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Salesforce Order-Management-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• User Experience and Customization: This section emphasizes leveraging Salesforce's Lightning UI to enhance user experiences. The Salesforce Order Management Administrator Consultant will customize experiences for users and managers through tools like the Lightning Page Editor, Report Builder, and out-of-the-box components. Success in this area ensures optimized workflows and improved operational efficiency.

Topic 2	<ul style="list-style-type: none"> • Data Model: This topic equips the Salesforce Order Management Administrator Consultant to showcase knowledge of critical objects such as Order, Order Summary, Fulfillment Orders, and Return Orders. It involves establishing and tracing integrations with B2C Commerce or other systems, including custom attributes. Proficiency here is pivotal for ensuring seamless data flow and robust Order Management operations within complex business environments.
Topic 3	<ul style="list-style-type: none"> • Process Automation and Integrations: This section helps the Salesforce Order Management Administrator Consultant demonstrate the capability to deliver business value by integrating Order Management with external systems using clicks rather than code. Mastery of navigation within Order Management processes, connecting nodes, and integrating systems efficiently ensures understanding of how to implement effective solutions.

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Salesforce Order-Management-Administrator – Best Practices to Pass Order-Management-Administrator Exam [2026]

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Salesforce Order Management Administrator Accredited Professional Sample Questions (Q66-Q71):

NEW QUESTION # 66

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

Answer: C

Explanation:

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 Invoicerecord 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 References:https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_om_actions_create_invoice.htm&

NEW QUESTION # 67

What are two items that an administrator should consider when building out a flow for one location vs multiple locations?

- A. A default warehouse location should be set first in flows handling multiple locations
- **B. Multiple locations will introduce nested loops which can make the canvas substantially larger**
- C. Having multiple locations mandates writing custom Apex code
- **D. Multiple locations can lead to limit exceptions**

Answer: B,D

Explanation:

When building a flow for multiple locations, an administrator should consider the following challenges:

Multiple locations will introduce nested loops which can make the canvas substantially larger. For example, a flow that handles

multiple fulfillment orders per order and multiple fulfillment order lines per fulfillment order will need to loop through both levels of records. This can make the flow more complex and harder to maintain.

Multiple locations can lead to limit exceptions. For example, a flow that queries or updates a large number of records across multiple locations may hit the SOQL query limit or the DML statement limit. To avoid this, an administrator should use bulkified actions and optimize the flow performance. References: Order Fulfillment Flows, [Flow Performance Best Practices]

NEW QUESTION # 68

Which object record is created when customer returns a product after fulfillment?

- A. Order Summary Adjustment
- **B. Return Order**
- C. Fulfillment Order
- D. Payment Order Summary

Answer: B

Explanation:

Explanation

The object record that is created when customer returns a product after fulfillment is Return Order. A Return Order is a record that represents a return request for an order or part of an order. A Return Order has a lookup relationship to both Order Summary and Change Order objects, and it contains information such as the return reason, status, date, etc. Verified

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

NEW QUESTION # 69

Which three objects are found within Order Management?

Choose 3 answers

- **A. Fulfillment Order**
- **B. Invoice**
- **C. Payment Summary**
- D. Shopping Bag
- E. Warehouse Checklist

Answer: A,B,C

NEW QUESTION # 70

An administrator is running into performance issues due to a high number of records being created in a flow.

How can the administrator modify the flow to improve scalability?

- A. Ask a developer to offload all the Flow functionality to Apex code via Triggers and Apex classes
- B. Offload the creation of records to a Subflow that will be called in the Reference Flow
- C. Ask a developer to create a Flow apex action to offload the creation of records
- **D. Use the Bulk Create Records node in the Flow to improve performance**

Answer: D

Explanation:

Explanation

The best way for an administrator to modify the flow to improve scalability when running into performance issues due to a high number of records being created in a flow is to use the Bulk Create Records node in the Flow. This node allows the administrator to create multiple records of the same object type in one transaction, which reduces the number of database operations and improves the flow performance. Verified References:https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_data_bulk_create.htm&type=5

NEW QUESTION # 71

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- [illegible]