



SAP Customer Checkout

What's New in Release 2.0 Feature Pack 12

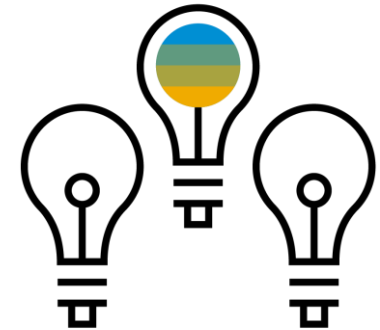
SAP for Sports and Entertainment, SAP
July 2021

PUBLIC

What's New in SAP Customer Checkout 2.0 Feature Pack 12

The following asset is designed to give you an overview of new features in SAP Customer Checkout 2.0 Feature Pack 12.

- [SAP Customer Checkout Manager: SAP Fiori User Experience](#)
- [Mobile Order](#)
- [Table Order](#)
- [Service Charges and Fees](#)
- [Enhancements in Table Service](#)
- [Gift Cards](#)
- [Loyalty Program](#)
- [SAP Customer Checkout manager ERP Integration](#)
- [User Authentication with LDAP](#)
- [Quick Selection Improvements](#)
- [Miscellaneous](#)



Disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. Except for your obligation to protect confidential information, this presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this presentation or any related document, or to develop or release any functionality mentioned therein.

This presentation, or any related document and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this presentation is not a commitment, promise or legal obligation to deliver any material, code or functionality. This presentation is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This presentation is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this presentation, except if such damages were caused by SAP's intentional or gross negligence.

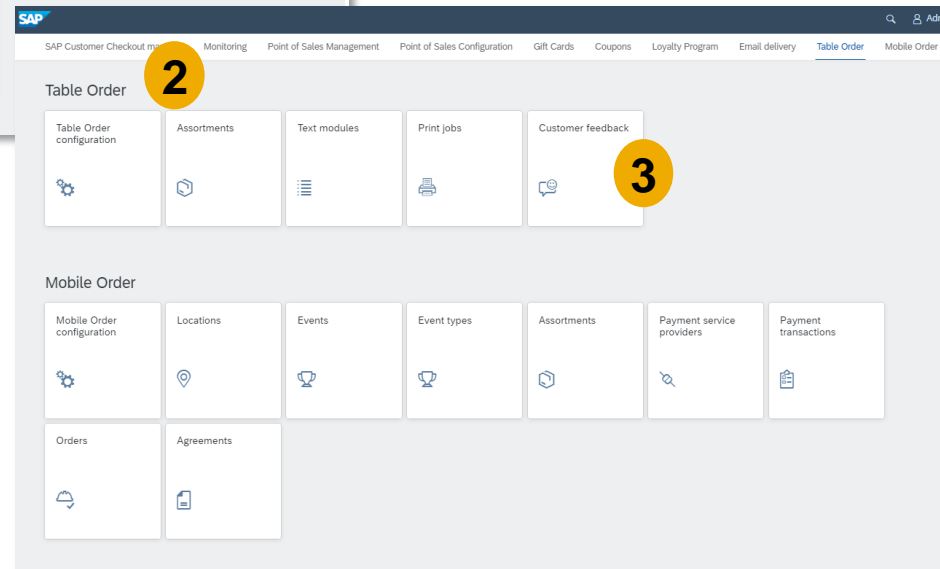
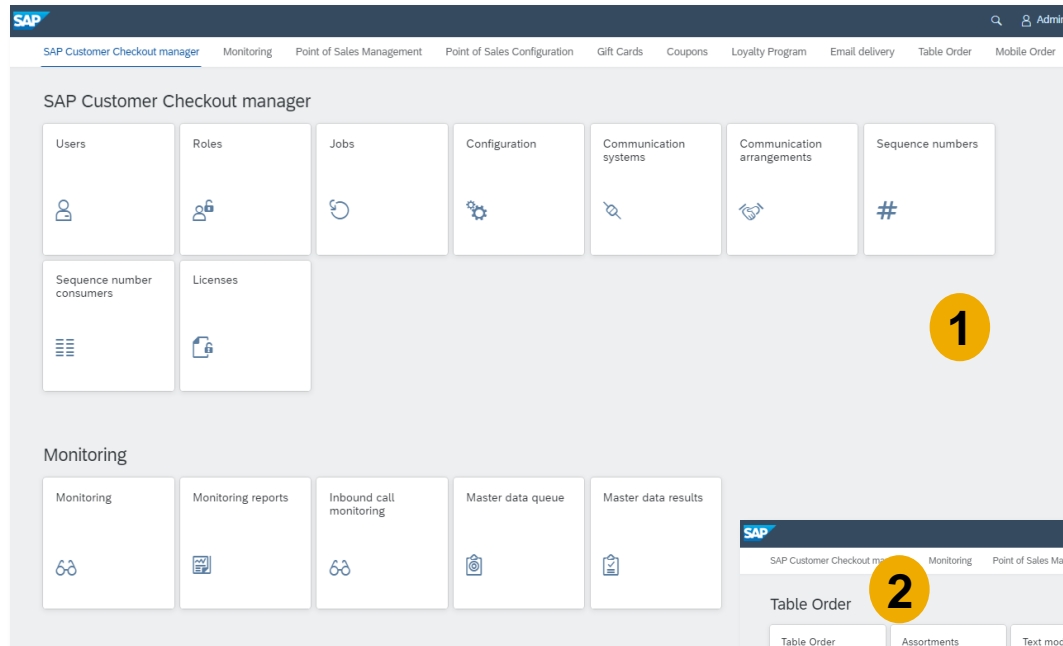
All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

SAP Customer Checkout Manager: SAP Fiori User Experience



SAP Customer Checkout Manager

SAP Fiori User Experience (1/2)

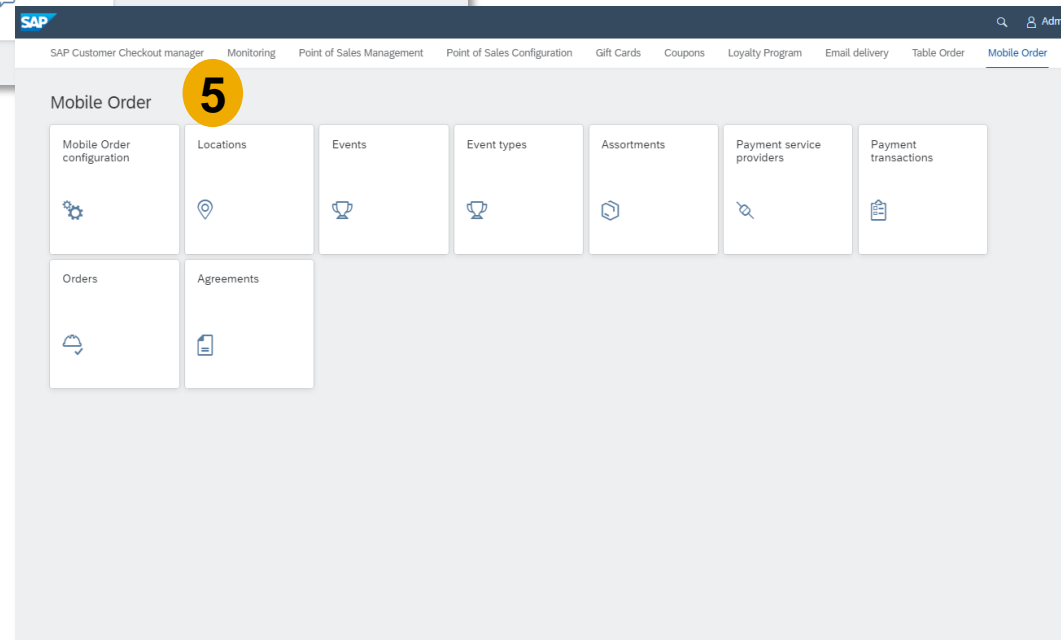
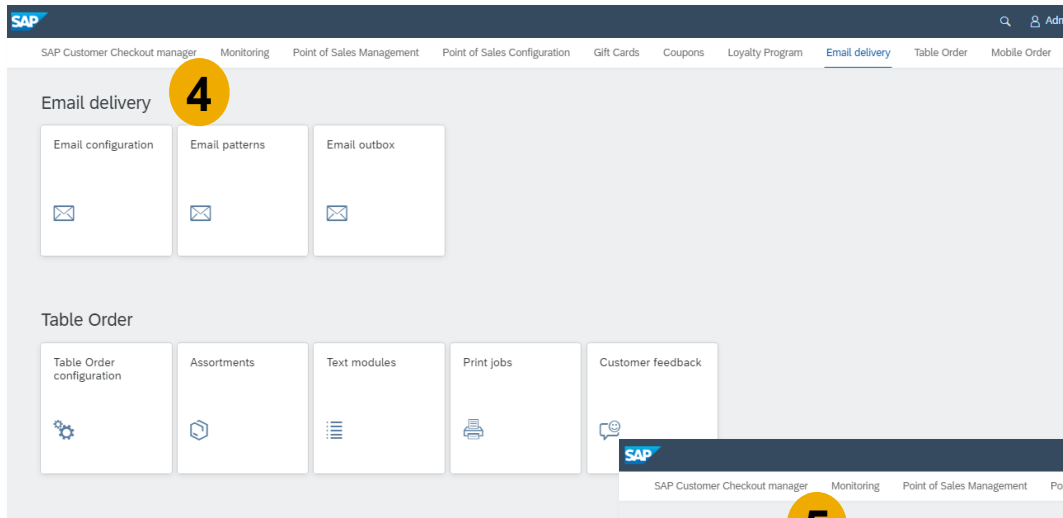


Feature

- Optimized SAP Fiori user experience for SAP Customer Checkout manager
- Optimized “Look and feel”
- New apps “**Master data queue**” and “**Master data results**” (2)
- Renamed “**Table Order**” section (2)
- New apps “**Text modules**” and “**Customer feedback**” (3)

SAP Customer Checkout Manager

SAP Fiori User Experience (2/2)



Feature

- New “**Email delivery**” section (4)
- New “**Mobile order**” section (5)

Benefits

- Greater user experience
- Simplified view
- Coherent, simple and delightful user interface
- Attractive and modern for an improved user experience

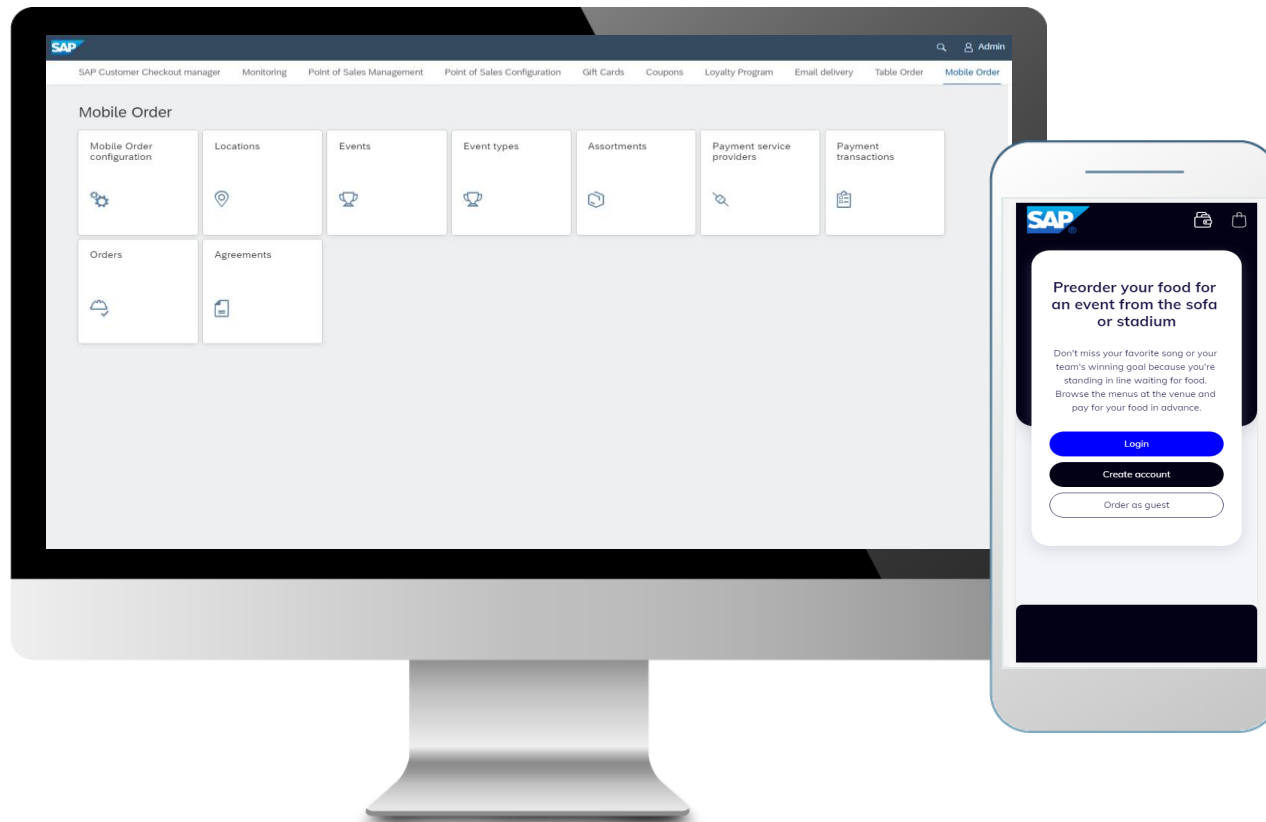
Mobile Order



Mobile Order

SAP Customer Checkout 2.0 Feature Pack 12 provides a new Mobile Order functionality. This feature enables customers to place and pay orders online, while receiving a pickup code to present when picking up their orders in the food kiosk.

A typical use-case is in the sports and entertainment industry, where guests visiting the stadium can order food and drinks online, and pick-up the orders at the point-of-sale of the kiosk.



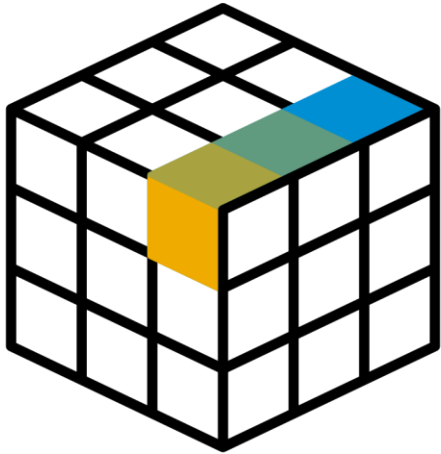
Features:

- New “Mobile order” and “Email delivery” sections available which let you set-up and manage mobile order scenarios
- New apps available
 - Mobile order configuration
 - Locations
 - Events
 - Event types
 - Assortments
 - Payment service providers
 - Payment transactions
 - Orders
 - Agreements
 - Email configuration
 - Email templates
 - Email mailbox

Benefits

- Offer your customers new possibilities to take orders and pay online
- Reduce long waiting queues at the point-of-sale while offering pick-up queues for online orders

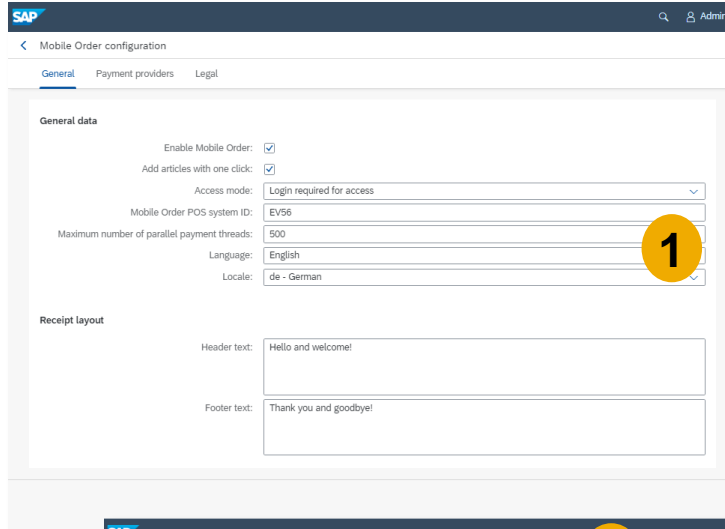
Mobile Order Components



To use the Mobile order scenario and let your customers create orders and pay online, you need the following components:

- **SAP Customer Checkout manager:** to configure and set-up the web application for ordering and paying
- **External SMTP server:** to send all necessary e-mails for user accounts and ordering process
- **Payment providers:** to proceed with payment transactions

Mobile Order New Apps



Mobile Order configuration

General | Payment providers | Legal

General data

Enable Mobile Order: ☒

Add articles with one click: ☒

Access mode: Login required for access

Mobile Order POS system ID: EV56

Maximum number of parallel payment threads: 500

Language: English

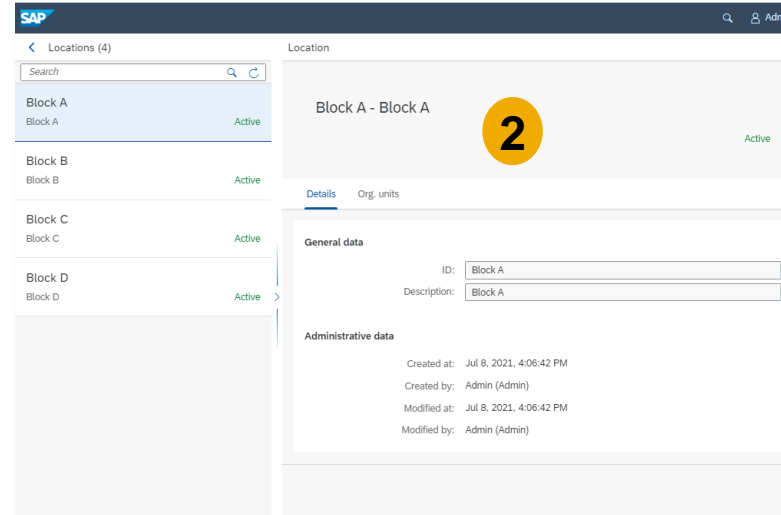
Locale: de - German

Receipt layout

Header text: Hello and welcome!

Footer text: Thank you and goodbye!

1



Locations (4)

Block A - Block A **2**

Block B

Block C

Block D

Location

Block A - Block A

Details | Org. units

General data

ID: Block A

Description: Block A

Administrative data

Created at: Jul 8, 2021, 4:06:42 PM

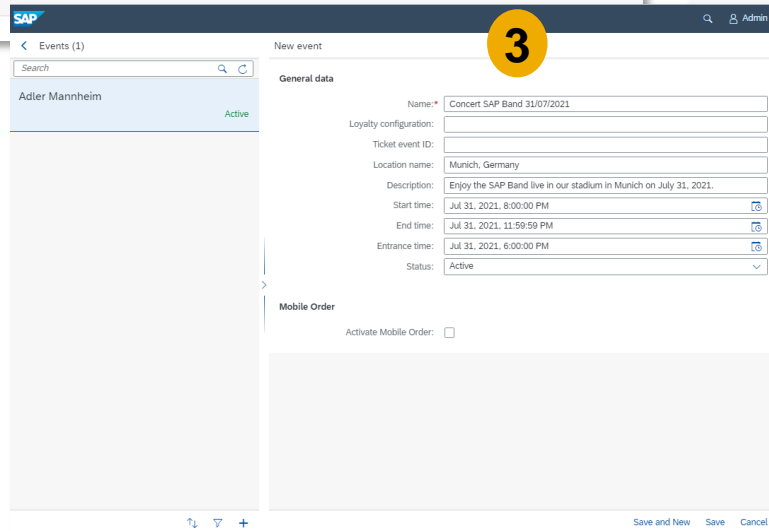
Created by: Admin (Admin)

Modified at: Jul 8, 2021, 4:06:42 PM

Modified by: Admin (Admin)

Feature

- **Mobile Order configuration:** Configure general settings for the Mobile Order web application (1)
- **Locations:** Create and manage all your locations to be displayed and selectable in the Mobile Order web application (2)
- **Events:** Create and manage events for your Mobile Order web application (3)
- **Event Types:** Create various event types for your business and determine which price lists to be used (4)



Events (1)

Adler Mannheim

New event

General data

Name: Concert SAP Band 31/07/2021

Loyalty configuration:

Ticket event ID:

Location name: Munich, Germany

Description: Enjoy the SAP Band live in our stadium in Munich on July 31, 2021.

Start time: Jul 31, 2021, 8:00:00 PM

End time: Jul 31, 2021, 11:59:59 PM

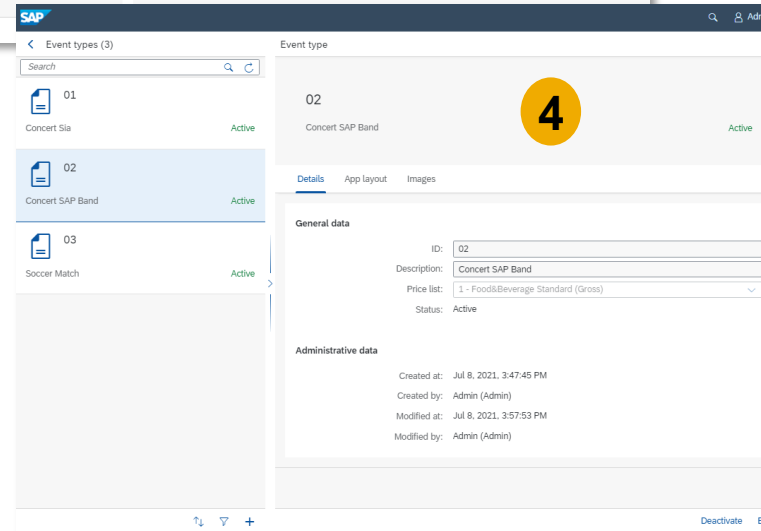
Entrance time: Jul 31, 2021, 6:00:00 PM

Status: Active

Mobile Order

Activate Mobile Order: ☐

3



Event types (3)

01 Concert Sia

02 Concert SAP Band **4**

03 Soccer Match

Event type

02 Concert SAP Band

Details | App layout | Images

General data

ID: 02

Description: Concert SAP Band

Price list: 1 - Food&Beverage Standard (Gross)

Status: Active

Administrative data

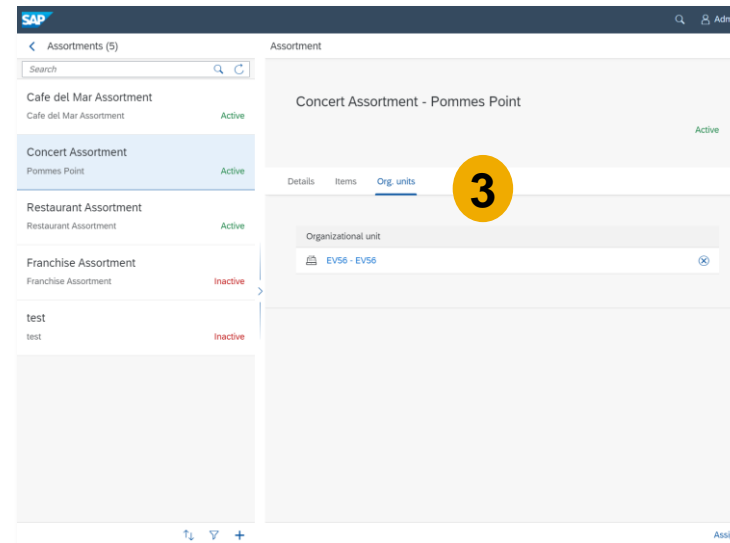
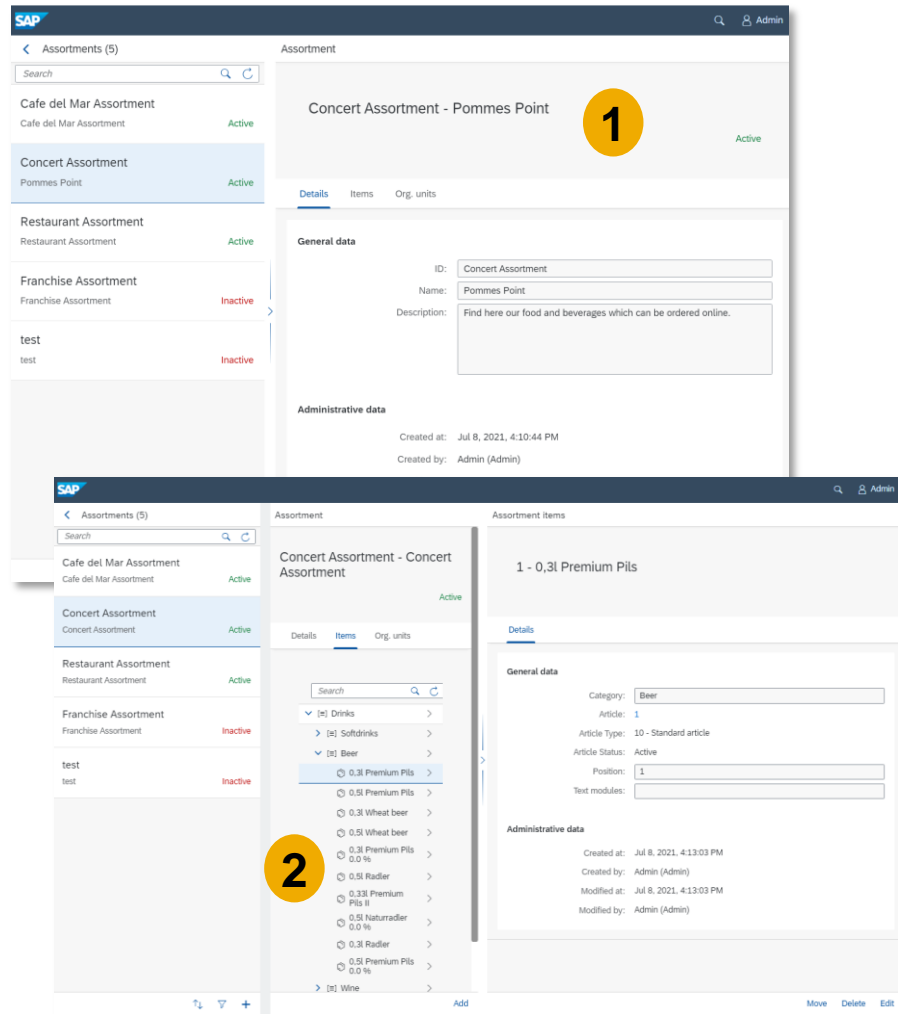
Created at: Jul 8, 2021, 3:47:45 PM

Created by: Admin (Admin)

Modified at: Jul 8, 2021, 3:57:53 PM

Modified by: Admin (Admin)

Mobile Order Assortments



Feature

- In the last version, SAP Customer Checkout provided the **Assortments** app which has now been adjusted in version 2.0 Feature Pack 12
- The **Assortments** and **Assortment item categories** app have been merged
- In this app, you can create and manage all assortments and determine which items are available for ordering via Mobile Order (or for [Table Order](#)) (1)
- In the **Items** tab, you can add different categories and items to your assortments (2)
- Furthermore, you can assign POS systems and POS groups to your assortments within the **Organizational units** tab (3)

Mobile Order New Apps

The image displays three overlapping screenshots of the SAP Mobile Order interface, each highlighting a different feature with a numbered yellow circle:

- 1** **Payment service providers:** The top-left screenshot shows the 'Payment service providers' list. It includes 'Computop Apple Pay' (Active) and 'Demo Test Payment Provider' (Active). The 'Details' tab for 'Computop Apple Pay' is shown, displaying general data (Provider type, Name, Description, Communication system, Destination, Merchant ID, Payment limit, Transaction ID generation type) and administrative data (Created at, Created by, Modified at, Modified by).
- 2** **Payment transactions:** The top-right screenshot shows the 'Payment transactions' list. It contains a table with columns: Transaction ID, Receipt ID, Status, Created at, and Amount. The table shows one transaction with ID 'f8a78814-f54a-4744-8b85-600f5c9c3794', Receipt ID 'default100001043', Status 'Initialized', Created at 'Jul 14, 2021, 11:01:59 AM', and Amount '8.00 EUR'.
- 3** **Agreements:** The bottom screenshot shows the 'New agreement' form. It includes a 'General data' section with fields for Type, Version, Content type, Link, and Content. The content area displays a privacy policy document titled 'A. General Information' with sections 'Who is the Data Controller?' and 'What Personal Data does SAP collect?'.

Feature

- **Payment Service Providers:** Lets you manage and configure all payment providers and payment methods that are available in Mobile Order (1)
- The following payment providers are supported for Mobile Order:
 - Computop Credit card
 - Computop PayDirect
 - Computop PayPal
 - Computop Bluecode
 - Computop Apple Pay
 - Bluecode
- **Payment transactions:** Shows all payment transactions that are performed by Mobile Order web applications (2)
- **Agreements:** Manage and maintain agreements (terms or use or data protection agreements) shown in the Mobile Order, and which need to be accepted by customers and guests (3)

Mobile Order Email Delivery

The screenshots illustrate the SAP Mobile Order Email Delivery configuration and management interface. Screenshot 1 shows the 'Email configuration' screen with fields for communication system, SMTP destination, sender address, sender name, and base address. Screenshot 2 shows the 'Email templates' screen with a list of templates and a detailed view of the 'User registration' template. Screenshot 3 shows the 'Email outbox' screen with a table of sent emails.

