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SAP Certified - SAP Billing and Revenue Innovation Mgmt. - Subscription Order Management

Latest Version: 4.0

1. Unified Scenario Simulation
2. Micro Skill Drill Exam

Topic: 1
Unified Scenario Simulation
Larimar Poolworks Subscription Go-Live for a Leisure Group
Business Context
Larimar Poolworks, based in Yerevan, Armenia, sells managed pool-water-quality monitoring to leisure centres and hotels on a monthly subscription. Connected sensors track pool chemistry continuously, and every plan includes a fixed number of automated water tests each month; any tests beyond that included quantity are charged per block. The company is onboarding a new customer, Sevan Leisure, a regional operator that runs an indoor pool at a single leisure centre. This is Sevan Leisure's first agreement with Larimar Poolworks, and the account team wants the first billing cycle to run cleanly at month end.
System Landscape
Larimar Poolworks manages its subscriptions in SAP Subscription Order Management inside a BRIM landscape. Recurring and usage charges are rated in Convergent Charging, the consolidated customer invoice is produced by Convergent Invoicing, and customer postings and payments are handled in Financial Contract Accounting. Consultants and the billing team work through a web-based interface, and the environment runs on a private-cloud release.
Commercial Arrangement
The signed deal was captured as a single solution quotation that brings together three elements: the monthly monitoring subscription, a one-time onsite sensor-installation service, and the sale of the sensor units themselves. The quotation has been created and saved, and it now sits in the landscape while the team works through the remaining go-live steps. No subscription contract has yet appeared for Sevan Leisure.
Master Data Progress
The consultant created the business partner for Sevan Leisure, and the record is available in the system. While preparing for the first cycle, the billing lead noticed that no contract account had yet been set up for the partner. A brief attempt to run a test posting for the monthly fee did not record anything against the customer, and the team paused to confirm the remaining master-data prerequisites before continuing.
Product Setup
The subscription product for the monitoring plan is active in the catalog and carries its subscription-specific data. During an early trial run, however, the recurring monthly charge returned no rated amount. Reviewing the setup, a consultant observed that the product had not been linked through the cross catalog mapping to the corresponding charging master data. One team member, conscious of the go-live date, suggested simply keying the monthly amount into invoicing by hand so the first invoice would at least show a value.
Go-Live Preparation
The plan's included water tests are to be represented by a counter for the single Sevan Leisure site, and the team is confirming which counter fits an allowance consumed only under that one contract. The billing plan is expected to govern when the monthly fee becomes billable, so the first consolidated invoice lands at the end of the opening cycle. Sevan Leisure has already mentioned that it may add a second pool site later and would then like one shared pool of included tests across both locations.

Your assignment

You are working as a Subscription Order Management consultant in Larimar Poolworks' BRIM landscape, using the web-based interface on a private-cloud release. A new customer, Sevan Leisure, has signed a single solution quotation covering a monitoring subscription, a one-time installation service, and the sale of sensor units. Your task is to bring the deal live so the first monthly invoice runs correctly, working within the master data, quotation, charging-integration, and counter behaviour of Subscription Order Management. Apply exact, task-oriented steps and confirm observable completion evidence at each checkpoint. Do not rely on unsupported technical identifiers; work at the level of the relevant customizing activities and master-data objects

1. CHALLENGE 1 — Business Partner and Contract Account Readiness Before Billing

• Confirm the Sevan Leisure business partner exists with the roles required for a subscription customer.

• Set up a contract account that belongs to the Sevan Leisure business partner, so customer charges and payments have an object to post against.

• Ensure the contract account is assigned in the subscription contract data before the first billing cycle.

• Do not reuse another customer's contract account or route the first charges to a general ledger account as a shortcut.

Checkpoints

• A contract account exists for the Sevan Leisure partner and is assigned to the subscription contract.

• A test posting for the monthly fee records an open item against that contract account.

2. CHALLENGE 2 — Sequencing the Solution Quotation into Active Contracts

• Treat the single solution quotation as carrying the sales, service, and subscription items together; do not split it into separate products to make contracts appear.

