



SAP Customer Checkout

What's New in Release 2.0 Feature Pack 14

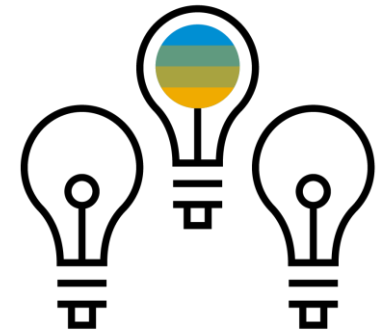
SAP for Sports and Entertainment, SAP
November, 2022

PUBLIC

What's New in SAP Customer Checkout 2.0 Feature Pack 14

The following asset is designed to give you an overview of new features in SAP Customer Checkout 2.0 Feature Pack 14.

- [UI Improvements](#)
- [Tax Calculation with Avalara for the United States of America \(USA\)](#)
- [Unit of Measure \(UoM\) Conversions](#)
- [Certificate-Based Authentication](#)
- [Date and Volume Based Pricing](#)
- [Critical Alert and Monitoring](#)
- [Mobile Order](#)
- [Enhancements in Table Service](#)
- [Table Order](#)
- [Integration](#)
- [Gift Cards](#)
- [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.

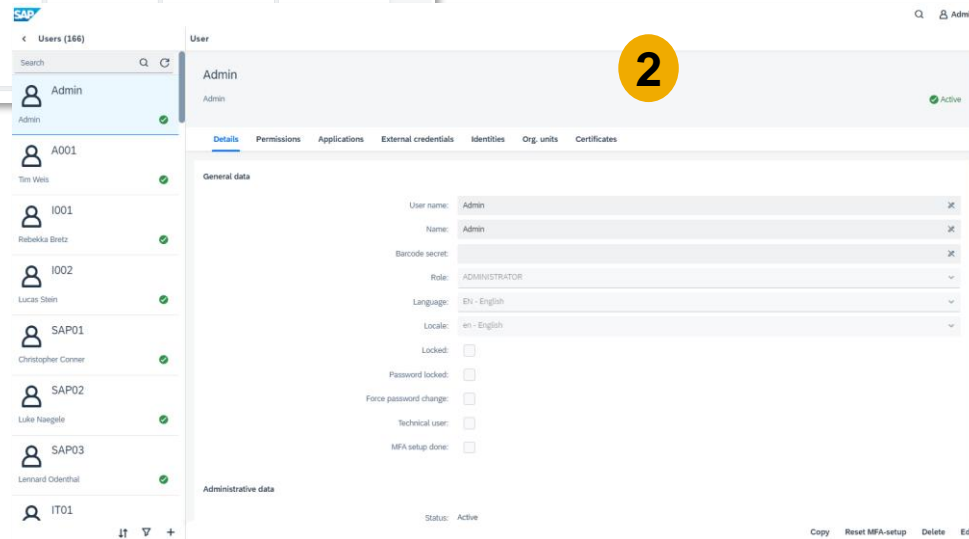
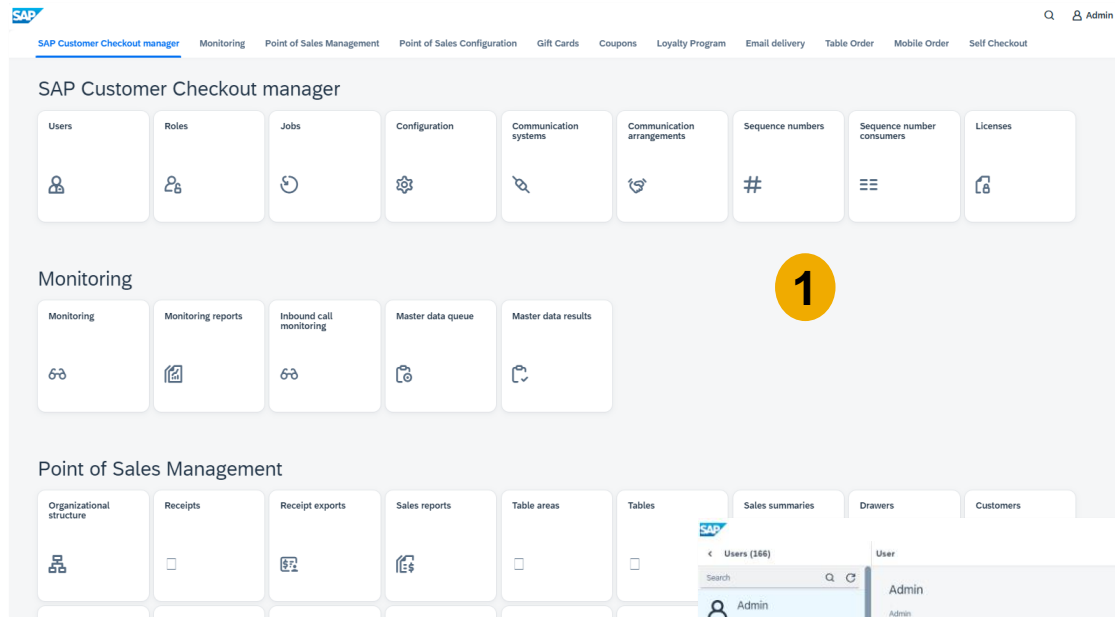
All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied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

UI Improvements



UI Improvements

SAP Customer Checkout Manager



Feature

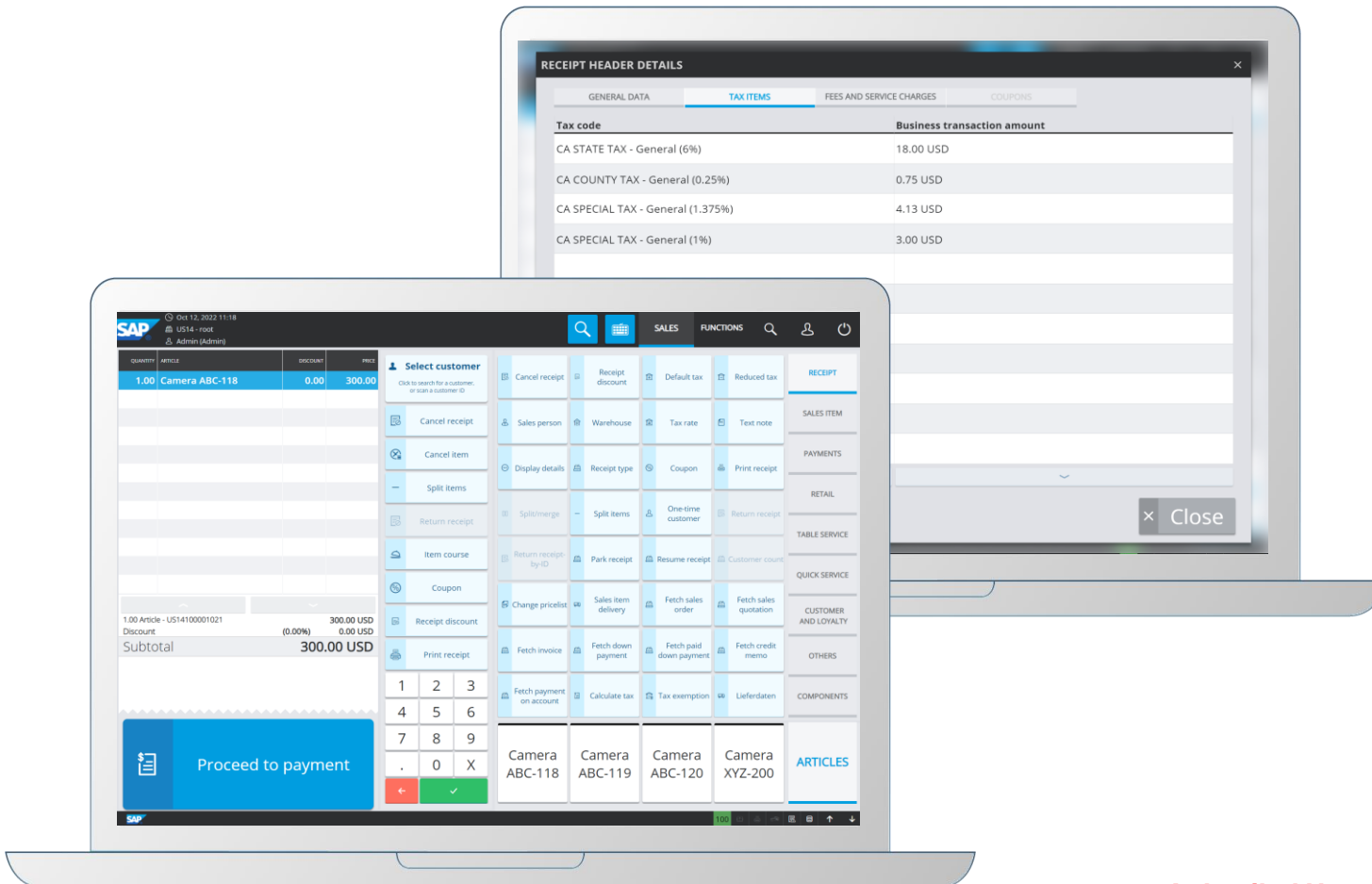
- Optimized UI SAP Customer Checkout manager (1)
- Optimized detailed view of apps (2)

Tax Calculation with Avalara for the United States of America (USA)



Tax Calculation with Avalara for the United States of America

With version 2.0 Feature Pack 14, SAP Customer Checkout supports the tax calculation with Avalara for the United States of America (US). This functionality enables you to use SAP Customer Checkout for customers in USA.



Features:

- New communication system and communication arrangements available to integrate Avalara into SAP Customer Checkout manager
- New outbound services available for Avalara
- Calculate taxes with Avalara in the POS system
- Tax exemptions for receipts and sales items in the POS system
- Support of adding tax hint code to articles, and article groups
- Enter shipment information and tracking number in the POS system
- Validate addresses via Avalara in the POS system
- New configuration settings for taxation and tax calculation mode in the POS system

Benefits

- Sell goods in the United States of America
- Save time and costs due to out-of-the box integration with Avalara

A detailed How-to-Guide of Mobile Order will be available soon on [PartnerEdge](#).

Tax Calculation with Avalara for the United States of America

Concept



In the United States, there is no federal tax rate for the sale of products, and goods, as e.g. in European countries.

- Sales tax is levied by each individual state.
- Regulated differently depending on the state, county, and municipality
- Local sales tax and special taxes can also be levied additionally in some states, counties, and municipalities (e.g. California)
- Taxes may also vary depending on the product, product group, end customer, and residence of the end customer
- Total tax to pay for a product is made up of the sum of all individual tax types

There are various 3rd party providers helping companies to comply with tax calculation in the US. SAP Customer Checkout supports tax calculation with [Avalara](#).

Tax Calculation with Avalara for the United States of America

New Communication System and Communication Arrangement Available

The image displays four screenshots from the SAP Fiori app, illustrating the steps to set up the Avalara Tax Service for tax calculation in the United States of America.

- Screenshot 1:** The 'New communication system' screen. The 'Communication scenario' is set to 'Avalara Tax Service'. The 'Name' is 'Avalara Tax Service' and the 'Status' is 'Active'.
- Screenshot 2:** The 'Communication system' screen for 'Avalara Tax Service'. The 'Details' tab is selected, showing a table with one entry: 'Avalara Prod' with the path 'https://rest.avatax.com/api/v2' and status 'Active'.
- Screenshot 3:** The 'Communication arrangement' screen for 'Avalara Tax Service'. The 'Outbound services' tab is selected, showing a list of services: 'Address validation', 'List retrieval', 'Receipt', and 'Tax calculation', all with status 'Inactive'.
- Screenshot 4:** The 'Configuration' screen for 'Avalara Tax Service'. The 'Outbound services' tab is selected, showing the configuration details for each service, including the 'Service URL' for each.

Feature

- In order to integrate the external tax service provider Avalara into SAP Customer Checkout manager, there is a new communication scenario available in the **Communication systems** app: **Avalara Tax Service** (1)
- You can add Avalara Tax Service as new communication system, and enter all destination data (2)
- In the **Communication arrangements** app, when you add the communication system for Avalara Tax Service, there are new **Outbound services** available (3):
 - Address validation:** to validate the correct address of customers at the POS
 - List retrieval:** to get the tax hint codes
 - Receipt:** to send receipts to Avalara
 - Tax calculation:** to calculate the right tax at the POS

Tax Calculation with Avalara for the United States of America

Tax Rates – New Design

1

Country/Region: DE - DE

Details

General data

ID: DE

Name: DE

Description: Germany

Administrative data

Created at: May 9, 2022

Created by: ?

Modified at: May 9, 2022

Modified by: ?

2

Country/Region: DE - DE

Tax rates

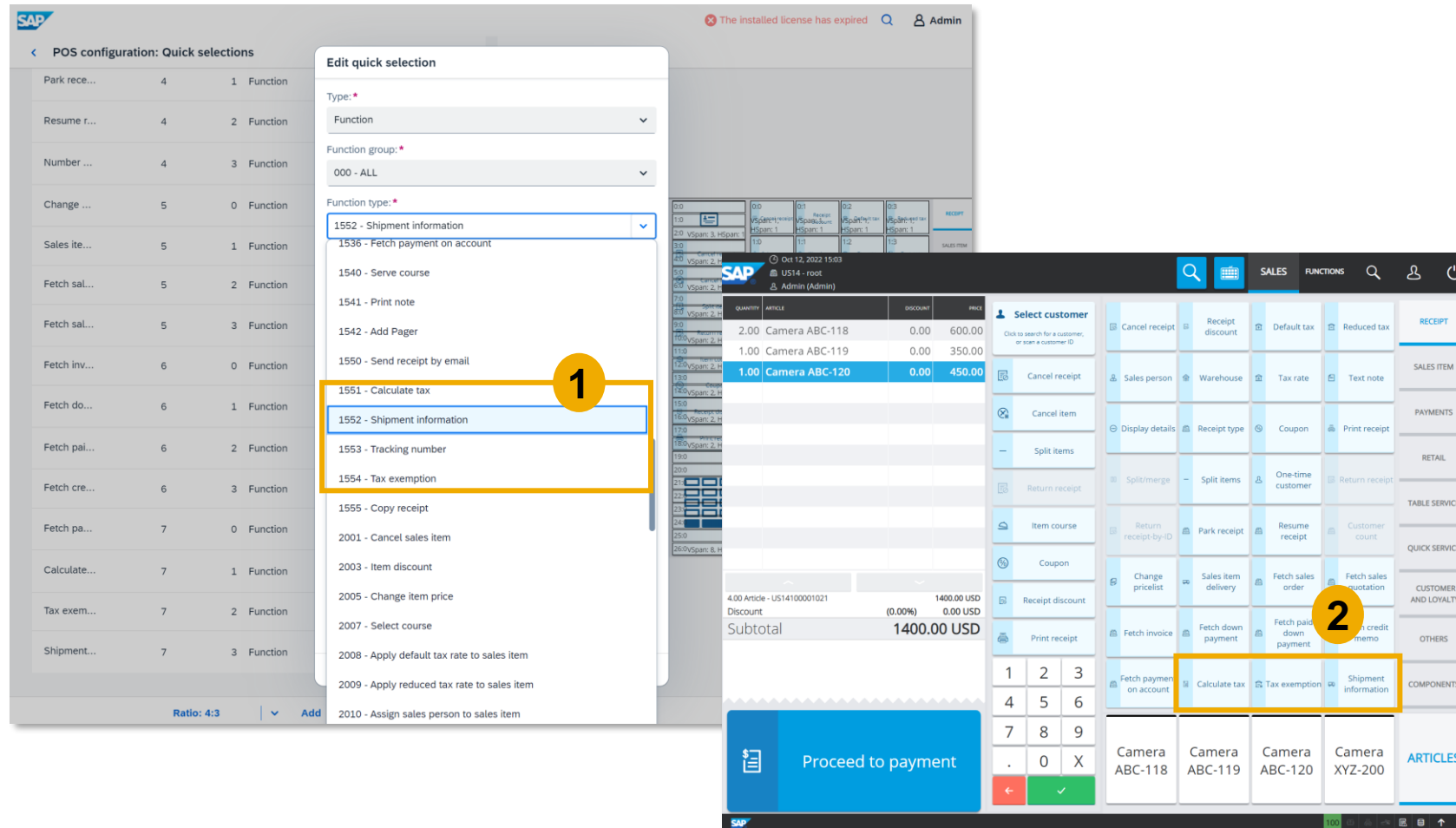
Tax code	Percentage	Valid from	Valid to	Description	Active
1	19.00	Jan 1, 2001	Jan 1, 2099	Standardsatz	<input checked="" type="checkbox"/>
2	7.00	Jan 1, 2001	Jan 1, 2099	Ermäßigter Satz	<input checked="" type="checkbox"/>
3	0.00	Jan 1, 2001	Jan 1, 2099	Steuerbefreit	<input checked="" type="checkbox"/>
A0	0.00	Jan 1, 2001	Jan 1, 2099	Steuerbefreit (B1)	<input checked="" type="checkbox"/>
A1	7.00	Jan 1, 2001	Jan 1, 2099	Ermäßigter Satz (B1)	<input checked="" type="checkbox"/>
A2	19.00	Jan 1, 2001	Jan 1, 2099	Standardsatz (B1)	<input checked="" type="checkbox"/>
A5	19.00	Jan 1, 2001	Jan 1, 2099	Umsätze (B1)	<input checked="" type="checkbox"/>

Feature

- In SAP Customer Checkout manager, the **Tax rates** app is shown in a new design
- The tax rates are sorted according to the country/region
- You can select the country/ region on the left side, and you see on the left side the **Details** (1) and **Tax rates** (2) displayed on the according tabs
- All fields and information which were existing with previous versions, are also shown in the new design

Tax Calculation with Avalara for the United States of America

Quick Selections – New Quick Selection Function Buttons Available



Feature

- In the **Quick selections** app, there are new quick selection function buttons available for the Tax Calculation (1):
 - **Calculate tax**
 - **Shipment information**
 - **Tracking number**
 - **Tax exemption**
 - **Sales item tax exemption**
- In the **SALES** screen of SAP Customer Checkout, you can choose the according button calculate taxes, add tax exemptions, or enter shipment information (2)

Tax Calculation with Avalara for the United States of America

Articles and Article Groups – New Tax Hint Code Field Available

The screenshot shows the SAP Articles app interface. On the left, a list of articles is displayed, including J000001 (FC Jupiter Home Kit), J000002 (FC Jupiter Keeper Kit), J000003 (FC Jupiter Kit Shorts), J000004 (FC Jupiter Training Kit), J000005 (FC Jupiter Hoodie), and J000006 (FC Jupiter Logo Hoodie). On the right, the details for article J000001 are shown. The 'General data' section includes fields for ID, Type, Article group, Description, Short text, Foreign name, Bar code, Unit of measure, Manufacturer, and Characteristic profile. The 'Tax hint code' field is highlighted with a yellow box and a red circle with the number 1.

Please consider the following:

- Always this tax hint code is used which is the closest assigned to the article, e.g. when you have tax hint codes on both - article and article group - assigned

The screenshot shows the SAP Article groups app interface. On the left, a list of article groups is displayed, including 100 - Drinks, 200 - Food, 201 - Breakfast, 202 - Burger, 203 - Sandwiches, 204 - Meat, 205 - Salads, 206 - Sideorders Veggies, 207 - Sideorders & Snacks, 208 - Signature Dishes, 209 - Desserts, 210 - Child Menu, 211 - Burger-Menu, 300 - Others, and 400 - Merchandise. On the right, the details for article group 200 - Food are shown. The 'General data' section includes fields for ID, Name, and Tax hint code. The 'Tax hint code' field is highlighted with a yellow box and a red circle with the number 2.

Feature

- Furthermore, it is possible to assign tax hint codes to articles and article groups
- Tax hint codes are additional information for articles and article groups, and can be provided to external tax providers (e.g. Avalara Tax Service Provider) in order to determine the correct tax type, and make the right tax calculation at the point-of-sale
- In the **Articles** app, there is a new field available: **Tax hint code** (1)
- Here you can enter the tax hint code information
- In the **Article groups** app, there is also the new field **Tax hint code** (2) available, to enter the information on article group level

Tax Calculation with Avalara for the United States of America

SALES Screen – Show Tax Hint Code Information in Sales Item Details

The screenshot shows the SAP POS SALES screen. The top bar includes the SAP logo, date/time, and user information. The main area is divided into a left sidebar with navigation options like 'Select customer', 'Cancel receipt', and 'Always split sales items'. The central area displays a receipt with one item: 'FC Jupiter Home Kit' with a quantity of 1.00 and a price of 70.00. The bottom section shows the total amount of 70.00 EUR and a numeric keypad. A yellow circle with the number 1 highlights the item 'FC Jupiter Home Kit' in the item list. A yellow circle with the number 2 highlights the 'Display sales item details' button in the bottom right area of the screen.

The screenshot shows the 'SALES ITEM DETAILS' dialog box. It has tabs for 'GENERAL DATA', 'FEES AND SERVICE CHARGES', 'TAX ITEMS', 'PRICE ELEMENTS', 'COUPONS', and 'SALES SET COMPONENTS'. The 'GENERAL DATA' tab is active, showing fields for ID, Description, Type, Warehouse, Note, Batch number, Return reason, Unit gross amount, Gross amount, Discount amount, and Total gross amount. The 'Tax hint code' field is highlighted with a yellow circle and the number 3, showing the value 'PC123456'.

SALES ITEM DETAILS	
GENERAL DATA	
ID	J000001
Description	FC Jupiter Home Kit
Type	Standard article (1)
Warehouse	
Note	
Batch number	
Return reason	
Unit gross amount	70.00 EUR
Gross amount	70.00 EUR
Discount amount	0.00 EUR
Total gross amount	70.00 EUR

Feature

- The tax hint code information is synchronized in the POS system with the article synchronization
- After an article synchronization, you can navigate to the **SALES** screen, and add the according item to the receipt (1)
- Choose “**Display sales items details**” (2) to find further information
- The tax hint code information which was maintained in SAP Customer Checkout manager is shown in the sales items details (3)
- When you proceed to payment and calculate tax, the external tax provider, e.g. Avalara Tax Service Provide, uses this tax hint code information to determine the correct tax type

Tax Calculation with Avalara for the United States of America

Receipts – Show Tax Hint Code Information in Receipt Details

The screenshot displays the SAP Receipts app interface. The top section shows a list of receipts with columns: Receipt ID, POS system ID, Company ID, Day-end closing ID, Customer, Type code, Business transaction date, and Payment gross amount. The first receipt, E1V4100001041, is highlighted with a yellow box and labeled with a yellow circle '1'. Below this, the detailed view of the selected receipt is shown. The header of the details view includes 'Receipt ID: E1V4100001041 Position 1' and the amount '70.00 EUR', labeled with a yellow circle '2'. The 'General data' section contains various fields: Position (1), Article ID (J000001), Gift card ID, Type code (Standard article), Description (FC Jupiter Home Kit), Series, Quantity (1), Delivered quantity (0), UoM (EA), Tax code (A2), and Tax hint code (PC123456), which is highlighted with a yellow box and labeled with a yellow circle '3'. The unit gross amount is also shown as 70.00 EUR.

Receipt ID	POS system ID	Company ID	Day-end closing ID	Customer	Type code	Business transaction date	Payment gross amount
E1V4100001041	E1V4		E1V4000001003		Direct sale	Jul 11, 2022, 2:11:29 PM	70.00 EUR
E1V4100001040	E1V4		E1V4000001003		Direct sale	Jul 11, 2022, 11:29:53 AM	70.00 EUR
default100001000	SOK1			One-time customer	Direct sale	Jun 29, 2022, 4:24:34 PM	55.40 EUR
E1V4100001039	E1V4		E1V4000001003		Direct sale	Jun 21, 2022, 4:53:37 PM	29.80 EUR
E1V4100001038	E1V4		E1V4000001002		Cash balancing	Jun 21, 2022, 4:53:06 PM	-8.70 EUR
E1V4100001037	E1V4		E1V4000001002	C001076	Direct sale	Jun 20, 2022, 4:40:56 PM	30.00 EUR
E1V4100001036	E1V4		E1V4000001002		Direct sale	Jun 20, 2022, 4:40:33 PM	
E1V4100001035	E1V4		E1V4000001001		Pay-out	Jun 20, 2022, 3:55:44 PM	
E1V4100001034	E1V4		E1V4000001001		Cash-out	Jun 20, 2022, 3:55:44 PM	
E1V4100001033	E1V4		E1V4000001001		Direct sale	Jun 20, 2022, 3:51:17 PM	

Receipt ID: E1V4100001041 Position 1 70.00 EUR

General data

Position: 1
Article ID: J000001
Gift card ID:
Type code: Standard article
Description: FC Jupiter Home Kit
Series:
Quantity: 1
Delivered quantity: 0
UoM: EA
Tax code: A2
Tax hint code: PC123456
Unit gross amount: 70.00 EUR
Price list ID: 1 - Food&Beverage Standard

Feature

- When you post the receipt in the POS system, an entry is created in the **Receipts** app in SAP Customer Checkout manager (1)
- Select the receipt, choose the **Sales items** tab, and select the according item to find all details (2)
- The **Tax hint code** information is also shown for the article (3)

Tax Calculation with Avalara for the United States of America

Migrations – Maintain Tax Hint Code in Article Migrations Template

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Article		100	STANDARD	First Article	Short Article	Foreign name	EA	N	Y	A	barcode1	SAP	Y	Y	Casual	TaxHintCc	XL1
2																		
3	In the first row																	
4	# Main section																	
5	Article -> Mandatory field. Sequence number. (Leave blank if Article ID will be provided manually). Default value is blank.																	
6	A00001 -> Mandatory field (if Sequence number is blank). Article ID																	
7	100-> Mandatory field. Article Group ID																	
8	STANDARD-> Optional field. Article Type. Possible values STANDARD GENERIC SALES_SET. Default is STANDARD																	
9	First Article -> Optional field. Description																	
10	Short Article -> Optional field. Short text																	
11	Foreign name -> Optional field. Foreign name																	
12	EA-> Optional field. Unit of Measure. Default is EA																	
13	N -> Optional field. Force Manual Price Entry. Possible values Y- Yes N - No. Default is N																	
14	Y -> Optional field. Discountable. Possible values Y - Yes N - No. Default is Y																	
15	A -> Optional field. Status. Possible values A - Active I - Inactive D - Draft. Default is A																	
16	barcode1-> Optional field. BarCode value. (GTIN field)																	
17	SAP -> Optional field. Manufacturer code. No Default value																	
18	Y -> Optional field. Refund type (Current value). Possible values: blank or Y - Yes or N - No. Default value is null. Effective refund type is calculated from current and inherited values.																	
19	Y -> Optional field. Migrated. You can mark article as migrated. Possible values Y - Yes N - No. Default is N																	
20	Casual-> Optional field. Characteristic Profile ID. No Default value																	
21	TaxHintCode -> Optional field. Tax hint code of the material. Used by external tax calculation providers to determine the correct tax type.																	
22																		

1

Feature

- In SAP Customer Checkout manager, you can migrate articles from external systems
- When you perform an article migration, and import articles into SAP Customer Checkout manager, it is also possible to maintain the tax hint codes for the items in the csv.file (1)
- Furthermore, tax hint codes are also imported into SAP Customer Checkout manager via the Rest-API

Tax Calculation with Avalara for the United States of America

CONFIGURATION - Enhancements

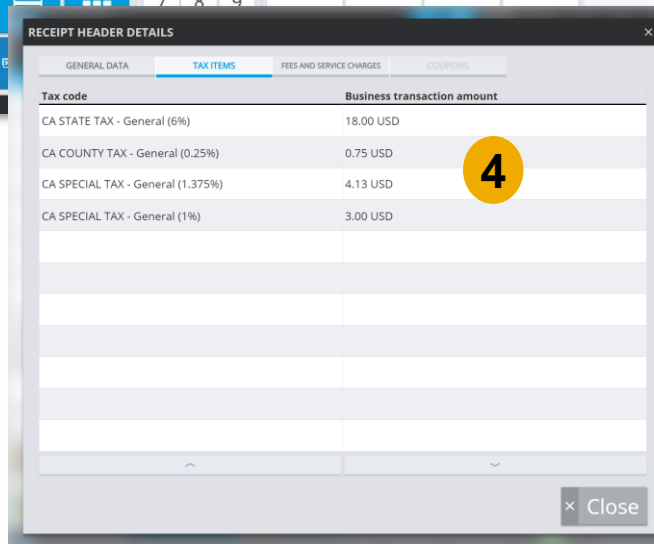
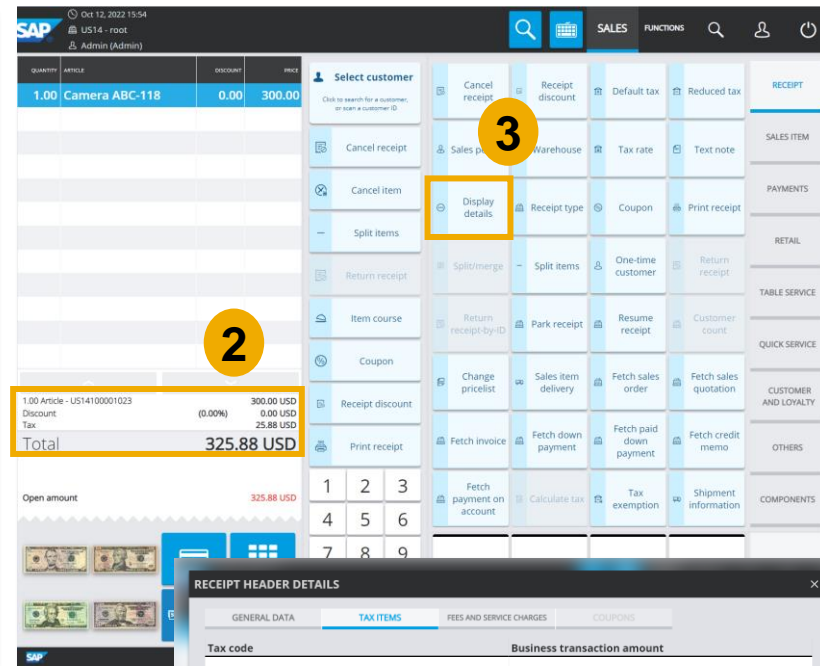
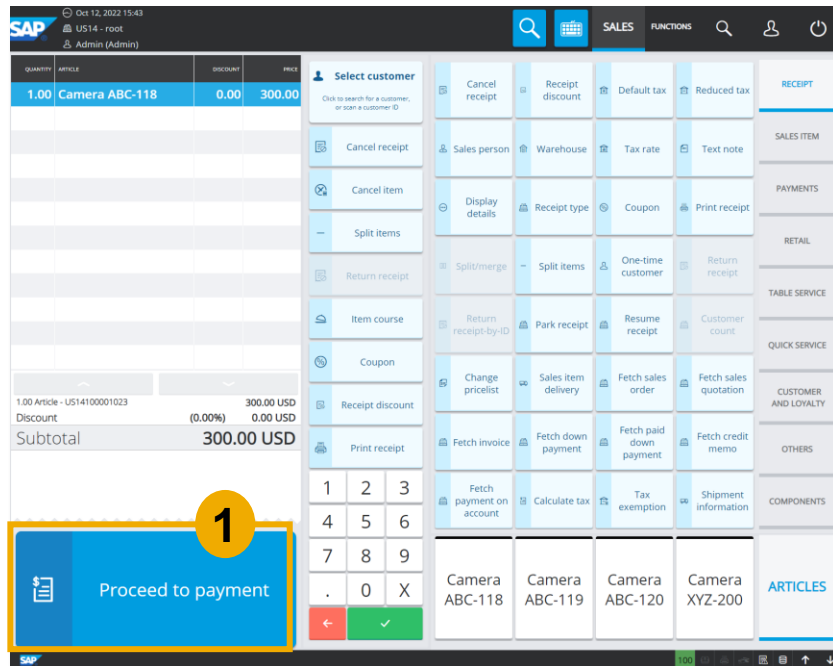
The image displays two screenshots of the SAP Customer Checkout configuration interface. The left screenshot shows the 'GENERAL' tab with the 'State' field highlighted and labeled with a yellow circle '1'. The right screenshot shows the 'TAX' sub-tab with a yellow box around the 'Default tax rate', 'Fallback tax rate', 'Taxation', 'Tax calculation trigger', and 'Tax calculation mode' fields, labeled with a yellow circle '2'. A yellow callout bubble points to the 'Fallback tax rate' field with the text: 'Choose a Fallback tax rate in case the connection to Avalara or to SAP Customer Checkout manager is disrupted'.

Feature

- The configuration settings in SAP Customer Checkout were enhanced to support tax calculation with Avalara
- In the **POS system** tab, there is a new field available in the **Info** sub-tab when entering the POS address: **States** (1)
- Here you can maintain additionally to the Country/ region the State; This can be especially important for the United States where you have several states and to better distinguish
- The State information is also printed on the sales receipt
- Furthermore, in the **Tax** sub-tab, there are new fields available where you can select the **Taxation**, the **Tax calculation trigger**, and the **Tax calculation mode** (2)

Tax Calculation with Avalara for the United States of America

SALES Screen – Calculate Taxes with Avalara in the POS System



Feature

- In the SALES screen of SAP Customer Checkout, there is a new button available after you have configured the settings accordingly and added articles to the receipt: **Proceed to payment** (1)
- This button enables the tax calculation with Avalara, and sends back the information to SAP Customer Checkout; the final price including taxes is shown in the SALES screen (2)
- You can choose to **Receipt details** button (3), to see all **taxes** and **tax codes** of the receipt (4)
- Proceed with paying, and post the receipt

Tax Calculation with Avalara for the United States of America

SALES Screen – Add Tax Exemptions, Shipment Information and Tracking Number

RECEIPT TAX EXEMPTION

TAX EXEMPTION REASON CODE TAX EXEMPTION NUMBER

Tax exemption reason code

D - FOREIGN DIPLOMAT

1

SHIPMENT INFORMATION

Customer

Ferdinand Neptun

Customer ID: C001000

1 Main Street

New York, NY 10044

Shipping Address

Name* Ferdinand Neptun Zip code 10044 City* New York

Street* Main Street House No. 1 Country/Region United States State* NY

Use information from customer

2

TRACKING INFORMATION

Invoice address

Ferdinand Neptun

1 Main Street

New York, NY 10044

United States

Shipping Address

Ferdinand Neptun

1 MAIN ST

NEW YORK, NY 10044-0052

United States

Tracking number

546543168435135

Logistic company

UPS

Clear data

Please be aware that the tracking information is only stored in SAP Customer Checkout.

5

SHIPMENT INFORMATION

Original address:

Ferdinand Neptun

1 Main Street

New York, NY 10044

United States

Validated address(es):

Ferdinand Neptun

1 MAIN ST

NEW YORK, NY 10044-0052

United States

3

4

Apply Back

Feature

- In the SALES screen of SAP Customer Checkout, there are further features available for the Tax calculation with Avalara
- Tax exemption:** You can add tax exemption reason codes to the whole receipt, or sales items, or enter a tax exemption number (1)
- Shipment information:** You can add shipment information to the receipt, if a customer wants the products to be send to the home address (2); You can validate the address via Avalara (3), and apply the information to the receipt (4)
- Tracking number:** You can also add a tracking number and the Logistic company to a receipt, if needed (5)

Unit of Measure (UoM) Conversions



UoM Conversions

Articles – New UoM Conversions Tab Available

The screenshots illustrate the process of adding and managing UoM conversions for an article in the SAP Customer Checkout system.

1. UoM Conversions Tab: The 'UoM Conversions' tab is highlighted in the article details for 'C001212 - Mineral water Naturelle 1L'.