1 Email configuration

2 Email templates

3 Email outbox

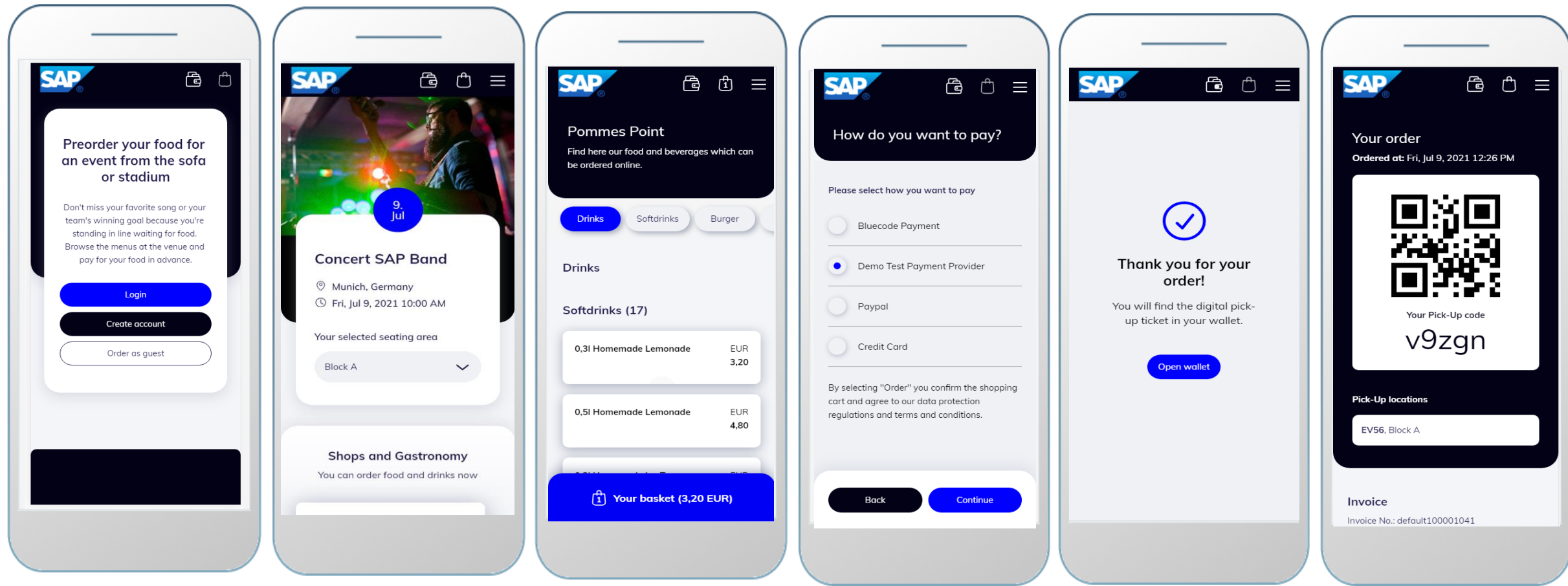
To	Subject	Status	Customer	Created at	Delivered at
...	Mobile order receipt confirmation default100001492	Delivered	...	Jul 13, 2021, 10:30:08 AM	Jul 13, 2021, 10:30:08 AM
...	Mobile order receipt confirmation default100001438	Delivered	...	Jul 13, 2021, 10:27:16 AM	Jul 13, 2021, 10:27:16 AM
...	Mobile order receipt confirmation default100001490	Delivered	...	Jul 12, 2021, 3:52:54 PM	Jul 12, 2021, 3:52:54 PM
...	Mobile order receipt confirmation default100001489	Delivered	...	Jul 12, 2021, 8:54:01 AM	Jul 12, 2021, 8:54:01 AM
...	Mobile order receipt confirmation default100001488	Delivered	...	Jul 12, 2021, 8:45:24 AM	Jul 12, 2021, 8:45:24 AM
...	Registration confirmation	Delivered	...	Jul 12, 2021, 8:41:34 AM	Jul 12, 2021, 8:41:35 AM
...	Mobile order receipt confirmation default100001479	Delivered	...	Jul 10, 2021, 9:27:28 AM	Jul 10, 2021, 9:27:29 AM
...	Mobile order receipt confirmation default100001482	Delivered	...	Jul 8, 2021, 2:19:18 PM	Jul 8, 2021, 2:19:18 PM

Feature

- There is another new section available in SAP Customer Checkout manager which is relevant for Mobile Order: **Email delivery**
- In this section, you can integrate the SMTP server for Mobile Order
- Example: When customers register for the Mobile Order, or place orders and pay, they receive emails; these emails are handled via the SMTP server
- In SAP Customer Checkout manager, the following apps are provided:
 - Email configuration (1):** Configure the settings to communicate with the SMTP server
 - Email templates (2):** Manage email templates when customers register, reset passwords, or further transactions
 - Email outbox (3):** View a list of all emails and further email details

Mobile Order

Mobile Order UI



Mobile Order Orders

1

Pickup ID	Receipt ID	Status	Pickup location	Event	Customer	Order date	Payment gross amount
25gt6	default100001044	Paid		Concert SAP Ban...		Jul 14, 2021, 1:25:14 PM	27.40 EUR
mdust	default100001043	Paid		Concert SAP Ban...		Jul 14, 2021, 11:02:04 AM	8.00 EUR
jpe9c	default100001042	Paid		Concert SAP Ban...		Jul 14, 2021, 11:01:11 AM	3.20 EUR

2

Your order
Ordered at: Fri, Jul 9, 2021 12:26 PM

QR Code

Your Pick-Up code
v9zgn

Pick-Up locations
EV56, Block A

Invoice
Invoice No.: default100001041

3

Pickup ID: v9zgn
Status: Paid
40.20 EUR

Position	Quantity	Unit of measure	Description	Type code	Article ID	Payment gross amount
1	2	EA	0.3l Homemade Lemo...	Standard article	20	6.40 EUR
2	1	EA	0.5l Homemade Ice Tee	Standard article	23	4.80 EUR
3	1	EA	The Original	Standard article	58	13.00 EUR
4	1	EA	Pizza Margherita	Standard article	90	8.00 EUR
5	1	EA	Pizza Margherita	Standard article	90	8.00 EUR

Mark as delivered

4

Pickup ID: v9zgn
Status: Paid
40.20 EUR

Mark as delivered

5

Delivered

QR Code

Your Pick-Up code
v9zgn

Pick-Up locations
EV56, Block A

Invoice
Invoice No.: default100001041

Feature

- In the **Orders** app, you can manage all Mobile Orders
- You see a list of all orders, and find further detailed information about each order (1)
- Once the customer comes to the point-of-sale and shows the pick-up order ID (2), you can mark the order as **“Delivered”** (3)
- The order is shown in status “Delivered” (4), and the information is also shown to the customer in the Mobile Order UI (5)

Table Order

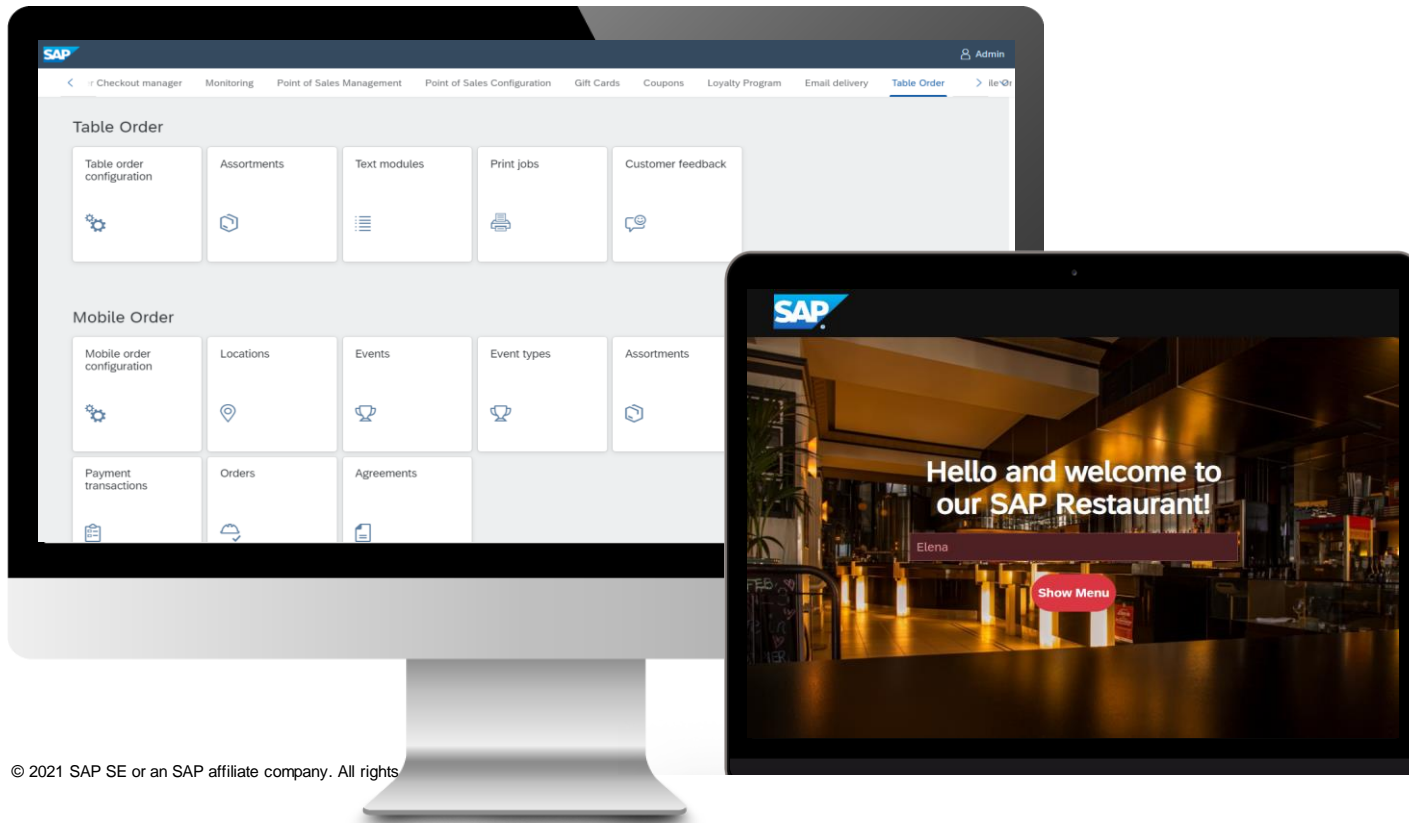


Table Order

In the last version, SAP Customer Checkout provided a Mobile Checkout section to set-up and manage self-order functionality.

With SAP Customer Checkout 2.0 Feature Pack 12, the terminology of former „Mobile Checkout“ was renamed to „**Table Order**“.

The existing functionalities were enhanced and new apps are available. The Table Order section and all related apps let you set-up and manage Table Order functionality allowing customers to place orders on their own (e.g. in restaurants, or cafés) by using a separate web application.



Features:

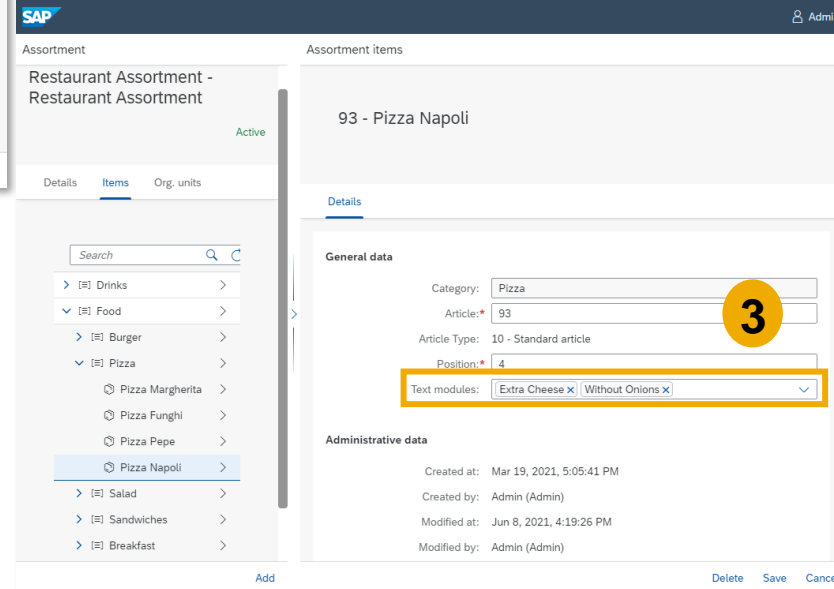
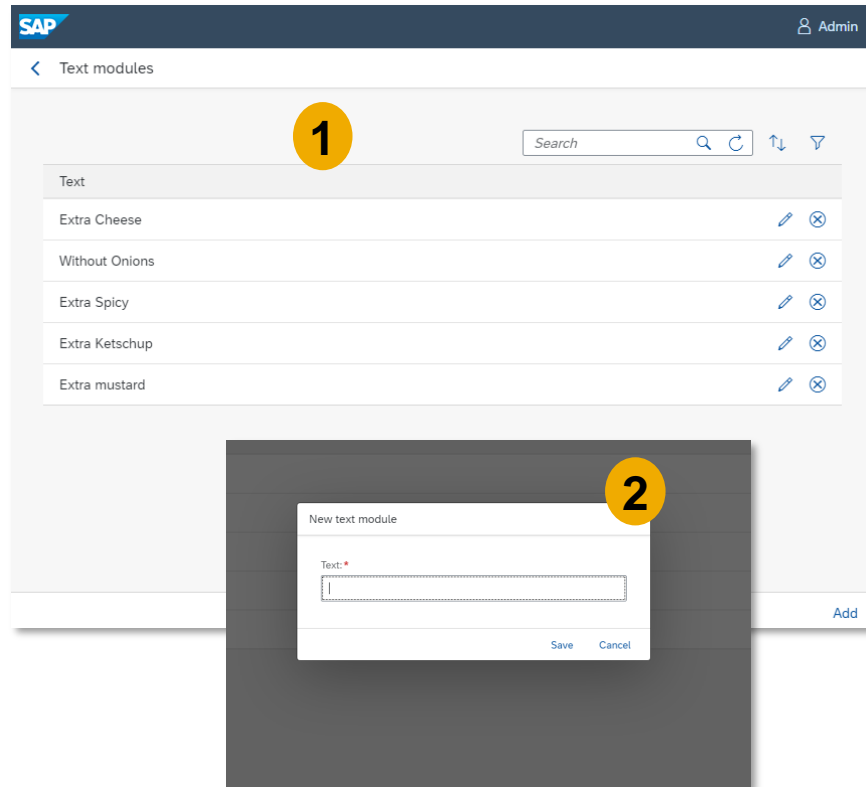
- New terminology **Table Order** section
- New apps available
 - Text modules
 - Customer feedback
- Possibility to print customer operations and actions, e.g. “Call a serving staff” or “Want to pay”

Benefits

- Optimized and faster set-up of Table Order functionality
- Provide standard print templates for operation printing

Table Order

Text Modules (1/2)

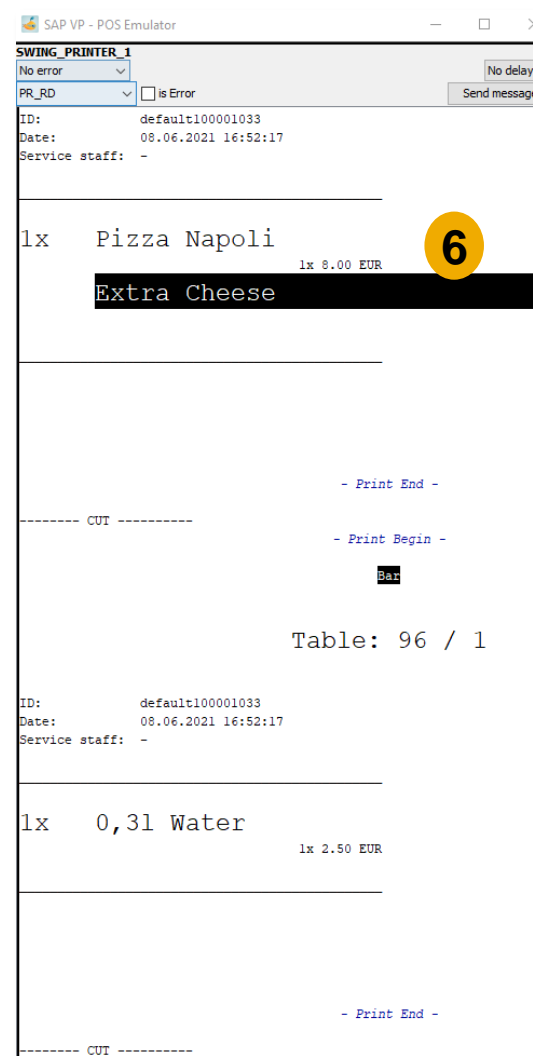
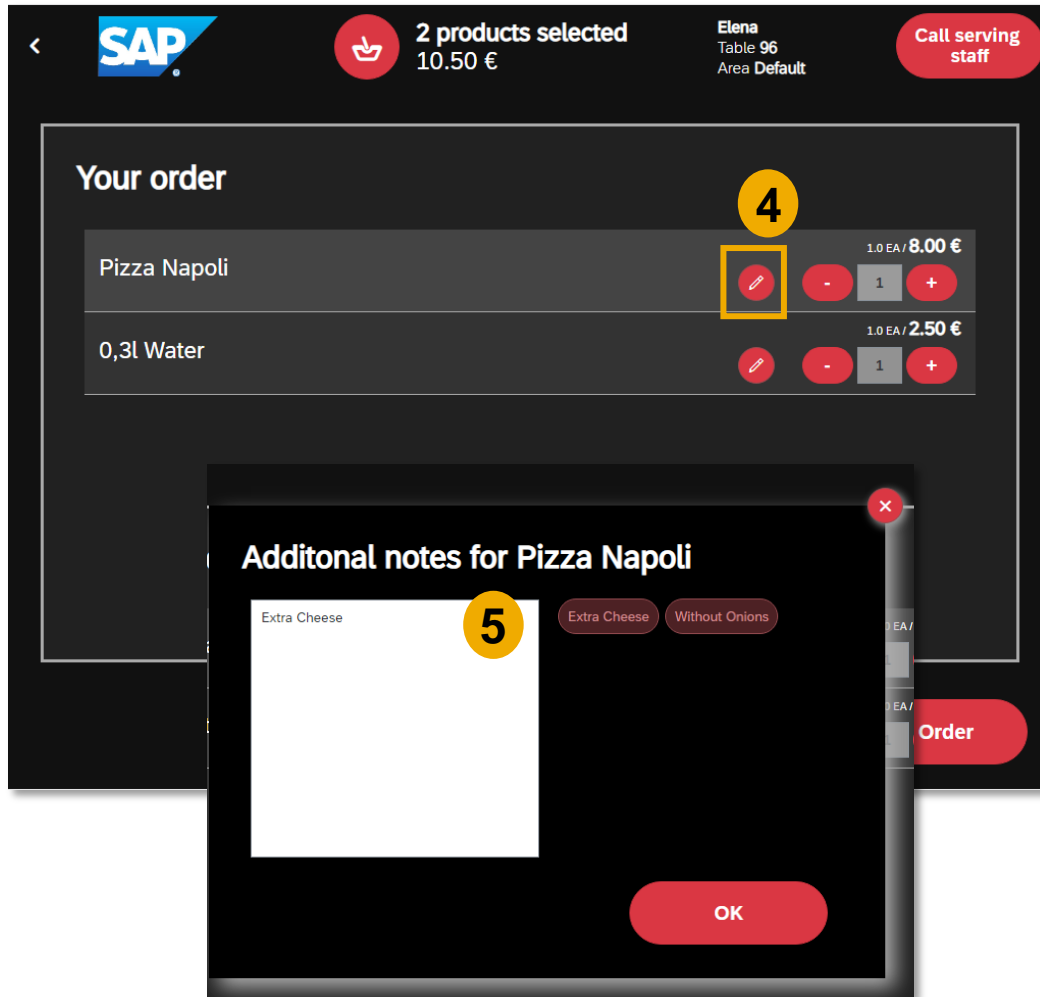


Feature

- The **Text modules** app lets you manage text modules used in Table Order functionality (1)
- A text module is e.g. additional information which can be added to an item, such as “extra cheese”, or “without onions”
- You can create new text modules (2), edit and delete existing text modules
- Once you have created the text modules, you can add them to the according item within your assortment (3)

Table Order

Text Modules (2/2)



Feature

- In the Table Order UI, customers can add the item to the basket, and before ordering, selecting the “**Edit**” button (4), to add the pre-configured text module (e.g. extra cheese) or enter additional notes to items (5)
- The text module information is printed accordingly on the order receipt (6)

Benefits

- Flexibility to add additional notes to items
- Optimized order handling for customers thanks to pre-configured text modules

Table Order

Show Article Long Text

The screenshot shows the SAP Articles app interface. On the left, a list of articles is displayed, including '90 - Pizza Margherita'. The main view shows the details for '90 - Pizza Margherita'. The 'Long text' field is highlighted with a yellow box and a red circle with the number 1. The text in the field reads: 'This Pizza Margherita is one of our best sellers, and will bring you one step closer to Italy... feels like in Bella Italia.'

The screenshot shows the SAP Table Order app interface. The menu displays various items, including 'Pizza Margherita'. The item is highlighted with a yellow box and a red circle with the number 2. The item details show 'Pizza Margherita' with 'with tomato sauce, mozzarella, basil' and a price of '1.0 EA / 8.00 €'.

The screenshot shows the SAP Table Order app interface. A pop-up window displays the details for 'Pizza Margherita'. The item is highlighted with a yellow box and a red circle with the number 3. The item details show 'Pizza Margherita' with 'with tomato sauce, mozzarella, basil' and a price of '1.0 EA / 8.00 €'.

Feature

- In the **Articles** app in SAP Customer Checkout manager, you can maintain further information and details about an item in the field “**Long text**”
- In the Table Order UI, customers can select this item (2), and a pop-up comes up showing all information and details which are maintained in SAP Customer Checkout manager (3)

Table Order

Customer Feedback (1/2)

The process is illustrated through five numbered steps:

- 1** In the 'Table order configuration' screen, the 'Enable customer feedback' checkbox is checked.
- 2** In the 'Your receipt' screen, the 'Receipt' button is highlighted.
- 3** In the receipt screen, the 'Feedback' button is highlighted.
- 4** A 'Feedback' pop-up appears, showing a 5-star rating and a text input field for feedback.
- 5** The 'Send' button is highlighted in the feedback pop-up.

Below the feedback pop-up, a message reads: **Thank you for your feedback!**

Feature

- Another enhancement in the Table Order UI is the possibility for customers to provide feedback (e.g. about the service, the food, or others)
- As a first step, navigate to your Table Order configuration, and activate the field “**Enable customer feedback**” (1)
- After customers have ordered food and drinks, they can select the “**Receipt**” button (2), and then select “**Feedback**” (3)
- A pop-up comes up, where customers can give a rating, and enter a free feedback text in the field (4)
- Customers can also select to “**Anonymize**” their feedback (5) which means that no reference to the receipt ID will be stored in SAP Customer Checkout manager, and the customers’ feedback remains anonymously

Table Order

Customer Feedback (2/2)

The screenshot displays the SAP Customer Feedback app interface. The top bar shows the SAP logo and the user 'Admin'. Below the bar, the title 'Customer feedback' is visible. A yellow circle with the number '5' highlights the 'Customer feedback (8)' header. Below this is a table with columns: Rating, Text, Receipt ID, and Created at. The table contains eight entries. The last entry, with a 5-star rating and text 'The service was great. The food was deliciou...', is highlighted with a yellow border and a yellow circle with the number '6'. To the right of this entry is a right-pointing arrow. Below the table, a yellow circle with the number '7' highlights the 'Customer feedback details' screen. This screen shows the details for receipt 'default100001033'. A yellow callout box points to the 'Receipt ID: default100001033' field with the text 'Select the receipt ID to get directly to the receipt details.' The details screen also shows the rating (5 stars), the text of the feedback, and the creation date.

Rating	Text	Receipt ID	Created at
★★★★★	Everything was really delicious.		Jun 1, 2021, 6:09:55 PM
★★★★★	We are happy to be here! Everything was fine...	default100001004	Jun 1, 2021, 6:38:42 PM
★★★★★	Hallo. Wir waren sehr zufrieden!	default100001013	Jun 2, 2021, 5:35:39 PM
★★★★★	alles tip top! Super zufrieden mit dem Servic...	default100001020	Jun 4, 2021, 4:45:15 PM
★★★★★	Nicht ganz so zufrieden mit dem Service hier.		Jun 4, 2021, 4:48:44 PM
★★★★★	very happy in this restaurant! had a lovely sta...	default100001022	Jun 4, 2021, 4:53:27 PM
★★★★★	Das essen war ganz ok.		Jun 4, 2021, 5:17:15 PM
★★★★★	The service was great. The food was deliciou...	default100001033	Jun 8, 2021, 5:54:08 PM

Customer feedback details

Customer feedback for receipt default100001033

Details

General data

Receipt ID: default100001033

Rating: ★★★★★

Text: The service was great. The food was delicious. We will definitely visit your restaurant again. Thank you!

Created at: Jun 8, 2021, 5:54:08 PM

Feature

- After the customer has entered the feedback via the Table Order UI, an entry is posted in the **Customer Feedback** app in SAP Customer Checkout manager
- The list shows all customer feedback which have been entered by all customers via the Table Order UI (5)
- You can select an entry (6), to find further details about the customer feedback (7)

Benefits

Improve your service and overall business while reacting to customer feedback

Table Order Operation Printing (1/3)

1 In the 'Table order configuration' screen, navigate to the 'Printing' section and ensure 'Enable operation printing' is checked.

2 In the 'SAP Customer Checkout Manager' configuration screen, navigate to the 'Hardware' tab. Under 'Print templates', ensure 'OperationCallPrintTemplateJPOS' and 'OperationCallPrintTemplate80mm' are activated (ON).

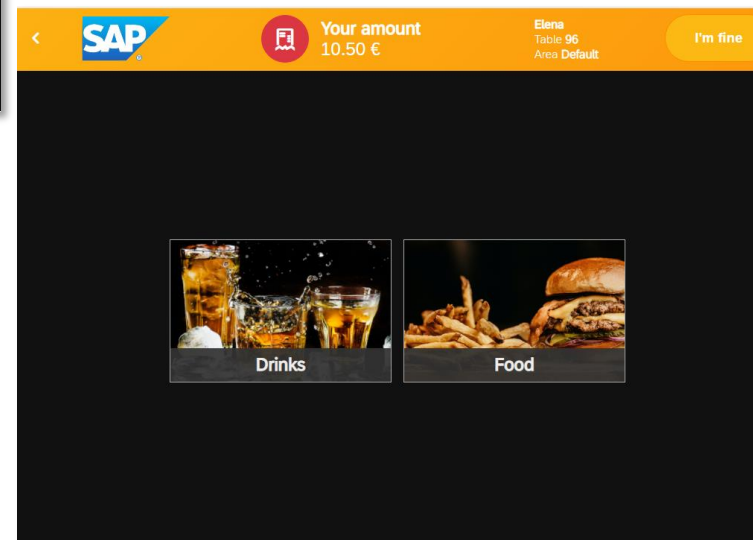
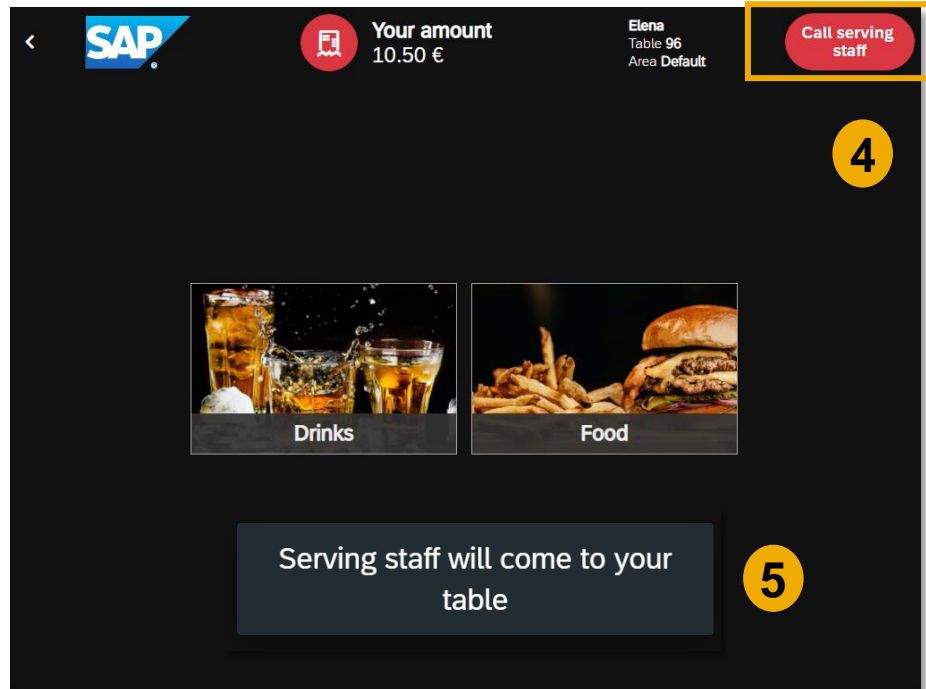
3 In the 'SAP Customer Checkout Manager' configuration screen, navigate to the 'Integration' tab. Under 'Fetch print jobs', ensure the option is activated (ON).

