

SAP Customer Checkout 2.0 Feature Pack 01

SAP Customer Checkout – Business Processes in Retail

Customer



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Customer Checkout Training: Overview

The following session is designed to give you an overview of the features and business processes in SAP Customer Checkout. When you end this training you should know:

- Which features are supported by SAP Customer Checkout
- General Topics in SAP Customer Checkout
- Regular retail processes for a Cashier
- Retail Processes for a Manager
- Special retail cases in SAP Customer Checkout (Vouchers, Returns, Payment for Invoices)





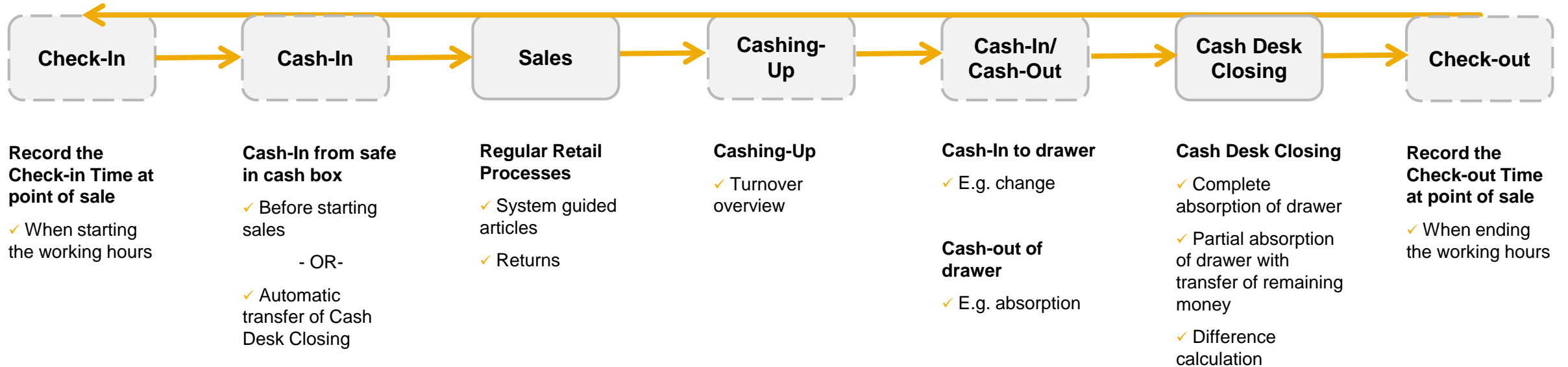
Which features are supported by SAP Customer Checkout

Features in SAP Customer Checkout

- Selling articles
- Various payment methods
- Applying discounts
- Creating vouchers
- Returns
- Stock Overview
- Creating Customers
- Parking Receipts
- Perform time recording transactions



Process Overview in Retail





General Topics in SAP Customer Checkout

Log In

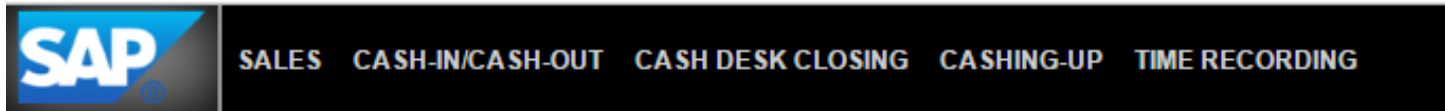
While you start the application you log in and enter:

- User name
- Password

The screenshot shows the SAP Customer Checkout Login interface. At the top, there is a black header bar containing the SAP logo on the left, the text 'SAP CUSTOMER CHECKOUT LOGIN' in the center, and a circular information icon on the right. Below the header, the main content area is light gray. In the center of this area is a login form with two input fields: 'User name*' and 'Password*'. Below these fields is a 'Login' button. Underneath the login form is a numeric keypad with buttons for digits 1 through 9, 0, a green checkmark icon, and a red X icon.

Overview User Interface

The SAP Customer Checkout user interface provides multiple screens, each of which is tailored to a specific set of tasks.



Screen	Description
<i>SALES</i>	The main screen of SAP Customer Checkout, on which the entire sales process is carried out. There are two user interfaces available for the <i>SALES</i> screen.
<i>CASH-IN/CASH-OUT</i>	Cash in or cash out money; pay-in/pay-out function also provided
<i>CASH DESK CLOSING</i>	Carry out cash desk closing; a separate screen is provided for each step in this process
<i>CASHING-UP</i>	Displays the current status of the cash desk and provides information for each type of financial transaction and revenue
<i>TIME RECORDING</i>	Enables to record the working time of your users (cashiers, salesperson) and performing check-in and check-out transactions. This option is only possible when using the central time recording of the SAP Customer Checkout Server.

User Roles

Users can access different screens depending on the role assigned to them. The following table describes the roles available.

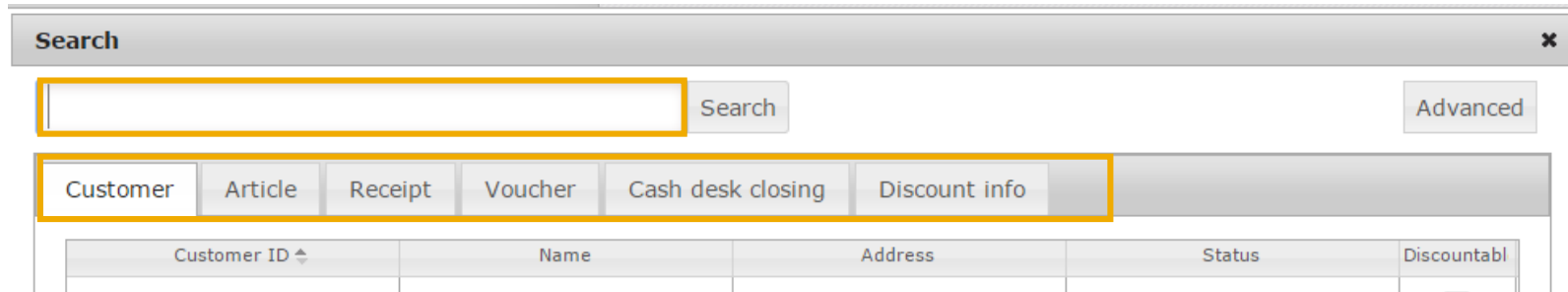
User Role	Screens Available
CASHIER	<i>SALES, RETURNS</i>
SALESMANAGER	<i>SALES, RETURNS, CASH-IN/CASH-OUT, CASH DESK CLOSING, CASHING-UP</i>
ADMINISTRATOR	All screens (including configuration screen)

Search Function

SAP Customer Checkout provides a general search function that can be accessed from every screen apart from the login screen. To access the search function, choose the magnifying glass icon in the upper right corner of the screen.



The Search screen contains up to six tab pages on which you can search the SAP Customer Checkout database for information of a specific data type.



Two different types of search are provided:

- Basic search: Performs the search using the most common attributes of the respective data type.
- Advanced search: Enables you to enter a search term for each attribute.



Regular Retail Processes for a Cashier

SAP Customer Checkout for a Cashier

Depending on the role assigned to a user, the user can access different screens. A **Cashier** primarily uses the **SALES** Screen. The **SALES** Screen supports the following retail processes:



Point of Sale

- Sales Process at Point of Sale
- Customer wants to buy some articles



Articles

- Articles can be scanned
- Via barcode
- Via Quick-Selection Button
- Or entering Article ID



Customer

- Select a customer or create a new customer on Point of Sale
- Edit Customer Data