2. Add UoM Conversion Dialog: The dialog box shows the following fields:

- Base quantity: 12.00
- Base unit of measure: EA - Each
- Quantity: 1.00
- Unit of measure: XCS - Case

3. UoM Conversions Table: The table shows the following data:

Base quantity	Base unit of measure	Alternative Quantity	Alternative Unit of measure
12.00	EA - Each	1.00	XCS - Case
36.00	XCS - Case	1.00	XPX - Pallet

4. Barcodes Tab: The 'Barcodes' tab shows a table of barcodes and their corresponding units of measure:

Code	Unit of measure
C001212EA	EA
C001212XCS	XCS
C001212XPX	XPX

Feature

- With version 2.0 FP14, SAP Customer Checkout supports unit of measure conversions for articles
- This feature enables you to define rules when articles are sold individually, or in other quantities, or unit of measures
- In the **Articles** app in SAP Customer Checkout manager, there is a new tab available: **UoM Conversions** (1)
- You can add a UoM Conversion for an item (2), e.g. for a mineral water which is sold individually (one bottle), as a case (12 pieces), or as pallet (36 pieces) (3)
- In the **Barcodes** tab, you can add for each unit of measure an own barcode (4) in order to add the article with the according UoM into the receipt in the POS system
- The UoM conversions are synchronized into the POS system with the article synchronization

UoM Conversions

Quick Selections – New Function Button Available to Change UoM

The image shows a sequence of four screenshots from the SAP POS system, illustrating the process to change the unit of measure (UoM) for an article:

- 1. Edit quick selection:** The 'Function type' dropdown is set to '2060 - Change unit of measure'.
- 2. POS screen:** The 'Change unit of measure' button is highlighted in the bottom right of the article grid.
- 3. CHOOSE UOM:** A dialog box prompts the user to 'Select a unit of measure for 'Mineral water Naturelle 1L''. The options are Pallet (XPX), Case (XCS), and Each (EA).
- 4. POS screen:** The article price has updated from 2.00 EUR to 24.00 EUR after selecting 'Case'.

Feature

- In the **Quick selections** app, there is a new function button available: **Change unit of measure** (1)
- This button enables you to change the unit of measure for the respective article in the **SALES** screen of SAP Customer Checkout
- When you choose the button in the POS system (2), all available unit of measures are shown, and you can choose one of the unit of measures and add it into the receipt (3)
- Use Cases:
 - Use-Case 1: You maintained e.g. one bottle of mineral water with a price of 2€ for UoM "EA" and a UoM conversion rule (1 case = 12 EA)
 - When you sell the UoM "case", SAP Customer Checkout uses the UoM conversion rule (1 Case = 12 EA) to calculate the price as 24€ for the UoM "Case" (4)
 - Use-Case 2: You maintained an explicit price such as 2€ for UoM "EA", and 19€ for UoM "Case"
 - When you sell the UoM "Case", SAP Customer Checkout will not use the conversion rule to calculate the price, but take the explicit price that is maintained 19 € for the UoM "Case".

UoM Conversions

CONFIGURATION – New Field Available to Show UoM Dialog

SAP Admin Oct 13 - 12:16

SALES CASH-IN/CASH-OUT DAY-END CLOSING CASHING-UP DATA PRIVACY

Synchronization POS system Accounting Sales Currency Quick selection Dialog settings

Technical Hardware Integration User Roles Additional fields Plug-ins About

Disable check for unposted receipts: ☐ OFF

Do not distribute header discount to already discounted sales items.: ☐ OFF

Show customer selection on Quick/Table service UI: ☐ OFF

Automatically balance returned receipts with cash payments: ☐ OFF

Enable 'copy payment items' during return by default: ☐ OFF

Show pop-up when print is failing (not relevant for Retail UI): ☒ ON ☐ OFF

Use the reduced tax rate by default: ☐ OFF

Show Add-Page Dialog on posting receipt: ☐ OFF

Use customer email address in send email dialog: ☐ OFF

Show UoM Dialog for Materials with UoM conversions: ☒ ON ☐ OFF

Maximum value for single sales items and single payment items: 1,000

Issue change in home currency by default: ☒ ON ☐ OFF

Confirm delivered quantities for sales items on receipt post: ☐ OFF

Customer required for shipment: ☐ OFF

Standard receipt mode: Invoice

Allow combination of sales items and business documents (e.g., invoices, credit notes, etc.): ☐ OFF

Save Cancel

CHOOSE UOM

2

Select a unit of measure for 'Mineral water Naturelle 1L'

Pallet XPX

Case XCS

Each EA

Cancel

Feature

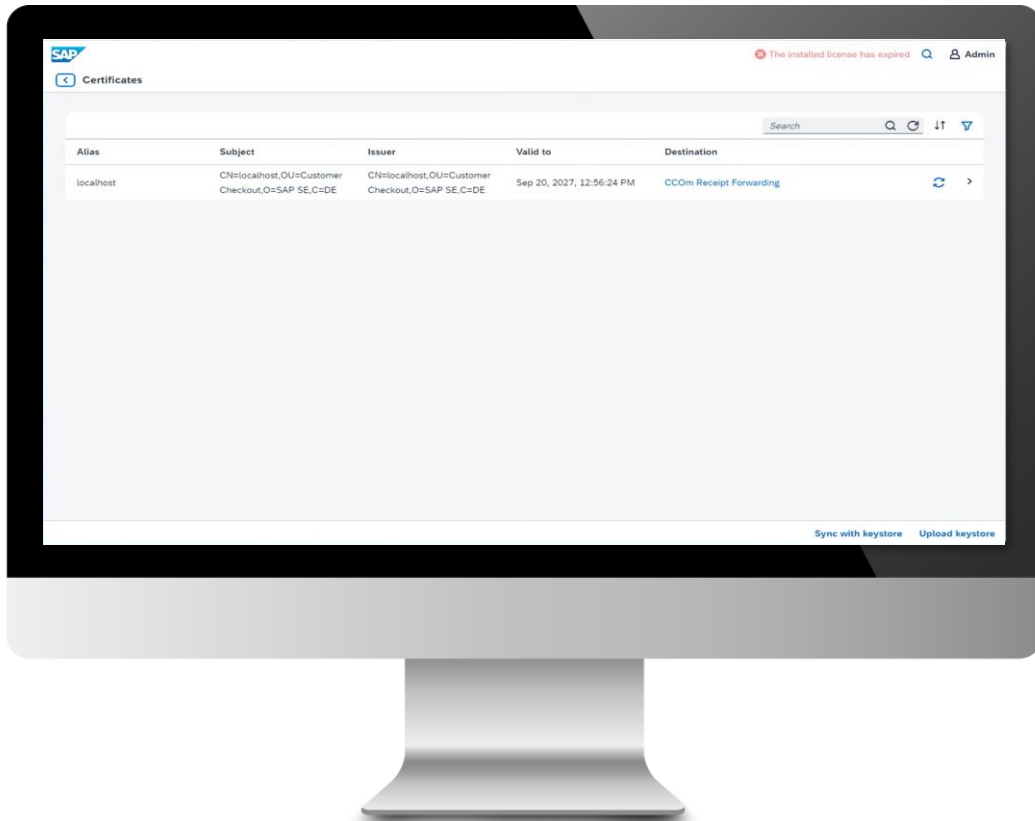
- In the *Configuration* settings in SAP Customer Checkout, there is a new field available within the POS system tab: **Show UoM Dialog for Materials with UoM conversions** (1)
- When you activate this field, and add the respective article into the receipt, the dialog to select the according UoM for the article is shown automatically (2)

Certificate-Based Authentication



Certificate-Based Authentication Concept

With version 2.0 Feature Pack 14, SAP Customer Checkout supports certificate-based authentication for the communication to SAP Customer Checkout manager, and for the communication from SAP Customer Checkout manager to other third party systems.



Features:

- New Certifications app available in SAP Customer Checkout manager to manage all certificates
- Add certificates for your users to authenticate
- Communication between POS system and SAP Customer Checkout manager via local keystore or Windows keystore
- Add Subject and Issuer information for certificate-based authentication when migrating user files
- New Keystore configuration settings in the POS system
- New authentication method available when installing SAP Customer Checkout

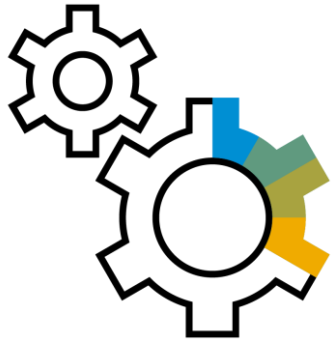
Benefits

- Save time while using certificates to authenticate

Read the official documentation in [SAP Help](#) for more information.

Certificate-Based Authentication Scenarios

SAP Customer Checkout and SAP Customer Checkout manager support the following scenarios:



- *Certificate-based authentication between SAP Customer Checkout and SAP Customer Checkout manager*
 - This authentication is used to send data to SAP Customer Checkout manager
- *Certificate-based authentication Communication for SAP Customer Checkout manager (outbound communication)*
 - This authentication is used to send data (receipts) to 3rd party systems (e.g. SAP S/4HANA)
- *Certificate-based authentication Communication for SAP Customer Checkout manager (inbound communication)*
 - This authentication is used to receive data (articles) from 3rd party systems (e.g. SAP S/4HANA)

Certificate-Based Authentication between SAP Customer Checkout and SAP Customer Checkout Manager – Installation Screen

Initial configuration

EN - Engl

Enter the POS system ID: 1-4 characters, no leading zero

Select ERP system to connect to:
SAP Customer Checkout manager

Use SAP Customer Checkout manager

Host
http://example

Path
/ccos/api

Port
8080

Tenant ID

1

Authentication method
Certificate

Keystore type
Local

Path to Keystore file

Keystore password

Key alias

Proxy host

Port of proxy

Check connection and authentication

Feature

- When installing SAP Customer Checkout, there is also a new Authentication method available: **Certificate** (1)
- Here you can enter all relevant configuration settings for storing the required certificates
 - Keystore type:**
 - Local (your own keystore file)
 - Windows (Keystore file of the Windows system)
 - Path to Keystore file:** Only required for your own keystore file
 - Keystore password:** Password for your keystore file
 - Key alias:** Alias with which you stored the certificate

Certificate-Based Authentication between SAP Customer Checkout and SAP Customer Checkout Manager - Keystore Section in the *CONFIGURATION*

The screenshot shows the SAP Customer Checkout Manager Configuration window. The top navigation bar includes tabs for Synchronization, POS system, Accounting, Sales, Currency, Quick selection, Dialog settings, Technical, Hardware, Integration, and User. The 'Technical' tab is selected. Below the navigation bar, there are sub-tabs for Roles, Additional fields, Plug-ins, and About. The main content area is divided into sections: Backup, Web browser, Keystore, Web, and Network. The 'Keystore' section is highlighted with an orange box and contains the following fields:

- Keystore type: ☒ Local ☐ Windows
- Path to Keystore file: C:\SAP\CustomerCheckout Central Server_...
- Keystore password: *****

Other fields in the 'Keystore' section include:

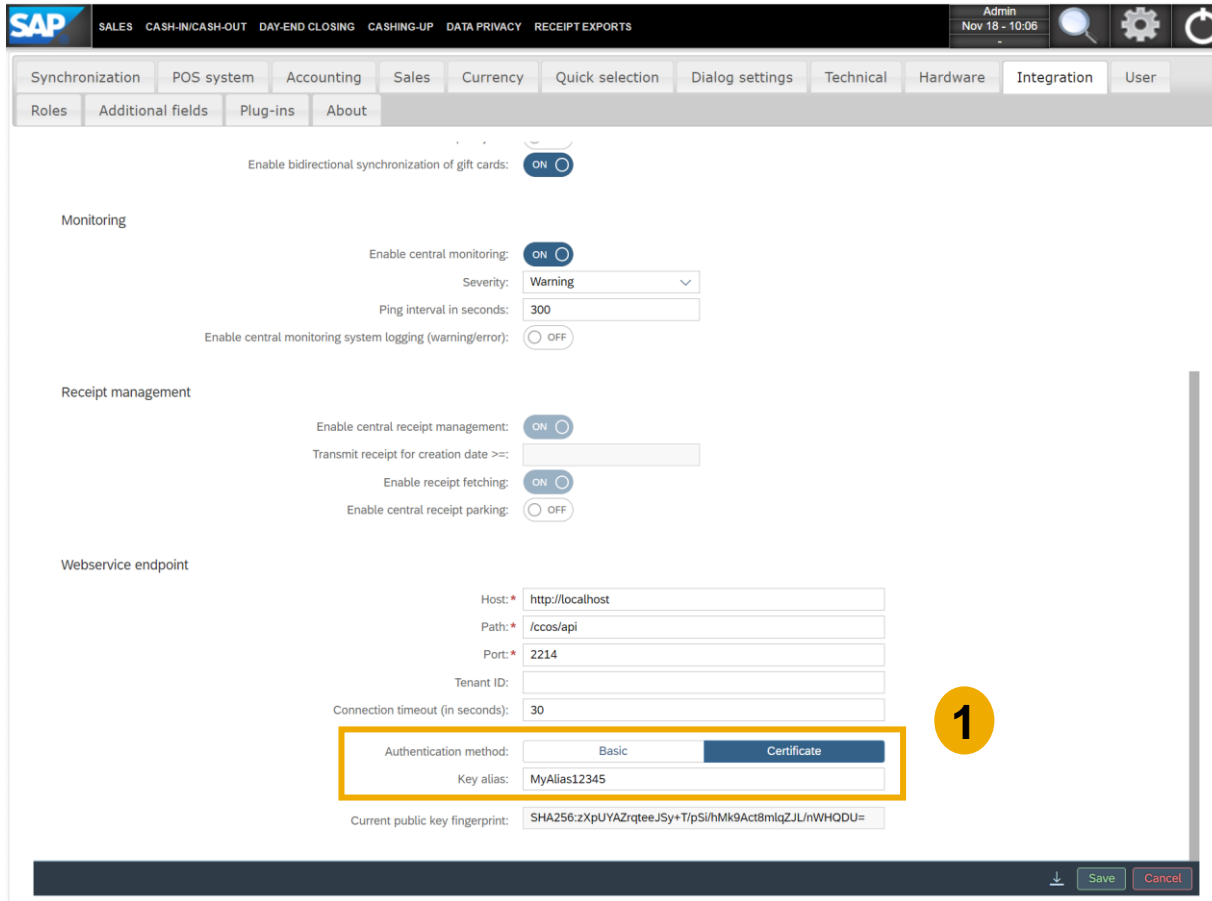
- Backup folder: C:\CCO\CCO_2.14_214E\backup
- Create sub folder for backups automatically: ☐ OFF
- Number of backup files to be kept: 0
- Number of backup days: 7
- Path to Web browser executable file (*.exe):
- Browser parameters: -kiosk %1
- POS port: 4422
- Enable HTTPS: ☐ OFF
- Key alias:

The bottom of the window has a 'Save' button and a 'Cancel' button.

Feature

- If you haven't maintained the respective configuration settings during the installation, you can also configure certificate-based authentication in the **Technical – POS System Settings** tab: **Keystore** (1)
- You can use either a **Local keystore** (Your own keystore file) (2), or **Windows keystore** (Keystore file of the Windows system) (3)
- For the **local keystore**, SAP Customer Checkout manager supports the file formats PKCS #12 (.p12), and Java KeyStore (.jks)
- When using the **Windows keystore**, the certificates and keys need to be imported into the certificate store of the Windows user used to run the POS system

Certificate-Based Authentication between SAP Customer Checkout and SAP Customer Checkout Manager - Integration Settings



The screenshot shows the SAP Customer Checkout Manager integration settings. The 'Integration' tab is selected. The 'Webservice endpoint' section is highlighted with a yellow box and a red circle containing the number 1. The 'Authentication method' is set to 'Certificate', and the 'Key alias' is 'MyAlias12345'. The 'Current public key fingerprint' is 'SHA256:zXpUYAZrtteeJSy+T/pSI/hMK9Act8mlqZJL/nWHODU='.

SAP

SALES CASH-IN/CASH-OUT DAY-END CLOSING CASHING-UP DATA PRIVACY RECEIPT EXPORTS

Admin
Nov 18 - 10:06

Synchronization POS system Accounting Sales Currency Quick selection Dialog settings Technical Hardware Integration User

Roles Additional fields Plug-ins About

Enable bidirectional synchronization of gift cards: ☒ ON

Monitoring

Enable central monitoring: ☒ ON

Severity: Warning

Ping interval in seconds: 300

Enable central monitoring system logging (warning/error): ☐ OFF

Receipt management

Enable central receipt management: ☒ ON

Transmit receipt for creation date >=:

Enable receipt fetching: ☒ ON

Enable central receipt parking: ☐ OFF

Webservice endpoint

Host: * http://localhost

Path: * /ccos/api

Port: * 2214

Tenant ID:

Connection timeout (in seconds): 30

Authentication method: Basic Certificate

Key alias: MyAlias12345

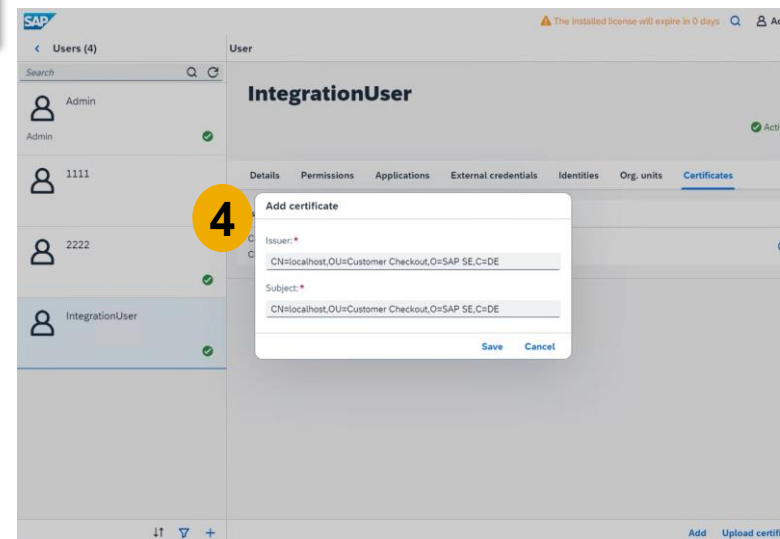
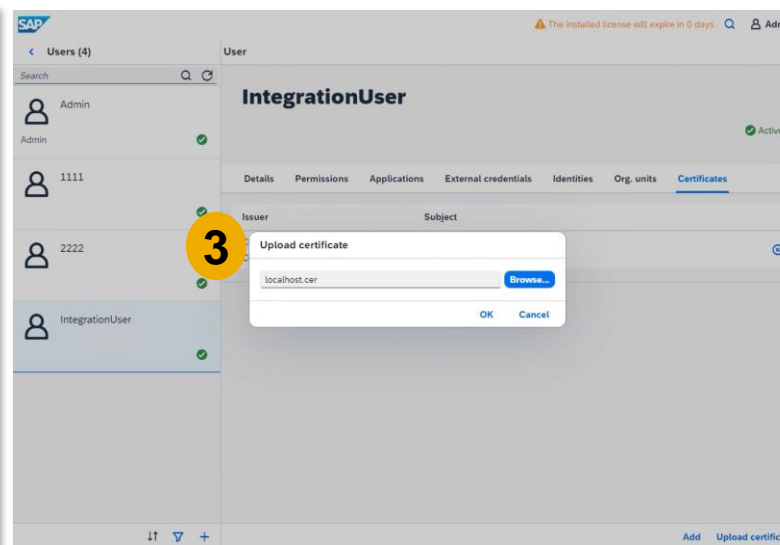
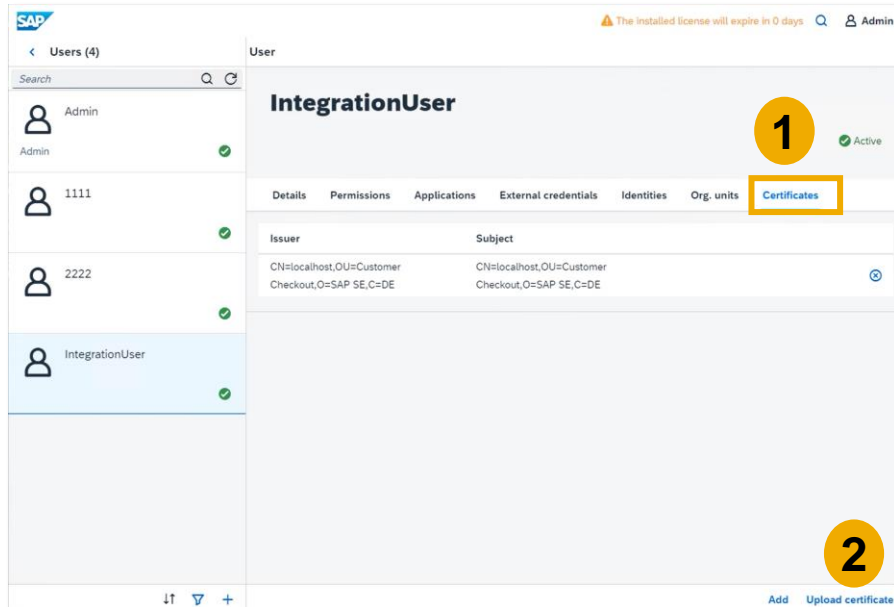
Current public key fingerprint: SHA256:zXpUYAZrtteeJSy+T/pSI/hMK9Act8mlqZJL/nWHODU=

Save Cancel

Feature

- In the **Integration – SAP Customer Checkout Manager** tab, there is a new feature: ***Certificate-based authentication with SAP Customer Checkout manager (1)***
- Here you can select ***Certificate*** as ***Authentication method***, and enter the ***Key alias*** with which you stored the certificate (1)

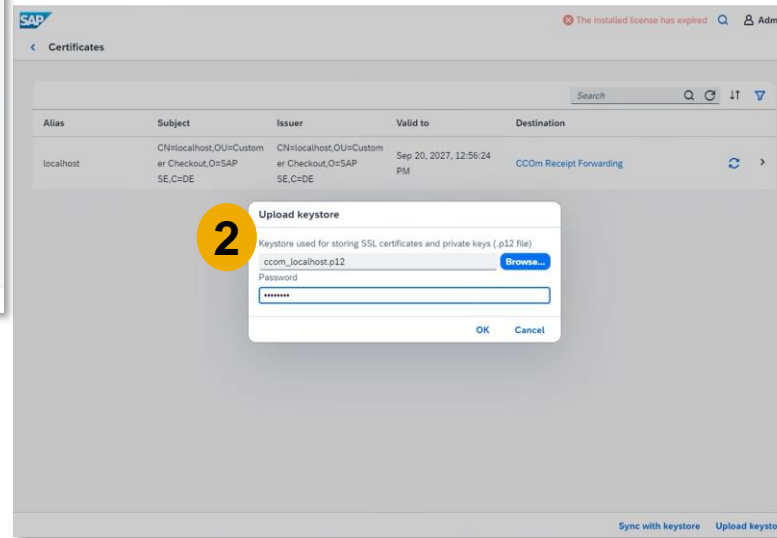
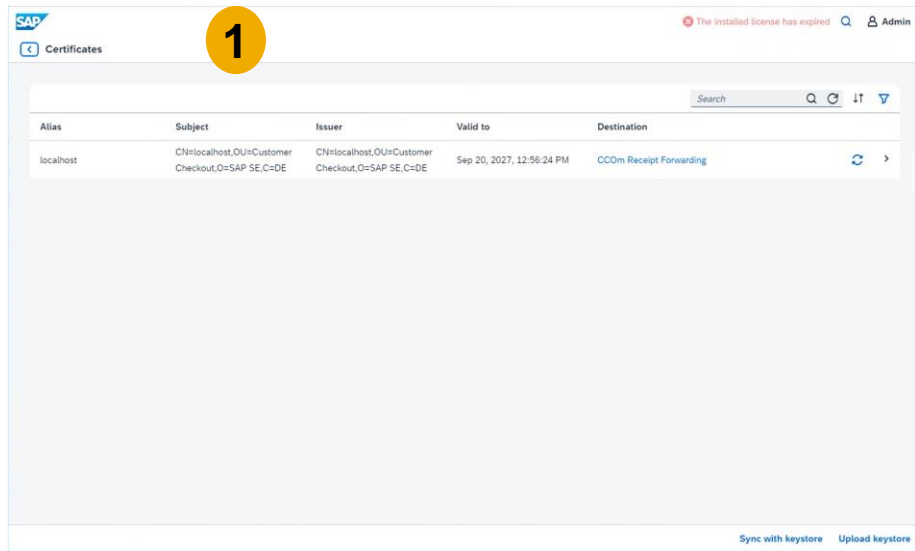
Certificate-Based Authentication between SAP Customer Checkout and SAP Customer Checkout Manager - New Certificates Tab Available in *Users* App



Feature

- In SAP Customer Checkout manager, there is a new tab available within the **Users** app: **Certificates** (1)
- In this **Certificates** tab, you can store certificate data which is required for the certificate-based authentication
- This tab is only available for technical users
- Choose **Upload certificates** (2) when you want to extract the required certificate data from the X.509 client certificate (3), or you can manually add this data (4)
- This technical user is required so that SAP Customer Checkout can authenticate in SAP Customer Checkout manager; the data in the certificate used by SAP Customer Checkout is compared with the certificate data stored in the technical user

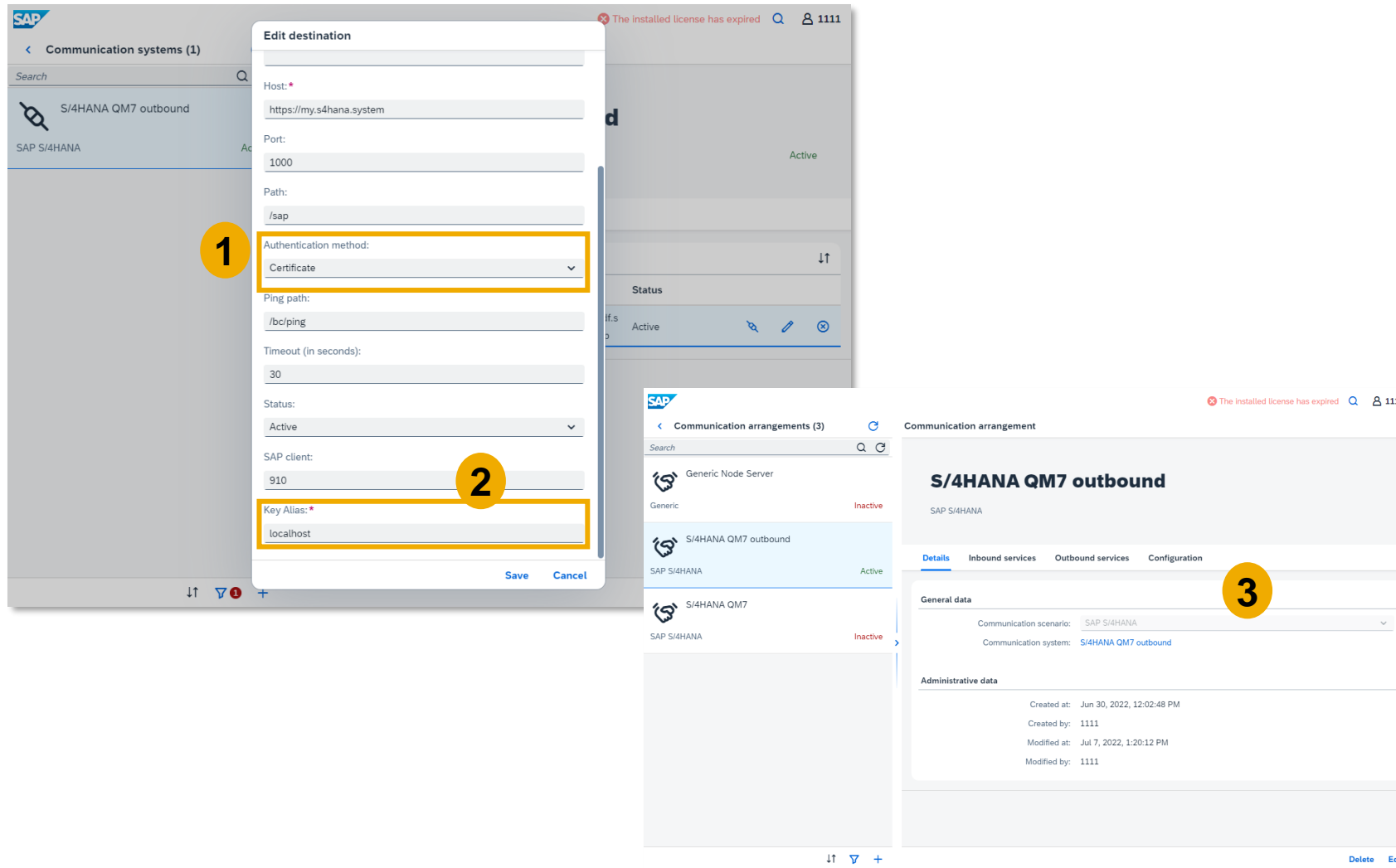
Certificate-Based Authentication for SAP Customer Checkout Manager (Outbound Communication) – New *Certificates* App Available



Feature

- In SAP Customer Checkout manager, there is a new app available: **Certificates** (1)
- The app lets you manage certificates used for connections to other 3rd party systems
- You can upload (2) and delete certificates, and see which certificates are used for which destinations
- All certificates managed within this app are stored in a local keystore file, *keystore.p12*, located in the same directory as the configuration files for SAP Customer Checkout manager, e.g. *C:\SAP\CustomerCheckout_Central_Server\config\keystore.p12*.
- The certificates which are stored in this app, are required for authentication in 3rd party systems

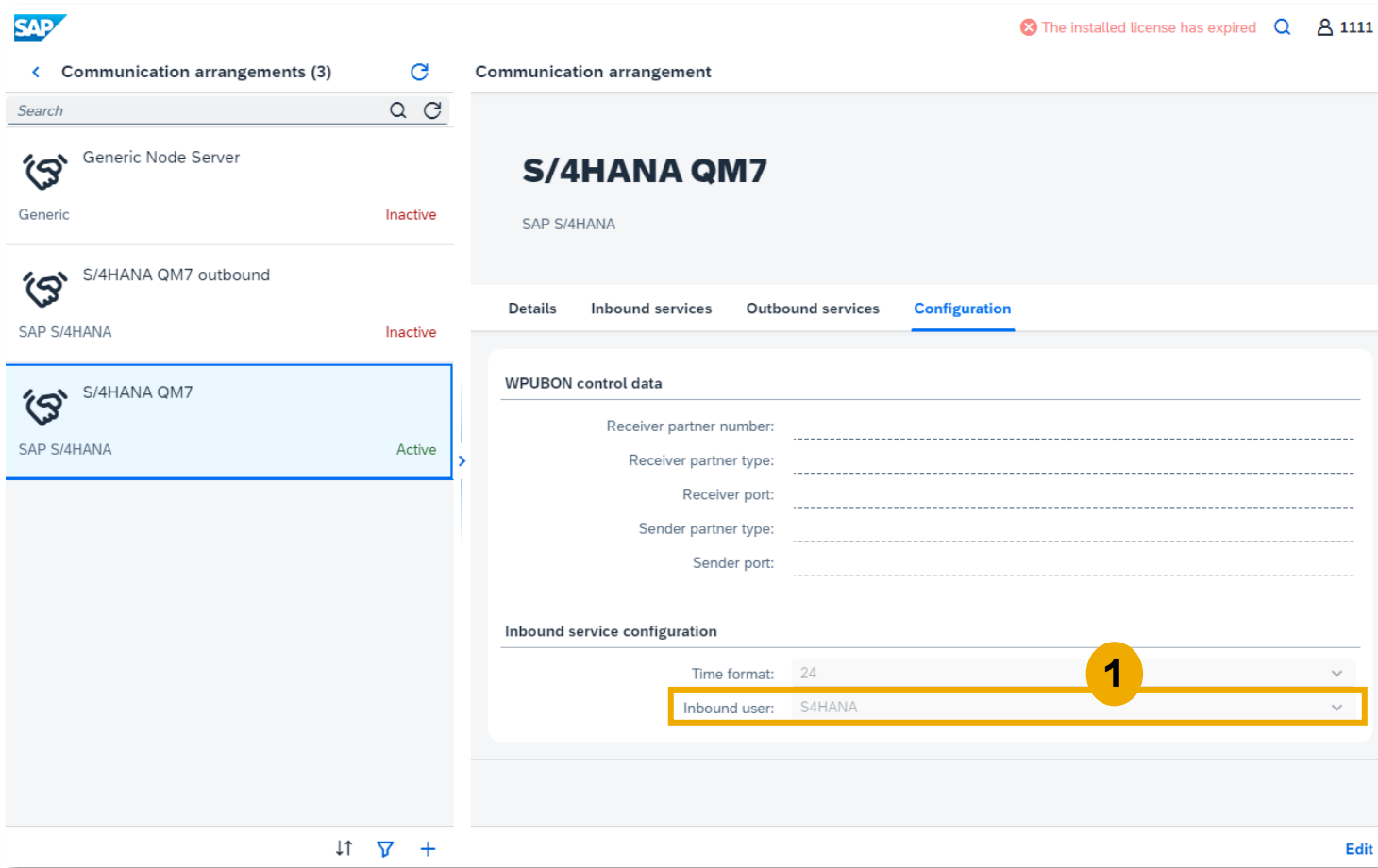
Certificate-Based Authentication for SAP Customer Checkout Manager (Outbound Communication) - New Authentication Method Available for Destinations



Feature

- In the **Communication systems** app, when you add a new destination, there is a new **Authentication method** available: **Certificate** (1)
- If you choose **Certificate**, you must also enter the **Key Alias** (2) of the certificate from the **Certificates** app you want to use for the communication system
- In the **Communication arrangements** app, you can add the respective communication arrangement to communicate with the 3rd party system (3)
- The certificate configured in the communication system will be used for authentication

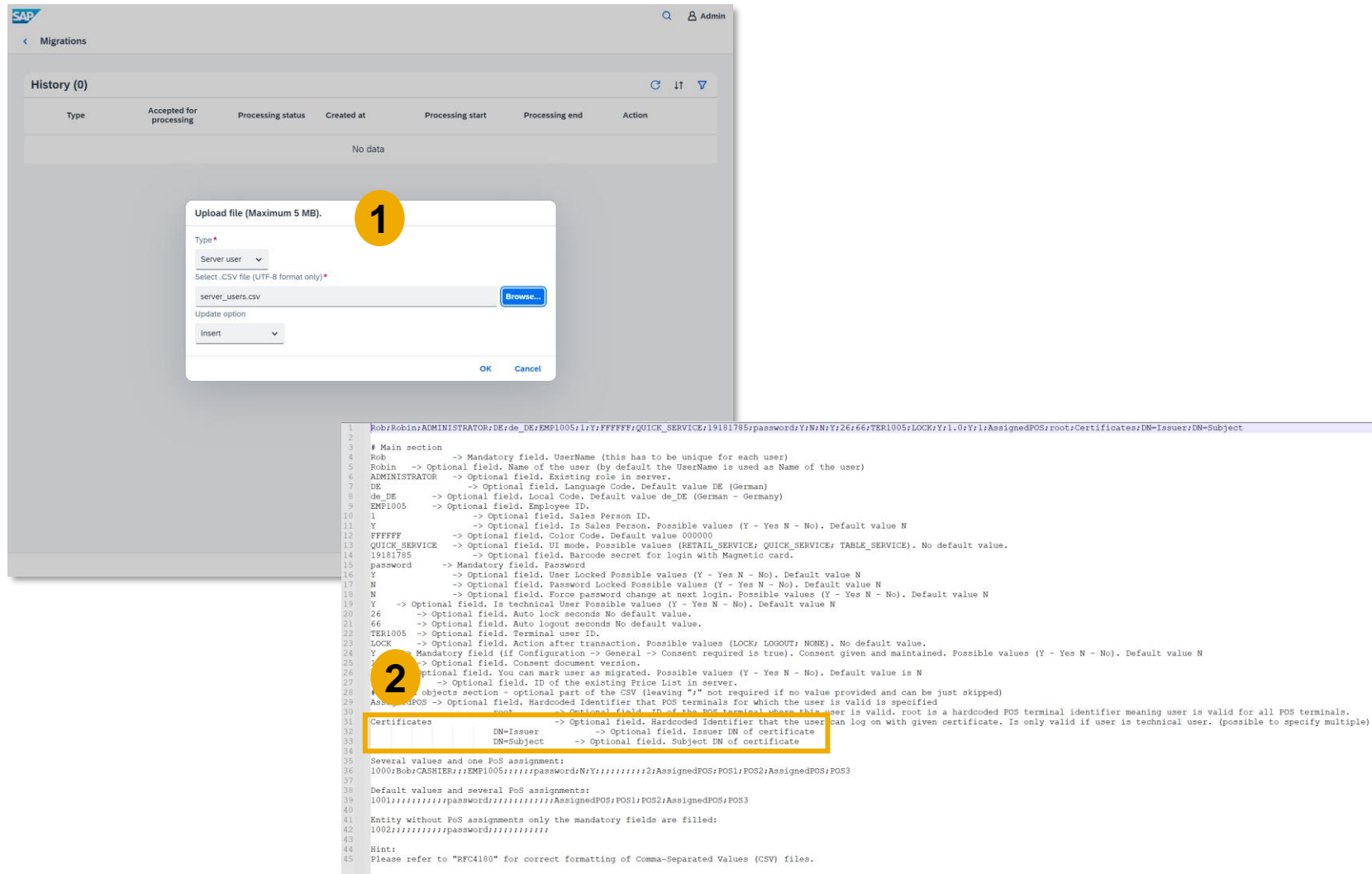
Certificate-Based Authentication for SAP Customer Checkout Manager (Inbound Communication) – Using Certificates for Inbound Communication



Feature

- For inbound communication, 3rd party systems can use certificates to authenticate in SAP Customer Checkout manager
- For the authentication an inbound user is required; the inbound user must be configured in the **Users** app in SAP Customer Checkout manager (see also [here](#))
- The inbound user must be selected in the Communication arrangement you have configured for your inbound communication (1)

Certificate-Based Authentication Migrations – New Fields Available



Feature

- In the **Migrations** app, when you upload server users (1), you have now the possibility to add **Subject** and **Issuer** information for the certificates within the .csv file (2)

Date and Volume Based Pricing and Discounts



Date and Volume Based Pricing and Discounts

Articles – Set Date and Volume Based Prices

The screenshots illustrate the process of setting date and volume-based prices in SAP Customer Checkout:

- 1**: In the **Articles** app, select the article **A404002 - SAP Running Shirt 2017, Unisex**.
- 2**: In the **Prices** tab, the table shows the following data:

Price list	Type	Price	Unit of measure	Valid from	Valid to	Volume quantity
4 - Retail Sta...	Gross	17.24	EA	Nov 1, 2022	Nov 30, 2022	
5 - Retail Ha...	Gross	12.93	EA	Dec 1, 2022	Dec 30, 2022	
6 - Retail Em...	Gross	12.93	EA	Jan 1, 2023	Jan 31, 2023	
- 3**: In the **Edit price** dialog, set the **Price** to 15.00, **Unit of measure** to EA, **Valid from** to Nov 1, 2022, **Valid to** to Nov 30, 2022, and **Volume quantity** to 10.00.
- 4**: In the POS screen, 1x article is added with a price of 17.24 EUR.
- 5**: In the POS screen, 15x articles are added with a price of 225.00 EUR.