Feature

- Furthermore, it is possible to trigger printing jobs for different operations performed by customers in the Table Order UI, e.g. when a customer wants to pay or calls a serving staff
- As a first step, navigate to your Table Order configuration, and activate the field **“Enable operation printing”** (1)
- In the Configuration screen of SAP Customer Checkout, there are also new print templates available for those operation printings within the **Hardware** tab → **Print templates** sub-tab:
 - OperationCallPrintTemplateJPOS
 - OperationCallPrintTemplate80mm
- Make sure to activate the print templates in order to trigger the printing of operations performed from the Table Order UI (2)
- As a last step, activate the field **“Fetch print jobs”** in the **Integration** tab of your POS system configuration settings (3)

Table Order

Operation Printing (2/3)

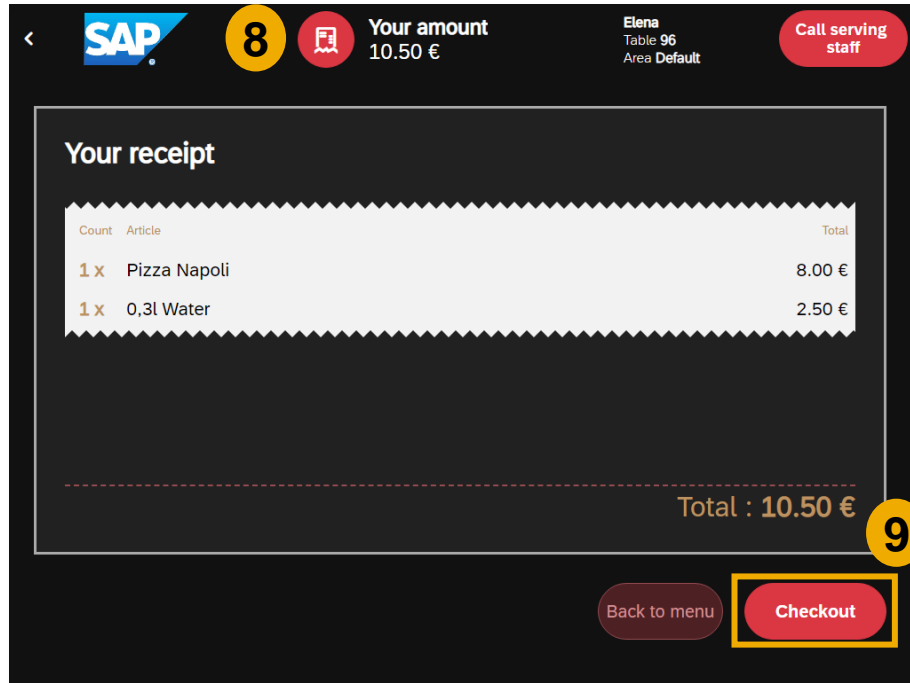


Feature

- In Table Order UI, the customer can select “Call Serving staff” in case of questions, or for other reasons (4)
- The customer is informed that a serving staff is coming to the table (5)
- As soon as the customer calls for a serving staff, a printout is generated with the according information (6)
- The customer can press “I’m fine” to proceed with further orders or with payment (7)

Table Order

Operation Printing (3/3)

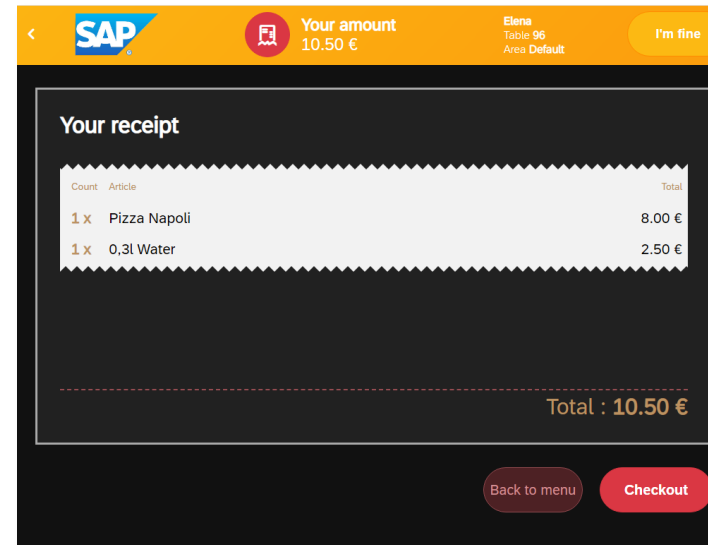


10

Serving staff will come to your table



12



Feature

- If the customer is done with the stay and wants to pay, he/she can select the **“Receipt”** button (8), and select **“Checkout”** (9)
- The customer is informed that a serving staff is coming to the table (10)
- As soon as the customer selects **“Checkout”**, a printout is generated with the according information (11)
- The customer can press **“I’m fine”** again (12)

Service Charges and Fees



Service Charges and Fees

In some countries and regions, it is common to have a service charge (e.g. plus 10% service charge on Net Amount) or a municipality fee (e.g. 7% Municipality fees for serving alcohol) included in the receipt when paying.

With version 2.0 Feature Pack 12, SAP Customer Checkout is able to add service charges and fees to a receipt based on a defined calculation rule. The functionality is provided via a JSON file, which can be included to the current price calculation in SAP Customer Checkout.



Features:

- Add service charges and fees to receipts in SAP Customer Checkout
- Define own calculation rule for service charges and fees

Benefits

- Flexibility to define own calculation rule

Service Charges and Fees Process

In order to add service charges and fees to receipts in SAP Customer Checkout, you need to perform the following steps:



- 1 Adjust JSON file and define price calculation



- 2 Move JSON file into cco folder of SAP Customer Checkout



- 3 Create and post receipt in CCO



- 4 Check posted receipts

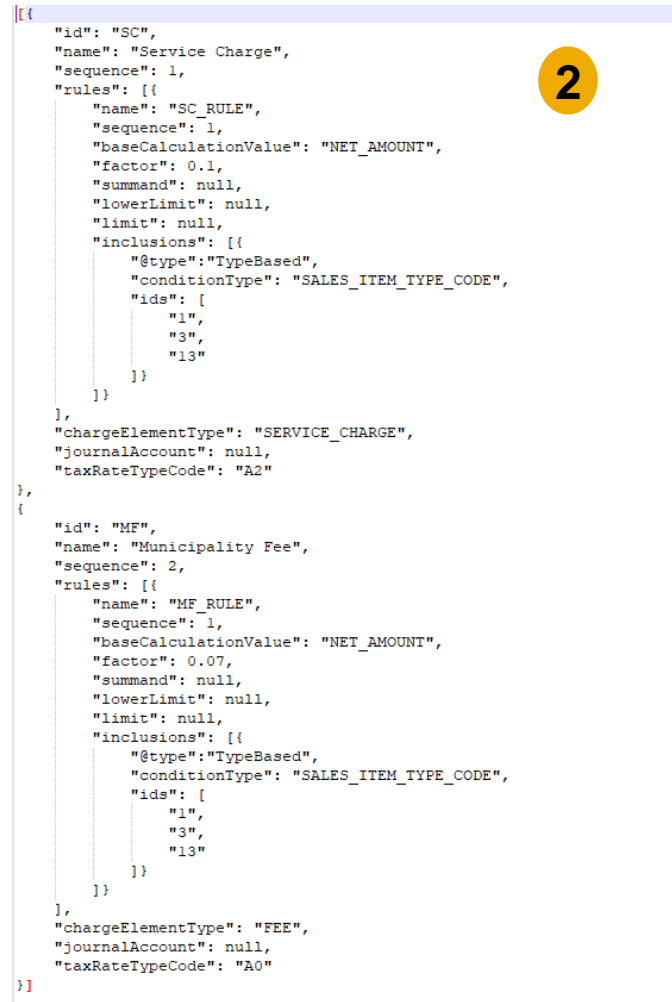
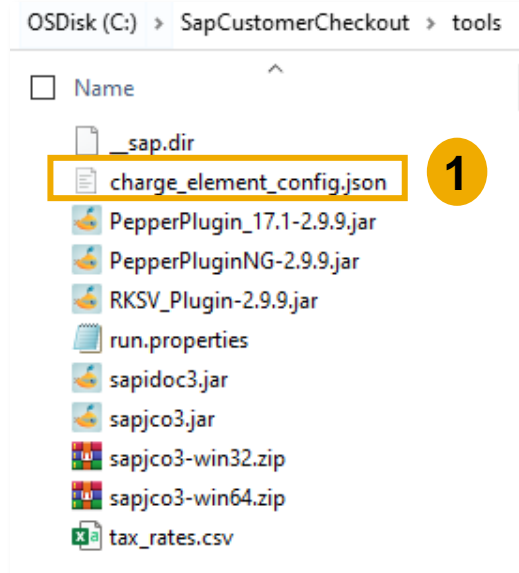


- 5 Extended fields in sales reports

Service Charges and Fees

Adjust JSON File and Define Price Calculation (1/2)

1



Feature

- The functionality of adding service charges and fees into the receipt, is provided via a JSON file:
charge_element_config.json
- This JSON file is located in the *tools* folder of your SAP Customer Checkout installation (located e.g. **C:\SapCustomerCheckout\tools**): (1)
- Open the JSON file, and set the price calculation for your service charges and fees (2)
- A tax rate type code (can be 0% Tax) needs to be attached to each service charge and fee

Service Charges and Fees

Adjust JSON File and Define Price Calculation (2/2)

1

```
[{"id": "SC",
  "name": "Service Charge",
  "sequence": 1,
  "rules": [{
    "name": "SC_RULE",
    "sequence": 1,
    "baseCalculationValue": "NET_AMOUNT",
    "factor": 0.1,
    "summand": null,
    "lowerLimit": null,
    "limit": null,
    "inclusions": [{
      "@type": "TypeBased",
      "conditionType": "SALES_ITEM_TYPE_CODE",
      "ids": [
        "1",
        "3",
        "13"
      ]
    }]
  }],
  "chargeElementType": "SERVICE_CHARGE",
  "journalAccount": null,
  "taxRateTypeCode": "A2"
},
{
  "id": "MF",
  "name": "Municipality Fee",
  "sequence": 2,
  "rules": [{
    "name": "MF_RULE",
    "sequence": 1,
    "baseCalculationValue": "NET_AMOUNT",
    "factor": 0.07,
    "summand": null,
    "lowerLimit": null,
    "limit": null,
    "inclusions": [{
      "@type": "TypeBased",
      "conditionType": "SALES_ITEM_TYPE_CODE",
      "ids": [
        "1",
        "3",
        "13"
      ]
    }]
  }],
  "chargeElementType": "FEE",
  "journalAccount": null,
  "taxRateTypeCode": "A0"
}]
```

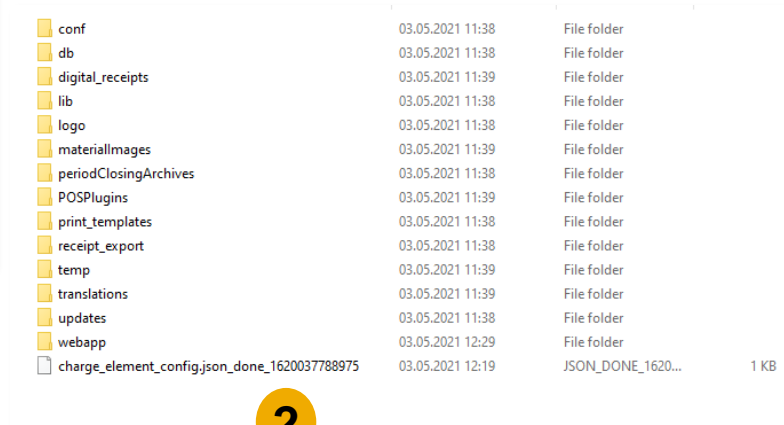
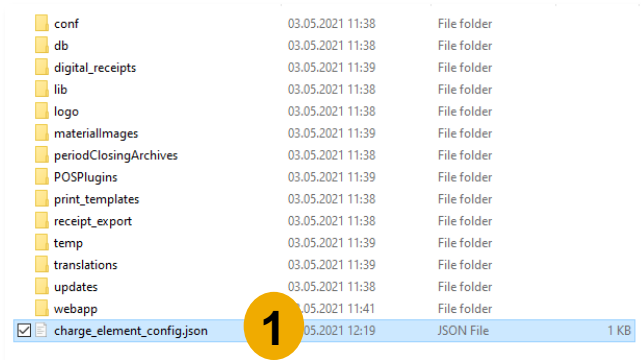
Feature

- You can further set e.g. (3):
 - **Valid from/ to date** (in case you have an event taking place and you want a fee to be applied only during this time period)
 - **Rules** to be applied based on a specific receipt amount (e.g. 10% fee on the receipt net amount)
 - **Limits**: you can define a minimum or maximum of fee to be applied
 - **Inclusions and exclusions**: define which condition need to fit that a specific rule is applied (e.g. on sales item or article group level)
- Save your changes and copy the JSON file

Service Charges and Fees

Move JSON File into cco Folder

2



Feature

- Move the JSON file into the **cco** folder of your SAP Customer Checkout installation (located e.g. **C:\SapCustomerCheckout\cco**)
- (1) Make sure that the JSON file has a fixed name:
charge_element_config.json
- When you start your POS system, the file will be imported
- (2) If the import was successful, the file name will be changed accordingly:
charge_element_config_DONE_TIMESTAMP.json (Example)
- If the import fails, the file name will also be changed accordingly ("**failed**")

Service Charges and Fees

SALES Screen: Create and Post Receipt in SAP Customer Checkout

3

QUANTITY	ARTICLE	DISCOUNT	PRICE
2.00	FC Jupiter Home Kit	0.00	140.00
2.00	FC Jupiter Kit Shorts	0.00	60.00
1.00	FC Jupiter Keeper Kit	0.00	70.00

5.00 Article - EV57100001000	270.00 EUR
Discount (0.00%)	0.00 EUR
Fees and service charges	42.88 EUR
Total	312.88 EUR

Feature

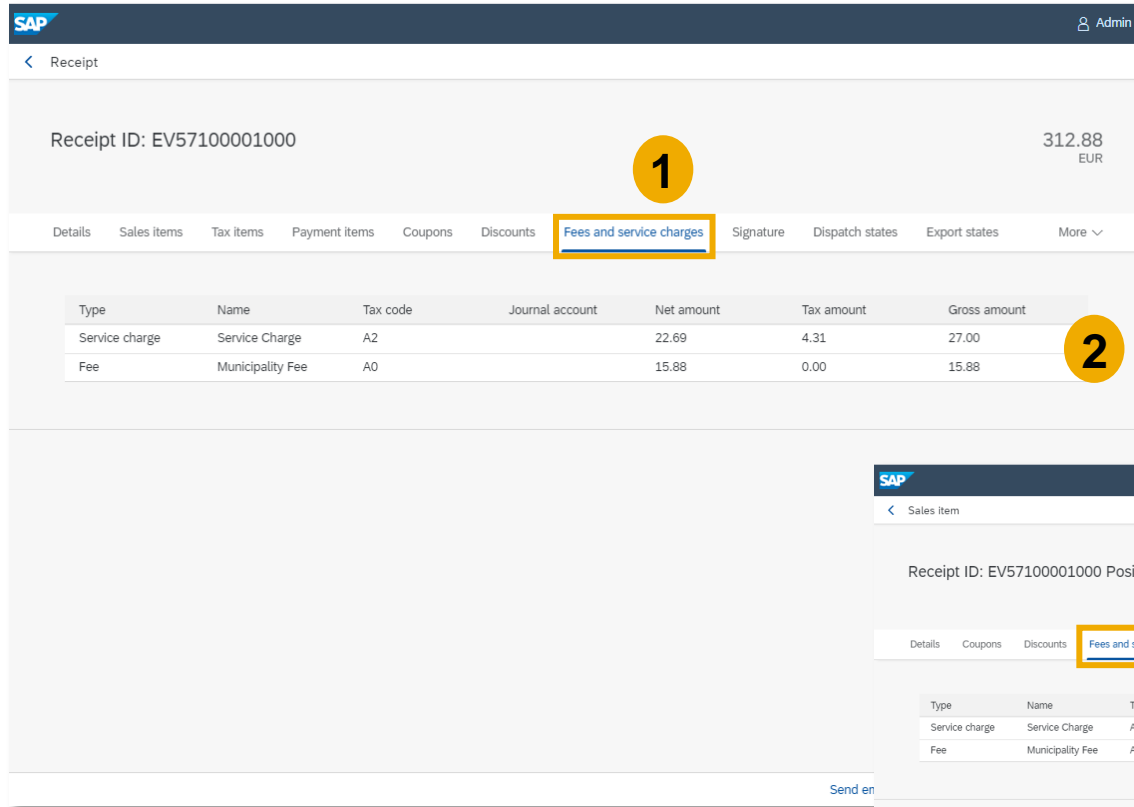
- As a next step, start your POS system, and add some items to the receipt (1)
- You can see the amount of **fees and service charges** in the receipt header level (2)
- Once you pay and post the receipt, the fees and service charges information is also printed on the receipt (3)
- You can also check the receipt header details (via the function button), to see the new tab with detailed information about fees and service charges (4)

Type	Name	Tax code	Journal account	Net amount	Tax amount	Gross amount
Fee	Municipality Fee	A0 (0.00%)		15.88 EUR	0.00 EUR	15.88 EUR
Service charge	Service Charge	A2 (19.00%)		22.69 EUR	4.31 EUR	27.00 EUR

Service Charges and Fees

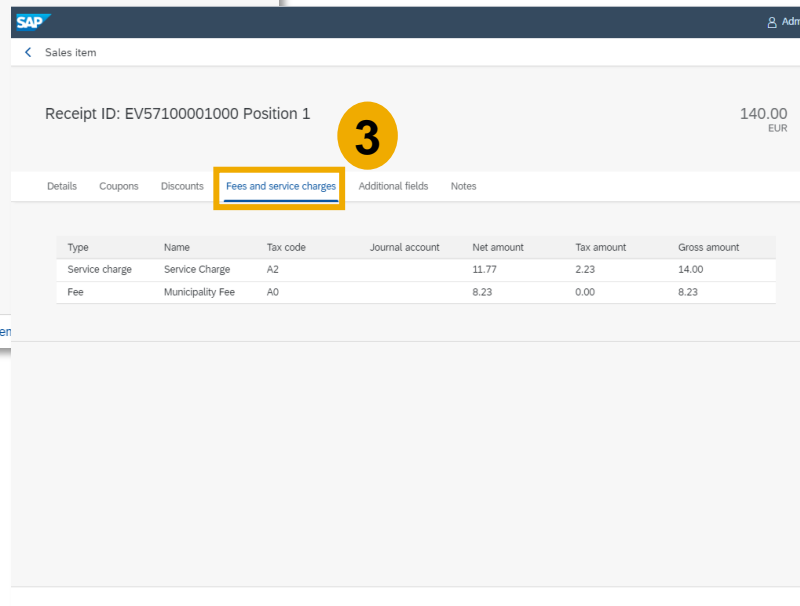
Receipts: Check Posted Receipt in SAP Customer Checkout Manager

4



The screenshot shows the 'Receipt' screen in SAP Customer Checkout Manager. At the top, the receipt ID is EV57100001000 and the total amount is 312.88 EUR. A yellow circle with the number '1' highlights the 'Fees and service charges' tab in the navigation bar. Below the navigation bar, a table lists the charges and fees. A yellow circle with the number '2' highlights the table.

Type	Name	Tax code	Journal account	Net amount	Tax amount	Gross amount
Service charge	Service Charge	A2		22.69	4.31	27.00
Fee	Municipality Fee	A0		15.88	0.00	15.88



The screenshot shows the 'Sales item' screen in SAP Customer Checkout Manager. At the top, the receipt ID is EV57100001000 and the position is 1, with a total amount of 140.00 EUR. A yellow circle with the number '3' highlights the 'Fees and service charges' tab in the navigation bar. Below the navigation bar, a table lists the charges and fees. A yellow circle with the number '3' highlights the table.

Type	Name	Tax code	Journal account	Net amount	Tax amount	Gross amount
Service charge	Service Charge	A2		11.77	2.23	14.00
Fee	Municipality Fee	A0		8.23	0.00	8.23

Feature

- Once the receipt is posted in SAP Customer Checkout manager, navigate to the Receipts app to find the new tab with further information: Fees and service charges (1)
- This tab shows all relevant information about the charges and fees (e.g. type name, net and gross amount, etc.)
- Choose the sales item within the receipt, to find detailed information about the charges and fees on sales item level (3)

Service Charges and Fees

Sales Reports: Extended Fields for Service Charges and Fees

5

The screenshot shows the SAP Sales Reports app interface. On the left is a navigation menu with options like 'Revenue per article', 'Revenue per article group and article', 'Revenue per cashier', 'Revenue per POS group', 'Revenue per payment method and POS group', 'Revenue per payment method and POS system', 'Revenue per POS group and article', 'Revenue per POS system' (selected), 'Receipts', and 'Card payments per receipt'. The main area is titled 'Revenue per POS system' and contains a 'Selection' section with filters for Period start/end, Interval start/end, POS group, POS system, and checkboxes for 'Use current org. structure' and 'Include theoretical revenue (Table service)'. Below this is a 'Report' section showing a table of data for May 3, 2021. The table has columns: ID, POS system, Number of receipts, Net revenue, Gross sales, Fees, Service charges, Total VAT, and Total due amount. The data for EV57 is highlighted with a yellow box.

ID	POS system	Number of receipts	Net revenue	Gross sales	Fees	Service charges	Total VAT	Total due amount
EV57	EV57	3	672.27	800.00	47.05	80.01	140.52	927.06
		3	672.27	800.00	47.05	80.01	140.52	927.06

Feature

- In the **Sales reports** app, there are new fields available for some reports: **Fees**, and **Service charges**
- The fields show the amount of fees and service charges generated from different POS systems, and POS groups
- The fees and service charges are also shown in the downloaded Microsoft Excel file

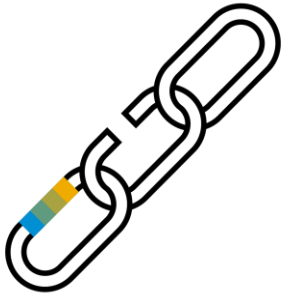
The screenshot shows the SAP Sales Reports app interface for the 'Receipts' report. The left navigation menu is the same as the previous screenshot. The main area is titled 'Receipts' and contains a 'Selection' section with filters for Period start/end, Interval start/end, POS group, POS system, Status, and Type. Below this is a 'Report' section showing a table of receipt data for May 3, 2021. The table has columns: ID, Date, Status, Type, Currency, Gross sales w/o discount, Discounts, Gross sales, Net revenue w/o discount, Net discounts, Net revenue, Fees, Service charges, Total VAT, and Total due amount. The data for EV571000 01000 is highlighted with a yellow box.

ID	Date	Status	Type	Currency	Gross sales w/o discount	Discounts	Gross sales	Net revenue w/o discount	Net discounts	Net revenue	Fees	Service charges	Total VAT	Total due amount
EV571000 01000	5/3/21	Posted	Direct sale	EUR	270.00	0.00	270.00	226.88	-0.01	226.89	15.88	27.00	47.42	312.88
EV571000 01001	5/3/21	Posted	Cash-in	EUR	50.00	0.00	50.00	0.00	-50.00	50.00	0.00	0.00	0.00	50.00
EV571000 01002	5/3/21	Posted	Direct sale	EUR	430.00	0.00	430.00	361.32	-0.02	361.34	25.29	43.01	75.53	499.30
EV571000 01003	5/3/21	Posted	Direct sale	EUR	100.00	0.00	100.00	84.03	0.00	84.03	5.88	10.00	17.57	115.88

Service Charges and Fees

Integration with SAP ERP Systems

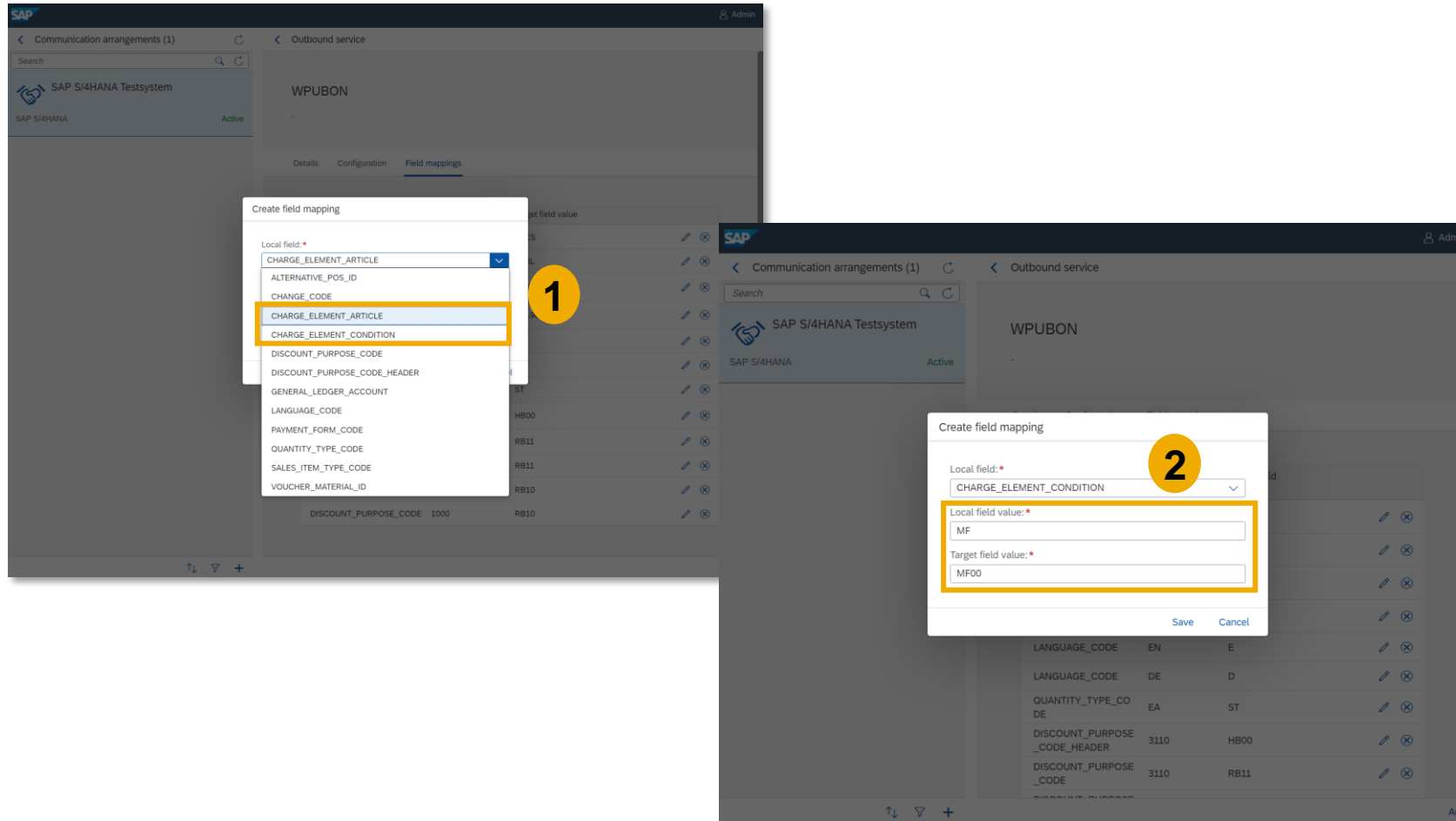
Please consider the following remarks:



- When SAP Customer Checkout is integrated to a SAP ERP system, the **fees and service charges are also posted to the according SAP ERP systems** (e.g. SAP S/4HANA, SAP Business One, or SAP Business ByDesign)
- For **SAP S/4HANA integration**, there are some further configuration settings needed within the Communication arrangements app [\(more information here\)](#)
- For **SAP Business One & SAP Business ByDesign**, the fees and service charges are posted as sales items; the according article number/ journal account (for SAP Business One, and/ or SAP Business ByDesign) has to be maintained [\(more Information here\)](#)

Service Charges and Fees

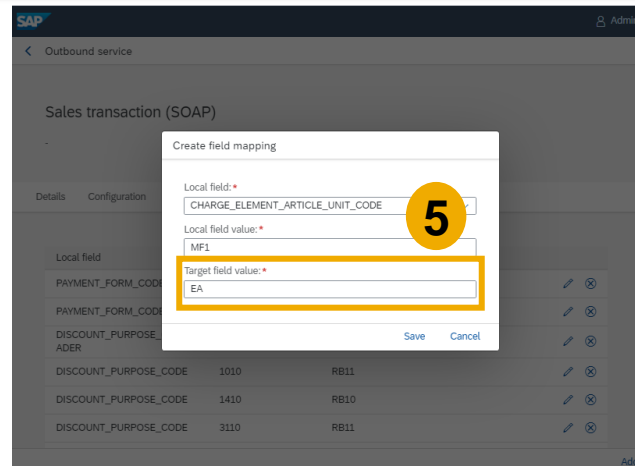
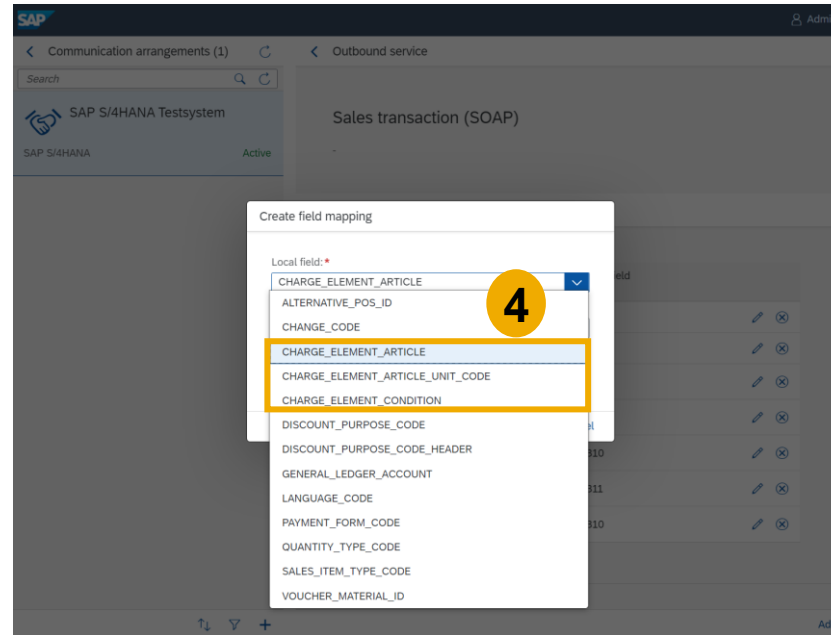
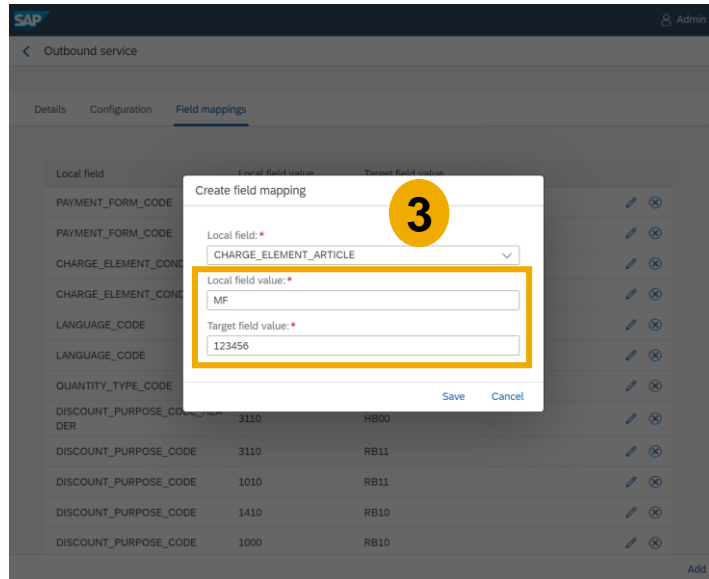
Integration with SAP S/4HANA (1/2)



- When integrating SAP Customer Checkout with SAP S/4HANA, you need to maintain the communication settings for the receipt forwarding in the **Communication arrangements** app
- In the **Communication arrangements** app, the field mappings (for **WPUBON**, and **Sales transactions SOAP**) have been extended to post receipts with service charges and fees to the SAP S/4HANA system
- For **WPUBON**: You can choose the following field mapping options (1):
 - Charge element condition
 - Charge element article
- When selecting the charge element condition (2), you need to enter the same code that you have maintained in the json file (e.g. "MF"), and the target value is the condition to which this value shall be mapped in the SAP S/4HANA system
- In this case, the charge element is set on header level (e.g. similar to a header discount)

Service Charges and Fees

Integration with SAP S/4HANA (2/2)



- When selecting the charge element article (3), you need to map the charge element to an article ID from the SAP S/4HANA system
- In this case, the receipt will contain an article with this ID representing the charge element
- For **Sales transactions (SOAP)**: You can also choose the following field mapping options (4):
 - Charge element condition
 - Charge element article
- The only difference when choosing the “charge element article” is that you have to set additionally the unit code for the article (5)

Service Charges and Fees

Integration with SAP Business One or SAP Business ByDesign

SAP Business One

```
"id": "SC",
"name": "Service Charge",
"sequence": 1,
"rules": [{
  "name": "SC_RULE",
  "sequence": 1,
  "baseCalculationValue": "NET_AMOUNT",
  "factor": 0.1,
  "summand": null,
  "lowerLimit": null,
  "limit": null,
  "inclusions": [{
    "@type": "TypeBased",
    "conditionType": "SALES_ITEM_TYPE_CODE",
    "ids": [
      "1",
      "3",
      "13"
    ]
  }]
}],
"chargeElementType": "SERVICE_CHARGE",
"journalAccount": "SC",
"taxRateTypeCode": "A2",

" id": "MF",
" name": "Municipality Fee",
" sequence": 2,
```

1

SAP Business ByDesign

```
"id": "SC",
"name": "Service Charge",
"sequence": 1,
"rules": [{
  "name": "SC_RULE",
  "sequence": 1,
  "baseCalculationValue": "NET_AMOUNT",
  "factor": 0.1,
  "summand": null,
  "lowerLimit": null,
  "limit": null,
  "inclusions": [{
    "@type": "TypeBased",
    "conditionType": "SALES_ITEM_TYPE_CODE",
    "ids": [
      "1",
      "3",
      "13"
    ]
  }]
}],
"chargeElementType": "SERVICE_CHARGE",
"journalAccount": "A=1600",
"taxRateTypeCode": "A2",

" id": "MF"
```

2

- When integrating SAP Customer Checkout with SAP Business One, or SAP Business ByDesign, the service charges and fees are posted as sales items in those systems
- In addition, you need to adjust the json file and maintain the journal account
- For SAP Business One:** The journal account is the article number from your SAP Business One system (1), e.g. "SC", or "MF"; please make sure to maintain the same name as used in the SAP Business One system
- For SAP Business ByDesign:** Maintain the journal account ID (e.g. 1600) which is also used in the SAP Business ByDesign system (2); the service charges and fees are posted as special sales items to the according journal account

Enhancements in Table Service



Enhancements in Table Service

Table Service functionalities and the behavior have been improved and optimized with SAP Customer Checkout 2.0 Feature Pack 12.



