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| Test Script  SAP S/4HANA - 18-09-20 | public |
| Service Contract Management (426\_DE) |

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# Purpose

The scope item covers the creation of service contracts in SAP S/4HANA.

Service contract management in Service supports a variety of functions for service contracts. Service contracts are outline agreements with business partners that define the services offered for a particular period.

You can create service contracts and various types of service contract items and work with them throughout their entire life cycles.

When you create or edit a service order, the system automatically determines service contracts to which the service order can be assigned based on selection criteria.

You can make changes to existing service contracts by change processes to determine the follow-on processing of the service contract.

Furthermore, various pricing and billing features are available in the service contract management process.

This document provides a detailed procedure for testing this scope item after solution activation, reflecting the predefined scope of the solution. Each process step, report, or item is covered in its own section, providing the system interactions (test steps) in a table view. Steps that are not in scope of the process but are needed for testing are marked accordingly. Project-specific steps must be added.

# Prerequisites

This section summarizes all the prerequisites for conducting the test in terms of systems, users, master data, organizational data, other test data, and business conditions.

## System Access

|  |  |
| --- | --- |
|  | Details |
| SAP S/4HANA | Accessible via SAP Fiori launchpad. Your system administrator provides you with the relevant URL.  Note For the Create Billing Document Requests chapter you need to access SAP GUI; as an alternative, ask your system administrator to execute this chapter for you. |

## Roles

Assign the following business roles to your individual test users. Alternatively, if available, you can create business roles and predefined apps for the SAP Fiori launchpad and assign the business roles to your individual test users.

These roles are examples provided by SAP. You can use them as templates to create your own roles.

For more information about business roles, refer to the Assigning business roles to a user in the [Administration Guide to Implementation of SAP S/4HANA with SAP Best Practices](https://help.sap.com/viewer/S4HANA2020_AdminGuide).

Fiori Frontend Roles

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name (Role) | ID (Role) | Description (Space) | ID (Space) | Log On |
| Customer Service Manager (Customer Management) | SAP\_BR\_CUSTOMER\_SERVICE\_MGR | N/A | N/A |  |
| Billing Clerk | SAP\_BR\_BILLING\_CLERK | Billing Clerk | SAP\_SD\_SP\_BILLING |  |

Application Business Roles

The business roles in the following table contain authorization and navigation objects specific to the SAP S/4HANA Service application. Your system administrator can use them as templates to create customer-specific business roles with the appropriate authorizations.

|  |  |
| --- | --- |
| Name (Role) | ID (Role) |
| S4CRM UIU - Service Professional | SAP\_S4C\_UIU\_SRV\_PRO |
| CRM Role for UIU Framework | SAP\_CRM\_UIU\_FRAMEWORK |

In addition to these Service-specific authorizations, generic SAP application access must be granted by your system administrator. The system administrator assigns all required application business roles to your system user.

Note For detailed information about roles and authorizations, refer to the SAP S/4HANA security guide at <https://help.sap.com/viewer/product/SAP_S4HANA_ON-PREMISE> > Implement.

## Master Data, Organizational Data, and Other Data

Some master data of your company have been created in your system during activation. Other data must be set up manually by you as described in the set-up instruction guide and the master data scripts for this scope item.

Use your own master data or the following sample data to go through the test procedure.

|  |  |  |  |
| --- | --- | --- | --- |
| Data | Sample Value | Details | Comments |
| Sold-To Party | 10100001 | Customer domestic 01 | Created during content activation |
| Contact Person | 17910005 | Susann Miller | Created during content activation |
| Sales Organization | 1010 | Dom. Sales Org | To be created by you, refer to the Organizational Model chapters of the Set-up Instruction Guide |
| Employee Responsible | Your ID | Your Employee | To be created by you, refer to the Create Employee Master Data for Service script |
| Service Product | CSSRV\_01 | Maintenance | To create this service product, refer to the master data script 3KV. |
| Service Contract Product | SRV\_CONTRACT | Contract Produc | To create this service product for service contracts, refer to the master data script 3KV. |

