

Customer Service (CS)

SAP Customer Service (CS) manages a wide range of service scenarios from pre-sales, sales, to post-sales. It could be for helpdesks helping the customer over the phone or complicated annual maintenance contracts for the after-sale of a car, computer, or power generator.

This module can be considered a sub-branch of the Sales and Distribution (SD) module as it helps users manage a variety of service scenarios. SAP CS is also tightly integrated with other modules like Materials Management (MM), Finance (FI), Controlling (CO), and Production Planning (PP).

CS Organizational Structure (SAP SE, 2022)

The organizational structure of the SAP CS is the same as SAP Enterprise Asset Management.

Additionally, here is an example of the organizational structure of the Sales Area under SAP CS.

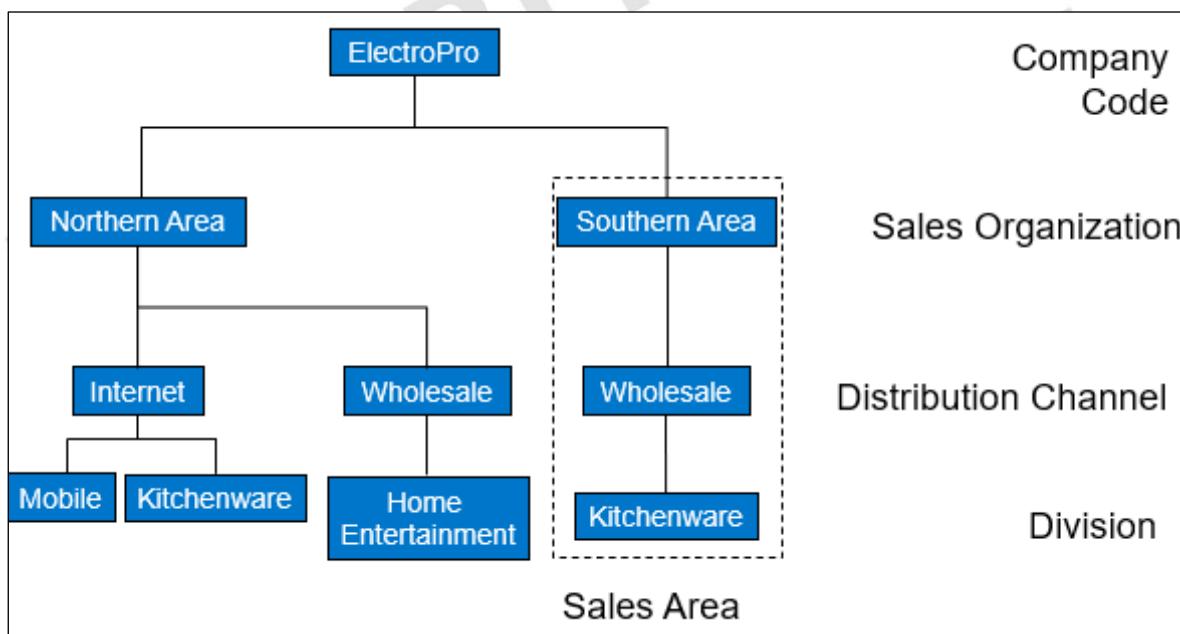


Figure 1. SAP CS sales area organizational structure. Retrieved from 2022 SAP SE/SAP UCC.

- **Client** – an independent environment in the system.
- **Company Code** – the smallest organizational unit where a legal set of books can be maintained.
- **Plant** – the operating area of a branch within the company. It can be a manufacturing, distribution, purchasing, or maintenance facility.
- **Storage Location** – an organizational unit allowing differentiation between the various stocks of material in a plant. It is required to store spare parts.
- **Sales Organization** – responsible for the sale of certain products or services. It also has a legal liability for products and customer claims.
- **Distribution Channel** – used for products or services to reach the customer. Examples include wholesale, retail, and direct sales.
- **Division** – a way of grouping materials, products, or services.
- **Sales Area** – a combination of Sales Organization, Distribution Channel, and Division. It also determines the conditions, such as pricing for sales activities.

