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Topic: 1
Unified Scenario Simulation
Marlowe Diagnostics: Guided Buying Rollout for Compliant Requisitioning
Business context
Company Background
Marlowe Diagnostics is a laboratory-equipment distributor based in Bristol, United Kingdom, supplying analysers, reagents, and consumables to hospitals and research institutes across the region. It grew from a single depot into a national distributor and now employs several hundred staff across sales, service, and back-office functions. Requesters everywhere from field engineers to lab administrators buy the parts and supplies they need day to day. Leadership has approved a move to SAP Ariba Buying and Invoicing so that scattered, inconsistent buying can run through one governed channel.
Current Situation
Today requesters raise purchases through a mix of email, spreadsheets, and direct calls to familiar suppliers, and few of them think of themselves as procurement people. Many find the full requisitioning screens intimidating and abandon requests halfway, then revert to informal channels. The procurement team believes this is why so much spend lands outside agreed contracts. They want the new solution to feel closer to consumer online shopping than to an enterprise form, so that occasional buyers can complete a compliant request without training.
Business Context
The programme sponsor is clear that adoption is the make-or-break risk. If the guided experience is cluttered or confusing, staff will route around it exactly as they do now, and the investment will not pay back. Early workshops surfaced a wish list of dozens of tiles and shortcuts, and the team is unsure how much to show on the first screen a requester sees. There is also disagreement about whether every commodity area needs its own entry point or whether a smaller, curated set would serve most requesters better.
Supplier Context
The catalogue landscape is uneven. A handful of strategic suppliers can provide hosted catalogue content or punchout sites, while many long-tail suppliers offer nothing structured at all. Some categories, such as calibration services, have no catalogue and are always described free-hand. The team has to decide how requesters reach each kind of content without being forced to know in advance whether an item sits in a catalogue, a form, or a supplier's own web store.
Governance Context
Finance and compliance want the guided experience to steer behaviour, not merely record it. They expect certain requests to trigger warnings, others to be blocked outright, and preferred suppliers to be favoured wherever a choice exists. High-risk purchases should pull in the right questions before a requisition is ever submitted. The team is weighing how firmly to enforce each rule, mindful that too many hard stops early on could frustrate the very requesters they are trying to bring on board.
Approval Context
Approvals today are opaque; a requester rarely knows who will sign off or why a request has stalled. The finance director wants the new flow to make the path visible and to keep low-value, on-contract purchases moving quickly while reserving scrutiny for genuine exceptions. Several managers have asked whether they can be added as observers on requests in their area without becoming a blocking step. The team must decide how the approval design supports adoption rather than undermining it.
Implementation Goals

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The sponsor wants a first wave covering the largest requester population and the most common categories, followed by later waves that widen coverage. Success will be judged on how much everyday spend flows through the guided channel and how little leaks back to informal buying. Leadership has engaged you as the SAP Ariba consultant to advise how the guided experience is framed, how requests are routed, how policy is enforced, and how approvals and suppliers are readied so the rollout earns the adoption it depends on.

Your assignment

You are the SAP Ariba Buying and Invoicing consultant advising Marlowe Diagnostics' procurement programme. Your task is advisory: for each challenge you weigh the options a consultant faces and recommend the soundest approach for framing the guided landing experience, routing requests to the right content path, enforcing policy proportionately, and readying approvals and suppliers. You are not configuring the realm for them here; you are reasoning toward guidance that earns adoption while keeping spend compliant

1. CHALLENGE 1 — Framing the Guided Buying Landing Experience

• Recommend how much and what kind of content the guided landing page should present to an occasional requester.
• Advise how tiles and shortcuts should be prioritised so the most common needs are reachable first.
• Explain why a curated, role-relevant layout tends to support adoption better than an exhaustive one.
• Frame how the landing design keeps requesters inside the governed channel rather than reverting to informal buying.

Checkpoints

• The landing recommendation favours a curated set aligned to real requester demand over an exhaustive list.
• Prioritisation is justified by frequency and relevance, not by listing every commodity area equally.
• The rationale ties layout choices to adoption and compliant-channel usage.

