Service Contract Management (3MO)

This scope item supports the following processes:

01 - Service Contract Management in S4HC

Customer Service Manager (Customer Management)

Create Service Contract and Add Service Contract Items with Periodic and/or Ad-Hoc Billing Plan

Profit centre is automatically determined from employee responsible

Maintain Product List and Create Price Agreements

Contract based prices and discounts on service contract header and item level

Create Service Contract Item with Configurable Product

Adapt Service Contract Prices

(Optional) Integration to Field Service Management System

49X - Service Order Processing with SAP Field Service Management

Release Service Contract and Service Contract Items

Service contract determination in service order

SLA determination at service order item level

3D2 - Service Order Management and Monitoring

(Optional) Integration to In-House Repair

3XK - In-House Repair

(Optional) Integration to Credit Management

1QM - Advanced Credit Management

(Optional) Change Sold-to-Party in Service Contract

New Service Contract is C...

(Optional) Manually Renew Entire Service Contract

New Service Contract Ite... Existing Service Contrac... Created

(Optional) Manually Renew Service Contract Item

New Service Contract Ite... Created in Existing Ser... Contract

(Optional) Auto Renewal of Service Contract Item

Automatically Renew contra... before validity ends as per ... predefined period and date...

[Optional] Cancel Service Contract or Service Contract item

Service Contract or Ser... Contract Item is Cancelle... End Date is Adjuste...

Only valid for Ad-hoc Billing

Create Billing Request Lines

Billing Document Request Created Based on Billing Request Lines from Billing Plan

(Optional) 43B: Service Monitoring and Analytics