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ORDER-MANAGEMENT- ADMINISTRATOR^{Q&As}

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QUESTION 1

Where should a service agent go first to view process exceptions related to a specific Order?

- A. Order Record - Process Exception Details Tab
- B. Change order Record - Related Tab
- C. Order Record - Details Tab
- D. Order Summary Record - Related Tab

Correct Answer: A

The best place for a service agent to go first to view process exceptions related to a specific Order is the Order Record - Process Exception Details Tab. This tab shows a list of process exceptions that occurred during the order lifecycle, such as errors in payment authorization, inventory allocation, fulfillment location assignment, etc. The service agent can use this tab to identify and resolve the issues that affect the order processing.

https://help.salesforce.com/s/articleView?id=sf.om_process_exception_details.htm&type=5

QUESTION 2

An Order Summary has three Fulfillment Orders and two Credit Memos associated with it. How many Invoices will be created when using the Create Invoice Apex action in a flow?

- A. 2.0
- B. 5.0
- C. 1.0
- D. 3.0

Correct Answer: C

One invoice will be created when using the Create Invoice Apex action in a flow. The Create Invoice Apex action is a custom action that creates an invoice for an order summary. An invoice is a document that requests payment from a customer for an order. An invoice can include one or more fulfillment orders and one or more credit memos. A fulfillment order is a record that represents a part of an order that is fulfilled by a specific location. A credit memo is a record that represents a partial or full refund for an order or a fulfillment order. An order summary can have multiple fulfillment orders and credit memos associated with it, but only one invoice will be created for the entire order summary.

References: Order Management Objects, [Create Invoice Apex Action]

QUESTION 3

Which two objects are found within Order Management?

- A. Fulfillment Order
- B. Receipt



- C. Cart
- D. Payment Summary
- E. Packing Manifest

Correct Answer: AD

Two objects that are found within Order Management are:

Fulfillment Order. A Fulfillment Order is a record that represents a group of products in an order that are fulfilled together from the same location. A Fulfillment Order has a lookup relationship to the Order Summary object, and it contains

information such as the fulfillment location, delivery method, status, etc. Payment Summary. A Payment Summary is a record that represents a payment made for an order or part of an order. A Payment Summary has a lookup relationship to

both Order Summary and Invoice objects, and it contains information such as the payment amount, method, status, etc.

https://help.salesforce.com/s/articleView?id=sf.order_management_fulfillment_order.htm&dt=5

https://help.salesforce.com/s/articleView?id=sf.order_management_payment_summary.htm&dt=5

QUESTION 4

An administrator is encountering errors when reusing a composite API call to load test orders via the Workbench. What are three possible causes of this issue?

- A. The administrator has duplicate Product SKUs in the JSON query
- B. The number of subrequests in the JSON query exceeds the 20 subrequest limit
- C. The Administrator has logged into the wrong environment in Workbench
- D. The administrator is creating multiple objects in a single JSON query
- E. Record IDs used within the request are incorrect

Correct Answer: ABE

Three possible causes of this issue are: The administrator has duplicate Product SKUs in the JSON query. A Product SKU is a unique identifier for a product that is used to track inventory and sales. A Product SKU must be unique within an org, and it cannot be duplicated in a composite API call. If the administrator has duplicate Product SKUs in the JSON query, it will cause an error when loading test orders via the Workbench. The number of subrequests in the JSON query exceeds the 20 subrequest limit. A subrequest is a single HTTP request that is part of a composite API call. A composite API call can contain up to 20 subrequests in a single JSON body. If the administrator has more than 20 subrequests in the JSON query, it will cause an error when loading test orders via the Workbench. Record IDs used within the request are incorrect. A record ID is a unique identifier for a record that is used to reference and manipulate data in Salesforce. A record ID must be valid and exist in the org, and it must match the data type and format of the corresponding field. If the administrator has incorrect record IDs in the JSON query, such as using 15-character IDs instead of 18-character IDs, or using IDs from a different org, it will cause an error when loading test orders via the Workbench.

https://developer.salesforce.com/docs/atlas.en-us.api_rest.meta/api_rest/resources_composite_composite.htm
https://developer.salesforce.com/docs/atlas.en-us.api_rest.meta/api_rest/dome_composite_subject_tree_flat.htm



QUESTION 5

What does the number of Fulfillment Orders created depend upon?

- A. Fulfillment Location, Delivery Method and Number of Payments
- B. Fulfillment Location, Recipient Address and Quantity
- C. Fulfillment Location, Delivery Method and Recipient Address
- D. Fulfillment Location, Delivery Charges and Quantity

Correct Answer: C

The number of Fulfillment Orders created depends on three factors:

Fulfillment Location, Delivery Method and Recipient Address. These factors determine how the Order Items are grouped and allocated to Fulfillment Orders based on routing rules and inventory availability. For example, if an order has two items that can be fulfilled from different locations, or have different delivery methods or recipient addresses, then two Fulfillment Orders are created for that order.

https://help.salesforce.com/s/articleView?id=sf.om_order_fulfillment.htm&type=5

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