• Accept and release the solution quotation so the subscription contract and follow-on orders are created in the landscape.

• Confirm the correct ordering: accept the quotation, allow the subscription contract to be created, assign the contract account, then run the first invoice.

Checkpoints

• A subscription contract for Sevan Leisure is present in the landscape after the quotation is accepted.

• No invoice is attempted before the contract exists and its contract account is assigned.

Question: 1

CHALLENGE 1 — Business Partner and Contract Account Readiness Before Billing

Larimar Poolworks has created the business partner for Sevan Leisure, but the billing lead finds that no contract account is attached to it.

Before recurring subscription charges can post against Sevan Leisure, what must be in place for the business partner?

A. The subscription product must be released in the catalog first, because posting draws the charge amount directly from the product master.

B. A master agreement must be linked to the business partner first, because postings are collected under the agreement rather than the partner.

C. A contract account must exist for the business partner first, because subscription billing and payment post against that contract account.

D. A billing plan must be assigned to the business partner first, because the plan carries the customer's open items for payment.

Answer: C

Explanation:
The contract account is the Financial Contract Accounting object a subscription customer charges and payments post against; without it, nothing can be billed or collected for the partner. It must exist before the first cycle.

Question: 2

CHALLENGE 1 — Business Partner and Contract Account Readiness Before Billing

To reach the go-live date, a team member suggests reusing an unrelated contract account from another customer to save setup time.
How should the team provide the contract account needed for Sevan Leisure billing?

A. Set up a contract account for the Sevan Leisure business partner, because charges and payments must post against that customer's own account.
B. Reuse another customer's existing contract account for now, because any active contract account will let the first invoice run on schedule.
C. Skip the contract account and post the first charges to a general ledger account, because the amounts can be reallocated to the customer later.
D. Attach the contract account only after the first invoice runs, because the account is needed for payment clearing rather than for billing.

Answer: A

Explanation:
A subscription customer charges and payments must post against that customer's own contract account; creating it for the Sevan Leisure partner is what makes billing and collection valid.

Question: 3

CHALLENGE 1 — Business Partner and Contract Account Readiness Before Billing

The contract account has been created and the go-live cycle is close.
What is the best way to confirm the business partner is ready for the first billing cycle?

A. Confirm the subscription product appears in the customer catalog, because a visible product proves the customer is fully ready to be billed.
B. Confirm the solution quotation was created and saved, because a stored quotation shows the terms are ready to bill.
C. Confirm the sensor units were delivered on site, because billing readiness follows the physical installation milestone.
D. Confirm the contract account is assigned to the subscription contract, because subscription charges post against that account.

Answer: D

Explanation:
Billing posts against the contract account, so confirming it is set up and assigned to the subscription contract is the direct evidence the partner can be billed.

Question: 4

CHALLENGE 2 — Sequencing the Solution Quotation into Active Contracts

The signed deal was captured as one solution quotation covering the monitoring subscription, a one-time onsite installation service, and the sale of the sensor units.
The quotation is saved, but no subscription contract has appeared in the landscape. What is the missing step?

A. The subscription product must be re-modeled as three separate products, because one quotation cannot carry sales, service, and subscription items together.
B. The solution quotation has not been accepted and released, because contracts are created only after the quotation is accepted.
C. The cross catalog mapping must be completed, because contracts are generated by the charging master data rather than by the quotation.
D. The contract account must be closed and reopened, because a new posting object is required to trigger contract creation.

Answer: B

Explanation:
A solution quotation becomes subscription contracts and follow-on orders only after it is accepted and released; until then no contract exists in the landscape.

Question: 5

CHALLENGE 2 — Sequencing the Solution Quotation into Active Contracts

With the solution quotation ready, the team lists the steps to take the signed deal live and reach the first invoice.
Which sequence correctly takes the accepted deal from quotation to a billable subscription?

A. Accept the quotation, then let the subscription contract be created, then assign the contract account, then run the first invoice.
B. Let the subscription contract be created, then accept the quotation, then assign the contract account, then run the first invoice.
C. Accept the quotation, then run the first invoice, then let the subscription contract be created, and finally assign the contract account.