2. CHALLENGE 2 — Routing Requests Across Catalog, Form, and Punchout Paths

• Advise how guided buying should route a requester to catalogue items, forms, and punchout stores without prior knowledge of where content lives.
• Recommend how categories with no catalogue content, such as calibration services, are requested.
• Explain how a single search-and-guide entry reduces abandoned requests.
• Frame how punchout differs from hosted catalogue content in the requester's journey.

Checkpoints

• Routing is described as guiding the requester to the correct path rather than requiring them to choose it upfront.
• Non-catalogue needs are handled through forms rather than forcing a catalogue that does not exist.
• Punchout is correctly characterised as shopping on the supplier's site and returning the cart.

3. CHALLENGE 3 — Enforcing Policy Through Guided Buying Controls

• Match each expectation — warn, block, favour preferred suppliers, pull in risk questions — to the appropriate guided buying policy mechanism.
• Advise how firmly to enforce early so governance does not deter first-wave adoption.
• Explain how validation policies differ from supplier policies in what they control.
• Frame how risk engagement policies bring the right questions before submission.

Checkpoints

• Each expectation is mapped to the correct policy type rather than a single blanket control.
• Enforcement firmness is calibrated to protect adoption while still steering behaviour.
• Preferred-supplier steering is placed with supplier policy, not confused with generic validation.

4. CHALLENGE 4 — Readying Approvals and Suppliers for Adoption

• Advise how approval paths can stay visible while keeping low-value, on-contract requests moving.

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• Recommend how managers can observe requests in their area without becoming a blocking step.
• Explain how supplier enablement readies suppliers to receive orders and transact.
• Frame the correct sequence of readiness steps before the first wave opens to requesters.

Checkpoints

• Approval design speeds compliant spend and reserves scrutiny for exceptions.
• Non-blocking observation is placed with a watcher role rather than an approval node.
• Supplier enablement is sequenced as a prerequisite to transacting, not an afterthought.

Question: 1

CHALLENGE 1 — Framing the Guided Buying Landing Experience
The team argues over how many tiles to place on the first guided buying screen requesters will see. What do you recommend?

A. Present a curated set of tiles aligned to the most common requester needs.
B. Place every available commodity tile on the first screen at once, so no requester ever has to search for a category later.
C. Show only a single generic search box with no tiles, so requesters always type what they want instead of browsing.
D. Let each requester build their own first screen from scratch, so the layout reflects personal preference rather than shared design.

Answer: A

Explanation:
A curated set aligned to common needs keeps the entry experience approachable, which is what sustains adoption among occasional buyers.

Question: 2

CHALLENGE 1 — Framing the Guided Buying Landing Experience
A sponsor wants to know how to decide which shortcuts earn a place on the landing page. What framing do you recommend?

A. Rank shortcuts by how visually distinctive their icons are, since eye-catching tiles get clicked most often.
B. Rank shortcuts by which suppliers request the most prominence, since supplier relationships drive placement.
C. Rank shortcuts by frequency and relevance to the requester population.
D. Rank shortcuts alphabetically by category name, so requesters can always predict where each one appears.

Answer: C

Ordering by frequency and relevance puts the requests people actually make within immediate reach, directly supporting adoption.

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Explanation:

Question: 3

CHALLENGE 1 — Framing the Guided Buying Landing Experience
Some workshop attendees push to add dozens of niche tiles now so nothing is ever missing. Why might you push back?

A. Adding every niche tile is fine, because more options always make a tool more useful to more people.
B. An overloaded landing page buries common tasks and intimidates occasional buyers.
C. Niche tiles should be removed entirely, since only catalogue items ever belong on a guided landing page.
D. The landing page should show nothing until each niche tile has been individually approved by finance.

Answer: B

Explanation:
Overloading the entry screen buries frequent tasks and deters the occasional buyers the rollout must win over, so restraint protects adoption.

Question: 4

CHALLENGE 1 — Framing the Guided Buying Landing Experience
Leadership asks what outcome a well-framed landing experience should protect above all. What do you emphasise?

A. That the page displays the maximum number of tiles technically supported, as a sign the platform is fully used.
B. That each department gets an equal number of tiles, so no team feels its area was given less prominence.
C. That the design showcases the newest catalogue suppliers first, so recent onboarding is always visible.
D. That everyday requests stay inside the guided channel, so spend does not leak back to informal buying.