Features:

- Changed behavior of discount handling when splitting and merging receipts
- New “Fast table name” field
- Partial return of receipts in Table Service
- New Table Service section within the configuration settings

Benefits

- Optimized discount handling in Table Service when splitting and merging receipts
- Discount handling flexibility for the cashier/ user

Enhancements in Table Service

SALES: Aggregation of Absolute Discounts

The sequence of screenshots illustrates the process of aggregating absolute discounts in the SAP Table Service:

- Initial Order:** A table with two items: 'The Original' (1.00) and '0.3l Softdrink Orange' (1.00). Each has an absolute discount of -2.00 EUR. The total is 11.00 EUR.
- Customer Selection:** The 'Select customer' screen is shown, with the 'Order' button highlighted.
- Order Confirmation:** The order is confirmed, showing the total of 11.00 EUR.
- Re-opening Table:** The table is reopened to add more items. The 'Order' button is highlighted again.
- Aggregated Order:** The final order shows the two original items and a new '0.3l Cola' item. The discounts are aggregated into a single line item: '2.00 The Original' with a discount of -4.00 EUR. The total is 24.00 EUR.

Feature

- The discount handling on sales item level has been adjusted
- With version 2.0 Feature Pack 12, SAP Customer Checkout aggregates absolute discounts on sales item level
- Use-Case: You have a table, and added some articles to the receipt; for one article you have an absolute discount of 2€ (1), Choose “Order” (2)
- Open the table again, add the same article for which you gave an absolute discount in the previous step (3), and choose Order again (4)
- When you open the table again, you will see that the absolute discount has been aggregated (5)

Benefits

Optimized handling of absolute discounts on sales item level

Enhancements in Table Service

SALES: Differentiation Between Absolute and Percentage Discounts (1/2)

The image displays three sequential screenshots of the SAP Fiori 'Table Service' application interface, illustrating the process of adding items and applying discounts to a table order.

Screenshot 1 (Top Left): Shows the initial state of the table. The 'Veggie Burger' is added to the order with a quantity of 1.00, a price of 11.25, and a discount of -1.25. The total amount is 11.25 EUR. The 'Order' button is highlighted with a yellow circle labeled '1'.

Screenshot 2 (Top Right): Shows the 'Order' button being pressed, which triggers the application of a 10% percentage discount. The total amount is updated to 11.25 EUR. The 'Order' button is highlighted with a yellow circle labeled '2'.

Screenshot 3 (Bottom Left): Shows the table after the first order. The 'Veggie Burger' is added again with a quantity of 2.00, a price of 22.75, and a discount of -0.00. The total amount is 22.75 EUR. The 'Order' button is highlighted with a yellow circle labeled '3'.

Screenshot 4 (Bottom Right): Shows the 'Order' button being pressed again, which triggers the application of a 1€ absolute discount. The total amount is updated to 22.75 EUR. The 'Order' button is highlighted with a yellow circle labeled '4'.

Screenshot 5 (Bottom Center): Shows the final state of the table. The 'Veggie Burger' is added a third time with a quantity of 1.00, a price of 11.25, and a discount of -1.00. The total amount is 22.75 EUR. The 'Order' button is highlighted with a yellow circle labeled '5'.

Feature

- Furthermore, with version 2.0 Feature Pack 12, SAP Customer Checkout differentiates between absolute and percentage discounts
- Use-Case: You have a table, add an article (Veggie Burger) with a percentage discount of 10% (1), and choose "Order" (2)
- Open the table again, add another Veggie burger with an absolute discount of 1€ (3, and choose "Order" again (4)
- When you open the table again, you will see the two articles (Veggie Burgers) are not aggregated (5) as they have an absolute and percentage discount

Enhancements in Table Service

SALES: Differentiation Between Absolute and Percentage Discounts (2/2)

The screenshots illustrate the SAP Fiori 'Table Service' app interface for handling discounts. Screenshot 6 shows a table with three Veggie Burgers, each with a 10% discount, totaling 10.00 EUR. Screenshot 7 shows the 'Order' button highlighted. Screenshot 8 shows a table with three Veggie Burgers, each with a 10% discount, totaling 10.00 EUR, and a 3.00 EUR discount applied to the total, resulting in a total of 7.00 EUR.

Feature

- When you add now another Veggie Burger with a percentage discount of 20% (6), and choose “Order” (7), the article is not aggregated (8) as the percentage discount is different to the previously given percentage discount of 10%
- The following rules and conditions occur on discount aggregation in SAP Customer Checkout:
 - Absolute discounts:** articles and discounts are aggregated
 - Percentage discounts:** Only sales items which have the same article ID and the same percentage discount are aggregated

Benefits

Optimized usability when applying absolute and percentage discounts

Enhancements in Table Service

SALES: Discount Handling When Splitting and Merging Receipts – Sales Item Level

The screenshots illustrate the process of splitting a receipt in the SAP Table Service. The first screenshot shows a receipt with items 'The Original', 'Big Burger', and 'Moby Burger' and a total of 68.00 EUR. A yellow circle '1' highlights the 'Split/merge' button in the left sidebar. The second screenshot shows the 'Split/merge' button highlighted with a yellow circle '2'. The third screenshot shows the receipt split into two: one with 'The Original' (10.50 EUR) and another with 'Big Burger' and 'Moby Burger' (57.50 EUR). A yellow circle '3' highlights the 'The Original' item in the second receipt.

Feature

- Another enhancement in Table Service with version 2.0 Feature Pack 12 is the handling of discounts when splitting and merging receipts
- Use-Case: You have a table, added some articles and have an absolute discount of 5€ on sales item level (for 2 Burgers) (1)
- When you now choose “Split/Merge” (2), and split one of the items into a second receipt, the absolute discount is distributed (3)
- When splitting a receipt, the absolute discount is moved in relation to the quantity

Benefits

Optimized discount handling on sales item level when splitting and merging receipts

Enhancements in Table Service

SALES: Discount Handling When Splitting and Merging Receipts – Receipt Level

The screenshot displays the SAP Table Service interface for a receipt. On the left, a receipt for 'Table 2' is shown with items: 1.00 The Original (13.00), 1.00 Moby Burger (15.00), 1.00 Big Burger (17.00), and 1.00 Veggie Burger (12.50). A yellow box labeled '1' highlights the 'Discount' field, which shows an 8.70% discount of -5.00 EUR, resulting in a total of 52.50 EUR. A yellow box labeled '2' highlights the 'Split/merge' button in the left sidebar. In the center, a grid of food items is visible. A yellow box labeled '3' highlights the 'Split receipt' button at the bottom. On the right, a new receipt for 'Table 3' is shown, split into two parts: 0.50 Moby Burger (7.50), 0.50 Veggie Burger (6.25), 0.50 Big Burger (8.50), and 0.50 The Original (6.50). A yellow box labeled '4' highlights the 'Discount' field, which shows a 17.39% discount of -5.00 EUR, resulting in a total of 23.75 EUR.

Feature

- The handling of discounts when splitting and merging receipts has also been enhanced on receipt header level
- Use-Case: You have a table, added some articles and have an absolute receipt discount of 5€ (1)
- When you choose “Split/Merge” (2), and split the receipt by 2 (3), the absolute receipt discount will stay with the original receipt (4)

Benefits

- Flexibility of discount handling for the cashier and end-user
- Optimized discount handling on receipt level when splitting and merging receipts

Enhancements in Table Service

SALES: Partial Return of Receipts (1/2)

The screenshot illustrates the SAP Table Service interface for returning a receipt. The main screen shows a receipt list with columns for quantity, article, discount, and price. A receipt for 49.50 EUR is highlighted. A yellow circle '1' is placed over the receipt list. A yellow circle '2' is placed over the 'Return receipt' button. A yellow circle '3' is placed over the confirmation dialog box that asks 'Do you want to return the current receipt: EV62100001008'. A yellow circle '4' is placed over the 'Return whole receipt' button in the 'Selected Receipt' screen.

Receipt List:

QUANTITY	ARTICLE	DISCOUNT	PRICE
1.00	The Original	0.00	13.00
1.00	Moby Burger	0.00	15.00
1.00	0,3l Cola	0.00	3.10
1.00	Philly Cheese Steak Sandwich	0.00	15.00
1.00	0,3l Premium Pils 0.0 %	0.00	3.40

Receipt Summary:

5.00 Article - EV62100001008	49.50 EUR
Discount (0.00%)	0.00 EUR
Total	49.50 EUR
1.0% Cash	49.50 EUR

Selected Receipt:

QUANTITY	ARTICLE	PRICE	✓
1.00	The Original	13.00	
1.00	Moby Burger	15.00	
1.00	0,3l Cola	3.10	
1.00	Philly Cheese Steak Sandwich	15.00	
1.00	0,3l Premium Pils 0.0 %	3.40	

Receipt Summary (Selected):

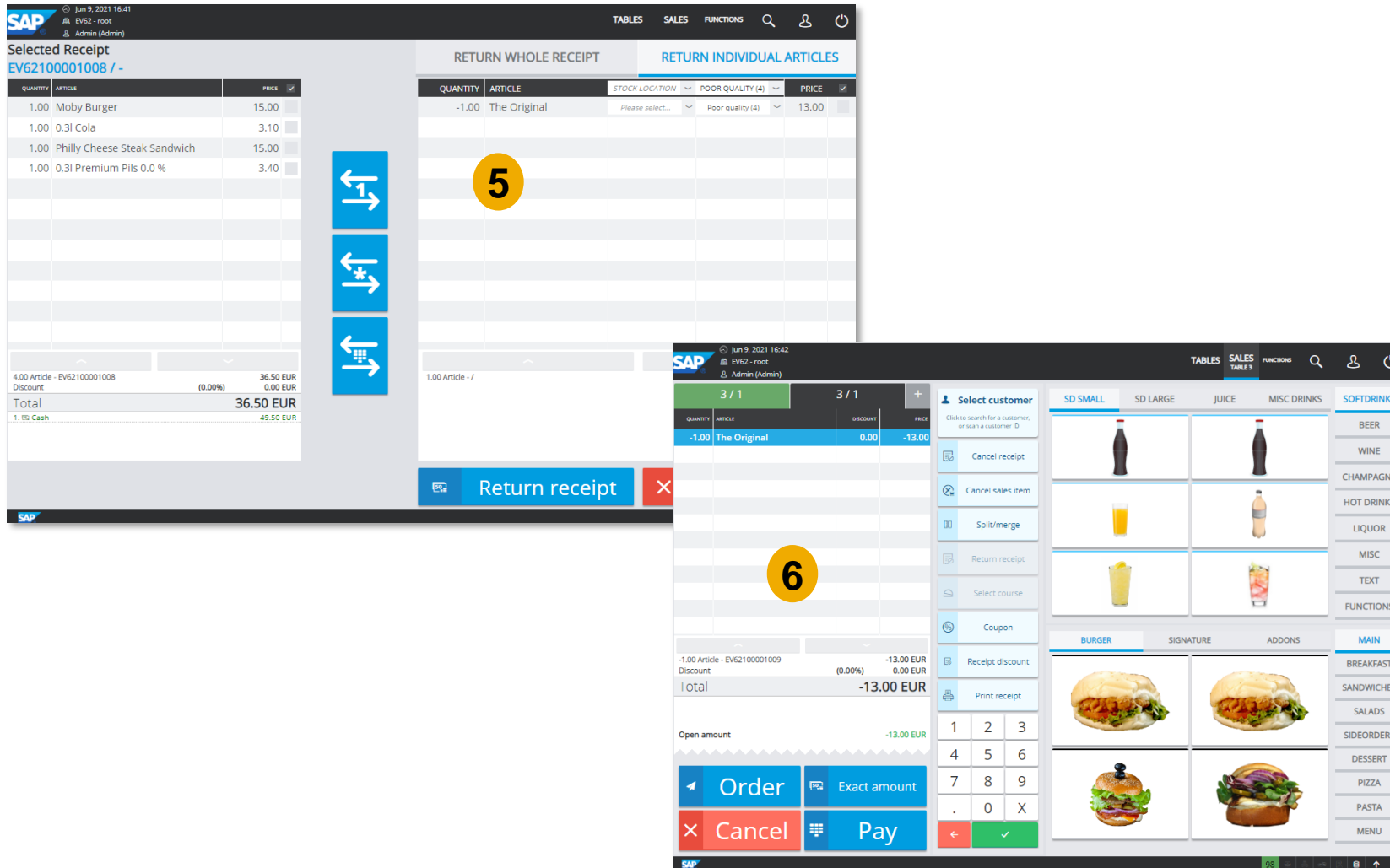
5.00 Article - EV62100001008	49.50 EUR
Discount (0.00%)	0.00 EUR
Total	49.50 EUR
1.0% Cash	49.50 EUR

Feature

- Another enhancement in SAP Customer Checkout 2.0 Feature Pack 12 is the possibility to return receipts partially in Table Service mode
- This functionality was already possible in Quick Service and Retail Service mode, but was not working in Table Service
- When you have ordered and paid a receipt (1), you can select **"Return receipt"** in the SALES screen (2) and confirm the return (3)
- A pop-up comes up where you can select two options (4)
- In previous versions, it was only possible to return the whole receipt in cash when using Table Service mode

Enhancements in Table Service

SALES: Partial Return of Receipts (2/2)



Feature

- With the new version, you can also return individual articles in Table Service mode (5)
- You can edit the receipt/table, and e.g. order new items, or return the receipt (6)

Benefits

- Extend functionalities in Table Service
- Enhanced usability when returning receipts partially in Table Service

Enhancements in Table Service

CONFIGURATION: New Table Service Section

The screenshot shows the SAP Configuration interface. At the top, there is a navigation bar with the SAP logo and various menu items: SALES, CASH-IN/CASH-OUT, DAY-END CLOSING, CASHING-UP, and RECEIPTS EXPORT. Below this is a sub-navigation bar with tabs: Synchronization, POS system, Accounting, Sales, Currency, Quick selection, Dialog settings, Technical, and Hardware. The 'POS system' tab is selected. Under 'POS system', there are sub-tabs: Integration, User, Roles, Additional fields, Plug-ins, and About. The 'TABLE SERVICE' sub-tab is highlighted with an orange box. The main content area shows the 'TABLE SERVICE' configuration. It includes a 'Fast table name' field with the value '99'. Below this are four toggle switches: 'Enable missing customer count check for receipt sales' (OFF), 'Abort empty receipts on canceling order' (OFF), 'Show canceled sales items in the receipt' (OFF), and 'Allow orders on multiple receipts at once' (ON). At the bottom right, there is a blue 'Edit' button.

Feature

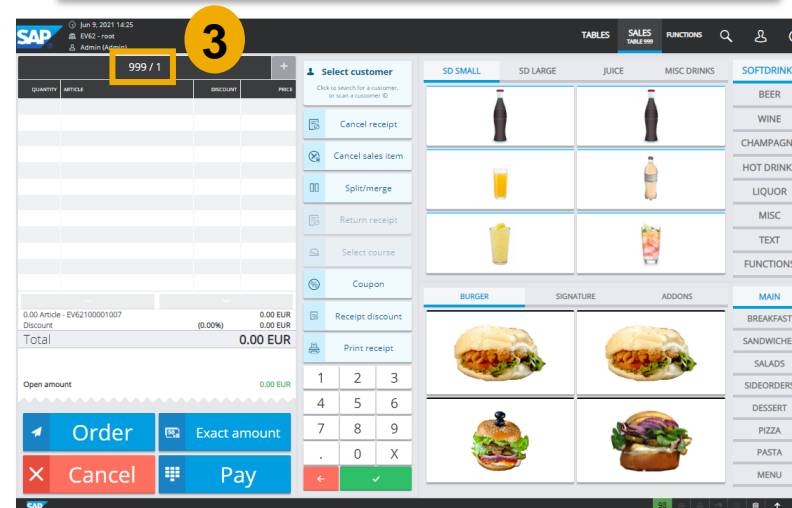
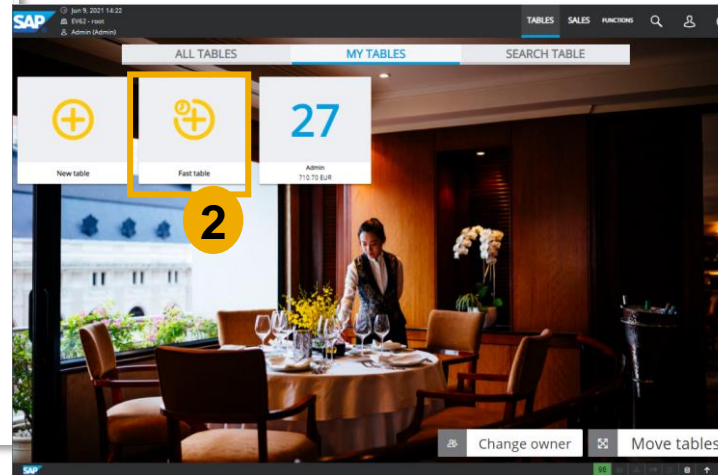
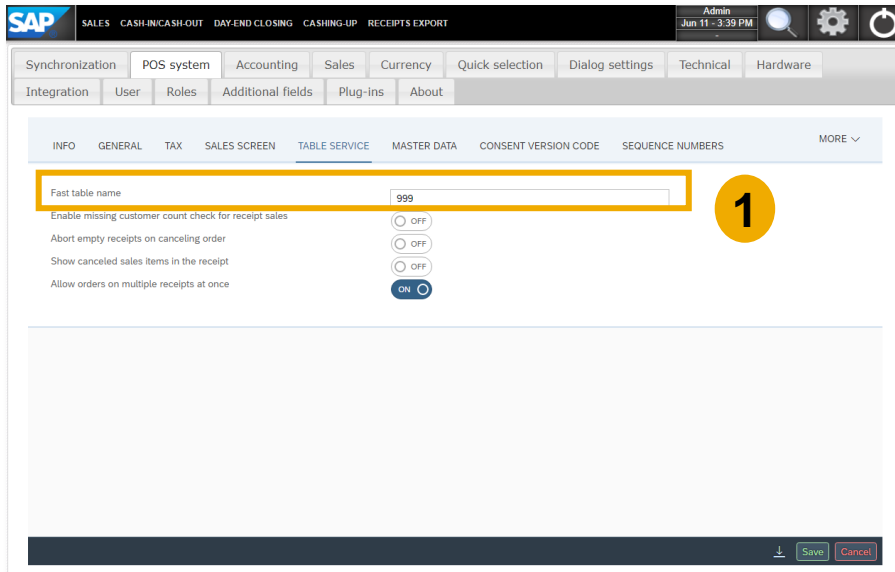
- There is a new sub-tab available in the *POS system* tab within the *CONFIGURATION* screen of SAP Customer Checkout: **Table Service**
- In this sub-tab, all Table Service related configuration settings are listed
- In previous versions, those fields were located in the **Sales screen** sub-tab

Benefits

- Improved and easier configuration of Table Service handling

Enhancements in Table Service

CONFIGURATION: New Fast Table Name Field Available



Feature

- In this Table Service sub-tab within the *CONFIGURATION* screen, there is a new field available: **Fast table name**
- When creating a fast table in SAP Customer Checkout, by default the fast table has the table ID “99”
- This new field lets you flexibly define the name for the fast table when using SAP Customer Checkout in Table Service mode
- Especially for restaurants and cafés which have more than 100 tables,
- When opening a new Fast table in SAP Customer Checkout (2), the table name maintained in the configuration (e.g. 999) is used (3)

Benefits

- Flexibility to enter individual fast table name as needed

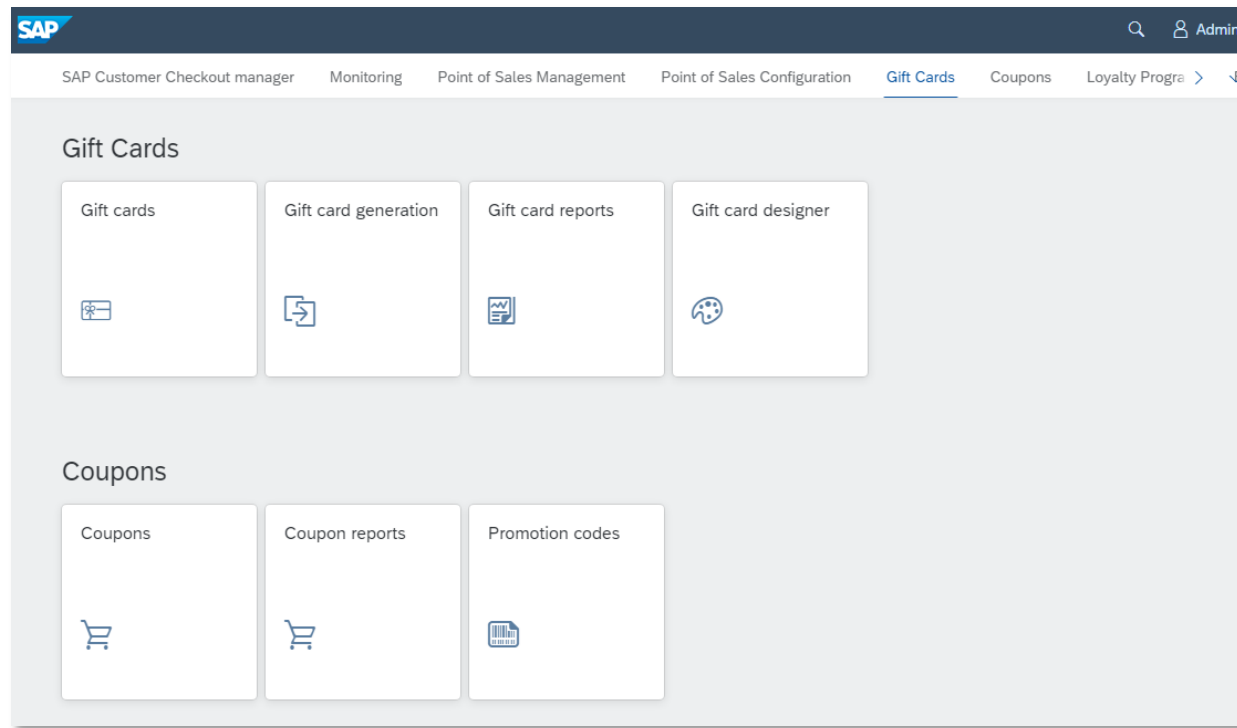
Gift Cards



Gift Cards

In the *Gift cards* section in SAP Customer Checkout, you can manage all gift cards from your different shops and POS systems centrally.

With version 2.0 Feature Pack 12, there are new features and functions available for gift cards.



