



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMPUTING AND INFORMATICS

DEPARTMENT OF INFORMATICS

QUALIFICATION : Bachelor of Logistics and Supply Chain Management	
QUALIFICATION CODE: 07BLSM	COURSE LEVEL: NQF LEVEL 7
COURSE: Enterprise Resource Planning Systems	COURSE CODE: ERP720S
DATE: November 2023	SESSION: 1
DURATION: 2 Hours	MARKS: 70

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
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**THIS EXAMINATION PAPER CONSISTS OF 5 PAGES
(INCLUDING THIS FRONT PAGE)**

Instructions for the students

- 1. Answer ALL the questions.**
- 2. Write clearly and neatly.**
- 3. Number the answers clearly**

SECTION A: Multiple Choice Questions. Marks for each question are shown at the end.

[Total Marks 20]

1. Which database does the SAP S/4HANA ERP system runs on? **[1 Mark]**
 - A. SAP R/3
 - B. SAP HANA
 - C. SAP R/1
 - D. S/4HANA

2. Which of the following modules is not part of ERP II (ERP 2nd generation)? **[1 Mark]**
 - A. SRM
 - B. SCM
 - C. MRP
 - D. CRM

3. The following are examples of business processes, except for _____. **[1 Mark]**
 - A. Drawing up and sending your departmental budget
 - B. Baking a cake at home
 - C. Graduating students
 - D. Recruiting employees

4. You are describing Organizational Data. Which two (2) statements are the most correct? **[2 Marks]**
 - A. The Organizational structure is modelled by assigning units to the structure
 - B. Financial statements are created at plant level
 - C. The company code is the highest organizational element
 - D. A client or tenant is a self-contained unit

5. ERP implementation services costs include _____. There are two (2) correct answers. **[2 Marks]**
 - A. ERP licenses
 - B. Training
 - C. Change Management
 - D. Networking

6. A purchasing info record is derived from which of the following master records? There are two (2) correct answers. **[2 Marks]**

- A. Conditions
- B. Output
- C. Vendor
- D. Material

7. In SAP S/4HANA, the Sales Area comprises of _____. There are three (3) correct answers. **[3 Marks]**

- A. Plant
- B. Sales organisation
- C. Controlling area
- D. Distribution channel
- E. Division

8. Material master data views needed for purchasing. There are Three (3) correct answers.

[3 Marks]

- A. Purchasing data
- B. Basic data
- C. Purchase order
- D. Header
- E. Sales order
- F. Accounting

9. For a sales order process as implemented in SAP S/4HANA, when a billing document is created, what integration points occur? There are three (3) correct answers. **[3 Marks]**

- A. The customer's credit account is updated
- B. On-hand inventory is decreased
- C. Actual demand is reduced
- D. An open item is posted on the customer's account
- E. Revenue is increased

10. You are explaining the negative impacts of not managing inventory. Which two (2) statements are correct? [2 marks]

- A. Poor profit margins
- B. Inaccurate cash flow reports
- C. Lost sales
- D. Production delays

SECTION B: Structured Questions. Marks for each question are shown at the end.

[Total Marks 50]

QUESTION 1

[18 Marks]

First National Bank (FNB) is a large financial company originating from South Africa with subsidiaries in many other African countries. In Namibia FNB has several branches in almost every region. Assume that FNB Namibia management is considering implementing the SAP S/4HANA banking module across all its branches:

- a) State the six (6) phases of the Information Technology Infrastructure Library (ITIL) application management process that FNB needs to follow when implementing its ERP system. [6 Marks]
- b) Discuss any four (4) integration benefits that FNB can achieve by implementing an ERP system. [12 Marks]

QUESTION 2

[11 Marks]

a) Assume you are hired by Zambikes company in the Procurement Department. You received a request from the production unit to purchase 20 Brake kit:

- i) Which document will you create in an ERP system to request for the 20 Brake kit from suppliers? [2 Marks]
- ii) Once goods have been received and captured in an ERP system. Explain the effects of this transaction. [5 Marks]
- iii) What risks in the procurement process will you consider when receiving goods? [2 Marks]
- iv) How will you eliminate the risks you stated in question a (iii)? [2 marks]

QUESTION 3

[21 Marks]

- a) When an order is created you must enter a requested delivery date for the order or each line item. The system will then determine a delivery timeline, this will be used when determining material availability date.
- i) Which two scheduling methods will the system used to determine material availability date? **[2 Marks]**
 - ii) Differentiate the two scheduling methods you stated in question (a) i). **[4 Marks]**
- b) The shipping process begins when you create the delivery document for the sales order. Discuss the three (3) sub-process for shipping process. **[6 Marks]**
- c) *Assume you own a grocery retail and hired four employees to assist you in managing the daily activities. The business has two warehouses for storing all the products received from suppliers:*
- i) Why will it be important for you to manage inventory in the shop? **[5 Marks]**
 - ii) On a particular day the following transactions occurred in your business. Analyse each statement below and state what type of goods movement is involved.
- d) You detected that two products are damaged hence will not be usable in the business. **[2 Marks]**
- e) You transferred some products from one warehouse to the other. **[2 Marks]**

THE END OF EXAM