Feature

- SAP Customer Checkout supports multiple price lists for articles
- With version 2.0 FP14, you can maintain multiple prices for articles and UoM based on dates and volumes in SAP Customer Checkout manager
- In the **Articles** app, the **Prices** tab was extended with further fields (1):
 - **Valid from**
 - **Valid to**
 - **Volume quantity**
- You can set dates from/ to when a price should be valid and used in the POS systems (2)
- This enables you to set also prices for future dates
- Furthermore, you can also set specific prices for volume quantities of articles (3), e.g. if customers buy 10 or more of the respective article, the price per article is 15€ instead of 17.24€ (4), (5)

Date and Volume Based Pricing and Discounts

Articles – Set Date Based Discounts

The first screenshot shows the SAP mobile app interface for article A404002 - SAP Running Shirt 2017, Unisex. The 'Discounts' tab is selected, and a table of discounts is displayed. The table has columns for Type, Discount purpose, Validity type, Valid from, Valid from time, Valid to, Valid to time, Discount Type, and Value. The second screenshot shows the 'Edit discount' dialog with the discount type set to 'Percentage' and the discount value set to '50.00'. The third screenshot shows the 'Edit discount' dialog with the date and time validity type set to 'Time' and the valid from time set to '10:00 PM'.

Type	Discount purpose	Validity type	Valid from	Valid from time	Valid to	Valid to time	Discount Type	Value
Direct Discount	Special	Date and Time	Nov 11, 2022	12:00 AM	Nov 11, 2022	11:00 PM	Percentage	10.00 %
Direct Discount	Event	Date and Time	Nov 15, 2022	3:00 PM	Nov 15, 2022	4:00 PM	Percentage	20.00 %

Feature

- In the **Discounts** tab of the respective article, you can now set dates from/ to when a discount should be valid and used in the POS systems (1); this enables you to set also discounts for future dates
- Furthermore, you can also select the discount type, discount purpose, and the validity type (2)
- You can set a discount e.g. for the Happy Hour in a bar, that special drinks get 50% discount from 10 to 11 pm (3)
- Another enhancement is the Discounts tab is that you can add more than one discounts to an article, and add the discount manually within the UI to the article
- In previous versions, it was only possible to add one discount to an article, and discounts were only added via the APIs to articles
- In addition, it is also possible to set date and volume based prices and discounts via the article migration, and via using the according REST services for the article import

Critical Alert and Monitoring



Critical Alert and Monitoring Enhancements

With version 2.0 Feature Pack 14, the critical alert and monitoring changes were improved for more traceability and details.



Features:

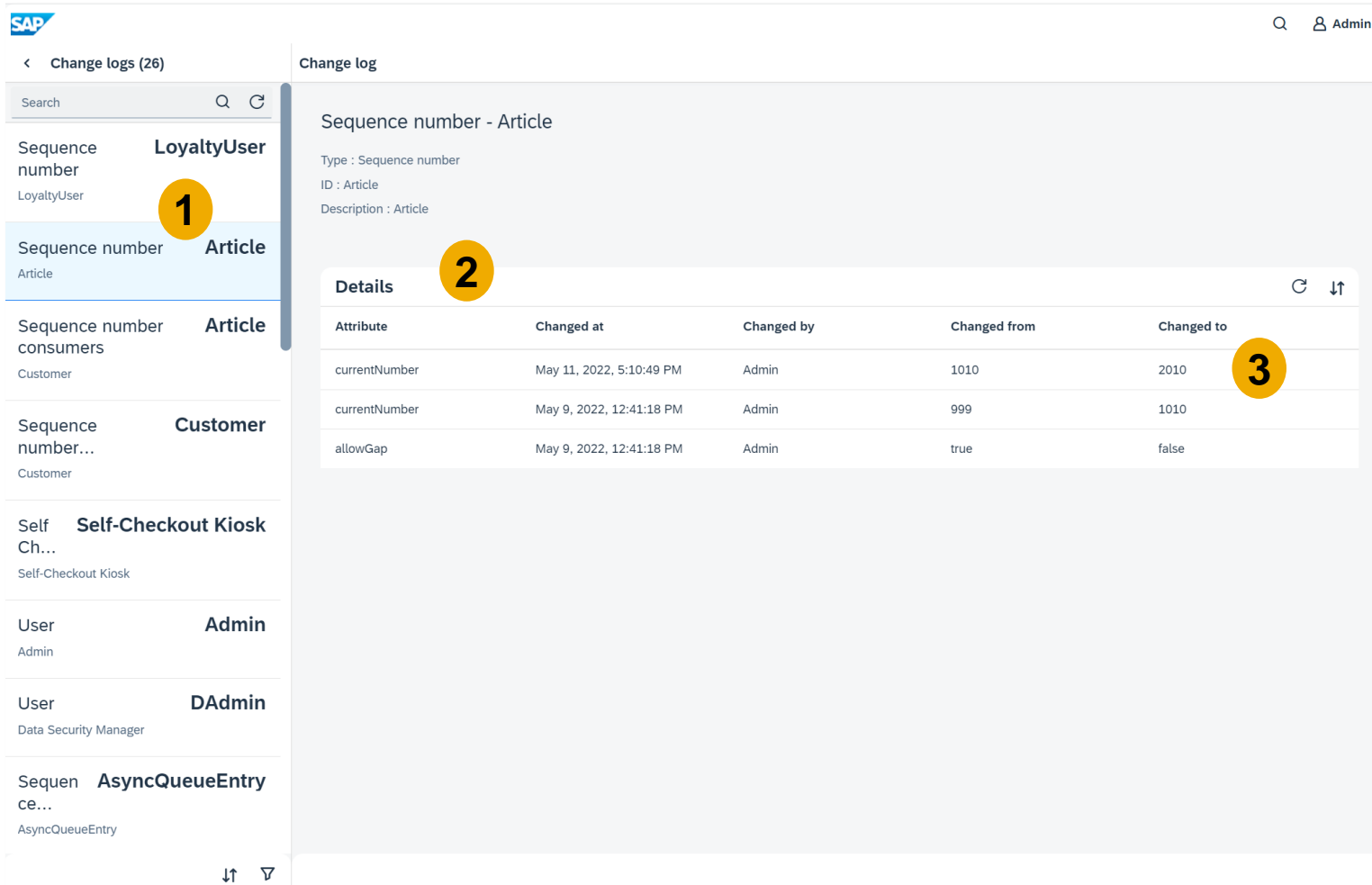
- Show change logs for sequence number consumers, sequence numbers, mobile payment, self-checkout
- New change log information for deletion of settings or entries

Benefits

- More transparency of critical alert and monitoring changes in the POS system and in SAP Customer Checkout manager

Critical Alert and Monitoring

New Change Log Entries for Sequence Numbers in SAP Customer Checkout Manager



The screenshot displays the SAP Change logs app interface. On the left, a list of change logs is shown, with the 'Sequence number - Article' entry selected and highlighted by a yellow circle with the number 1. The main area on the right shows the details of this entry, including the type 'Sequence number', ID 'Article', and description 'Article'. A yellow circle with the number 2 highlights the 'Details' tab. Below the tab, a table lists the changes made to the entry, with a yellow circle with the number 3 highlighting the 'Changed to' column.

Attribute	Changed at	Changed by	Changed from	Changed to
currentNumber	May 11, 2022, 5:10:49 PM	Admin	1010	2010
currentNumber	May 9, 2022, 12:41:18 PM	Admin	999	1010
allowGap	May 9, 2022, 12:41:18 PM	Admin	true	false

Feature

- In the **Change logs** app of SAP Customer Checkout manager, the logs were enhanced with **Sequence number** (1)
- If you make some changes in the **Sequence numbers** app, an entry is created and the details are shown in the tab (2)
- You can keep track of all changes and see the old and new entry (3)

Critical Alert and Monitoring

New Change Log Entries for Sequence Number Consumers in SAP Customer Checkout Manager

The screenshot displays the SAP Change Log interface. On the left, a sidebar lists various change log categories. The 'Sequence number consumers' category is highlighted with a yellow circle and the number '1'. The main area shows the details for 'Sequence number consumers - Article'. A yellow circle with the number '2' highlights the 'Details' tab, which contains a table of change log entries.

Change log

Sequence number consumers - Article

Type : Sequence number consumers
ID : Article
Description : Order

Details

Attribute	Changed at	Changed by	Changed from	Changed to
sequenceNumber	May 11, 2022, 4:57:10 PM	Admin	Article	Order
consumer	May 11, 2022, 4:57:10 PM	Admin	Article	Article
isDefault	May 11, 2022, 4:57:10 PM	Admin	true	true

Feature

- Furthermore, the logs were also enhanced with **Sequence number consumers** (1)
- If you make some changes in the **Sequence number consumers** app, an entry is created and the details are shown in the tab (2)

New Change Log Entries for Mobile Payment in SAP Customer Checkout Manager

Feature

- © 2022 SAP SE or an SAP affiliate company. All rights reserved. | PUBLIC

Critical Alert and Monitoring

New Change Log Entries for Self-Checkout in SAP Customer Checkout Manager

Change logs (29)

Search

Self-Checkout Kiosk Munich

Self-Checkout Kiosk Munich

User: Admin

Article: **0,5l Softdrink Zitronen**

0,5l Softdrink Zitronen

Article: **Chicken Breast pieces**

Chicken Breast pieces

Mobile payment: **Default**

Mobile Payment

Sequence number: **AsyncQueueEntry**

AsyncQueueEntry

Sequence number: **LoyaltyUser**

LoyaltyUser

Sequence number: **Article**

Article

Change log

Self Checkout configuration - Self-Checkout Kiosk Munich

Type : Self Checkout configuration

ID : Self-Checkout Kiosk Munich

Description : Self-Checkout Kiosk Munich

Details

Attribute	Changed at	Changed by	Changed from	Changed to
name	Jun 22, 2022, 10:32:34 AM	Admin	Self-Checkout Kiosk	Self-Checkout Kiosk Munich
operationsUrl	May 11, 2022, 4:45:37 PM	Admin	http://localhost	http://localhost.123
assortments	May 11, 2022, 4:45:26 PM	Admin	[]	[Restaurant Assortment]
orgStructureAssignments	May 11, 2022, 4:44:53 PM	Admin	[]	[Gastro]

Feature

- Furthermore, the logs were also enhanced with **Self Checkout** (1)
- If you make some changes in the **Self-Checkout configuration** app, an entry is created and the details are shown in the tab (2)

Critical Alert and Monitoring

New Change Log Entries for Article Price Changes in SAP Customer Checkout Manager

The screenshot displays the SAP Customer Checkout Manager interface. On the left, a sidebar lists various entities: Article, Mobile payment, User, Sequence number, and Sequence number consumers. The 'Article' entity is selected, and a list of articles is shown. The 'Chicken Breast pieces' article is highlighted with a yellow circle and the number 1. The main area shows the 'Change log' for this article, with details such as 'Type : Article', 'ID : Chicken Breast pieces', and 'Description : Chicken Breast pieces'. A table of change log entries is displayed, with the first entry highlighted by a yellow circle and the number 3. The entry shows a price change from 3,000,000 to 2. Below the change log, the 'Data privacy configuration' app is shown, with a list of destinations and roles. The 'Article' entry is highlighted with a yellow circle and the number 2.

Change logs (29)

Search

Article **0,5l Softdrink Zitronen**
0,5l Softdrink Zitronen

Article **Chicken Breast pieces**
Chicken Breast pieces

Mobile payment **Default**
Mobile Payment

User **Admin**
Admin

Sequence number **AsyncQueueEntry**
AsyncQueueEntry

Sequence number **LoyaltyUser**
LoyaltyUser

Sequence number **Article**
Article

Sequence number consumers **Article**
Customer

Sequence number consumers **Customer**
Customer

↓↑

Change log

Article - Chicken Breast pieces

Type : Article
ID : Chicken Breast pieces
Description : Chicken Breast pieces

Details

Attribute	Changed at	Changed by	Changed from	Changed to
Article -> 1 - EA (grossPrice)	Jun 7, 2022, 4:38:19 PM	Admin	3,000,000	2

Data privacy configuration

SFTP destination	<input checked="" type="checkbox"/>	<input type="checkbox"/>
RFC destination	<input checked="" type="checkbox"/>	<input type="checkbox"/>
LDAP destination	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ticketing destination	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Role	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Configuration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communication arrangement	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mobile payment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sequence number	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sequence number consumers	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Self Checkout configuration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Article	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Add

Feature

- Furthermore, the logs were also enhanced with **Articles** (1)
- By default, the logs for article price changes are not active and need to be manually activated within the **Data privacy configuration** app (2)
- Choose “Add” and select “Article”
- If you make some changes in the prices for articles, an entry is also created and the details are shown in the **Change Logs** app (3)

Critical Alert and Monitoring

New Change Log Information Shown for Deletion of Settings and Entries

The image displays three overlapping screenshots of the SAP Change logs application, each showing a 'Deleted' entry in the 'Details' table. The entries are highlighted with orange boxes and numbered 1, 2, and 3.

- 1. Communication system - SAP Customer Checkout manager Test**
Type: Communication system
ID: SAP Customer Checkout manager Test
Description: SAP Customer Checkout manager
Deleted at: Jun 22, 2022, 10:48:53 AM
Changed by: Admin
- 2. Loyalty configuration - LP Summer**
Type: Loyalty configuration
ID: LP Summer
Description: Loyalty Programm Summer
Deleted at: Jun 22, 2022, 11:11:48 AM
Changed by: Admin
- 3. HTTP destination - CCOmanager Test**
Type: HTTP destination
ID: CCOmanager Test
Description: CCOmanager Test
Deleted at: Jun 22, 2022, 10:48:49 AM
Changed by: Admin

Feature

- There is another enhancement available in the **Change logs** app when you delete configuration settings or entries in SAP Customer Checkout manager
- In the **Change logs** app, an entry is shown with the attribute **Deleted** (1) for the according configuration setting, e.g. Communication system (2)
- The deletion log information is shown for further apps, e.g. Loyalty configuration (2), HTTP destination (3), Data privacy configuration, Agreement, Loyalty tiers, Table Order configuration, SFTP destination, Sequence number, and many more

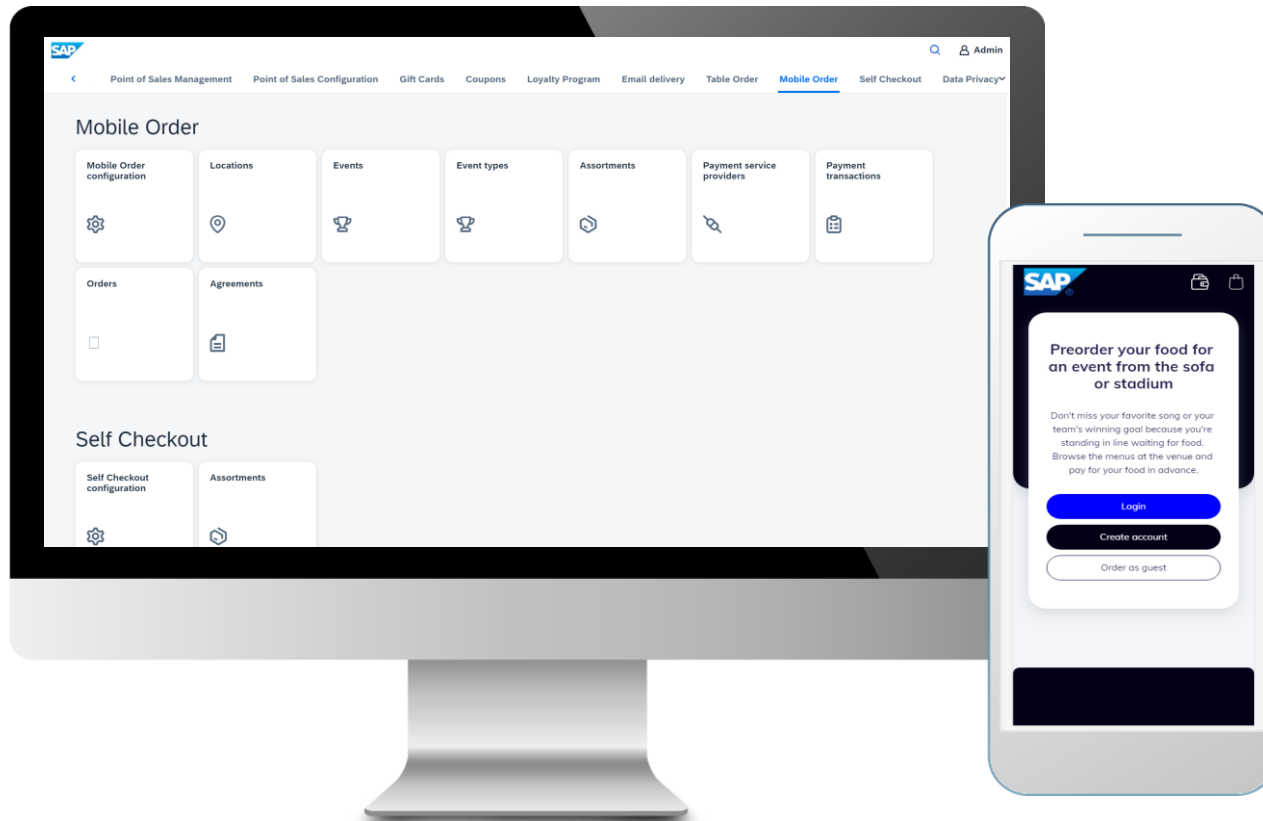
Mobile Order



Mobile Order

SAP Customer Checkout provides Mobile Order functionality which enables customers to place and pay orders online.

With version 2.0 FP14, the existing functionalities were enhanced, and new features are available.



Features:

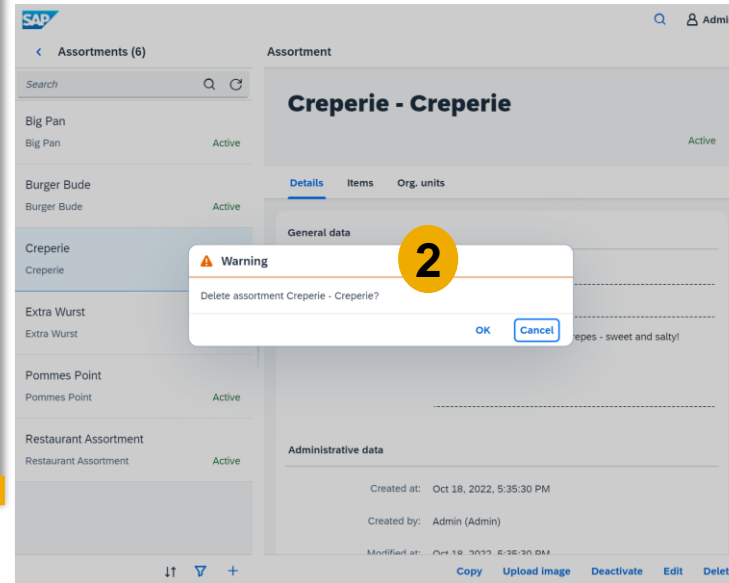
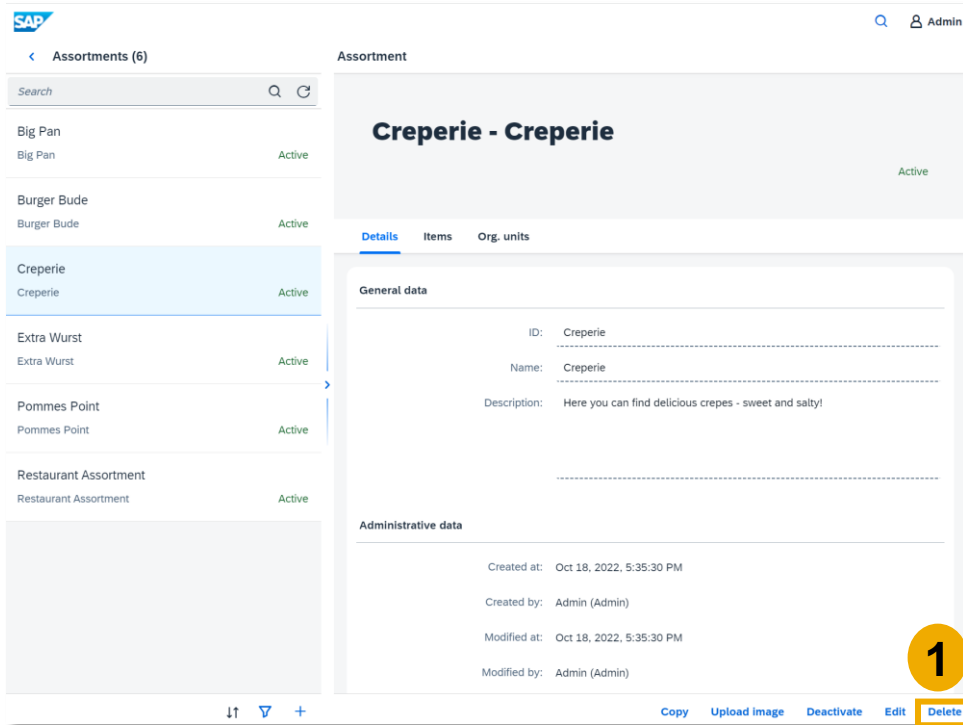
- Allow scanning of pickup IDs in SALES screen
- Possibility to delete assortments
- Add restrictions to assortments when articles are out of stock
- New button to retrigger print jobs for Delivery
- New email template for Mobile Order receipt confirmation for delivery to distinguish between pickup and delivery Mobile Orders
- New encryption options for communication systems with SMTP destination
- New setting available to notify end-users when event is over to order items

Benefits

- React quickly when articles are out of stock in different locations
- Optimized usability for cashiers when scanning Mobile Orders
- Extended functionality to delete unused assortments and keep the system up-to-date
- Customized email patterns depending on whether Mobile Orders were picked up or delivered

Mobile Order

Assortments – New Delete Function Available for Assortments



Feature

- In the **Assortments** app, it is now possible to delete existing assortments
- Choose the respective assortment, and choose “**Delete**” (1)
- Confirm the deletion with “**OK**” (2)
- Please be aware that an assortment cannot be deleted, when the assortment
 - is assigned to a Self Checkout configuration
 - is assigned to a Table Order configuration
 - was already used to order items

Mobile Order

Allow Scanning of Pickup IDs in Sales Screen

The image illustrates the configuration and usage of the Mobile Order feature in the SAP POS system. It consists of four numbered screenshots:

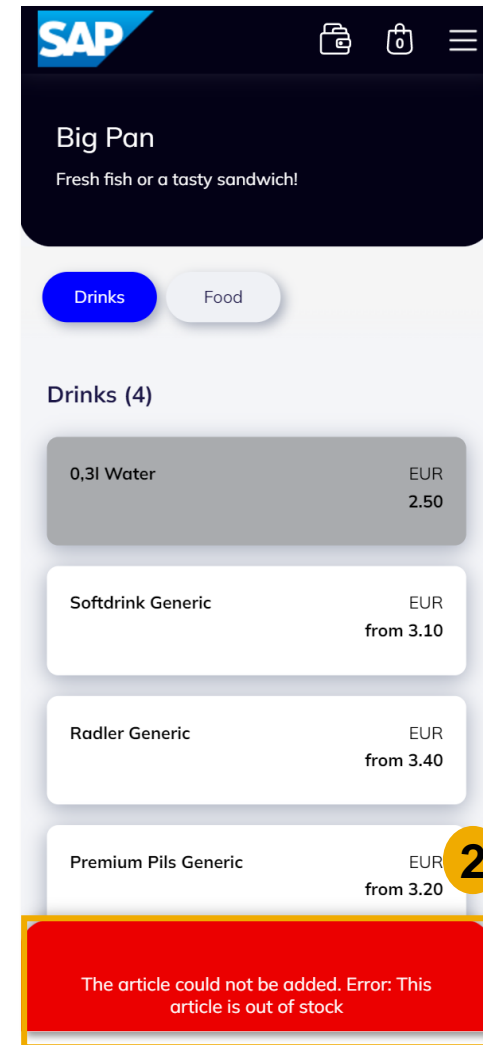
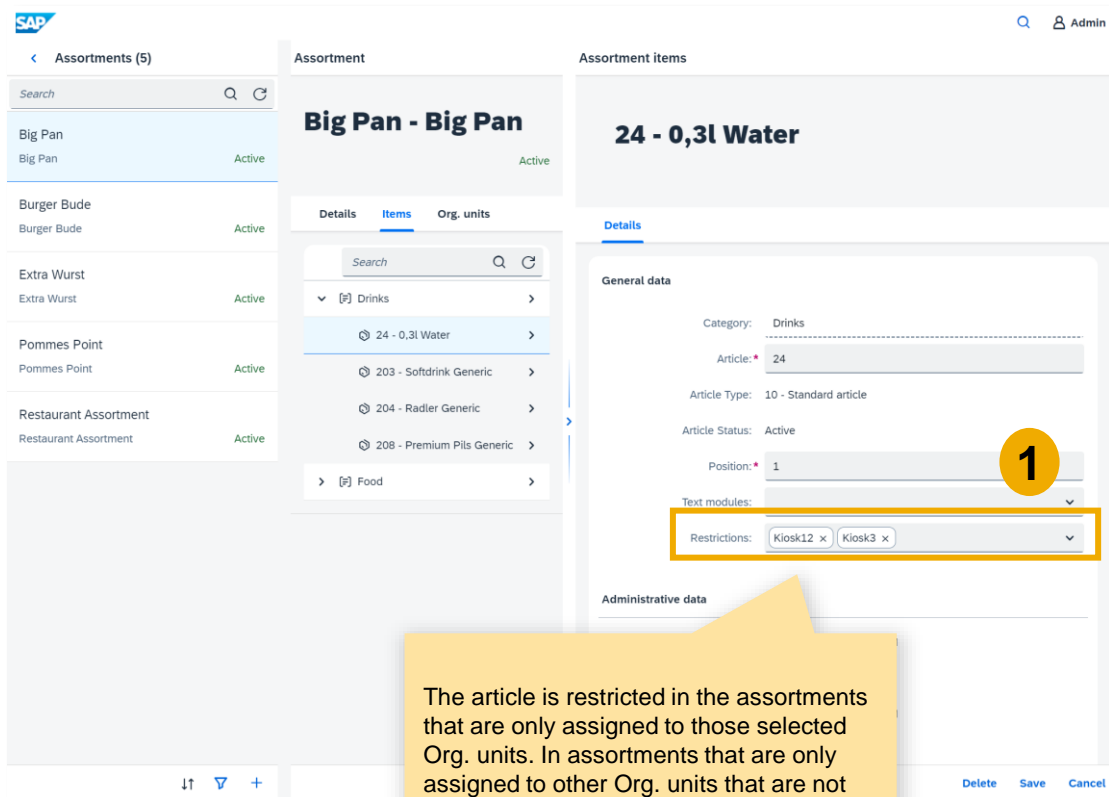
- Configuration Screen:** The 'MOBILE ORDER' sub-tab is selected under the 'POS system' tab. The setting 'Allow Scanning of Pickup IDs in the Sales Screen' is highlighted with a yellow box and a red circle with the number 1.
- Mobile Order Screen:** A mobile order is displayed with a QR code and the delivery code '9mbxe'. A red circle with the number 2 is next to the code.
- Sales Screen:** The 'Sales Screen' is shown with the 'Mobile Order pickup' button highlighted. A red circle with the number 3 is next to the button.
- Pickup Order Screen:** The 'PICK UP ORDER' screen shows the order details, including the status 'Paid', pickup ID '9mbxe', and receipt ID 'default100001049'. A red circle with the number 4 is next to the status field.

Feature

- In the *Configuration* screen at the POS system, there is a new setting available within the **POS system** tab and the **Mobile Order** sub-tab: **Allow Scanning of Pickup IDs in the "Sales Screen"** (1)
- When you activate this setting, cashiers and users of SAP Customer Checkout, can directly scan the pickup or delivery ID of a Mobile Order (2) in the Sales screen (3)
- This setting enables you to access the Mobile Order details (4) faster without selecting the Mobile Order Pickup pushbutton

Mobile Order

Assortments - New Restrictions Field Available



Feature

- In the **Assortments** app in SAP Customer Checkout manager, there is a new field available, when you select an article within the assortment: **Restrictions** (1)
- With this option you can add a restriction, when the article is out of stock for an Org. unit; this prevents end-users of ordering an item where there is no stock available anymore
- You can select the article in the assortment, and select the Org. unit where you want to have the restriction
- When the end-user selects the item in this location in the Mobile Order UI, a message is shown that the article is out of stock (2)

Mobile Order CONFIGURATION - New Print Job Retrigger Field Available

The image displays three SAP screenshots illustrating the configuration and usage of the 'Retrigger print job' feature:

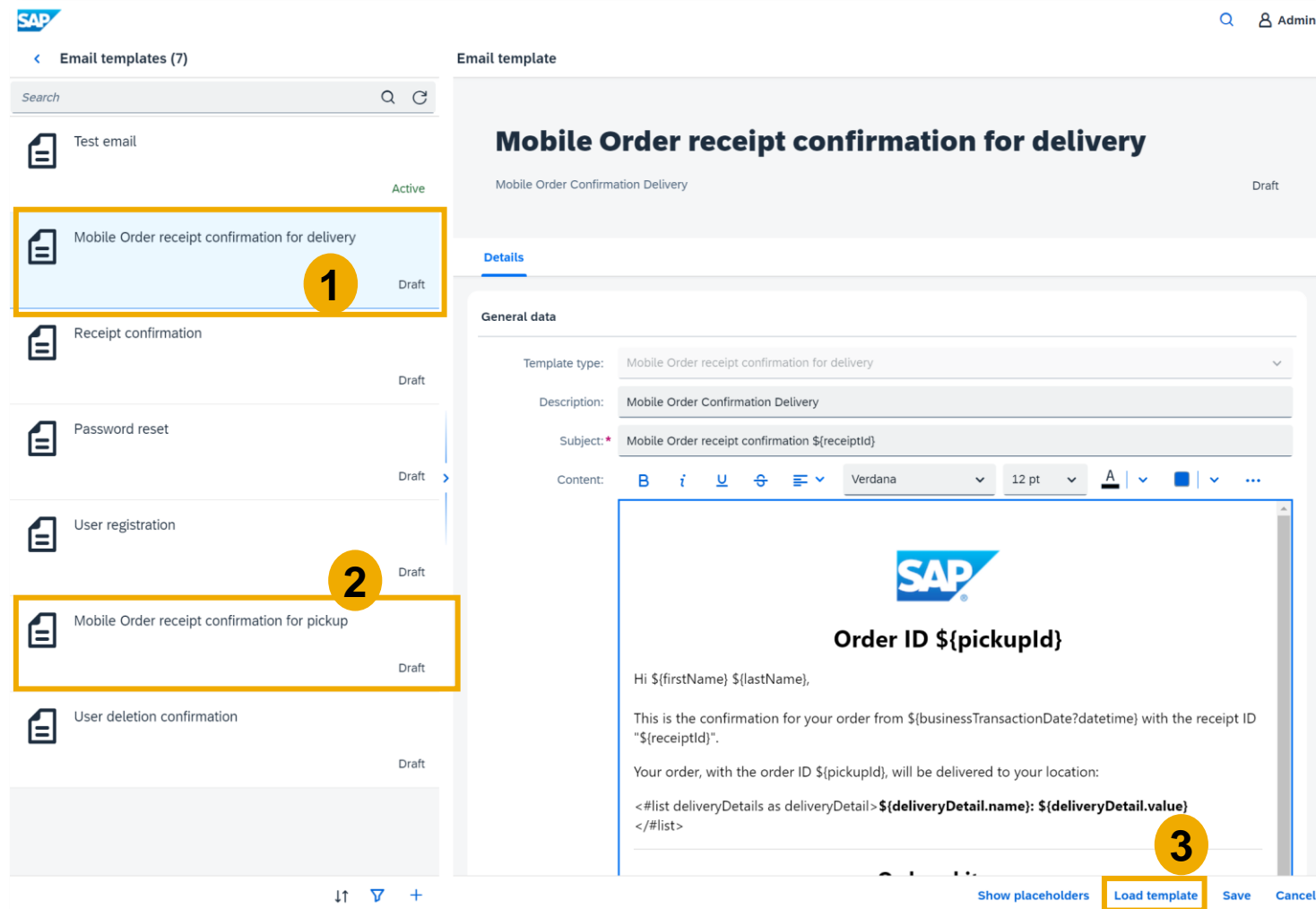
- Configuration Screen (Left):** Shows the 'MOBILE ORDER' sub-tab under the 'POS system' tab. The setting 'Show Button 'Retrigger print job' in Pickup UI' is highlighted with a yellow box and labeled with a yellow circle '1'. It is currently set to 'ON'.
- MOBILE ORDER OVERVIEW (Top Right):** Shows a list of delivery orders. The first row is highlighted with a yellow box and labeled with a yellow circle '2'. The columns include Date, Type, Status, Pickup ID, Customer, Location, and Delivery Details.
- PICK UP ORDER (Bottom):** Shows the pickup order details for a specific order. The 'Retrigger print job' button is highlighted with a yellow box and labeled with a yellow circle '5'. Other buttons like 'In preparation', 'In delivery', and 'Order delivered' are also visible.
- MOBILE ORDER OVERVIEW (Bottom Right):** Shows the 'Retrigger print job' button highlighted with a yellow box and labeled with a yellow circle '3'. Below it, a confirmation message 'Order print successfully triggered' is shown with a yellow circle '4'.