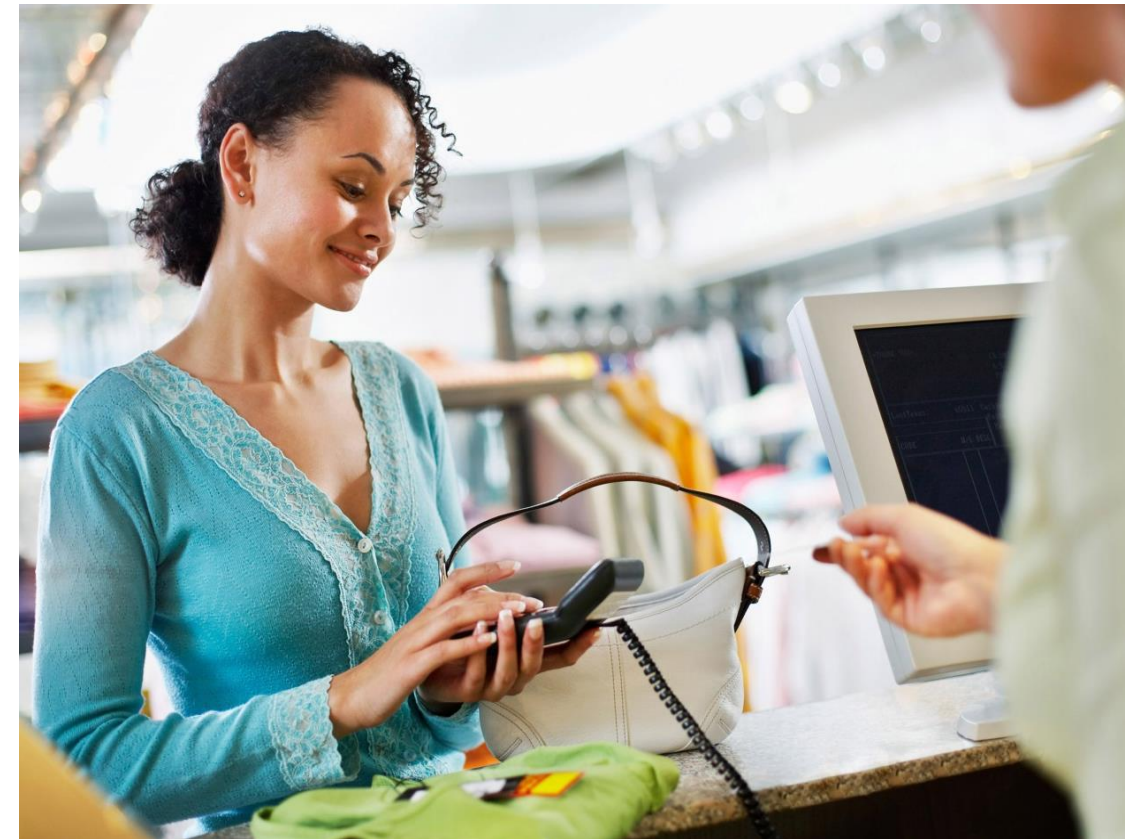
Discount

- Give a discount to special customers
- Discount on Sales Item Level
- Discount on Header Level



Payment

- Select from different Payment Methods
- Payment via Credit Card
- Cash Payment
- Payment on Credit
- Voucher Payment



SALES Screen Layout

The SALES screen provides all of the functions required for completing a sales process.

The screenshot displays the SAP SALES screen interface. At the top, the SAP logo and navigation tabs (SALES, CASH-IN/CASH-OUT, CASH DESK CLOSING, CASHING-UP) are visible. The user is logged in as 'Admin' on 'May 7 - 3:30'. The screen title is 'Direct sale'. A search bar on the right shows '1.00 x Kaffee' with a total of 'EUR 1.18'. The main area contains a table with the following data:

Position	Article	Description	Quantity	Unit	Unit price	Discount	Discount %	Gross amount
1	A000123	T-Shirt Ladies	2.00	Manuell	50.00	0.00	0.00	100.00
2	A0012345	Kaffee	1.00	Manuell	1.18	0.00	0.00	1.18
3								

Below the table, a yellow callout box states: "Articles that are added to a receipt are displayed in a table (called the sales item list) in the middle of the screen." The bottom section shows a summary bar with 'Total 101.18', 'Discount 0.00', and 'Discount in % 0.00'. A 'Pay out by ...' field shows '101.18'. At the bottom, there are icons for payment methods (cash, card, etc.) and a yellow callout box stating: "Information about the methods of payment selected for the sale is displayed at the bottom of the screen." The bottom right corner features 'OK', 'Cancel', 'Park', and 'Resume' buttons, along with a 'Select parked receipts' dropdown.

SALES Screen

Selecting an Article

There are different options to select an article in the SALES Screen:

The screenshot displays the SAP SALES interface. At the top, the SAP logo and navigation tabs (SALES, CASH-IN/CASH-OUT, CASH DESK CLOSING, CASHING-UP) are visible. The user is logged in as 'Admin' on 'May 7 - 3:42'. The main area shows a table with columns: Position, Article, Description, Quantity, Unit, Unit price, Discount, Discount %, and Gross amount. A search bar at the top right is highlighted with a red box and a yellow callout: 'User can select the Article using the search or enter the Article ID or scan the product consisting of barcode'. Below the table, a yellow callout points to a 'Quick selection' button: 'User can also select Article via the Quick Selection Button'. The bottom of the screen features a summary bar with 'Total 0.00', 'Discount 0.00', and 'Discount in % 0.00', along with various control buttons like 'OK', 'Cancel', 'Park', and 'Resume'.

- **Splitting of Articles**
 - ✓ Articles can be shown splitted or incremented

SALES Screen

Selecting a Customer

In the SALES Screen you can select a customer:

The screenshot displays the SAP SALES interface. At the top, the navigation bar includes 'SALES', 'CASH-IN/CASH-OUT', 'CASH DESK CLOSING', and 'CASHING-UP'. The user is logged in as 'Admin' on 'May 8 - 12:47'. The customer selection area shows 'C30000' in a red box, with a search icon and a close icon. The customer name 'Computerhandel Müller' and address 'Fuldastieg 3, 21079 Hamburg, DE' are visible. A dropdown menu is set to 'Direct sale'. A yellow callout box points to the search area with the text: 'User can select the customer using the search or enter the customer ID or scan the card consisting of customer ID barcode'. The main table has columns for Position, Description, Quantity, Unit, Unit price, Discount, Discount %, and Gross amount. The total amount is 0.00. The bottom section includes a 'Payment method' table, a 'Pay out by ...' field with 0.00, and a 'Quick selection' button. The bottom right corner has 'OK', 'Cancel', 'Park', and 'Resume' buttons, along with a 'Select parked receipts' dropdown.

Position	Description	Quantity	Unit	Unit price	Discount	Discount %	Gross amount
1							0.00 x

Payment method	Amount	Exchange rate	Amount(EUR)	Delete

Pay out by ... 0.00

SALES Screen

Editing Sales Items

The screenshot displays the SAP Sales interface. At the top, the SAP logo and navigation tabs (SALES, CASH-IN/CASH-OUT, CASH DESK CLOSING, CASHING-UP) are visible. The user is logged in as 'Admin' on 'May 7 - 3:30'. The screen title is 'Direct sale'. A search bar on the right shows '1.00 x Kaffee' with article number 'A0012345' and a price of 'EUR 1.18'. The main table lists items with columns for Position, Article, Description, Quantity, Unit, Unit price, Discount, Discount %, and Gross amount. The first row is highlighted with a red box and a yellow callout box pointing to it, containing the text 'User can edit Quantity, Unit Price, Discount etc'. The second row is also highlighted with a red box. The bottom of the screen shows a summary bar with 'Total 101.18', 'Discount 0.00', and 'Discount in % 0.00'. The total amount '101.18' is displayed in a large field. Below this, there are buttons for 'OK', 'Cancel', 'Park', and 'Resume', along with a 'Pay out by ...' field showing '101.18'.

Position	Article	Description	Quantity	Unit	Unit price	Discount	Discount %	Gross amount
1	A000123	T-Shirt Ladies	2.00	Manuell	50.00	0.00	0.00	100.00
2	A0012345	Kaffee	1.00	Manuell	1.18	0.00	0.00	1.18
3								

SALES Screen

Applying Discounts

The screenshot displays the SAP Sales screen for a 'Direct sale'. The main table shows one sales item:

Position	Article	Description	Quantity	Unit	Unit price	Discount	Discount %	Gross amount
1	A000123	T-Shirt Ladies	1.00	Manuell	50.00	5.00	10.00	45.00
2								

Summary bar: Total 45.00, Discount 0.00, Discount in % 0.00. The summary bar also shows 'Discount in amount' and 'Discount in %' with checkmarks, and a total of 45.00.

Payment section: 'Pay out by ...' 45.00.

Annotations:

- ... or at header level, in which case they affect the whole receipt.
- You can apply discounts at sales item level, in which case they affect only one specific sales item...

SALES Screen

Assigning a Salesperson to a Sales Item

The screenshot shows the SAP Sales interface. At the top, the navigation bar includes 'SAP', 'SALES', 'CASH-IN/CASH-OUT', 'CASH DESK CLOSING', and 'CASHING-UP'. The user is logged in as 'Admin' on 'May 7 - 4:40'. The main area displays a table with columns: Position, Article, Description, Quantity, Unit, Unit price, Discount, Discount %, and Gross amount. The first row is highlighted with a red box and contains: 1, 000123, T-Shirt Ladies, 1.00, Manuell, 50.00, 0.00, 0.00, 50.00. A yellow callout bubble points to this row with the text: 'User can select a Salesperson for a specific item'. A dialog box titled 'Create/Change article' is open, showing fields for 'Tax rate type code' (A2 - Standardsatz (B1)), 'Salesperson' (highlighted with a red box), and 'Admin - Admin 01'. The dialog also has an empty 'Note' field and 'OK' and 'Cancel' buttons. The bottom of the screen shows a summary bar with 'Total 50.00', 'Discount 0.00', and 'Discount in % 0.00'. There are also buttons for 'Quick selection', 'OK', 'Cancel', 'Park', and 'Resume'.

