



Salesforce

AP-219 Exam

Order Management Administrator Accredited Professional

Exam Latest Version: 6.0

DEMO Version

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Question 1. (Multi Select)

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

Correct 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. (Single Select)

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"

Correct 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_from_actions_create_invoice.htm&type=5

Question 3. (Single Select)

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 closest distance instead of least number of splits

D: Ask a developer to create an Apex Action that can determine the closest fulfillment location

Correct 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 4. (Single Select)

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

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 5. (Single Select)

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

Correct 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



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