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SAP C_TS470_2412 Exam Guide

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service C_TS470_2412 Prüfungsfragen mit Lösungen (Q10-Q15):

10. Frage

In which customizing activity do you define service contract determination for service orders?

- A. Define Settings for Item Categories
- B. Define Item Categories
- C. Define Transaction Types
- **D. Define Settings for Transaction Types**

Antwort: D

Begründung:

Service contract determination links a service order to an applicable contract for pricing or SLA. The correct answer is Define Settings for Transaction Types (C), found in SPRO # Service # Transactions. Let's explore.

Why This Activity?

In "Define Settings for Transaction Types," you configure the service order type (e.g., "ZSER") to automatically determine a service contract. This includes settings like "Contract Determination" (e.g., by sold-to party, object) and the determination procedure. For example, a rule might check the equipment in the order against active contracts.

Why Not the Others?

* A & D: Item category settings focus on item-level behavior, not contract determination.

* B: Defines the transaction type structure, not its determination logic.

Example:

Service order type "ZSER" set to determine contract "C001" based on equipment "E001."

"Service contract determination for service orders is defined in the 'Define Settings for Transaction Types' activity."

11. Frage

Which feature is unique for solution quotations in SAP standard delivery?

- A. Determining service contracts
- B. Using configurable products
- C. Using product proposals
- **D. Using product bundles**

Antwort: D

Begründung:

Comprehensive and Detailed In-Depth Explanation:

In SAP S/4HANA Cloud Private Edition, Service, the solution quotation is a specialized transaction type (e.g., SRVP in standard delivery) designed to offer customers a combination of products and services as a bundled solution. This capability is distinct from other quotation types, such as standard service quotations (e.g., scope item 4GA), and is part of the solution order management process introduced in SAP S/4HANA to support complex sales scenarios. Let's analyze each option to identify the unique feature in the standard delivery:

* Using product proposals (A): Product proposals are a feature in SAP S/4HANA Service that suggest items (e.g., spare parts or services) during order or quotation creation, based on predefined rules or bills of material (BOMs) with usage S (Service). While available in service quotations and orders, this feature is not unique to solution quotations; it's a broader functionality across service transactions and not specific to the solution quotation's purpose.

* Using configurable products (B): Configurable products, supported via Advanced Variant Configuration (scope item 6GS), allow customization of products with variants in service quotations and orders. This feature enhances flexibility in pricing and product specification but is not exclusive to solution quotations. It's available in standard service quotations and sales orders as well, making it a shared capability rather than a unique feature.

* Using product bundles (C): This is the defining feature of solution quotations in SAP S/4HANA standard delivery. Solution quotations enable the creation of quotations for product bundles, which are predefined combinations of different product types (e.g., tangible goods, services, and contract-relevant items) modeled in the master data. When a bundle is entered in a solution quotation, it automatically explodes into individual items, triggering follow-up transactions like sales orders, service orders, or service contracts upon acceptance. This bundling capability, introduced in release 1809 and enhanced in subsequent releases (e.g., 1909), is unique to solution quotations and distinguishes them from other quotation types, which do not natively support this integrated bundle explosion and multi-transaction generation.

* Determining service contracts (D): Determining applicable service contracts (e.g., checking contract coverage for a technical

object) is a feature in service processes, such as in-house repair (scope item 3XK) or service order management (scope item 3D2). While solution quotations can include contract- relevant items and create service contracts as follow-ups, this determination is not unique to them; it's a common functionality across service quotations and orders when linked to contract management (scope item 3MO).

The uniqueness of product bundles in solution quotations lies in their ability to streamline the sale of complex solutions by integrating diverse product types into a single quotation, with automated follow-up document creation (e.g., sales orders for goods, service orders for services, and contracts for subscriptions). This is explicitly supported in the standard delivery via Customizing (e.g., transaction type SRVP) and master data setup for bundles, as detailed in SAP's solution order management documentation.

Extract from SAP Documentation: "Solution quotations enable you to offer solutions to your customers by creating quotations for combinations of different types of products modeled as product bundles in your master data, a feature unique to this process in SAP S/4HANA." (SAP Community Blog, Solution Quotation in SAP S/4HANA Service 1909OP, 2019).

12. Frage

What happens when you execute the step "Release for Billing" in an in-house repair process?

- A. A billing document is created for each repair order item.
- **B. The system creates a billing document request for each selected repair confirmation item.**
- C. Billing due list entries are created for each repair object.
- D. The repair confirmation items are automatically set to completed.