Feature

- In the *Configuration* screen of SAP Customer Checkout, within the **POS system** tab and the **Mobile Order** sub-tab, there is a new setting available: **Show Button 'Retrigger print job' in Pickup UI** (1)
- When you activate this flag, you can retrigger a print job at the according POS system for Mobile Orders of type Delivery
- In the **SALES** screen, choose the Mobile Order Pickup UI button, and select the according Delivery order (2)
- Select the new **Retrigger print job** button (3) (4)
- You can also open the details of the Delivery order, and select the button there (5)
- The printout is always triggered in the POS system where it should originally be printed, when you select this button
- This option is only active for orders which have not been delivered yet

Mobile Order

Email Templates - New Email Template Available

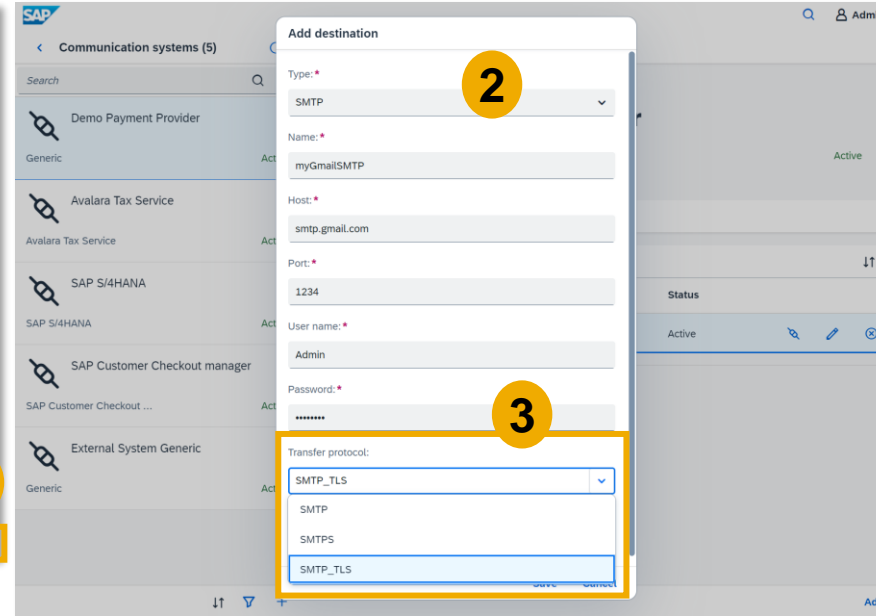
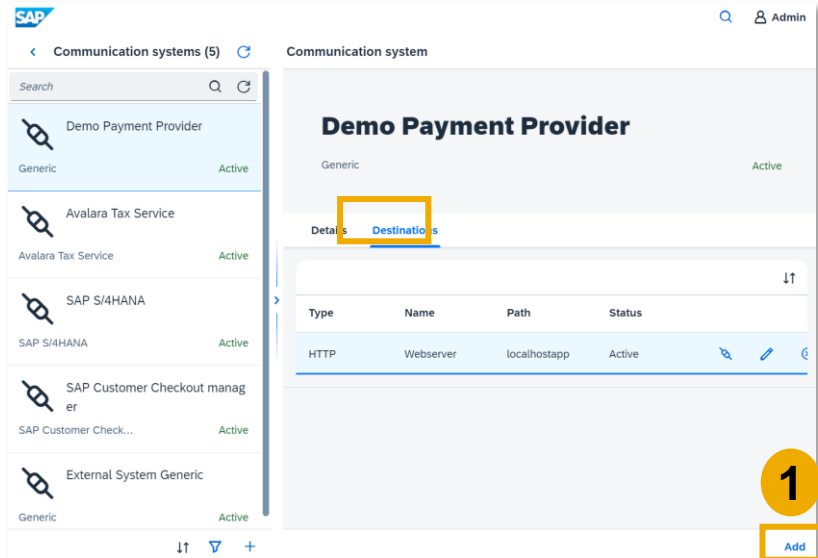


Feature

- In the **Email templates** app in SAP Customer Checkout manager, there is a new email template available: ***Mobile Order receipt confirmation for delivery*** (1)
- This new email pattern enables you to send different emails depending on whether the Mobile Order is for Pick-up or Delivery
- In previous versions, only one email pattern was available without distinguishing between Pick-up or Delivery
- The email pattern used in previous versions was also renamed to ***Mobile Order receipt confirmation for pickup*** (2)
- You can also choose ***Load template***, and the according template is shown for the email (3)

Mobile Order

Communication Systems - New Encryption Protocols for SMTP Destinations Available

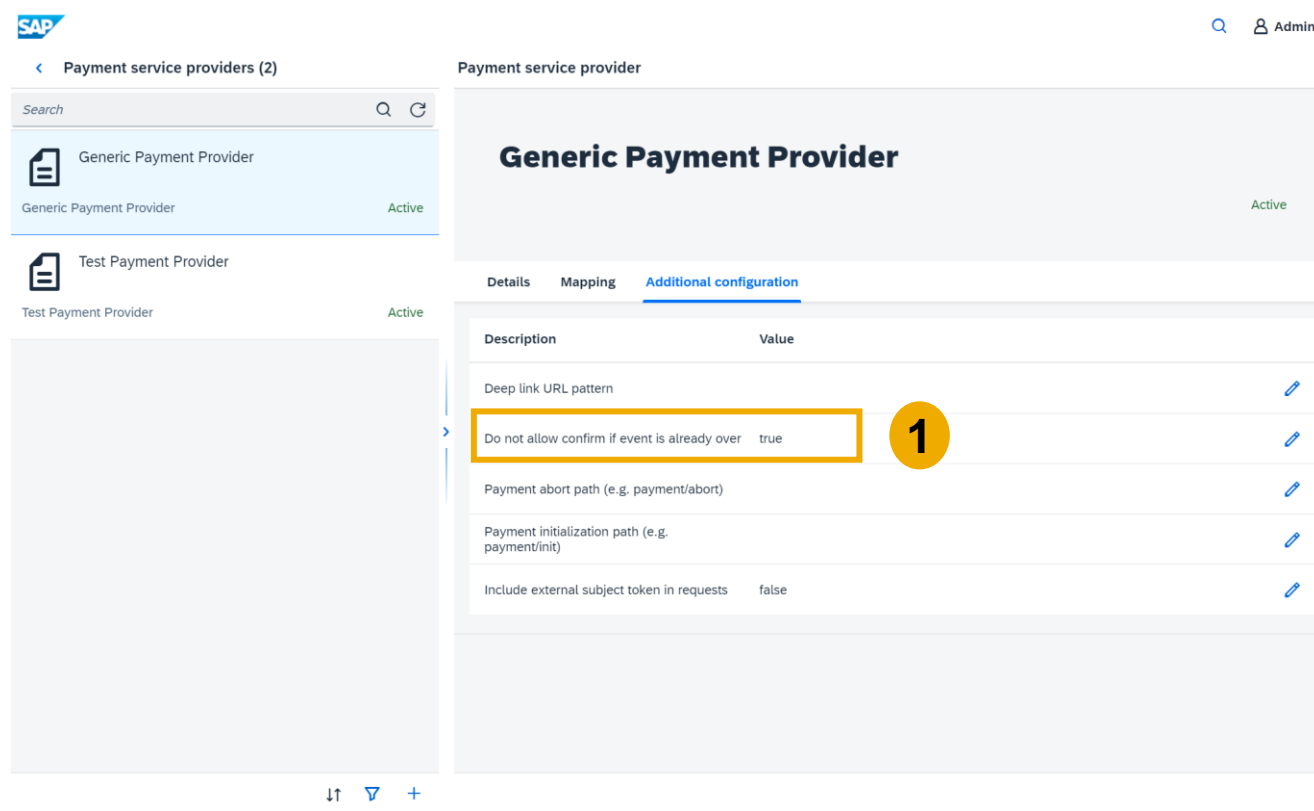


Feature

- In the **Communication systems** app in SAP Customer Checkout manager, there is a new encryption option available for SMTP destinations
- Navigate to the according communication system, and in the **Destinations** sub-tab, add a new destination of type SMTP (1) (2)
- You can now choose between the different transfer protocols: **SMTP**, **SMTPS**, **SMTP_TLS** (3)
- In previous versions, it was only possible to choose between using SSL, or non-SSL, or between encryption and non-encryption

Mobile Order

Payment Service Providers – New Configuration Setting Available



Feature

- In the **Payment service providers** app, there is a new option available for the type *Generic Payment Provider* within the **Additional configuration** tab: ***Do not allow confirm if event is already over*** (1)
- Use-Case: It might happen, that an end-user starts an order when an event is ongoing, and continues to the payment process, and stays there longer while in the mean-time the event is over
- If this option is set to true, the end-user is still able to finish the order and payment for 5 minutes; after 5 minutes, an exception is shown to the end-user, and the order is rejected
- If this option is set to false, the end-user is still able to finish the order even when the event is

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 14.



Features:

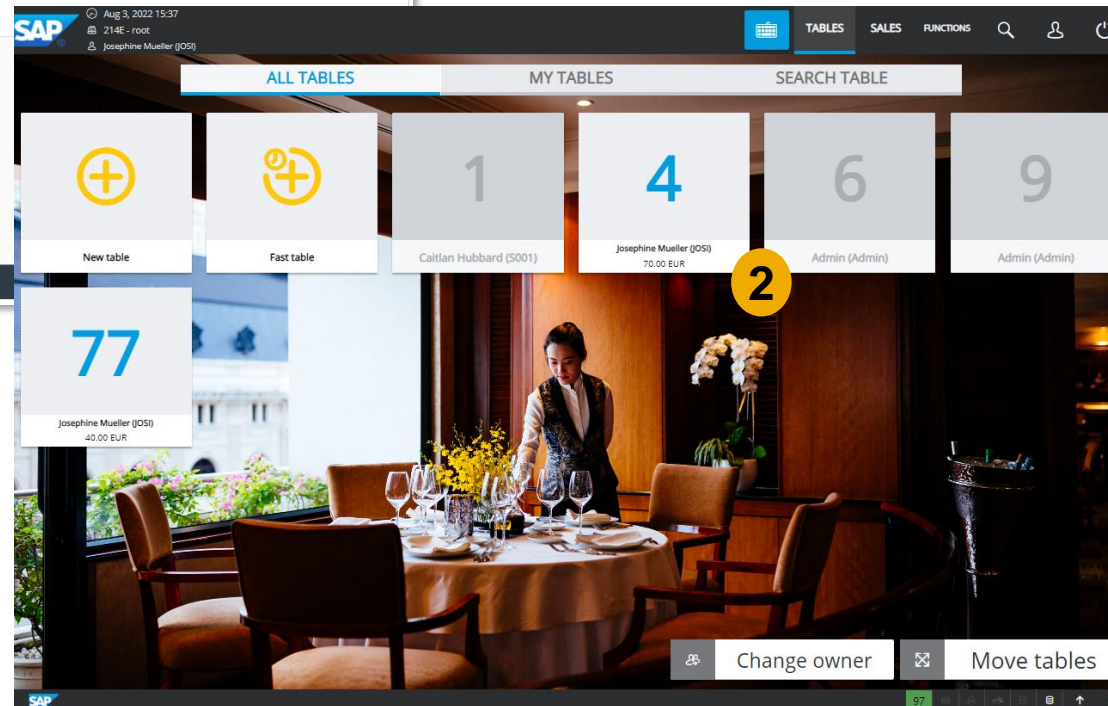
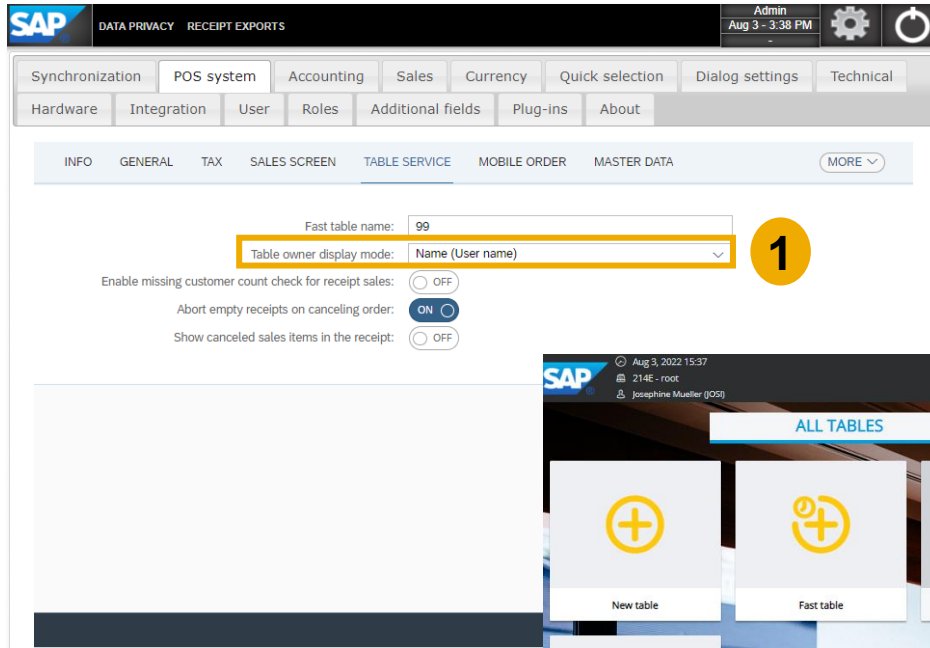
- Show name of cashier/ serving staff in table overview
- Show Name of serving staff when changing table owner
- New quick selection function button for course batch select
- New configuration setting to always show course column
- Possibility to sort table areas
- Copy receipt quick selection function button
- Change payment for receipts with tip amount
- New permission available to allow split/merge of tables
- New configuration setting to copy payment items when returning receipts
- Extended functionality to return receipt by ID in Table Service mode

Benefits

- Check easily which serving staff is responsible for each tables
- Improved behavior when coping receipts
- Optimized handling when searching and selecting table areas
- Optimized usability of course selection for items
- Improved behavior when changing payments where tip is included
- Better control who is authorized to split/ merge tables
- Optimized usability when returning receipts

Enhancements in Table Service

CONFIGURATION: Table Owner Display Mode

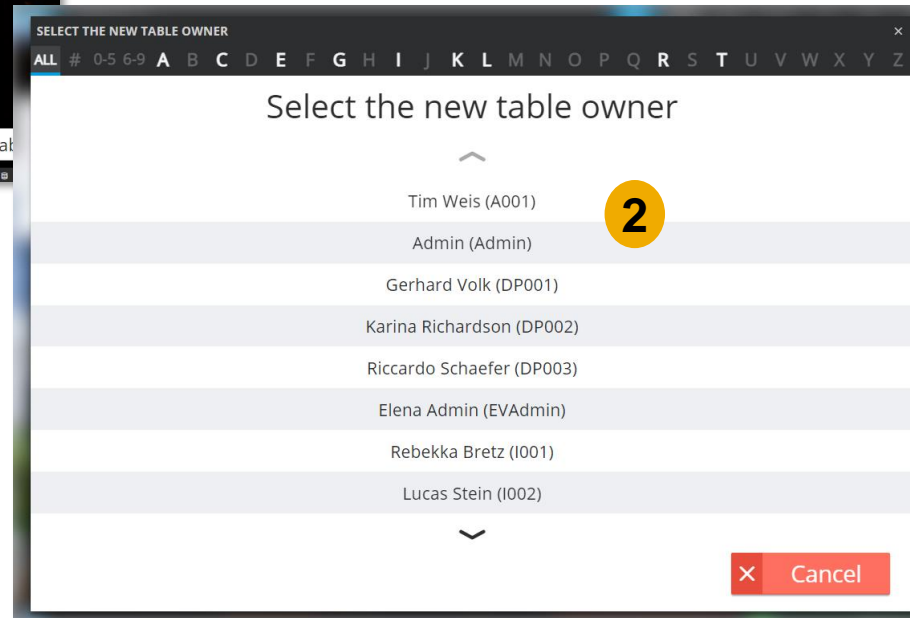
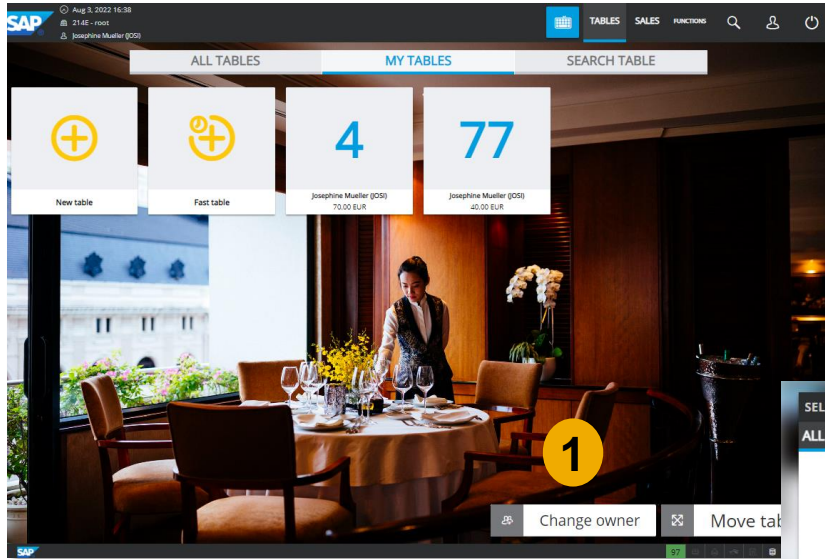


Feature

- In the *Configuration* screen of SAP Customer Checkout, within the **POS system** tab and the **Table Service** sub-tab, there is a new setting available: **Table owner display mode** (1)
- You can choose the table owner (e.g. by name or user name) that should be displayed in the Table overview
- You can choose between the following options:
 - User name**
 - Name**
 - Name (User name)**
- Depending on the configured setting, the Name (User name) of the serving staff/ cashier is displayed in the Table Overview (2)
- This feature can be helpful for restaurant owners to better check which serving staff is responsible for each table

Enhancements in Table Service

SALES: Show Name of Serving Staff When Changing Table Owner

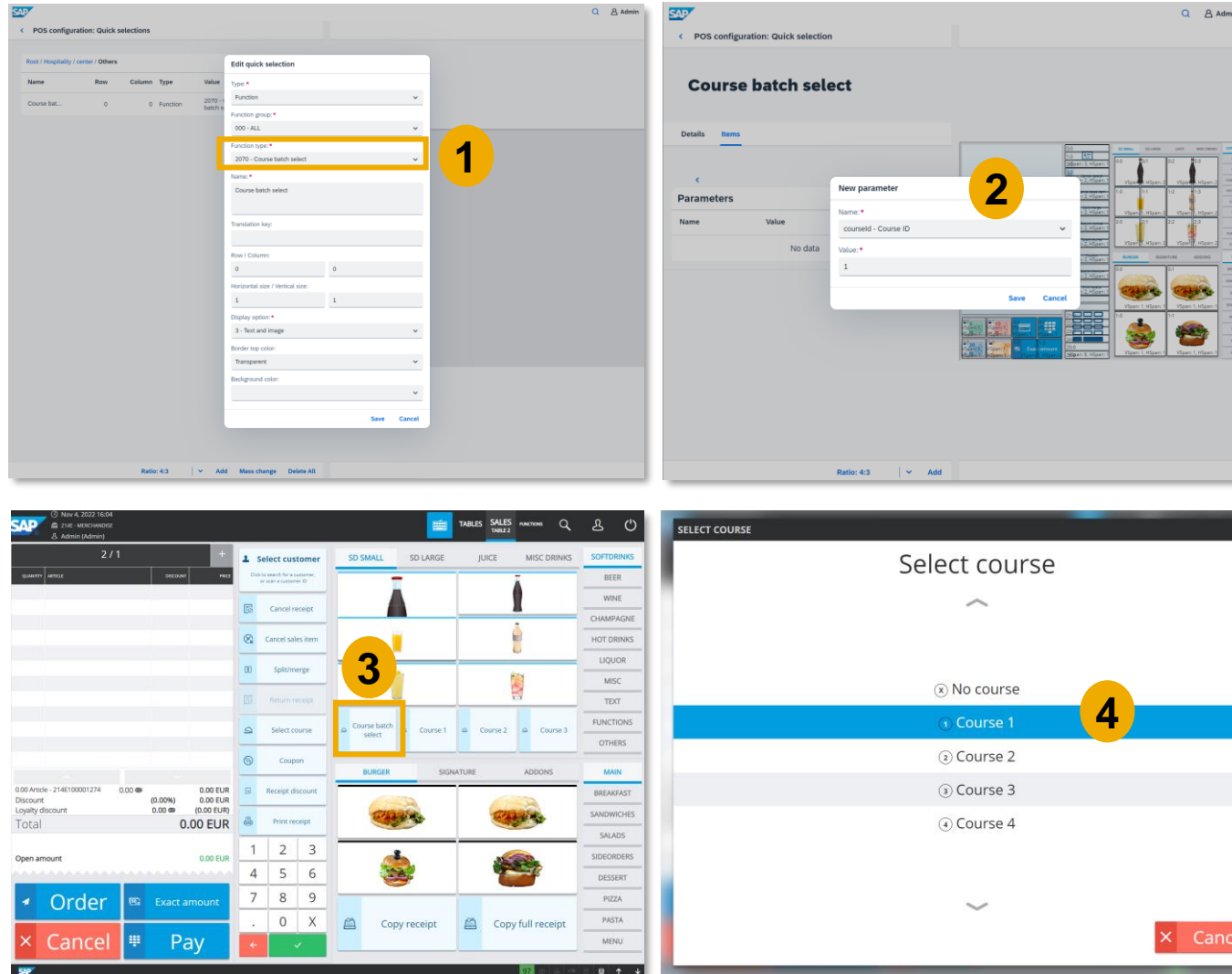


Feature

- In Table Service mode, you have the possibility to change the table owner (1)
- When you choose “Change owner”, and select the table, you can see the list of table owners to whom you want to assign the table (2)
- With version 2.0 FP14, you can now see the Name (user name) of the serving staff
- Depending on the configured setting in the Configuration screen (see [previous slide](#)), the name of the serving staff/ cashier is shown in the list

Enhancements in Table Service

Quick Selections: New Quick Selection Function Button for Course Batch Select (1/2)

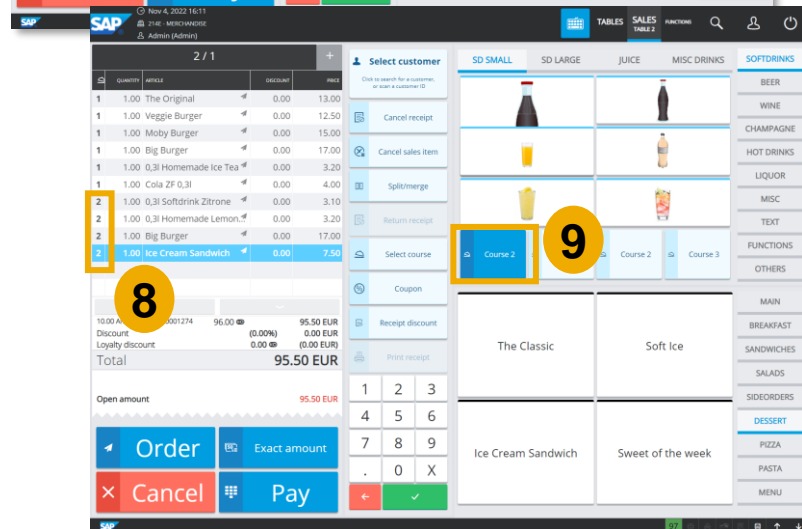
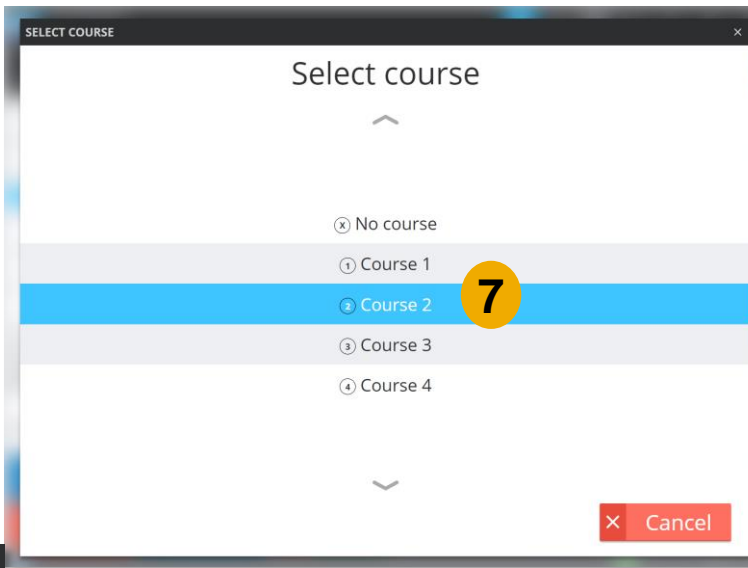
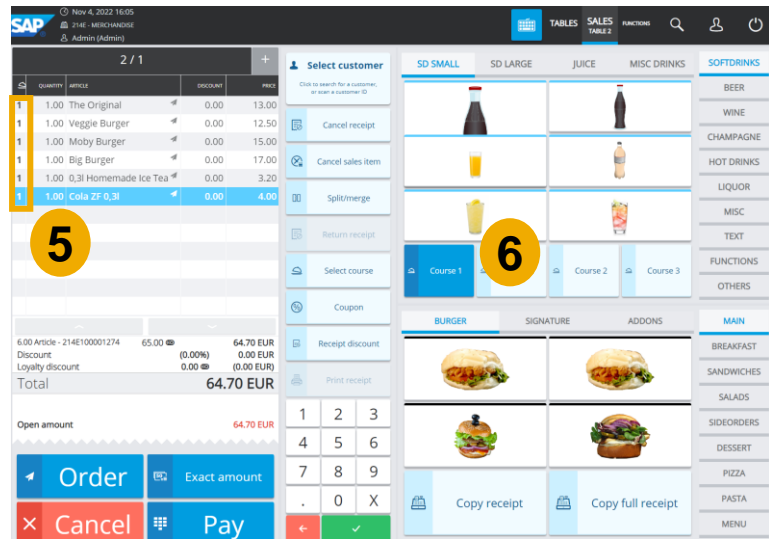


Feature

- In the **Quick selections** app, there is a new quick selection function button available: **Course batch select** (1)
- This function enables you to assign a course for items which are added afterwards to the order; you do not have to select a course for each single item individually
- You can also add a parameter to this quick selection function button (2)
- In the POS system, open a new table, and choose the **Course batch select** button (3)
- Select the course for which you want to add the items, e.g. course 1 (4)

Enhancements in Table Service

Quick Selections: New Quick Selection Function Button for Course Batch Select (2/2)



Feature

- You can now add items to the order; All items which you add are automatically assigned to course 1 (5)
- If you want to add items to another course, choose again the button (6), and select the according course (7)
- You can add further items to the order, and they are assigned to the according course, e.g. course 2 (8)
- The quick selection button is always highlighting the according course number (9)
- When you have a parameter added to the quick selection button, the course ID is automatically assigned as configured in SAP Customer Checkout manager

Enhancements in Table Service

CONFIGURATION: Always Show Course Column

The image displays three screenshots illustrating the configuration and usage of the 'Always show course column' feature in SAP Table Service.

1. Configuration: The 'TABLE SERVICE' configuration screen shows the 'Always show course column' option set to 'ON' (indicated by a yellow circle and the number 1).

2. POS Screen: The 'SALES' screen shows the 'TABLE SERVICE' sub-tab. The 'Always show course column' option is highlighted with a yellow circle and the number 2.

3. POS Screen: The 'SALES' screen shows the 'TABLE SERVICE' sub-tab. The 'Always show course column' option is highlighted with a yellow circle and the number 3.

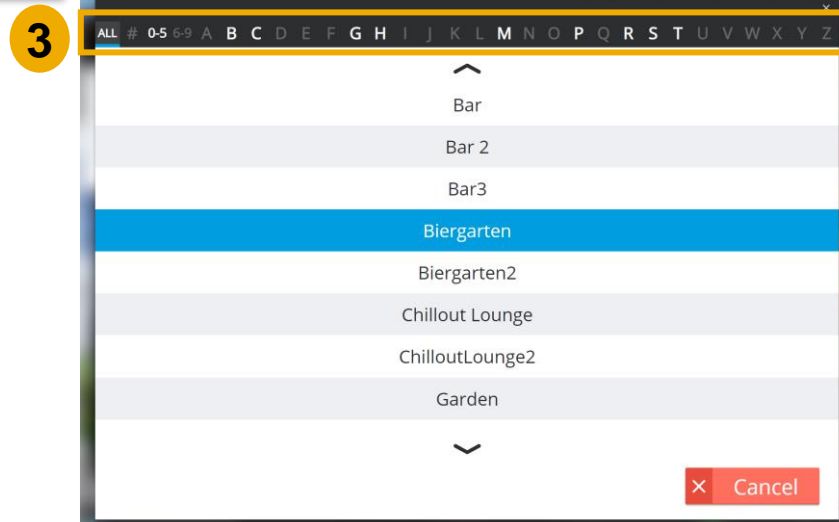
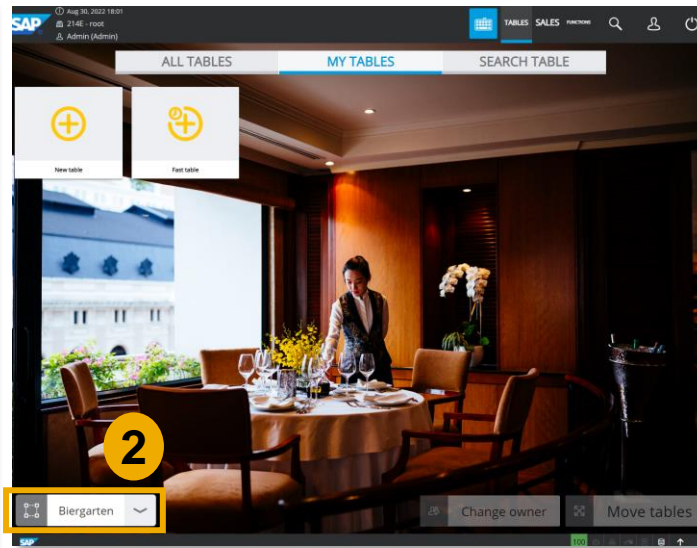
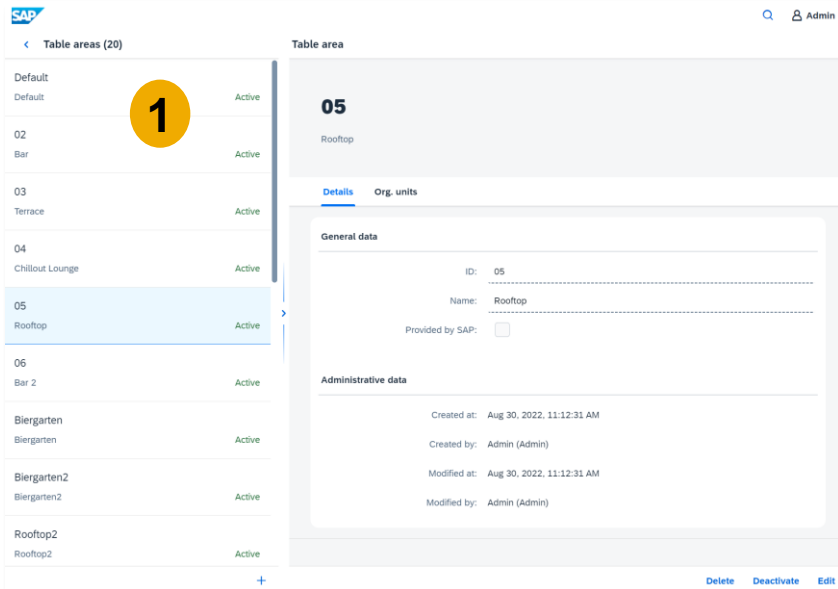
4. Select course pop-up: A 'Select course' pop-up is shown, allowing the user to select a course for the specific item (indicated by a yellow circle and the number 4).