Position	Article	Description	Quantity	Unit	Unit price	Discount	Discount %	Gross amount
1	000123	T-Shirt Ladies	1.00	Manuell	50.00	0.00	0.00	50.00
2								

1.00 x
T-Shirt Ladies
A000123
EUR 50.00

Total 50.00 Discount 0.00 Discount in % 0.00

EV04110001163

Pay out by ... 50.00

SALES Screen

Assigning a Salesperson to a Whole receipt

The screenshot displays the SAP SALES interface. At the top, the navigation bar includes 'SALES', 'CASH-IN/CASH-OUT', 'CASH DESK CLOSING', and 'CASHING-UP'. The user is logged in as 'Admin' on 'May 7 - 5:00'. The main area shows a 'Direct sale' screen with a table containing one row (Position 1) and a total amount of 0.00. A 'Select salesperson' dialog box is open, featuring a dropdown menu and 'OK' and 'Cancel' buttons. A yellow callout box points to the dialog with the text: 'User can select a Salesperson at the Receipt level'. Below the dialog, the 'Total' is 0.00, 'Discount' is 0.00, and 'Discount in %' is 0.00. A person icon in the bottom toolbar is highlighted with a red box. The bottom section includes a 'Payment method' table, a 'Pay out by ...' field with a value of 0.00, and several action buttons like 'Quick selection', 'OK', 'Cancel', 'Park', and 'Resume'.

Position	Article	Description	Quantity	Unit	Unit price	Discount	Discount %	Gross amount
1								

Total: 0.00 Discount: 0.00 Discount in %: 0.00

Pay out by ...: 0.00

SALES Screen

Reprinting a Sales Receipt

The screenshot shows the SAP SALES screen with the following data:

Position	Article	Description	Quantity	Unit	Unit price	Discount	Discount %	Gross amount
1	SM00002	Shirt Schwarz	3.00	Manuell	26.78	0.00	0.00	80.34
2								

Summary: Total amount 80.34, Discount 0.00, Discount in % 0.00.

The 'Print' button is highlighted with a red box. A yellow callout box points to the gear icon in the top right corner, indicating that configuration is needed to enable the 'print last receipt' option.

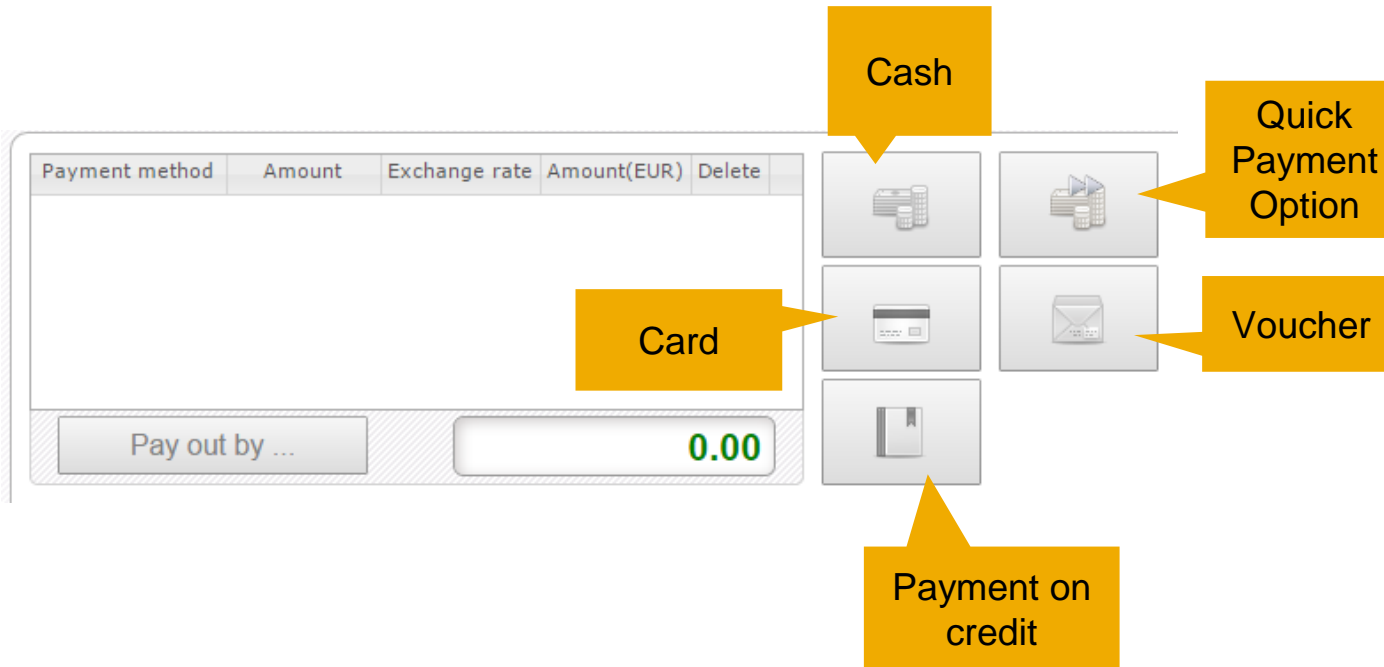
User can reprint the last sales receipt

To be able to select the **'print last receipt'** button, you need to activate this option in the *Configuration*.

SALES Screen

Payment Methods

SAP Customer Checkout supports four general payment methods:



A mixture of various payment methods and a partial payment is also possible in SAP Customer Checkout.



Special retail cases in SAP Customer Checkout

SALES Screen

Returning articles

The screenshot displays the SAP Sales interface for a 'Direct sale' transaction. The main table lists the following items:

Position	Article	Description	Quantity	Unit	Unit price	Discount	Discount %	Gross amount
1	A000123	T-Shirt Ladies	-1.00	Manuell	50.00	-5.00	-10.00	-45.00
2								

A yellow callout box points to the 'Quantity' field, stating: "User can enter a negative quantity (-1, -2), using which the solution identifies that these articles are returned."

Summary fields at the bottom show: Total: -45.00, Discount: 0.00, Discount in %: 0.00, and a final total of -45.00. The payment method is set to 'Pay out by ...' with an amount of -45.00. The interface also includes a 'Quick selection' button, 'OK' and 'Cancel' buttons, and a 'Park'/'Resume' button.

SALES Screen

Returning a receipt

To return a receipt, you need select the return icon

The screenshot displays the SAP SALES interface. At the top, the navigation bar includes 'SAP', 'SALES', and options like 'CASH-IN/CASH-OUT', 'CASH DESK CLOSING', and 'CASHING-UP'. The user is logged in as 'Admin' on 'May 7 - 5:10'. The main area shows a table with columns for 'Position', 'Article', 'Description', 'Quantity', 'Unit', 'Unit price', 'Discount', 'Discount %', and 'Gross amount'. A yellow callout '2' points to a search bar in the top right corner, which contains a barcode icon and a magnifying glass. Below the table, a summary bar shows 'Total 0.00', 'Discount 0.00', and 'Discount in % 0.00'. A yellow callout '1' points to a red-bordered icon in the bottom left corner of the summary bar, which represents the return function. Below the summary bar, there is a 'Payment method' section with a table and a 'Pay out by ...' field showing '0.00'. On the right side, there is a vertical panel with an upward arrow and the text 'Scan a receipt barcode or use the search.' At the bottom right, there are buttons for 'Return whole Receipt', 'Close', and navigation arrows.

SALES Screen

Partially returning a Receipt

The screenshot shows the SAP SALES interface with a receipt return dialog. The dialog is titled "T-Shirt Ladies" and contains the following fields and controls:

- Quantity to be canceled:** A text input field with the value "1.00" and a "max" value of "2.00".
- Stock location:** A dropdown menu with the value "01".
- Customer return reason code:** A dropdown menu with the value "No reason".
- Navigation:** A numeric keypad with buttons for digits 1-9, 0, and a delete button (X).
- Buttons:** "OK", "OK + Continue", and "Cancel".

A yellow callout box points to the "Quantity to be canceled" field with the text: "User can enter the quantity to be returned, select a stock location and a return reason code".