Answer: D

Explanation:
Keeping everyday requests in the guided channel is the core goal, because leaked spend is precisely the compliance problem the rollout targets.

Question: 5

CHALLENGE 2 — Routing Requests Across Catalog, Form, and Punchout Paths

A requester does not know whether the pump they need is in a catalogue, a form, or a supplier's own store. How should guided buying handle this?

A. Require the requester to select the content type first, so the system knows which path to open before searching, an approach the team could revisit later.
B. Send every request through a free-text form regardless, so there is only ever one path to learn.
C. Guide the requester from a single search so the tool surfaces catalogue items, forms, and punchout options for the need.
D. Ask the requester to email procurement, who then decide the path and raise the request on their behalf.

Answer: C

Explanation:
Guiding from one search lets the tool present the right path for the need, sparing the requester from knowing where content lives.

Question: 6

CHALLENGE 2 — Routing Requests Across Catalog, Form, and Punchout Paths
Calibration services have no catalogue content and are always described case by case. How should requesters buy them in guided buying?

A. Through a free-text or form-based request that captures the service details where no catalogue exists.
B. By forcing a placeholder catalogue item that stands in for whatever service is actually needed.
C. By blocking the request until a supplier builds a hosted catalogue for calibration services first, depending on how the rollout proceeds.
D. By having each requester punch out to a random supplier site and hope calibration appears there.

Answer: A

Explanation:
A form or free-text request is the right path when no catalogue content exists, capturing the specifics the service needs.

Question: 7

CHALLENGE 2 — Routing Requests Across Catalog, Form, and Punchout Paths
A stakeholder asks what punchout actually does in the requester's journey. How do you describe it?

A. It downloads the supplier's entire price file into Marlowe so requesters browse a local copy of the store, as the programme sees fit over time.
B. It emails the supplier the requirement and waits for them to send back a quote to paste into the request.
C. It replaces the guided buying home page with the supplier's site permanently for all future requests.

D. It takes the requester to the supplier's own store to shop, then returns the selected cart into the requisition.

Answer: D

Explanation:
Punchout hands the requester to the supplier's live store and returns the chosen cart into the requisition, keeping pricing current.

Question: 8

CHALLENGE 2 — Routing Requests Across Catalog, Form, and Punchout Paths
The team worries requesters abandon requests when they cannot find items. Which design most directly reduces that abandonment?

A. Publishing a printed directory that lists which supplier each category belongs to for requesters to consult, subject to how volumes develop.
B. A single guided search that surfaces catalogue, form, and punchout options together for the requester's need.
C. A rule that requesters may only buy from one supplier per category to keep the number of choices small.
D. A weekly training session requiring every requester to memorise where each type of content is stored.

Answer: B

Explanation:
One guided search that surfaces all relevant paths lets requesters find the need in a single place, which is what cuts abandonment.

Question: 9

CHALLENGE 3 — Enforcing Policy Through Guided Buying Controls
Finance wants some purchases to warn the requester and others to be stopped completely. Which mechanism fits these expectations?

A. Supplier policies, since choosing the supplier is what determines whether a purchase should be warned or stopped.
B. Approval rules alone, since routing a request to an approver already covers both warning and blocking needs.
C. Commodity code mapping, since the code assigned to an item is what decides whether it is allowed.
D. Validation policies, which can raise a warning or block a request based on the conditions finance defines.

Answer: D

Explanation:
Validation policies are built to warn or block on defined conditions, matching finance's expectation directly.

Question: 10

CHALLENGE 3 — Enforcing Policy Through Guided Buying Controls
Compliance wants requesters steered toward preferred suppliers wherever a choice exists. Which control best delivers this?

A. Supplier policies that favour preferred suppliers and flag or discourage non-preferred ones during the request.
B. A validation policy that blocks every request until the requester types the word preferred into a comment box, according to local preference.
C. Removing all non-preferred suppliers from the system so no requester can ever reach them again.
D. A landing page banner reminding requesters to try to remember which suppliers are preferred.