Features:

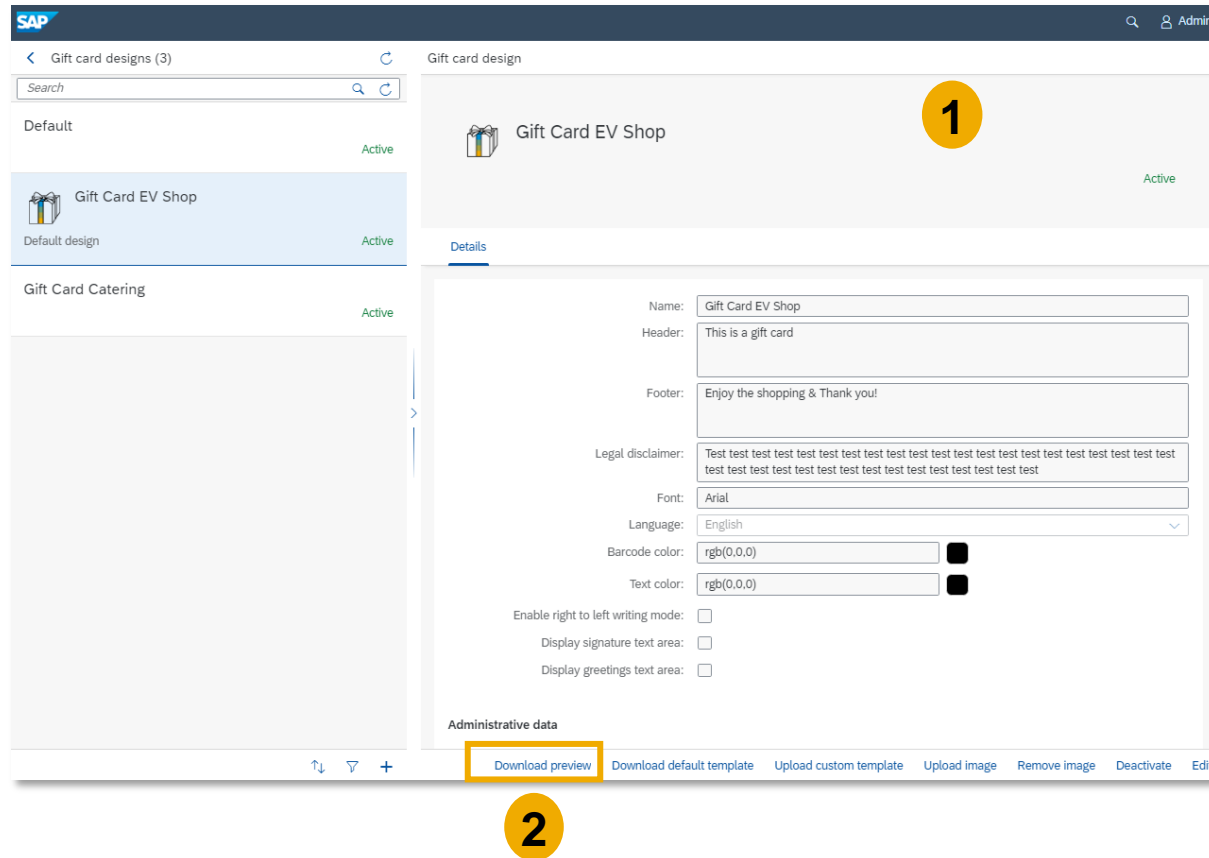
- New app available: ***Gift card designer***
- Pre-printed gift card scenario
- Two-step gift card payment scenario
- Print gift cards from POS system

Benefits

- Extended gift card features to support common scenarios in retail
- Create personalized gift card designs

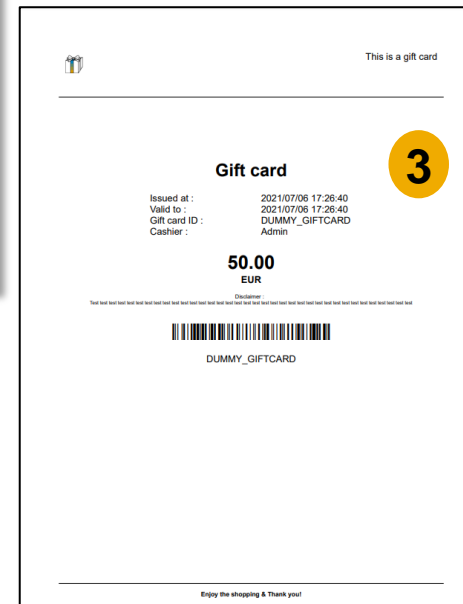
Gift Cards

Gift Card Designer



Feature

- A new app is available in the Gift cards section: **Gift card designer** (1)
- In this app, you can manage and create new designs for your gift cards
- Those designs are used when exporting gift cards as PDF file, or for printing out gift cards
- You can create new designs, edit and delete existing gift card designs
- Furthermore, you can upload and remove images from designs
- SAP Customer Checkout manager provides a default gift card design, or you can set your own created design as default design
- Choose “**Download preview**” (2) to download a PDF-file, and check the design (3)



Benefits

- Create individual and personalized gift card designs

Gift Cards

Export Gift Cards as PDF File

Gift cards (18)

Search

Gift card ID	Value	Currency	Status
V00001	1.00	EUR	Active Not redeemed
V00002	5.00	EUR	Active Not redeemed
V00003	10.00	EUR	Active Not redeemed
V00004	15.00	EUR	Active Not redeemed
V00005	20.00	EUR	Active Not redeemed
V00006	25.00	EUR	Active Not redeemed

Gift card details for V00004:

Value: 15.00 EUR, Status: Active, Not redeemed

Details tabs: Details (selected), Transactions

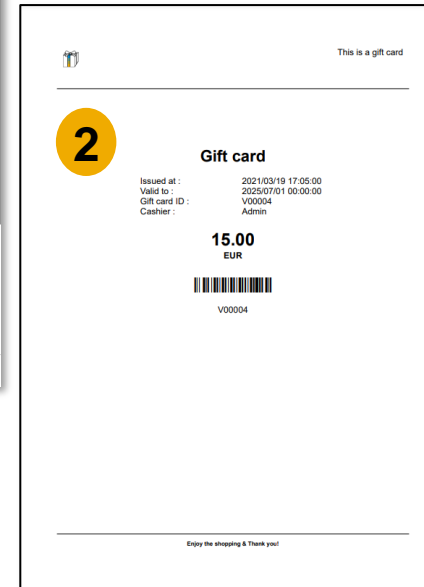
General data:

- ID: V00004
- Description:
- Original amount: 15.00
- Current amount: 15.00
- Currency: EUR
- Issued at: Mar 19, 2021, 5:05 PM
- Valid to: Jul 1, 2025, 12:00 AM
- Customer ID:
- Company ID:
- Article ID:
- Topups enabled: ☐

Administrative data:

- Created at: Mar 19, 2021, 5:05:28 PM
- Created by: Admin (Admin)

Buttons: Export to PDF (highlighted with '1'), Block, Edit



Feature

- In the **Gift cards** app, you have now the possibility to export gift cards as PDF file
- Select a gift card from the list, choose the option “**Export as PDF**” (1), and the gift card is downloaded as PDF file (2)
- You can now also print the gift card, if needed
- The gift card design which is set as default one in the Gift card designer app is used for the export

Benefits

- Extended functionalities for gift cards

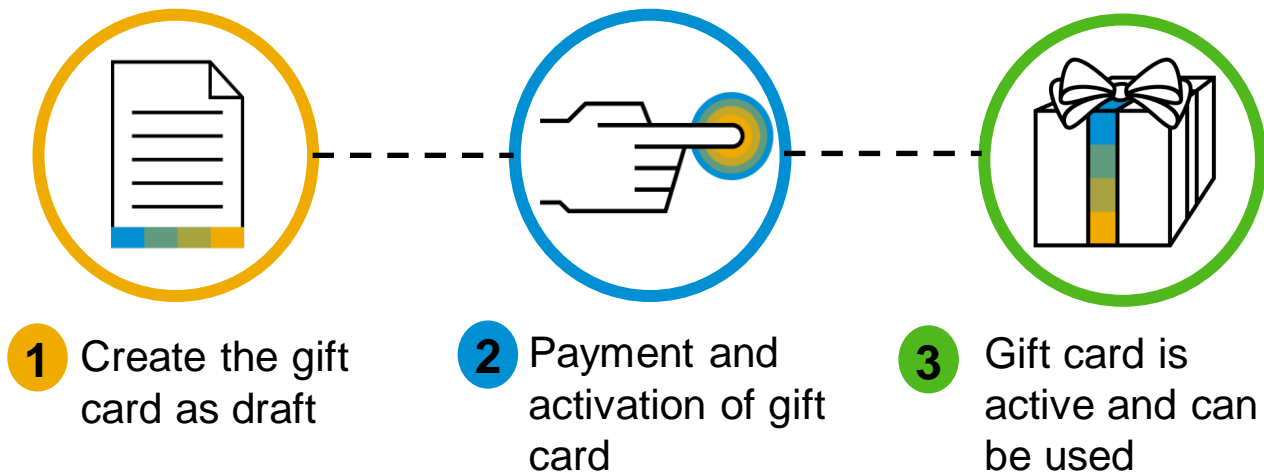
Gift Cards

Pre-Printed Gift Card Scenario

SAP Customer Checkout 2.0 Feature Pack 12 supports the pre-printed gift card scenario which is very common in retail businesses.

Gift cards can be created and pre-printed in advance, and are activated once the customer pays them at the point-of-sale.

The following steps describe the activation process:



Gift Cards

Pre-Printed Gift Card Scenario – Draft Gift Card

1

The image displays four screenshots of the SAP Gift Cards app interface, illustrating the steps to create a draft gift card:

- Screenshot 1:** The 'New gift card' screen. The 'General data' section is visible, showing fields for ID (GC1000), Description (Gift Card 100 Euro), Original amount (100.00), Currency (EUR), Valid to (Dec 31, 2999, 11:59 PM), External transaction ID, Customer ID, Company ID, and Article ID. The 'Create as draft' checkbox is checked.
- Screenshot 2:** The 'Gift card' screen showing the details of the created gift card (GC1000 - Gift Card 100 Euro). The status is 'Draft'.
- Screenshot 3:** The 'Gift card' screen showing the details of the created gift card (GC1000 - Gift Card 100 Euro). The status is 'Draft'.
- Screenshot 4:** The 'Gift card' screen showing the details of the created gift card (GC1000 - Gift Card 100 Euro). The status is 'Draft'.

Feature

- In the **Gift cards** app, create a new gift card (1)
- Enter the gift card information, and choose one of the following options:
 - **Pre-defined amount.** You can enter an amount manually; the gift card amount cannot be changed in the POS system anymore
 - **Open gift card amount.** If you do not enter any amount manually, you can enter the amount in the sales screen of the POS system
- Enable now the option “**Create as draft**” (2), and save the gift card
- The gift card is now in status “**Draft**” (3)
- There are no transactions yet listed in the **Transactions** tab (4)

Gift Cards

Pre-Printed Gift Card Scenario – Payment and Activation

2



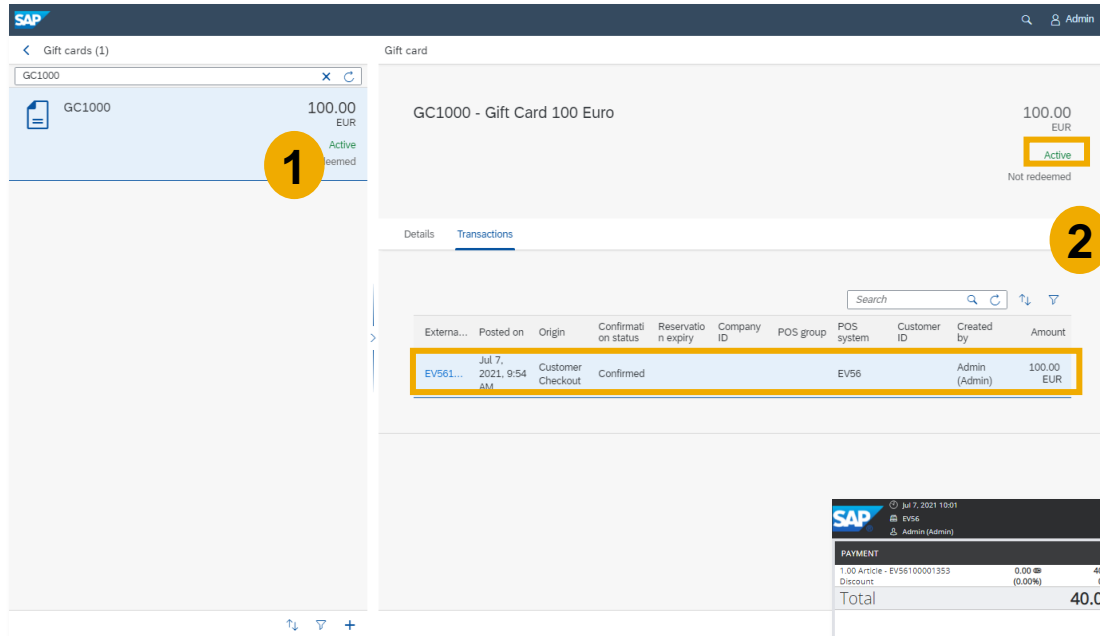
Feature

- In SAP Customer Checkout, enter now the gift card ID of the draft gift card (e.g. “GC1000”) in the SALES screen
- The gift card with pre-defined amount of 100€ is added to the receipt (1)
- Once you proceed and pay, the gift card is activated (2)

Gift Cards

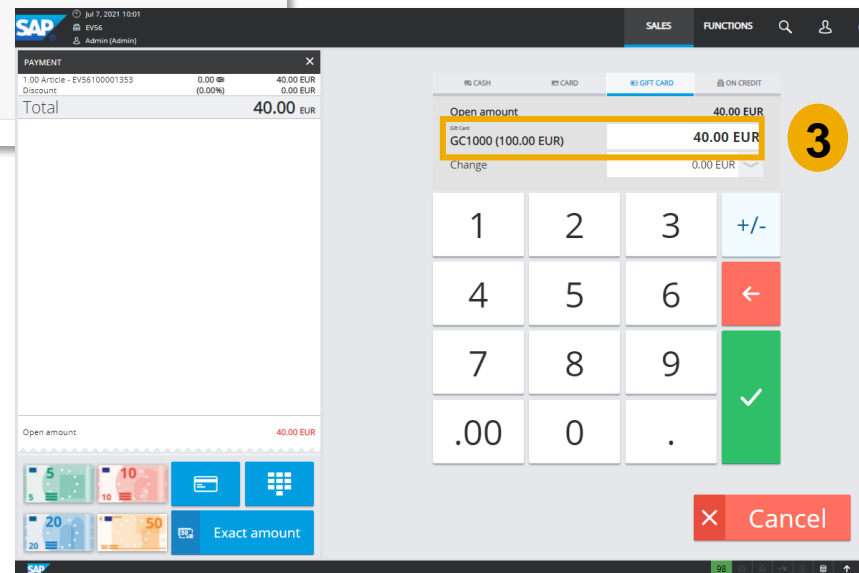
Pre-Printed Gift Card Scenario – Draft Gift Card

3



Feature

- In SAP Customer Checkout manager, navigate to the Gift cards app, and select the paid pre-printed gift card (1)
- In the **Transactions** tab, you can see that the gift card transaction is confirmed, and the gift card has changed the status to “Active” (2)
- The gift card can now be used as usual in SAP Customer Checkout (3)



Gift Cards

Two-Step Gift Card Payment Scenario



Feature

- SAP Customer Checkout offers in version 2.0 Feature Pack 12 endpoints to connect a two-step gift card payment scenario which is commonly used in Webshop automation
- **Example:** If you have connected a Webshop to your business and the customer is within the basket and wants to pay with a gift card, a ping is sent to SAP Customer Checkout manager after the gift card ID has been entered; the gift card transaction is reserved and in the **Transactions** tab of the gift card an entry with status “Unconfirmed” is shown; once the payment is completed, the gift card transaction changes to status “Confirmed”

Benefits

Possibility to integrate a Webshop and offer two-step gift card payment scenario

Gift Cards

Search: Gift Cards – Printing Gift Cards

The screenshot displays the SAP Customer Checkout interface. On the left, a sidebar menu lists various functions: CUSTOMER, ARTICLE, RECEIPT, GIFT CARD (highlighted with a yellow circle and the number 1), DAY-END CLOSING, and PERIOD. The main area shows the 'GIFT CARD' search screen. It includes a 'Full-text search' input field and a 'Search' button. Below the search bar is a table with the following columns: Gift card ID, Free gift, Gift card status, Description, Original amount, Remaining amount, and Valid to. The table contains 8 rows of data, with the row for 'GC077' highlighted in blue. At the bottom of the screen, there is a 'Print' button (highlighted with a yellow circle and the number 2) and a 'Close' button. The page number 'Page 1 of 1 (8 results)' is displayed at the bottom left.

Gift card ID	Free gift	Gift card status	Description	Original amount	Remaining amount	Valid to
GC00234		In use	Gift Card dm	50.00	45.50	Dec 31, 2999
GC00456		Not redeemed		0.00	100.00	Dec 31, 2999
GC001		Redeemed	Gutschein	25.00	0.00	Dec 31, 2999
GC0023		Not redeemed		30.00	30.00	Dec 31, 2999
GC0099		Redeemed	Gift Card	50.00	0.00	Dec 31, 2999
GC077		Not redeemed	Gift Card	25.00	25.00	Dec 31, 2999
GC001304		Not redeemed	Gift Card	50.00	50.00	Dec 31, 2999
GC0031		Not redeemed		20.00	20.00	Dec 31, 2999

Feature

- In the **Search screen** of SAP Customer Checkout (1), the Gift cards search view has been optimized
- You can now print gift cards directly at point-of-sale
- Select the respective gift card, and choose “**Print**” (2)
- When you print a gift card which was sold on another POS system, the print settings from the current POS system are applied

Benefits

Optimized handling to print gift cards at POS system

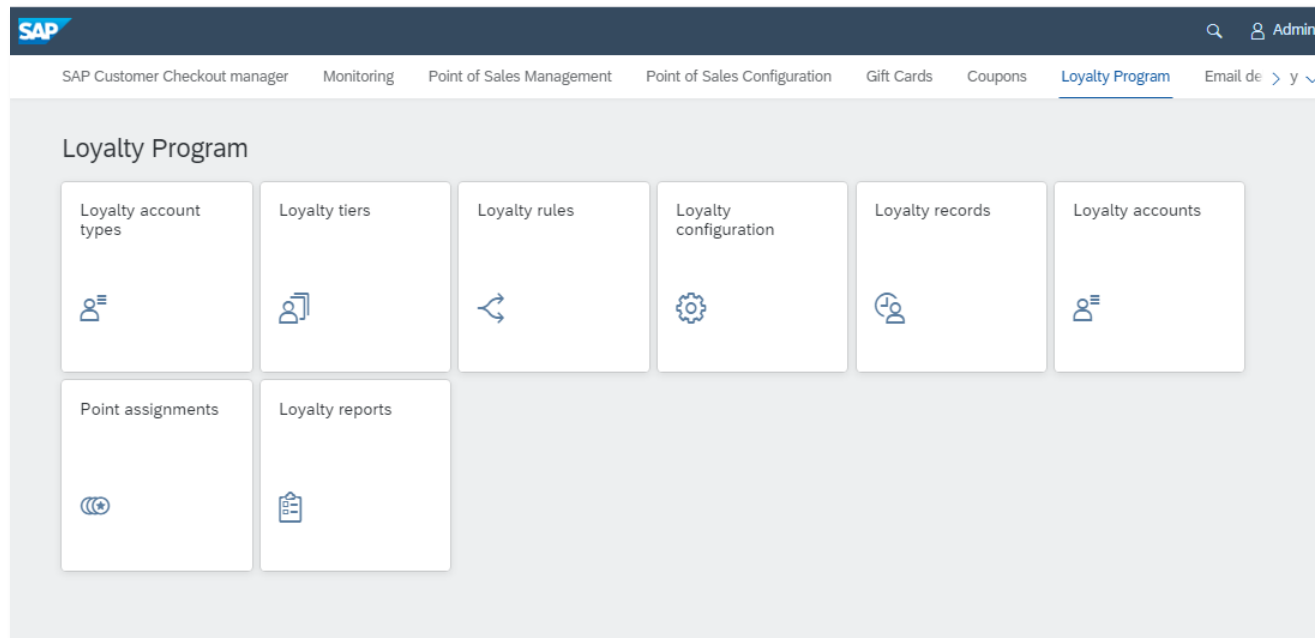
Loyalty Program



Loyalty Program

SAP Customer Checkout manager provides loyalty management functionality. In the last version, SAP Customer Checkout manager has been extended with new apps to manage and configure loyalty programs.

With version 2.0 Feature Pack 12, there are further functionalities available for loyalty programs.



Features:

- Support of stamp card scenario
- Apply influencer discount code scenario
- New **Loyalty account** app available
- Enhancements in discount rules tab
- Extended filter criteria for loyalty records
- Show discount purpose code on loyalty records
- Extended API documentation in Swagger

Benefits

- Enhanced functionality for loyalty programs
- Reward loyal customers

Loyalty Program

Stamp Card Scenario (1/2)

The top screenshot shows the 'Loyalty rules (2)' configuration page. The 'Coffee Rule' is selected and active. A 'New action' dropdown menu is open, showing options: 'Add points', 'Subtract Points', 'Multiply Points', 'Currency to points', 'Assign coupon', 'Filter for sales item types', 'Filter for article IDs', 'Filter for article groups', 'Filter for payment methods', and 'Filter for payment card types'. A yellow circle with the number '1' is placed over the 'Add points' option.

The bottom screenshot shows the 'Coupons (8)' list. The 'Coffee' coupon is highlighted, showing its details: 'Coffee', 'Jul 16, 2021, 4:13:07 PM - Dec 31, 2999, 11:59:59 PM', '0 Points', and 'Active'. A yellow circle with the number '2' is placed over the coupon details.

ID	Rule	Status	Example
1	Discount (100.00%) Quantity (one) Article (this article)	Active	5% (Discount) on one (Quantity) of all articles (Article) 10 EUR (Discount) on all (Quantity) of these articles (Article)

Feature

- In retail businesses, stamp cards are often used to reward loyal customers
- Customers collect a stamp for each purchase or specific item (e.g. coffee); if the stamp card has reached 9 stamps out of total 10, the customer gets the 10th coffee for free
- To support this stamp card scenario, SAP Customer Checkout manager was extended with some new actions within the **Loyalty rules** app (1)
- Furthermore, a loyalty account type (e.g. Bread card), a loyalty configuration, and a loyalty coupon with according discount rule (e.g. 100% discount on one coffee) need be created (2)

Loyalty Program

Stamp Card Scenario (2/2)

3 New job configuration in SAP Jobs app. Job: Coupon: Automatically buy instances. Description: Coupon: Automatically buy instances 16/07. Type: Immediate. Coupon ID: COFFEE1. Account type: Coffee Counter.

4 Customer user details for Andrews, Roman (U001016). Coupons tab shows a valid instance: qhwuv6, COFFEE1, Coffee Coupon.

5 SAP POS interface showing the purchase of 1.00 Coffee for 2.80 EUR, with a coupon discount of 2.80 EUR, resulting in a total of 0.00 EUR.

Feature

- In the Jobs app, a new job was introduced to support this scenario: **Coupon: Automatically buy instances** (3)
- This job automatically buys for customer users a coupon if the selected loyalty account type has sufficient loyalty points (meaning the condition for free offer is reached)
- Once the job has been executed, the customer user has purchased the coupon (4)
- Customers can now buy at the POS system the coffee and redeem the coupon to get the 10th coffee for free (5)

Loyalty Program

Influencer Discount Code Scenario (1/2)

SAP

Coupons (11)

Coupon

Allowed purchase per account: Unlimited

Quantity for sale: Unlimited

Available from: Jul 19, 2021, 2:21:37 PM

Available to: Dec 31, 2999, 11:59:59 PM

Instance validity information

Add discount rule articles to receipt if missing: ☐

Usage per instance ID: 1

1

Creatable with coupon ID (Influencer scenario): ☒

Input type (redeemable from): Date Complex

Redeemable from: MMM d, y, h:mm:ss a

Input type (redeemable to): Date Complex

Redeemable to: MMM d, y, h:mm:ss a

Enter the same coupon name as advertised by the influencer, e.g. "PROMOCODE15"

SAP

Coupons (11)

Coupon

Influencer Promotion Code 15%

Jul 19, 2021, 2:21:37 PM - Dec 31, 2999, 11:59:59 PM

0 Points

Active

Details Instance IDs Discount conditions Discount rules Org. units

ID	Rule	Status	Example
1	Discount (15.00%) Quantity (all) Article (all articles)	Active	5% (Discount) on one (Quantity) of all articles (Article) 10 EUR (Discount) on all (Quantity) of these articles (Article)

Feature

- Another typical scenario to increase customer loyalty in retail businesses are discount codes promoted by influencers in social media
- Example: a famous influencer advertises a product or brand and share 15% discount code on all articles; other customers use this code to get the discount at the point-of-sale
- To implement this scenario, create a new loyalty coupon in SAP Customer Checkout manager, and in the **Instance validity information**, activate the new field: ***Creatable with coupon ID (Influencer scenario)*** (1)
- In the discount rules tab, set the according rule, e.g. 15% discount on all articles

Loyalty Program

Influencer Discount Code Scenario (2/2)

The screenshots illustrate the following steps:

- Step 3:** The SAP Customer Checkout interface shows a receipt for 34.00 EUR. A yellow circle with the number '3' highlights the 'Coupon' button in the left sidebar.
- Step 4:** The 'Coupons' screen displays a list of active coupons. A yellow circle with the number '4' highlights the 'Influencer Promotion Code 15% - PROMOCODE15' coupon.
- Step 5:** The 'Instance IDs' tab for the selected coupon shows a table of instance IDs. A yellow circle with the number '5' highlights the instance ID '9b4yu 6', which has a status of 'Valid'.

Feature

- In SAP Customer Checkout, you can now add articles to the receipt, assign the loyalty coupon and enter the ID “PROMOCODE15”
- The discount is automatically applied to the article (3)
- In SAP Customer Checkout manager, an instance ID for this coupon is automatically created and in status “**Valid**” (4)
- Once you pay the receipt in POS system, the status of the instance ID is adjusted automatically to “**Redeemed**” (5)

Loyalty Program

Loyalty Accounts

The image displays three overlapping screenshots of the SAP Loyalty Accounts app interface, illustrating its features:

- Screenshot 1 (Left):** Shows the 'Loyalty accounts (18)' list. The list includes columns for account ID, points, and status. The first account, L001000, is highlighted with 890 points and an 'Active' status.
- Screenshot 2 (Middle):** Shows the 'Details' view for account L001000. It displays general data (Account ID: L001000, Loyalty account type: Default, Customer user ID: U001000, Customer user name: C001000, First name: Mathilda, Last name: Michels, Customer user status: Active, Tier: , Point value: 890) and administrative data (Created at: Mar 19, 2021, 5:03:58 PM, Created by: Admin (Admin), Modified at: Jul 16, 2021, 4:20:00 PM).
- Screenshot 3 (Right):** Shows the 'Coupons' view for account L001000. It displays a table of coupons with columns: Instance ID, ID, Title, Redeemable from, Redeemable to, and Status. The table shows one coupon with Instance ID m7ghbu, ID COFFEE1, Title Coffee Coupon, and Status Valid.
- Screenshot 4 (Bottom):** Shows the 'History' view for account L001000. It displays a table of history entries with columns: Date, Account ID, Action, Reference, Info, and Point value. The table shows several entries, including a redemption of points on Jul 16, 2021, a purchase of a coupon on Jul 16, 2021, and a point correction on Mar 19, 2021.

Feature

- There is a new app available in the Loyalty programs available: **Loyalty accounts**
- In this app you can view all loyalty accounts and details (1), track purchased coupons (2), and the loyalty accounts history (3)
- You can further correct loyalty points, and loyalty tiers for specific loyalty accounts

Loyalty Program

Loyalty Records: Discount Purpose Code on Sales Item and Receipt Level

SAP Loyalty record interface showing details for ID: LR0000001296. The record is initialized and has a total gross amount of 130.15 EUR. The discount purpose code is 1000.

General data:

- ID: LR0000001296
- Reference: EV56100001354
- Customer user ID: U001016
- Source: RECEIPT
- Reason: ASSIGNED_RECEIPT
- POS system ID: EV56
- POS group ID: root
- Company ID:
- External loyalty ID: L001016
- External loyalty points:
- Processing status: Initialized
- Total gross amount: 130.15 EUR
- Total net amount: 109.36 EUR
- Discount purpose code: 1000
- Timestamp: Jul 15, 2021, 10:26:48 AM
- Version: 1
- Created at: Jul 15, 2021, 10:26:55 AM

SAP Loyalty record interface showing details for ID: LR0000001297. The record is initialized and has a total gross amount of 168.15 EUR. The discount purpose code is 1010.

Sales items table:

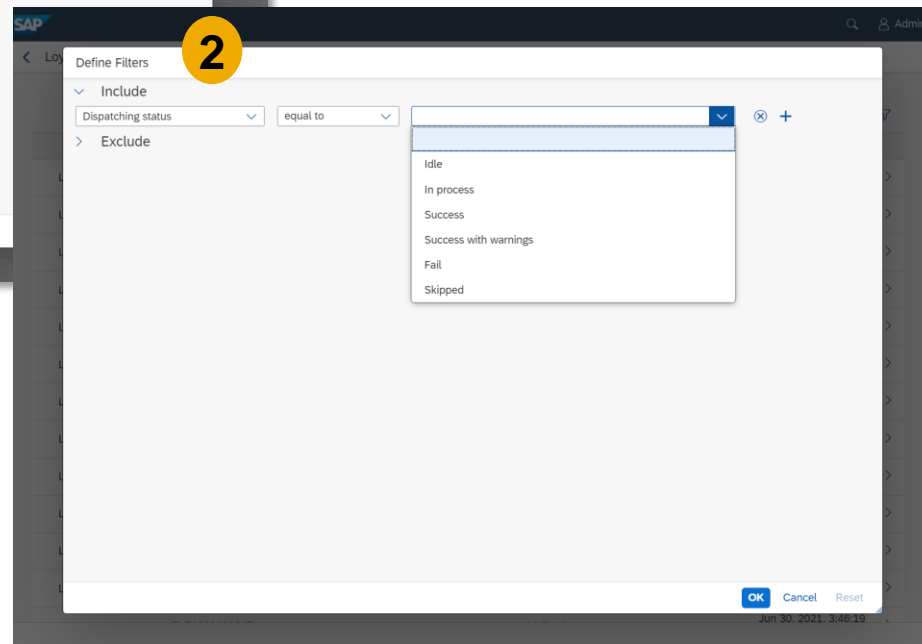
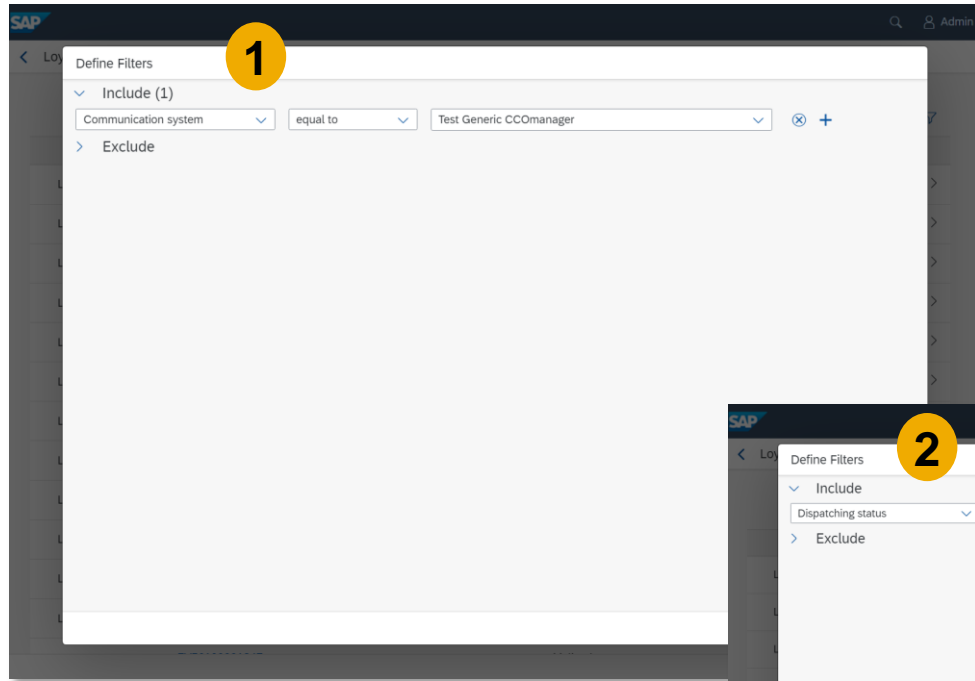
Article ID	Article name	Article group	Sales person	Sales item type	Gross amount	Net amount	Discount purpose code	Quantity	Unit of measure
J000003	FC Jupiter Kit Shorts	400		MATERIAL	25.65 EUR	21.55 EUR	1010	1	EA
J000004	FC Jupiter Training Kit	400		MATERIAL	76.00 EUR	63.87 EUR		2	EA
J000001	FC Jupiter Home Kit	400		MATERIAL	66.50 EUR	55.88 EUR		1	EA

Feature

- In the **Loyalty Records** app, the *discount purpose code* has been added to the loyalty record details, if a discount has been assigned in SAP Customer Checkout
- The discount purpose code is shown on receipt (1), and on sales item level (2)

Loyalty Program

Loyalty Records: Filter Criteria



Feature

- The filter criteria within the **Loyalty Records** app have been extended
- You can now filter loyalty records by “*Communication system*” (1), and by “*Dispatching status*” (2)

Loyalty Program

Configuration: Discount Purpose Code on Sales Item and Receipt Level

The screenshot shows the SAP Configuration app interface. On the left, a sidebar lists sections: General (highlighted with a yellow box), Images, Security, Proxy, and About. The main area is titled 'Configuration' and contains several settings:

- Old day-end closing warning threshold (in days):** 0
- Table Service: Temporary orders clean-up**
 - Start hour: 3
 - End hour: 6
 - Interval in seconds: 300
 - Number of orders in one execution: 100
- API documentation**
 - Enable API documentation page: ☒
- Digital receipt**
 - Show customer information on digital receipt: ☐
 - Customer authorization to access digital receipts without customer data: 1 - No authorization
 - Customer authorization to access digital receipts with customer data: 1 - No authorization
- Loyalty record**
 - Dismiss loyalty record creation for receipts without a customer user or coupon assignment: ☒ (highlighted with a yellow box and a red circle with the number 1)

At the bottom right, there are 'Save' and 'Cancel' buttons.