D. Accept the quotation, then let the subscription contract be created, then run the first invoice, then assign the contract account.

Answer: A

Explanation:
The quotation must be accepted before any contract exists, the contract account must be assigned before charges can post, and only then can the first invoice run; this ordering respects each dependency.
Topic: 2
Micro Skill Drill Exam

Question: 6

Pampas Metering, a smart-water-metering business in Córdoba, Argentina, offers a usage-based subscription for its connected meters. A consultant has created the subscription order and contract for a new customer; the customer has a contract account, and the meter subscription product carries its subscription-specific data. Mediated usage records for metered consumption begin arriving in the landscape as expected. However, the usage is never rated: no consumption charges are produced, and the customer's invoices show only the flat recurring fee with no variable usage lines at all. The consultant confirms that the charge and price design for metered consumption already exist in SAP Convergent Charging, and that the mediation records are reaching the system. What is missing is the cross catalog mapping that links the SOM subscription product to its charge in Convergent Charging, so incoming usage has no charge to be rated against. The consultant must make the change that allows the metered usage to be rated and billed.
Which action lets the metered usage be rated so that consumption charges are produced?

A. Re-run the mediation job that collects the meter records again, because usage stays unrated until the same consumption records have been transferred into charging for a second time.
B. Add a billing plan to the subscription contract, because the billing plan is what triggers Convergent Charging to rate the incoming metered usage records against the product.
C. Maintain the cross catalog mapping between the product and its Convergent Charging charge, because that mapping links the product to its rating logic so metered usage can be rated.
D. Increase the recurring fee on the product so it absorbs usage, because folding the metered consumption into the flat fee is how variable usage is meant to reach the invoice.

Answer: C

Explanation:
Rating logic lives in Convergent Charging, but SOM must tell Convergent Charging which charge applies to the product; the cross catalog mapping is that link. Because it is absent, mediated usage arrives with no charge to rate against, so no usage charges are produced. Maintaining the mapping connects the product to its rating logic and lets metered consumption be charged.

Question: 7

Zahra Broadband, an internet service provider in Amman, is quoting a business customer for a bundled offering: a broadband subscription, a one-time installation service, and the sale of a router. A consultant builds a single solution quotation that carries the sales, subscription, and service items together, prices it, and reviews it with the customer, who agrees to proceed. The consultant then tries to turn the quotation into the live subscription contract and the follow-on order, but the conversion does not run — no subscription contract is generated from the quote, and no error points to missing master data. The customer already has a contract account, and every product in the quote is correctly modelled. Reviewing the quote lifecycle, the consultant realizes that a required procedural step was skipped before the conversion was attempted. The consultant must identify the single step that has to be completed first so that the solution quotation becomes the subscription contract and follow-on order.
Which single step must be completed first so the solution quotation becomes the subscription contract and follow-on order?

A. Split the quotation into one document per item type, because a solution quotation converts only after its sales, subscription, and service items are separated into individual quotes first.
B. Add the customer to a master agreement hierarchy, because a solution quotation can be converted into a contract only for customers already assigned under a master agreement.
C. Post a down payment against the contract account, because a solution quotation converts into a contract only once an initial payment has been received on the customer's account.
D. Accept the solution quotation so it is formally released, because a quotation becomes the subscription contract and follow-on order only after it has been accepted.

Answer: D

Explanation:
A solution quotation must be accepted and formally released before it becomes the subscription contract and follow-on order; until then the conversion has no released quote to act on. Because acceptance was skipped, no contract is generated; completing it is the missing upstream step that lets conversion proceed.

Question: 8

Cedarleaf Software, a business-software vendor in Ottawa, has activated a new monthly SaaS subscription for a corporate client. The subscription contract is active, the product is mapped to its charge in SAP Convergent Charging, and the recurring monthly fee is being rated correctly. When the first invoice is produced by SAP Convergent Invoicing, though, the recurring subscription fee does not appear on it — only the usage-based lines are shown to the customer. The consultant confirms the contract is active and that charges for the recurring fee are indeed being generated in charging. On review, the recurring fee has no billing plan defined, so although it is rated it never becomes billable and is never transferred into Convergent Invoicing. As a result the fee is priced internally but is missing from every invoice the customer receives. The consultant must make the configuration change that lets the recurring subscription fee become billable and appear on the invoice.
Which action makes the recurring subscription fee become billable and appear on the customer's invoice?

