



SAP Customer Checkout 360° Solution for Retail Shops.

SAP Sports and Entertainment, SAP
April, 2018

EXTERNAL



Point of Sale

(SAP Customer Checkout)



Central Server

(SAP Customer Checkout manager)



Point of Sale

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(SAP Customer Checkout manager)

SAP Customer Checkout

Overview

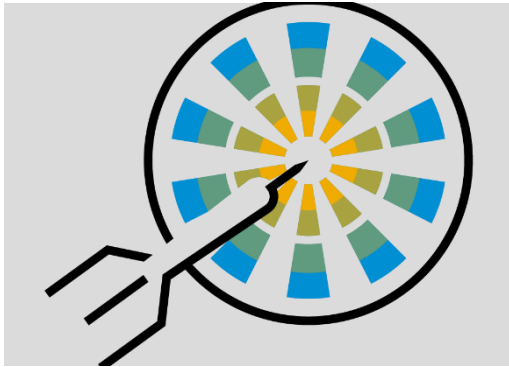
SAP Customer Checkout covers all common point of sale requirements that you need for a fan shop or retail store. From sales to discount campaigns, SAP Customer Checkout gives your sales staff all the information they need.

SAP CUSTOMER CHECKOUT HELPS YOU WITH:

- **Checkout** – Manage customer checkout and offer discounts based on personal fan profiles
- **Customers** – Create and maintain customer profiles to get insight and analyze your customers
- **Articles** – Manage structured product inventory with the help of barcode support
- **Payments** – Offer multiple payment options from cash to gift cards to be flexible
- **Day-end closing** – Always stay on top of financial status, stock and order process
- **Time recording** – Record the working time at point of sale

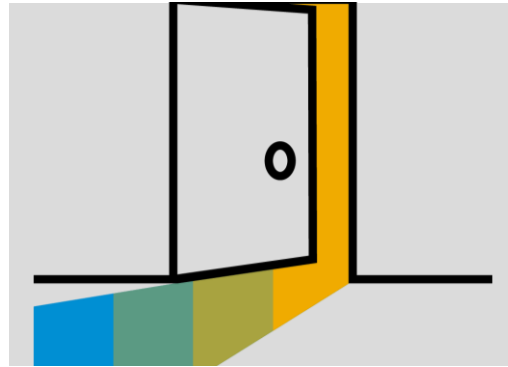


Positioning of SAP Customer Checkout



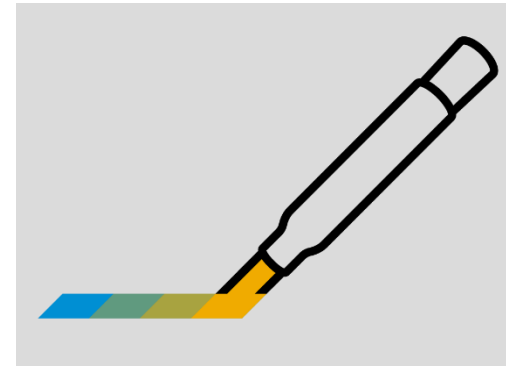
Target Market

- Target accounts: All retail businesses between 5 to 500 POS terminals
- Designed as a Pure Partner Play-Integration with SAP Business One, SAP Business ByDesign, SAP ERP (ECC Retail), or as standalone solution
- Can be sold to Retail, Sports and Entertainment, Hospitality area (table management), specialized stores, wholesalers and to franchise chains
- Demand of >40.000 POS annually in Germany



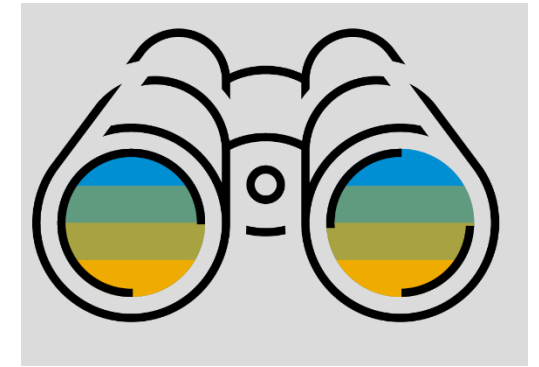
What is in for our Partner

- Offer solutions for all processes / SAP Customer Checkout as door opener for SAP Business One
- License = 990 € per POS Terminal (Target Deal Size: 5-500 POS Terminals)
- Sell a proven solution with out-of-the-box integration
- Increase Deal size and close a functional gap compared to competitors
- Sell additional services (Support and Implementation)
- Extend the solution to reach customer requirements using our extensibility concept



