SAP Customer Checkout
Product Road Map

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Introduction to Product Road Maps

Purpose

Product road maps are designed to support the product adoption planning activities of SAP customers. A product road map helps a customer match short term and long term goals with technology plans.

A product road map describes how the feature / function capabilities in an SAP product or technology are planned to progress over time, in general:

- Today = changes in the current release version
- Planned Innovations = changes planned in one or more upcoming development releases (up to 12-18 months).
- Future Direction = proposed themes for a product or technology beyond the planned releases

Complementary resources

For a more general description of the business problems / processes being solved and supported by SAP, refer to Solution Road maps.

For more detailed technical information please refer to the Product Availability Matrix, Ramp-up Knowledge Transfer materials and product documentation.

Table of Contents

Product Overview

- Product description

- Road map overview and major product updates

Appendix

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Product Road Map

SAP Customer Checkout
Product Description

SAP Customer Checkout covers all common point of sale requirements needed for a merchandise or retail store, kiosk, and restaurant. From sales to discount campaigns, SAP Customer Checkout offers all functionality cashiers and sales staff need.

SAP Customer Checkout offers tightly integration capability into SAP ERP systems (SAP Business One, SAP Business ByDesign and SAP ECC Retail).

Point of Sale functionality
- Article selection
- Price and tax calculation
- Point of Sale hardware integration
- Various Payment methods
- Returns
- Different UI modes tailored to your business (Retail, Kiosk, Hospitality)
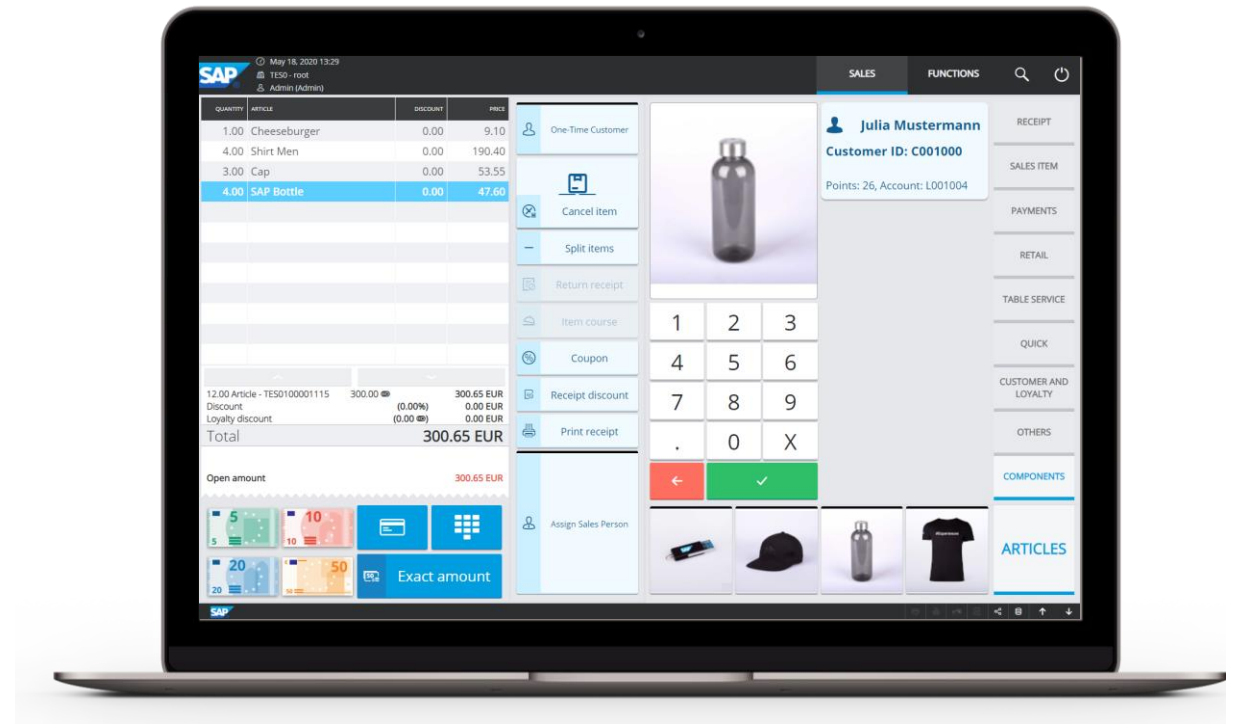- Customizable user interface
- Day-end closing

Integration
- Master data download from SAP ERP Systems
- Sales receipt upload to SAP ERP Systems

Integration Monitor
- Monitor the integration into SAP ERP Systems

Central management
- Central gift card management
- Central loyalty management

SAP Customer Checkout Manager
Product Description

SAP Customer Checkout manager is a web application and another component when working with SAP Customer Checkout.

It forms a basis for the central management of gift cards, users, organizational units, roles, time recordings, receipts, software installations, and sales reports in SAP Customer Checkout.

