Salesforce
AP-219
Order Management Administrator Accredited Professional

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Version product

Latest Version: 6.0

Question: 1

What are two reasons for using Flows instead of Apex code?

A. Flows can be modified and created without a developer
B. Flows have better performance options for large batches of records
C. Flows can be triggered by undelete events
D. Flows provide a visual debug process

Answer: A, D

Explanation:
Two reasons for using Flows instead of Apex code are:
Flows can be modified and created without a developer. Flows are declarative tools that allow administrators to build complex business logic using clicks instead of code. Flows do not require any programming skills or knowledge, and they can be easily modified and maintained by administrators.
Flows provide a visual debug process. Flows have a built-in debugger that allows administrators to test and troubleshoot their flows in a graphical interface. The debugger shows the flow execution path, the values of variables and sObject fields, and any errors or warnings that occur in the flow.
Verified https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_builder_debug.htm&type=5

Question: 2

When can an Invoice be created?

A. At any point before the Fulfillment Order is created, by customizing flow "Create Invoice and Ensure Funds"
B. At any point before the Fulfillment Order is created, by customizing flow "Create invoice"
C. At any point after the Fulfillment Order is created, by customizing flow 'Create Invoice and Ensure Funds*
D. At any point after the Fulfillment Order is created, by customizing flow "Create Invoice'

Answer: D

Explanation:
The correct time and way for creating an Invoice is at any point after the Fulfillment Order is created, by customizing flow "Create Invoice". This flow is a core action that creates an Invoice

record from a Fulfillment Order record, and updates the status of both records accordingly. The administrator can customize this flow to suit their business needs, such as adding conditions, actions, or subflows. Verified https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_om_actions_create_invoice.htm&type=5

Question: 3

A company has an external system that stores client accounting data but they want to be able to search for this data within Salesforce. What three steps should the administrator take to implement this functionality?

A. Create an automated import of the external data using the Job Scheduler
B. Create an automated data capture (or the external system
C. Create an Indirect Lookup field to connect to the Account
D. Create an External Object for each fable of accounting data in the external system
E. Create an External Data Source pointing to the external system's database

Answer: C, D, E

Explanation:
Three steps that the administrator should take to implement this functionality are:
Create an External Data Source pointing to the external system's database. 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.
Create an External Object for each table of accounting data in the external system. An External Object is a type of custom object that maps to a table in an external system. The administrator can create an External Object for each table of accounting data that they want to access from Salesforce, and define its fields and relationships accordingly.
Create an Indirect Lookup field to connect to the Account. An Indirect Lookup field is a type of custom field that links a child External Object record to a parent standard or custom object record. The administrator can create an Indirect Lookup field on the External Object that references the Account object, and specify the external column name and value that match the Account ID.
Verified https://help.salesforce.com/s/articleView?id=sf.external_object_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.external_object_relationships.htm&type=5

Question: 4

An administrator needs to send an Outbound Message to an external accounting system whenever a Fulfillment Order is created. What is the best practice to create this functionality?

A. Create a Process Builder
B. Create a Flow
C. Create an Apex Trigger
D. Create a Workflow Rule

Answer: A

Explanation:
The best practice to create this functionality is to use a Process Builder. A Process Builder is a declarative tool that allows administrators to automate business processes based on certain criteria and actions. The administrator can create a Process Builder that triggers when a Fulfillment Order is created, and then executes an Outbound Message action that sends the information to the external accounting system. Verified
https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.process_action_outbound_message.htm&type=5

Question: 5

Which option is available for an admin to use as middleware to import data to. or export data from Order Management?

A. Use Workbench to access the database
B. Use the Developer console
C. Find an application on AppExchange
D. Write Apex classes to query the database and write to a file
E. Use Data Loader

Answer: E

Explanation:
Use Data Loader. Data Loader is a client application that allows administrators to bulk import or export data from Salesforce using CSV files. The administrator can use Data Loader to import data into Order Management objects, such as Order Summary, Order Item Summary, Fulfillment Order, etc., or export data from these objects for backup or analysis purposes.
Verified https://appexchange.salesforce.com/
https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5

Question: 6

A company has multiple fulfillment centers that they want to utilize when orders are fulfilled. The administrator is tasked with minimizing the distance from fulfillment center to delivery location. How can this be accomplished?

A. Create a Workflow Rule on the Fulfillment Order object that utilizes the Order Management workflow field update actions
B. Add the "Order Routing Rank By Closest Distance" action to the fulfillment flow
C. Modify the Fulfillment Location Search process to search by closes! distance instead of least number of splits
D. Ask a developer to create an Apex Action that can determine the closest fulfillment location

Answer: B

Explanation:
The best way for the administrator to accomplish this task is to add the "Order Routing Rank By Closest Distance" action to the fulfillment flow. This action is a flow core action that ranks the fulfillment locations by their distance from the delivery location, and returns a list of ranked locations. The administrator can use this action to find the optimal fulfillment location for each order based on proximity. Verified
https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_om_actions_order_routing _rank_by_closest_distance.htm&type=5

Question: 7

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

Answer: C

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

Question: 8

An administrator is looking for payment information about a returned item on an Order Summary. Which object should the administrator look at?

A. Return
B. Credit Memo
C. Invoice
D. Return Order Summary

Answer: B

Explanation:
The object that the administrator should look at to find payment information about a returned item on an Order Summary is Credit Memo. A Credit Memo is a record that represents a refund or credit issued to a customer for a returned item. A Credit Memo has a lookup relationship to both Order Summary and Return Order objects, and it contains information such as the credit amount, status, payment method, etc. Verified
https://help.salesforce.com/s/articleView?id=sf.order_management_credit_memo.htm&type=5

Question: 9

Which two statements about the Order Summary object are accurate?

A. It can be deleted using the Delete button
B. it does not exist without the original Order object
C. It is read-only for financial order data
D. It has a single shipping address to which all Order Items will be shipped

Answer: B, C

Explanation:
Two statements about the Order Summary object that are accurate are:
It does not exist without the original Order object. An Order Summary is a record that represents the financial summary of an order that is received from an external system, such as B2C Commerce or B2B Commerce. An Order Summary has a master-detail relationship to the Order object, which means that it cannot exist without its parent Order record.
It is read-only for financial order data. An Order Summary contains financial order data, such as total amount, tax amount, discount amount, etc., that are populated from the external system when the order is created. These fields are read-only and cannot be edited in Order Management.

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

Question: 10

A customer orders two shirts and one jacket in B2C Commerce. The Order is ingested into Order Management. However, the customer decides to cancel the order prior to fulfillment. What object is created and linked to the Order Summary?

A. Suspend Order
B. Change Order
C. Return Order
D. Cancel Order

Answer: D

Explanation:
The object that is created and linked to the Order Summary when a customer cancels an order prior to fulfillment is Cancel Order. A Cancel Order is a record that represents a cancellation request for an order or part of an order. A Cancel Order has a lookup relationship to both Order Summary and Change Order objects, and it contains information such as the cancellation reason, status, date, etc. Verified
https://help.salesforce.com/s/articleView?id=sf.order_management_cancel_order.htm&type=5