CS Master Data (SAP SE, 2022)

SAP CS master data includes the following master data:

- Customer Master
- Vendor Master
- Work Center
- Equipment
- Bill of Material
- Material Master

The Equipment, Bill of Material, and Material master data have the same concept as the master data from previous modules.

Customer Master Data

This master data contains information necessary for processing orders, deliveries, invoices, and customer payments. Every customer must have a master record. This master is divided into three (3) areas: General Data, Company Code Data, and Sales Area Data.

Vendor Master

This master data contains the information needed to do business with external suppliers. It is used and maintained primarily by the Purchasing and Accounting Departments. Just like a Customer master, a vendor must have a master record.

Work Center

The **work center** is a location within a plant where value-added work such as operations or activities, is performed. It can represent people or groups of people, machines or groups of machines, and assembly lines.

The work center used to define capacities includes Labor, Machine, Output, and Emission.

CS Reports and Processes (SAP SE, 2022)

SAP CS Reports

Service Notification

The document for capturing customer complaints. It is how notifications from a customer are entered and managed in Customer Service.

The components include customer information, technical object and service contract information, and valid warranty information. Service notification types include customer message or problem notification, service request, and technical completion.

Service Order

It is the precise assessment of time and resources. It can be created as a follow-up to a service notification.

Warranty

It is a guarantee to vouch for defects or faults in the product purchased, valid for a specific set time. The services defined and covered range from repairing a defect to taking the product back for replacement.

Service Contract

It records the service package details one has agreed to provide a recipient over a specific period. A **long-term agreement** defines the validity period, services, and conditions for at least one technical object.

Additionally, a **service and maintenance contract** provides maintenance of technical objects in a predefined manner.

Service Quotation

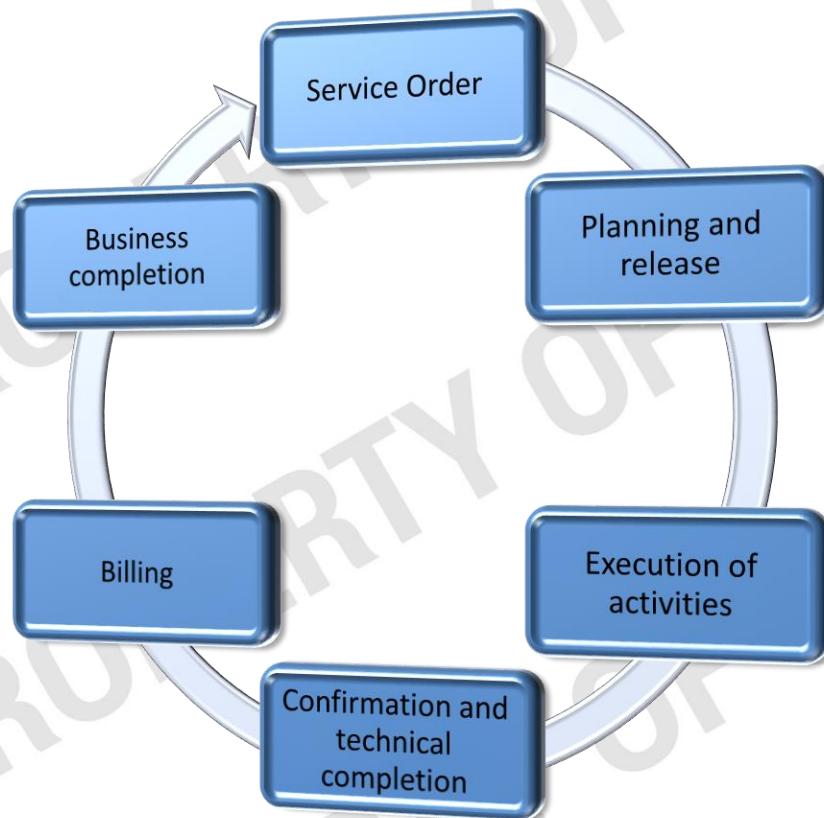
A legally binding offer with fixed conditions made to a customer for the performance of certain services.

