## Enterprise Asset Management and Customer Service

1. Master data plays an important role in the SAP ERP Plant Maintenance Process. You are creating master data for equipment that you keep in one of your work centers. While creating this master data, you can create data for which of the following views? (2 correct answers)
   1. Basic Data
   2. Structure
   3. Company Code Data
   4. Organization

**Answers:** **b,d**

1. You are reviewing a Plant Maintenance Order and want to display expected costs for this. In which of the following ways can you display these expected costs? (2 correct answers)
   1. Operation level
   2. Cost element level
   3. Value category level
   4. BOM level

**Answers:** **b,c**

1. During the plant maintenance process, the job ticket is printed before the release of the maintenance order. (True/False)

**Answer: False**

1. A client is implementing SAP ERP Enterprise Asset Management. You are asked to explain the organizational units associated with SAP ERP Enterprise Asset Management. You will include all of the following except which? (one correct answer)
   1. Location
   2. Maintenance planning plant
   3. Maintenance plant
   4. Controlling area
   5. Planner group

**Answer: d**

1. To assign a BOM to an equipment master record you assign a material number to the \_\_\_\_\_\_\_\_\_\_\_\_\_\_ field.

**Answer: construction type**

1. You are explaining equipment master data to a client. You include all of the following as true regarding equipment master data, except which? (one correct answer)
   1. A piece of equipment is an individual physical object that is to be maintained as an autonomous unit
   2. Equipment can be installed at functional locations
   3. Time-based data can be collected on equipment
   4. Equipment can be processed using inventory processes
   5. Equipment can be linked with a material
   6. Unlike functional locations, permits cannot be recorded for equipment

**Answer: f**

1. You are about to close a service notification. All activities must be closed before a notification can be closed (True/False).

**Answer: False**

1. You are assigning a material to a maintenance order. Which of the following are true with regard to the material assigned to the maintenance order? (2 correct answers)
   1. An availability check can be performed when the material is assigned
   2. If the material is a non-stock item, a purchase order will be created when the order is created
   3. An automatic availability check is performed when the order is released
   4. If the material is not available, the order cannot be released
   5. Materials that are not planned on the order, cannot be issued to the order

**Answer: a,c**

1. You are working on a maintenance order which contains an operation requiring an external service. Which of the following is not a required step in the process when an operation in a service order is an external service (without service specifications)? (two correct answers)
   1. Create purchase requisition
   2. Create purchase order
   3. Close all notifications
   4. Goods receipt
   5. Invoice receipt

**Answer: a,c**

1. Asset transactions include acquisitions and/or retirement of assets in an enterprise. SAP ERP Financial Accounting offers a simple tool for viewing such asset transactions as well as other asset information and activity. Which of the following allows you to view such asset activity? (one correct answer)
   1. Item explorer
   2. Accounts explorer
   3. Accounts viewer
   4. Asset viewer
   5. Asset explorer

**Answer: e**

1. An Internal Order is an extremely flexible tool in SAP ERP Management Accounting that can be used for a wide variety of purposes to track costs and, in some cases revenues, within a controlling area. Which of the following order types are internal orders? (2 correct answers)
   1. Result analysis orders for posting accrual costs in CO.
   2. Capital investment orders for creating assets.
   3. Maintenance orders
   4. Sales orders for make-to-order products.

**Answer: a,b**

1. Which of the following are true with regard to which objects can be used as reference objects for service notifications and service orders?
   1. Equipment can be used
   2. Assemblies can be used by themselves
   3. Functional locations cannot be used
   4. Materials with Serial numbers can be used

**Answers: a,b,d**

1. Which of the following are reasons to create functional locations?
   1. Execution of maintenance tasks
   2. Data collection over long periods of time
   3. Cost monitoring by area
   4. To distinguish different units of material
   5. In order to use inventory processes to track them

**Answer: a,b,c**

1. To assign a piece of equipment to a functional location you simply need to assign it the correct structural indicator (True/False)?

**Answer: False**

1. Which of the following are true of equipment?
   1. A piece of equipment is an individual physical object that is to be maintained as an autonomous unit
   2. Equipment can be installed at functional locations
   3. Time-based data can be collected on equipment
   4. Equipment can be processed using inventory processes
   5. Equipment can be linked with a material
   6. Unlike functional locations, permits cannot be recorded for equipment

**Answer: a,b,c,d,e**