You can find general information on how to create master data objects in the following [Master Data Scripts (MDS)](https://support.sap.com/content/dam/SAAP/Sol_Pack/BP_OP_ENTPR/BP_OP_ENTPR_S4HANA2020_7_Master_Data_EN_XX.htm) :

|  |  |
| --- | --- |
| MDS | Description |
| BND | Create Customer Master |
| 3KV | Create Service Product of Type "Service" |
| 47X | Create Business Partner Master Data for Service |
| 47Y | Create Employee Master Data for Service |

## Additional Manual Configuration

Before you can test this scope item, you must have completed the additional configuration steps that are described in the Set-Up Instructions for this scope item. These configuration steps are specific for your implementation and include mandatory settings that are not delivered by SAP and must be created by you. For more information, see the Set-Up Instructions for this scope item on [SAP Best Practices Explorer](https://rapid.sap.com/bp).

## Preliminary Steps

### (Optional) Adapt Prices for Service Contract Product

Use

If you want to adapt a price for a service contract product, for example, for future time periods, proceed like described below. This step is not mandatory for the overall process flow. Optionally you can also create new condition records for the Service- and Response-Profiles for a service contract product.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad using the role Pricing Specialist. | The Fiori Launchpad with access to the Set Material Prices application is displayed. |  |
| 2 | Access the App | Choose Set Material Prices . | The view Change Condition Records is displayed. |  |
| 3 | Change validity period of a condition record | Add in the field Condition Type the condition type value “PSI1” and choose Enter.  On the popup Key Combination select the radio button Material and  Choose Choose.  Fill the fields with the following values:  - Sales Organization: 1010  - Distribution Channel: 10  - Material : SRV\_CONTRACT  Choose Execute.  On the view Change Price f.Srv.Cntr.Itm Condition (PSI1) : Overview  Fill the fields with the following values:  Material: SRV\_CONTRACT  Choose Enter.  Valid from: for example, the first of this year  Valid to: for example, end of this year.  Choose Save. | The new condition record is saved. |  |
| 4 | Create a new validity period | On the view Change Price f.Srv.Cntr.Itm Condition (PSI1): Selection,  Keep the values in the fields Sales Organization, Distribution Channel and Material. Choose: More > Condition > Create.  Change the value in the field Valid On to the beginning of the next period when you want to sell the product with different price, for example, first of next year.  Choose Execute.  On the view Change Price f.Srv.Cntr.Itm Condition (PSI1) : Overview,  Fill the fields in the table with the following values:  Material: SRV\_CONTRACT  Choose Enter.  Amount: the price you would like to be valid in the second period.  Unit: EUR  Per: 1  UoM (Unit of Measure): AU  Valid from: beginning of the second period, for example, first of next year.  Valid to: the end of the second period, for example, end of next year.  Choose Save.  Choose Back. |  |  |
| 5 | Check Validity Periods | On the view Change Price f.Srv.Cntr.Itm Condition (PSI1) : Overview, on tab Validity Periods, check the entries for the new validity periods. | Different validity periods with different prices are available. |  |
| 6 | Create service level- specific prices | Choose Set Material Prices.  Add in field  Condition Type: DSP1  Choose Enter.  On view Change Service Profile (DSP1): Selection fill the fields with the following values:  Sales Organization: 1010  Distribution Channel: 10  Valid On : The first of the current month/year  Choose Execute.  On view Change Service Profile (DSP1): Overview fill the fields with the following values:  Material: SRV\_CONTRACT  Service Profile (Svc. Prof.): 5x10  Response Profile: FIRST  Amount: your price for service and response profile  Unit: EUR  Per: 1  UoM: HR  Choose Enter.  Choose Save. | Service level-specific prices are created.  If the respective service profile, and optionally response profile, are assigned in a service contract, the contract price will be adapted accordingly. |  |

Result

Condition Records are created.

# Overview Table

This scope item consists of several process steps provided in the table below.

If your system administrator has enabled spaces and pages on the SAP Fiori launchpad, the homepage will only contain the essential apps for performing the typical tasks of a business role.

You can find all other apps not included on the homepage using the search bar.