On the right side of the dialog, a red-bordered box highlights a list of selected items from a receipt. The list includes:

- EV04110001159 (May 7, 2015)
- T-Shirt Ladies (A000123) with a quantity of 2.00x and a price of 50.00, totaling 100.00.
- Kaffee (A0012345) with a quantity of 1.00x and a price of 1.18, totaling 1.18.

A yellow callout box points to this list with the text: "The contents of the selected receipt is displayed here".

At the bottom right of the main screen, there is a "Return whole Receipt" button and a "Close" button.

SALES Screen

Returning whole Receipt

The screenshot shows the SAP Sales screen for a 'Direct sale'. The main table lists items with columns for Position, Article, Description, Quantity, Unit, Unit price, Discount, Discount %, and Gross amount. The total amount is 0.00. A yellow callout box points to a 'Return whole Receipt' button in the bottom right corner.

Position	Article	Description	Quantity	Unit	Unit price	Discount	Discount %	Gross amount
1								

Summary fields:
Total: 0.00
Discount: 0.00
Discount in %: 0.00
Gross amount: 0.00

Items list:
EV04110001158 (Apr 30, 2015)
Bikash Bansal BB (BB0000000001)
T-Shirt Ladies (A000123): 9.00x @ 50.00 = 450.00
SLR Kamera M-CAM 40C (I00010): 7.00x @ 208.25 = 1,457.75
J.B. Multifunktionsdrucker 1420 (A00001): 10.00x @ 130.90 = 1,309.00

Buttons: Return whole Receipt, Close

SALES Screen

Creating Vouchers

To create a voucher, you need to enter the article ID of the voucher in the article field.

The screenshot displays the SAP SALES interface for creating a voucher. The top navigation bar includes 'SAP', 'SALES', and 'CASH-IN/CASH-OUT CASH DESK CLOSING CASHING-UP'. The user is logged in as 'Admin' on 'May 8 - 12:38'. The screen title is 'Direct sale'. A search bar at the top right is highlighted with a red box, containing a barcode icon and a search icon. Below the search bar is a table with the following data:

Position	Article	Description	Quantity	Unit	Unit price	Discount	Discount %	Gross amount
1	EV1345629756	Voucher	1.00	Manuell	100.00	0.00	0.00	100.00
2								

The first row is highlighted with a red box. To the right of the table, a summary box shows '1.00 x Voucher' with the article ID 'EV1345629756' and a total value of 'EUR 100.00'. Below the table, a list of features for vouchers is shown:

- **Vouchers**
 - ✓ *Material ID for Vouchers needs to be pre-configured*
 - ✓ *Description editable*
 - ✓ *Price editable*

At the bottom of the screen, there are summary fields for 'Total' (100.00), 'Discount' (0.00), and 'Discount in %' (0.00). A 'Quick selection' button is visible, along with 'OK', 'Cancel', 'Park', and 'Resume' buttons. The bottom right corner has a 'Select parked receipts' dropdown menu.

SALES Screen

Payment with Voucher

The screenshot displays the SAP SALES interface with a 'Payment' dialog box open. The dialog box contains the following fields and controls:

- Voucher ID:** EV1404 (highlighted with a red box)
- Original amount (EUR):** 250.00
- Remaining amount (EUR):** 313.37
- Open amount (EUR):** 238.00
- Paid (EUR):** 238.00
- Difference amount (EUR):** 0.00

The dialog also features a numeric keypad with digits 1-9, 0, a decimal point, and +/- and +/- buttons. Below the keypad is a grid of Euro banknotes and coins (500, 200, 100, 50, 20, 10, 5, 2, 1, 0.5, 0.2, 0.1) and a 'Free voucher' checkbox. At the bottom of the dialog are buttons for 'OK + Finish', 'OK', 'Reset', and 'Cancel'.

The background interface shows a 'Direct sale' screen with a table of items:

Position	Article	Description
1	A00001	J.B. Multifunktionsdrucker
2	A00002	J.B. Multifunktionsdrucker
3		

Summary information at the bottom of the screen includes:

- Total:** 238.00
- Discount:** 0.00
- Pay out by ...:** 238.00

On the right side, there is a barcode area with the text '1.00 x J.B. Multifunktionsdrucker A00002 EUR 107.10' and a 'Quick selection' button.

SALES Screen

Resuming and Parking Receipts

The screenshot displays the SAP SALES interface. At the top, the navigation bar includes 'SALES', 'CASH-IN/CASH-OUT', 'CASH DESK CLOSING', and 'CASHING-UP'. The user is logged in as 'Admin' on 'May 7 - 3:42'. The main area shows a receipt summary for 'Direct sale' with a total of 0.00. The summary table is as follows:

Position	Article	Description	Quantity	Unit	Unit price	Discount	Discount %	Gross amount
1								0.00 x
								0.00

At the bottom, there are several action buttons: 'OK', 'Cancel', 'Park', and 'Resume'. The 'Park' and 'Resume' buttons are highlighted with a red box. A yellow callout box points to these buttons with the text: 'User can select the appropriate action to Park or Resume the receipt'. Below the 'Park' and 'Resume' buttons is a dropdown menu labeled 'Select parked receipts'.

SALES Screen

Creating Payments for Invoice and Down Payment Invoice Payments

The screenshot shows the SAP Sales interface. At the top, there are navigation tabs: SALES, CASH-IN/CASH-OUT, CASH DESK CLOSING, and CASHING-UP. The user is logged in as 'Admin' on 'May 11 - 9:17'. The main area displays a table with columns: Position, Article, Description, Quantity, Unit, Unit price, Discount, Discount %, and Gross amount. The first row has '1' in the Position field. A red box highlights this '1'. A yellow callout bubble points to it with the text: 'For Invoice or Down Payment Invoice Payments, click on the position field to get the pop-up and change the item type'. A 'Create/Change article' pop-up window is open, showing a list of 'Sales item type' options: Payment for invoice, Special Sales Item, Payment for invoice (highlighted in blue), Credit note, Sales order, Payment on account, Sales quotation, Payment for down payment, and Paid down payment. The pop-up also has 'OK' and 'Cancel' buttons. Below the table, there are summary fields for Total (0.00), Discount (0.00), and Discount in % (0.00). At the bottom, there are buttons for 'Pay out by ...' (0.00), 'Quick selection', 'OK', 'Cancel', 'Park', and 'Resume'.

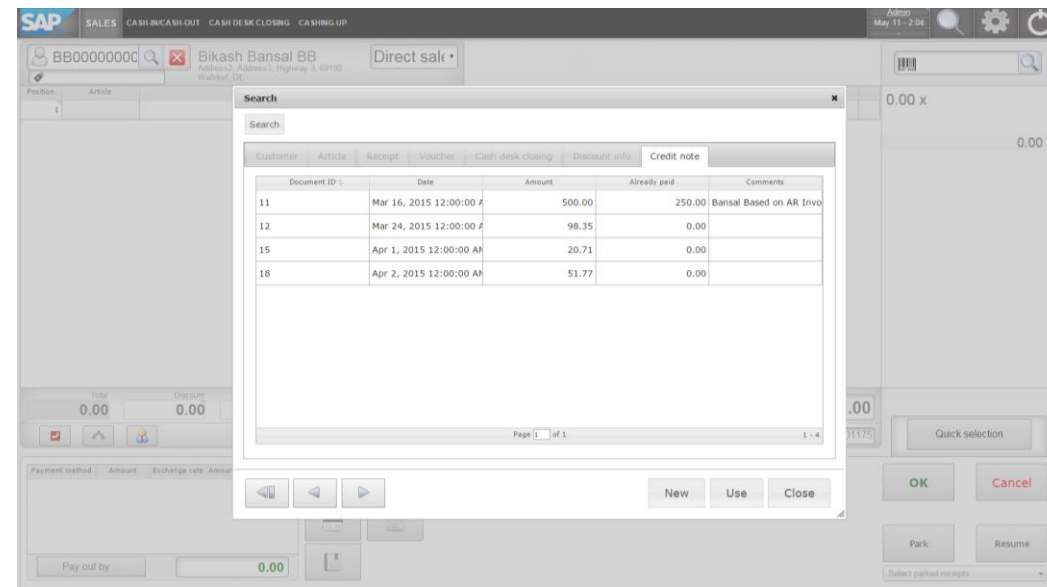
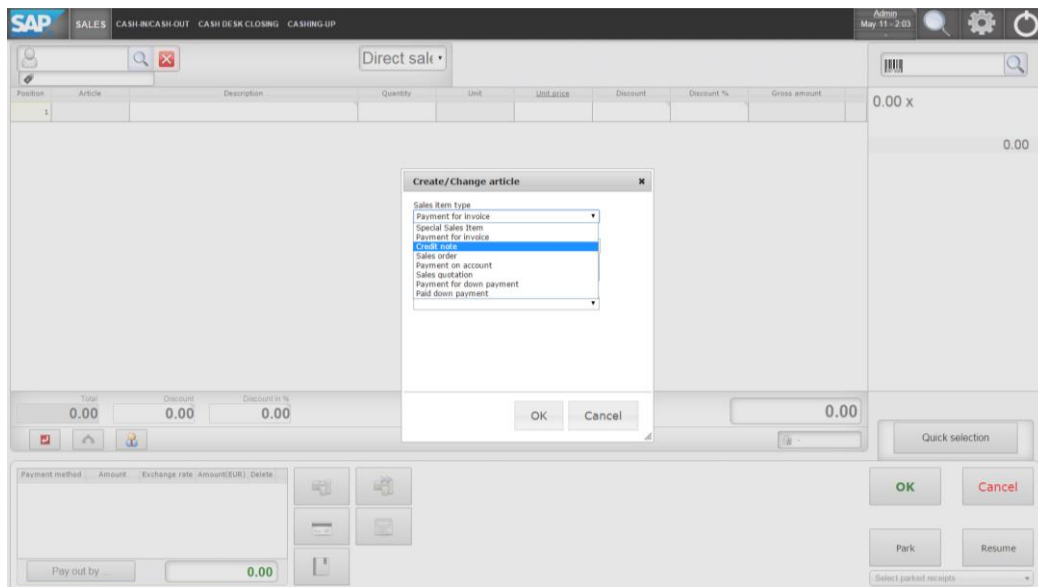
For SAP Business One only:

Sales Orders, Sales Quotation and Credit Notes created in SAP Business One, can be fetched in SAP Customer Checkout.

SALES Screen

Using Credit Note, Payment on Account and Paid Down Payment

SAP Customer Checkout supports fetching open credit notes, paid down payments and open incoming payments (with payments on account amount) from SAP Business One.



For SAP Business One only:

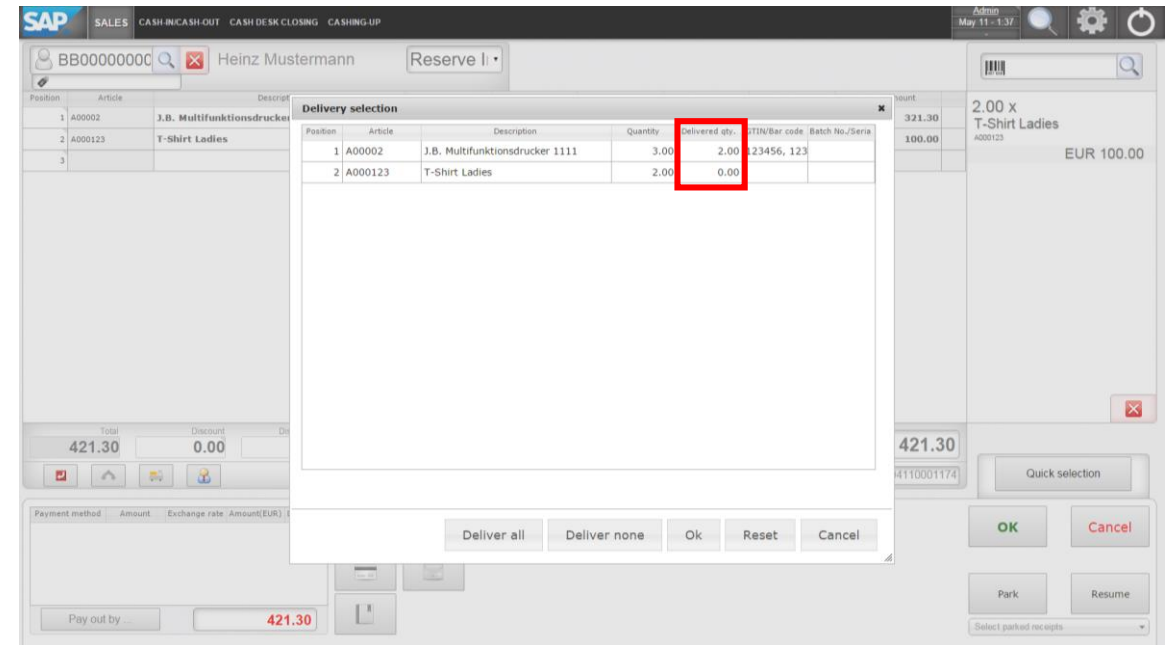
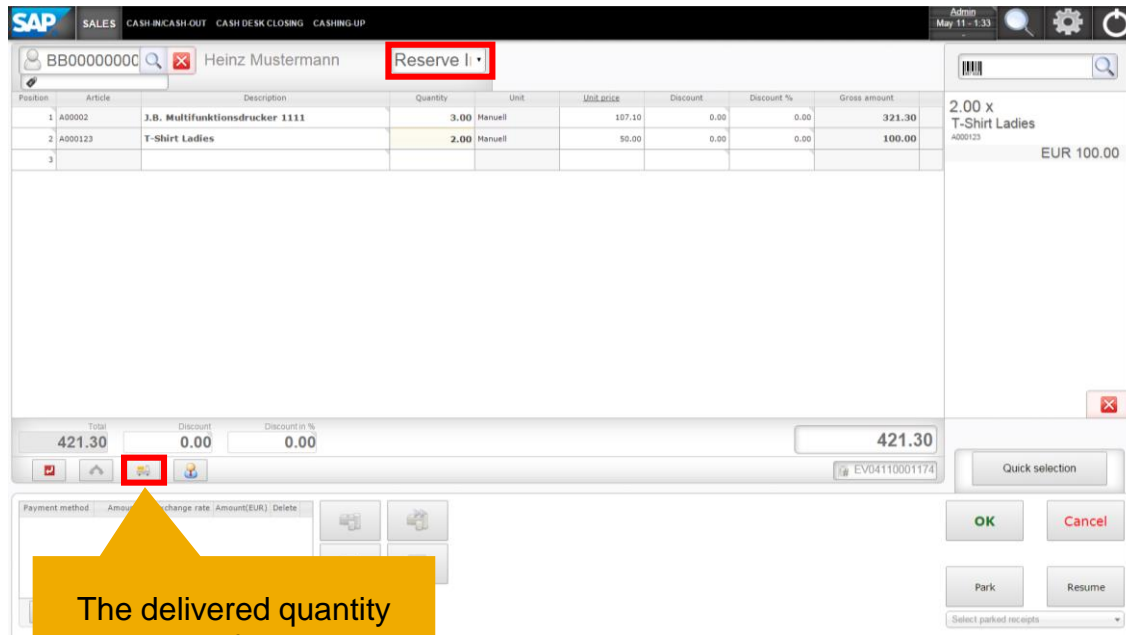
Credit Notes, Payment on Account and Paid Down Payments created in SAP Business One, can be fetched in SAP Customer Checkout.

SALES Screen

Creating a Reserve Invoice

On the **SALES** Screen, you can either choose a direct sale or a reserve invoice.

For reserve invoices, you can select the delivered quantity for delivery creation in SAP Business One.



The delivered quantity can be modified by using the delivery button.

For SAP Business One only:

Creating a Reserve Invoice in SAP Customer Checkout is only possible for SAP Business One.

SALES Screen

Creating a Manual Set

The screenshot shows the SAP SALES interface. At the top, there are navigation tabs: SALES, CASH-IN/CASH-OUT, CASH DESK CLOSING, and CASHING-UP. The user is logged in as 'Admin' on '02.12 - 16:56'. Below the navigation, there is a search bar and a barcode scanner icon. The main area contains a table with columns: Position, Article, Description, Quantity, Unit, Unit price, Discount, Discount %, and Gross amount. The first row has '1' in the Position column, which is highlighted with a red box. A yellow callout points to this box with the text: 'To create a manual set, click on the position field to get the pop-up and change the item type'. A 'Create/Change article' dialog box is open, showing a dropdown menu for 'Sales item type' with 'Manual set' selected. The dialog box also has 'OK' and 'Cancel' buttons. At the bottom of the screen, there are buttons for 'OK', 'Cancel', 'Park', and 'Resume', along with a 'Select parked receipts' dropdown. A 'Pay out by ...' field shows '0,00'.

To create a manual set, click on the position field to get the pop-up and change the item type

Note:

Make sure that you have enabled manual sets in the Configuration settings

Configuration → Cash Desk → Sales Screen.

SALES Screen

Adding Sub Sales Items to a Manual Set

After having selected the “manual set” in the position field, all sales items that are now selected will automatically be included into the manual set as sub sales items.

