

# **R12.x Oracle Service Contracts Fundamentals**

Overview of the Service Contract Management Process

Managing the Negotiation Process

Using the Administrator Workbench and Explaining the Customer Acceptance Portal

Managing the Contract Lifecycle

Setting Up Global Contract Defaults

Confirming E-Business Setups for Oracle Service Contracts

Listing the Oracle Service Contracts Setup Steps

Mapping Time Units of Measure

Setting Up Statuses and Operations

Setting Up Processes and Quality Assurance Checklists

Setting Up Parties, Roles, and Sources

Setting Up Standard Coverage and Subscription Templates

Setting Up Items

Performing Additional Setups

Describing Billing and Pricing

Generating Contract Renewals

Setting Up Contract Terms and Contract Templates

Setting Up Profile Options