If you want to personalize the homepage and include the hidden apps, navigate to your user profile and choose Settings > App Finder .

|  |  |  |  |
| --- | --- | --- | --- |
| Process Step | Business Role | App/Transaction | Expected Results |
| Service Contract Management |  |  |  |
| Create and release a new Service Contract | Customer Service Manager (Customer Management) | Create Service Contract | New Service Contracts is created |
| Maintain Product List and create Price Agreement for Service Product | Customer Service Manager (Customer Management) | Create Service Contract | Price agreements are created for a service product that is used in a service order |
| Adapt Service Contract Prices | Customer Service Manager (Customer Management) | Create Service Contract | The price has been edited in the service contract billing plan. |
| Service Contract Billing |  |  |  |
| Create Billing Document Request | Customer Service Manager (Customer Management) | SAP GUI | Billing document request is created. |
| Create Billing Document (Invoice) | Billing Clerk | Create Billing Documents | Invoice is created. |
| Service Contract Change Processes (optional) |  |  |  |
| Manually Renew Service Contract Item | Customer Service Manager (Customer Management) | Create Service Contract | New service contract item is created in existing service contract. |
| Manually Renew entire Service Contract | Customer Service Manager (Customer Management) | Create Service Contract | New service contract items in existing service contract are created. |
| Change Sold-to Party in the Service Contract | Customer Service Manager (Customer Management) | Search Service Contracts | New service contract with new Sold-to-party is created |
| Cancel Service Contract | Customer Service Manager (Customer Management) | Search Service Contracts | Service contract is canceled. |

# Test Procedures

This section describes the test procedures for each process step that belongs to this scope item.

## Service Contract Management

### Create and release a new Service Contract

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

The Service Professional creates a new service contract.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / CommentTo Author: Always leave empty. Column is only intended to be used by tester. |
| 1 | Log On | Log on to the SAP Fiori launchpad using the role Customer Service Manager (Customer Management). | The Fiori Launchpad is displayed. |  |
| 2 | Access the App | Choose Create Service Contract. |  |  |
| 3 | Create the Service Contract | On view Service Contract: New fill the following fields with the values:  Description: your description  Sold-to-Party: 10100001 for Customer domestic 01  If organizational data is displayed on the Select Organizational Data dialog box, for the Sales scenario choose Dom. Sales Organization DE , and for the Service scenario choose Dom. Service Organization DE. If the Partner Selection dialog box is offered, choose one of the available contact persons.  - Contract Start: the first of this month  - Contract End: the first of this month in one year  In section Items fill the fields with the following values:  Product ID: SRV\_CONTRACT Quantity: 1  Choose Enter.  Choose Save.  Note the Service Contract ID. | The new Service Contract is created. |  |
| 4 | Assign Service Level Agreements | In section Items, choose Edit in column Actions to navigate to the Service Contract Item: xxx, Maintenance view.  Add the following values for Service Level Agreements:  Response Profile: First Level Response Time  Service Profile: Mo-Fr: 7-17h  Note The service level agreements can influence the price of the item, if you have created additional condition records for the them. | The Service contract is updated. |  |
| 5 | Edit Price Elements | Choose the Billing Plan tab.  In field Settlement Period select via the value help Quarterly.  Choose the Price Details tab.  If the Price Details assignment block is not visible, in the top right corner of the screen choose Personalize and select Display and then Price Details.  Choose Add and then Select the Price Element Monthly Abs. Disc. (Price Element ID: DRV2).  In the new row for the Price Element Monthly Abs. Disc. add the absolute discount you would like to give, for example,10 EUR  Choose Enter.  Note The Price Element with ID: PMBL is not meant for the used item category.  Choose Reprice.  Choose Back. | All billing plan lines have changed to the new price. |  |
| 6 | Edit Service Contract Item - automatically renew an expiring service contract item | In section Items, choose Edit in the column Actions to navigate to the Service Contract Item: xxx, Maintenance view.  In section Automatic Renewal  Choose checkbox Enable  Fill the fields  Auto Renewal Period: the period of time until end of the contract, during which the renewal of the service contract item is triggered automatically (for example, 3 weeks).  Contract Extension: the extension period for this item, which will be valid after the renewal (for example, 6 month).  Choose Enter. | The service contract item is set for automatic renewal. |  |
| 7 | Maintain Reference Object (optional) | If the service contract item is only relevant for specific objects, for example, a machine or a location, you can optionally assign one or several reference objects to the item.  On view Service Contract Item: xxx, Maintenance,  in section Object List, use the value help for Equipment ID, Functional Location ID, or Product ID to find a relevant object. For example, assign one of the Functional Location IDs starting with XX.  Note If you assign a reference object, the service contract will only be determined in a service order if the same reference object is maintained in the service order as well. |  |  |
| 8 | Release Service Contract Items | Choose Back to navigate to view Service Contract: xxxxxxxxxx (Contract ID)  In section Items  Choose Release All Items.  Choose Save. | Status of all items changed to Released. |  |