The screenshot displays the SAP Sales interface. At the top, the navigation bar includes 'SALES', 'CASH-IN/CASH-OUT', 'CASH DESK CLOSING', and 'CASHING-UP'. The user is logged in as 'Admin' at '14.12 - 09:27'. The main area shows a table with the following data:

Position	Article	Description	Quantity	Unit	Unit price	Discount	Discount %	Gross amount
1		Manual set	1,00	Manuell	150,01	0,00	0,00	150,01
1.1	A000123	T-Shirt Ladies	1,00	Manuell	50,00	0,00	0,00	50,00
1.2	A000124	Shoes Ladies	1,00	Manuell	100,01	0,00	0,00	100,01
2								

Below the table, there are two bullet points:

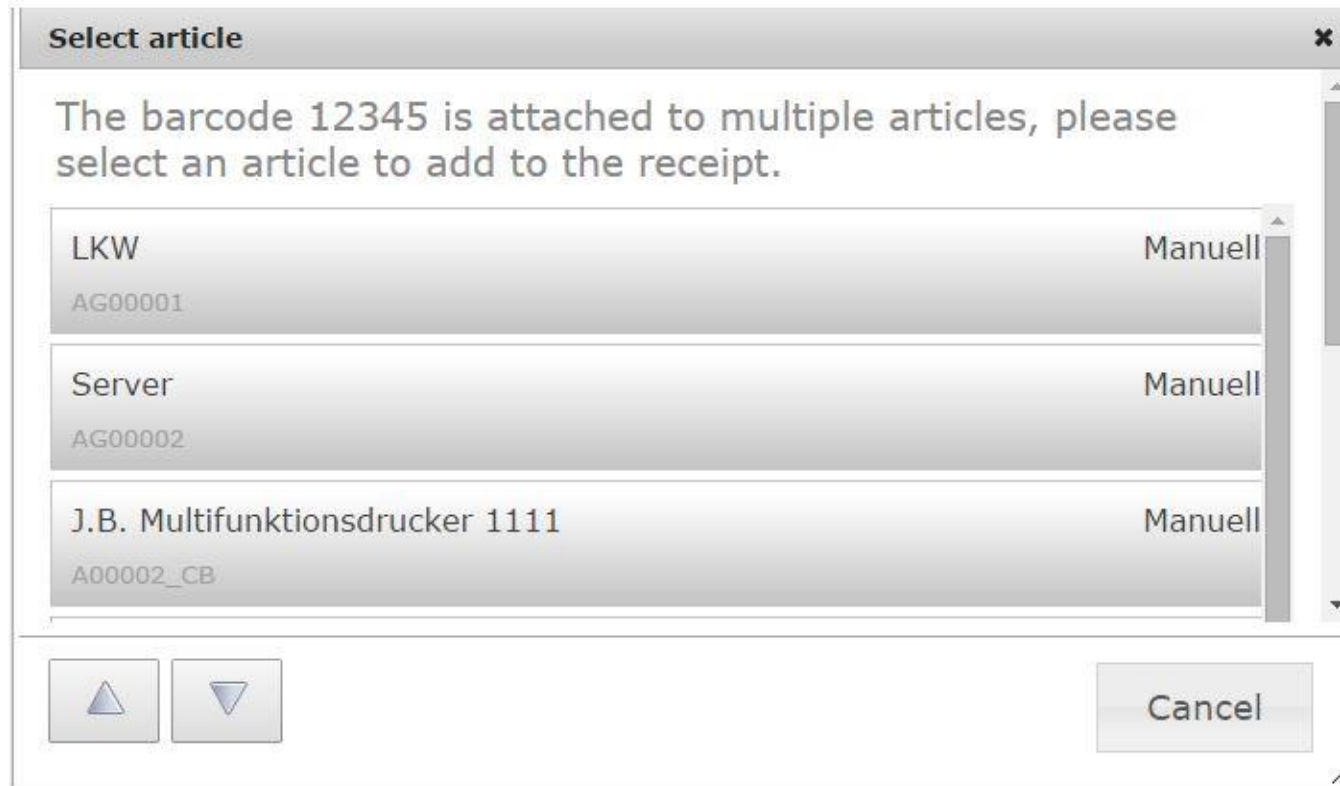
- When changing the unit price or giving a discount to the manual set, the sub sales items are recalculated and/ or automatically adjusted.
- When no price is manually defined for the manual set, the unit price of the manual set results from the summation of the single sub sales items.

At the bottom of the screen, there is a summary bar showing 'Total' 150,01, 'Discount' 0,00, and 'Discount in %' 0,00. A 'Finish set' button is visible, along with a yellow callout box that says: 'To end the manual set mode, select **Finish set**.' The bottom right corner contains 'OK', 'Cancel', 'Park', and 'Resume' buttons.

SALES Screen

Barcode/ GTIN dialog

If an article with a duplicate barcode is entered on the **SALES** Screen, a pop-up opens and the user has the possibility to choose the right article.



For SAP Business One only:

Using articles with a duplicate barcode in SAP Customer Checkout, is only possible for SAP Business One.

SALES Screen

Handling of Articles with Serial and Batch Numbers

When selecting articles with serial and batch numbers in SAP Customer Checkout, a pop up opens.

The articles are directly read from SAP Business One.

Before the receipt is posted into the SAP Business One system, the serial and batch numbers can be edited/ changed.

The first screenshot shows the SAP Customer Checkout interface with the article list. The article A00006 is highlighted with a red box. The second screenshot shows the 'Additional fields for position' dialog with the serial number field highlighted. The third screenshot shows the 'Add Search' dialog with a list of batch/serial numbers.

Article ID	Activ	Price	Currency	Base quan	Base quant	Description	Batch	Serial
10001000	✓	0,00	EUR	1,00	RiKS	OnePlus One Size Color		
A00006	✓	148,75	EUR	1,00	Manuell	Rainbow 1200 Laserdrucker Size Color		
100004	✓	177,07	EUR	1,00	Manuell	USB Speicherstick 256GB USB3.0 Size Color		
C00011	✓	5,24	EUR	1,00	Manuell	Arbeitsspeicher DDR RAM 8GB Size Color		
LB0002	✓	37,25	EUR	1,00	Manuell	Stundensatz Service Size Color		
MRP_Artikel3	✓	29,75	EUR	1,00	Manuell	MRP_Artikel3 Size Color		
MAX001	✓	163,63	EUR	1,00	Manuell	J.B. Multifunktionsdrucker 1420 Size Color		
A00002	✓	119,00	EUR	1,00	Manuell	J.B. Multifunktionsdrucker Size Large Color Gol		
C00010	✓	5,24	EUR	1,00	Manuell	USB Maus Size Color		
A000146	✓	124,95	EUR	1,00	Manuell	Men Shoes Boots Size Color		

Name	Value
Stock location	Allgemeines Lager
Quantity	1
Serial number	

Batch/Serial number	Available quant
A6-000327	1.000000
A6-000331	1.000000
A6-000332	1.000000
A6-000334	1.000000
A6-000337	1.000000
A6-000338	1.000000
A6-000339	1.000000
A6-000341	1.000000
A6-000342	1.000000
A6-000343	1.000000

Attention!

Sales Orders created in SAP Business One that include articles with Serial and Batch Numbers are not supported in SAP Customer Checkout.

SALES Screen

Special Cases in a Manual Set

When handling with manual sets, there are special cases to be considered:



- **Business documents and vouchers**
 - ✓ Business documents (for example Sales Quotation, Invoice) and vouchers are not allowed to be part of a manual set
- **Serial and batch number sales items**
 - ✓ To add a serial or batch number sales item into a manual set, the quantity of the manual set has to be one
- **Tax rate codes**
 - ✓ Tax rate codes are not applied to manual set level, but to sub sales item level
- **Returning a manual set**
 - ✓ Returning a manual set (with negative manual set quantity) is possible in SAP Customer Checkout
 - ✓ One or more sold manual sets in a posted receipt can only be returned, if the proportion of the manual set base quantity and base quantities of the sub sales items is still valid for all non-returned items of the selected receipt
 - ✓ If any sub sales item of the manual set is partially returned compared to the sold quantity, the manual set itself cannot be returned

