



# C8010-250<sup>Q&As</sup>

IBM Sterling Order Management V9.4, Implementation

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**QUESTION 1**

To complete an order document's lifecycle, each document has a set of different processes that it can go through.

What are these processes called?

- A. Pipeline determination
- B. Process types
- C. Order Validation
- D. Instruction types

Correct Answer: B

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**QUESTION 2**

Consider the following charges made:

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

o CREDiT\_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 to 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

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### QUESTION 3

In the out-of-the-box order fulfillment pipeline, what does the "Consolidate to shipment" transaction do?

- A. Either consolidates to existing shipment or creates a new shipment
- B. Always creates a new shipment for a Given Order release
- C. Shipment will not be created if the given order release cannot be included in an existing shipment
- D. Always finds an existing shipment into which the Release can be included

Correct Answer: B

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### 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

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### QUESTION 5

A large retailer is out-of-stock on a tire model from the ABC tire company that is requested by a customer.

Which type of association with respect to the ABC tire model can be configured in IBM Sterling Business Center to prompt the CSR to offer the customer a similar tire from the XYZ tire company?

- A. Up-sell association
- B. Competitive association
- C. Cross-sell association
- D. Alternative association

Correct Answer: D