Point of Sale Management
- Users and Roles
- Cash Desks and Organizational Branches
- Customers
- Price lists
- Articles
- Receipts

Point of Sale Configuration
- Article groups
- Quick Selections
- Warehouses
- Tax Rates
- And many more

Monitoring
- Monitoring
- Monitoring Reports
- Master data queue

Gift Cards
- Gift cards generation
- Gift card reports
- And many more

Coupons

Data Privacy Management

- Software Versions
- Sales Reports
- Drawers
- Sales Summaries
- And many more

Loyalty Program
- Loyalty account types
- Loyalty tiers
- Loyalty configuration
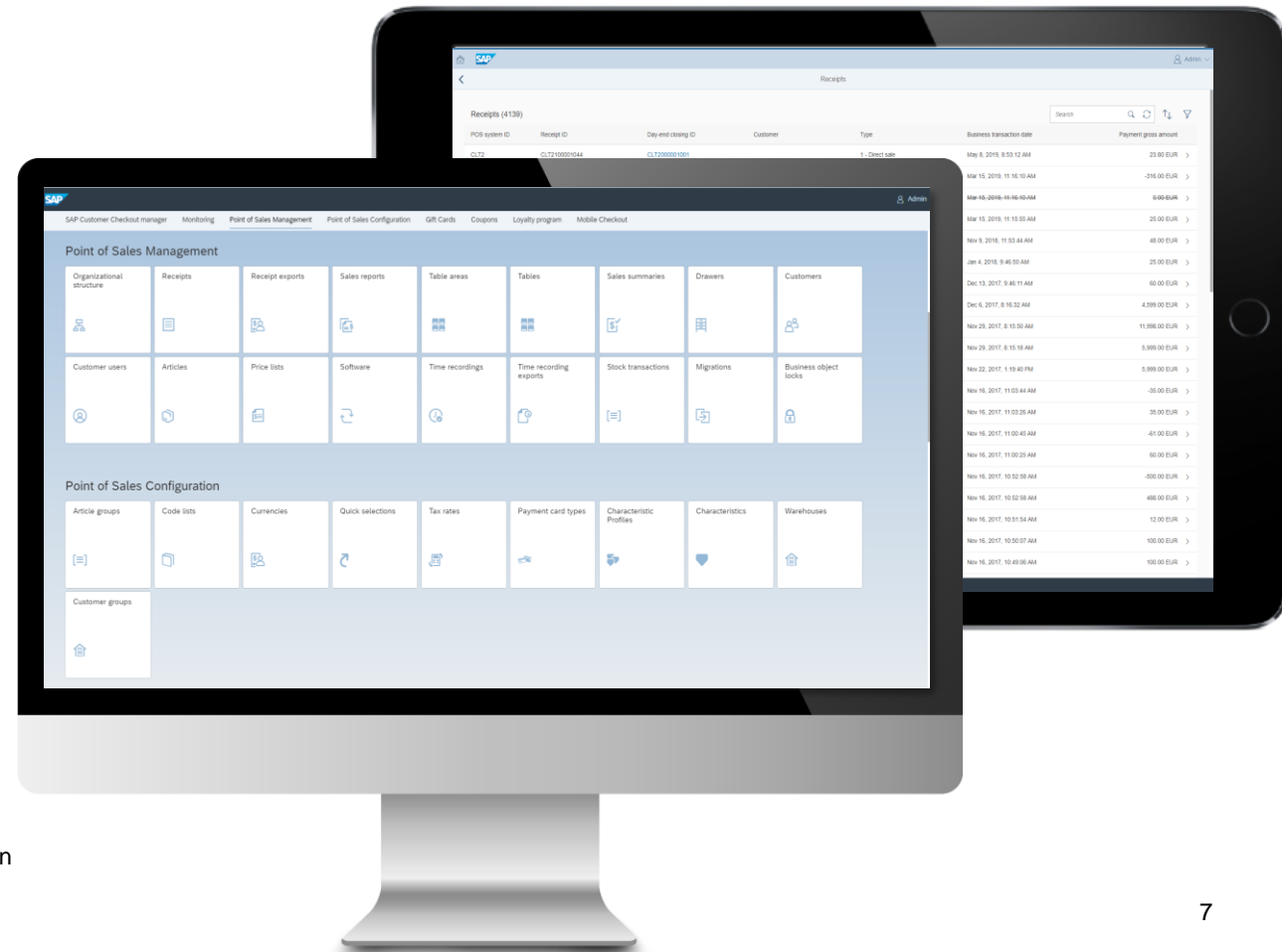- Loyalty rules
- Loyalty reports

Mobile Order
- Mobile order configuration
- Events
- And many more

Table Order
- Self-order configuration
- Assortments
- And many more

Standalone Solution
- Using SAP Customer Checkout as standalone solution

SAP Customer Checkout
Country and Language Versions

Current Country Versions

✓ Germany

✓ Switzerland

✓ Austria

✓ France

✓ United Kingdom

✓ Ireland

Current Languages

✓ The UI is available in the following languages:

English, German, Dutch, French, Italian, Japanese, Polish, Portuguese (Brazil), Spanish, Danish, Swedish, Chinese, Hebrew, Russian, Arabic (limited support)*

✓ The product documentation is available in English and German.

