

**Scenario-1:**

Vendor XYZ is a prime vendor of our company doing business since 2018; vendor has 4 facility in US comprising of (TX / NY / CA / FL) and is sharing Inventory file on daily basis through the EDI system that is schedule for automation with our application,

We have received 4 orders from Amazon that has shipment time for yesterday and we are yet to receive tracking from the vendor, delay in shipment will lead to impact on the metrics for VTR which has direct impact on our sales.

Reason for the delay is due to resource shortage at vendor warehouse facility.

Given this vendor is the one assigned to you;

- What action will you take once this case has been highlighted to you?
- What change you will suggest in this case scenarios?
- How would you implement the changes?
- How would you evaluate the change implemented is giving the desired result?

**Scenario-2:**

Vendor has escalated to having trouble with frequent confirmation and cancellation email being sent by the Operation Team,

- What will you do in order to resolve this issue?
- What changes will you get in the system to fix the problem escalated by vendor?
- How would you evaluate the vendor satisfaction on the activity performed by Team at Virventures Inc?

**Scenario-3:**

You have received a notification from vendor, on the account of public holiday of 4<sup>th</sup> july'22 vendor warehouse facility is closed and item will be shipped from 5<sup>th</sup> Jul'22 onward

- What will you do with this notification?

**Report;**

- Create weekly report with insights for:
- TOP 10 Vendors with sharing the tracking on-time
- % of vendor sharing the tracking on-time
- % of vendor sharing tracking through source
- Source of vendor sharing the vendor
- TOP 10 vendors defaulting on sharing the tracking on-time
- Reason wise for vendor defaulting
- Major location item is being delivered to
- Products with accurate shipment
- Products with delayed shipment