Feature

- There is a new section available in the General tab within the Configuration app: **Loyalty record**
- Here you can maintain the settings for loyalty records generated in SAP Customer Checkout manager
- For each received receipt, a loyalty record is generated (configurable) in SAP Customer Checkout manager
- For large businesses and projects this might lead to a mass load of loyalty records, hence in order to minimize this load, there was a new field introduced (1)
- When you activate this new field, loyalty records are created only for receipts assigned to a customer user or to a loyalty coupon

Loyalty Program

Jobs: Loyalty Record: Creation from Receipts

Screenshot 1: New job form

General data

Job: Loyalty Record: Creation from Receipts

Description: Loyalty Record: Creation from Receipts May 2020

Scheduling

Type: Immediate

Parameters

From date (receipt business transaction date): May 1, 2020, 1:10:36 PM

To date (receipt business transaction date): Jul 15, 2021, 1:10:46 PM

Skip evaluation: ☐

Screenshot 2: Job Details

General data

Description: Loyalty Record: Creation from Receipts May 2020

Process ID: 15884@WDFN34102054A

Started at: 7/15/21, 1:11 PM

Finished at: 7/15/21, 1:11 PM

Status: Finished

Result: Success

Status message: Loyalty Record Creation Result - Total: 0, Done: 0, Failed: 0

Administrative data

Created at: Jul 15, 2021, 1:11:46 PM

Created by: Admin

Modified at: Jul 15, 2021, 1:11:49 PM

Modified by:

Feature

- A new loyalty job is available within the **Jobs** app: **Loyalty Record: Creation from Receipts** (1)
- In general, loyalty records are generated if the loyalty configuration is active
- This job enables you to generate loyalty records for receipts for which no loyalty configuration was active when the receipts were created
- You can specify the parameters, e.g. to enter the date from which loyalty records for receipts are evaluated
- Once the job has finished, you will see the result and further information (2)

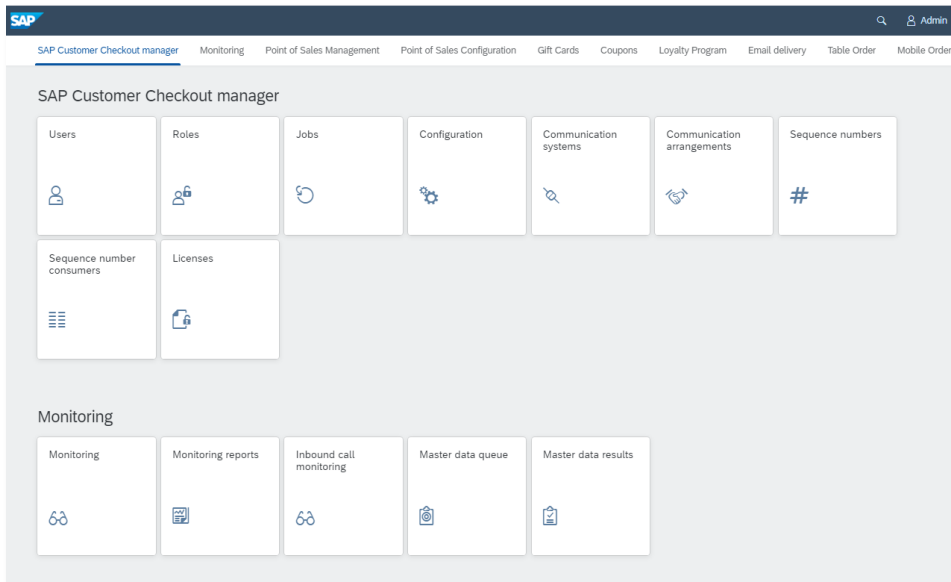
SAP Customer Checkout Manager ERP Integration



SAP Customer Checkout Manager ERP Integration

You can integrate SAP Customer Checkout manager with other third party systems, and SAP ERP systems (e.g. SAP S/4HANA, SAP Business One, etc.).

The integration has been enhanced with version SAP Customer Checkout 2.0 Feature Pack 12, and a lot of features were enhanced.



Features:

- New outbound services for **Generic** communication systems
- New inbound and outbound services for [SAP S/4HANA](#)
- New job available to delete inbound call monitoring entries
- Enhanced inbound call monitoring
- New apps available to monitor master data processing
 - **Master data queue**
 - **Master data results**

Benefits

- Improved integration of third party systems into SAP Customer Checkout manager

SAP Customer Checkout Manager ERP Integration (Generic)

Communication Arrangements: New Outbound Services for Sales Business Document

The image displays two screenshots of the SAP S/4HANA interface. The top screenshot shows the 'Communication arrangements (2)' list, where the 'Sales business document' service is highlighted with a yellow box and a red circle containing the number '1'. The bottom screenshot shows the 'Outbound service' details for 'Sales business document', where the 'Status' is set to 'Active' and highlighted with a yellow box and a red circle containing the number '2'.

SAP S/4HANA Testsytem
SAP S/4HANA
Active

Test Generic CComanager
Generic
Active

Communication arrangement
Generic

Outbound services

- Loyalty record**
Inactive
Type: HTTP
Service URL: http://localhost:6655/coos/C/test
- Receipt**
Inactive
Type: HTTP
Service URL: http://localhost:6655/coos/C/test
- Sales business document**
Inactive
Type: HTTP
Service URL: http://localhost:6655/coos/C/test
- Stock overview**
Inactive
Type: HTTP
Service URL: http://localhost:6655/coos/C/test

Outbound service
Sales business document
http://localhost:6655/coos/C/test

Details

General data

- Service name: Sales business document
- Destination type: HTTP
- Path:
- Status: Active

Administrative data

- Created at: May 19, 2021, 7:17:06 PM
- Created by: Admin (Admin)

Feature

- This service enables a call to other system during the sales process in SAP Customer Checkout to fetch billing document information such as open invoices (With custom implementation SAP S/4HANA can be called for fetching documents.)
- Select the outbound service (4) to see further **Details**, maintain the information, or activate the service (5)

Benefits

Extended services to fetch billing document information from externals system into SAP Customer Checkout

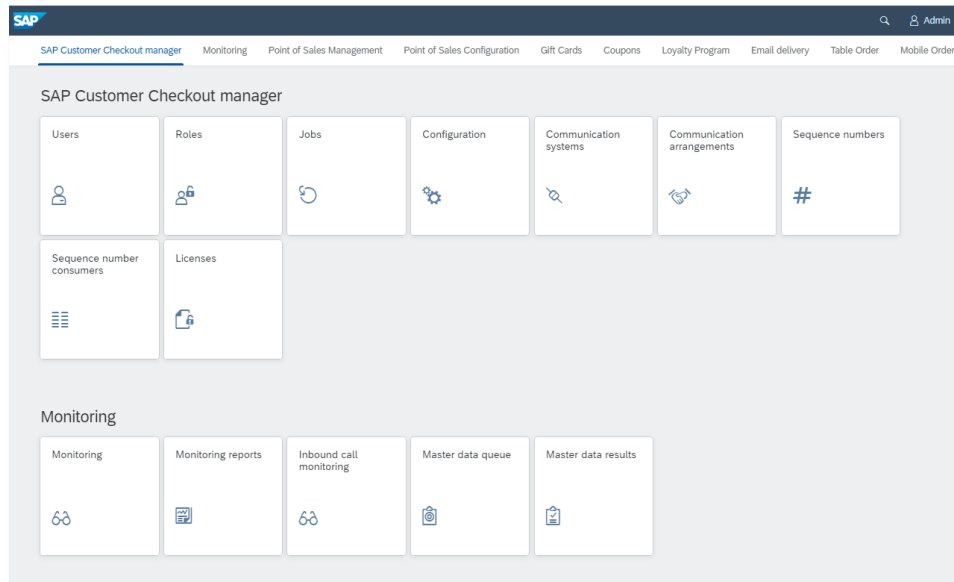
SAP Customer Checkout Manager ERP Integration (SAP S/4HANA)



SAP Customer Checkout Manager ERP Integration (SAP S/4HANA)

In the last version, SAP Customer Checkout manager has been extended with inbound services for articles, and SOAP services for financial and sales transactions from SAP S/4HANA.

With version 2.0 Feature Pack 12, there are further inbound and outbound services available for the integration to SAP S/4HANA.



Features:

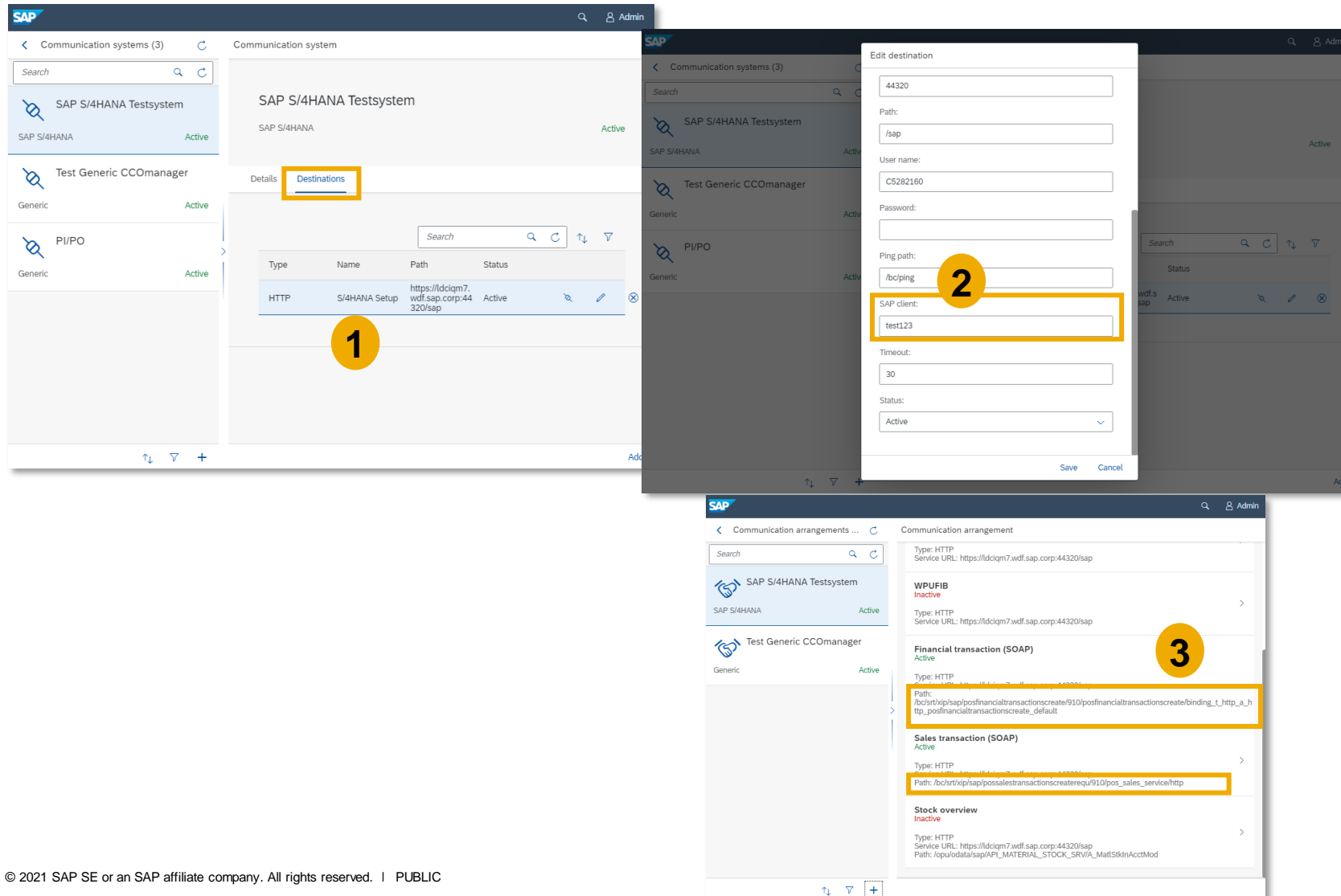
- New inbound service for fetching **business partners** from SAP S/4HANA into SAP Customer Checkout manager
- New outbound service for fetching **stock overview** from SAP S/4HANA into SAP Customer Checkout manager
- Condition mapping enhanced for outbound service for fetching articles

Benefits

- Improved usability for integration of SAP S/4HANA

SAP Customer Checkout Manager ERP Integration (SAP S/4HANA)

Communication Systems: Enter SAP Client ID



Feature

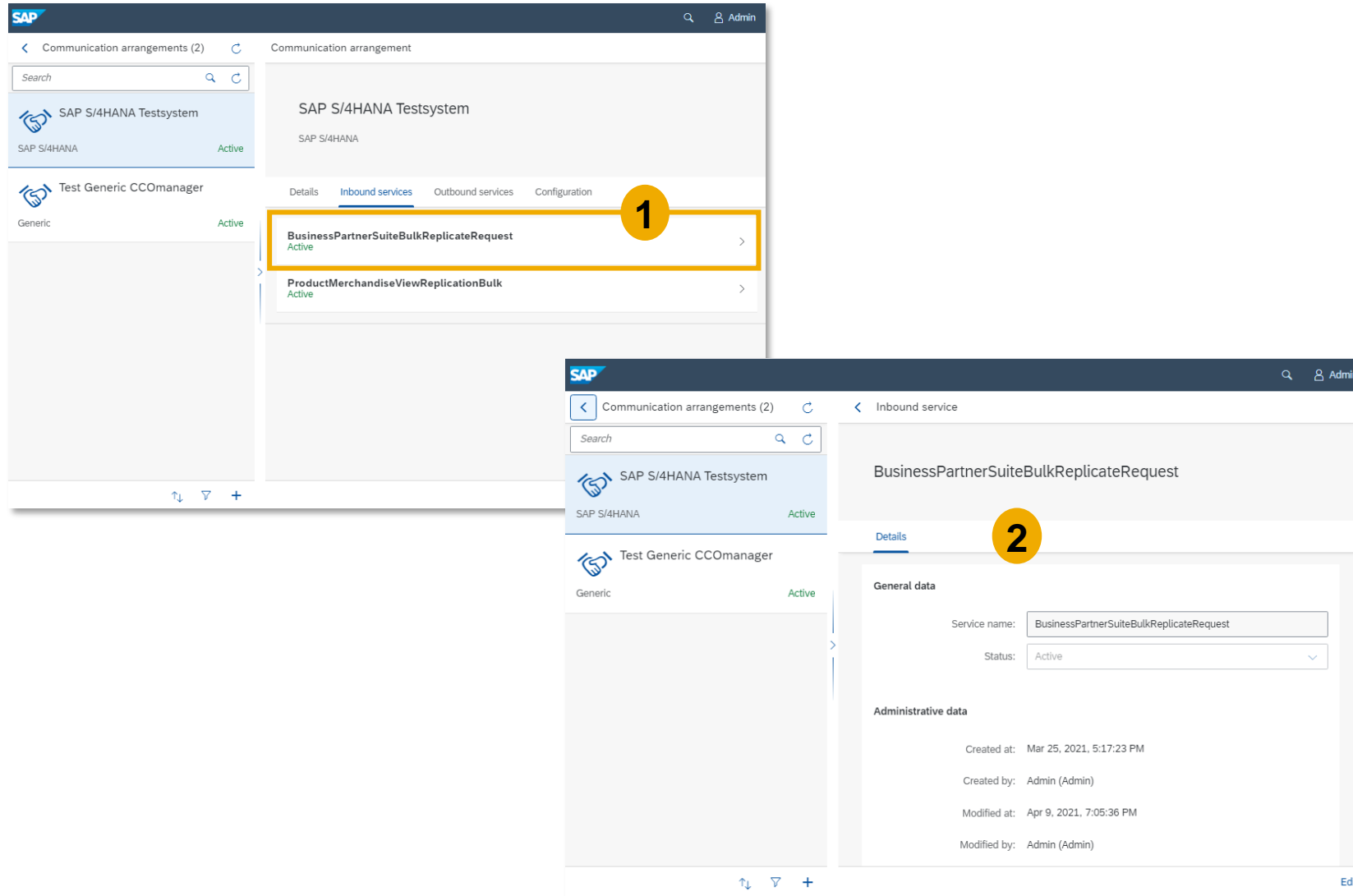
- In the **Communication systems** app, you can connect your SAP Customer Checkout manager to another system (e.g. SAP S/4HANA system) (1)
- When entering the details to connect to the destination system, there is a new field available (2) : **SAP Client ID**
- Once you have entered the SAP Client ID, and add the communication arrangement for this system, the endpoint paths are automatically adjusted for some Outbound services (3)
- You do not have to manually update the paths anymore

Benefits

Simplified handling to automatically adjust the endpoint paths of the SAP S/4HANA system

SAP Customer Checkout Manager ERP Integration (SAP S/4HANA)

Communication Arrangements: New Inbound Services for Business Partners



Feature

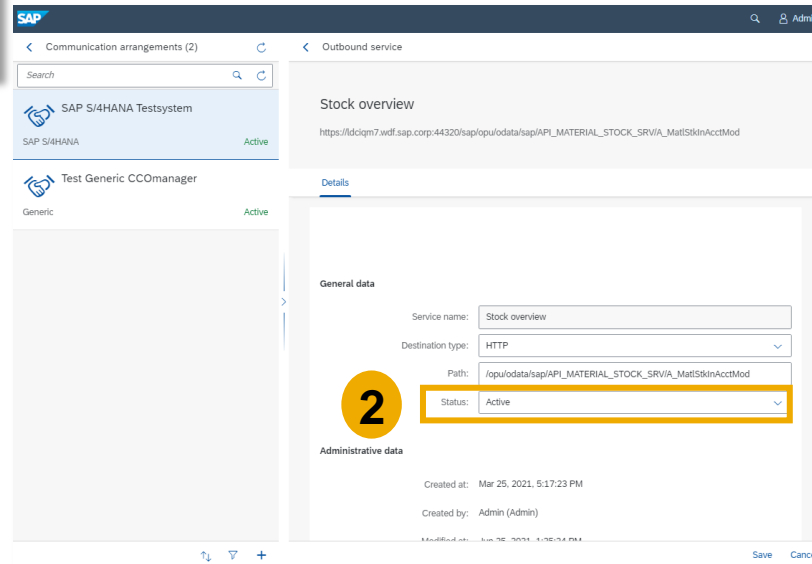
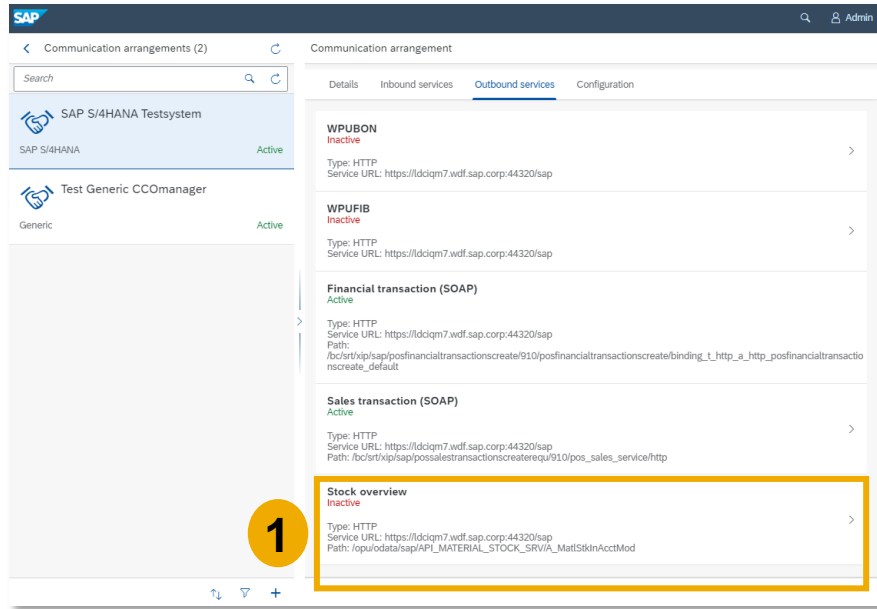
- In the **Communication arrangements** app, there is a new Inbound service available to fetch business partners from the SAP S/4HANA system into SAP Customer Checkout manager (1): ***BusinessPartnerSuiteBulkReplicateRequest***
- This is an outbound SAP S/4HANA SOAP service to send business partner master data out which can be received in SAP Customer Checkout manager
- Select the inbound service, to see further **Details**, or activate the service (2)

Benefits

Extended services to fetch business partner master data from SAP S/4HANA system into SAP Customer Checkout manager

SAP Customer Checkout Manager ERP Integration (SAP S/4HANA)

Communication Arrangements: New Outbound Services for Stock Overview



Feature

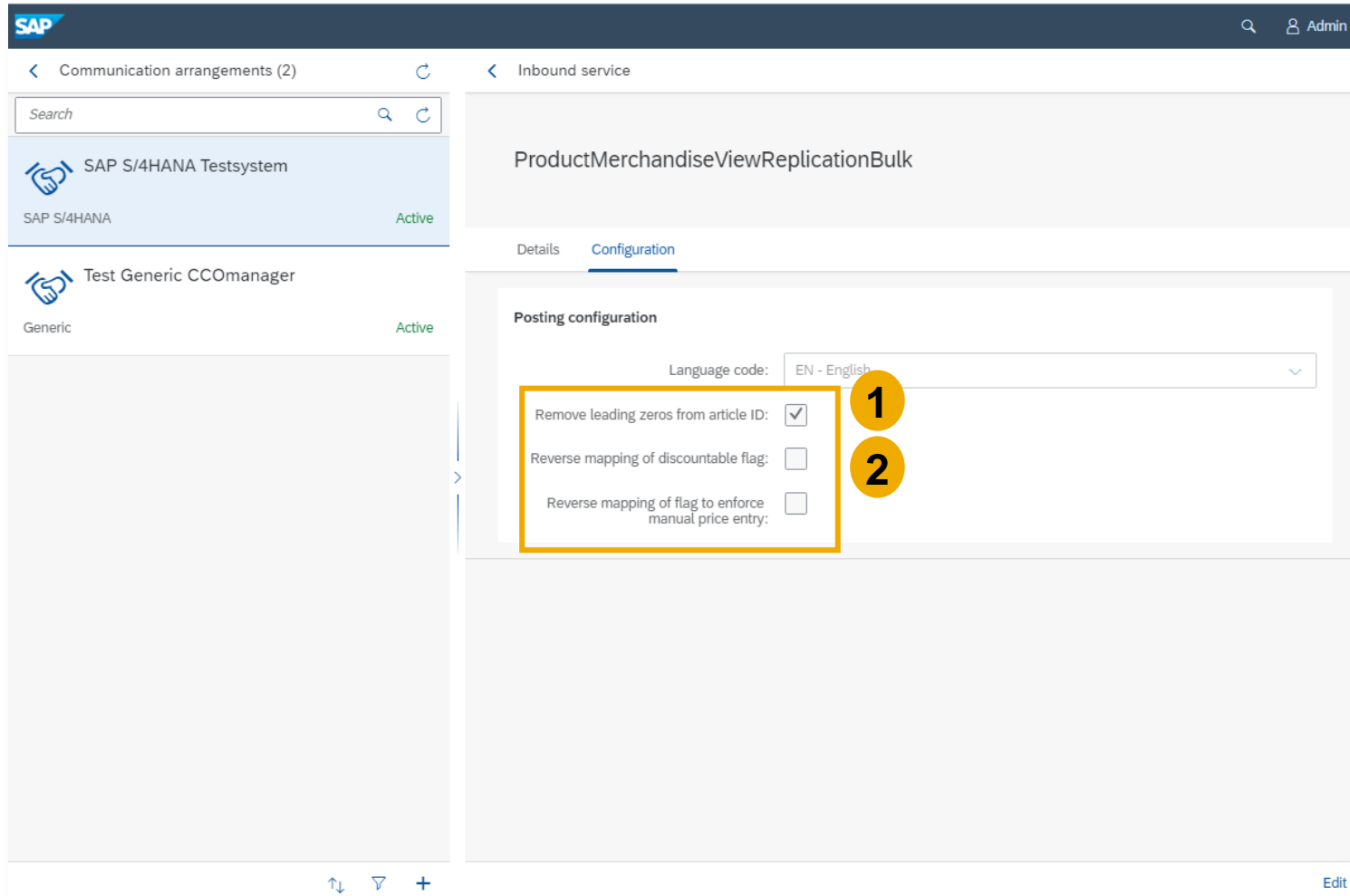
- In the **Communication arrangements** app, there is a new Outbound service available to fetch **stock overview** information from the SAP S/4HANA system into SAP Customer Checkout manager (1)
- This service enables a call to SAP S/4HANA system during the sales process in SAP Customer Checkout to fetch stock overview information such as availability etc. for a specific article
- Select the outbound service to see further **Details**, maintain the information, or activate the service (2)

Benefits

Extended services to fetch stock overview information from SAP S/4HANA system into SAP Customer Checkout

SAP Customer Checkout Manager ERP Integration (SAP S/4HANA)

Communication Arrangements: Inbound Services for Articles (1/2)



Feature

- Furthermore, in the **Inbound Services** for Articles, there are new configuration settings available
- Remove leading zeros from article ID (1)**: Enables/ disables the display of leading zeros from the article ID
- Reverse mapping of discountable flag (2)**: Articles have an indicator specifying if the article is discountable. If enabled, the process changes when articles are transferred to SAP Customer Checkout. Articles transferred with discountable indicator from SAP S/4HANA system are saved as non discountable (and visa versa).

SAP Customer Checkout Manager ERP Integration (SAP S/4HANA)

Communication Arrangements: Inbound Services for Articles (2/2)

The screenshot shows the SAP S/4HANA interface for configuring communication arrangements. On the left, a sidebar lists two active arrangements: 'SAP S/4HANA Testsystem' and 'Test Generic CCOmanager'. The main area displays the configuration for the 'Inbound service' 'ProductMerchandiseViewReplicationBulk'. Under the 'Configuration' tab, the 'Posting configuration' section is visible. It includes a 'Language code' dropdown set to 'EN - English'. Below this, three checkboxes are listed: 'Remove leading zeros from article ID' (checked), 'Reverse mapping of discountable flag' (unchecked), and 'Reverse mapping of flag to enforce manual price entry' (unchecked). The third checkbox is highlighted with an orange box and a yellow circle containing the number '3'.

Configuration Option	Status
Remove leading zeros from article ID	Checked
Reverse mapping of discountable flag	Unchecked
Reverse mapping of flag to enforce manual price entry	Unchecked

Feature

- **Revers mapping of flag to enforce manual price entry (3):** Articles have an indicator specifying if the user needs to enter a price manually if the article is sold. If enabled, the process changes when articles are transferred to SAP Customer Checkout. Articles transferred with the force manual price entry indicator from SAP S/4HANA system are saved as articles which manual price entry is not forced (and visa versa).

Benefits

Extended configuration settings for integration with SAP S/4HANA

SAP Customer Checkout Manager ERP Integration (SAP S/4HANA)

Inbound and Outbound Services: Remarks

There are some remarks that need to be considered in order to successfully fetch business partners and stock overview data from SAP S/4HANA into SAP Customer Checkout manager and SAP Customer Checkout.

Business Partners:



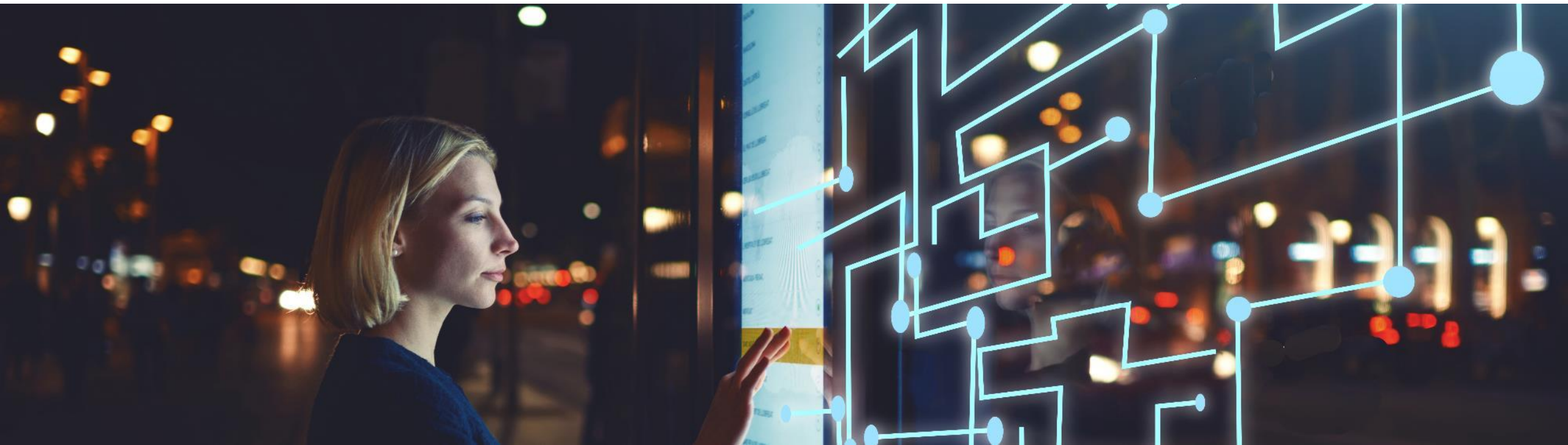
- The following information are fetched for business partners: ***first name, last name, academic title, date of birth, address, customer group, tax ID, payment terms***
- If data (e.g. a customer group) fetched from SAP S/4HANA system does not exist in SAP Customer Checkout manager, the data (code value) is accepted and created on the fly
- When synchronizing business partners in SAP Customer Checkout, the code values are not created on fly, but need to be created manually

Make sure that:



- Make sure that warehouses (or plants with same IDs as in SAP S/4HANA) are created in advance in SAP Customer Checkout for stock overview
- Stock overview information is not taken from SAP Customer Checkout manager, but from SAP Customer Checkout

Monitoring



SAP Customer Checkout Manager ERP Integration (SAP S/4HANA)

Inbound Call Monitoring: Showing Business Partners Entries

The screenshot shows the SAP Inbound Call Monitoring app interface. At the top, there's a header with the SAP logo and 'Admin' user. Below it, a navigation bar shows 'Inbound call monitoring'. The main area displays a table of 'Entries (101)'. The table has columns: Status, Source, Start of call, End of call, and User name. The 'Source' column is highlighted with a yellow box and a red circle with the number '1'. Below the table, there's a 'Delete entries' button highlighted with a yellow box and a red circle with the number '2'. An arrow points from this button to a 'Delete entries' dialog box. The dialog box has a title bar with the date and time '14.06.2021 15:48:58.503'. It contains a 'Status*' dropdown menu with 'Error' selected, and an 'Older than (in days)*' input field with '30' entered. At the bottom of the dialog are 'Delete' and 'Cancel' buttons. A red circle with the number '3' is placed over the 'Status' dropdown.