Repair Order

Provides functions for managing the necessary activities that repairing goods for a customer entails. It covers registering the repair request from the customer and billing the customer for the service performed.

SAP CS Processes

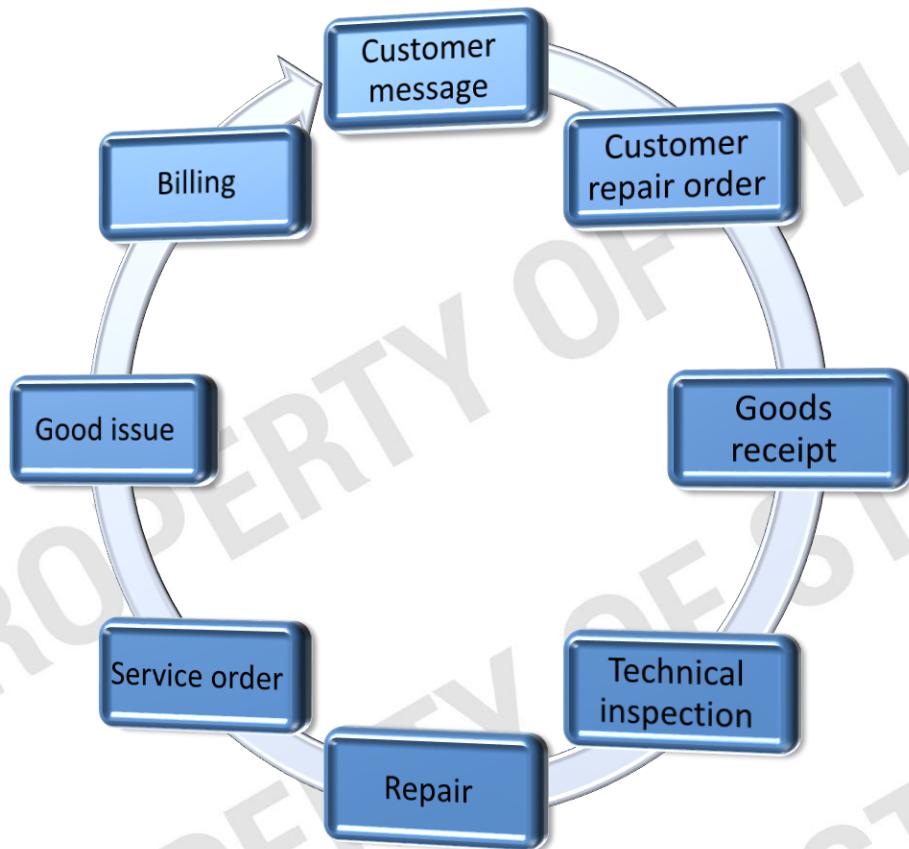
Service Order Process



A service order must be created first before planning and releasing a request. After the service order is released, the activities are executed and performed such as repair and maintenance.

A confirmation and technical completion are achieved to issue the accrued cost in the form of billing. After the payment is settled, then the business or service is completed.

Goods Return and Repair Process



A customer message is initiated informing the business about a possible goods return due to a defect. A customer repair order is created and issued. A customer sends the item for a technical inspection. A repair is then conducted based on the evaluation of a technician. A service order is issued after the repair is completed. A goods issue is initiated to return the fixed item to the customer. Billing is used to settle the payment in case the warranty does not cover it.

References:

Partner (2022) SAP SE/SAP UCC Magdeburg from Academic Competency Centre)

SAP Community (2019). *Service management in SAP with customer service module (CS)*. [Article]. Retrieved on August 8, 2024, from <https://community.sap.com/t5/enterprise-resource-planning-blogs-by-sap/service-management-in-sap-with-customer-service-module-cs/ba-p/13418539>