### Maintain Product List and create Price Agreement for Service Product

Purpose

The customer service manager assigns a service product to the service contract and creates a product price agreement for this product. If the product is used in a service order and the service contract is assigned to the related service order, the contract-specific price for the product will be determined instead of the standard product price.

The service contract determination is part of the 41Z (Service Order Management) test case.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Navigate to Items | In section Items choose Edit in the column Actions to navigate to the Service Contract Item: xxx, Maintenance view. | The Service Contract Item screen is displayed. |  |
| 2 | Add Product in Product List | In section Product List add  Product ID: CSSRV\_01. | The product has been added to the product list. |  |
| 3 | Choose Condition Type for Price Agreement | Navigate to section Price Agreement and choose Add.  On the Choose Condition Type and Key Combination dialog box, maintain the following entries:   * Condition Type: MtrlPr.in Serv.Cntr (PSC0) * Access: Doc.Cat/ID/ItmNo. Doc/Material (010)   Choose OK. | The Price Agreement screen is displayed.  The price agreements are displayed under the section Price Agreement. |  |
| 4 | Maintain Price Agreement | On the Service Contract Item xxx, Maintenance – Price Agreements view, fill the fields with the following values:  Product: CSSRV\_01  Condition Amount: for example, 22,00  Condition Currency: If relevant for your solution, optionally update the system proposal.  Pricing Unit: 1  Unit of Measure: HR  Valid From: Optionally update the system proposal.  Valid To: Optionally update the system proposal.  Choose OK.  Note Optionally you can add further price agreements as described above. For example, you can maintain a percentual discount for a product with condition type MatlDisc. inSrvc.Cntr (DSC1), or a percentual discount for a material price group with condition type GrpDiscMatlPrSrvCntr (DSC2).  Choose Save.  Choose Back  Choose Release All Items.  Choose Save. | A price agreement for a service product has been maintained. You can verify your entries in the Price Agreement view of the Service Contract Item screen. |  |
| 5 | Create Service Order with Reference to Service Contract | To verify that the service contract's price agreement for service product CSSRV\_01 is determined in the service order, create a service order as described in the Service Order Management (41Z) scope item, Important: Make sure to use the same customer in the service order as you use for the service contract, for example: 10100001 for Customer domestic 01  Note The service contract must be released so that it can be determined in the service order. | The product price for CSSRV\_01 displayed in the service order is updated to the price you maintained in the service contract’s price agreements. |  |

### Adapt Service Contract Prices

Purpose

Over time, service contract prices might need to be adapted. For example, the initial price is valid until end of the year, and a new price becomes valid in the new year.

When choosing the Price Adaptation item category (SCN2), the Customer Service Manager can adapt prices directly in the service contract.

Procedure for Price Adaptation Item

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad using the role Customer Service Manager (Customer Management). | The Fiori Launchpad with access to the Create Service Contractsapplication tile is displayed. |  |
| 2 | Access the App | Choose Create Service Contract. |  |  |
| 3 | Create the Service Contract | On view Service Contract: New fill the following fields with the values:  Description: your description  - Sold-to-Party: 10100001 for Customer domestic 01  If organizational data is displayed on the Select Organizational Data dialog box, for the Sales scenario choose Dom. Sales Organization DE , and for the Service scenario choose Dom. Service Organization DE. If the Partner Selection dialog box is offered, choose one of the available contact persons.  Contract Start:the first of this month  Contract End: the first of this month in one year  In section Items fill the fields with the following values:  Product ID: SRV\_CONTRACT Quantity: 1  Item Category: SC Item (Pri. Adoptn.).  Choose Enter.  Choose Save. | The new Service Contract is created. |  |
| 4 | Change Settlement Rule | In section Items choose Edit in column Actions to navigate to the Service Contract Item: xxx, Maintenance view.  Choose tab Billing Plan. In section Settlement Rules in field Pricing Date select via the value help Settlement Start Date in Billing Request Line. |  |  |
| 5 | Change Prices | Choose Change Prices - Fast Entry.  Fill the fields on the shown pop up with the following values:  SettlementStart: for example,the third month before the contract end date”  SettlementEnd: for example,the last month of the contract duration”  Price Element: Man.Price f. BRqLine (PMBL)  Net Value: “value you want to define as price for the last three months of the service contract”  Choose Save Changes. |  |  |
| 6 | Check Prices in Billing Plan | In section Settlement Periods in  column Billing Value  different prices are shown in the billing request lines as defined in the previous step. | Prices have been changed in the billing request lines. |  |
| 7 | Release and Save | Choose Back. Choose Release All Items.  Choose Save. | The service contract is released and saved. |  |