Feature

- In the *Configuration* screen of SAP Customer Checkout, within the **POS system** tab and the **Table Service** sub-tab, there is a new setting available: **Always show course column** (1)
- When this option is activated, the course column in the Sales screen is always shown, even if you haven't chosen any course yet
- Furthermore, you can add items into the receipt, and click the column on one item (3) to get the **"Select course"** pop-up and choose the course for the specific item (4)

Enhancements in Table Service

SALES: Sort Table Areas

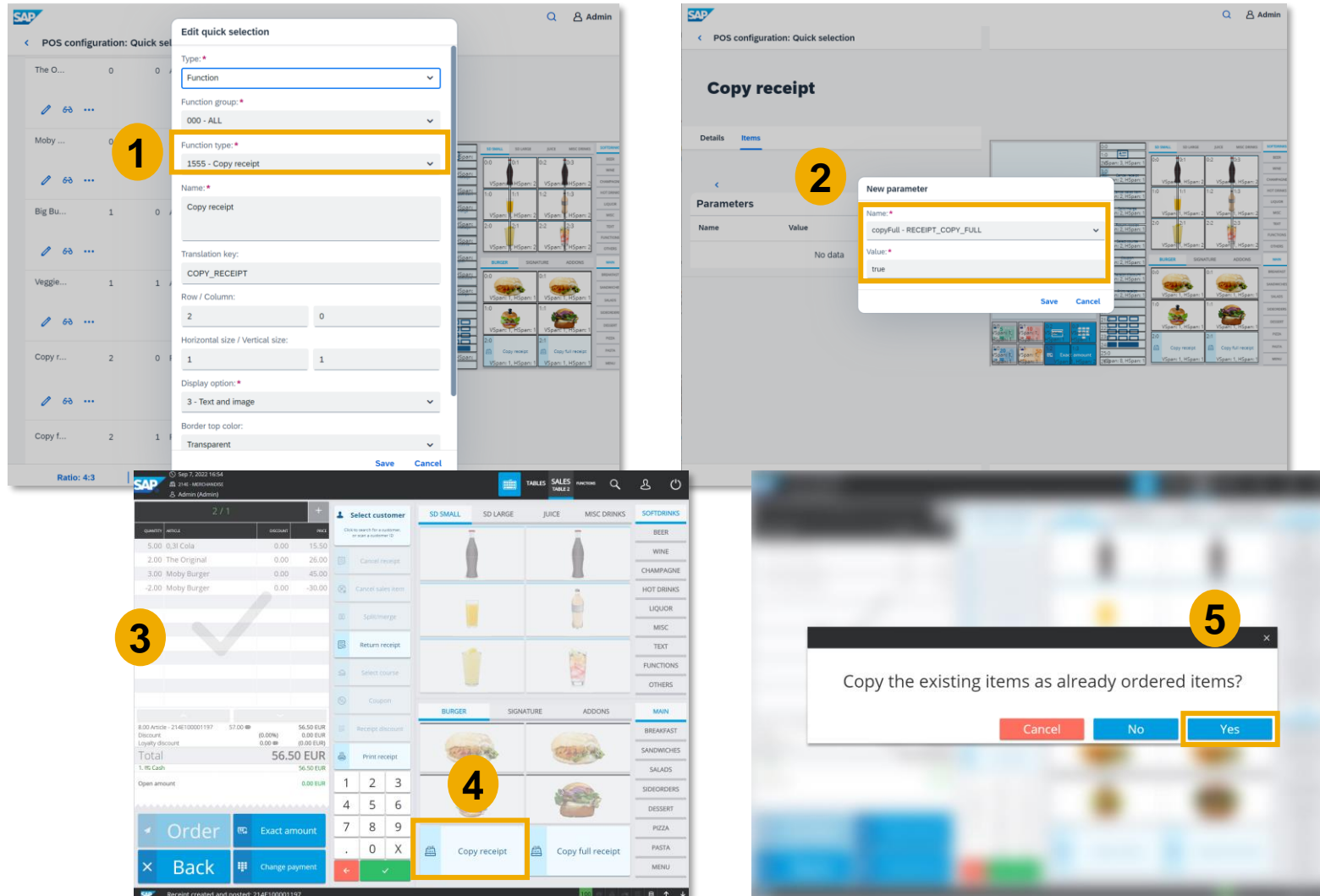


Feature

- In SAP Customer Checkout manager, you can create various table areas for your business (1)
- In the SALES screen in SAP Customer Checkout, you can choose the according table area (2)
- With version 2.0 FP14, the table areas are sorted, and you can easily find and select the table area needed (3)

Enhancements in Table Service

Quick Selections: New Quick Selection Function Button to Copy Receipt (1/2)

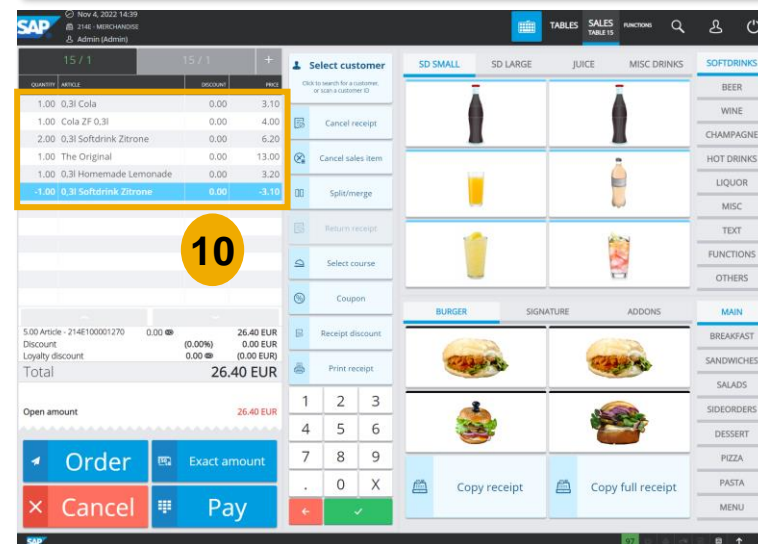
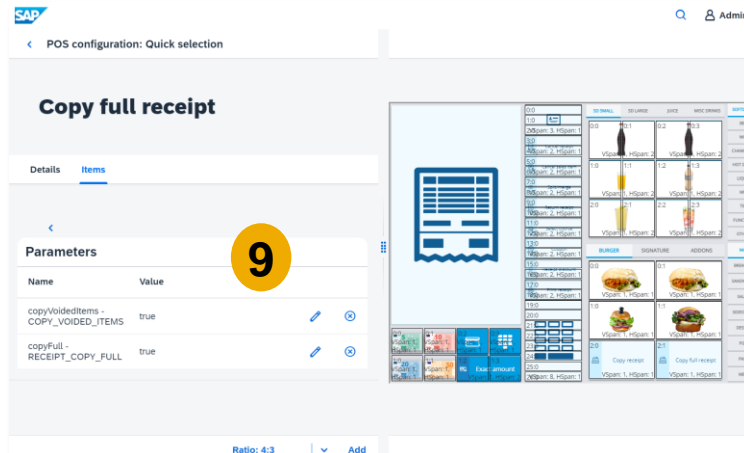
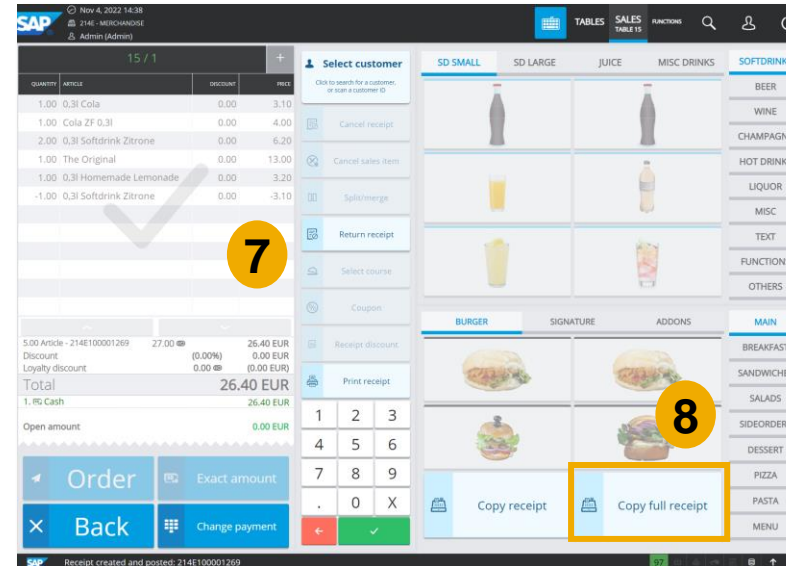
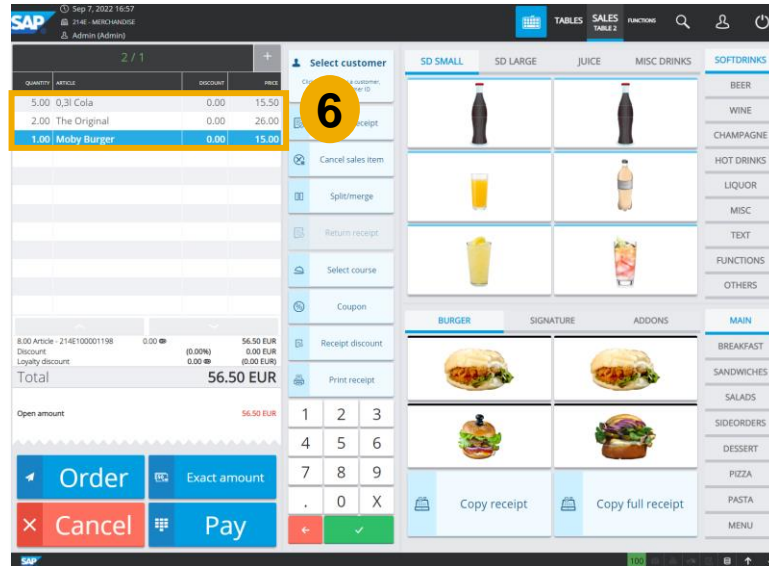


Feature

- In the **Quick selections** app, there is a new quick selection function button available: **Copy receipt** (1)
- You can also add a parameter to this quick selection function button (2)
- There are different possibilities to use this quick selection button depending on the parameters you have set
- The following parameters can be added:
 - Receipt copy into current receipt
 - Receipt copy in status ordered
 - Receipt copy full
 - Copy voided items
- Example 1: In SAP Customer Checkout, you can add some items into the receipt, and post the receipt (3)
- When you select the quick selection button **Copy receipt** (4), a pop-up is shown where you can select if the existing items should be copied as already ordered (5)

Enhancements in Table Service

Quick Selections: New Quick Selection Function Button to Copy Receipt (2/2)

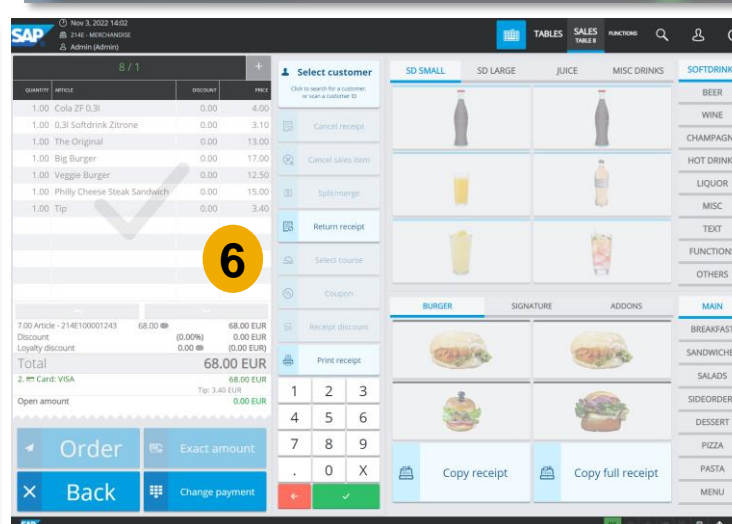
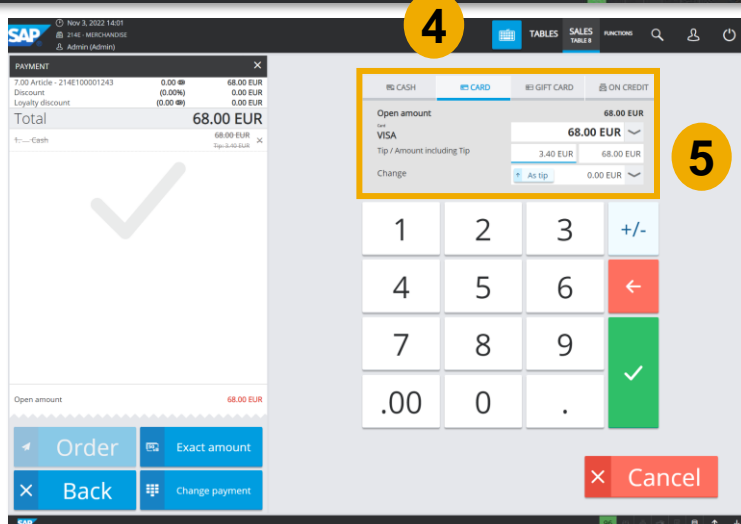
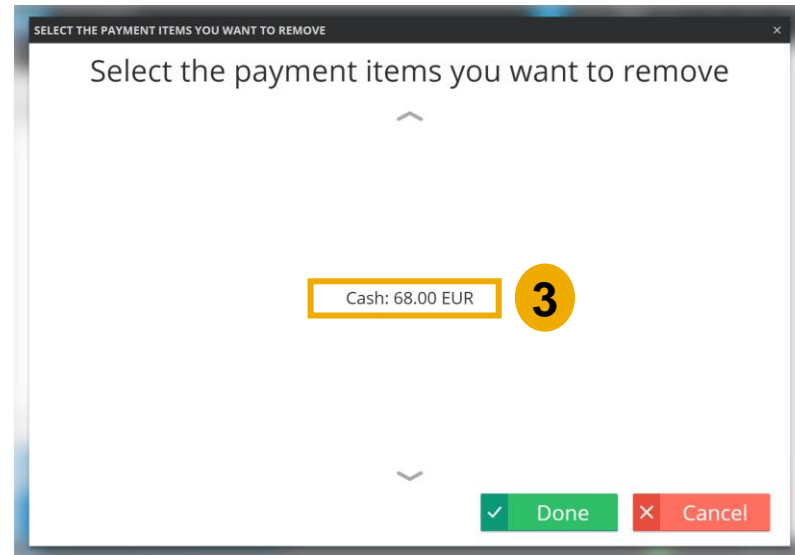
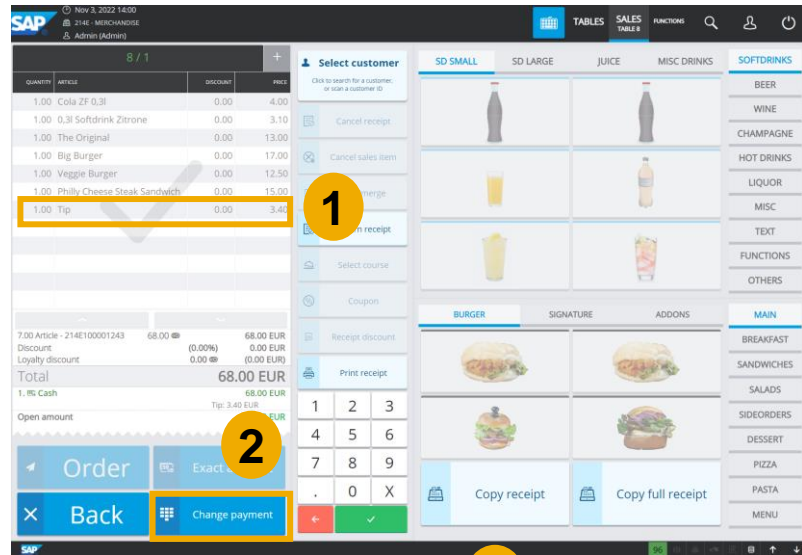


Feature

- When you confirm, the items are copied to the receipt, and also shown as ordered (6); you can proceed and pay the receipt
- Example 2: Another option is to add some items into the receipt, cancel some positions, and post the receipt (7)
- When you select the quick selection button **Copy full receipt** (8) where the parameters “Copy voided items”, and “Receipt copy full” are added (9), the same receipt is copied with all voided articles (10)
- You can proceed and pay the receipt, or add further items
- Please be aware that there are some limitations for this function when the receipt contains coupons, gift cards, or discounts!**

Enhancements in Table Service

SALES: Change Payment for Receipts with Tip Amount



Feature

- With version 2.0 FP14, it is now possible to change the payment for receipts which included a tip amount
- In earlier versions of SAP Customer Checkout, there was a restriction when you had a tip amount in the receipt, and wanted to change the payment method
- When you post a receipt which includes a tip (1), you can choose Change payment (2)
- You can select the payment items (3), and select the new payment method, e.g. card (4)
- Enter the exact tip amount (5), and proceed with posting the receipt (6)
- Please be aware that you have to enter the exact tip amount as used before!**

Enhancements in Table Service

Users/ Roles: Permission to Allow Split/Merge of Tables

The image is a collage of four screenshots from the SAP system, illustrating the 'Allow split/merge of tables' permission.

- 1** Screenshot of the **Users** app (Users (214)) showing the **Permissions** tab for user **SAP01**. The permission **Allow split/merge of tables** is highlighted with a yellow box.
- 2** Screenshot of the POS system interface showing the **Select course** menu. The **Split/merge** button is highlighted with a yellow box.
- 3** Screenshot of the POS system interface showing the **Split receipt** button at the bottom of the screen.
- 4** Screenshot of a **Credentials required** dialog box. The message states: "You are not allowed to split/merge a table". The dialog includes fields for **User name** and **Password**, and a numeric keypad for authentication.

Feature

- In the **Permissions** tab within the **Users** and **Roles** app, there is a new permission available: **Allow split/merge of tables** (1)
- This permission allows users to split/merge tables in SAP Customer Checkout
- When the user has this permission, he/she can split and merge tables in the POS system (2) (3)
- If the user doesn't have this permission, an authorized user needs to log-in to proceed (4)

Enhancements in Table Service

CONFIGURATION: Permission to Allow Split/Merge of Tables

The image shows two SAP screenshots. The left screenshot is the 'Configuration' screen for the 'POS system' tab, with the 'User' sub-tab selected. A yellow box highlights the setting 'Enable 'copy payment items' during return by default:' which is set to 'ON'. A yellow circle with the number '1' is next to it. The right screenshot is the 'Selected Receipt' screen for receipt 214E100001274. A yellow box highlights the 'Copy payment items' checkbox, which is checked. A yellow circle with the number '2' is next to it. The receipt details show a total of 95.50 EUR.

QUANTITY	ARTICLE	PRICE
1.00	The Original	13.00
1.00	Veggie Burger	12.50
1.00	Moby Burger	15.00
1.00	Big Burger	17.00
1.00	0,3l Homemade Ice Tea	3.20
1.00	Cola ZF 0,3l	4.00
1.00	0,3l Softdrink Zitronen	3.10
1.00	0,3l Homemade Lemonade	3.20
1.00	Big Burger	17.00
1.00	Ice Cream Sandwich	7.50

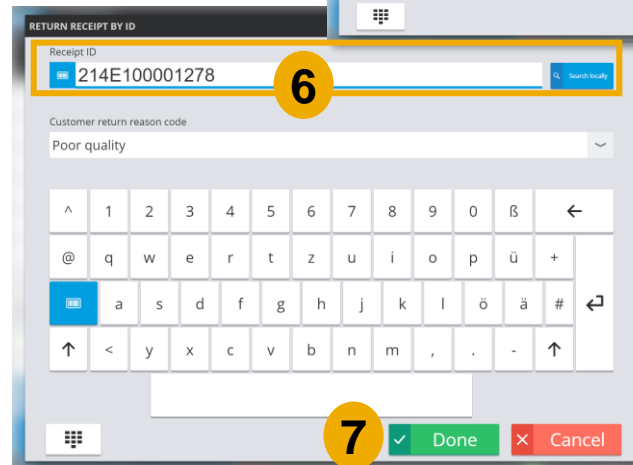
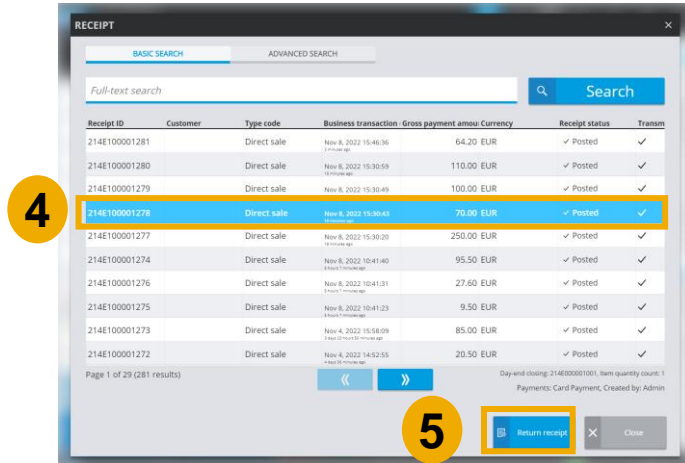
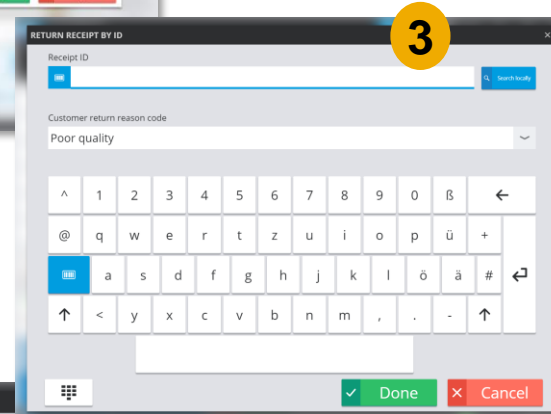
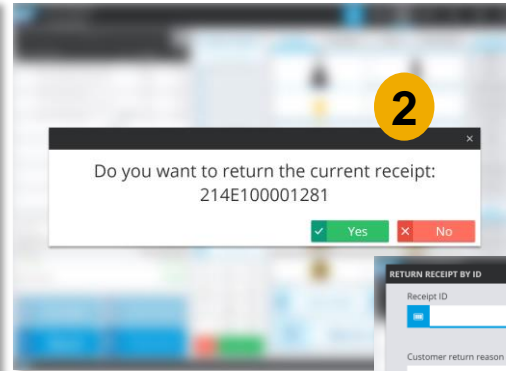
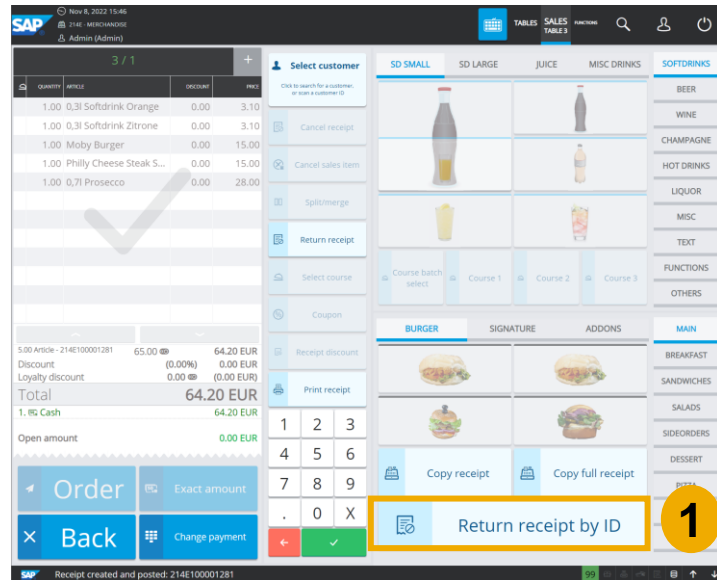
10.00 Article - 214E100001274		95.50 EUR
Discount	(0.00%)	0.00 EUR
Total		95.50 EUR
1. Card: American Express		95.50 EUR

Feature

- In the *Configuration* screen of SAP Customer Checkout, within the **POS system** tab, there is a new setting available: **Enable 'copy payment items' during return by default** (1)
- This option enables you to configure if the 'copy payment items' flag in the SALES screen is activated by default when returning receipts in the POS system
- When this flag is enabled, the copy payment items option is always activated when returning receipts (2)
- In previous versions, this flag was always activated by default and not configurable; you had to manually deactivate this option

Enhancements in Table Service

SALES: Return Receipt by ID



Feature

- In the SALES screen, you have the possibility to **Return receipt by ID** in Table Service mode (1)
- When you have posted a receipt, and choose this button you have either the option to return the current receipt (2), or to **Search locally** for another receipt which you want to return (3)
- You can search within the POS system, and select the according receipt (4), and choose **Return receipt** (5)
- The receipt ID is automatically added (6), and you can confirm to proceed and return the receipt (7)
- In previous versions, you needed to enter the receipt ID manually, and it was not possible to search locally in Table Service mode

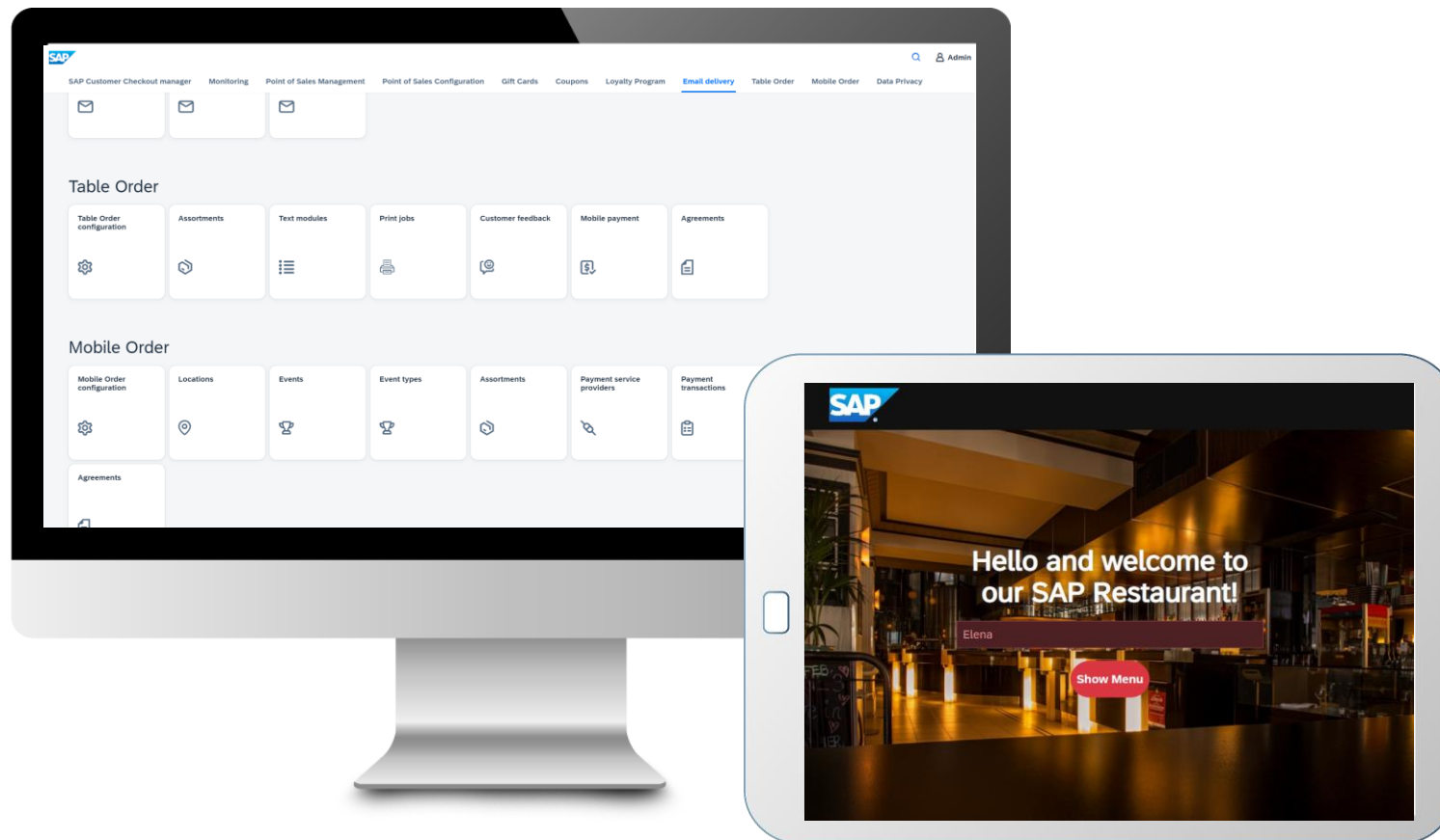
Table Order



Table Order

SAP Customer Checkout provides a Table Order functionality allowing customers to place orders on their own (e.g. in restaurants, or cafés).

With version 2.0 FP14, the existing functionalities were enhanced, and new features are available.



Features:

- Enable tip for mobile payments in Table Service
- Customers can enter tip amount on their own for mobile payments in Table Service

Benefits

- Flexibility for end-users to enter tip amounts when paying with their mobile phone in Table Order

Table Order

Mobile Payment – Entering Tips for Mobile Payments (1/2)

SAP

< Mobile payment

General Payment service providers

General data

Enable mobile payment: ☒

Language: English

Locale: en - English

Base address: Use current url

Description: Mobile Payment

Features

Enable send receipt by email: ☒

Enable download receipt: ☒

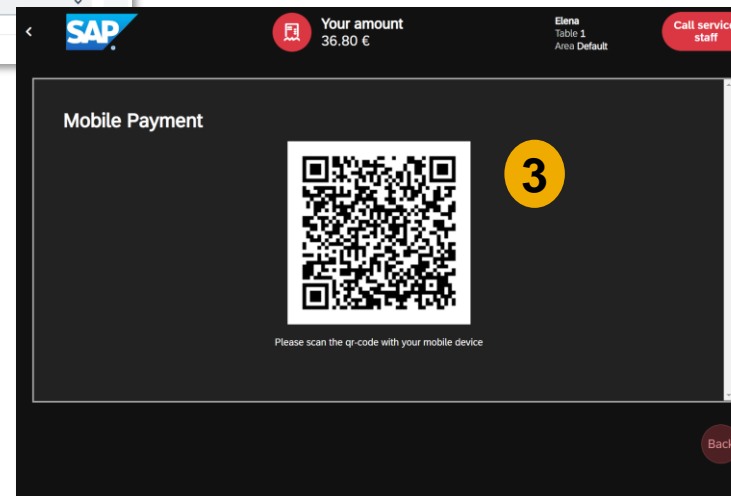
Receipt print template: 80 mm

Enable tip: ☒

Tip values (in percent): 5 x 10 x 15 x 20 x

Tip article ID: TIP

Country/Region: DE - Germany

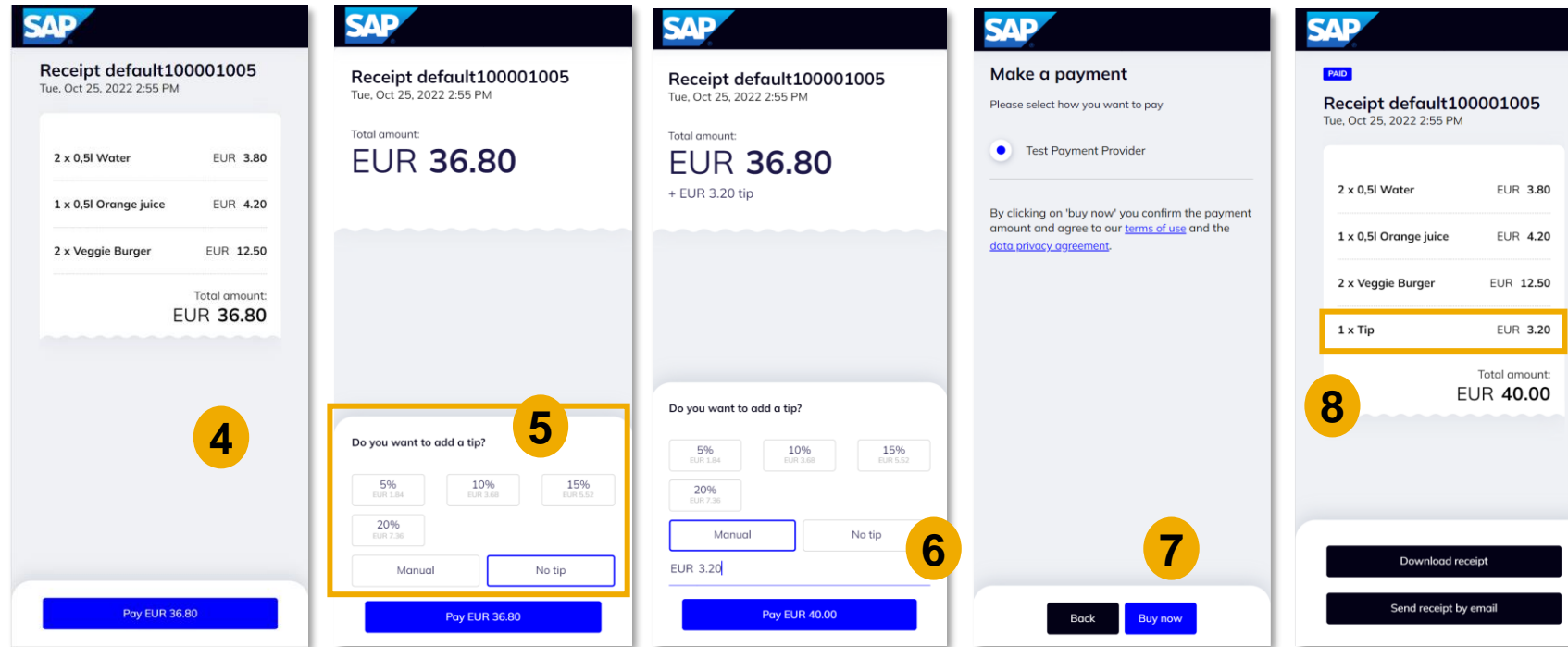


Feature

- In the **Mobile payment** app in SAP Customer Checkout manager, there is a new option available: **Enable tip** (1)
- When you activate this option, customers can give tip amounts for the serving staff when paying in Table Order with their mobile phone
- You can enter **tip values in percent**, and add the **Tip article ID** from the article in SAP Customer Checkout manager
- In Table Order, customers can order items as usual, choose Mobile Payment, and scan the QR-code shown in the Table Order UI (3)

Table Order

Mobile Payment – Entering Tips for Mobile Payments (2/2)



Feature

- After scanning the QR-code shown in the Table Order UI, the total receipt amount is shown (4)
- In the next step, the end-user can choose to add a tip (5)
- They can choose pre-selected tip amounts, or enter manually a tip amount (6)
- After selecting a tip amount, end-users can proceed with the payment confirmation (7)
- After the payment is confirmed, the receipt can be viewed including the tip amount (8)

Integration



SAP Customer Checkout Manager

Communications Arrangements – New Configuration Setting Available (1/3)

The screenshot displays the SAP Customer Checkout Manager interface. On the left, a sidebar lists communication arrangements: SAP Customer Checkout manager (Active), SAP S/4HANA (Active), Avalara Tax Service (Active), and External System Generic (Active). The main area shows the 'Outbound service' configuration for 'Receipt'. The 'Configuration' tab is selected, and the 'Posting configuration' section is visible. A yellow box highlights the 'Forward receipt immediately' checkbox, which is checked, and a yellow circle with the number 1 is next to it. Below this, a 'Receipt ID: 214E100001000' is displayed with a value of 70.00 EUR. The 'Dispatch states' tab is selected, showing a table with the following data:

Name	Modified at	Status
SAP Customer Checkout manager	Jul 20, 2022, 11:36:11 AM	Success

A yellow circle with the number 2 is next to the 'Success' status. At the bottom right, there is a button labeled 'Dispatch all failed postings'.

Feature

- In SAP Customer Checkout manager, you can maintain communication systems, and communication arrangements in order to integrate with external systems such as SAP S/4HANA, or other SAP Customer Checkout managers
- Within the **Communication arrangements** app, you can activate the **Outbound services**, and configure e.g. that receipts or loyalty records which arrive in SAP Customer Checkout manager, are dispatched to the external systems
- Once you activate the Outbound service, the receipt or loyalty records are immediately forwarded to the external system
- With version 2.0 FP14, there is a new setting available within the Configuration tab of Receipt and Loyalty records: **Forward receipt immediately** (1)
- When this flag is activated, the receipt is immediately forwarded to the external system after reaching the SAP Customer Checkout manager (2)

SAP Customer Checkout Manager

Communications Arrangements – New Configuration Setting Available (2/3)

The first screenshot shows the 'Receipt' configuration page. The 'Posting configuration' section has a checkbox labeled 'Forward receipt immediately:' which is highlighted by a yellow box and labeled with a red circle containing the number 3.

The second screenshot shows the 'Receipt' details page. The 'Dispatch states' tab is selected, displaying a table with columns 'Name', 'Modified at', and 'Status'. The table is currently empty, showing 'No data', and is labeled with a red circle containing the number 4.

The third screenshot shows the 'New job' configuration page. The 'Job' dropdown menu is set to 'Receipt: Repost' and is labeled with a red circle containing the number 5.

Feature

- When you deactivate this flag (3), the receipt is not immediately forwarded to the external system after reaching the SAP Customer Checkout manager (4)
- In this case you need to create new job via the **Jobs** app so that unposted receipts are forwarded to the external system (5)
- This new configuration setting can be especially useful in catering businesses, e.g. for restaurants, where it often happens that payment methods change after you proceeded with payment in the POS system; some external systems might not be able to handle such receipt changes and duplicates
- In this case you can deactivate this option, and delay the immediate receipt or loyalty record forwarding to the external system

SAP Customer Checkout Manager

Communications Arrangements – New Configuration Setting Available (3/3)

The image displays three screenshots of the SAP Customer Checkout Manager interface, illustrating the configuration of communication arrangements. The top-left screenshot shows a list of communication arrangements with a search bar and a list of services including SAP Customer Checkout manager, SAP S/4HANA, Avalara Tax Service, and External System Generic. The top-right screenshot shows the details of a communication arrangement for SAP S/4HANA, with a list of services including WPUBON, WPUFIB, Financial transaction (SOAP), and Sales transaction (SOAP). The bottom screenshot shows the details of a communication arrangement for External System Generic, with a list of services including Loyalty record and Receipt. Yellow circles with numbers 6 through 13 highlight specific configuration settings across the three screenshots.

6: Loyalty record (Inactive)

7: Receipt (Active)

8: WPUBON (Inactive)

9: WPUFIB (Inactive)

10: Financial transaction (SOAP) (Inactive)

11: Sales transaction (SOAP) (Inactive)

12: Loyalty record (Inactive)

13: Receipt (Inactive)

Feature

- This configuration setting is available for the following Outbound services:
 - Loyalty record (6), and Receipt (7)** (communication system SAP Customer Checkout manager)
 - WPUBON (8), WPUFIB (9), Financial and Sales transaction (SOAP) (10) (11)** (communication system SAP S/4HANA)
 - Loyalty record (12), and Receipt (13)** (communication system Generic)

Benefits

- Avoid receipt duplicates and problems on external systems
- Flexibility to decide whether receipts and loyalty records should be forwarded immediately to external systems, or not

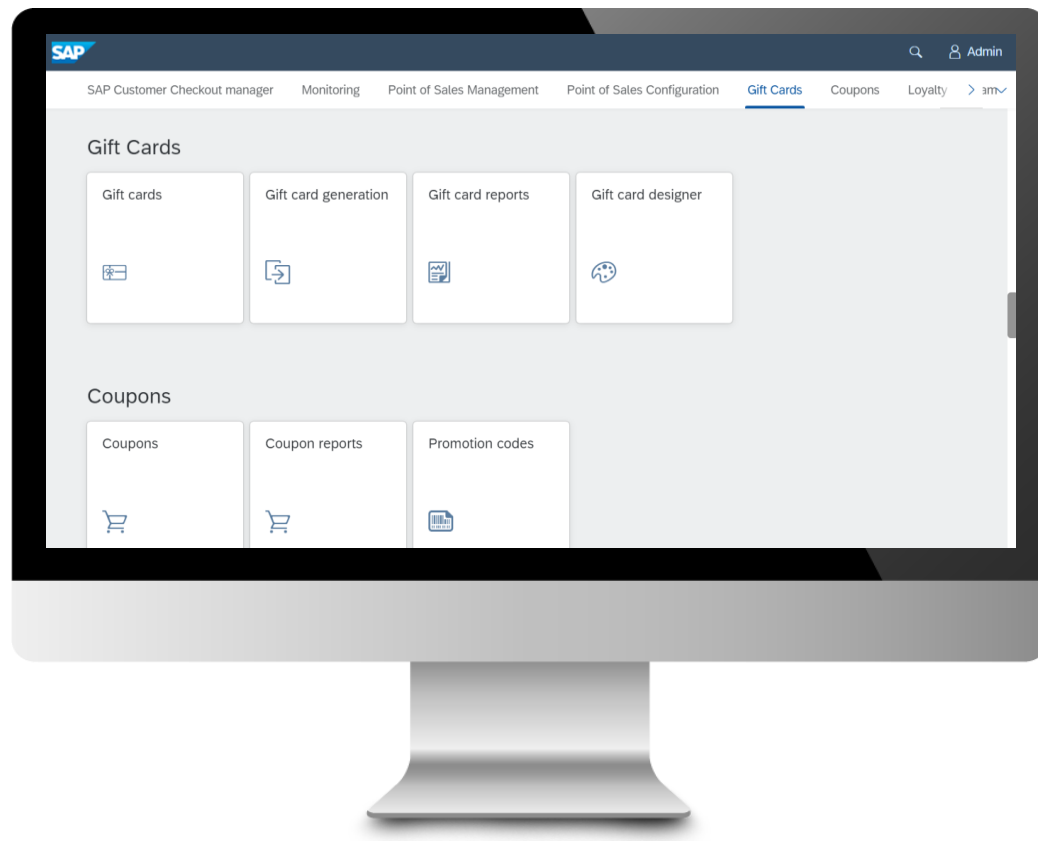
Gift Cards



Gift Cards

SAP Customer Checkout manager provides you with central gift card functionality.