Status	Source	Start of call	End of call	User name
Success	Business partner S/4 SOAP	05.07.2021 13:52:53.441	05.07.2021 13:52:53.480	Elena S/4HANA (EVS4)
Success	Business partner S/4 SOAP	05.07.2021 13:52:53.440	05.07.2021 13:52:53.490	Elena S/4HANA (EVS4)
Success	Business partner S/4 SOAP	05.07.2021 13:52:53.367	05.07.2021 13:52:53.446	Elena S/4HANA (EVS4)
Success	Business partner S/4 SOAP	05.07.2021 13:52:53.345	05.07.2021 13:52:53.475	Elena S/4HANA (EVS4)
Success	Business partner S/4 SOAP	05.07.2021 13:52:53.343	05.07.2021 13:52:53.458	Elena S/4HANA (EVS4)
Success	Business partner S/4 SOAP	05.07.2021 13:52:53.340	05.07.2021 13:52:53.466	Elena S/4HANA (EVS4)
Success	Business partner S/4 SOAP	05.07.2021 13:52:53.337	05.07.2021 13:52:53.462	Elena S/4HANA (EVS4)
Success	Business partner S/4 SOAP	05.07.2021 13:47:50.114	05.07.2021 13:47:51.013	Elena S/4HANA (EVS4)
Success	Business partner S/4 SOAP	05.07.2021 13:47:50.114	05.07.2021 13:47:51.021	Elena S/4HANA (EVS4)
Success	Business partner S/4 SOAP	05.07.2021 13:47:50.113	05.07.2021 13:47:51.013	Elena S/4HANA (EVS4)
Success	Business partner S/4 SOAP	05.07.2021 13:47:50.112	05.07.2021 13:47:51.015	Elena S/4HANA (EVS4)
Success	Business partner S/4 SOAP	05.07.2021 13:47:50.112	05.07.2021 13:47:51.017	Elena S/4HANA (EVS4)
Success	Business partner S/4 SOAP	05.07.2021 13:47:50.112	05.07.2021 13:47:51.012	Elena S/4HANA (EVS4)
Success	Business partner S/4 SOAP	05.07.2021 13:47:50.112	05.07.2021 13:47:50.985	Elena S/4HANA (EVS4)
Success	Business partner S/4 SOAP	05.07.2021 10:40:19.570	05.07.2021 10:40:19.580	Elena S/4HANA (EVS4)
Success	Business partner S/4 SOAP	05.07.2021 10:40:18.949	05.07.2021 10:40:18.962	Elena S/4HANA (EVS4)

Feature

- In the **Inbound Call Monitoring** app, you can now also see all entries of inbound calls for **business partners** which were made from external systems (e.g. via API or from SAP S/4HANA)
- You can track and monitor all inbound calls for materials and business partners
- Furthermore, there is a new button available „**Delete entries**“ (2) which lets you delete e.g. inbound call monitoring entries which are older than 30 days
- You can select the status of entries to be deleted and specify the days (3)

Benefits

Keep tracking and monitoring of inbound calls for business partner creation

SAP Customer Checkout Manager ERP Integration (SAP S/4HANA)

Master Data Queue: New App Available

1

Master data queue

Materials Business partners

Materials

Source	Timestamp	Action	Entries total	Entries processed	Inbound call
No data					

2

Master data queue

Materials Business partners

Business partners

Source	Timestamp	Action	Entries total	Entries processed	Inbound call
SAP S/4HANA	05.07.2021 10:07:53.274	Insert/Update	1	0	Monitoring entry
SAP S/4HANA	05.07.2021 10:07:53.272	Insert/Update	1	0	Monitoring entry

Feature

- The **Master data queue** app, shows you all transactions for master data such as materials and business partners which were made from external systems (via API or for SAP S/4HANA) and are currently processing in the queue in SAP Customer Checkout manager
- Once you fetch master data from external systems into SAP Customer Checkout manager, the data first is processed
- You can track the process status for materials (1), and business partners (2)
- Select an entry to see further information of the master data queue transaction

Benefits

Improved monitoring and traceability when fetching master data into SAP Customer Checkout manager

SAP Customer Checkout Manager ERP Integration (SAP S/4HANA)

Master Data Results: New App Available

The image shows two screenshots of the SAP Master data processing results app. The top screenshot shows the 'Materials' tab with a table of processing results. A yellow box highlights the 'Materials' tab (1). A yellow box highlights a row in the table (3). A yellow arrow points from this row to the bottom screenshot. The bottom screenshot shows the 'Business partners' tab with a table of processing results. A yellow box highlights the 'Business partners' tab (2). A yellow box highlights the 'Rows' tab in the 'Materials: Insert/Update' section (4).

Materials

Source	Timestamp	Action	Inbound call
S4	14.06.2021 15:48:58.640	Insert/Update	Monitoring entry
S4	14.06.2021 15:48:58.503	Insert/Update	Monitoring entry

Business partners

Source	Timestamp	Action	Inbound call
SAP S/4HANA	05.07.2021 13:52:53.441	Insert/Update	Monitoring entry
SAP S/4HANA	05.07.2021 13:52:53.440	Insert/Update	Monitoring entry
SAP S/4HANA	05.07.2021 13:52:53.367	Insert/Update	Monitoring entry
SAP S/4HANA	05.07.2021 13:52:53.345	Insert/Update	Monitoring entry
SAP S/4HANA	05.07.2021 13:52:53.343	Insert/Update	Monitoring entry
SAP S/4HANA	05.07.2021 13:52:53.340	Insert/Update	Monitoring entry
SAP S/4HANA	05.07.2021 13:52:53.337	Insert/Update	Monitoring entry
SAP S/4HANA	05.07.2021 13:47:50.114	Insert/Update	Monitoring entry
SAP S/4HANA	05.07.2021 13:47:50.114	Insert/Update	Monitoring entry
SAP S/4HANA	05.07.2021 13:47:50.113	Insert/Update	Monitoring entry
SAP S/4HANA	05.07.2021 13:47:50.112	Insert/Update	Monitoring entry
SAP S/4HANA	05.07.2021 13:47:50.112	Insert/Update	Monitoring entry
SAP S/4HANA	05.07.2021 13:47:50.112	Insert/Update	Monitoring entry
SAP S/4HANA	05.07.2021 13:47:50.112	Insert/Update	Monitoring entry
SAP S/4HANA	05.07.2021 10:40:19.570	Insert/Update	Monitoring entry

Materials: Insert/Update

Status	Row number	Entity ID	Error message
Success	1	213690	
Success	2	214004	
Success	3	CNC_TUNA_FISH2	
Success	4	HT_SHARK	
Success	5	HT_SHIRT001	
Success	6	HT_SHIRT002	
Success	7	HT_SHIRT003	
Success	8	HT_SHIRT004	

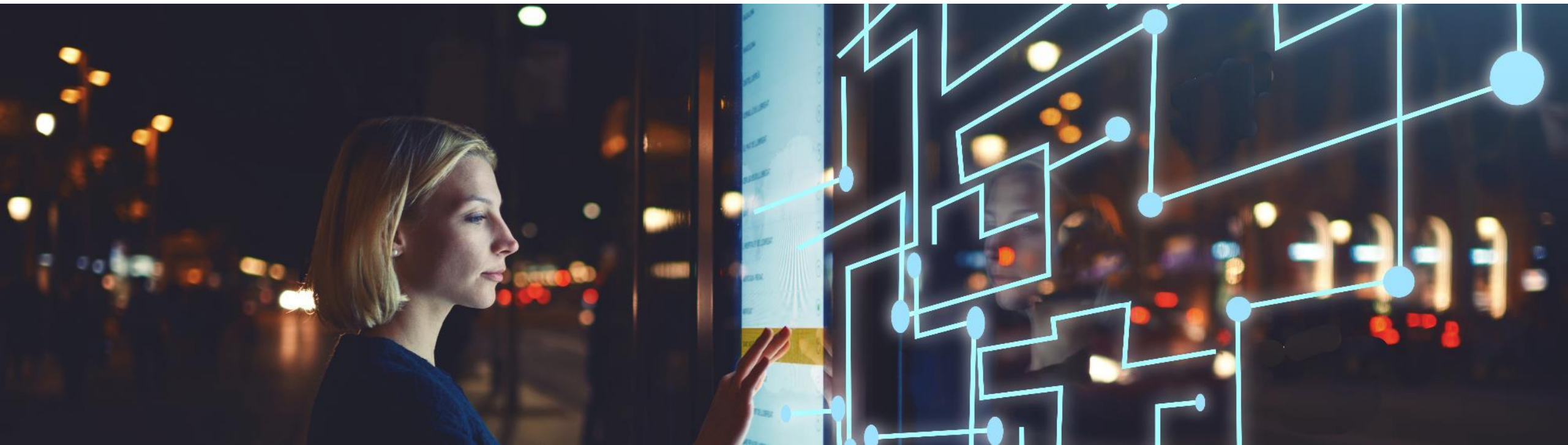
Feature

- In the **Master data results** app, you can see all processing results for master data such as materials and business partners which were made from external systems (via API or for SAP S/4HANA)
- After fetching master data from external systems into SAP Customer Checkout manager, the data is processed in the **Master data queue** app, and afterwards an entry is created with the results in the **Master data results** app
- Choose the according tab to find the processing results for materials (1), and business partners (2)
- Select an entry (3) to see detailed result information, or error messages in case the master data fetching has failed (4)

Benefits

Improved monitoring and traceability when fetching master data into SAP Customer Checkout manager

User Authentication with Lightweight Directory Access Protocol (LDAP)



SAP Customer Checkout Manager

Communication Systems: New Identity Service and Destination Types Available

The image shows two overlapping screenshots from the SAP Customer Checkout Manager. The top screenshot displays the 'New communication system' form. On the left, a list of communication systems is shown, including 'SAP S/4HANA Testsystem', 'Test Generic CCOmanager', 'PI/PO', 'test', 'Identity service', and 'Identity Service Test System'. The 'Identity service' is highlighted. On the right, the 'General data' section of the form is visible. The 'Communication scenario' dropdown is set to 'Identity service', which is highlighted with a yellow box and a callout bubble labeled '1'. The 'Name' field is 'SAP GLOBAL Active Directory' and the 'Status' is 'Active'. The bottom screenshot shows the 'Add destination' dialog. The 'Type' dropdown is set to 'LDAP', which is highlighted with a yellow box and a callout bubble labeled '2'. The 'Name' field is 'SAP GLOBAL Destination', the 'Description' is 'SAP GLOBAL Destination', the 'Host' is 'ldaps://ds123456789.global.corp.sap', the 'Port' is '0', the 'Timeout' is '30', and the 'Status' is 'Active'.

1 Choose the new communication scenario **"Identity service"**

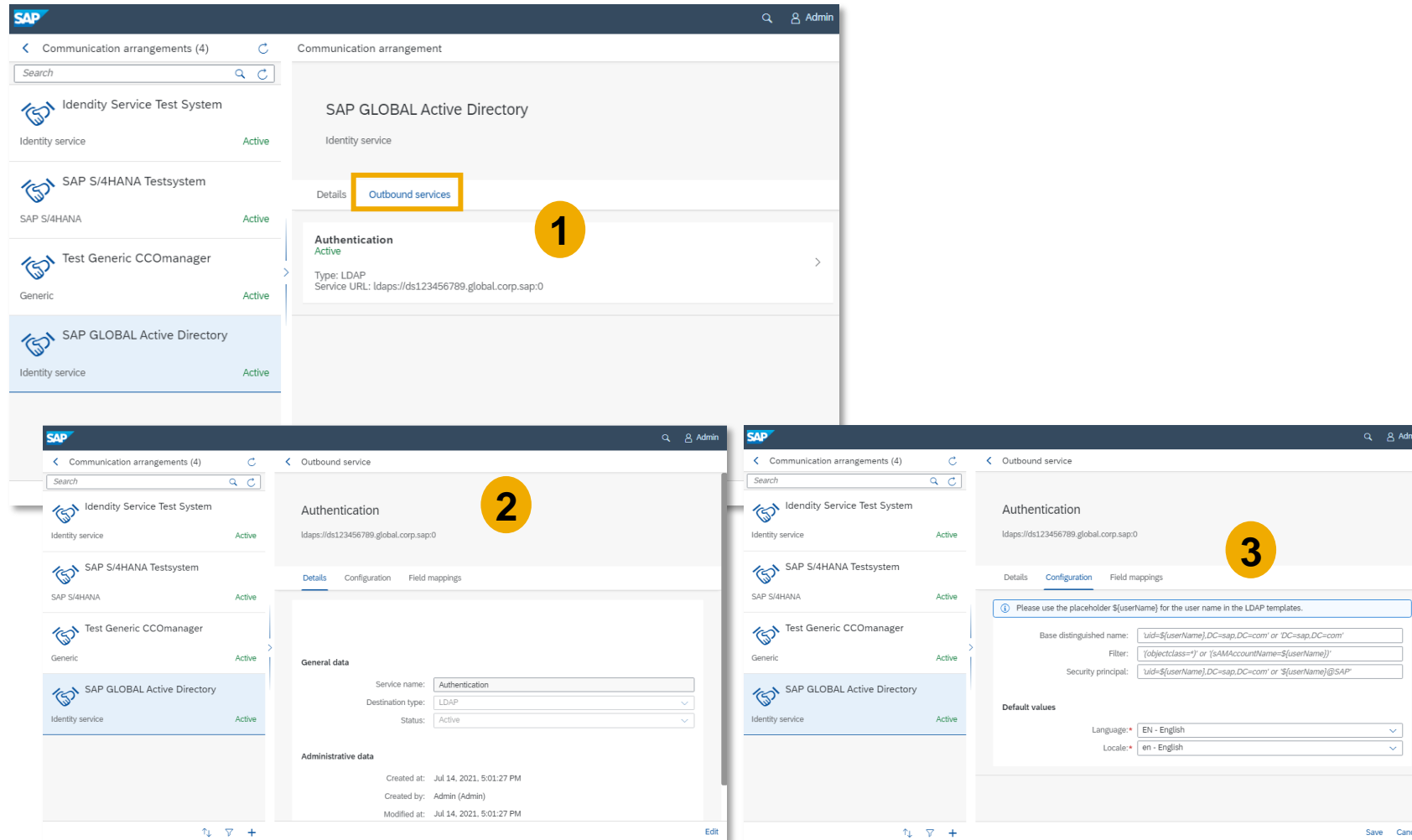
2 Choose the new destination type **"LDAP"**

Feature

- In version 2.0 Feature Pack 12, user authentication for SAP Customer Checkout and SAP Customer Checkout manager can be performed using a directory service provided on an external system
- For this communication the **Lightweight Directory Access Protocol (LDAP)** is used, e.g. Active Directory, or OpenLDAP
- SAP Customer Checkout manager is communicating with the external system to verify if a user can be authenticated with the credentials entered during the login process
- In order to support this feature, there is a new communication scenario, and new destination type available in the **Communication systems** app.

SAP Customer Checkout Manager

Communication Arrangements: New Outbound Service Available

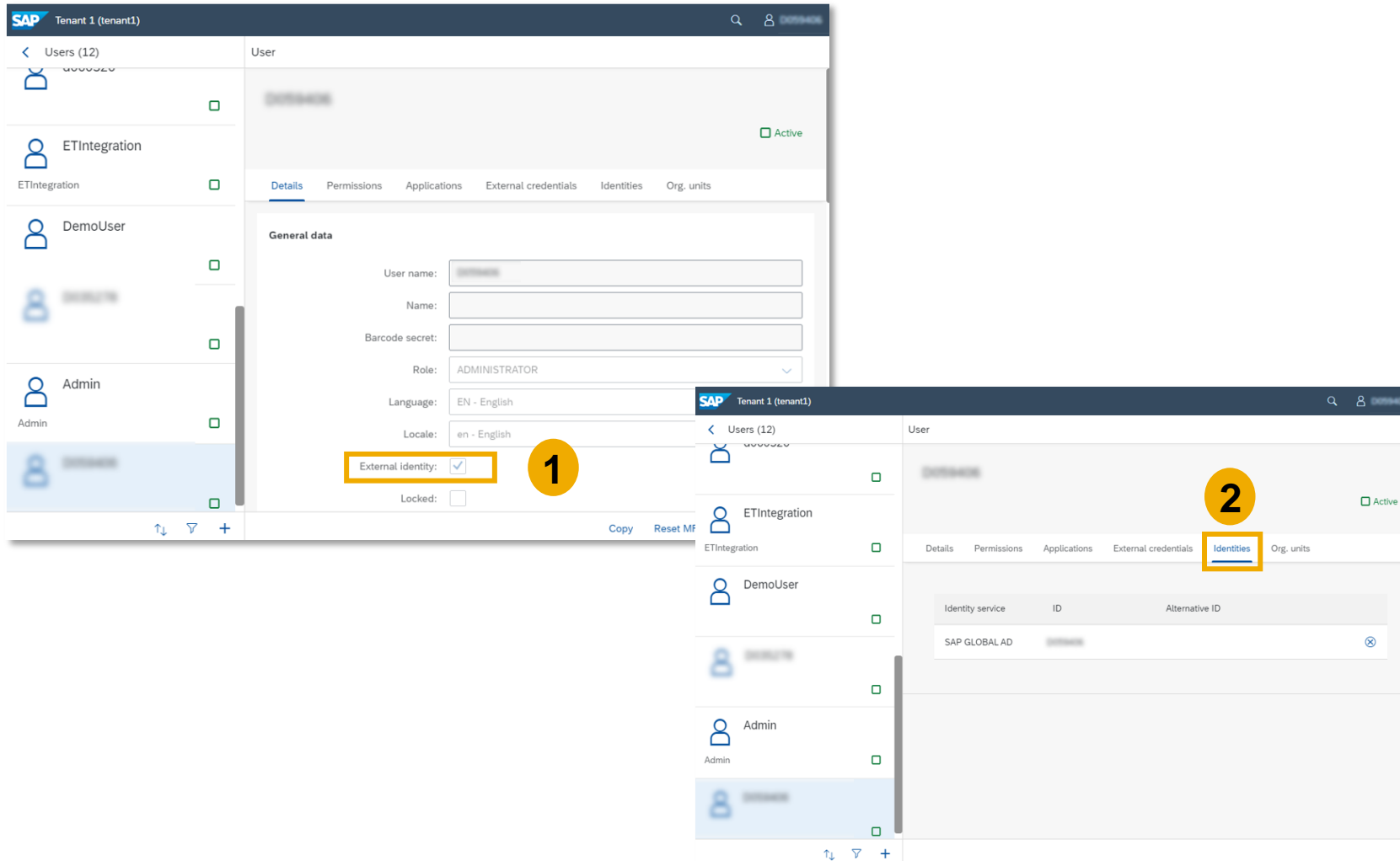


Feature

- In the **Communication arrangements** app, add the “Identity service” communication system, and there is a new Outbound service available: **LDAP** (1)
- Choose the LDAP Outbound service, to maintain further data (2), configure e.g. the Base Distinguished Name (2), and other data, or to define field mappings on how users from the directory service are assigned to a specific role in SAP Customer Checkout manager

SAP Customer Checkout Manager

Users: User Authentication with LDAP



Feature

- In the **Users** tab, you can see that users who were created using LDAP have the indicator “**External identity**” (1)
- Furthermore, the according identity service name and information are shown in the **Identities** tab (2)

Benefits

Optimized and simplified login of users in SAP Customer Checkout and SAP Customer Checkout manager via using LDAP

Quick Selection Improvements



SAP Customer Checkout Manager

Quick Selections: New Function – Show Long Text of Sales Items

The image shows four screenshots from the SAP Customer Checkout Manager interface, illustrating the new 'Display article long text' function:

- Edit quick selection:** A dialog box where the 'Function type' is set to '2051 - Display article long text'.
- Articles list:** A list of articles, including 'J000008 FC Jupiter Stadium ...' and 'J000009 FC Jupiter Backpack'.
- SALES ARTICLE LONG TEXT:** A dialog box showing the long text for article J000001: 'This FC Jupiter Home Kit includes a jersey, a hoodie, and shorts from FC Jupiter. The jersey is available in blue-white colours. 95% Cotton 5% Elasthan. This product was made with sustainably produced cotton.'
- POS screen:** The 'Display article long text' button is highlighted in the 'OTHER' section of the bottom menu.

Feature

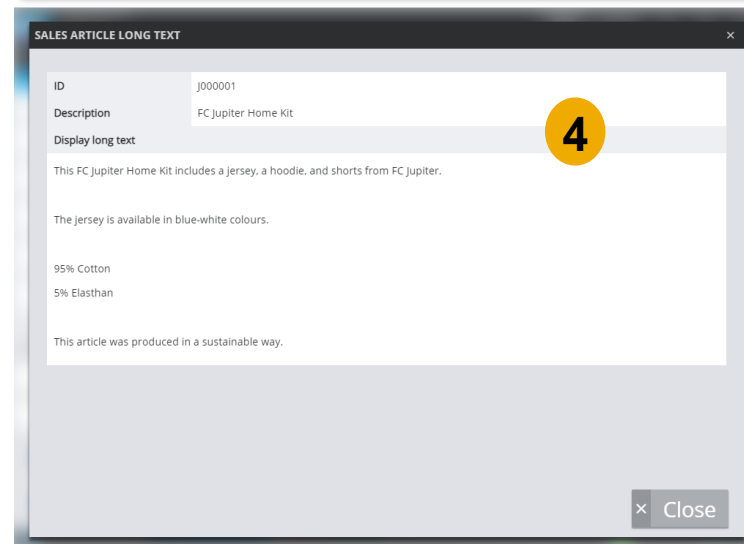
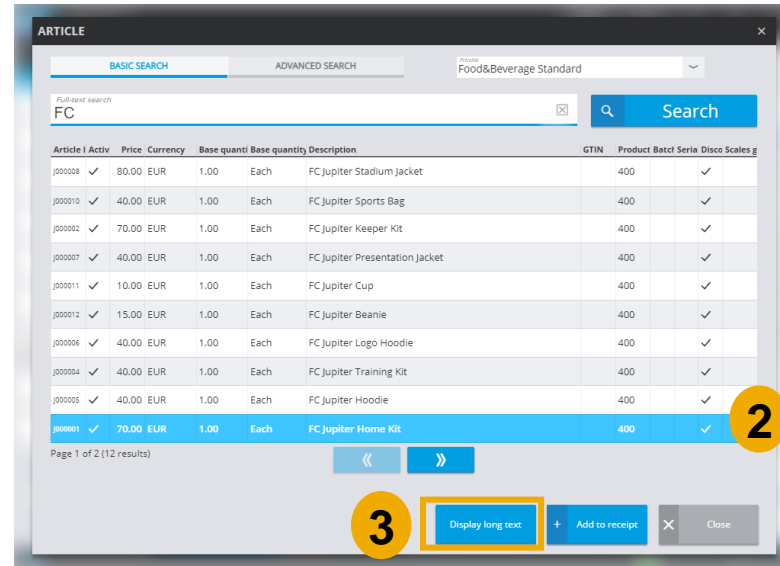
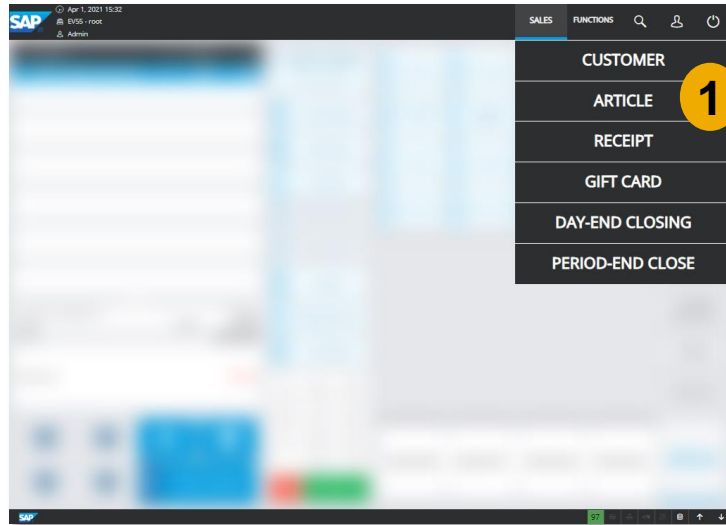
- A new quick selection function is available: **Display article long text** (1)
- This function button enables you to show the long text description of an article maintained in SAP Customer Checkout manager (2) in the SALES screen of SAP Customer Checkout
- Choose the article in the SALES screen, and select the respective quick selection button (3); the long text of the article is shown (4)

Benefits

Detailed product information available at point-of-sale to consult and inform customers about articles

SAP Customer Checkout Manager

SEARCH: Displaying Long Text in Article Search View



Feature

- In the article search view of SAP Customer Checkout (1), you can also see the long text description of the sales item which is maintained in SAP Customer Checkout manager
- Select the respective article (2), choose “**Display long text**” (3), and the long text is shown accordingly (4)

Benefits

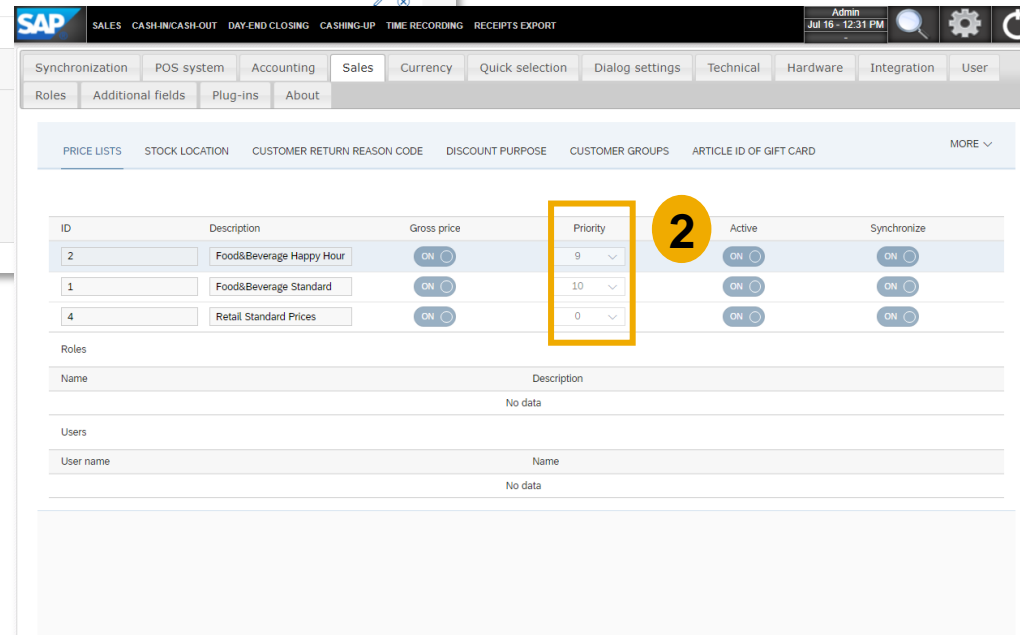
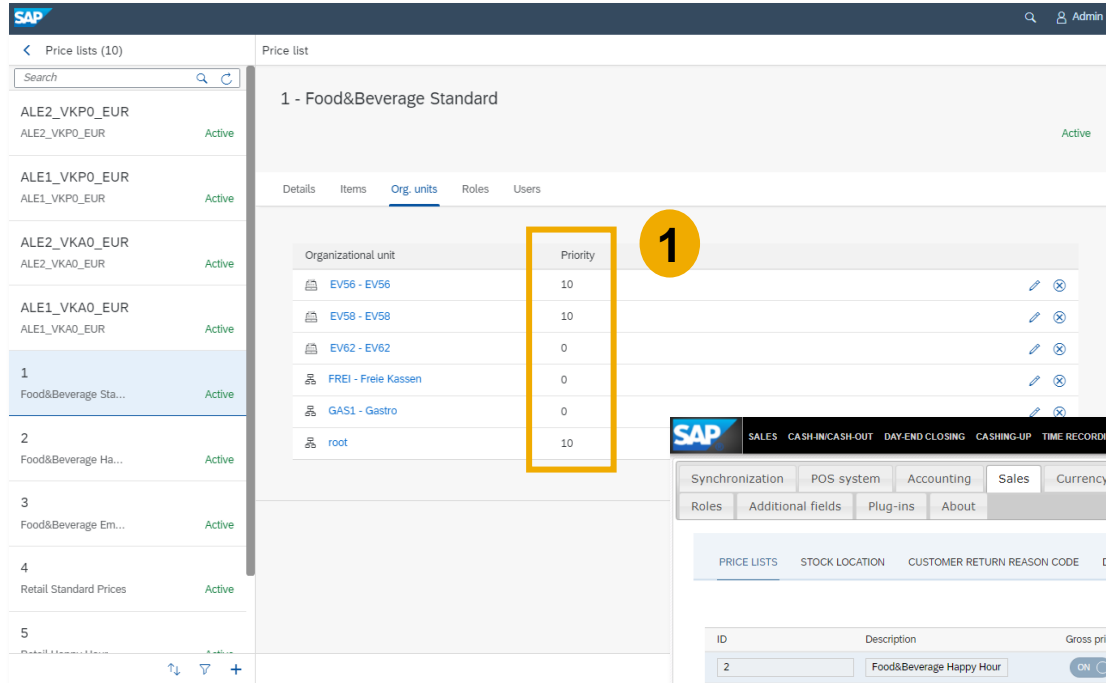
Detailed product information available at point-of-sale to consult and inform customers about articles

Miscellaneous



SAP Customer Checkout

Priority Based Pricelist Handling



Feature

- With the new version of 2.0 Feature Pack 12, you can set priorities for different pricelists
- In the **Price lists** app, there is within the Org. units tab a new field available: **Priority** (1)
- You can choose a value between 0 and 10 (0 = lowest; 10 = highest)
- If multiple pricelists are assigned, the pricelist with the highest priority is used
- In the **Configuration** settings of SAP Customer Checkout, you can see the priority information in the Price lists tab (2)

Benefits

Set priorities for pricelists when multiple pricelists are assigned

SAP Customer Checkout

Priority Based Pricelist Handling – Use-Cases (1/2)

The following use-cases and comparison to the older software version should help you to better understand the Priority based pricelist handling topic.

