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Topic: 1
Unified Scenario Simulation
Norhaven Components: Onboarding Purchase Order and Returns Collaboration
Business context
Company Background
Norhaven Components is an electronic-parts distributor based in Aarhus, Denmark, supplying connectors, sensors, and cable assemblies to appliance and automotive workshops across the region. It buys the bulk of its catalogue from a handful of trusted manufacturers and prides itself on quick, accurate fulfilment. Until recently every purchase order, confirmation, and delivery note travelled by email and spreadsheet, and a small procurement team stitched the pieces together by hand. Leadership has decided to connect the company's back-end system to its manufacturers over the SAP Business Network so the whole order-to-invoice conversation happens in one place.
Trading Partner Onboarding
The procurement lead has begun inviting the largest manufacturers onto the network as trading partners. The plan is to route each purchase order to the supplier electronically, receive an order confirmation back, then track the shipment and the invoice against the same document. The team is new to Supply Chain Collaboration and wants to understand how a buyer's system, the Cloud Integration Gateway, and the supplier's network account fit together before switching on the first live order. They are anxious not to break the flow that keeps their shelves stocked.
The Order-to-Invoice Journey
For a typical stock replenishment, Norhaven raises a purchase order, the manufacturer confirms what it can ship and when, an advance ship notice announces the goods in transit, the warehouse posts a goods receipt on arrival, and the supplier finally sends an invoice. Today those steps are scattered across inboxes, so no one can see at a glance where a given order stands. The team wants the network to carry each of these documents in sequence so the status of every order is visible end to end.
Confirmation Practices Today
Manufacturers do not always ship exactly what was ordered. Sometimes the full quantity is available, sometimes only part of it can go now with the rest to follow, and occasionally an item is out of stock and must be placed on backorder. Norhaven's clerks currently discover these differences only when a box arrives short, which triggers frantic phone calls and reshuffled customer promises. The company hopes that structured order confirmations on the network will surface these differences the moment the supplier responds, not days later at the loading dock.
Returns and Credits
A steady trickle of parts comes back as wrong, surplus, or faulty. When that happens Norhaven needs to send goods back to the manufacturer and recover the money. Right now returns are handled with ad-hoc emails and manual credit chasing, and the finance team struggles to match a credit against the original purchase. Leadership wants the returns conversation to run on the network too, so a return can be raised, shipped back, received, and settled with a credit in a way both sides can see and reconcile.
Visibility Ambition
Above all, the operations manager wants one screen that shows the state of every collaboration document and highlights the exceptions that need attention. Missing confirmations, overdue shipments, and unmatched invoices should stand out rather than hide in a mailbox. The team has heard the network offers a Supply Chain Monitor for exactly this and wants to understand what it shows and how to use it well. Leadership has asked you to guide the onboarding so the first live orders flow cleanly and the team trusts what they see.

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Your assignment
You are the SAP Business Network Supply Chain Collaboration consultant engaged by Norhaven Components as it onboards its first trading partners. Your task is advisory: for each challenge you weigh the options a consultant faces and recommend the soundest approach for establishing the purchase order flow, handling confirmation variants, running the returns cycle, and giving the team visibility through the Supply Chain Monitor. You are not configuring the system for them; you are reasoning toward the guidance that lets the first live orders flow cleanly and be trusted

1. CHALLENGE 1 — Establishing the Purchase Order Flow

• Explain how the buyer's back-end system exchanges documents with the supplier over the Business Network.
• Recommend the correct sequence of documents from purchase order through invoice.
• Clarify what each party contributes at each step so responsibilities are clear.
• Frame the flow so the team can tell at a glance where an order stands.

Checkpoints

• The Cloud Integration Gateway is identified as the exchange between the buyer system and the network.
• The document sequence is order confirmation, advance ship notice, goods receipt, then invoice.
• Buyer and supplier responsibilities are correctly attributed at each step.

2. CHALLENGE 2 — Handling Order Confirmation Variants

• Describe how an order confirmation can represent a full, partial, or backorder response.
• Explain why surfacing a shortfall at confirmation is better than discovering it on arrival.
• Advise what the buyer should do when only part of an order is confirmed now.
• Keep the guidance grounded in the confirmation document rather than informal calls.