Answer: A

Explanation:
Supplier policies are designed to favour preferred suppliers and steer requesters away from non-preferred ones as they buy.

Question: 11

CHALLENGE 3 — Enforcing Policy Through Guided Buying Controls
High-risk purchases should pull in the right questions before a requisition is submitted. Which policy achieves this?

A. A checkout section generation policy, since it controls the order in which existing sections appear at checkout.
B. A commodity code policy, since assigning the code is what gathers any extra information a purchase needs.
C. A risk engagement policy that surfaces the relevant risk questions for qualifying purchases before submission.
D. A supplier policy, since the supplier chosen is the only factor that determines a purchase's risk level.

Answer: C

Explanation:
Risk engagement policies bring the appropriate risk questions into qualifying requests before submission, which is exactly the expectation.

Question: 12

CHALLENGE 4 — Readying Approvals and Suppliers for Adoption
The finance director wants low-value, on-contract requests to move quickly while exceptions get scrutiny. How should approvals be designed?

A. Route every request through the same full chain of approvers, so consistency is guaranteed for all spend.
B. Design approval rules so compliant, low-value, on-contract requests take a short path while exceptions trigger added review.
C. Remove approvals entirely for the first wave, so nothing slows a requester down during early adoption.
D. Require the finance director personally to approve each request, so nothing is ever missed regardless of value, an approach the team could revisit later.

Answer: B

Explanation:
Rules that fast-track compliant low-value spend and escalate exceptions match the director's intent and protect adoption.

Question: 13

CHALLENGE 4 — Readying Approvals and Suppliers for Adoption
Several managers want to see requests in their area without becoming a step that can hold them up. What do you recommend?

A. Add each manager as a mandatory approver, since visibility and approval should always go together.
B. Give managers no visibility at all, since anyone who can see a request will inevitably try to block it, depending on how the rollout proceeds.
C. Send managers a weekly spreadsheet export instead of any in-tool visibility into current requests.
D. Add the managers as watchers so they can observe requests in their area without becoming a blocking approval step.

Answer: D

Explanation:
A watcher role gives managers visibility of their area's requests without inserting a blocking approval, meeting the ask precisely.

Question: 14

CHALLENGE 4 — Readying Approvals and Suppliers for Adoption
Before the first wave opens, the team debates the order of supplier readiness steps. Which sequence do you recommend?

A. Enable and confirm suppliers can transact on the network first, then open guided buying so orders can actually reach them.
B. Open guided buying to requesters first, then begin enabling suppliers once orders start to pile up unsent.
C. Enable suppliers only after the first invoices are disputed, since problems reveal which suppliers matter.
D. Skip supplier enablement altogether, since guided buying works whether or not suppliers can receive orders, as the programme sees fit over time.

Answer: A

Explanation:
Enabling suppliers to transact before requesters go live ensures orders can actually be delivered, so enablement is a prerequisite to the wave.
Topic: 2
Micro Skill Drill Exam

Question: 15

Talveda Interiors in Porto, Portugal wants occasional office buyers to reach approved suppliers without training on the full procurement screens. Casual users find the standard interface intimidating and often abandon purchases or buy off-contract. The project team is configuring the guided experience and debating how to steer these users toward compliant choices for common needs like stationery and IT peripherals.
Which guided buying configuration best steers casual buyers toward compliant purchases?

A. Disable all catalogs so that each purchase must be typed in manually as free text by the buyer.
B. Give every casual buyer full modeler-style access to the complete set of advanced procurement screens.
C. Remove the approval workflow entirely so casual purchases are always submitted faster to suppliers.
D. Publish curated landing-page tiles that route common needs to approved catalogs and forms.

Answer: D

Explanation:
Landing-page tiles present a simple, curated entry point that channels casual buyers into approved catalogs and forms, improving compliance without procurement training.

Question: 16

Kessandro Optics in Graz, Austria sends most purchase orders electronically to suppliers on the SAP Business Network, but one small local supplier is not registered on the network and has no electronic address configured. Orders to that supplier sit in a queue and never reach them, delaying deliveries. The buyer needs a way to get these specific orders out while the supplier remains unregistered.
How should the buyer dispatch orders to the unregistered local supplier?

