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QUESTION 1

Louis from Tropical Hammocks Inc. has just received some defective hammocks back from customers. He needs to send these hammocks back through production to have several ropes and knots replaced and repaired. Which type of production order will best suit his needs?

- A. Disassembly Production Order
- B. No production order is needed, instead use a service call.
- C. Special Production Order
- D. Standard Production Order

Correct Answer: C

QUESTION 2

Which of these must always be provided to the customer after go-live? Note. There are 2 correct answers to this question.

- A. Access to patches and service packs
- B. Access to the customer portal
- C. The service level agreement
- D. Instructions for accessing SAP support
- E. Your support hotline number

Correct Answer: BE

QUESTION 3

At the end of the financial period, Melanie, the accountant at Flowers for Me, issues the profit and loss statement budget report. She is surprised to find out that the company is deviating from budget. What could be the reason for the budget deviation?

- A. When setting the budget for the company she marked all expense accounts as budget accounts.
- B. Melanie issued the report according to a budget scenario that has different amounts than the main budget scenario.
- C. During the year, the check for deviation from the budget was done according to a budget scenario that has different amounts than the main budget scenario.
- D. Melanie is not authorized to confirm budget deviation in case a G/L account exceeds the budget.

Correct Answer: B



QUESTION 4

The customer is ready to use the services of the remote support platform for SAP Business One. What is the first step?

- A. Submit a support message to SAP.
- B. Send a system status report to SAP.
- C. Upgrade to the latest patch level.
- D. Access the customer portal.

Correct Answer: B

QUESTION 5

Where should you look to find the hardware key for your customer's system?

- A. General Settings
- B. License Administration window
- C. License Manager settings
- D. Choose Company window

Correct Answer: C

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