



ORDER-MANAGEMENT- ADMINISTRATOR^{Q&As}

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QUESTION 1

An administrator is tasked to utilize a Product Price Book which is managed on an external platform. How can the administrator meet this requirement?

- A. Create an External Data Source in Setup which references the external platform where the Pricebook is held
- B. Go to Setup. Order settings, and select Enable Optional Price Books for Orders
- C. This is not possible, all Products require a Pricebook Entry
- D. Edit the Product page layout to make the Pricebook field not require

Correct Answer: A

The best way for the administrator to meet this requirement is to create an External Data Source in Setup that references the external platform where the Pricebook is held. An External Data Source is a type of metadata that defines the connection and authentication information for an external system that stores data outside of Salesforce. The administrator can create an External Data Source using the Lightning Connect OData 2.0 or 4.0 adapters, which support read-only access to data in relational databases. This way, the administrator can access the Product Price Book data from the external platform without importing it into Salesforce.

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

QUESTION 2

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&type=5

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



QUESTION 3

An admin is analyzing project requirements and notes that there are requirements to support both high volume and multiple locations. What is the recommended approach for this scenario?

- A. Download the Single Location High Volume sample flow from the Partner Community and modify all the flows to loop through locations
- B. Download the Multiple Locations sample flow from the Partner Community and have developers add Apex code to enhance performance
- C. Download the Single Location High Volume sample flow and the Multiple Locations sample flow from the Partner Community and make a blend between the two considering trade-offs
- D. Download the Single Location High Volume sample flow from the Partner Community and have the developers add Apex code to enhance performance

Correct Answer: C

The Single Location High Volume sample flow and the Multiple Locations sample flow are two examples of how to implement order fulfillment with Order Management. The Single Location High Volume sample flow is optimized for performance and scalability, but it only supports one fulfillment location per order. The Multiple Locations sample flow supports multiple fulfillment locations per order, but it has lower performance and scalability. To support both high volume and multiple locations, an admin can download both sample flows from the Partner Community and make a blend between them, considering trade-offs such as complexity, maintainability, and customizability. References: Order Fulfillment Flows, Partner Community

QUESTION 4

What object does the Ensure Funds Apex Flow action look for when resolving Invoice balances associated with an Order Summary?

- A. Order Payments
- B. Payments
- C. Payment Summaries
- D. Order Payment Summaries

Correct Answer: D

The object that the Ensure Funds Apex Flow action looks for when resolving Invoice balances associated with an Order Summary is Order Payment Summaries. This object represents the payments made for an order, and it has a lookup relationship to both Invoice and Order Summary objects. The Ensure Funds Apex Flow action uses this object to calculate the balance due for each Invoice and update its status accordingly.

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

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

QUESTION 5



A customer orders 10 products. The products must be shipped to three different locations. Two of the orders are fulfilled at the same location. How many Fulfillment Orders would be created for this order?

- A. One Fulfillment Order per item in the order, totaling 10
- B. One Fulfillment Order per Fulfillment Location, totaling 2
- C. One Fulfillment Order
- D. One Fulfillment Order per destination, totaling 3

Correct Answer: D

The number of Fulfillment Orders that would be created for this order is one per destination, totaling 3. 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. 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. In this case, since the products must be shipped to three different locations, three Fulfillment Orders are created for each destination.

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

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