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SAP C\_TS470\_2412 Exam Guide

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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Managing Clean Core: 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>

Topic 2	<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 3	<ul style="list-style-type: none"> <li>• <b>Service Master Data:</b> 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 4	<ul style="list-style-type: none"> <li>• <b>Organizational Data:</b> 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>

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## SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q64-Q69):

### NEW QUESTION # 64

How do you ensure that product-specific prices are applied in a service order based on its assigned service contract?

- **A. Maintain price agreements**
- B. Maintain contract price
- C. Maintain billing plan
- D. Maintain price lists

**Answer: A**

Explanation:

To apply product-specific prices from a service contract to a service order:

- \* Maintain price agreements: Price agreements in the contract (e.g., condition type PR00) define product-specific prices, which are copied to linked service orders during creation or item entry.
- \* Maintain billing plan: Controls billing timing, not pricing.
- \* Maintain contract price: A general term, not a specific mechanism.
- \* Maintain price lists: Used in sales, not contract-specific pricing in service. This is part of pricing condition configuration in scope item 3MO. "Price agreements in the service contract ensure product-specific prices are applied to service orders." (SAP Help Portal, Service Pricing).

### NEW QUESTION # 65

If item-based accounting is active, which capability is used to post and monitor service order revenue?

- A. Event-based revenue recognition
- B. Order-based revenue accounting
- C. Order-based revenue recognition
- D. Event-based revenue reporting

**Answer: A**

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, when item-based accounting is activated, revenue recognition and monitoring for service orders are handled through specific capabilities. The correct answer is event-based revenue recognition (Option C). Let's break this down step-by-step to understand why this is the case and explore the broader context.

What is Item-Based Accounting?

Item-based accounting means that financial postings and revenue recognition are tracked at the individual item level within a service order, rather than at the order header level. This granularity is crucial for service processes where different items (e.g., labor, spare parts) may have different billing or revenue recognition rules.

Why Event-Based Revenue Recognition?

Event-based revenue recognition (EBRR) is a method where revenue is recognized based on specific events or milestones, such as the completion of a service confirmation, goods issue, or billing document creation. In the context of service orders with item-based accounting, EBRR allows the system to post revenue for each item as soon as a predefined event occurs (e.g., when a technician confirms the service). This ensures accurate, real-time revenue tracking aligned with the actual progress of the service work. The system uses apps like "Event-Based Revenue Recognition - Service Documents" to monitor and adjust these postings.

Why Not the Other Options?

\* Order-based revenue recognition (A): This approach recognizes revenue at the order level, not item-by-item, which conflicts with item-based accounting's requirement for granular tracking. It's more suited to simpler scenarios where the entire order is treated as a single unit.

\* Order-based revenue accounting (B): This is not a standard SAP term in this context. It might imply accounting at the order level, but it lacks the event-driven specificity of EBRR and isn't used for item-based scenarios.

\* Event-based revenue reporting (D): This sounds like a reporting function, not a posting or monitoring capability. Reporting might follow recognition, but it's not the mechanism for posting revenue.

Practical Example:

Imagine a service order with two items: a repair service (Item 1) and a spare part (Item 2). With item-based accounting and EBRR, revenue for Item 1 is posted when the technician confirms the repair (event), and revenue for Item 2 is posted when the part is issued or billed. This ensures precise financial tracking per item, which is critical for profitability analysis.

"When item-based accounting is active, event-based revenue recognition is utilized to post and monitor service order revenue at the item level, triggered by events such as service confirmation or billing."

## NEW QUESTION # 66

In the advanced execution scenario, what is the dynamic item processor profile used for? Note: There are 3 correct answers to this question.

- A. To bill a service as a list of subitems
- B. To enable resource-related billing
- C. To summarize dynamic items into a single debit memo item
- D. To combine billing documents into one customer invoice
- E. To determine the service confirmation items

**Answer: A,B,C**

Explanation:

In the Service with Advanced Execution scenario (scope item 63Q), the dynamic item processor (DIP) profile is used for resource-related billing:

\* To summarize dynamic items into a single debit memo item: The DIP profile can aggregate confirmed resources (e.g., time, materials) into a single billing item.

\* To bill a service as a list of subitems: Alternatively, it can itemize resources as separate subitems for detailed billing.

\* To enable resource-related billing: The DIP profile processes dynamic data from confirmations (e.g., time, parts) to generate billing documents.

\* To determine the service confirmation items: This is part of confirmation, not the DIP profile's role.

\* To combine billing documents into one customer invoice: This is a billing process step, not a DIP function. The DIP profile is configured in Customizing under Sales and Distribution # Billing. "The dynamic item processor profile supports summarizing items, listing subitems, and enabling resource-related billing in advanced execution." (SAP Help Portal, Resource-Related Billing).

### NEW QUESTION # 67

Which of the following can you assign to a service item category? Note: There are 2 correct answers to this question.

- A. Status object profile
- B. Text determination procedure
- C. Rejection profile
- D. Date profile

**Answer: B,D**

Explanation:

Service item categories in SAP S/4HANA Service (e.g., SRVI for service items) control the behavior of items in service documents.

Assignable objects include:

- \* Text determination procedure: Defines how texts (e.g., descriptions, notes) are automatically populated or managed for the item, configured in Customizing.
- \* Date profile: Specifies date rules and milestones (e.g., start/end dates) for the service item, critical for scheduling and execution.
- \* Rejection profile: Not a standard assignment; rejection is managed via status or reasoncodes, not profiles at the item category level.
- \* Status object profile: Status profiles are typically assigned to transaction types or item categories for lifecycle management, but not as "status object profiles" in this context. These settings are part of service transaction Customizing. "Assign text determination procedures and date profiles to service item categories to control item behavior." (SAP Help Portal, Service Item Category Configuration).

### NEW QUESTION # 68

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. Create an in-house repair for a repair request from a customer.
- B. Post a goods receipt for a returned object.
- C. Generate a repair object based on the repair order status.
- 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: A,B,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.
- \* Post a goods receipt for a returned object: When a customer returns a defective item, a goods receipt is posted (e.g., via transaction MIGO or a service order), creating a repair object in the system.
- \* Create an in-house repair for a repair request from a customer: This step involves creating a repair order (e.g., transaction type REPA) based on a customer's request, initiating the process.
- \* Generate a repair object based on the repair order status: Repair objects are not generated from order status; they are created upon goods receipt or manually.
- \* Create an in-house repair after a pre-check for a repair object: While a pre-check precedes repair, the repair order is typically created first, not after the pre-check as a separate step. These steps align with the SAP Best Practices for in-house repair. "The in-house repair process includes performing a pre-check, posting goods receipt for returns, and creating a repair order based on customer requests." (SAP Signavio Process Navigator, In-House Repair).

### NEW QUESTION # 69

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