Checkpoints

• Full, partial, and backorder are recognised as valid confirmation responses.
• Early visibility of a shortfall is preferred over discovery at goods receipt.
• The buyer reacts to the confirmed quantities rather than assuming the full order will arrive.

Question: 1

CHALLENGE 1 — Establishing the Purchase Order Flow

Norhaven's procurement lead asks how the company's back-end system will actually exchange purchase orders and responses with a supplier on the network. What do you explain?

A. The Cloud Integration Gateway exchanges the documents between the buyer's back-end system and the supplier's network account.
B. Each buyer clerk must personally email a copy of every purchase order to the supplier and then re-key the reply.
C. The supplier logs into Norhaven's own back-end system directly to read the orders and type confirmations in place.
D. The documents pass through whichever spreadsheet the procurement team happens to keep open, with no defined connection between the two systems at all.

Answer: A

Explanation:

The Cloud Integration Gateway is the exchange that carries documents between the buyer's back-end system and the network, which is the mechanism the flow relies on.

Question: 2

CHALLENGE 1 — Establishing the Purchase Order Flow

The team wants to know the healthy sequence of documents for a normal replenishment order. Which ordering should you confirm?

A. Invoice first, then the purchase order, then a goods receipt, with the order confirmation and ship notice added only if a dispute arises later.
B. Purchase order, order confirmation, advance ship notice, goods receipt, then invoice.
C. Purchase order, invoice, order confirmation, goods receipt, then an advance ship notice.
D. Advance ship notice, purchase order, invoice, order confirmation, then goods receipt.

Answer: B

Explanation:
This is the standard purchase order collaboration sequence, each document following the previous one so status is clear end to end.

Question: 3

CHALLENGE 2 — Handling Order Confirmation Variants

A supplier can meet only part of an order now and will send the remainder later. How should this appear to Norhaven?

A. As a silent change the buyer will only notice when the short delivery physically arrives at the warehouse dock and is counted by hand.
B. As a brand-new purchase order that quietly cancels and replaces the original order without any reference to it.
C. As a partial order confirmation showing the quantity shipping now with the balance to follow.
D. As an invoice for the full ordered quantity regardless of what the supplier can actually ship.

Answer: C

Explanation:
A partial confirmation is exactly how the supplier signals it will ship some now and the rest later, giving the buyer early clarity.

Question: 4

CHALLENGE 2 — Handling Order Confirmation Variants

Why does Norhaven benefit from reading a partial or backorder confirmation as soon as it arrives rather than waiting?

A. Because reading confirmations early automatically forces every supplier to always ship the complete quantity without exception.
B. Because a confirmation, once read early, removes any need to ever post a goods receipt when the shipment eventually arrives at the warehouse.
C. Because an early confirmation means the invoice can be skipped entirely for that order.
D. Because early knowledge of a shortfall lets the team adjust customer promises before the goods are due, not after they fall short.

Answer: D

Explanation:
Early visibility of a shortfall is the core value: the team can re-plan promises while there is still time to act.
Topic: 2
Micro Skill Drill Exam

Question: 5

Norvask Bearings in Debrecen, Hungary, sends raw steel blanks to an external subcontractor who machines them into finished bearing races and returns the completed parts. Right now, Norvask only finds out how many blanks the subcontractor has actually used once the finished bearings are delivered and someone manually counts what came back against what was shipped out weeks earlier. That delay means a component shortage at the subcontractor's site is invisible until a shipment is late, and Norvask's own planners can't tell whether the subcontractor is running low on blanks until it's already a production problem. A separate complication has emerged too: one order now needs to route through a second, sub-tier supplier who performs a coating step before the parts reach the primary subcontractor, and nobody is sure the current network setup even supports that extra hop. The operations lead wants real-time insight into blank consumption and a workable path for the multi-tier order.
What should Norvask put in place to gain real-time visibility of component consumption at the subcontractor and support the added sub-tier coating step?

A. Enable real-time component consumption reporting from the subcontractor and configure the partner roles needed to route the order across the sub-tier supplier in a multi-tier order.
B. Have Norvask's own planners periodically visit the subcontractor's site in person to physically verify remaining blank inventory and manually reconcile it against the original shipped quantities before deciding whether a new batch of blanks needs to be released for that specific order.
C. Increase the quantity of blanks shipped to the subcontractor each cycle so a shortage becomes less likely regardless of consumption visibility.
D. Ask the subcontractor to email a weekly inventory count of remaining blanks so Norvask can estimate when a shortage might occur.