## Service Contract Billing

### Create Billing Document Requests

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

The Service Manager can set up the background job for creating a billing document request for one service contract.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP GUI as Service Professional. |  |  |
| 2 | Generate new Billing Document Request (BDR) | Access Transaction-code: CRMS4\_BIL\_BDR\_GEN  Fill out the fields with the following values:  - BDR Creation Horizon (in days):1  - Transaction IDs: the ID of the service contract created in the previous chapter  Choose Execute (F8).  Choose Cancel (F12). | Log is displayed.  New Billing Document Request is created. |  |

### Create Billing Document (Invoice)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity the Billing Clerk creates a new Invoice.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Billing Clerk. | The SAP Fiori launchpad is displayed. |  |
| 2 | Access the App | Choose Create Billing Documents. | The Create Billing Documents screen is displayed. |  |
| 3 | Search for the Billing Document Request | Adapt filters for search criteria if necessary.  Choose Adapt Filters.  Choose More Filters.  Select BDR Source Document.  Choose Go.  In search filed BDR Source Document, fill in the  ID of the Service Contract for which you want to create Billing Documents  Choose Go |  |  |
| 4 | Define Billing Settings | Choose Billing Settings,  Set billing date and type before billing: ON  Create separate billing document for each item of billing due list: OFF  Automatically post billing documents: ON  Display billing documents after creation: ON  Choose OK. |  |  |
| 5 | Select item(s) for billing | Select the row of sales document (Billing Document Request) created in previous chapter and choose Create Billing Documents. | There is one window Create Billing Documents is displayed. |  |
| 6 | Maintain Billing Date | Choose billing type Invoice (F2) and  Billing Date: for example, current date,  Choose OK. | The draft billing document with ID TMPxxxxxxxx will be displayed. |  |
| 7 | Save Billing Document | On view Manage Billing Document,  choose Save.  The draft version billing document with ID TMPxxxxxxxx turns into a saved billing document with ID xxxxxxxx, | The system creates an invoice. |  |

## Service Contract Change Processes (optional)

### Manually Renew Service Contract Item

Purpose

The change process can be used to create a follow-up item in the system when a service contract item ends.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on as  Customer Service Manager (Customer Management). |  |  |
| 2 | Access the App | Choose Create Service Contract . |  |  |
| 3 | Create new Service Contract | Choose Create Service Contract and fill the fields in section Service Contract Details with the following values:  Description: your description  Sold-to-Party: 10100001 for Customer domestic 01  Choose Enter.  If organizational data is displayed on the Select Organizational Data dialog box, for the Sales scenario choose Dom. Sales Organization DE , and for the Service scenario choose Dom. Service Organization DE. If the Partner Selection dialog box is offered, choose one of the available contact persons.  Contract Start: for example, the first of this month  -Contract End: for example, the first of this month in one year  In section Items fill the fields with following values:  Product ID: SRV\_CONTRACT Quantity:1.  Choose Enter.  Choose Release all items.  Choose Save. | The new Service Contract is created.  Success massage is displayed. |  |
| 4 | Define manually the renewal of the Service Contract Item | In section Items, choose Edit in column Actions to navigate to the Service Contract Item: xxx, Maintenance view.  Choose Change Processes  On the next screen Service Contract Item: xxx, Maintenance - Change Processes  Choose Change Process Selection and select via the value help Contract Renewal – One Item Only  In section Change Process Parameters  Check and change default values if required:  Validity  Date Received: current date  Duration: 6 Month  Follow-up Processes  Create quotation: uncheck  Note The quotation process for service contracts is not covered with Best Practices Content for 2020. You can create a Solution Quote as follow-up process for Service Contracts when you have activated the scope item 4Q5 Solution Quotation.  Choose Execute Change Process.  Choose Back twice.  Choose Save. | The service contract item has been renewed.  Item executed with message: Change process executed for item 100. |  |
| 5 | Check newly created item | On service contract detail page, check relevant information.  A new item line 200 is added in the item table with following values:  - Status: open  - Contract Start: Current date + 1 year  - Contract End: Current Date + 6 months of Current date 1 year 6 months  - Quantity: 1  Note One Service Contract item can be renewed only one time and only when it is in status Released. If the Auto-Renewal Process has been enabled for one item, the manual change process is not allowed. | The Service contract is updated. |  |