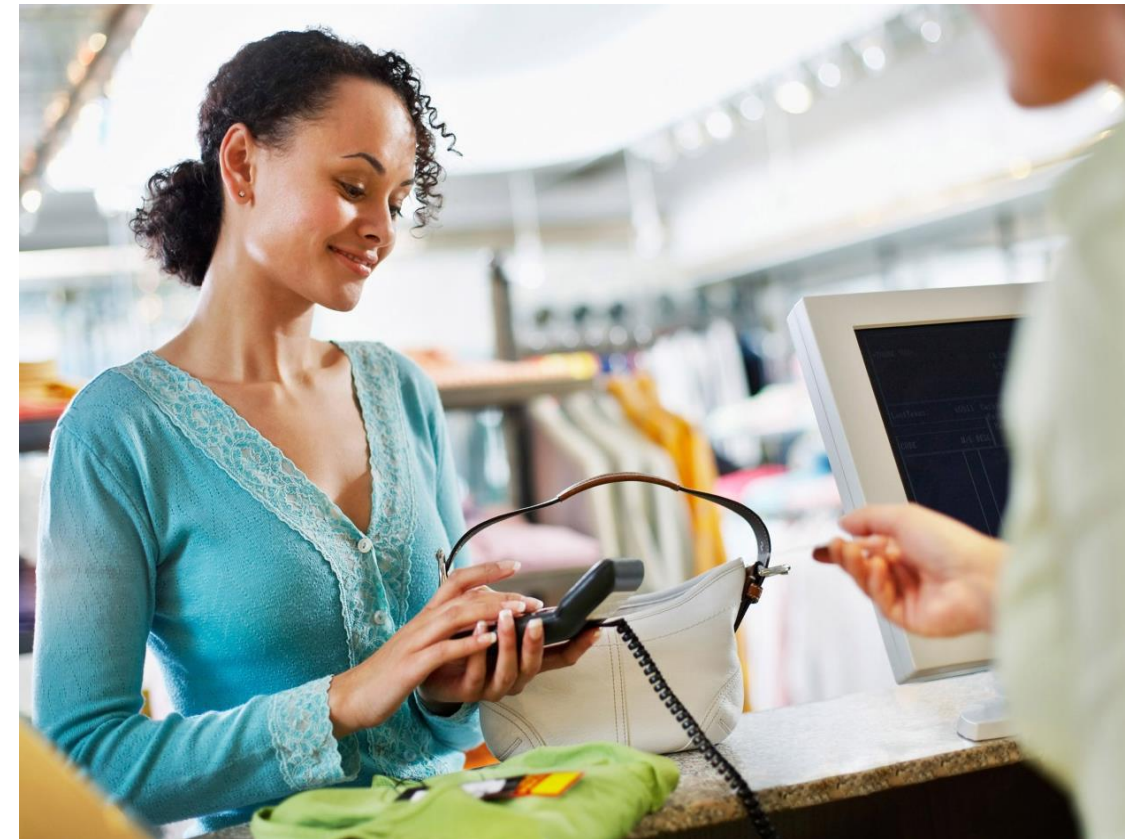


Retail Processes for a Manager

SAP Customer Checkout for a Manager

Depending on the role assigned to a user, the user can access different screens. A **Manager** has access to further screens than the Cashier. These are:

- ✓ CASH-IN/ CASH-OUT
- ✓ CASH DESK CLOSING
- ✓ CASHING-UP
- ✓ TIME RECORDING



CASH-IN/ CASH-OUT Screen

On the *CASH-IN/ CASH-OUT* Screen, special transactions can be carried out.

User can select the type of transaction, enter the relevant values and a reason or comment for this transaction.

SAP SALES CASH-IN/CASH-OUT CASH DESK CLOSING CASHING-UP

Expected amount in cash desk (EUR) :23.904.55

Type
Cash-in

Target currency
EUR

Amount

Reason/Comment

1 2 3
4 5 6
7 8 9
. 0 X

OK Cancel

CASH-IN/ CASH-OUT Screen

Transactions Types

The screenshot shows the SAP interface for the 'CASH-IN/CASH-OUT' screen. The top navigation bar includes 'SALES', 'CASH-IN/CASH-OUT', 'CASH DESK CLOSING', and 'CASHING-UP'. Below the navigation bar, the text 'Expected amount in cash desk (EUR) :23.904.55' is displayed. A dropdown menu for 'Type' is open, showing options: 'Cash-in', 'Cash-in', 'Cash-out', 'Pay-in', and 'Pay-out'. The 'Cash-in' option is highlighted in blue. To the right of the dropdown is a numeric keypad with buttons for digits 1-9, a decimal point, 0, and a red 'X' button. Below the keypad is a 'Reason/Comment' text field. At the bottom of the screen are 'OK' and 'Cancel' buttons.

Transaction Types:

- ✓ **Cash-In** enables you to deposit a specific amount in the cash desk (for example, from bank or safe).
- ✓ **Cash-Out** enables you to withdraw a specific amount from the cash desk (for example, to store it elsewhere in bank or Safe).
- ✓ **Pay-Out** enables you to withdraw money that is needed for specific expenses (for example, for refueling business vehicles).
- ✓ **Pay-In** enables you to deposit other revenue (for example, change returned after fuelling business vehicles).

To carry out a pay-in/pay-out transaction, first select the respective type from the Type dropdown list and select the Financial Transaction Type.

CASH-IN/ CASH-OUT Screen

Tax Rates for PAY-IN/ PAY-OUT Transactions

On the CASH-IN/ CASH-OUT Screen, you can select a tax rate type for Pay-In and Pay-Out transactions.

The screenshot displays the SAP CASH-IN/CASH-OUT interface. At the top, the SAP logo and navigation tabs (SALES, CASH-IN/CASH-OUT, CASH DESK CLOSING, CASHING-UP) are visible. The user is logged in as 'Admin' on 'May 11 - 5:03'. The main area shows the 'Expected amount in cash desk (EUR) :24,960.55'. Below this, there are three dropdown menus: 'Type' (set to 'Pay-in'), 'Financial transaction type' (set to 'PKW'), and 'Tax rate type code'. The 'Tax rate type code' dropdown is open, showing a list of options: 'Default BusinessOne System tax rate', '1 - Standardsatz', '2 - Ermäßigter Satz', '3 - Steuerbefreit', 'A5 - Umsätze (B1)', 'A2 - Standardsatz (B1)', 'A1 - Ermäßigter Satz (B1)', and 'A0 - Steuerbefreit (B1)'. The 'OK' and 'Cancel' buttons are at the bottom.

Type	1	2	3
Financial transaction type	4	5	6
Tax rate type code	7	8	9
	.	0	✖

- Default BusinessOne System tax rate
- 1 - Standardsatz
- 2 - Ermäßigter Satz
- 3 - Steuerbefreit
- A5 - Umsätze (B1)
- A2 - Standardsatz (B1)
- A1 - Ermäßigter Satz (B1)
- A0 - Steuerbefreit (B1)

CASHING-UP Screen

The screenshot displays the SAP CASHING-UP screen with a navigation bar at the top containing 'SALES', 'CASH-IN/CASH-OUT', 'CASH DESK CLOSING', and 'CASHING-UP'. The main content is organized into four sections: Cash, Cards, Voucher, and Payment on credit. Each section contains a table of financial data. A 'Print' button is located at the bottom left of the screen.

Cash	
Current cash desk amount (EUR)	24,165.55
Cash-in amount (EUR)	55.99
Cash-out amount (EUR)	69.00
Pay-in amount (EUR)	280.00
Pay-out amount (EUR)	0.00
Cash payments (EUR)	23,898.56
Total cash payments (EUR)	23,898.56

Cards		
	Payments	Transactions
VISA (EUR)	1,844.59	9
Master Card (EUR)	1,828.58	14
EC (EUR)	0.00	0
Diners Club (EUR)	200.03	1
American Express (EUR)	5,466.75	24
Card Payments (EUR)	9,339.95	48
Total card payments (EUR)	9,339.95	48

Voucher		
	Payments	Transactions
Voucher payments (EUR)	779.55	9

Payment on credit	
Payments on credit (EUR)	1,607.35

Print

✓ This screen displays the current status of each transaction type and the corresponding revenue

- Cash Turnover
- Credit Card Turnover
- Turnover from Vouchers
- Turnover from Payments on credit

✓ You can print the current cashing-up status by choosing Print.

CASH DESK CLOSING Screen

The CASH DESK CLOSING screen comprises three sub-screens:

- ✓ CASH IN / PAY IN – CASH OUT / PAY OUT overview
- ✓ Counting screen
- ✓ Difference screen

The screenshot displays the SAP CASH DESK CLOSING interface, which is divided into three main sections:

- Overview (Top):** Shows a summary table for EUR with columns for Actual, Target, and Difference. The data is as follows:

	Actual	Target	Difference
Cash	500.00	24,165.55	-23,665.55
Voucher	0.00	779.55	-779.55
Payment on	0.00	1,607.35	-1,607.35
- Counting (Middle):** Contains two sub-sections: 'Notes' and 'Coins'. The 'Notes' section lists various denominations of EUR banknotes (5, 10, 20, 50, 100, 200) with their respective counts and total values. The 'Coins' section lists various denominations of EUR coins (0.01, 0.02, 0.05, 0.10, 0.20, 0.50) with their respective counts and total values.
- Difference (Bottom):** Displays two tables: 'CASH-IN / PAY-IN' and 'CASH-OUT / PAY-OUT'.