With version 2.0 Feature Pack 14, there are further features available for gift cards



Features:

- New job available to apply target amount for “Daily budget”
- New permission available to accept usage of free gift cards
- New communication system available for CAPTCHA Service
- New Assessment Outbound service available for CAPTCHA Service
- Include CAPTCH Service for digital gift cards

Benefits

- Enable your employees to have a “Daily budget” to spend on food and beverages
- Better control who is authorized to enter free gift card IDs
- Secured process through CAPTCHA Service when downloading gift cards

SAP Customer Checkout

Gift Cards – New Job Available to Apply Target Amount (1/2)

The image shows two SAP Customer Checkout screens. The left screen is 'New job' and the right is 'New gift card'. Numbered callouts 1 through 5 highlight specific fields and actions.

1 Job: Gift Card: Apply target amount

3 Type: Daily

4 Target amount: 10.00

5 Save

By default, each gift card can only be set to a target amount once a day, using this job. If you need to set the target amount more than once per day, you can activate the flag **"Force target amount"**.

2 New gift card

Gift cards (45)

Gift Card ID	Amount	Currency	Status
gc1123	20.00	EUR	Active Not redeemed
gc53584	100.00	EUR	Active Not redeemed
gc57445	100.00	EUR	Active Not redeemed
GC231122	20.00	EUR	Active Not redeemed
GC324556	30.00	EUR	Active Not redeemed
GC4578854	40.00	EUR	Active Not redeemed

New gift card details:

- ID type: Random
- Description: Daily Budget Employee 1
- Original amount: 0.00
- Currency: EUR
- Valid to: Dec 31, 2999, 11:59 PM
- Customer ID: 1
- Company ID: 1
- Article ID:
- Topups enabled: ☐
- Create as draft: ☐
- Download for customer blocked: ☐

Feature

- **Use-Case:** In some businesses, and companies, it is very common to offer employees a “Daily budget” which they can spend on buying food and beverages in the canteen
- In order to support this functionality, there is a new job available within the **Jobs** app in SAP Customer Checkout manager: **Gift Card: Apply target amount (1)**
- The gift cards for the employees have to be existing before you run this job (2)
- Enter all relevant information needed to execute the job, e.g. you can schedule this job to be running daily at a specific time (3)
- Further, you can select to execute the job by a *company ID*, *customer ID*, or *article ID* (which is maintained within the gift card) (4)
- Choose **Save** to proceed (5)

SAP Customer Checkout

Gift Cards – New Job Available to Apply Target Amount (2/2)

The screenshot displays the SAP Customer Checkout interface. The top navigation bar shows 'Jobs' and 'Executions' tabs. The 'Executions' tab is active, showing a list of 73 executions. The first execution, 'Gift Card: Apply target amount', is highlighted with a yellow box and a red circle with the number 6. To the right, the details for this execution are shown, including 'General data' and 'Administrative data'. The 'General data' section shows the description 'Daily Budget 10K for Employees' and the process ID '9852@W-PF2F6SCA'. The 'Administrative data' section shows the created and modified dates and times. Below this, the 'Parameters' section shows the target amount '10.00' and the selection by 'Company ID'. The bottom part of the screenshot shows the 'Gift cards' list with 46 cards. The first card, 's4e5gb7my58e', is highlighted with a yellow box and a red circle with the number 8. The details for this card are shown, including the 'Transactions' tab which lists the transaction 's4e5gb7my58e' with a target amount of 10.00 EUR.

Status	Job	Started at	Finished at	Result
Finished	Gift Card: Apply target amount	11/8/22, 5:00 PM	11/8/22, 5:00 PM	Success
Finished	Table Service: Temporary orders clean-up	11/8/22, 10:18 AM	11/8/22, 10:18 AM	Success
Finished	Inbound call monitoring: Delete entries	11/8/22, 10:18 AM	11/8/22, 10:18 AM	Success
Finished	Monitoring: Delete entries	11/8/22, 10:18 AM	11/8/22, 10:18 AM	Success
Finished	Loyalty Record: Evaluation	11/8/22, 10:18 AM	11/8/22, 10:18 AM	Success
Finished	Table Service: Temporary orders clean-up	11/4/22, 9:10 AM	11/4/22, 9:10 AM	Success
Finished	Inbound call monitoring: Delete entries	11/4/22, 9:10 AM	11/4/22, 9:10 AM	Success
Finished	Monitoring: Delete entries	11/4/22, 9:10 AM	11/4/22, 9:10 AM	Success
Finished	Loyalty Record: Evaluation	11/4/22, 9:10 AM	11/4/22, 9:10 AM	Success
Finished	Table Service: Temporary orders clean-up	11/3/22, 10:01 AM	11/3/22, 10:01 AM	Success
Finished	Inbound call monitoring: Delete entries	11/3/22, 10:01 AM	11/3/22, 10:01 AM	Success
Finished	Monitoring: Delete entries	11/3/22, 10:01 AM	11/3/22, 10:01 AM	Success
Finished	Loyalty Record: Evaluation	11/3/22, 10:01 AM	11/3/22, 10:01 AM	Success
Finished	Table Service: Temporary orders clean-up	10/25/22, 10:14 AM	10/25/22, 10:14 AM	Success

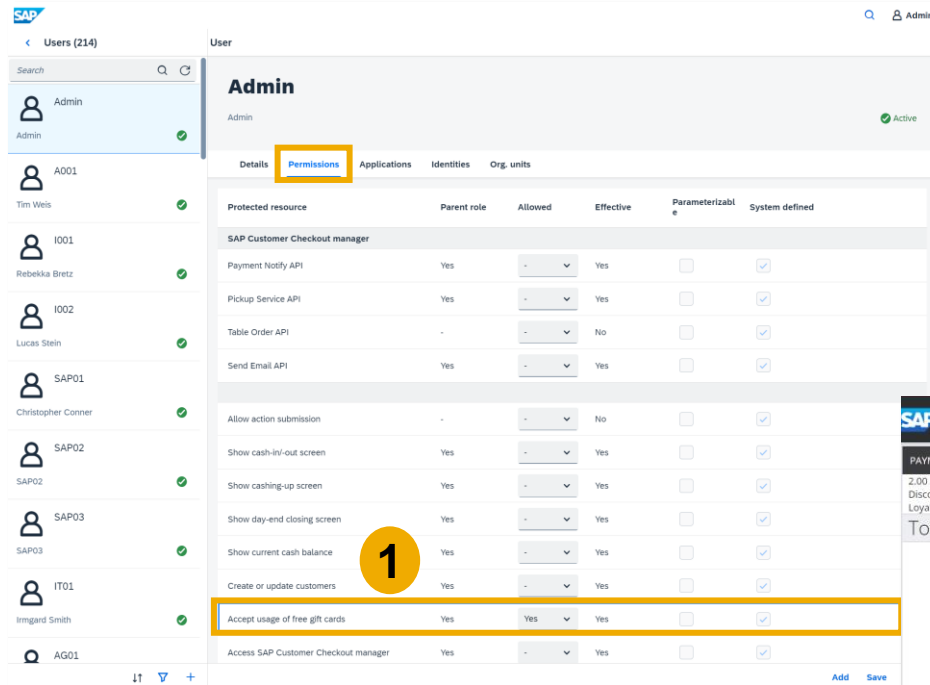
External ID	Posted on	Origin	Confirmation status	Reservation expiry	Company ID	POS group	POS system	Customer ID	Created by	Amount
s4e5gb7my58e	Nov 8, 2022, 5:00 PM	Target amount job	Confirmed						?	10.00 EUR
s4e5gb7my58e	Nov 8, 2022, 4:57 PM	SAP Customer Checkout manager	Confirmed		1				Admin (Admin)	0.00 EUR

Feature

- When the job is finished, an entry is shown in the **Executions** tab within the **Jobs** app (6)
- Select the entry to find all details and verify that the target amount was applied successfully (7)
- Navigate to the **Gift cards** app, and select the gift card; in the **Transactions** tab, you can see that the target amount was applied accordingly to the gift card (8)

SAP Customer Checkout Manager

Users – New Permission Available

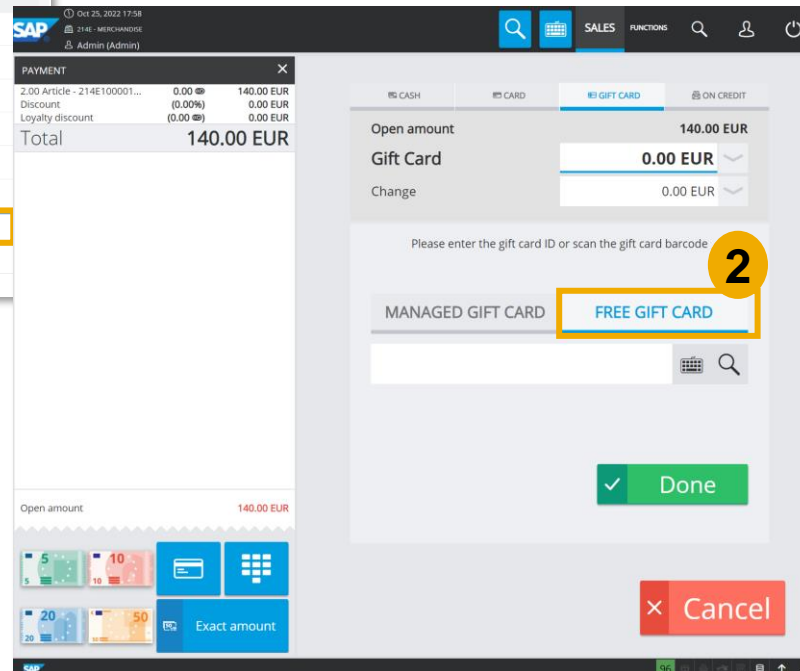


Users (214)		User
Search		Admin
Admin	Active	
A001	Tim Weis	
I001	Rebekka Bretz	
I002	Lucas Stein	
SAP01	Christopher Conner	
SAP02		
SAP03		
IT01	Imgard Smith	
AG01		

Protected resource	Parent role	Allowed	Effective	Parameterizabl	System defined
SAP Customer Checkout manager					
Payment Notify API	Yes	-	Yes		
Pickup Service API	Yes	-	Yes		
Table Order API	-	-	No		
Send Email API	Yes	-	Yes		
Allow action submission	-	-	No		
Show cash-in-out screen	Yes	-	Yes		
Show cashing-up screen	Yes	-	Yes		
Show day-end closing screen	Yes	-	Yes		
Show current cash balance	Yes	-	Yes		
Create or update customers	Yes	-	Yes		
Accept usage of free gift cards	Yes	Yes	Yes		
Access SAP Customer Checkout manager	Yes	-	Yes		

Feature

- In the **Users** app, there is a new permission available for users, and roles: **Allow usage of free gift cards** (1)
- This permission lets users to enter and accept free gift cards during the sales process in the POS system
- When users have the respective permission, they can enter a free gift card ID in the SALES screen (2)
- If users don't have the permission, another authorized user needs to enter the credentials to proceed



SALES FUNCTIONS

Open amount 140.00 EUR

Gift Card 0.00 EUR

Change 0.00 EUR

Please enter the gift card ID or scan the gift card barcode

MANAGED GIFT CARD FREE GIFT CARD

Done

Cancel

SAP Customer Checkout Manager

Communication Systems – New CAPTCHA Service Available for Digital Gift Cards

The image displays four screenshots of the SAP Customer Checkout Manager interface, illustrating the setup of the CAPTCHA Service for digital gift cards.

- 1** Screenshot of the "New communication system" screen. The "Communication scenario" is set to "CAPTCHA Service".
- 2** Screenshot of the "CAPTCHA Service 123" details screen. The "Assessment" service is selected under "Outbound services".
- 3** Screenshot of the "CAPTCHA Service 123" configuration screen. The "Configuration" tab is active, showing fields for API key, Site key, Project ID, JavaScript source URL, and Minimum score.
- 4** Screenshot of the "Digital gift card" download screen. The "Download" button is visible, and the reCAPTCHA logo is shown at the bottom.

Feature

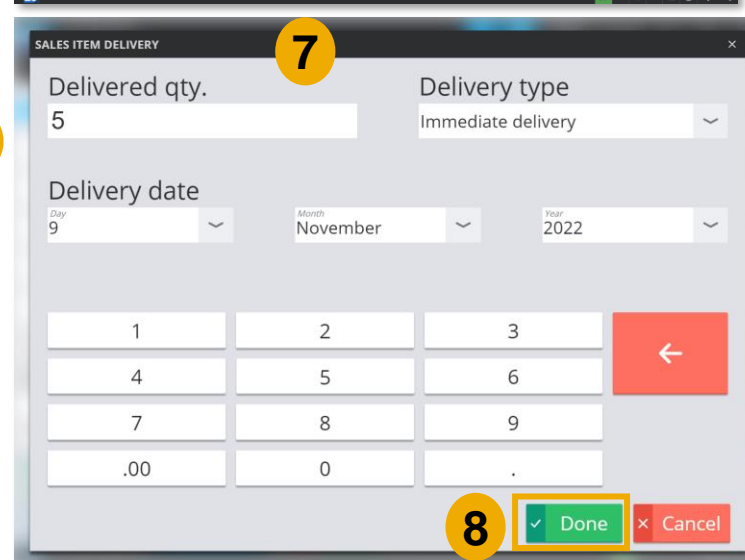
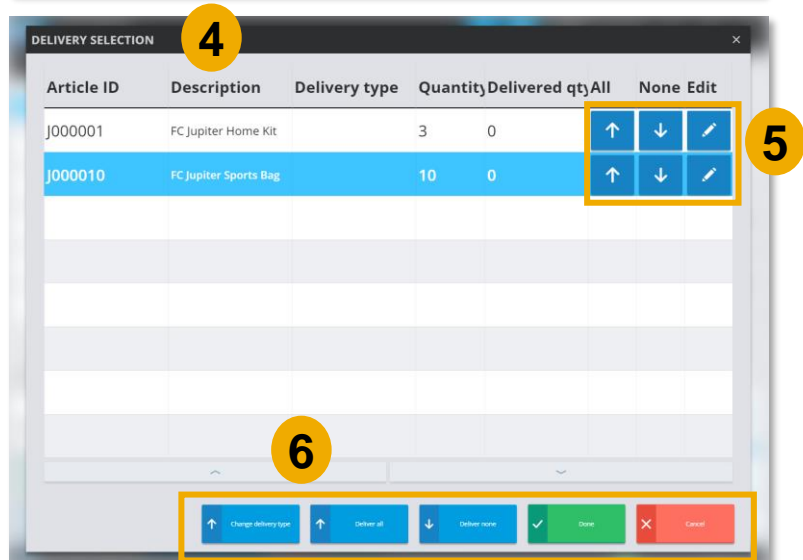
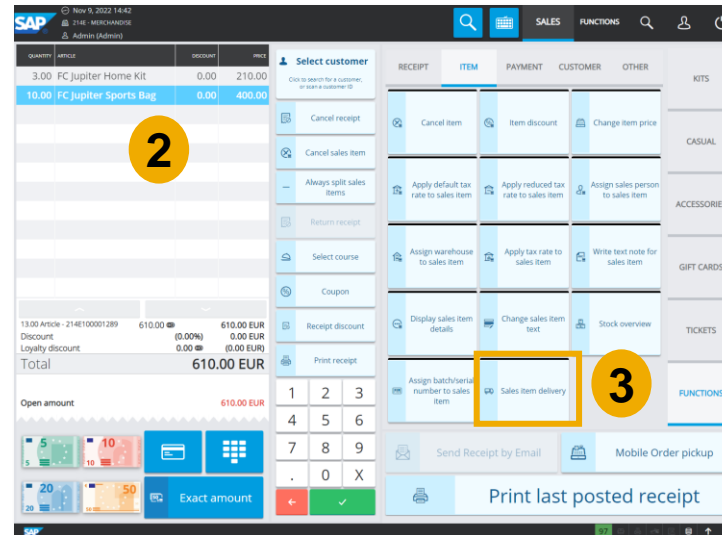
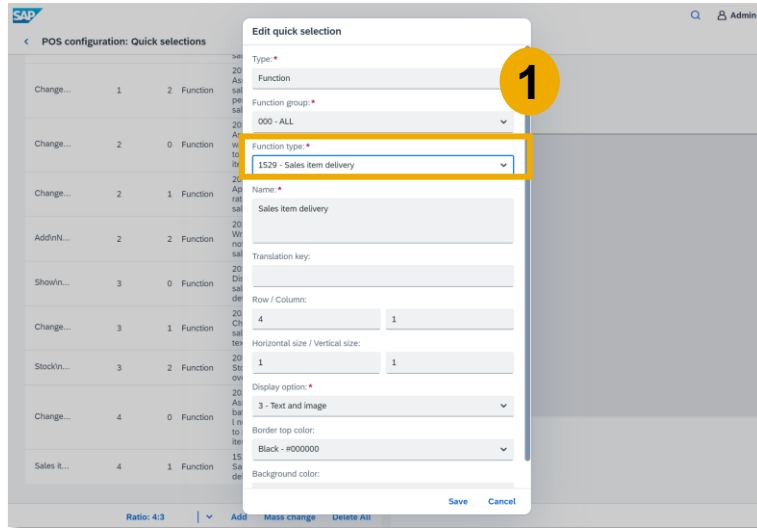
- In the **Communication systems** app in SAP Customer Checkout manager, there is a new communication system available: **CAPTCHA Service** (1)
- The CAPTCHA Service can be used for the page on which digital gift cards are downloaded from end-customers; it analyzes access to the page and prevents gift cards from being downloaded when they are accessed by means that are suspected or not being from people
- After having added the CAPTCHA Service as communication system, you can create the communication arrangement, and there is a new **Outbound Service** available: **Assessment** (2)
- You can activate this service, and enter all relevant information in the **Configuration** tab (3)
- When you have configured the service accordingly, the end-customer will see the CAPTCHA icon when downloading the digital gift card (4)

Miscellaneous



SAP Customer Checkout

CONFIGURATION – Set Delivered Quantity for Items (1/3)



Feature

- With version 2.0 FP14, it is now possible to set the item delivery quantity in the POS system; in previous versions, this was only possible in combination with SAP Business One as backend system
- Add the quick selection function button **Sales item delivery** within the **Quick selections** app in SAP Customer Checkout manager (1)
- In the POS system, add the items into the receipt (2), and select the button (3)
- A dialog is shown where you can set the delivery type, and the delivered quantity for each item (4)
- You can select the icons, or the **Edit** button to set the data for each single item (5), or select the buttons below to set the data for all items (6)
- When you select **Edit** for one item, a dialog opens where you can set the amount, select the Delivery type, or enter a Delivery date for the respective item (7)
- Choose **Done** to proceed (8)

SAP Customer Checkout

CONFIGURATION – Set Delivered Quantity for Items (2/3)

Article ID	Description	Delivery type	Quantity	Delivered	qtAll	None	Edit
J000001	FC Jupiter Home Kit		3	0		↑	↓
J000010	FC Jupiter Sports Bag	Immediate delivery	10	5		↑	↓

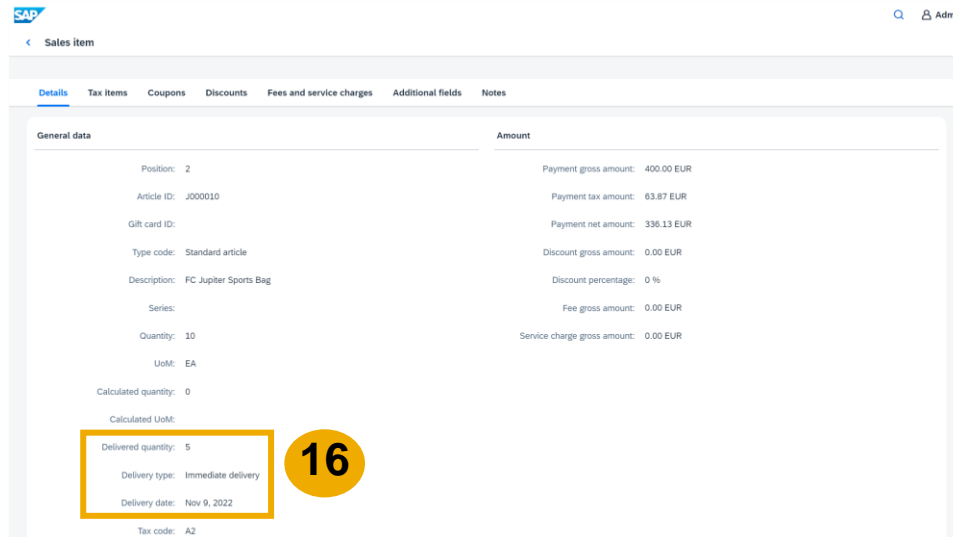
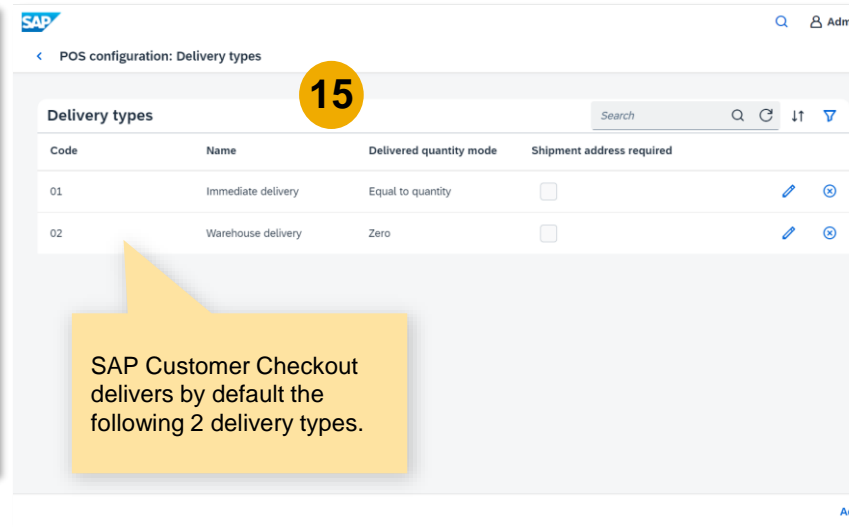
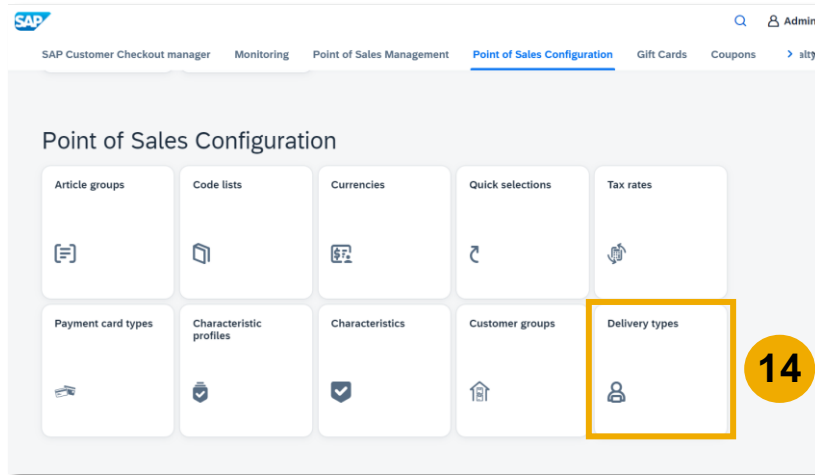
Code	Name	Default delivered quantity mode	Shipment address required
01	Immediate delivery	Equal to quantity	OFF
02	Warehouse delivery	Zero	OFF

Feature

- The Delivery type, and delivered quantity are shown accordingly (9); choose **Done** to proceed (10)
- You can post the receipt (11)
- Furthermore, there is a new setting available in the **Configuration** screen within the **POS system** tab, and the **Sales screen** sub-tab: **Confirm delivered quantities for sales items on receipt post** (12)
- When you activate this option, and post a receipt in the **SALES** screen, the dialog to set the sales item delivery data is always shown before you post the receipt
- In the **Configuration** screen, there is a new sub-tab available within the **Sales** tab: **Delivery types** (13)
- Here you can maintain your delivery type codes for the **POS system** locally, or add new delivery codes
- If you add new delivery types, they need to be available also in your **ERP** system

SAP Customer Checkout

CONFIGURATION – Set Delivered Quantity for Items (3/3)



Feature

- In SAP Customer Checkout manager, there are also some adaptations available
- A new app **Delivery types** is available in the Point of Sales Configuration section (14)
- In this app, you can maintain the delivery types used within your POS systems, or add new delivery types (15)
- Furthermore, navigate to the **Receipts** app, and select the receipt which you posted in the previous steps; navigate to the **Sales item Details** tab to see new fields which are added showing the delivery information (16):
 - **Delivered quantity**
 - **Delivery type**
 - **Delivery date**
- The information is also forward to the external system (via the Generic endpoint), if configured

SAP Customer Checkout

CONFIGURATION – New Configuration Setting for Maximum Item and Payment Value (1/2)

The image consists of three screenshots of the SAP Customer Checkout interface, illustrating a configuration and a resulting error.

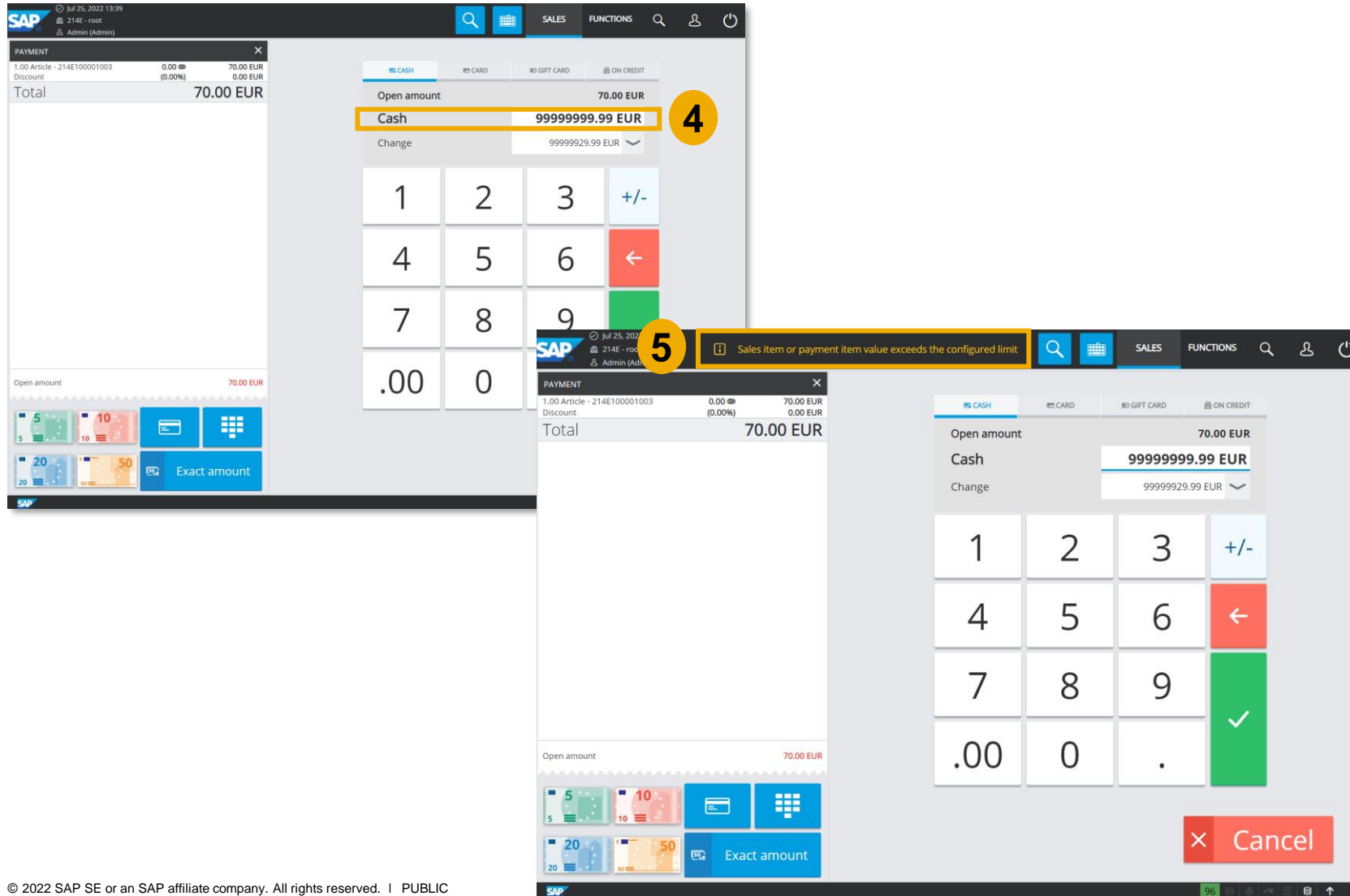
- Screenshot 1:** Shows the 'POS system' configuration tab. The 'Maximum value for single sales items and single payment items' is set to 100,000.
- Screenshot 2:** Shows the 'SALES' screen with a customer ID of 9999999. The total amount is 70.00 EUR.
- Screenshot 3:** Shows the same 'SALES' screen, but with an error message: 'Sales items or payment items amount exceeds the configured limit!'.

Feature

- In SAP Customer Checkout, there is a new configuration setting available in the **POS system** tab within the **Sales Screen** sub-tab: **Maximum value for single sales items and single payment items** (1)
- In this field, you can enter the maximum amount to be allowed for cashiers to enter in the SALES screen for single sales items and single payment items
- It often happens in retail businesses, that by mistake cashiers enter an extremely high amount for sales or payment items
- When you have entered a maximum amount of 100,000 €, and you enter in the SALES screen for the single sales item a higher amount, e.g. 999999€ (2), there is a message shown to the user (3)
- The message informs the user that the entered amount exceeds the configuration limit

SAP Customer Checkout

CONFIGURATION – New Configuration Setting for Maximum Item and Payment Value (2/2)



Feature

- The same behavior occurs also when you enter by mistake a huge amount for a payment item, e.g. 99999999€ (4)
- A message is shown again in the SALES screen (5)

Benefits

Assist cashiers and users at POS while entering huge amounts for sales and payment items by mistake

SAP Customer Checkout

CONFIGURATION – New Configuration Setting to Pay Out Change in Home Currency

The image shows two SAP screenshots. The top screenshot is the 'Configuration' screen for the 'POS system' tab, with the 'Currency' sub-tab selected. It lists various settings with toggle switches. The setting 'Pay out change in home currency by default' is highlighted with a yellow box and a red circle with the number '1'. The bottom screenshot is the 'SALES' screen showing a payment transaction. The 'Total' is 140.00 EUR. The 'Change' field is set to 25.00 EUR, and the 'Cash' amount is 150.00 CHF. A red circle with the number '2' is next to the 'Change' field. A yellow callout bubble points to the 'Pay out change in home currency by default' setting in the top screenshot, stating: 'By default, this flag is activated for new versions up to 2.0 FP14.'

By default, this flag is activated for new versions up to 2.0 FP14.

Feature

- SAP Customer Checkout supports multi-currency in the sales process allowing customers to pay with various currencies
- Use-Case: When customers were paying with a foreign currency in previous versions, the change (in case of overpayment) was always shown in the foreign currency; cashiers needed to manually select the home currency for change in the POS system, which is in practice very common
- There is a new setting available in the *Configuration* settings in the **POS system** tab within the **Sales Screen** sub-tab: **Pay out change in home currency by default** (1)
- When you activate this flag, the configured home currency (e.g. EUR) is shown by default as change on overpayments with foreign currencies (2)

Benefits

Optimized sales handling for cashiers and users when customers pay with foreign currencies

SAP Customer Checkout

CONFIGURATION – New Default Column Available for Customer Groups

Description	Code	Default
Industrial customer	01	<input type="radio"/> OFF
Trading company	02	<input checked="" type="radio"/> ON
Development partner	03	<input type="radio"/> OFF
Wholly-owned subsidiary	04	<input type="radio"/> OFF
Part-owned subsidiary	05	<input type="radio"/> OFF
Public sector	06	<input type="radio"/> OFF
Private customer	07	<input type="radio"/> OFF
Customer incomplete	08	<input type="radio"/> OFF

CREATE CUSTOMER

GENERAL DATA

Customer category: Person

Customer group: Trading company

Street: Dietmar-Hopp-Alle, House No.: 16, Zip code: 69190, City: Walldorf

Title: Mr., First name: Jan, Last name: Mueller

Consent given and maintained: YES

Feature

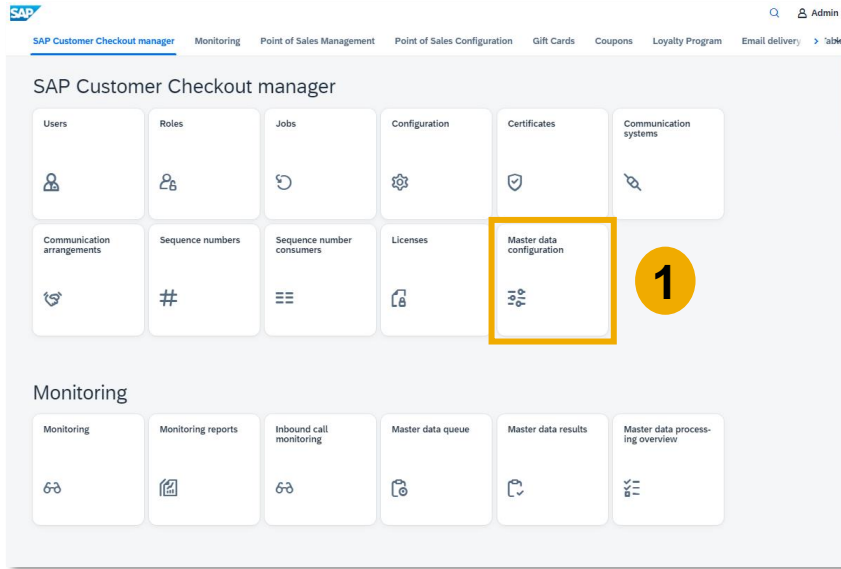
- In the *Configuration* settings in the **Sales** tab within the **Customer groups** sub-tab, there is a new **Default** column available (1)
- You can set one customer group as default (e.g. Trading company) (2), and when you create a new customer in the SALES screen, this customer group is pre-selected (3)
- You can also change the customer group afterwards, if needed

Benefits

Flexibility to decide which customer group to be used as default when creating new customers at the point-of-sale

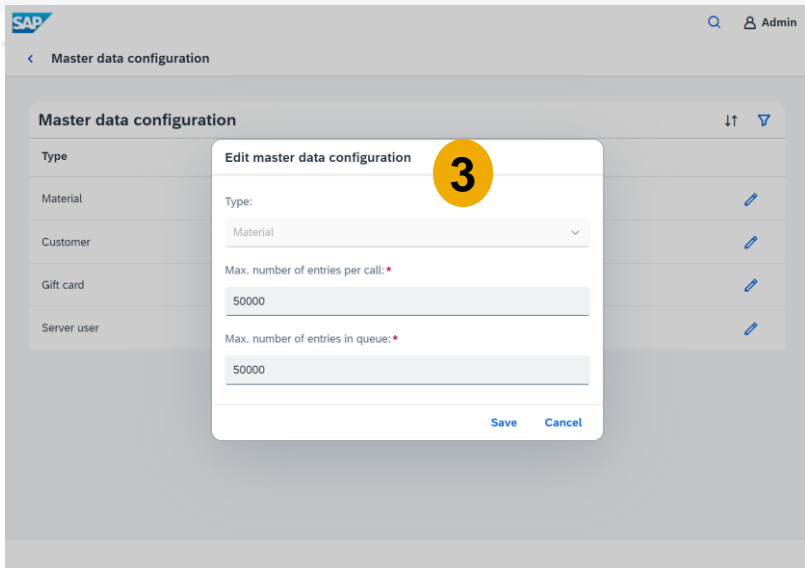
SAP Customer Checkout

Master Data Configuration – New App Available



The screenshot shows the 'Master data configuration' app interface. The title 'Master data configuration' is highlighted with a red circle with the number 2. The app displays a table with the following data:

Type	Max. number of entries per call	Max. number of entries in queue	
Material	50000	50000	
Customer	50000	50000	
Gift card	50000	50000	
Server user	50000	50000	



Feature

- There is a new app available in SAP Customer Checkout manager: **Master data configuration** (1)
- In this app, you can view and maintain the maximum number of entries in the queue when transferring master data (material, customer, gift card, and server user) to SAP Customer Checkout manager (2)
- Choose “Edit”, to change the data for the according type (3)

Benefits

Flexibility to adjust the maximum number of entries in the queue for various master data to your needs

SAP Customer Checkout Manager

Articles – Define Position of Components for Sales Sets and Generic Articles

The first screenshot shows the 'Articles' app with a list of articles on the left and the details of 'C001200 - Wrap' on the right. The 'Components' tab is selected, and a yellow circle '1' highlights the 'Add component' button. A modal dialog 'Add component' is open, showing 'Component: C001203' and 'Position: 1' (highlighted with a yellow circle '2').