A. Cancel and recreate the subscription contract, because a recurring fee is only picked up by invoicing when it is present at the moment the contract is first created.

B. Grant the customer an additional contract account, because recurring and usage charges must post to separate contract accounts before both can appear together on one invoice.
C. Re-map the product to a different Convergent Charging charge, because the recurring fee reaches the invoice only once it is rated under a second charge in addition to the usage charge.
D. Define the billing plan for the recurring charge, because the billing plan sets when the recurring fee becomes billable and is transferred to Convergent Invoicing for the invoice.

Answer: D

Explanation:
A billing plan defines when a recurring charge becomes billable and is passed to Convergent Invoicing. Because none is defined for the recurring fee, it is rated but never transferred, so it is absent from the invoice; defining the billing plan lets it become billable and appear.

Question: 9

Nordvind Media, a video-streaming provider in Oslo, is launching a new monthly streaming subscription. A consultant has created the product master record; it is active and appears in general product searches across the system. Pricing for the product already exists in SAP Convergent Charging, and the target customer has a contract account in place. When an order agent opens a subscription order and tries to add the streaming product as a recurring line, the product cannot be selected as a subscription item — it behaves like an ordinary one-off product and is only offered as a standard sale. The consultant confirms the order type is correct and the customer is valid, then reviews how the product was built. The product was created without the subscription-specific data that identifies it as a recurring subscription product, which is why SOM does not treat it as a subscription line. The consultant must adjust the product so it can be ordered as a recurring subscription.
Which action makes the product usable as a recurring subscription item in the order?

A. Maintain the subscription-specific data on the product, because that data marks it as a recurring subscription item and is what makes it selectable in a subscription order.
B. Extend the product master to an additional sales area, because a subscription item becomes selectable only after the product first reaches a second distribution channel in the catalog.
C. Change the product's base category to a service type, because a subscription order accepts only products whose category is set to service rather than to material.
D. Package the streaming product inside a new bundle product, because only products contained within a bundle can be added as recurring items to a subscription order.

Answer: A

Explanation:
Subscription-specific data is what tells SOM to treat the product as a recurring subscription item rather than a one-off sale, so it becomes selectable as a subscription line in the order. Maintaining it addresses exactly why the active product behaves as an ordinary product today.

Question: 10

Selat Mobile, a mobile operator in Kuala Lumpur, is configuring a household family plan in SAP Subscription Order Management. The design goal is that a single pool of included data — an allowance — should be usable across several subscription contracts in the same household, so the parent line and the children's lines all draw from one shared quantity. The consultant creates a subscription contract for each line, and each line receives its own allowance counter holding the included data. In testing, though, nothing is pooled: every line consumes only its own included data, and when one line exhausts its allowance the other lines are completely unaffected. The consultant verifies that the included quantity is correct on each line and that all contracts are active. The problem is that per-line allowance counters were used, when the requirement calls for the household lines to consume from one common pool. The consultant must apply the counter concept that lets a single included quantity be shared across the contracts.
Which configuration lets the household lines draw their included data from one common pool?

A. Create a separate bundle product for the household, because pooled data is only possible when every line is repackaged into a single bundle that hides the individual contracts.
B. Raise the allowance quantity on each line so the totals match, because a household pool is represented by giving every line the same included amount to draw down independently.
C. Add a persistent counter to each contract, because a persistent counter retains usage across billing periods, and that period retention is what lets separate lines share one common allowance.
D. Configure a shared allowance so the lines draw from one common counter, because a shared allowance lets the included quantity be consumed across several contracts rather than per line.

Answer: D

Explanation:
A shared allowance is the counter concept that lets one included quantity be consumed across several contracts, which is exactly the household-pool requirement. Configuring it replaces the private per-line counters with one common pool, so all lines draw down the same allowance.

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