A. Route those orders by an alternate method such as email or fax defined on the supplier record.
B. Cancel every order to that supplier and re-source all of the items from a different registered supplier instead.
C. Manually print each purchase order and re-key its full contents into the supplier portal as a brand-new order.
D. Leave the orders queued and simply wait until the supplier eventually decides to register on the network.

Answer: A

Explanation:
When a supplier is not on the Business Network, orders are dispatched through an alternate routing method like email or fax set on the supplier, so they still reach the supplier.

Question: 17

At Brelmark Foods in Cork, Ireland, staff order both stocked packaging materials from catalogs and one-off consultancy days that have no catalog entry. A new buyer keeps trying to force the consultancy purchase through the standard catalog item flow and gets stuck because there is no line to add. The team wants guidance on the correct requisition approach for work that is priced by effort rather than by a fixed catalog unit.
What is the appropriate way to requisition the non-catalog consultancy work?

A. Add the consultancy as a normal catalog line item and enter a quantity of one unit against it.
B. Enter it as a receipt first and let the system generate the requisition backward from the recorded receipt.
C. Refuse the request because anything without a catalog entry cannot be purchased through the system at all.
D. Create a service requisition that captures the service description and expected value rather than a fixed catalog quantity.

Answer: D

Explanation:
Services priced by effort are raised as service requisitions describing the work and an expected amount, since there is no fixed catalog unit to order by quantity.

Question: 18

Wyndholt Brewing in Leuven, Belgium receives bottling supplies against purchase orders. A pallet arrives with fewer cases than ordered, and the receiving clerk is unsure whether to record what physically arrived or the full ordered amount so the paperwork looks complete. Downstream invoice matching depends on receipts reflecting reality, and leadership wants accurate on-hand figures.
What should the clerk record when fewer cases arrive than were ordered?

A. Record the delivered cases but deliberately raise the unit price to make the receipt value equal the order.
B. Record a partial receipt for the quantity actually delivered.
C. Record the full ordered quantity now so the order shows as completely received and closed.
D. Record nothing at all until the remaining cases from the shipment eventually arrive in a later delivery.

Answer: B

Explanation:
Receiving should reflect what physically arrived, so a partial receipt for the delivered quantity keeps stock and invoice matching accurate.

Question: 19

Fenmar Textile in Vilnius, Lithuania was overbilled by a supplier who accidentally invoiced ten rolls of fabric instead of the eight that were ordered and received. The supplier acknowledges the error and wants to correct it against the same order without cancelling the whole invoice, since eight rolls were genuinely delivered and are payable.
What document should the supplier issue to correct the overbilled quantity?

A. A second full invoice for all ten rolls that simply replaces and supersedes the first incorrect invoice entirely.
B. A credit memo referencing the invoice for the two rolls that were billed but not delivered.
C. A brand-new purchase order raised by the buyer to formally document the two extra rolls that were billed.
D. A receipt adjustment by the buyer that quietly increases the received quantity to ten to match what was billed.

Answer: B

Explanation:
A credit memo tied to the original invoice reverses the value of the two undelivered rolls while leaving the valid charge for eight rolls intact.

Question: 20

Norvant Castings, a metal-parts maker in Liege, Belgium, is adopting SAP Ariba Buying and Invoicing. Leadership keeps describing it as the tool that will run their competitive bidding events and pick winning suppliers, and they expect it to replace their finance ledger too. The implementation lead needs to reset expectations so the project scope is understood before design workshops begin, because several requested features actually belong to other solutions in the suite.
How should the lead describe the scope of SAP Ariba Buying and Invoicing within source-to-pay?

A. It becomes the system of record for the general ledger, replacing the ERP for all financial postings.
B. It runs supplier discovery and formal RFx bidding events and awards the winning bid to a supplier automatically.

C. It handles the operational procure-to-pay steps of requisition, order, receipt and invoice, while sourcing events live in a separate solution.
D. It is only a catalog search screen and cannot create orders or process supplier invoices.

Answer: C

Explanation:
Buying and Invoicing covers the downstream operational buying and invoicing flow; competitive events and award decisions belong to a dedicated sourcing solution, and financial postings stay in the ERP.

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