The second screenshot shows the 'Add component' modal dialog with 'Component: C001203' and 'Position: 1'.

The third screenshot shows the 'Components' tab of the 'C001200 - Wrap' article. A table lists the components with their positions. A yellow circle '3' highlights the 'Position' column, and a yellow circle '4' highlights the 'Status' column. The table data is as follows:

Position	Component	Description	Type	Status
1	C001203	Chicken Wrap	10 - Standard article	Active
2	C001202	Veggie Wrap	10 - Standard article	Active
3	C001204	Pork Wrap	10 - Standard article	Active
4	C001201	Falafel Wrap	10 - Standard article	Active

Feature

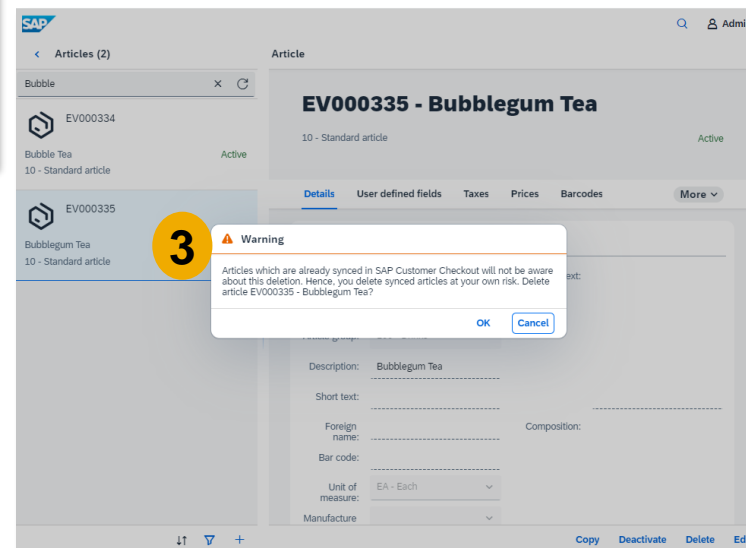
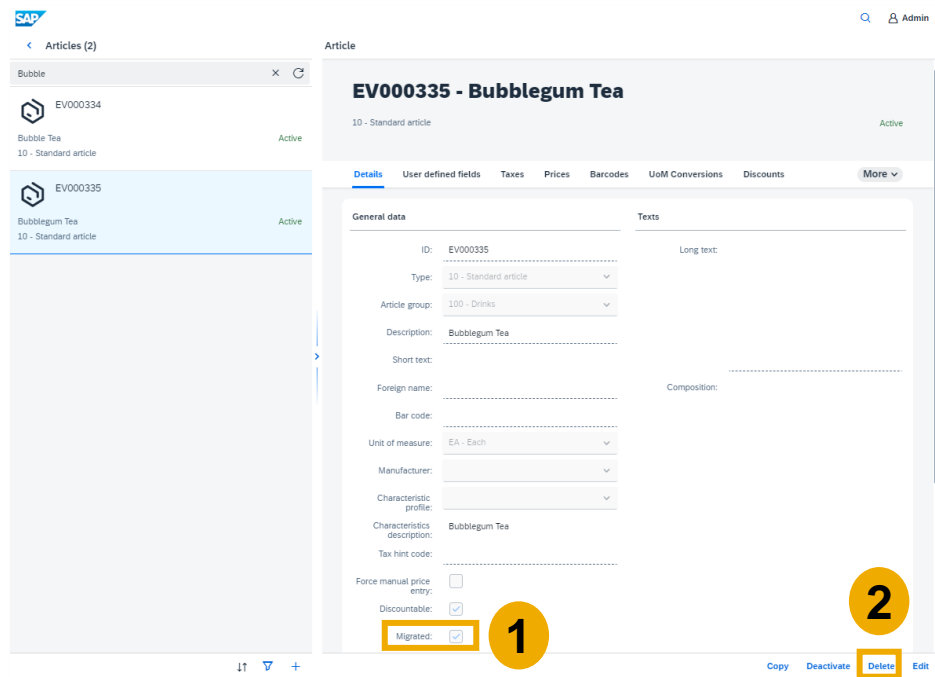
- In the **Articles** app in SAP Customer Checkout manager, you can create sales sets and generic articles
- In the **Components** tab (1), you can add the according item to the sales set or generic article
- With version 2.0 FP14, you can add the Position (2) on which the according item should be shown in the selection dialog on the **SALES** screen
- Once you have add the item as component, it is shown in the according position (3)
- Via drag and drop, or the up and down icons, you can move the position of each component (4)

Benefits

Optimized handling when adding components to sales sets or generic articles

SAP Customer Checkout Manager

Articles – Deletion of Migrated Articles



Feature

- You can migrate articles into SAP Customer Checkout manager via the **Migrations** app
- In the **Articles** app, the according article is marked as “Migrated” (1)
- With version 2.0 FP14, you have the possibility to delete migrated articles
- Choose “**Delete**” (2), and in the pop-up confirm with “**OK**” (3) if you want to delete the migrated article
- The migrated article is deleted and not shown anymore in the **Articles** app
- **Please be aware that migrated articles which are used in receipts cannot be deleted!**

Benefits

- Flexibility to delete unused migrated articles
- Keep your SAP Customer Checkout manager system clean

SAP Customer Checkout Manager

Customers – Deletion of Migrated Customers

The screenshot shows the SAP Customer Checkout Manager interface. On the left, a list of customers is visible, with 'Kate Mueller' selected. The main area displays the details of 'Kate Mueller', including fields for ID, Category, Title, Academic title, First name, Last name, Date of birth, Language, Customer group, Tax Id, Price list ID, Discountable, Discount percentage, and Payment terms. The 'Migrated' checkbox is checked and highlighted with a yellow box, labeled with a red circle containing the number 1. The 'Delete' button is highlighted with a yellow box, labeled with a red circle containing the number 2.

The screenshot shows the same SAP Customer Checkout Manager interface as the previous one, but with a warning dialog box open. The dialog box has a yellow warning icon and the text: 'Warning: Customers which are already synced in SAP Customer Checkout will not be aware about this deletion. Hence, you delete synced customers at your own risk. Delete customer (0)?'. It has 'OK' and 'Cancel' buttons. The dialog box is labeled with a red circle containing the number 3.

Feature

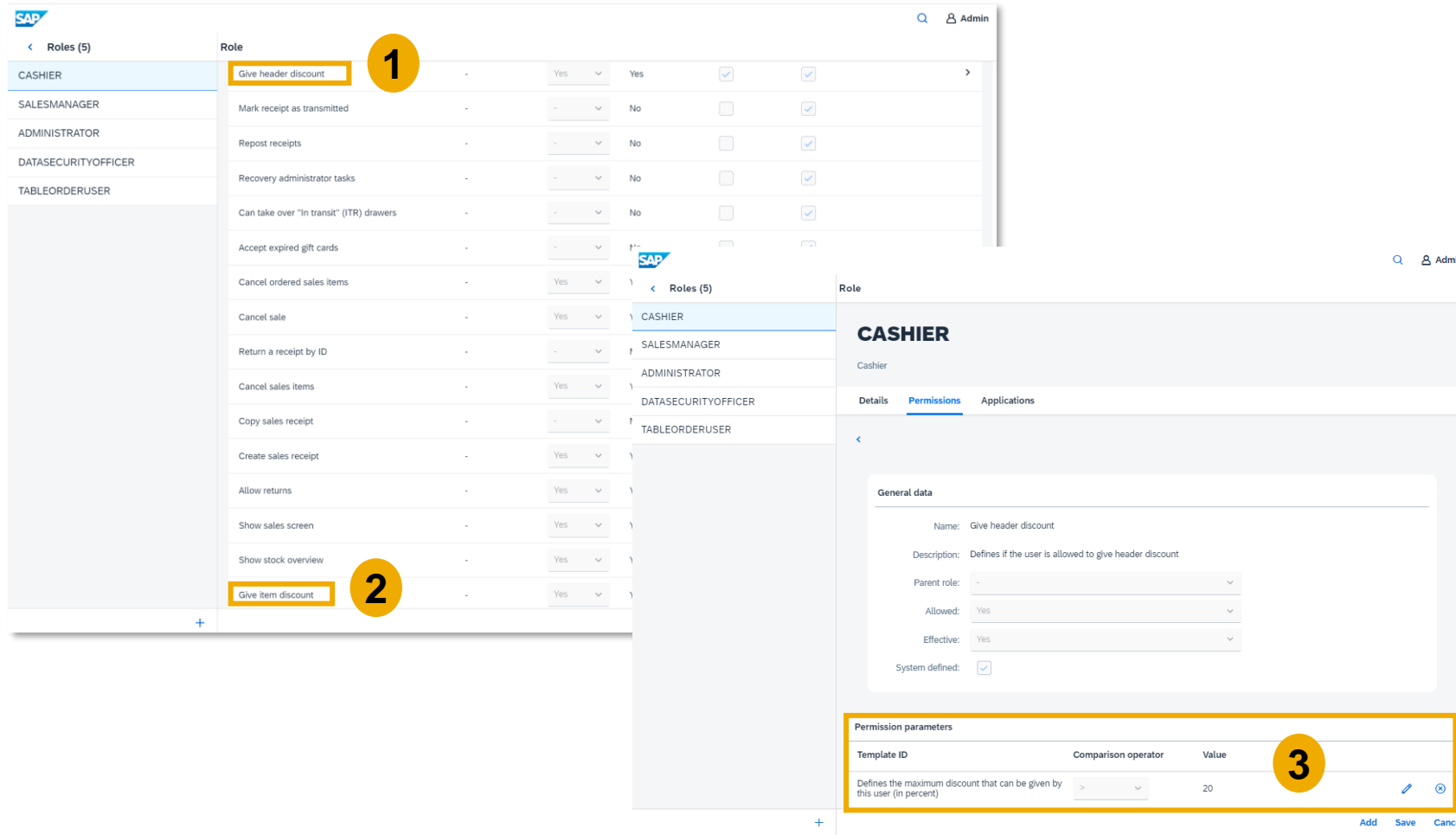
- You can migrate customers and business partners into SAP Customer Checkout manager via the **Customers** app
- In the **Customers** app, the according customer is marked as “Migrated” (1)
- With version 2.0 FP14, you have the possibility to delete migrated customers
- Choose “**Delete**” (2), and in the pop-up confirm with “**OK**” (3) if you want to delete the migrated customer
- The migrated customer is deleted and not shown anymore in the **Customers** app
- **Please be aware that migrated customers which are used in receipts cannot be deleted!**

Benefits

- Flexibility to delete unused migrated customers
- Keep your SAP Customer Checkout manager system clean

SAP Customer Checkout Manager

Users/ Roles – Permission to Give Header and Item Discounts



The left screenshot shows the 'Roles' list in the SAP Customer Checkout Manager. The 'Give header discount' permission is highlighted with a yellow box and a red circle with the number 1. The 'Give item discount' permission is highlighted with a yellow box and a red circle with the number 2.

The right screenshot shows the 'CASHIER' role details in the SAP Customer Checkout Manager. The 'Permissions' tab is selected, and the 'Give header discount' permission is shown. The 'Permission parameters' section is highlighted with a yellow box and a red circle with the number 3, showing the 'Template ID' as 'Defines the maximum discount that can be given by this user (in percent)', the 'Comparison operator' as '>', and the 'Value' as '20'.

Feature

- In the **Users**, and **Roles** apps, the permission of giving discounts is now splitted into two permissions:
 - **Give header discount** (1)
 - **Give item discount** (2)
- In previous versions, there was only one permission available to **Give discount**
- With version 2.0 FP14, you can choose one of the permissions, and further add a comparison operator defining the maximum discount that can be given by this role (3)

Benefits

Extended permission to decide whether to allow users to give header or item discount

SAP Customer Checkout Manager

Users/ Roles – Permission to Mark Receipt as Transmitted

Users (214)

User

Permission	Yes	No	Yes	No
Manage personal data protection	-	-	No	✓
Allow moving a POS system to another POS group	Yes	-	Yes	✓
Can open drawer (no-sale receipt)	Yes	-	Yes	✓
Allow receipt exports from POS system	Yes	-	Yes	✓
Allow payment with loyalty points	Yes	-	Yes	✓
Allow adding of payment items	Yes	-	Yes	✓
Give header discount	Yes	-	Yes	✓
Mark receipt as transmitted	Yes	Yes	Yes	✓
Repost receipts	Yes	-	Yes	✓
Recovery administrator tasks	-	-	No	✓
Can take over "in transit" (ITR) drawers	Yes	-	Yes	✓
Accept expired gift cards	Yes	-	Yes	✓

RECEIPT

Full-text search

Receipt ID	Customer	Type code	Business transaction date	Gross payment amount	Currency	Receipt status	Transmit
214E100001248		Direct sale	Nov 3, 2022 16:21:22	68.20	EUR	✓ Posted	✗
214E100001247		Direct sale	Nov 3, 2022 16:20:22	65.80	EUR	✓ Posted	✓
214E100001243		Direct sale	Nov 3, 2022 14:02:10	68.00	EUR	✓ Posted	✓
214E100001242		Direct sale	Nov 3, 2022 13:54:56	0.00	EUR	✗ Aborted	✓
214E100001241		Direct sale	Oct 25, 2022 17:57:34	140.00	EUR	✓ Posted	✓
214E100001240		Direct sale	Oct 25, 2022 15:16:12	210.00	EUR	✓ Posted	✓
214E100001239		Cash-out	Oct 19, 2022 17:28:27	-18684.00	EUR	✓ Posted	✓
214E100001238		Cash balancing	Oct 19, 2022 17:28:27	-0.20	EUR	✓ Posted	✓
214E100001007		Direct sale	Oct 19, 2022 17:27:39	40.00	EUR	✓ Posted	✓
default100001004	One-time customer	Direct sale	Oct 19, 2022 17:27:35	26.50	EUR	✓ Posted	✓

Page 1 of 25 (245 results)

Day-end closing: 214E000001001, Item quantity count: 8
Payments: Cash, Created by: I002

2 ☒ Mark as transmitted

Repost Show Return Print Close

Feature

- In the **Permissions** tab within the **Users** and **Roles** app, there is a new permission available: **Mark receipt as transmitted** (1)
- This permission allows users in SAP Customer Checkout to mark receipts as transmitted in case the receipt hasn't been transmitted to the SAP Customer Checkout manager
- When the user has this permission, he/she can mark a receipt as transmitted in the POS system (2)
- If the user doesn't have this permission, the option is disabled in the POS system, and an authorized user needs to log-in to proceed (3)

Benefits

- Better control who is authorized to mark receipts as transmitted

RECEIPT

Full-text search

Receipt ID	Customer	Type code	Business transaction date	Gross payment amount	Currency	Receipt status	Transmit
214E100001249		Direct sale	Nov 3, 2022 16:25:18	104.70	EUR	✓ Posted	✗
214E100001248		Direct sale	Nov 3, 2022 16:21:22	68.20	EUR	✓ Posted	✓
214E100001247		Direct sale	Nov 3, 2022 16:20:22	65.80	EUR	✓ Posted	✓
214E100001243		Direct sale	Nov 3, 2022 14:02:10	68.00	EUR	✓ Posted	✓
214E100001242		Direct sale	Nov 3, 2022 13:54:56	0.00	EUR	✗ Aborted	✓
214E100001241		Direct sale	Oct 25, 2022 17:57:34	140.00	EUR	✓ Posted	✓
214E100001240		Direct sale	Oct 25, 2022 15:16:12	210.00	EUR	✓ Posted	✓
214E100001239		Cash-out	Oct 19, 2022 17:28:27	-18684.00	EUR	✓ Posted	✓
214E100001238		Cash balancing	Oct 19, 2022 17:28:27	-0.20	EUR	✓ Posted	✓
214E100001007		Direct sale	Oct 19, 2022 17:27:39	40.00	EUR	✓ Posted	✓

Page 1 of 25 (246 results)

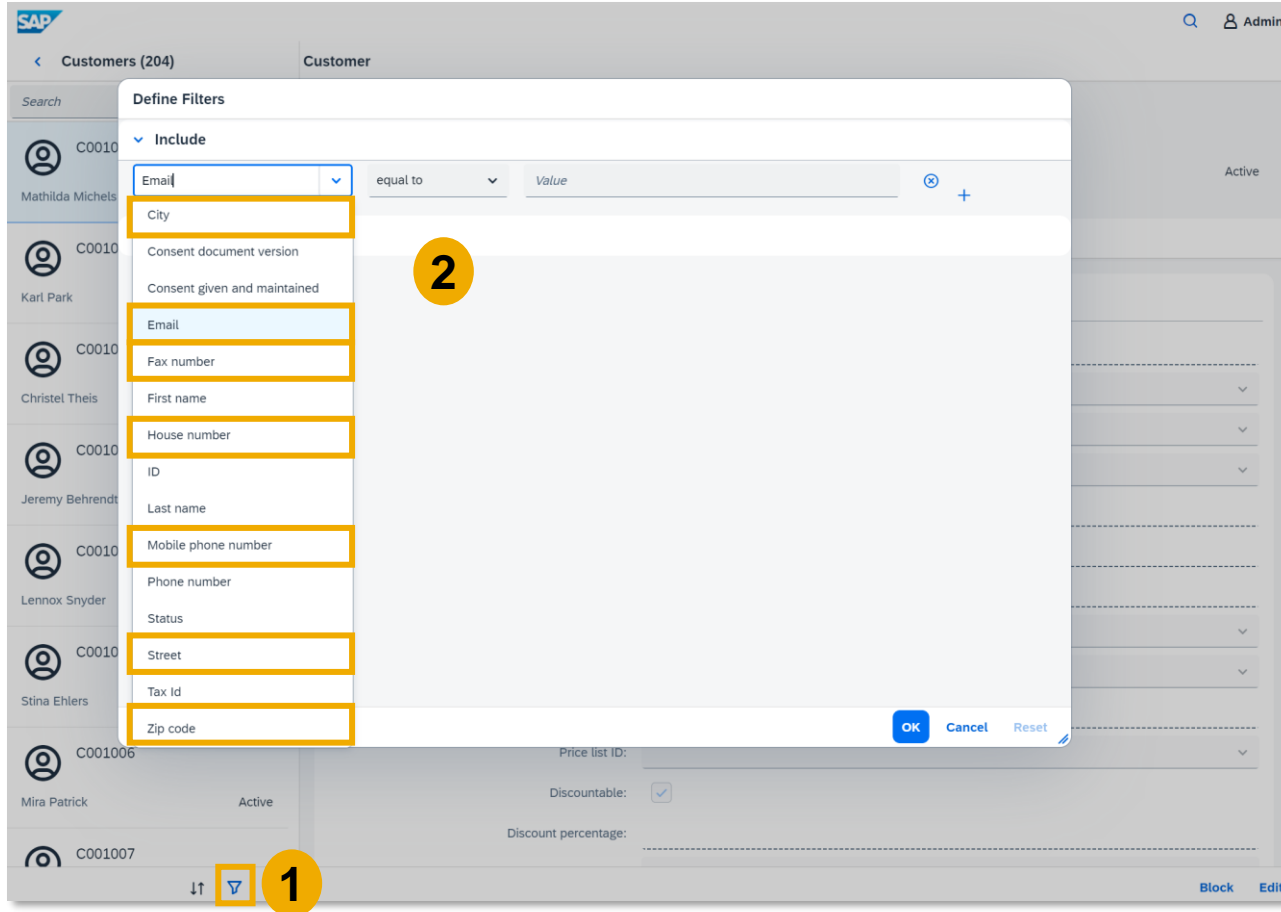
Day-end closing: 214E000001001, Item quantity count: 10
Payments: Cash, Created by: SAP01

3 ☐ Mark as transmitted

Repost Show Return Print Close

SAP Customer Checkout Manager

Customers – Additional Filter Options When Searching for Customers



Feature

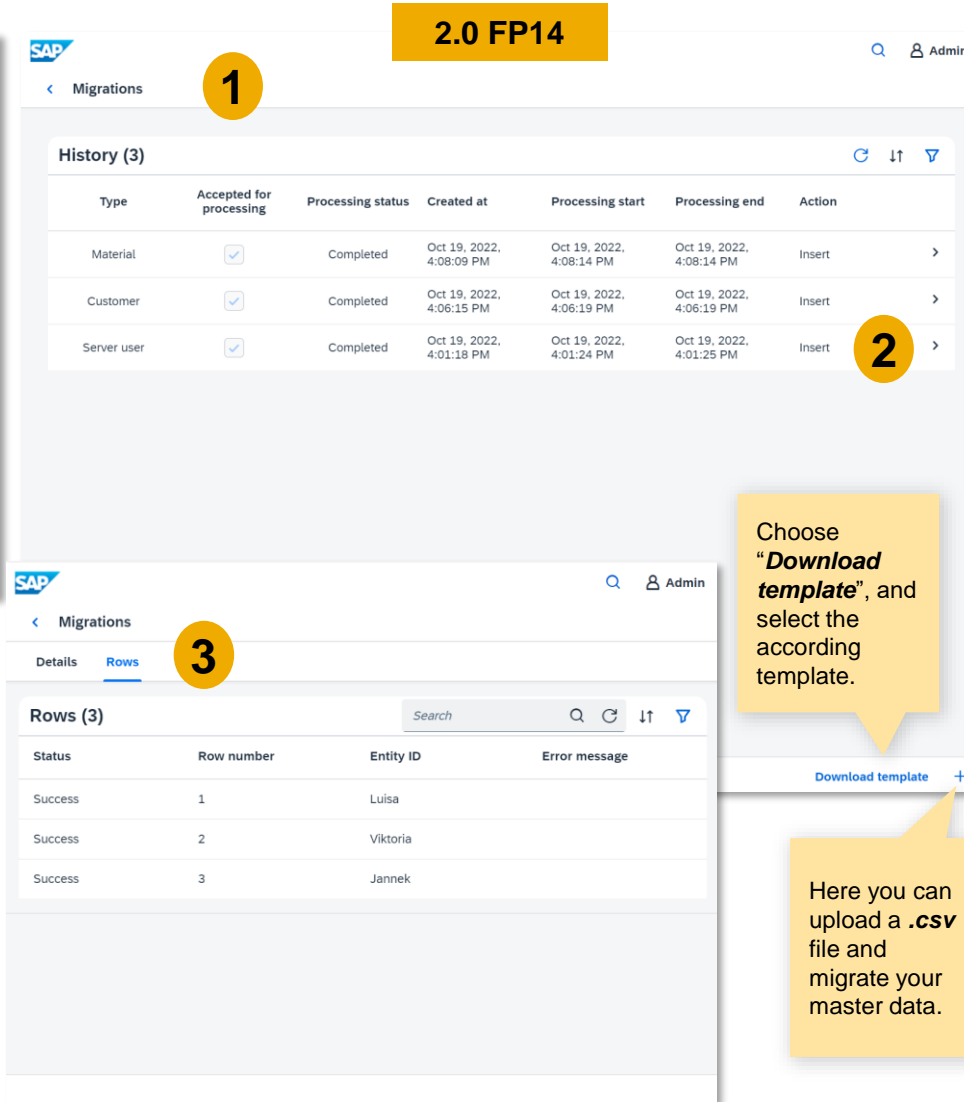
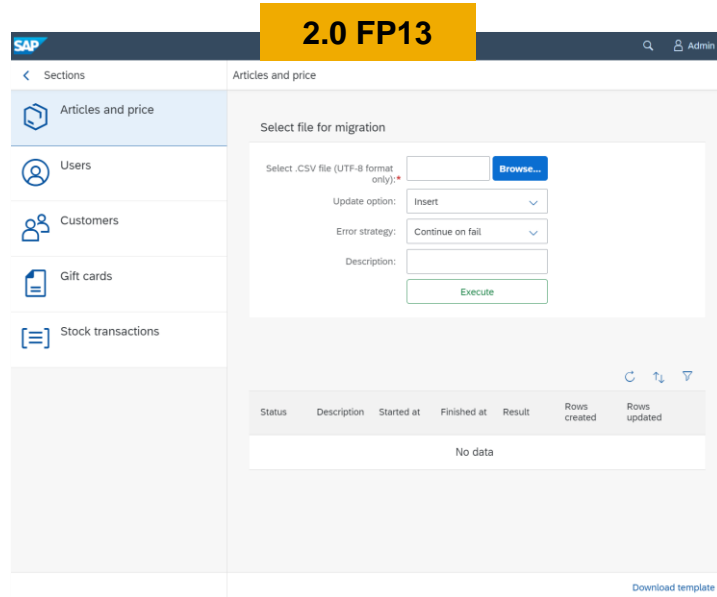
- In the **Customers** app, when you filter for customers (1), there are new filter options available (2)
- You can now search by
 - **City**
 - **Email**
 - **Fax number**
 - **House number**
 - **Mobile phone number**
 - **Street**
 - **Zip code**

Benefits

Optimized handling when searching for customers in SAP Customer Checkout manager

SAP Customer Checkout Manager

Migrations – New Design



Feature

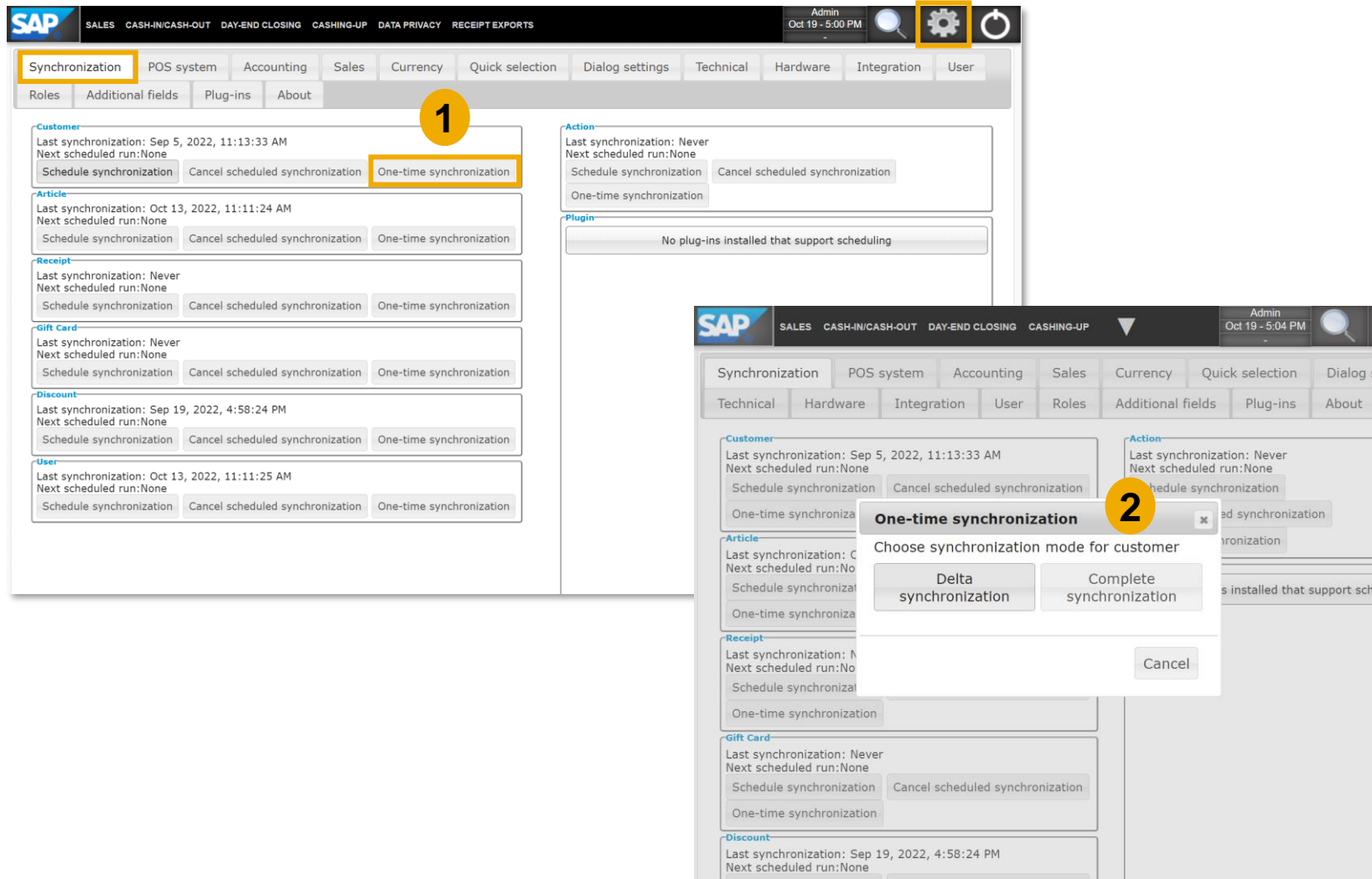
- With version 2.0 FP14, the **Migrations** app has been enhanced and has a new design (1)
- When you open the app, you see the history view with entries of all migrated master data for material, customer, server user, and gift cards
- You can see the processing status, and further information, and choose an entry for more information (2) (3)

Benefits

Optimized Migrations app, to see all migration transactions in one view

SAP Customer Checkout

CONFIGURATION – New One-Time Synchronization Button Available



Feature

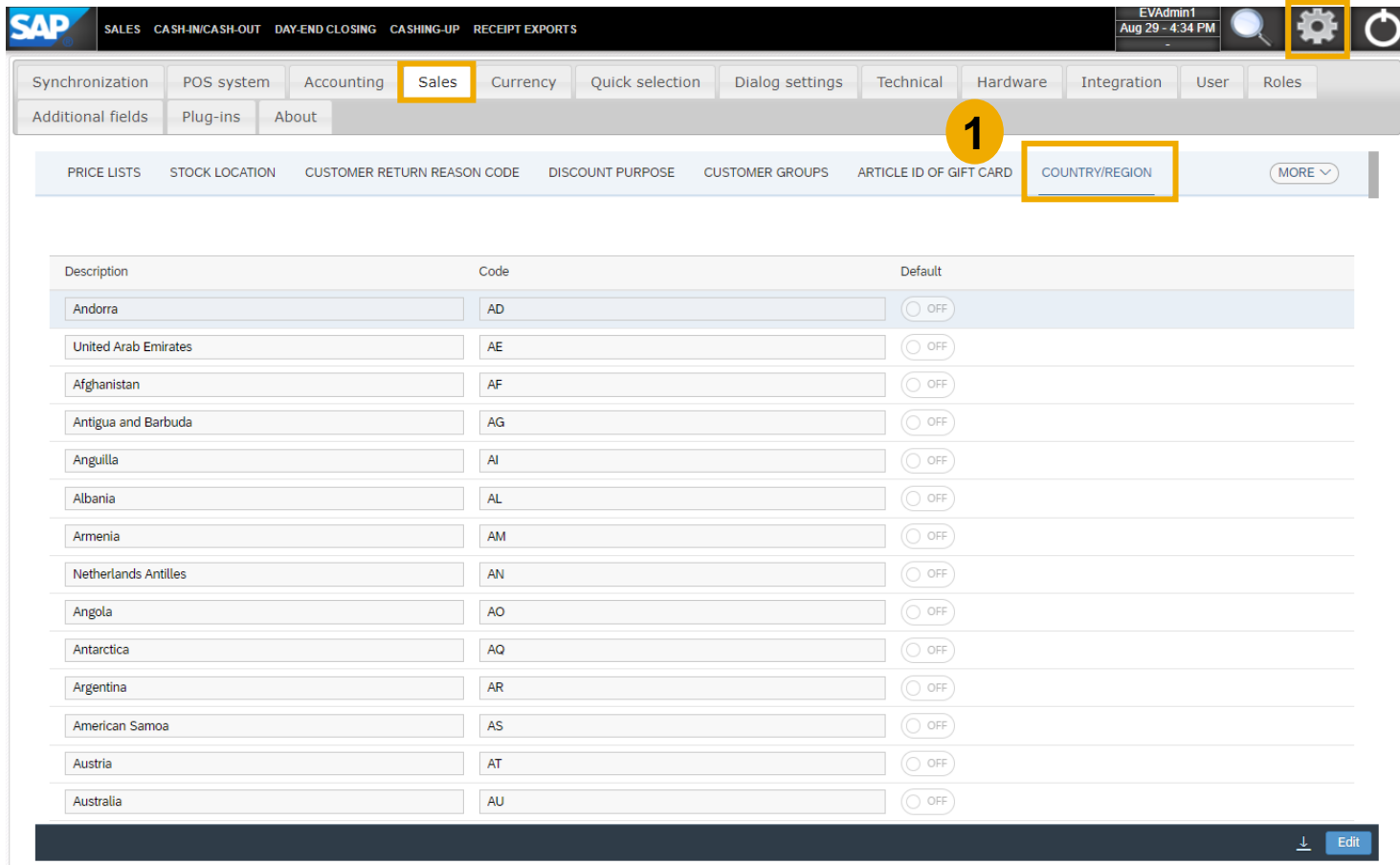
- In the *Configuration* settings in the **Synchronization** tab, there is a new button available: **One-time synchronization** (1)
- This button lets you start synchronization jobs for customers, articles, receipts, gift cars, discounts, users, and actions in an easier and faster way as in previous versions
- When you choose this button, a dialog opens, where you can choose between a “Delta synchronization”, or “Complete synchronization” (2)
- For receipt and action synchronization jobs, a complete synchronization is started, when you choose the button

