

# **Oracle Service Contracts Job Interview Questions And Answers**



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# Oracle Service Contracts Interview Questions And Answers Guide.

## Question - 1:

What is usage in service contracts?

### Ans:

Usage base service providing to the product, Usage means USE+AGE.

we can provide the service to the product on the basis of USE(counters) and Durations(time) wise, this need to be define in service contracts how the product get service on eligible business process(customer support/Field service/Depot repair) with charges or with out charges .

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## Question - 2:

What is the use of line numbers?

### Ans:

A contract can have multiple lines and the line number will differentiate between one line to another. Sb-line number is also dependent on line number e.g. if we have line number as 1,2 then the sub-line number for line 1 will be 1.1, 1.2,1.3 etc.

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## Question - 3:

What are the administration components involving with service contracts?

### Ans:

This is 3rd Phase of service contracts and their components as follows in R12

- 1.Change Request
- 2.Versions
- 3.Copy
- 4.Renewal
- 5.change Status
- 6.Terminations
- 7.Extend
- 8.Attachment

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## Question - 4:

What are all default service contracts line types?

### Ans:

The Default Line Types in Service Contracts are:

- a) Service Agreement:
  1. Service
  2. Usage
- b) Warranty and Extended Warranty
  1. Extended Warranty
- c) Subscription Agreement
  1. Subscription



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**Question - 5:**

What is subscription agreement?

**Ans:**

Oracle Service Contracts can be used to sell subscriptions for both tangible(collateral, or any other physical item that can be shipped through OM) and intangible items(collateral that is sent through e-mail).

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**Question - 6:**

Why summary and line Tabs is required?

**Ans:**

The header level information for contract is captured at top of the contract form and in summary tab. The summary tab includes information in various sub-tabs like parties, pricing/billing, renewal, administartion, security/text. The line tab line tab captures the line level information for individual service,usage and subscription items. Line tab will have multiple sub-tabs accounts, effectivities, pricing/products, exemption/payment options, counters, events.

The summary tab and line tab is required for any service contract.

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**Question - 7:**

Why counters is required for the usage products?

**Ans:**

They count the usage of product.this is recorded using counters devices/mechanism that measure usage such as number of phone calls made, no of copiers etc.

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**Question - 8:**

Why contracts need to group and how to assign?

**Ans:**

Contracts are needed to be grouped because the renewals,terminations ,extensions of the Contracts can be done easily based on their groups.

The Contract be assigned to a particular group while authoring the Contract in the Summary---->Administration Tab.

And also we can change the Contracts to another groups from the Contract Navigator.

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**Question - 9:**

Why bill-to and ship-to locations is mandatory for the customer?

**Ans:**

Bill to is required because this is the address which is paying for our bills. Ship to is also required because if we have tos end any material then to which address it should be sent to.

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**Question - 10:**

Why QA checklist is required and what are all its checking?

**Ans:**

QA Checklist is required to check that the contract is created with all the necessary information. the checklist checks and validates the contract before the contract can become active

What all it is checking is a huge list.

Pl. check profile OKS: Default QA checklist

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**Question - 11:**

Where to find the terminations and dues to the service contracts?

**Ans:**



You can find termination and dues information  
Administration subtab of Summary tab.

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### Question - 12:

Where to define the line types?

**Ans:**

Setup --> Contract --> Categories & Sources --> Line Types

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### Question - 13:

What will sections do?

**Ans:**

Sections are used while defining contract terms. Sections are headings under which we organize contract clauses. We can define sections that can be used in defining templates and contracts.

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### Question - 14:

What is the use of approval work flow?

**Ans:**

Oracle Service Contract leverages Oracle workflow to automate the contract approval process. After authoring the contract one can send it for approval and obtain signature on contract.

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### Question - 15:

What are versions in service contracts and how to change the versions?

**Ans:**

To change version  
contracts authoring-> Tools menu->create new version  
contracts can be versioned to maintain the updates and changes.  
Updates can be versioned with change in minor version.  
and creating a new version option changes the major version of the contracts

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### Question - 16:

Tell me What is the use of manual and automatic contract number creation?

**Ans:**

Autonumbering functionality will automatically create contract number after creation of the contract. It provides flexibility in defining how contracts are numbered. One can manually override the system generated number, assuming the allow manual checkbox is selected during setup.

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### Question - 17:

How to create service contract manually, either with or without template?

**Ans:**

If you are talking about oracle apps service contract, the service contract can be created by using OKS APIs.  
If you have template then you can populate the inventory ids directly from service contract base tables or else you have to use Inventory and order management tables.

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### Question - 18:

How to terminate the contract?

**Ans:**

query up the service contract on the launch pad, right click and select "Terminate"

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