Antwort: B

Begründung:

In the in-house repair process in SAP S/4HANA Cloud Private Edition, Service, the "Release for Billing" step initiates the billing process for repair activities. The correct answer is C: "The system creates a billing document request for each selected repair confirmation item." A repair confirmation (e.g., transaction type REPC) records the work done, and when released for billing, the system generates a billing document request (BDR) for each confirmed item that is billable. The BDR is a preliminary document that can later be converted into a billing document (e.g., an invoice) via the billing due list.

* A: Billing due list entries are an outcome of BDRs, not directly created per repair object.

* B: Billing documents are not created immediately; BDRs are created first.

* D: Completion status is separate from billing release.

"Upon executing 'Release for Billing' in an in-house repair process, the system generates a billing document request for each selected repair confirmation item, enabling subsequent invoicing."

13. Frage

If two packages of a strategy plan are due on the same date, what determines which operations are assigned to a generated call object?

- A. The buffers of the packages
- **B. The hierarchy of the packages**
- C. The sequence number of the packages
- D. The cycle length of each package

Antwort: B

Begründung:

In SAP S/4HANA Cloud Private Edition, Service, a strategy plan uses a maintenance strategy with multiple packages (e.g., 3 months, 6 months) to schedule tasks. When two packages are due on the same date, the system must decide which operations from the associated task list are included in the generated call object (e.g., a service order). The correct answer is the hierarchy of the packages (A). Let's dive into this deeply.

Understanding Strategy Plans and Packages:

A strategy plan is linked to a maintenance strategy (e.g., "STR1") that defines packages with different intervals (e.g., Package 1: 3 months, Package 2: 6 months). Each package is assigned to specific operations in a task list (e.g., Operation 0010: oil change, Package 1; Operation 0020: full inspection, Package 2). The hierarchy refers to the priority or precedence of packages when their due dates overlap, as defined in the strategy's configuration.

Why Hierarchy?

When two packages (e.g., 3 months and 6 months) align on a date (e.g., after 6 months, both are due), the system uses the package hierarchy to determine which operations are included in the call object. In SAP, the hierarchy is typically based on the package with

the longest cycle taking precedence, as it represents a more significant maintenance event. For example:

* Task list: Operation 0010 (Package 1: 3M), Operation 0020 (Package 2: 6M).

* On 2025-06-01 (6 months), both packages are due.

* Hierarchy rule: Package 2 (6M) is higher, so Operation 0020 is included, and Operation 0010 might be skipped or combined based on settings.

Why Not the Others?

* Sequence number (B): Sequence numbers order operations within a task list, not packages in a strategy.

* Buffers (C): Buffers (e.g., tolerance) adjust call timing, not operation assignment.

* Cycle length (D): Cycle length defines when packages are due, but hierarchy decides assignment.

Configuration Insight:

In SPRO # Plant Maintenance # Maintenance Plans # Define Maintenance Strategies, the hierarchy is implicitly set by package order or explicit rules (e.g., "highest cycle wins"). This ensures logical operation selection.

Practical Example:

Strategy: Package 1 (3M), Package 2 (6M). Task list: Op 0010 (P1), Op 0020 (P2). On 2025-06-01, Package 2's higher hierarchy assigns Op 0020 to the call object.

"When multiple packages in a strategy plan are due simultaneously, the hierarchy of the packages determines which operations are assigned to the generated call object."

14. Frage

Why would you maintain price agreements in a service contract?

- A. To automatically adjust the service order prices
- B. To select the price agreements in the service order
- C. To define the monthly contract price
- D. To define the yearly contract price

Antwort: A

Begründung:

In SAP S/4HANA Cloud Private Edition, Service, price agreements in a service contract define specific pricing conditions (e.g., discounts, fixed rates) for services or spare parts. The primary purpose is to automatically adjust the service order prices (Option D). When a service order is created and linked to a service contract, the system applies the price agreements from the contract to the order's items, ensuring consistent and contract-specific pricing without manual intervention. This automation enhances efficiency and accuracy in billing.

* A and B: Defining yearly or monthly prices might be part of the contract's billing plan, not the purpose of price agreements specifically.

* C: Price agreements are not "selected" in the service order; they are automatically applied based on the contract.

"Price agreements in a service contract are maintained to automatically adjust prices in associated service orders, ensuring that contract-specific conditions are consistently applied."

15. Frage

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