Non-Localized Countries

✓ SAP Customer Checkout can be sold in non-localized countries as well.

✓ SAP Partners are responsible to evaluate and localize the solution.

✓ SAP Customer Checkout is already used by customers in 46+ countries.

46+

Countries using SAP Customer Checkout

* Limited support for Arabic language is provided for help and support purposes and might not meet 100% of the needs for an Arabic user. For receipt prints, we support dual language print. For the user interface, the labels are translated and displayed correctly, however, the user interface itself and orientation of the columns in the user interface are not right to left aligned.

Product Road Map Overview – Key Themes and Capabilities

Today	Planned Innovations	Future direction

Point of Sales functionality

- Support of all common POS processes in Retail, and Food and Beverage
- SAP Customer Checkout standalone
- EU General Data Protection Regulation
- Configurable SALES screen
- Integrate mobile payment solutions
- Table Order: Order food from your table
- Mobile Order & Pick-up
- Support for MFA(Multi-factor Authentication)

Central management

- SAP Customer Checkout manager as software component to centrally manage POS systems (update, users, customers, monitoring, etc)
- Central reporting
- License management
- Job schedules
- Loyalty management
- Multi-Tenancy

Integration

- Integration into all major SAP ERP products
- Integration to SAP Event Ticketing
- Support of inbound and outbound SOAP Services for SAP S/4 HANA

Point of Sales functionality

- Usability improvements in new UI (For Retail, Quick and Table Service)
- Enhancements in Gift card and Loyalty Management
- Extend Mobile Order
- Certificate based communication
- Enhance Central Alert and Monitoring
- First version for Central Configuration

Integration

- Extension of SAP S/4 HANA integration

Globalization

- First version of US localization (support of tax, integration adaption, receipt printout, sales reports)

Point of Sales functionality

- Extend Table Order and Mobile Order
- Self-Checkout
- Extend functionalities for retail and catering businesses

Central management

- Central configuration of POS systems

Integration

- Extend integration into SAP S/4 HANA (Retail), SAP S/4 HANACloud, SAP Business One, and more

Globalization

- Extend SAP Customer Checkout for further regions, especially North America
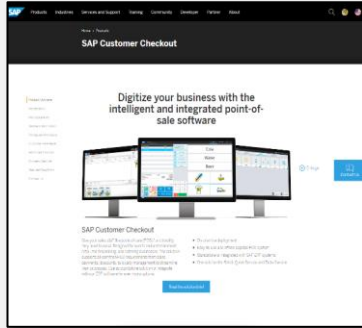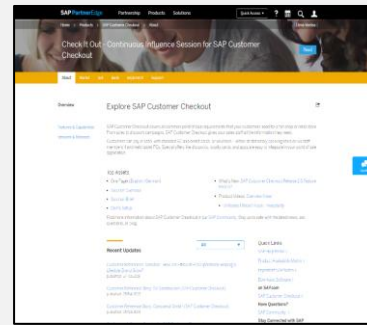
Appendix

Learn More

sap.com
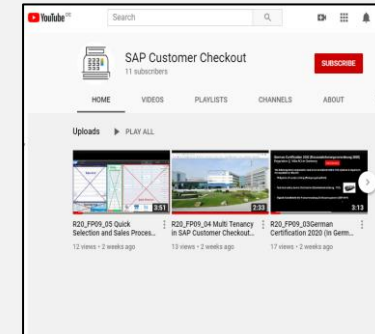Find solution briefs, customer references, and many more

PartnerEdge
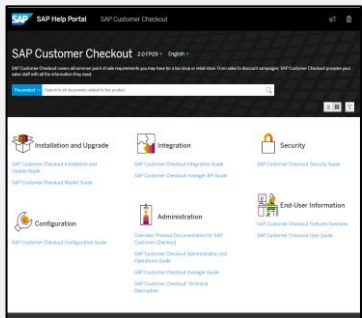Find enablement and how-to-guides for partners.

YouTube
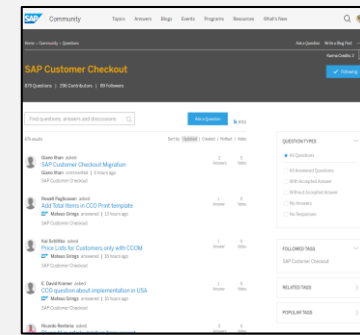Find product videos, step-by-step-guides and many more.

SAP Help
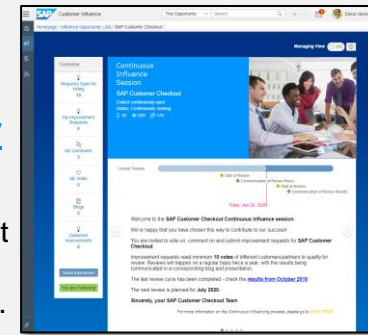Official Product Documentation of SAP Customer Checkout

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SAP Customer Influence
Submit improvement ideas for SAP Customer Checkout.

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