SAP Customer Checkout 2.0 FP12		SAP Customer Checkout 2.0 FP11	
Pricelist 7	Priority 7	Pricelist 7	Default
Pricelist 8	Priority 8	Pricelist 8	
Pricelist 9	Priority 9	Pricelist 9	

Use-Case 1: Highest Priority Price



- You have the following master data:
 - Article ID: SAB1
 - Article Price 100€ with Pricelist 7
 - Article Price 80€ with Pricelist 8
 - Article Price 60€ with Pricelist 9
- You scan now the article SAB1
- The pricelist 9 is taken in the receipt
- **FP11:** Price 60€ (Pricelist 9)
- **FP12:** Price 60€ (Pricelist 9)
- Prices are the same in FP11 and FP12

Use-Case 2: Highest Priority Price



- You have the following master data:
 - Article ID: SAB2
 - Article Price 100€ with Pricelist 7
 - Article Price 80€ with Pricelist 8
- You scan now the article SAB2
- The pricelist 9 is taken in the receipt
- **FP11:** Price 0€ (as no price is maintained in Pricelist 9)
- **FP12:** Price 80€ (Pricelist 8 is taken; as Pricelist 9 has no price, the fallback pricelist 8 is taken)

SAP Customer Checkout

Priority Based Pricelist Handling – *Use-Cases (2/2)*

SAP Customer Checkout 2.0 FP12		SAP Customer Checkout 2.0 FP11	
Pricelist 7 Pricelist 8 Pricelist 9	Priority 7 Priority 8 Priority 9	Pricelist 7 Pricelist 8 Pricelist 9	Default

Use-Case 3: Pricelist Manually Changed



- You have the following master data:
 - Article ID: SAB1, SAB2
 - Article Price 100€ with Pricelist 7
 - Article Price 80€ with Pricelist 8
- You scan now the article SAB1 and SAB2
- You change now the pricelist manually to pricelist 7
- The pricelist 7 is taken in the receipt
- **FP11:** Article SAB1 Price 100€ (Pricelist 7); Article SAB2 Price 100€ (Pricelist 7)
- **FP12:** Article SAB1 Price 100€ (Pricelist 7); Article SAB2 Price 100€ (Pricelist 7)
- Prices are the same in FP11 and FP12

Use-Case 4: Customer-Specific Pricelist



- You have the following master data:
 - Article ID: SAB3
 - Article Price 200€ with Pricelist 7
 - Article Price 150€ with Pricelist 8
 - Article Price 120€ with Pricelist 9
 - Customer: BAS8 (Pricelist8)
- You scan now the article SAB3 and customer BAS8
- The pricelist 8 is taken in the receipt
- **FP11:** Price 150€ (Pricelist 8)
- **FP12:** Price 150€ (Pricelist 8)
- Prices are the same in FP11 and FP12

SAP Customer Checkout Manager

Organizational Structure: New Structure and Design

1

2

Responsive Design:
window size is automatically adjusted and you can choose **“More”** to find further tabs with information

Via **drag and drop**, you can move POS groups and/ or POS systems around.

Feature

- The **Organizational structure** app is available in a new design and structure
- On the left side, you can see the hierarchy of the organization with all sub-elements (POS groups and/ or POS systems) (1)
- When selecting one of the POS groups or POS systems, you find on the right side different tabs with further information and details of the selected element (2)

Benefits

- Greater user experience
- Simplified view
- Drag and drop feature to move POS systems and POS groups easier
- Attractive and modern for an improved user experience

© 2021 SAP SE or an SAP affiliate company. All rights reserved. | PUBLIC

SAP Customer Checkout Manager

Jobs: New Receipt Export Job Available

General data

Job: **Receipt: Export**

Description: Export Sales Receipts May 2021

Scheduling

Type: Immediate

Parameters

Format: EXCEL

File name template: {YYYYMMDDHHMMSS}

Maximum number of receipts: 1000

Date from: May 1, 2021, 3:33:42 PM

Date to: May 15, 2021, 3:33:51 PM

Type: Sales transaction x

Status: Posted x | Void x | Open/Park x

POS group:

POS system: EV57 - EV57 x

Communication system:

Destination:

Details

Receipt: Export

General data

Process ID: 22632@WDFN34102054A

Started at: 5/18/21, 3:36 PM

Finished at: 5/18/21, 3:36 PM

Status: Finished

Result: Success

Status message: Export of 5 entries done

Administrative data

Created at: May 18, 2021, 3:36:34 PM

Created by: Admin

Modified at: May 18, 2021, 3:36:52 PM

Modified by:

Table 5: Export Results

Receipt ID	Date	Time	POS system	POS group	Type	Status	Currency	Gross sales	Discounts	Net revenue	VAT on net revenue	Fees	VAT on fees	Service charges	VAT on service charges	Total net revenue	Total VAT	Cash	Card payment	Gift card	On credit	Total due amount		
EV57100001000	05.03.21	12:38	EV57	root	Direct sale	Posted	EUR	270,00	0,00	270,00	43,11	15,88	0,00	27,00	4,31	285,46	47,42	112,88	0,00	0,00	0,00	112,88		
EV57100001002	05.03.21	13:01	EV57	root	Direct sale	Posted	EUR	430,00	0,00	430,00	68,66	25,29	0,00	43,01	6,87	422,77	75,53	498,30	0,00	0,00	0,00	498,30		
EV57100001003	05.03.21	13:03	EV57	root	Direct sale	Posted	EUR	100,00	0,00	100,00	15,97	5,88	0,00	10,00	1,60	98,11	17,57	0,00	115,88	0,00	0,00	115,88		
EV57100001004	05.07.21	11:24	EV57	root	Direct sale	Posted	EUR	340,00	0,00	340,00	54,29	20,00	0,00	34,00	5,43	334,28	59,72	394,00	0,00	0,00	0,00	394,00		
EV57100001005	05.10.21	14:52	EV57	root	Direct sale	Posted	EUR	140,00	0,00	140,00	22,36	8,23	0,00	13,99	2,23	137,63	24,59	162,22	0,00	0,00	0,00	162,22		
Total posted								1.280,00	0,00	1.280,00	1.075,57	0,04	1.075,61	204,39	75,28	0,00	128,00	20,44	0,00	224,83	1.367,40	115,88	0,00	1.483,28

Feature

- In the **Jobs** app, there is a new job available: **Receipt: Export** (1)
- This job enables you to export receipts in different formats (e.g. Excel, IDEA, PDF, and more)
- You can enter and specify all data that you want to export, e.g. POS system or POS group, from/ to date, maximum number of receipts (2)
- Furthermore, you can select the receipt types (cash transactions, sales transactions) and the receipt status (void, posted, open/park)
- Once you save the job, you can see the result details (3), and download the receipt export (4)
- The export is downloaded e.g. as Excel file and shows all receipt details (5)

Benefits

Possibility to export several thousands receipts in desired format

SAP Customer Checkout Manager

Receipt Export: New Format Available

Format: EXCEL

File name template: {YYYYMMDDHHMMSS}

Maximum number of receipts: 1000

Date from: MMM d, y, h:mm:ss a

Date to: MMM d, y, h:mm:ss a

Type: Sales transaction

Status: Posted Void

POS group:

POS system: EV57 - EV57

Communication system: SAP S/4HANA Testsystem

Destination:

Execute

History (3)

Status	Description	Started at	Finished at	Result	Status message
Finished		5/18/21, 6:21 PM	5/18/21, 6:21 PM	Success	Export von 0 Einträgen abges...
Finished		5/18/21, 6:15 PM	5/18/21, 6:15 PM	Success	Export von 0 Einträgen abges...
Finished	Export Sales Receipts May 2021	5/18/21, 3:36 PM	5/18/21, 3:36 PM	Success	Export of 5 entries done

Feature

- In the **Receipt export** app, there is a new format available in which receipts can be exported: **EXCEL**
- You can enter and specify all data that you want to export, and execute the receipt export, as usual

Benefits

Extended format to support receipt exports as Microsoft EXCEL file

SAP Customer Checkout Manager

Articles: New Fields for Serial and Batch Number

The screenshot shows the SAP Customer Checkout Manager interface. On the left, a list of articles is displayed, including 'V12345', 'O401001', 'O401002', 'O401003', 'O401004', and 'O401005'. The article 'O401003' is selected. The main area shows the details for 'SAP Mug, white 6 pieces'. The 'Serial number required' and 'Batch number required' checkboxes are highlighted with a red box and a red circle, indicating they are new fields. A modal window titled 'SELECT SERIAL NUMBER' is also shown, displaying a search bar with the serial number '1224457856' and a table for results.

Feature

- In the **Articles** app, there are new fields available: **Serial/ Batch number required (1)**
- When activating the fields, you need to select or enter a serial/ batch number when selecting the respective article in SAP Customer Checkout (2)
- When posting the receipt, the serial/ batch number information is also forwarded into SAP Customer Checkout manager
- Another enhancement available in the new version is that you can **assign to any article a serial or batch number** (via the function button); this is even possible for articles which are not marked as serial or batch number articles

Benefits

Optimized handling for serial and batch number articles

SAP Customer Checkout Manager

Jobs: Inbound Call Monitoring: Delete Entries

The image displays three screenshots of the SAP Customer Checkout Manager interface, illustrating the process of creating and monitoring a job to delete inbound call monitoring entries.

Screenshot 1 (Top): Shows the 'New job' configuration screen. The 'Job' field is set to 'Inbound call monitoring: Delete entries' (marked with a yellow circle 1). The 'Description' is 'Delete Entries older than 30 Days'. The 'Type' is 'Immediate'. The 'Parameters' section shows 'Older than (in days):' set to 30 and 'Status' set to 'All'.

Screenshot 2 (Bottom Left): Shows the 'Executions' tab (marked with a yellow circle 2) displaying a table of job executions. The table has columns for Status, Job, Started at, Finished at, and Result.

Status	Job	Started at	Finished at	Result
Finished	Inbound call monitoring: Delete entries	7/2/21, 5:56 PM	7/2/21, 5:56 PM	Success

Screenshot 3 (Bottom Right): Shows the 'Details' view of the job (marked with a yellow circle 3). The 'General data' section shows the 'Description' as 'Delete Entries older than 30 days', 'Process ID' as '7288@HCPN3410205AA', 'Started at' as '7/2/21, 5:56 PM', 'Finished at' as '7/2/21, 5:56 PM', 'Status' as 'Finished', and 'Result' as 'Success'. The 'Status message' is 'Deleting inbound call monitoring entries done. 0 monitoring entries deleted'. The 'Administrative data' section shows 'Created at' as 'Jul 2, 2021, 5:56:27 PM' and 'Created by' as 'Admin'.

Feature

- A new job is available within the **Jobs** app: **Inbound call monitoring: Delete entries** (1)
- This job lets you delete all inbound call monitoring entries for material and business partners from the **Inbound all monitoring** app
- You can specify the parameters, e.g. to delete all entries which are older than 30 days, and select the status of entries to be deleted
- Once the job has finished, you will see the result in the **Executions** tab (2), and further information (3)

Benefits

Delete old entries and keep system clean

SAP Customer Checkout Manager

Jobs: Table Service: Temporary Orders Clean-Up

General data

Job: Table Service: Temporary orders clean-up **1**

Description: Clean-up temporary orders

Scheduling

Type: Immediate

Parameters

Number of receipts: 10

Executions (233)

Status	Job	Started at	Finished at	Result
Finished	Table Service: Temporary orders clean-up	7/2/21, 6:00 PM	7/2/21, 6:00 PM	Success

Table Service: Temporary orders clean-up **3**

General data

Description: Clean-up temporary orders

Process ID: 7288@WDRN34102054A

Started at: 7/2/21, 6:00 PM

Finished at: 7/2/21, 6:00 PM

Status: Finished

Result: Success

Status message: Temporary order clean-up failed

Administrative data

Created at: Jul 2, 2021, 6:00:17 PM

Feature

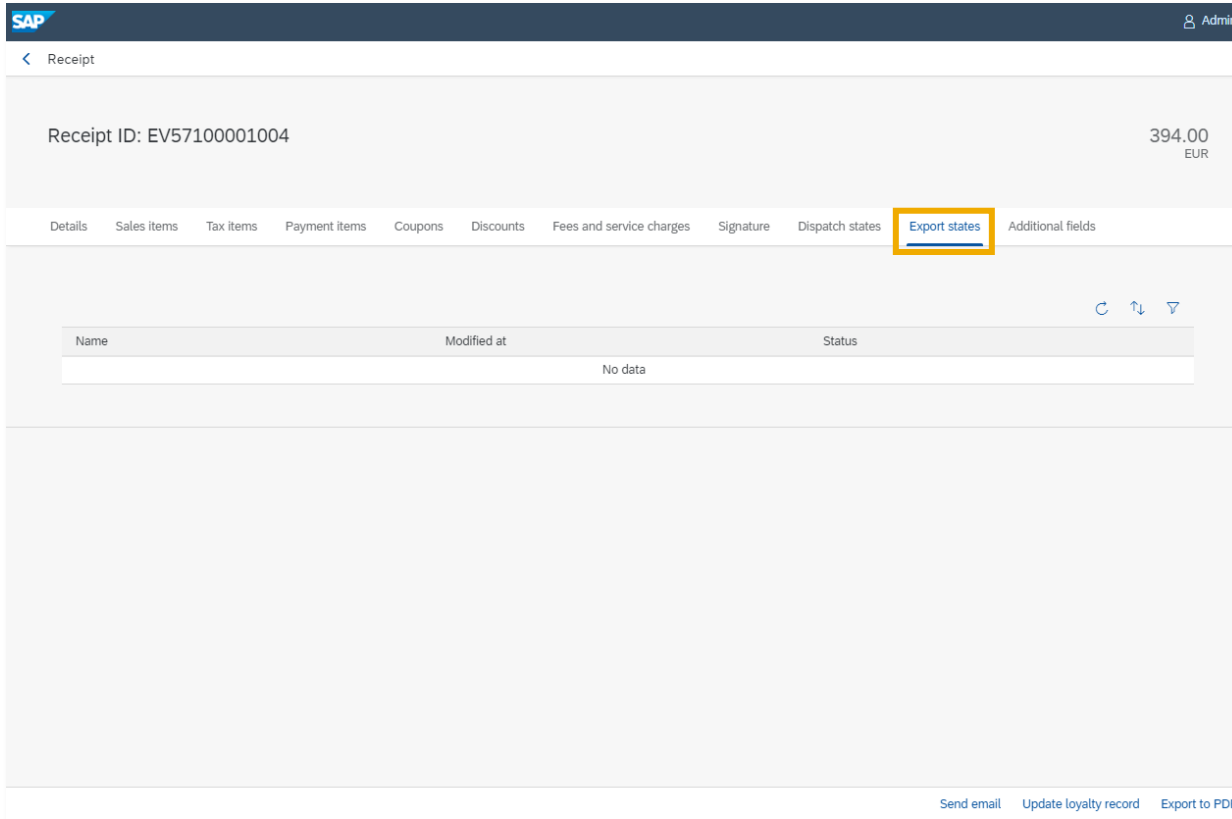
- In the **Jobs** app, there is another new job available: **Table Service: Temporary orders clean-up** (1)
- This job is automatically scheduled during installation and lets you clean up temporary order receipts created for technical/performance reasons in SAP Customer Checkout manager running in Table Service mode
- If you wish, you can change the schedule of this job and specify the parameters, e.g. enter the maximum number of orders per job
- Once the job has finished, you will see the result in the **Executions** tab (2), and further details (3)

Benefits

Delete temporary order receipts and keep system clean

SAP Customer Checkout Manager

Receipts: New Export Status Tab Available



Feature

- In the **Receipts** app, there is a new tab available: **Export states**
- This tab shows all information about export states if the respective receipt has been exported via File or SFTP
- You can check the name of the type, modified date and time, and the status of the export

Benefits

Extended information about receipt export states

SAP Customer Checkout Manager

Sales Reports: New Report Available - Receipts

The screenshot shows the SAP Customer Checkout Manager interface. On the left is a sidebar with navigation options: Returns, Revenue per article, Revenue per article group and article, Revenue per cashier, Revenue per POS system, Revenue per POS group, Revenue per payment method and POS group, Revenue per payment method and POS system, Revenue per POS group and article, Receipts (highlighted), and Card payments per receipt. The main area is titled 'Receipts' and contains a 'Selection' section with filters for Period start/end, Interval start/end, POS group, POS system, Sort by, Status, and Type. Below this is a 'Report' section with a warning message: 'The receipt report is prepared to give you a quick snapshot of receipt data. Data is displayed only if based on selection criteria 1000 or less records are returned, otherwise an information message is shown. If you need to display/download higher volume of data, kindly use our Receipt Export app. Also note the all-in-one report does not export data from this report.' Below the warning is a table of receipt data.

Report created at Jun 11, 2021, 4:20:13 PM

ID	Date	Status	Type	Currency	Gross sales w/o discount	Discounts	Gross sales	Net revenue w/o discount	Net discounts	Net revenue	Fees	Service charges	Total VAT	Total due amount
EV561000 01278	6/7/21	Posted	Direct sale	EUR	13.20	0.00	13.20	11.09	0.00	11.09	0.00	0.00	2.11	13.20
EV561000 01279	6/7/21	Posted	Direct sale	EUR	246.50	0.00	246.50	207.23	0.09	207.14	0.00	0.00	39.36	246.50
EV561000 01305	6/7/21	Posted	Direct sale	EUR	18.20	0.00	18.20	15.30	0.01	15.29	0.00	0.00	2.91	18.20
EV561000 01306	6/7/21	Posted	Direct sale	EUR	347.20	0.00	347.20	291.81	0.05	291.76	0.00	0.00	55.44	347.20
EV561000 01317	6/7/21	Posted	Direct sale	EUR	7.40	0.00	7.40	6.22	0.00	6.22	0.00	0.00	1.18	7.40

Feature

- In the **Sales reports** app, there is a new report available: **Receipts**
- This report shows an overview of receipt data from the selected POS systems/ POS groups, and the selected time and date
- You can also download the respective report as **.xls** file to find further information
- Furthermore, you can filter by status (void/ posted/ open/parked) or receipt type (cash or sales transaction)
- Please be aware, there is a limitation of 1,000 records shown in the app or downloaded in the file
- In case you want to display or download more than 1,000 records, you can use the Receipt Export app

Benefits

Extended sales reports for more transparency and overview of receipt data with one click.

SAP Customer Checkout Manager

Sales Reports: Optimized Labels and Fields

SAP Admin

Sales reports

Revenue per payment method and POS group

Selection

Period start: Mar 26, 2021, 12:00:00 ...
Period end: Mar 27, 2021, 11:59:59 ...
Interval start time: 12:00:00 AM
Interval end time: 11:59:59 PM
POS group:
POS system:
Use current org. structure: ☐
Include theoretical revenue (Table service): ☐
Sort by: Default

Report

Report created at Mar 26, 2021, 4:32:23 PM

ID	Payment method	POS group	Number of payment items	Amount
02-1	Card payment American Express	Total	1	8.20
root		root	1	8.20
02-2	Card payment VISA	Total	1	168.40
root		root	1	168.40
09	Cash	Total	2	98.20
root		root	2	98.20
			4	274.80

Download

Feature

- Furthermore, some labels and fields have been renamed and adjusted in the ***Sales reports*** app to have consistent namings across all sales reports

Benefits

Ensure consistent user experience in SAP Customer Checkout manager.

SAP Customer Checkout

CONFIGURATION: Automatic Export TSE After Backup

ONLY for Germany!

The screenshot shows the SAP Customer Checkout configuration interface. The top navigation bar includes the SAP logo and various system status indicators. Below this, a series of tabs are visible: Synchronization, POS system, Accounting, Sales, Currency, Quick selection, Dialog settings, Technical, Hardware, Integration, and User. The 'Signature Settings' tab is currently selected. Within this tab, there are four sub-sections: POS SYSTEM SETTINGS, DATABASE, SIGNATURE SETTINGS, and SHUTDOWN SETTINGS. The 'SIGNATURE SETTINGS' section is expanded, showing several configuration options. The 'Automatic export TSE data before backup' option is highlighted with a yellow box and is currently set to 'ON'. Other options include 'Signature enabled' (OFF), 'TSE' (dropdown), 'WebSocket URL' (ws://localhost:1001), 'Password for "Admin" user' (12345), 'Password for "TimeAdmin" user' (12345), 'Export path' (C:/export), and 'Print QR code as additional text' (OFF). The 'TSE information' section at the bottom displays fields for Client ID, TSE serial number (Base64 encoded), TSE serial number (HEX encoded), Certificate expiration date, Number of remaining transactions, and Number of open transactions.

Feature

- In the **Configuration** settings of SAP Customer Checkout, there is a new field available within the Signature settings tab when you have TSE signature enabled: Automatic export of TSE data before backup
- If this field is activated, the TSE and signature data is exported before each backup of SAP Customer Checkout

Benefits

Increased security and prevention of data loss of TSE information

SAP Customer Checkout

Epson Printers: New JPOS Driver for Printing in Arabic



**ONLY for Arabic
countries/ regions!**

Feature

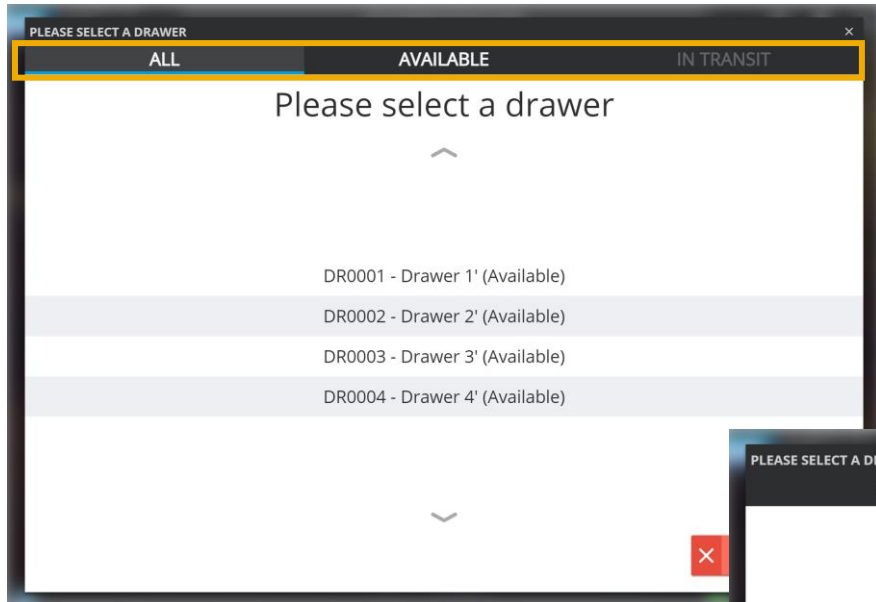
- SAP Customer Checkout supports printing receipts with Epson printers
- Epson provides a new JPOS driver that supports printing header and footer on receipts in Arabic language
- This JPOS driver can be included in SAP Customer Checkout to print fonts in Arabic language correctly
- The **apm.dll** file provided by Epson needs to be copied to the **bin** folder within the JavaPOS folder and in the **c:/Windows/system32** folder (together with the other Epson dll files)
- Read our How-to-Guide available on [PartnerEdge](#) for detailed information
- For more information and how to get the dll file from Epson, please contact: BS.PreSales@epson.eu

Benefits

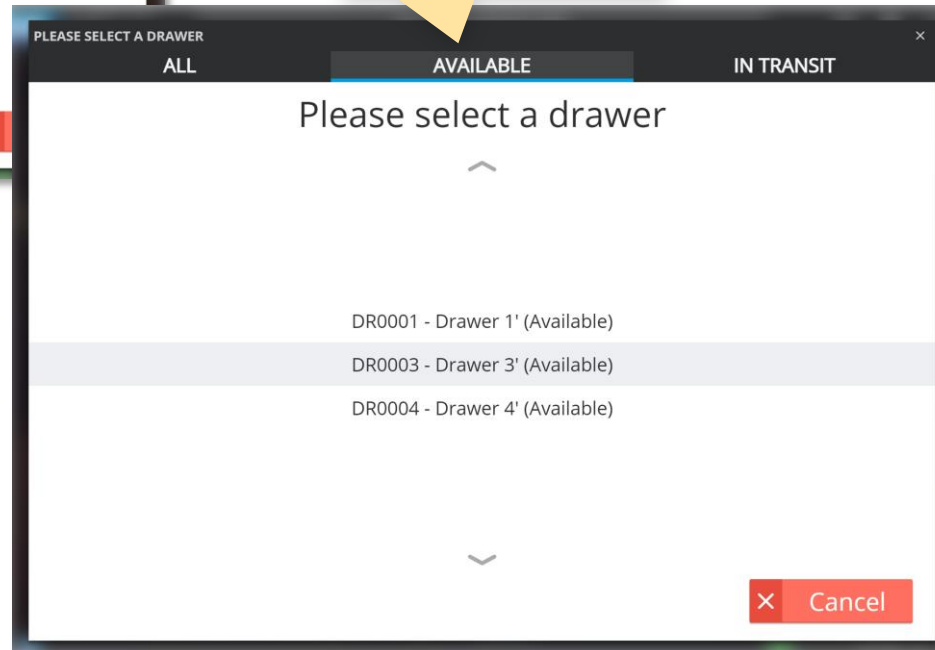
Simplified printing of receipts in Arabic language

SAP Customer Checkout

SALES: Filter for Central Drawer Management



Filter by the status to get a quicker view of available drawers.



Feature

- When using **central drawer management** in SAP Customer Checkout, there is a new filter selection available after the login into the POS system
- Once the user logs in, the drawer selection dialog comes up, and the user can filter by the status (available/ in transit)

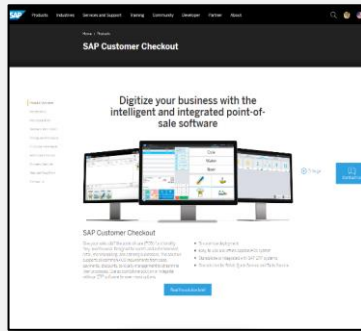
Benefits

Enhanced usability for central drawer management

Learn More

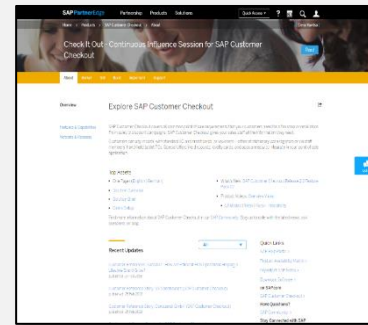
sap.com

Find solution briefs, customer references, and many more



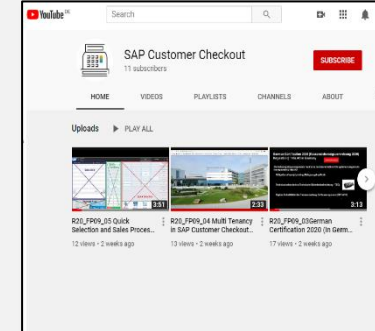
[PartnerEdge](#)

Find enablement and how-to-guides for partners.



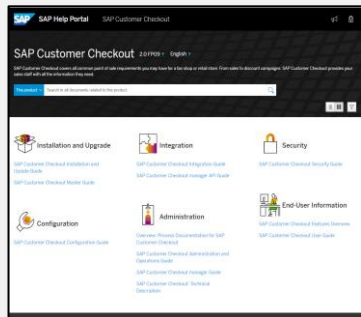
[YouTube](#)

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



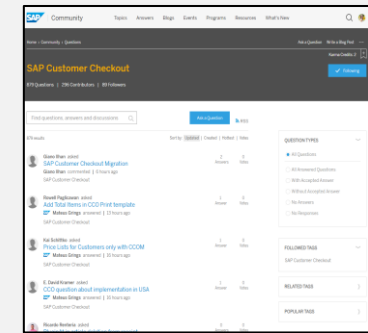
[SAP Help](#)

Official Product Documentation of SAP Customer Checkout



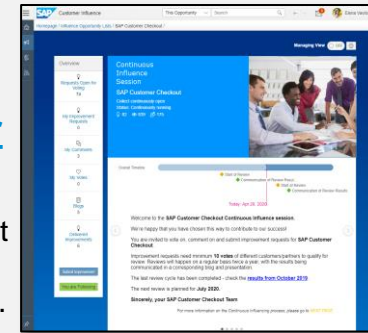
[SAP Community](#)

Ask questions, interact with others, and find blogs.



[SAP Customer Influence](#)

Submit improvement ideas for SAP Customer Checkout.



 Follow us on [Twitter](#): [@SAPCheckout](#)

Thank You.