### Manually Renew entire Service Contract

Purpose

This change process can be used to extend the validity period of all the items that are contained in a released service contract.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad using the role Customer Service Manager (Customer Management). |  |  |
| 2 | Access the App | Choose Create Service Contracts. |  |  |
| 3 | Create new Service Contract | Choose Create Service Contract and fill the fields in section Service Contract Details with the following values:  Description: Maintain a description  Sold-to-Party: for example, 10100001 for Customer domestic 01  Choose Enter.  If organizational data is displayed on the Select Organizational Data dialog box, for the Sales scenario choose Dom. Sales Organization DE , and for the Service scenario choose Dom. Service Organization DE. If the Partner Selection dialog box is offered, choose one of the available contact persons.  Contract Start:the first of this month  Contract End: the first of this month in one year  In section Items, add the following data:  Product ID: SRV\_CONTRACT Quantity: 1.  Add a second item:  In section Items add the following data:  Product ID: SRV\_CONTRACT Quantity: 1.  Item category: SC Itm (Pri. Adoptn.)  Choose Enter.  Confirm the Item Category pop-up with OK.  Choose Release all items.  Choose Save. | The new Service Contract is created. |  |
| 4 | Add Product in Product List | In section Items, choose Edit in the column Actions of the first item to navigate to the Service Contract Item: xxx, Maintenance view.  In the item’s Product List, maintain Product ID: CSSRV\_01. | The product has been added to the product list. |  |
| 5 | Choose Condition Type for Price Agreement | Navigate to Price Agreement and choose Add.  On the Choose Condition Type and Key Combination dialog box, maintain the following entries:   * Condition Type: MtrlPr.in Serv.Cntr (PSC0) * Access: Doc.Cat./ID/ItmNo.   Choose OK. | The Price Agreement screen is displayed.  The price agreements are displayed under the section Price Agreement. |  |
| 6 | Maintain Price Agreement | On the Service Contract Item - Price Agreements screen, maintain the following entries:  Product: CSSRV\_01  Condition Amount: add a price, for example, 22,00  Condition Currency: If relevant for your solution, optionally update the system proposal.  Pricing Unit: 1  Unit of Measure: HR  Valid From: Optionally update the system proposal.  Valid To: Optionally update the system proposal.  Choose OK.  Note Optionally you can add further price agreements like described above. For example, you can maintain a percentual discount for a product with condition type MatlDisc. inSrvc.Cntr (DSC1), or a percentual discount for a material price group with condition type GrpDiscMatlPrSrvCntr (DSC2).  Choose Back.  Choose Save. | A price agreement for a service product has been maintained. You can verify your entries in the Price Agreement view of the Service Contract Item screen. |  |
| 7 | Define manually the renewal of the Service Contract | On view Service Contract: \*\*\*\*\*\*\*\*(Contract ID)  Choose Change Processes.  On view Service Contract: \*\*\*\*\*\*\*\*(Contract ID), - Change Processes  Choose Change Process Selection and select via the value help: Contract Renewal - Entire Contract  Choose Enter.  In Section Change Process Parameters  Check and change default values if required:  Validity  Date Received: current date  Duration: 6 Month  Follow-up Processes  Release Automatically: check  Choose Execute Change Process  Choose Back.  Choose Save.  Note To execute the change process, make sure that your service contract does not contain any errors and that the status is set to Released. The items should not be canceled or set for auto renewal. | The service contract has been renewed.  Item executed with message: Change process executed. |  |
| 8 | Check info and release item after the renewal | On service contract detail page, check relevant information.  New item lines 300 and 400 are added in the item table with following values:  - Status: Released  - Contract Start: Current date + 1 year  - Contract End:Current date + 1 year + 6 months  - Quantity:1 | The Service contract is updated. |  |
| 9 | Check Price Agreements in new contract items | In section Items choose Edit in the column Actions of the third item to navigate to the Service Contract Item: xxx, Maintenance view.  Choose tab Price Agreement.  In section Price Agreement, check the following entries for the newly created item.  Product: CSSRV\_01  Condition Amount: 22,00  Condition Currency: USDEUR  Pricing Unit: 1  Unit of Measure: HR | All condition records for the Price Agreements have been copied to the new items |  |

