SAP

C_TB120

SAP Certified - SAP Business One

Latest Version: 4.1

1. Unified Scenario Simulation
2. Micro Skill Drill Exam

Topic: 1
Unified Scenario Simulation
Matabele Disposables Onboards a Regional Hotel Trade Account
****Business Context****
Matabele Catering Disposables is a wholesale distributor in Bulawayo, Zimbabwe, supplying paper cups, napkins, takeaway containers, and disposable cutlery to hotels, restaurants, and event caterers across the region. It sells almost entirely on trade accounts rather than to walk-in buyers, so accurate customer master data drives its billing. The company moved onto SAP Business One earlier in the year, and its small finance and sales team is still settling into everyday use. Most orders leave a central warehouse, while a smaller branch counter serves one outlying district on its own.
****System Landscape****
The team works mainly in the SAP Business One client, with a few staff using the Web client for quick lookups. Business partners, items, price lists, and posting periods were set up during implementation with help from an external consultant, who has since stepped back to occasional support. Day to day, sales staff raise quotations, orders, deliveries, and A/R invoices, while the finance clerk manages incoming payments, the aging report, and the monthly close. Numbering series and authorizations were configured once and have rarely been revisited since go-live.
****Account Onboarding****
This month the company won its largest account yet: Highveld Hotels Group, a chain running several properties in nearby cities. During negotiation the two sides agreed a specific billing cycle and a contracted rate schedule that sits below the ordinary trade pricing. A sales administrator created the Highveld Hotels Group business partner record quickly so the first orders could go out, copying most settings from an older customer to save time. The first three invoices were raised and delivered within the opening fortnight of the relationship.
****Billing Observation****
When the finance clerk ran the aging report at mid-month, all three Highveld Hotels Group invoices appeared in the most overdue column, even though the agreed billing cycle had barely begun. The clerk opened one invoice and found its due date set only a day after the posting date. On the same review, a sales supervisor noticed that the price proposed on a new Highveld order did not match the contracted schedule; someone had keyed a manual reduction on a single quotation line to make one document come out right.
****Access Context****
The branch counter's sales lead was asked to help service the Highveld account but reported being unable to see the account's orders and activities in her document lists, while she could open the sales windows themselves without difficulty. The finance clerk, wanting to keep things moving, suggested simply widening the branch lead's permissions until the account became visible. The sales supervisor was uneasy about broadening access more than the situation required and asked for a closer look before anything was changed at the counter.
****Close Preparation****
As the month drew to a close, the finance clerk tried to post a corrected invoice dated back to the first week to replace one that had gone out with the wrong terms. The system would not add the document with that earlier date. With the close approaching and the consultant available only briefly, the team

wanted to understand which underlying settings were driving each of these observations before making changes that might ripple into the customer's balance, the aging view, and the month-end figures.

Your assignment

You are supporting Matabele Catering Disposables as an implementation associate working under the guidance of an experienced SAP Business One consultant. The finance clerk and sales supervisor have raised several observations while onboarding the Highveld Hotels Group account: invoices showing as overdue, a proposed price that does not match the contract, a branch lead who cannot see the account's records, and a backdated correction that will not post. Your task is to reason from each observation to the underlying master-data or setup precondition, advise the proportionate corrective direction, and describe the evidence that would confirm the fix — without over-scoping any single change. Treat each observation as a symptom whose cause lies upstream in configuration or master data

1. CHALLENGE 1 — Aligning Customer Payment Terms With the Agreed Billing Cycle

• Advise where the due date on a customer document is derived from, and explain why only the Highveld account is affected while established customers bill correctly.

• Recommend the correction that resolves the cause for all future documents rather than repairing the three open invoices in isolation.

• Describe how the already-posted invoices should be brought into line with the agreed cycle.

Checkpoints

• A freshly raised document for the account proposes a due date that follows the agreed billing cycle.

• The reissued invoices carry the corrected dates and the aging report no longer overstates the overdue balance.

2. CHALLENGE 2 — Sourcing the Correct Proposed Price for the New Account

• Explain what determines the price a document proposes for a business partner, and identify the most likely reason the account is proposing standard trade prices.

• Recommend an approach that corrects future orders at the account level without altering prices for other trade customers.

• Advise why the manual line reduction should be removed rather than retained as a routine.

