

Free PDF 2026 Efficient Salesforce Order-Management-Administrator: Reliable Salesforce Order Management Administrator Accredited Professional Exam Review



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Salesforce Order-Management-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Deployment and Debugging: In this area, aspiring order management administrator consultant demonstrates a deep understanding of deployment options, life cycles, and the configuration of supporting objects. This includes creating processes from scratch, leveraging pre-set data, and validating results in runtime scenarios.
Topic 2	<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.

Topic 3	<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 4	<ul style="list-style-type: none"> • Order Management Basics: In this topic, the Salesforce Order Management Administrator Consultant learns to position Order Management effectively within Salesforce's core architecture. By articulating the extensible platform capabilities, the ability to integrate with third-party systems, and the overall value proposition, this knowledge helps highlight Order Management's seamless adaptability and efficiency. These insights are crucial for demonstrating business value during client engagements.

>> **Reliable Order-Management-Administrator Exam Review** <<

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Salesforce Order Management Administrator Accredited Professional Sample Questions (Q16-Q21):

NEW QUESTION # 16

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

Answer: A

Explanation:

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

NEW QUESTION # 17

A company's sales team wants the Total Amount field to be included in the Highlights panel at the top of the Credit Memo record page. How can the administrator meet this requirement?

- **A. Edit the Credit Memo page layout to include the Total Amount field in the Highlights Panel**

- B. Edit the properties of the Highlights Panel component on the Credit Memo lightning record page
- **C. Modify the compact layout on the Credit Memo object**
- D. Modify the sales team profile's assigned record type to include the Total Amount field in the Highlights Panel

Answer: C

Explanation:

The best way for the administrator to meet this requirement is to modify the compact layout on the Credit Memo object. A Credit Memo is a record that represents a refund or credit issued to a customer for an order or part of an order. A Credit Memo has various fields and related lists that display information such as the credit amount, status, reason, etc. A compact layout is a type of layout that determines which fields appear in the highlights panel at the top of a record page in Lightning Experience or Salesforce mobile app. The administrator can use the Object Manager to modify the compact layout on the Credit Memo object and add the Total Amount field to the compact layout. This way, the sales team can see the Total Amount field in the highlights panel at the top of the Credit Memo record page. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.order_management_credit_memo.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.compact_layouts_overview.htm&type=5

NEW QUESTION # 18

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
- **C. One Fulfillment Order per destination, totaling 3**
- D. One Fulfillment Order per Fulfillment Location, totaling 2

Answer: C

Explanation:

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

NEW QUESTION # 19

An admin is working with Order Management licensed as standalone (B2C Commerce is not in the scenario).

The admin submits a JSON payload using Workbench and Workbench indicates the operation was successful The second time the same payload is submitted the operation fails. What are two likely causes?

- A. Stock Keeping Unit values must be updated
- B. The stock levels in the org are depleted from the first order
- **C. The Order Reference Number must be updated**
- **D. The payment data must be updated**

Answer: C,D

Explanation:

Explanation

Two likely causes that could make the second submission of the same JSON payload fail are:

The payment data must be updated. The payment data in the JSON payload contains information such as the payment method, amount, and authorization code. If the same payment data is used for the second order, it may cause a duplicate payment error or an invalid authorization error.

The Order Reference Number must be updated. The Order Reference Number is a unique identifier for each order that is generated by the external system and sent in the JSON payload. If the same Order Reference Number is used for the second order, it may cause a duplicate order error or an invalid order error.

Verified References:

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

NEW QUESTION # 20

When a new Payment Summary is created, an email should be sent to the owner of the associated account and an approval after review should be required. What three steps should the administrator do to implement this functionality?

- A. Create an email alert action
- B. Create an email template
- C. Create a flow to send an email to the owner of the associated account when a payment summary is created
- D. Create an approval process on the Payment Summary object
- E. Create a trigger flow when the payment summary is created with an email flow node

Answer: A,B,D

Explanation:

Three steps that the administrator should do to implement this functionality are:

Create an email template. An email template is a reusable message that contains merge fields that are populated with data from records when the email is sent. The administrator can create an email template for the Payment Summary object that includes information such as the payment amount, date, status, etc.

Create an email alert action. An email alert action is a type of action that sends an email to one or more recipients when a flow executes. The administrator can create an email alert action that uses the email template created in the previous step and sends it to the owner of the associated account when a new Payment Summary is created.

Create an approval process on the Payment Summary object. An approval process is a way to automate the approval of records based on certain criteria and actions. The administrator can create an approval process on the Payment Summary object that requires an approval after review from a designated approver.

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

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

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

NEW QUESTION # 21

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