



C8010-241^{Q&As}

IBM Sterling Order Management V9.2 Solution Design

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**QUESTION 1**

In a current implementation of Sterling Order Management, there is a business requirement to:

1. print item labels with barcodes for item IDs 2. generate and print Operational Reports for the Order Processing. Which two of the following are supported by Sterling Order Management to meet this requirement?

- A. Jasper Reports
- B. Crystal Reports
- C. Loftware Reports
- D. IBM Cognos Reports
- E. GNU Enterprise Reports

Correct Answer: AD

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

A business loads catalog data into Sterling and wishes to make use of the Real-Time Availability Monitor (RTAM). To do so, the business needs to define and associate Available To Promise (ATP) monitoring rules in Sterling. Different "types" of items have common monitoring threshold requirements. For example, all electronics have same desired thresholds. How should this be modeled in Sterling to MINIMIZE maintenance and customization?

- A. Use manage Item API to update ATP rule value for each individual item.
- B. Look up item classification, use manage InventoryMonitorRule and publish availability as appropriate.
- C. Define the appropriate ATP rules in Sterling and then pass the appropriate values when triggering the RTAM on Sterling.
- D. Define classification hierarchy and assign to "Inherited Item Attributes" usage, and then assign an ATP rule to each "type" of item such that it is inherited by all items of that type.

Correct Answer: D

QUESTION 4

A retailer wants to enable the selling of open box items online. How can this be modeled?

- A. Model this as supply type and match the supply and demand using supply type.
- B. Model this as an inventory segment and have the supply and demand match on segment.
- C. Model the item as tag controlled and have the system match supply and demand using the tag.
- D. Model the item as serial tracked and have the system match supply and demand using the serial.

Correct Answer: C

**QUESTION 5**

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

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