Checkpoints

• A new order for the account proposes the contracted rate without any manual line edits.

• Other trade customers on the standard list see no change in their proposed prices.

Question: 1

CHALLENGE 1 — Aligning Customer Payment Terms With the Agreed Billing Cycle

The three Highveld Hotels Group invoices show due dates one day after their posting date, so the aging report lists them as the most overdue balances on the account.
What is the most appropriate first action to correct the due dates and prevent the same result on future invoices?

A. Adjust the due date on each of the three open invoices by hand so the aging report clears, treating the dates as a data-entry slip on those particular documents.
B. Ask the customer to accept the earlier due dates for this first cycle, since re-billing now would delay the account and the terms can be corrected next month.
C. Correct the payment terms assigned on the Highveld business partner master so future documents derive the agreed cycle, then reissue the affected invoices.

D. Leave the invoices as posted and exclude the Highveld account from the aging report until the billing cycle stabilises, keeping the month-end review uncluttered.

Answer: C

Explanation:
Due dates are derived from the payment terms linked to the business partner, so the one-day gap shows the record carries near-immediate terms copied from the old customer rather than the agreed cycle. Correcting the payment terms on the master fixes every future document, and reissuing the three invoices lets them inherit the right dates.

Question: 2

CHALLENGE 1 — Aligning Customer Payment Terms With the Agreed Billing Cycle

A colleague asks why only the Highveld invoices are affected while the company's older customers continue to bill on the correct dates.
Which explanation best fits what is happening?

A. The Highveld record was copied from an older customer without switching its payment terms to the agreed cycle, so its documents inherit the wrong due dates.
B. The aging report applies a different calendar to newly created accounts, so recently added customers always appear one bracket more overdue than established ones do.
C. The invoices were posted in a closed period, which forces the system to assign the next open date as the due date on documents for new customers.
D. The delivery documents linked to the invoices carried their own due dates, which overrode the customer's terms for this one account only.

Answer: A

Explanation:
Due dates come from the payment terms on the business partner, so copying an old customer carried its near-immediate terms across; only Highveld therefore derives the wrong dates while properly configured accounts bill correctly. The fault is isolated to that record's master data.

Question: 3

CHALLENGE 1 — Aligning Customer Payment Terms With the Agreed Billing Cycle

The payment terms on the Highveld business partner master have now been corrected to the agreed cycle.
Which check best confirms the fix has taken effect before the month-end close?

A. Reopen one of the original three invoices and confirm its stored due date has changed to the agreed cycle without any further action being taken.

B. Run the aging report again immediately and confirm the Highveld balance has moved brackets, accepting that shift as full evidence the terms are right.
C. Check that the customer's credit limit now matches the contract value, since the terms and the limit are validated together on the same master tab.
D. Raise a fresh test order for the account, confirm the proposed due date follows the agreed cycle, then verify the reissued invoices carry that date.

Answer: D

Explanation:
Correcting the master affects new documents, so a fresh order is the true test that the terms now derive the agreed cycle, while verifying the reissued invoices confirms the historical documents were rebuilt correctly. Together they prove both forward and corrected behaviour.

Question: 4

CHALLENGE 2 — Sourcing the Correct Proposed Price for the New Account

The price proposed for Highveld does not match the contracted schedule, and a manual reduction was keyed on one quotation line to compensate for the gap.
What is the underlying cause most worth checking first?

A. The contracted rates were entered as special prices for a different customer, so they never applied to Highveld and each order needs a manual line reduction instead.
B. The Highveld business partner is linked to the ordinary trade price list rather than the contracted schedule, so its documents propose standard prices.
C. The item master prices were updated after the contract, so the price list now shows values above the agreed rates for every customer assigned to that list.
D. The quotation was raised in the Web client, which does not read the contracted schedule, so a manual reduction was required to reach the agreed figure.

Answer: B

Explanation:
The price a document proposes follows from the price list assigned to the business partner together with any special prices, so a standard price proposing means the account points at the ordinary trade list rather than the contracted schedule. Correcting that assignment removes the need for manual line edits.

Question: 5

CHALLENGE 2 — Sourcing the Correct Proposed Price for the New Account

The supervisor wants future Highveld orders to propose the contracted rates on their own, not just the current quotation that was patched by hand.
Which approach best resolves the pricing at its source?