Answer: A

Explanation:
Real-time component consumption reporting gives Norvask an up-to-date view of blank usage, and configuring partner roles for multi-tier is exactly what's needed to route the order through the sub-tier coating step.

Question: 6

Orvello Castings, a foundry supplying castings under long-running agreements in Odense, Denmark, buys raw alloy ingots from one upstream mill under a scheduling agreement rather than one-off purchase orders. The buyer sends a rolling delivery schedule showing several months of forecast quantities plus a nearer-term window of firm, just-in-time requirements the mill is expected to actually deliver against. Recently the mill has been treating every number on the schedule as equally binding, sourcing raw material and staffing shifts as if the far-out forecast quantities were guaranteed orders, then complaining loudly when Orvello's actual near-term releases come in lower than the distant forecast figure. The planning lead wants the mill to understand that only the near-term firm portion of the schedule represents a confirmed, JIT-style commitment, while the rest is directional planning input that can still move before it becomes firm. Left uncorrected, the mismatch risks the mill either over-committing scarce alloy capacity to a number that was never guaranteed, or under-preparing for the firm requirement it should actually be ready to ship against.
How should the mill correctly interpret and respond to the delivery schedule it receives under the scheduling agreement?

A. Ignore the forecast portion of the schedule entirely, wait for Orvello to issue a completely separate standalone purchase order for every batch, and only begin sourcing raw alloy ingots once that separate order document has actually arrived.
B. Escalate a complaint each time a firm release differs from an earlier forecast quantity shown further out on the schedule.
C. Treat every quantity on the schedule, forecast and firm alike, as an equally binding order the mill must fulfill in full.
D. Use the forecast portion for planning purposes and confirm firmly only against the near-term, just-in-time requirements the schedule identifies as firm.

Answer: D

Explanation:
This matches how a scheduling agreement's delivery schedule works: forecast quantities guide planning while only the firm, near-term JIT requirements are the confirmed commitment to deliver against.

Question: 7

Vandra Components, an electronics contract manufacturer in Kaunas, Lithuania, buys connectors and passive components from a dozen regional suppliers. Order status today arrives by phone call and email attachment: a buyer emails a purchase order, then waits for a supplier reply that might be a PDF, a fax, or nothing at all until a truck shows up at the dock. When a shipment is short or late, nobody at Vandra can see that until goods actually arrive, so production schedules are built on hope rather than confirmed

data. Management has approved a Business Network subscription and wants every supplier's order confirmations, ship notices and invoices to flow into the back-end system automatically, with one place to see which purchase orders are unconfirmed, unshipped, or stuck in exception. The rollout team must decide which architectural piece actually gives the buyer that single, ongoing view of collaboration status across every connected supplier, rather than relying on suppliers to proactively phone in updates whenever they remember to.
Which SAP Business Network Supply Chain Collaboration component should Vandra rely on for a single, ongoing view of collaboration document status and exceptions across all connected suppliers?

A. Review the Cloud Integration Gateway's document mapping configuration, since that screen is where each order confirmation and ship notice format is defined for outbound transmission.
B. Ask each supplier to send a weekly status email summarizing every open purchase order, ship notice and invoice so the buying team can track exceptions manually across the whole supplier base.
C. Print and file each supplier's order confirmation as it arrives, so the buying team has a physical record to check against later deliveries.
D. Adopt the Supply Chain Monitor so the buyer sees the status of every collaboration document, including confirmations, ship notices and invoices, in one continuously updated view.

Answer: D

Explanation:
The Supply Chain Monitor is built precisely to give the buyer ongoing visibility of collaboration document status and exceptions across every connected supplier, replacing ad hoc status chasing.

Question: 8

Brancy Motors, an automotive parts distributor in Graz, Austria, received a batch of alternator housings that failed an incoming quality check. The warehouse lead wants to send the defective units back to the supplier and eventually see the cost credited, but the team is unsure which network documents actually carry a return through to settlement. Right now, staff have been physically packing the boxes and calling the supplier's account manager to arrange a truck, then waiting weeks for a credit memo that sometimes never arrives because the supplier's finance team never learns a return happened at all. The purchasing manager wants a repeatable, document-driven sequence so that every return is visible to the supplier from the moment it's raised through to the day the buyer is credited, without depending on someone remembering to make a phone call. The consultant is asked to lay out the correct sequence of network documents this returns flow should generate.
What is the correct document sequence for a returns collaboration flow from initiation through settlement?