### Change Sold-to Party

Purpose

You can use change processes to change sold-to party for an active service contract.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad using the role Customer Service Manager (Customer Management). |  |  |
| 2 | Access the App | Choose Search Service Contracts. |  |  |
| 3 | Search for Service Contracts | Select the service contract you have created in chapter Create Service Contract. | The contract is displayed. |  |
| 4 | Display Service Contract Details | On view Service Contract: \*\*\*\*\*\*\*\*(Contract ID)  Choose Change Processes. | The change process selection screen is displayed |  |
| 5 | Select change process | On view Service Contract: \*\*\*\*\*\*\*\*(Contract ID), - Change Processes  Choose Change Process Selection and select via the value help: CSLT - Change Sold-to Party.  In Section Change Process Parameters  Check and change default values if required:  Validity  Date Received: current date  Effective Date: current date (change for example, to first of next month).  Parties Involved  New Partner: the ID of the new sold-to party, for example, 17100003  Release Automatically: check | The change process parameters are entered. |  |
| 6 | Execute change process | Choose Execute Change Process.  Choose Back. | In the section Message Log a message text: Change process executed appears. A new contract is created and released with the new sold-to party. The new contract is shown in the Transaction History. This contract will be valid from the effective date until the end-date of the original contract. |  |
| 7 | Save | Choose Save. |  |  |

### Cancel Service Contract

Purpose

The Customer Service Manager has identified a Service Contract that need to be cancelled. In this case he can cancel the contract by adding canceling party, date and reason,

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad using the role Customer Service Manager (Customer Management). |  |  |
| 2 | Access the App | Choose Search Service Contracts. |  |  |
| 3 | Search for the Service Contract to be canceled | To find the service contract to be canceled use the available filters, e.g.Description: the description of the service contract to be canceled,  choose Search. | The searched Service Contract is displayed in the result list. |  |
| 4 | Cancel a Service Contract from the list report page | In the result list  Choose the Service Contract that you want to cancel.  On View Service Contract: \*\*\*\*\*\*\*\*(Contract ID)  Choose Cancellation.  In section Cancellation fill in the fields with the following values:  Cancellation Receipt: for example, current date.  Requested Cancellation Date: for example, end of the year.  Cancelling Party: Customer  Reason: for example, Price Increase | Depending on the cancellation procedure and the information that you enter (such as the cancellation party), the system calculates when the contract can be canceled, that is, it generates a new contract end date. |  |
| 5 | Save | Choose Save. |  |  |

# Appendix

## Process Integration

The process to be tested in this test script is part of a chain of integrated processes.

### Preceding Processes

The following processes and conditions can proceed this process.

|  |  |
| --- | --- |
| Process | Business Condition |
| None |  |

### Succeeding Processes

After completing the activities in this test script, you can continue testing the following business processes:

|  |  |
| --- | --- |
| Process | Business Condition |
| 41Z | Service Order Management |
| J59 | Accounts Receivable |

Typographic Conventions

|  |  |
| --- | --- |
| Type Style | Description |
| Example | Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options.  Textual cross-references to other documents. |
| Example | Emphasized words or expressions. |
| EXAMPLE | Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE. |
| Example | Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools. |
| Example | Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation. |
| <Example> | Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system. |
| EXAMPLE | Keys on the keyboard, for example, F2 or ENTER. |

|  |
| --- |
|  |
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