A. Keep applying a manual reduction on each affected line and record a note on the account so staff remember to repeat it on every new order for the customer.
B. Add the contracted rates as discounts on each item so the standard list price is reduced to the agreed figure whenever any customer orders those items at all.
C. Assign the Highveld business partner to the contracted price schedule so its documents propose the agreed rates, then remove the manual line reduction.
D. Lower the standard trade list to the contracted rates so the account bills correctly, accepting that other trade customers will then see the same reduced prices too.

Answer: C

Explanation:
Linking the account to the correct price schedule makes every future document propose the agreed rates automatically, and removing the manual reduction avoids a hidden override; this fixes the source rather than each order and keeps other customers unaffected.
Topic: 2
Micro Skill Drill Exam

Question: 6

Nordwind Kitchenware, a cookware distributor in Tallinn, Estonia, has just added a new enamel pot to its catalogue in SAP Business One. A clerk created the item record quickly by copying an existing product and adjusting the description and price, and the item can already be added to sales quotations and orders without complaint. When the warehouse team runs its weekly stock review, however, the new pot never appears with an on-hand quantity, and it cannot be selected for the inventory count sheets even though physical units are sitting on the shelf. Purchasing also notices that goods receipts for the pot do not change any stock figure. Other items created in the same session behave normally in stock. The implementation consultant is asked to explain why this one item stays outside inventory while still being sellable, and to advise the fastest correct way to bring it under stock management so quantities and valuation start tracking.
Which action best brings the new item under proper stock management?

A. Enable the inventory-item setting on the item's master record, because only an inventory-enabled item is tracked and valued in stock across the warehouses and inventory counts.
B. Post an opening goods receipt for the item into the main warehouse so a quantity appears, treating the missing stock figure as an opening-balance gap rather than a master-data setting.
C. Move the item into a different item group so it inherits that group's behaviour, expecting the group reassignment alone to convert the record into an inventory-tracked item.
D. Assign the item to one additional warehouse so more locations can report a quantity for it, on the assumption that wider warehouse coverage is what restores the stock figure.

Answer: A

Explanation:

The item can be sold but never shows stock because its master record is not enabled as an inventory item, and only an inventory-enabled item is tracked and valued across warehouses. Turning on the inventory-item setting brings the record under stock management, so receipts, sales, and counts begin adjusting its quantity. This corrects the setting that was missed when the item was copied, at the level where the behaviour is defined.

Question: 7

Almeida Marine Supplies, a boat chandlery in Valparaíso, Chile, processes a sales order in SAP Business One for a deck fitting it stocks in quantity. When a clerk tries to create the delivery, the document will not fulfil the line, reporting no available stock for the item, and the sales team assumes the system has lost the inventory. The consultant checks and finds plenty of the fitting on hand, but all of it sits in the central warehouse, while the sales order line was raised against a small branch warehouse that currently holds none of this item. Other orders that draw on the central warehouse deliver without any issue. Management wants the order shipped today and asks the consultant for the correct way to fulfil it, without simply forcing the document past its own stock check.
Which action best allows the delivery to be fulfilled correctly?

A. Change the item's inventory valuation method so its cost is recalculated, expecting the revised valuation to make the branch warehouse report the stock that the delivery requires.
B. Point the document line at the warehouse that holds the stock, or move stock into the ordered warehouse first, because a document fulfils from the warehouse on its line, not from total company stock.
C. Remove the availability check from the sales document so the line can be delivered regardless of the branch warehouse showing no quantity for the item at the moment.
D. Post an additional goods receipt for the item into the central warehouse to raise the on-hand quantity, on the assumption that increasing total stock is what clears the shortage reported on the delivery.

Answer: B

Explanation:
The delivery reports no stock because the line points at the branch warehouse, which holds none of the item, even though the central warehouse is full. A document fulfils from the specific warehouse named on its line, so either pointing the line at the warehouse that holds the stock or transferring stock into the branch first lets the delivery proceed. This aligns the document with where the inventory actually is.