A. A phone call to the supplier's account manager, an emailed packing list describing the defective housings, a supplier-side goods receipt, and a manually issued refund posted directly to Brancy's accounts payable ledger outside the network.
B. An advance ship notice for the defective goods, followed by a goods receipt reversal posted at Brancy's warehouse.
C. A returns purchase order raised by the buyer, an outbound delivery and goods issue at Brancy, a return ship notice, and a credit memo to settle the return.

D. A quality notification opens the case, followed directly by a credit memo once the supplier reviews photos of the defect.

Answer: C

Explanation:
This is the standard returns collaboration sequence: returns purchase order, outbound delivery and goods issue, return ship notice, then the credit memo settles the return, giving the supplier visibility at every step.

Question: 9

Trellium Fasteners, a fastener manufacturer in Wroclaw, Poland, keeps a bin of a key supplier's specialty bolts on its own shop floor under a consignment arrangement: the bolts belong to the supplier until Trellium's line actually pulls them for assembly. Currently, the shop floor logs consumption on a paper tally sheet at the end of each shift, and once a month someone keys the month's total into a spreadsheet that is emailed to the supplier so they can invoice for what was used. The supplier says the monthly total often disagrees with their own records, and by the time any discrepancy surfaces, several more weeks of consumption have already happened. The plant manager wants consumption of consignment stock to be recognized and reported automatically as it happens, so the supplier is kept continuously informed and the eventual settlement invoice reconciles cleanly against actual usage rather than a manually retyped monthly figure.
What should Trellium implement so consignment stock consumption is recognized and communicated to the supplier as it happens, rather than through a manual monthly total?

A. A stricter instruction to the shop floor to record every pull on the paper tally sheet more carefully and legibly each shift.
B. A quarterly physical stock count of the consignment bin so that any consumption missed on the tally sheet is caught and corrected retroactively before the supplier's next scheduled invoice run, keeping the paper-based process but auditing it less frequently rather than more.
C. A monthly reconciliation meeting where Trellium and the supplier compare tally sheets and spreadsheet totals before an invoice is agreed and issued for the month.
D. A transfer posting at the point of consumption that moves the bolts from consignment to owned stock, with a product activity message signaling the consumption to the supplier.

Answer: D

Explanation:
The transfer posting recognizes consumption the moment it happens and moves stock from consignment to owned, while the product activity message immediately informs the supplier, replacing the manual monthly total with real-time signals.

Question: 10

Kelthorn Instruments, a precision-instrument assembler in Brno, Czechia, buys a critical sensor component from a single qualified supplier. Recently, several purchase orders sent to that supplier have

been silently split: the supplier ships part of the ordered quantity immediately and holds the rest back for a later date, but the buyer's system never receives anything indicating the split, so the warehouse schedules a single receiving slot expecting the full quantity and is repeatedly surprised by an incomplete delivery. Production planning assumes an order is either fully open or fully received, so partial deliveries throw off the assembly schedule every time, and the warehouse supervisor has started padding every receiving slot with extra buffer time just in case, which wastes dock capacity on the days a delivery does arrive complete. The purchasing lead wants the supplier's response to make clear, ahead of shipment, that only part of the quantity is being fulfilled now and the remainder is backordered, so the warehouse and planning can react before goods arrive rather than after the truck is already unloading at the dock. Which document should the supplier send to communicate that only part of a purchase order's quantity will ship now, with the remainder backordered?

A. An advance ship notice listing the carrier and expected arrival time for whatever quantity is loaded onto the truck.
B. A fresh purchase order raised internally by Kelthorn's planner to cover the unconfirmed remainder as a separate line, so both quantities appear as open orders the supplier can act on independently and the warehouse can plan two distinct receiving windows well in advance.
C. A partial order confirmation identifying the confirmed quantity and flagging the remaining quantity as backordered.
D. A goods receipt posting recorded once the partial shipment physically arrives at Kelthorn's warehouse dock.

Answer: C

Explanation:
A partial order confirmation communicates the confirmed quantity and backorder status back to the buyer before shipment, exactly the advance signal planning needs.

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