Positior	Receipt ID	Reason	Receipt type code	Amount	Exchange rate	Amount (EUR)	Date/Time	Status	Action
1	EV04100001001		Cash-in	5.99 EUR	1.000000	5.99	Mar 30, 2015 5:06:27 PM	Confirmed	
2	EV04110001171		Cash-in	50.00 EUR	1.000000	50.00	May 8, 2015 4:19:57 PM	Confirmed	
3	EV04110001173		Pay-in	280.00 EUR	1.000000	280.00	May 8, 2015 4:20:10 PM	Confirmed	

Amount (EUR): 335.99

Positior	Receipt ID	Reason	Receipt type code	Amount	Exchange rate	Amount (EUR)	Date/Time	Status	Action
1	EV04110001172	test	Cash-out	-69.00 EUR	1.000000	-69.00	May 8, 2015 4:20:04 PM	Confirmed	

Amount (EUR): -69.00

At the bottom of the screen, there are two buttons: 'Next Step' and 'Cancel'.

CASH DESK CLOSING Screen

CASH-IN/ PAY-IN – CASH-OUT/ PAY-OUT Overview

In this screen all transactions from the current cash desk closing process are displayed.

The screenshot displays the SAP CASH DESK CLOSING interface. At the top, the SAP logo is on the left, and navigation tabs for SALES, CASH-IN/CASH-OUT, CASH DESK CLOSING, and CASHING-UP are in the center. On the right, there is a user profile for 'Admin' with the date 'May 8 - 4:38' and icons for search, settings, and refresh.

CASH-IN / PAY-IN

Positior	Receipt ID	Reason	Receipt type code	Amount	Exchange rate	Amount (EUR)	Date/Time	Status	Action
1	EV04100001001		Cash-in	5.99 EUR	1.000000	5.99	Mar 30, 2015 5:06:27 PM	Confirmed	
2	EV04110001171		Cash-in	50.00 EUR	1.000000	50.00	May 8, 2015 4:19:57 PM	Confirmed	
3	EV04110001173		Pay-in	280.00 EUR	1.000000	280.00	May 8, 2015 4:20:10 PM	Confirmed	

Amount (EUR)

CASH-OUT / PAY-OUT

Positior	Receipt ID	Reason	Receipt type code	Amount	Exchange rate	Amount (EUR)	Date/Time	Status	Action
1	EV04110001172	test	Cash-out	-69.00 EUR	1.000000	-69.00	May 8, 2015 4:20:04 PM	Confirmed	

Amount (EUR)

At the bottom of the screen, there are two buttons: 'Next Step' and 'Cancel'.

CASH DESK CLOSING Screen

Counting Sub-Screen

In this screen you can enter values for the notes, coins, card payments, and vouchers counted.

SAP SALES CASH-IN/CASH-OUT CASH DESK CLOSING CASHING-UP Admin May 8 - 4:38

EUR

Notes

5.00 EUR x	100	=	500.00
10.00 EUR x	0	=	0.00
20.00 EUR x	0	=	0.00
50.00 EUR x	0	=	0.00
100.00 EUR x	0	=	0.00
200.00 EUR x	0	=	0.00
500.00 EUR x	0	=	0.00

=====
500.00

Coins

0.01 EUR x	0	=	0.00
0.02 EUR x	0	=	0.00
0.05 EUR x	0	=	0.00
0.10 EUR x	0	=	0.00
0.20 EUR x	0	=	0.00
0.50 EUR x	0	=	0.00
1.00 EUR x	0	=	0.00
2.00 EUR x	0	=	0.00

=====
0.00

Card payments and vouchers

	Amount
VISA	0.00
Master Card	0.00
EC	0.00
Diners Club	0.00
American Express	0.00
Voucher	0.00
Payment on credit	0.00

1 2 3 +/-
4 5 6
7 8 9 ✓
. 0 ✗

Previous Step Next Step Last Step Cancel

CASH DESK CLOSING Screen

Difference Screen

This screen compares the actual values entered on the counting screen with the expected target values.

The screenshot displays the SAP interface for the 'CASH DESK CLOSING' transaction. The top navigation bar includes 'SALES', 'CASH-IN/CASH-OUT', 'CASH DESK CLOSING', and 'CASHING-UP'. The user is logged in as 'Admin' on 'May 8 - 4:39'. The main content area shows a table for the currency 'EUR' with the following data:

	Actual	Target	Difference
Cash	500.00	24,165.55	-23,665.55
Voucher	0.00	779.55	-779.55
Payment on credit	0.00	1,607.35	-1,607.35
VISA	0.00	1,844.59	-1,844.59
Master Card	0.00	1,828.58	-1,828.58
EC	0.00	0.00	0.00
Diners Club	0.00	200.03	-200.03
American Express	0.00	5,466.75	-5,466.75

A yellow callout box contains the text: "After confirming the actual values of the counting screen, user can enter an amount to remain at the cash desk." At the bottom of the screen, there are three buttons: "Previous Step", "OK", and "Cancel".

TIME RECORDING Screen

(Outlook: works only with SAP Customer Checkout Server)

This screen enables users to record their working time in SAP Customer Checkout.

This option is only possible when using the central time recording of the SAP Customer Checkout Server.

Select Employee for time recording

Please enter your credentials or swipe card to start time recording

User name

Password

Start

1	2	3
4	5	6
7	8	9
✓	0	✗

User can enter its credentials to perform a time recording transaction.

- **There are two possibilities to perform time recording transactions**
 - ✓ User either has the permission to record time
 - ✓ If the user has no permission to record time by his or her own, an authorized user has to login and confirm the transaction

TIME RECORDING Screen

CHECK-IN (Outlook: works only with SAP Customer Checkout Server)

The following screens are shown, when the user is about to **Check-In** at point of sale:

The first screenshot shows the 'Check-in' dialog. It contains the following information:

- Header: Check-in
- Message: You are about to check-in
- Instruction: Please select your organizational unit for today
- Information table:

Information	
Employee	Admin (Admin)
Time	5:12 PM
- Form: Organizational unit dropdown menu with 'RB - Retail Business' selected.
- Buttons: Confirm, Cancel

A yellow callout box points to the dropdown menu with the text: "User can select the organizational unit for which he/ she is working and confirm."

The second screenshot shows the 'Confirmation' dialog. It contains the following information:

- Header: Confirmation
- Message: Time recording event was successfully submitted!
- Start again button
- Confirmation table:

Confirmation	
Employee	Admin (Admin)
Checked in org. unit	Retail Business
Checked in time	Sep 19, 2016 5:26:24 PM
Checked in PoS	E30V

A yellow callout box points to the confirmation message with the text: "A confirmation of the **Check-In** is shown."

TIME RECORDING Screen

CHECK-OUT (Outlook: works only with SAP Customer Checkout Server)

The following screens are shown, when the user is about to **Check-Out** at point of sale:

The screenshot shows the SAP Time Recording interface. At the top, the navigation bar includes 'SALES', 'CASH-IN/CASH-OUT', 'CASH DESK CLOSING', 'CASHING-UP', and 'TIME RECORDING'. The user is logged in as 'Admin' on 'Sep 19 - 5:26 PM'. The main dialog box is titled 'Check-out' and contains the message: 'You are about to check-out, please confirm'. Below the message are 'Confirm' and 'Cancel' buttons. To the right of the message is an 'Information' table:

Information	
Employee	Admin (Admin)
Checked in org. unit	Retail Business
Checked in time	5:26 PM
Checked out time	5:27 PM
Worked time	00:00:42

A yellow callout box points to the 'Confirm' button with the text: 'User has to confirm the **Check-Out**.'

The screenshot shows the SAP Time Recording interface after a successful check-out. The navigation bar and user information are the same. The main dialog box is titled 'Confirmation' and contains the message: 'Time recording event was successfully submitted!'. Below the message is a 'Start again' button. To the right of the message is a 'Confirmation' table:

Confirmation	
Employee	Admin (Admin)
Checked in org. unit	Retail Business
Checked in time	Sep 19, 2016 5:26:24 PM
Checked out time	Sep 19, 2016 5:27:06 PM
Worked time	00:00:42
Checked in PoS	E30V
Checked out PoS	E30V

A yellow callout box points to the 'Start again' button with the text: 'A confirmation of the **Check-Out** is shown.'



Thank you

Contact information:

Customer.checkout@sap.com