIT_CARD 1 = \$150

o DEBIT CARD1 =\$150

The same payment method, CREDIT_CARD_1, was used on both sales orders The following payment setup was previously configured:

CASH refunds to new CASH, unless greater than \$200, then CASH refunds to CHECK

DCBIT_CARD refunds lo now CASH

CREDI1 CARD refunds to itself

If the customer decides to return both orders, which refund scenario is correct? Return Order Refunds:

- A. \$300 to CREDIT_CARD 1 \$250toDEBIT_CARD1
- B. \$150 to CREDIT_CARD 1 \$400 to CHECK
- C. \$300toCREDIT_CARD1 \$100toDEBIT_CARD1 \$150 to CASH
- D. \$300toCREDIT_CARD1 \$250 to CHECK

Correct Answer: D

QUESTION 2

An implementation professional creates an order with header-level shipment charges- The order is to be shipped in two shipments.

How are theshipment charges invoiced?

- A. Header-level shipment charges are invoiced in the last invoice
- B. Header-level shipment charges are invoiced in the first invoice.
- C. Header-level shipment charges are invoiced in the first and second invoice
- D. Header-level shipment charges arenot invoiced

Correct Answer: A



QUESTION 3

A security company sells a basic security package for \$199, and would like to offer an optional monthly service package for \$42 per month. The basic \$199 package price should be broken down as follows:

Base Price = \$100

Activation Fee = \$99

Which step does the implementation professional need to take to allow this company to accomplish its pricing objective?

- A. Configure price rules that will enable the company to create multiple price list lines for an item, directly in Sterling Order Management
- B. Configure multiple price types for an item
- C. Split the order into multiple line items and then configure the price for each item
- D. Configure price rules that will enable the company to create multiple price list lines for an item, after integrating with third-party pricing engines

Correct Answer: B

QUESTION 4

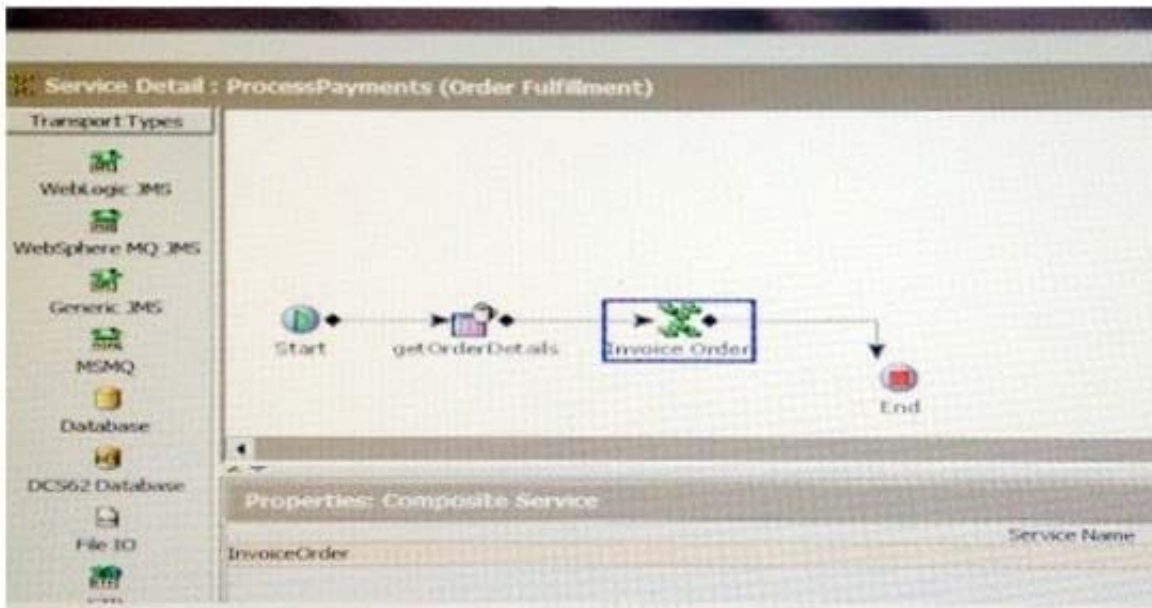
The Real-Time Availability Monitor (RTAM) transaction is under which process type?

- A. Applications Manager > Applications > Process Modeling > Inventory Management
- B. Applications Manager > Applications > Application Platform > Process Modeling > Order Tab > Order Fulfillment process type
- C. Applications Manager > Applications > Application Platform > Process Modeling > General Tab > General process type
- D. Applications Manager > Applications > Process Modeling > Global Inventory Visibility

Correct Answer: C

QUESTION 5

Review the following service configuration:



The InvoiceOrder service contains only a custom API which returns the output of getOrderInvoiceList API. What is the output of the ProcessPayments service?

- A. The output of the Invoice Order composite service
- B. The output of the getOrderInvoiceList API
- C. The merged output of the getOrderDetails API and the getOrderInvoiceList API
- D. The output of the getOrderDetails API

Correct Answer: B

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