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## SAP C\_TS470\_2412 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Organizational Data: This section of the exam measures the skills of Enterprise Data Managers and covers the structuring and management of organizational data within SAP systems. It focuses on defining key organizational elements, configuring data hierarchies, and ensuring proper integration across business units. Mastery of this domain is essential for maintaining accurate reporting structures, workflow efficiency, and compliance with enterprise-wide data governance policies.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Service Master Data: This section of the exam measures the skills of SAP Master Data Specialists and covers the management and configuration of service-related master data within SAP environments. It includes defining service objects, managing attributes, and ensuring accurate data flow across modules. Effective service master data management helps improve service delivery, optimize resource utilization, and maintain consistency across business processes.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>• <b>Service Order Management:</b> This section of the exam measures the skills of SAP Service Operations Consultants and covers the end-to-end management of service orders within SAP. It includes the creation, processing, tracking, and fulfillment of service requests, ensuring seamless coordination between departments. Proper service order management enables organizations to enhance customer satisfaction, streamline operations, and improve response times through integrated workflows.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Managing Clean Core:</b> This section of the exam measures the skills of SAP Solution Architects and covers the principles of maintaining a clean core within SAP systems. It focuses on strategies for minimizing customizations, leveraging standard SAP functionalities, and ensuring system integrity while allowing for necessary extensions. The goal is to enhance system performance, ease upgrades, and maintain long-term sustainability.</li> </ul>

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## SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q13-Q18):

### NEW QUESTION # 13

What options does a service planner have to influence the maintenance plan schedule? Note: There are 3 correct answers to this question.

- A. Fix call
- B. Skip call
- C. Release call
- D. Freeze call
- E. Copy call

**Answer: A,B,D**

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, a service planner can influence the maintenance plan schedule using specific actions to manage service calls effectively. The maintenance plan schedule is part of the recurring services process, where maintenance plans generate service calls based on defined cycles (e.g., time-based or counter-based). The options available to influence this schedule include:

\* Freeze call: This option allows the planner to lock a scheduled call, preventing it from being rescheduled or regenerated automatically until it is unfrozen. It ensures stability in planning for critical service events.

\* Skip call: This allows the planner to bypass a specific scheduled call without affecting the overall schedule. It's useful when a service event is not required at a particular time (e.g., due to customer availability).

\* Fix call: This option fixes a call at a specific date, ensuring it remains scheduled as planned and is not shifted by automatic rescheduling processes. It provides control over critical service timing.

\* Copy call and Release call are not standard options for directly influencing the maintenance plan schedule. Copying a call might be a manual workaround in some scenarios, but it's not a documented feature for schedule influence. Releasing a call is part of execution (e.g., releasing a service order), not schedule planning. These capabilities are detailed in the SAP S/4HANA Service documentation under recurring services and maintenance planning features, such as scope item 3MO (Service Contract Management). "In the

maintenance plan scheduling, planners can freeze, skip, or fix calls to adjust the schedule according to operational needs." (SAP Signavio Process Navigator, Solution Process: Recurring Services).

#### NEW QUESTION # 14

How do you create billing document requests (BDRs) for service contracts?

- A. Generate BDRs via Manage Billing Document Requests
- B. Generate BDRs via report
- C. Create BDRs in the Create Billing Document Requests app
- **D. Create BDRs as follow-up documents**

**Answer: D**

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, billing document requests (BDRs) are intermediate documents used to prepare billing data from service transactions (e.g., service contracts, service orders) before generating final billing documents like invoices. For service contracts (scope item 3MO - Service Contract Management), BDRs are created as part of the billing process to handle periodic or value-based billing. Let's evaluate each option based on the standard process:

\* A. Generate BDRs via report: While reports (e.g., custom ABAP reports or transaction VF04 for billing due list in on-premise systems) can be used to trigger billing in some scenarios, this is not the standard method for service contracts in SAP S/4HANA Cloud Private Edition. The service contract billing process relies on automated or app-based mechanisms rather than standalone reports. No specific standard report is documented for generating BDRs directly from service contracts.

\* B. Create BDRs in the Create Billing Document Requests app: There is no standard SAP Fiori app named "Create Billing Document Requests" in SAP S/4HANA Cloud Private Edition. The closest related app is "Create Billing Documents" (Fiori App ID F0796), but this app is used to generate final billing documents (e.g., invoices) from existing BDRs, not to create BDRs themselves. BDR creation happens upstream in the process, not via a dedicated creation app.

\* C. Create BDRs as follow-up documents: This is the correct method. In the standard service contract process, BDRs are created automatically as follow-up documents from the service contract based on the billing plan assigned to the contract items. The billing plan (e.g., periodic or milestone-based) defines when billing events occur, and the system generates BDRs (transaction type typically F2 or a custom type) when the billing date is reached. This process is triggered via the "Release for Billing" action in the "Manage Service Contracts" app (Fiori App ID Fiori App F2178) or through background jobs (e.g., job template "Service Contract Billing"). Once released, the BDRs are available for further processing into invoices, making this the standard and documented approach.

\* D. Generate BDRs via Manage Billing Document Requests: The "Manage Billing Document Requests" app (Fiori App ID F2179) is used to monitor, edit, and release existing BDRs for billing, not to generate them initially. This app allows users to review and correct BDRs before they are converted into final billing documents, but the creation of BDRs happens earlier in the process as follow-ups from the service contract, not within this app.

The creation of BDRs as follow-up documents aligns with SAP's service contract billing workflow, where the billing plan drives the generation of BDRs automatically or semi-automatically upon release. This process is tightly integrated with the service contract's configuration (e.g., billing plan type, item category settings) and ensures accurate billing for recurring or value/quantity-based services.

Extract from SAP Documentation: "Billing document requests (BDRs) for service contracts are created as follow-up documents based on the billing plan, triggered by the release action in the Manage Service Contracts app or via scheduled billing jobs." (SAP Help Portal, Service Contract Management - Billing Process, SAP S/4HANA Cloud Private Edition).

#### NEW QUESTION # 15

Which type of objects can you maintain in the object list assigned to a contract item? Note: There are 3 correct answers to this question.

- **A. Equipment**
- B. Document
- **C. Functional location**
- **D. Product**
- E. Equipment bill of material

**Answer: A,C,D**

### NEW QUESTION # 16

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

**Answer: B**

Explanation:

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."

### NEW QUESTION # 17

What are possible steps in an in-house repair process in SAP S/4HANA Cloud Private Edition, Service? Note: There are 3 correct answers to this question.

- A. Generate a repair object based on the repair order status.
- **B. Post a goods receipt for a returned object.**
- **C. Create an in-house repair for a repair request from a customer.**
- D. Create an in-house repair after a pre-check for a repair object.
- **E. Perform a pre-check for an in-house repair and make a decision.**

**Answer: B,C,E**

Explanation:

The in-house repair process (scope item 3XK) in SAP S/4HANA Cloud Private Edition, Service involves handling customer repair requests and processing returned objects. Key steps include:

\* Perform a pre-check for an in-house repair and make a decision: A pre-check assesses the repair object's condition to decide whether to proceed with repair, reject it, or take other actions. This is a standard initial step.

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