Question: 8

Rivkin & Sons Textiles, a fabric wholesaler in Porto, Portugal, is closing out its accounts for the previous month in SAP Business One. An accountant needs to record a late supplier adjustment with a manual journal entry dated to the final day of that prior month. Each time the entry is saved, the system refuses to post it for that date, although journal entries dated in the current month save without any problem. The chart of accounts is complete, the accounts used are active, and other users hit the same refusal for the same prior-month date. The finance manager is convinced a user-rights problem is to blame and wants access widened. The implementation consultant reviews the setup and sees that the posting

period covering the prior month has been moved to a status that no longer permits new postings. The consultant must advise the correct way to let this back-dated entry post without misstating when it occurred.
What is the best action to allow the back-dated journal entry to post?

A. Widen the accountant's general authorizations for journal entries, on the assumption that an access restriction, rather than the period status, is what stops the back-dated entry from saving.
B. Create a new numbering series for journal entries, expecting that a fresh series will let the blocked prior-month entry be added under the date the accountant intends.
C. Re-enter the journal entry with the current date so it posts in the open period, accepting a posting date different from when the adjustment actually occurred in order to get it recorded.
D. Adjust the status of the posting period covering that prior-month date so it permits postings again, because a period whose status blocks posting rejects any entry dated within it.

Answer: D

Explanation:
Journal entries save for the current month but fail for the prior-month date because the posting period covering that date has a status that blocks new postings. Setting that period's status back to one that permits postings lets the correctly dated entry go through, so the adjustment lands in the month it belongs to. This acts on the period control that is actually preventing the post.

Question: 9

Marchetti Foods, a specialty-food importer in Trieste, Italy, works in the SAP Business One Web client and wants purchase orders above a set amount to require a manager's sign-off before they are added. The finance team created an approval stage for this and believes the control is live. In practice, large purchase orders continue to be added straight through, and the managers who should be approving them never receive any request. The consultant examines the configuration and finds that the approval procedure, which is what ties the stage to the originating users and the triggering amount and names who must approve, has no approver assigned and has not been activated. Management asks the consultant for the correct way to make the sign-off actually take effect on qualifying purchase orders.
Which action best makes the approval sign-off take effect?

A. Lower the triggering amount on the approval setup so that more purchase orders fall within its scope, on the assumption that widening the range is what will start routing the documents for sign-off.
B. Add an alert that emails the managers whenever a large purchase order is added, treating the notification as an equivalent to the approval sign-off that is currently not occurring.
C. Complete the approval procedure by naming an approver and activating it for the originators and the triggering condition, so the stage it belongs to routes qualifying orders for sign-off.
D. Tighten the originators' general authorizations for purchase orders, expecting that more restrictive access rights will force the documents through the approval that is not firing.

Answer: C

Explanation:

Large purchase orders pass through because the approval stage has no active procedure naming an approver, and a stage on its own routes nothing. Completing the procedure with an approver and activating it for the originators and the triggering condition makes qualifying orders stop for sign-off before they are added. This supplies the missing link the whole control depends on.

Question: 10

Hanwell Instruments, a laboratory-equipment supplier in Christchurch, New Zealand, is in the first week of go-live on a new SAP Business One company created with the Configuration Wizard. Users and their authorizations are in place, the chart of accounts is loaded, and item and business-partner master data has been imported and checked. On the opening day of the new financial period, a billing clerk tries to add the company's first A/R invoice and the system will not create the document at all, stopping before any posting occurs. The same clerk can open and view records without difficulty, and no error points to the accounts or the customer. The implementation consultant is asked to identify the single prerequisite that was missed during setup so that documents of this type can be added in the new period.
Which missing prerequisite best explains why the invoice cannot be added?

A. A recurring posting template must be scheduled for the invoice, because without a recurring template in place the first document of the period has nothing to generate it for the clerk.
B. An internal reconciliation must be run on the customer's account first, because outstanding unreconciled balances hold back any new invoice from being added to that account.
C. The clerk's data-ownership authorization must be widened, because ownership filtering over the customer's records is what is preventing the invoice document from being created.
D. A document numbering series must be defined and assigned for this invoice type in the new period, because a document cannot be added without an available assigned numbering series.

Answer: D

Explanation:
A document cannot be added unless an assigned numbering series exists for that document type in the active period, and a freshly created company reaches its first period without one in place for A/R invoices. Defining and assigning the series gives new invoices a source of numbers, so the document can be created. This is the upstream setup prerequisite whose absence stops the document before any posting.