



C8010-241^{Q&As}

IBM Sterling Order Management V9.2 Solution Design

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QUESTION 1

Which of the following is NOT a valid type of pricing rule or coupon rule?

- A. Order total
- B. Bundle total
- C. Item quantity
- D. Shipping surcharge

Correct Answer: B

QUESTION 2

A customer orders two lines, Item1 for \$10 and Item2 for \$90. The customer soon decides he wanted the updated model instead, and Return1 and Exchange1 were created for Item2 with a value of \$110 as a regular exchange.

Item1 was a gift and the recipient of the gift returned it for an alternate item of \$7 value. Return2 and Exchange2 were created for Item1 with a value of \$7 as an advanced pre-paid exchange.

The items are received at the warehouse at the same time.

Assuming the payment processing APIs are run, which of the following choices provides the correct details for:

-

Transferred, Collected and Refunded amounts, and

-

what the amounts were before and after the returns are invoiced?

- A.
Exhibit A
- B.
Exhibit B
- C.
Exhibit C
- D.
Exhibit D



A.

Before invoicing	Collected	Refunded	Transferred
Sales Order	100	0	0
Return1		0	0
Exchange1	0		0
Return2		0	0
Exchange2	7		0
After invoicing	Collected	Refunded	Transferred
Sales Order	100	0	90
Return1		0	0
Exchange1	20		90
Return2		10	0
Exchange2	7		0

B.

Before invoicing	Collected	Refunded	Transferred
Sales Order	90	0	0
Return1		0	0
Exchange1	0		0
Return2		0	0
Exchange2	7		0
After invoicing	Collected	Refunded	Transferred
Sales Order	90	0	90
Return1		0	0
Exchange1	20		90
Return2		10	0
Exchange2	7		0

C.

Before invoicing	Collected	Refunded	Transferred
Sales Order	100	0	0
Return1		0	0
Exchange1	0		0
Return2		0	0
Exchange2	7		0
After invoicing	Collected	Refunded	Transferred
Sales Order	100	0	90
Return1		0	0
Exchange1		20	80
Return2		10	0
Exchange2	7		0



D.

Before invoicing	Collected	Refunded	Transferred
Sales Order	100	0	0
Return1		0	0
Exchange1	0		0
Return2		0	0
Exchange2	7		0
After invoicing	Collected	Refunded	Transferred
Sales Order	100	0	90
Return1		0	0
Exchange1	20		90
Return2		0	0
Exchange2		10	0

Correct Answer: A

QUESTION 3

An enterprise dealing with electronic appliances fulfills customer orders using Sterling Order Management. The enterprise uses multiple distribution centers to ship the orders. Due to the size and weight of the items, a shipment can be shipped in multiple boxes. The enterprise would like to provide tracking information of the boxes to its end customer, and would also like to bill the customer only once per shipment. Which of the following options will be a good way of modeling this requirement?

- A. The various boxes and the associated tracking number can be modeled as containers within a shipment. Shipment level invoice can be raised to ensure the customer is invoiced only once per shipment.
- B. The various boxes and the associated tracking number can be modeled as a hang-off table to YFS_SHIPMENT. Shipment level invoice can be raised to ensure the customer is invoiced only once per shipment.
- C. Since the carriers treat each box as a separate shipment, the various boxes and the associated tracking number should be modeled as individual shipments. Order line level invoicing can be used to invoice the customer once per shipment.
- D. Since the carriers treat each box as a separate shipment, the various boxes and the associated tracking number should be modeled as individual shipments. Deliver Shipment transaction can be used to group shipments delivered to the customer create a single invoice.

Correct Answer: A

QUESTION 4

In the out of the box integration with Sterling Order Management V9.2, which two of the following modules are hosted by WebSphere Commerce?

- A. Pricing Module
- B. Order Management
- C. Inventory Management



- D. Enterprise Service Bus
- E. Website Inventory Cache

Correct Answer: AE

QUESTION 5

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

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