Benefits

Easier and faster way of performing synchronization jobs in the POS system

SAP Customer Checkout

CONFIGURATION – New Sub-Tab Available for Country/ Region



Feature

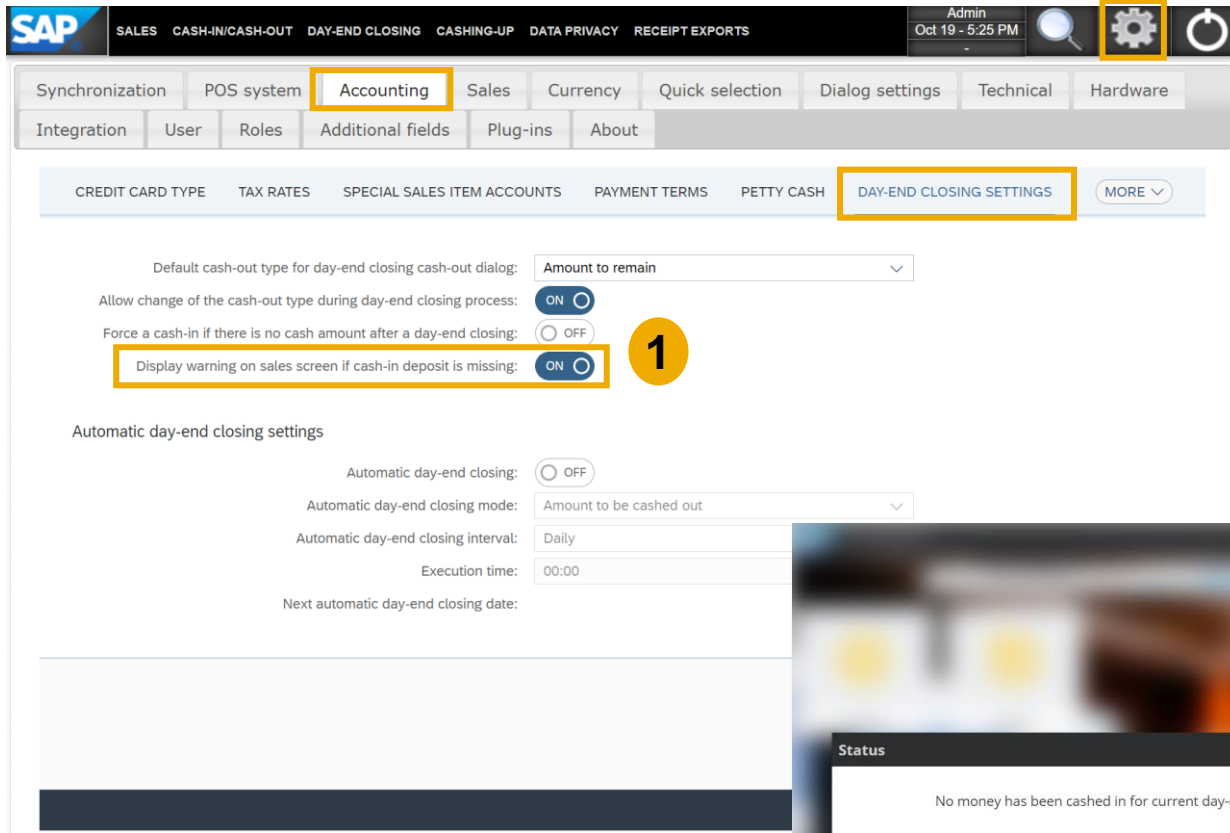
- In the *Configuration* settings in the **Sales** tab, there is a new sub-tab available: **Country/ Region** (1)
- In this sub-tab, you can set a country/region as **Default** country/region which is used e.g. when you create new customers
- Furthermore, you can delete the countries/ regions displayed in SAP Customer Checkout, when they are not needed
- You can only delete a country/region if it is not assigned to a customer or set as cash desk home country/ region

Benefits

More flexibility to delete/ edit countries/ regions shown in the POS system

SAP Customer Checkout

CONFIGURATION – New Setting Available to Display Warning for Cash-In Deposit

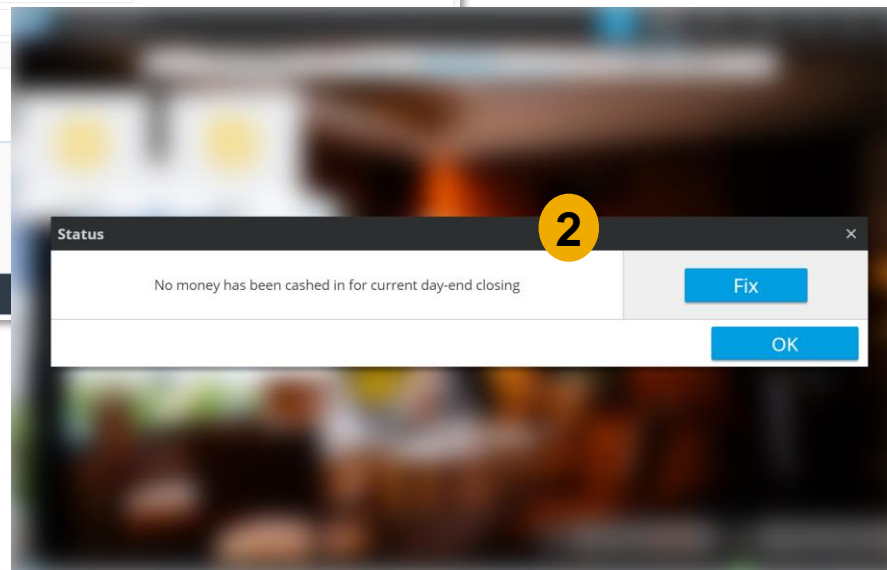


Feature

- In the *Configuration* settings in the **Accounting** tab, and within the **Day-End closing settings** sub-tab, there is a new setting available: **Display warning on sales screen if cash-in deposit is missing (1)**
- When you activate this option, a warning is shown to the user in the **SALES** screen of SAP Customer Checkout that no money has been cashed in

Benefits

Flexibility to decide whether warning is shown to the user or not



SAP Customer Checkout

CONFIGURATION – New Setting Available for Package Size for Discount Read Service

The screenshot shows the SAP Customer Checkout Configuration interface. The top navigation bar includes the SAP logo and various system status indicators. The main navigation tabs are Synchronization, POS system, Accounting, Sales, Currency, Quick selection, Dialog settings, and Technical. The 'Integration' tab is selected, showing the 'SAP CUSTOMER CHECKOUT MANAGER' configuration. Under the 'General' section, four package size settings are listed: 'Package size for customer read service' (100), 'Package size for materials read service' (100), 'Package size for gift card read service' (100), and 'Package size for discount read service' (100). The last setting is highlighted with an orange box and a yellow circle with the number 1 next to it.

Feature

- In the *Configuration* settings in the **Integration** tab, there is a new field available: **Package size for discount read service** (1)
- Here you can maintain the number of discounts synchronized together
- In previous versions, this was hardcoded to 25 entries per call

Benefits

Extended number of discounts to be synchronized per call

SAP Customer Checkout Manager

Articles – New Behavior for Flag to Force Manual Price Entry

The image illustrates the new behavior for forcing manual price entry in the SAP Customer Checkout Manager. It shows four steps:

- Step 1:** In the **Articles** app, article **A404007 - SAP T-shirt Women "Experiences"** is selected. In the **General data** section, the **Force manual price entry** checkbox is checked.
- Step 2:** In the **SALES** screen, the article **A404007** is entered.
- Step 3:** A pop-up dialog titled **PLEASE ENTER UNIT PRICE FOR ARTICLE "SAP T-SHIRT WOMEN "EXPERIENCES"** appears, prompting the user to enter the unit price (45.00 EUR).
- Step 4:** The article is added to the receipt, and the total amount is displayed as **45.00 EUR**.

Feature

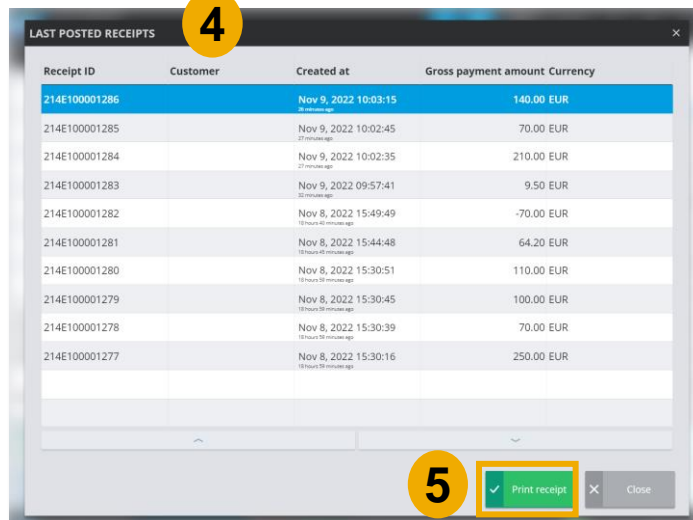
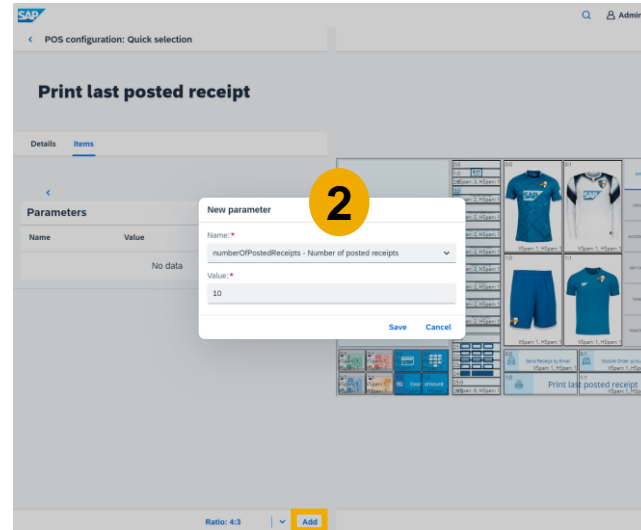
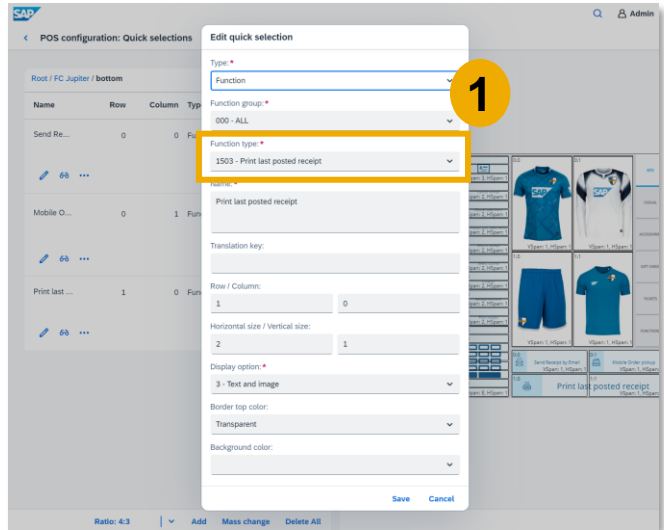
- In the **Articles** app in SAP Customer Checkout manager, there is the flag to **"Force manual price entry"** for articles (1)
- The behavior in version 2.0 FP14 has changed to previous versions
- When you activate this option in version 2.0 FP14, the cashier needs to enter a price manually in SAP Customer Checkout for the respective article; the price is not taken from the price list
- In the POS system, enter the article ID in the **SALES** screen (2), a pop-up dialog is shown where you have to enter the price manually (3)
- Once you enter the price, the article is added to the receipt (4)

Benefits

Improved handling to help users not forget to enter a price for specific articles

SAP Customer Checkout Manager

Quick Selections – New Function to Print Last Posted Receipt



Feature

- In the **Quick selections** app in SAP Customer Checkout manager, there is a new quick selection function button available: **Print last posted receipt** (1)
- This function button enables you to print the last posted receipt in the POS system
- You can also add a parameter to the function button, e.g. to see the number of posted receipts, and add an amount, e.g. 10 (2)
- In the POS system, when you select the button (3), a pop-up is shown with the last 10 receipts (4)
- You can select a receipt, and print the receipt (5) (6)

Benefits

Improved usability for printing last posted receipts

Tip Handling

SAP Customer Checkout – Enter Tip for Payments on Invoice

Payment screen showing the 'ON CREDIT' option selected. The 'Tip / Amount including Tip' field is highlighted with a yellow box and a red circle with the number 1. The 'Due net payable immediately' field shows 80.00 EUR. The 'Tip' field shows 5.30 EUR. The 'Change' field shows 0.00 EUR. The 'Open amount' is 74.70 EUR. The 'Total' is 74.70 EUR. The 'Payment' button is highlighted with a red box.

Receipt screen showing the 'Tip amount' field highlighted with a yellow box and a red circle with the number 2. The receipt ID is E1V4100001020. The 'Payment items' tab is selected, showing a table with columns: Position, Payment method, Credit card type, Amount in payment currency, Tip amount, Payment term, Exchange rate, Amount (in EUR), and Note.

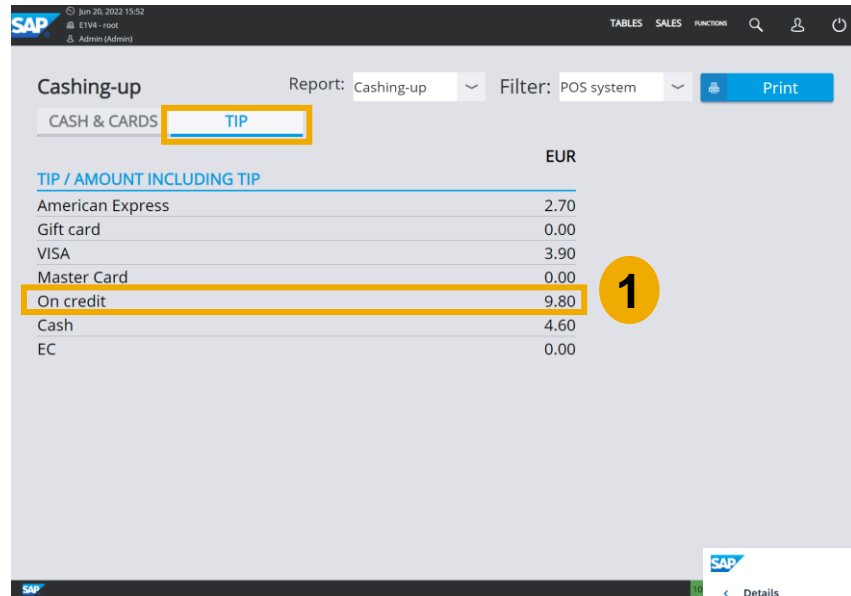
Position	Payment method	Credit card type	Amount in payment currency	Tip amount	Payment term	Exchange rate	Amount (in EUR)	Note
1	Payment on credit		80.00 EUR	5.30 EUR	Due net payable immediately	1	80.00 EUR	

Feature

- SAP Customer Checkout provides tip handling which is commonly used e.g. in restaurants, and cafés
- With version 2.0 FP14, it is possible to enter a tip amount for payments on invoice
- In previous versions, entering tip was only supported with other payment options (e.g. in cash, by card)
- When paying a receipt in SAP Customer Checkout, and you choose “payment on credit”, you can now add a tip amount (1)
- Once the receipt is posted in SAP Customer Checkout manager, the tip amount is also shown in the **Payment items** tab within the **Receipts** app (2)

Tip Handling

Tip Amount Shown in Cashing-Up, Day-End Closing, and Sales Summaries

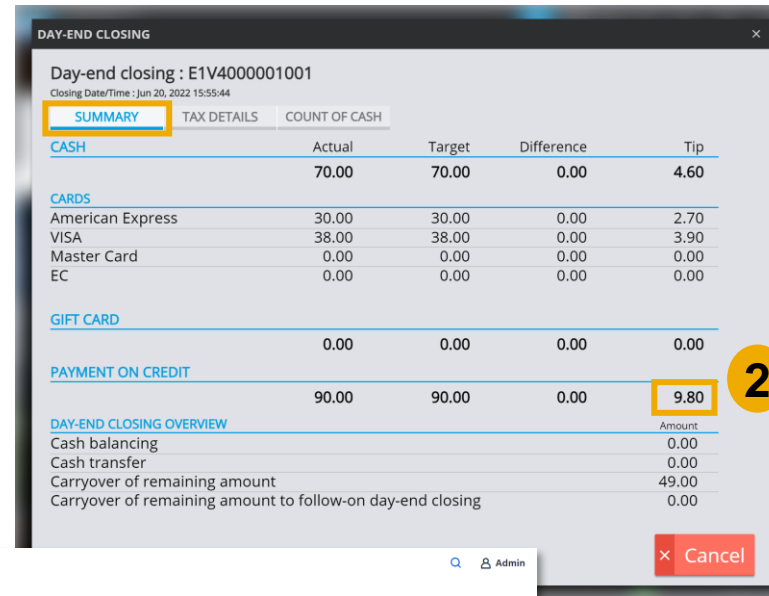


Cashing-up Report: Cashing-up Filter: POS system Print

CASH & CARDS **TIP**

TIP / AMOUNT INCLUDING TIP

	EUR
American Express	2.70
Gift card	0.00
VISA	3.90
Master Card	0.00
On credit	9.80
Cash	4.60
EC	0.00

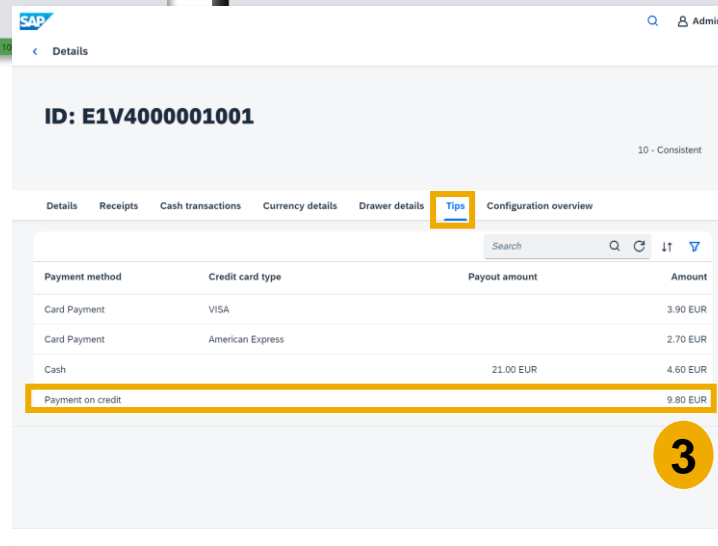


DAY-END CLOSING

Day-end closing : E1V4000001001
Closing Date/Time : Jun 20, 2022 15:55:44

SUMMARY TAX DETAILS COUNT OF CASH

	Actual	Target	Difference	Tip
CASH	70.00	70.00	0.00	4.60
CARDS				
American Express	30.00	30.00	0.00	2.70
VISA	38.00	38.00	0.00	3.90
Master Card	0.00	0.00	0.00	0.00
EC	0.00	0.00	0.00	0.00
GIFT CARD	0.00	0.00	0.00	0.00
PAYMENT ON CREDIT	90.00	90.00	0.00	9.80
DAY-END CLOSING OVERVIEW				Amount
Cash balancing				0.00
Cash transfer				0.00
Carryover of remaining amount				49.00
Carryover of remaining amount to follow-on day-end closing				0.00



ID: E1V4000001001

10 - Consistent

Details Receipts Cash transactions Currency details Drawer details **Tips** Configuration overview

Search

Payment method	Credit card type	Payout amount	Amount
Card Payment	VISA		3.90 EUR
Card Payment	American Express		2.70 EUR
Cash		21.00 EUR	4.60 EUR
Payment on credit			9.80 EUR

Feature

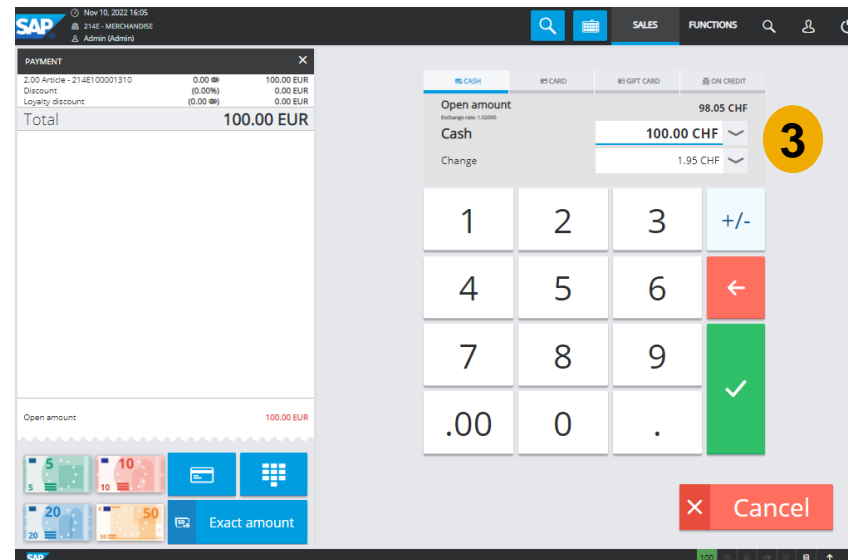
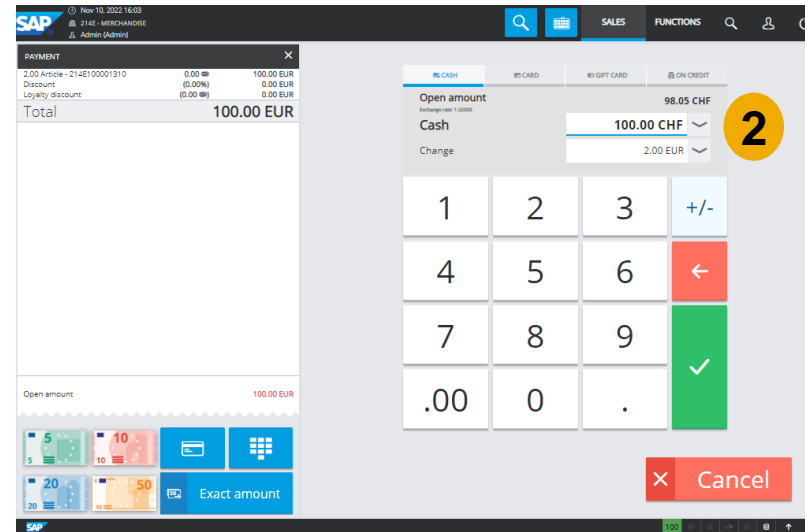
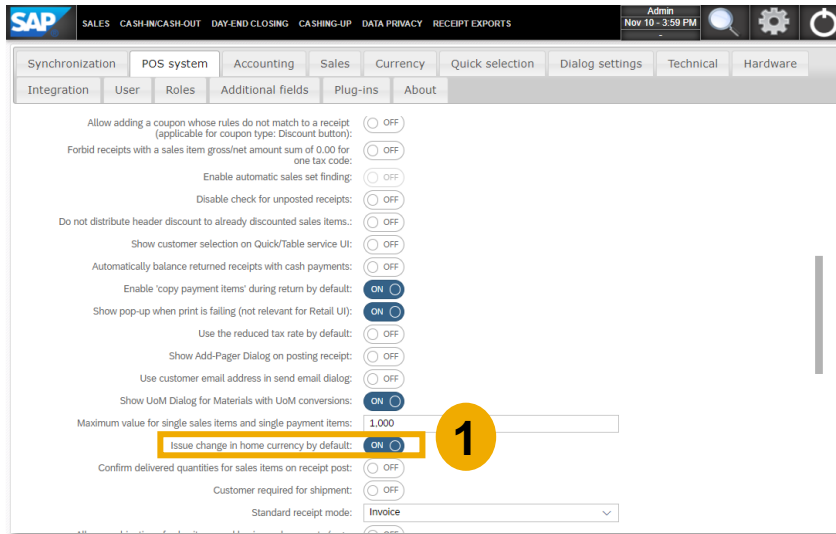
- The tip amount for payments on credit is also shown in the following screens, and app:
 - Cashing-Up:** within the **Tip** tab, you can see the total tip amount of each payment type (1)
 - Day-End closing:** In the **Summary** of the day-end closing receipt, the tip amount is displayed accordingly (2)
 - Sales summaries:** In SAP Customer Checkout manager, you can see in the according sales summaries receipt within the **Tip** tab, the amount per payment method (3)

Benefits

- Entering tip amount for payments on invoice
- More transparency over sales reports

SAP Customer Checkout

SALES: Return Change in Home Currency



Feature

- In the **Configuration** screen, there is a new field available within the **POS system** tab: **Return change in home currency** (1)
- When this setting is enabled, and the customer is paying the receipt e.g. in CHF, and gives more than total amount, the change will be in the Home currency, e.g. in EUR (2)
- If we disable the feature, you have the change in the same currency (2)
- This setting is by default activated for new installations up to version 2.0 FP14

Benefits

Improved usability for customers and cashiers when working with multi-currency

SAP Customer Checkout Manager

Receipts: Total Net Amount Shown in Receipt Details

2.0 FP14

Receipt ID: 214E100001274

95.50 EUR

Details Sales Items Tax Items Payment Items Orders Coupons Discounts Fees and service charges Signature Dispatch states Export states Additional fields

General data

POS system ID: 214E

Receipt ID: 214E100001274

Type code: Direct sale

Business transaction date: Nov 8, 2022, 10:41:40 AM

Business transaction date (local time zone): Nov 8, 2022, 10:41:40 AM Europe, Berlin

Table ID: 2

Customer count: 0

Cashier: Admin

Sales person:

Discount purpose:

Price list ID: 1 - Food&Beverage Standard

Price list manually changed: ☐

Amount

Total gross amount: 95.50 EUR

Total net amount: 80.26 EUR

Total gross amount (after item discount): 95.50 EUR

Discount gross amount: 0.00 EUR

Receipt discount percentage: 0 %

Number of points: 0.00

Loyalty discount: 0.00 EUR

Fee gross amount: 0.00 EUR

Service charge gross amount: 0.00 EUR

Payment gross amount: 95.50 EUR

Payment tax amount: 15.25 EUR

Payment net amount: 80.25 EUR

2.0 FP13

Amount

Total gross amount: 579.85 EUR

Discount amount: 0.00 EUR

Discount percentage: 0 %

Number of points: 0.00

Loyalty discount: 0.00 EUR

Fee gross amount: 0.00 EUR

Service charge gross amount: 0.00 EUR

Payment gross amount: 579.85 EUR

Payment tax amount: 92.58 EUR

Payment net amount: 487.27 EUR

Feature

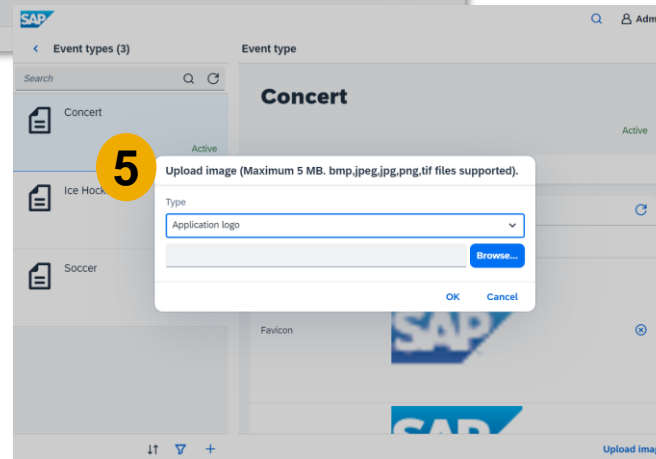
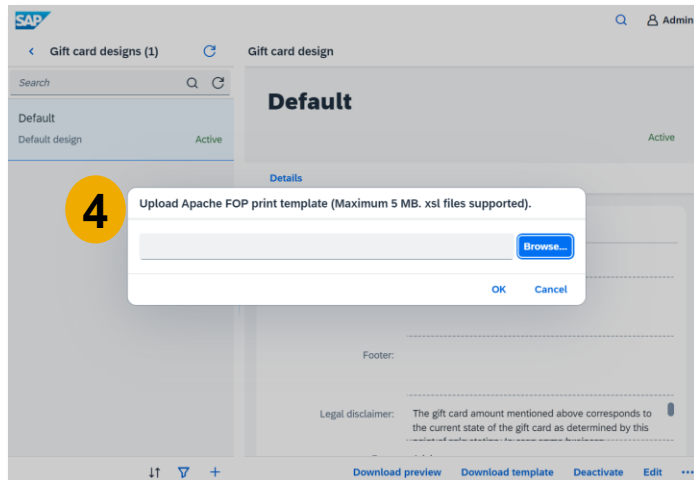
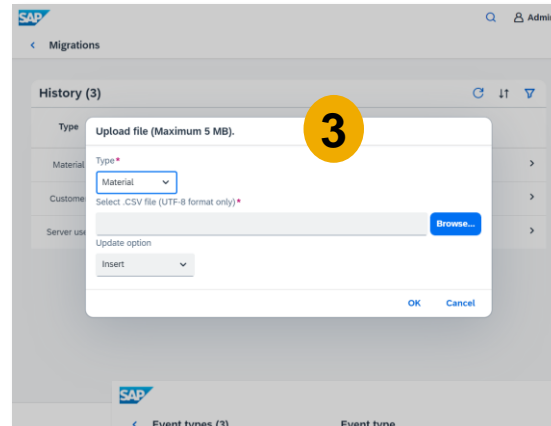
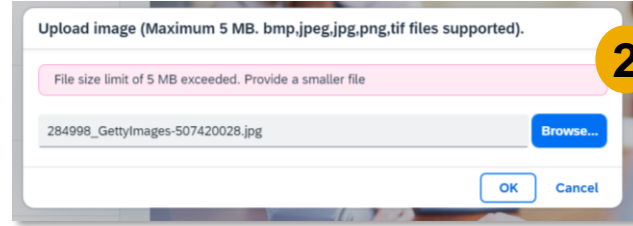
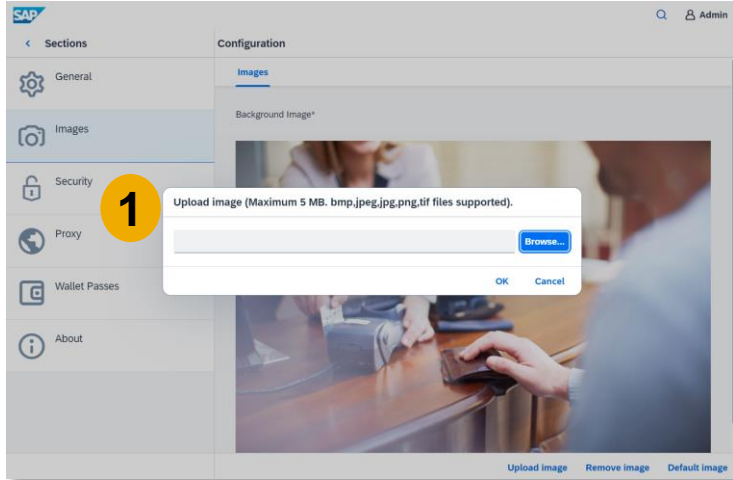
- In the **Receipts** app, there is a new information shown within the receipt details: Total net amount (1)
- This information can be important for sales managers to check important receipt details
- In previous versions, only the total gross amount of the receipt was shown (2)

Benefits

Detailed information shown for receipts

SAP Customer Checkout Manager

Restricted Size Stream Implementation



Feature

- In various apps of SAP Customer Checkout manager, there is a restricted size stream implementation
- A notification is shown to inform the user which upload size is allowed (1)
- Another notification is shown if the size of the uploaded data is bigger than what the SAP Customer Checkout manager system allows (2)
- This notification is implemented in several apps where you can upload a file, or an image, e.g. in the **Configuration** app → **Images** tab (1), in the **Migrations** app (3), in the **Gift card designs** app (4), in the **Event types** app (5), or many others

Benefits

Improved usability to assist users about allowed upload size of files

SAP Customer Checkout Manager

Jobs – Improved Status Message for Receipt Repost Job

The image displays three screenshots of the SAP Customer Checkout Manager interface, illustrating the process of executing and monitoring the Receipt Repost job.

Screenshot 1 (Top Left): Shows the 'New job' configuration screen. The 'Job' field is set to 'Receipt: Repost' (marked with a yellow circle 1). The 'Description' is 'Receipt Repost CComanager'. The 'Scheduling' section shows 'Type' as 'Immediate'. The 'Parameters' section shows 'Start reposting from (based on business transaction date)' as 'MMM d, y, h:mm:ss a', 'Communication system' as 'CComanager 2.14 2214', and 'Dispatch status' as 'Send failed and unposted'.

Screenshot 2 (Top Right): Shows the 'Executions (78)' table. The first row is highlighted (marked with a yellow circle 2) and shows the 'Receipt: Repost' job completed successfully on 11/10/22 at 3:26 PM.

Screenshot 3 (Bottom): Shows the 'Details' view for the 'Receipt: Repost' job. The 'Status' is 'Finished' and the 'Result' is 'Success'. The 'Status message' is highlighted (marked with a yellow circle 3) and reads: '396 unposted and 0 failed entries to post (total 396), 396 posted'.

Feature

- In the **Jobs** app, you can execute the **Receipt Repost** job (1), and select the entry within the **Executions** tab once the job has run successfully (2)
- In the **Details** view, you will now see an improved status message with detailed information about the transaction number of unposted, failed and posted receipts
- In previous versions, there was no number shown

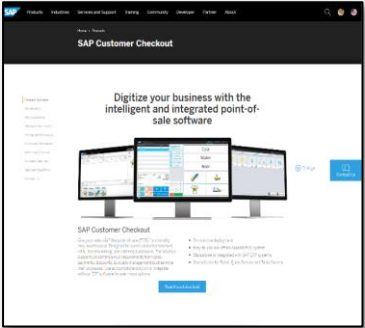
Benefits

Improved status message when reposting receipts to external communication system

Learn More

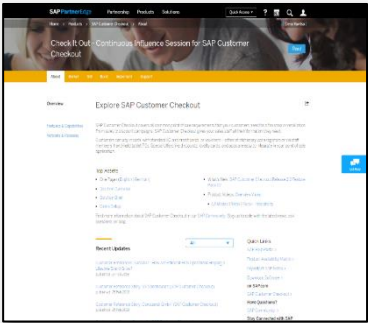
[sap.com](https://www.sap.com)

Find solution briefs, customer references, and many more



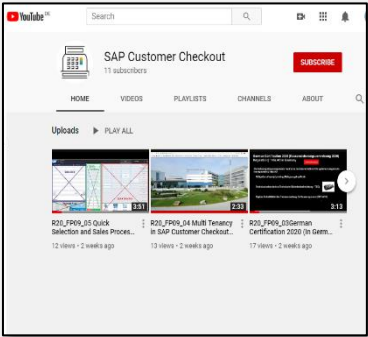
[PartnerEdge](https://partneredge.sap.com)

Find enablement and how-to-guides for partners.



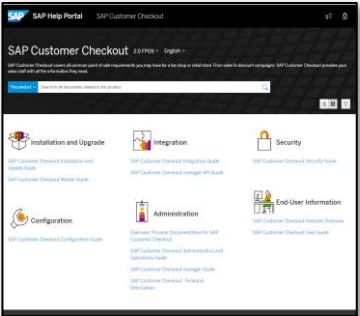
[YouTube](https://www.youtube.com/channel/UC8W1P9Hj01)

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



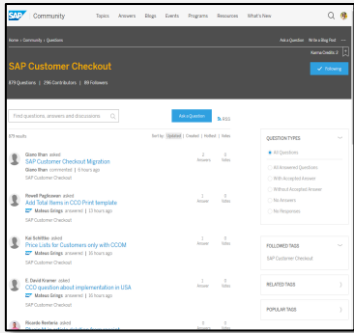
[SAP Help](https://help.sap.com)

Official Product Documentation of SAP Customer Checkout



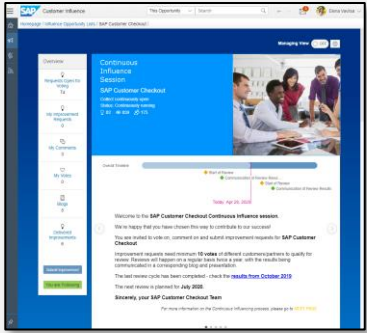
[SAP Community](https://community.sap.com)

Ask questions, interact with others, and find blogs.



[SAP Customer Influence](https://community.sap.com/t5/SAP-Customer-Checkout)

Submit improvement ideas for SAP Customer Checkout.



 Follow us on [@SAPCheckout](https://twitter.com/SAPCheckout)

Thank you 😊

Follow us



www.sap.com/contactsap

© 2022 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. 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, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See www.sap.com/trademark for additional trademark information and notices.