Highlights

- Version 2.0 FP05 released in March 2018
- Customer showcase available
- SAP Arena Go-live of SAP Customer Checkout in the Food & Beverage area (> 100 PoS terminals)
- First customers live with table management
- More than 200 Customers in 25+ countries
- SAP Customer Checkout as a door opener for SAP Business One deals
- Deep integration and Omni-Channel capabilities

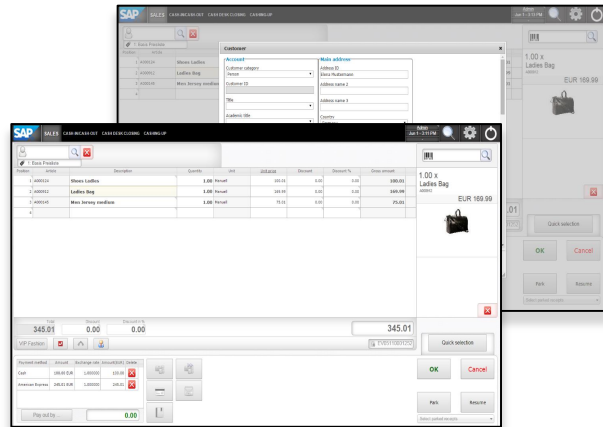


Go-To-Market

- Current focus is on DACH, France and UKI. Partner can sell in other countries if they take over localization and provide support
- Development Focus (2018) on F&B/ Concession, Loyalty Management and central components to increase deal sizes
- Regular webinars and trainings to keep partners up-to-date with latest features
- Wide range of enablement assets online

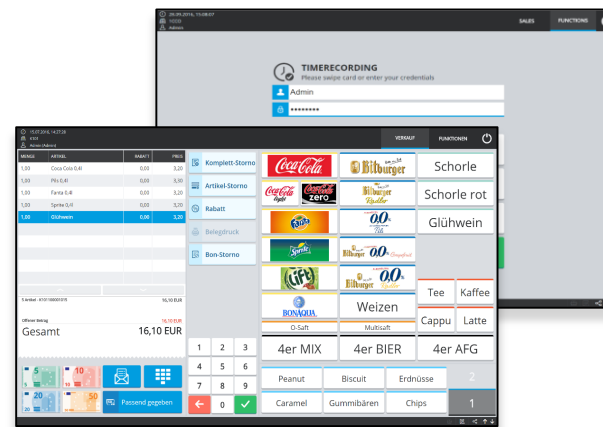
Point-of-sale software tailored to your needs

Retail Mode



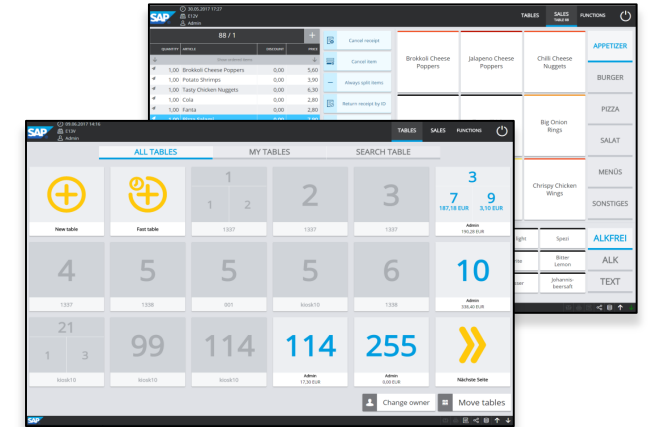
- Merchandising
- Retail
- Grocery Stores
- Fashion Stores

Kiosk Mode



- Fast food chains
- Kiosks
- Takeaway

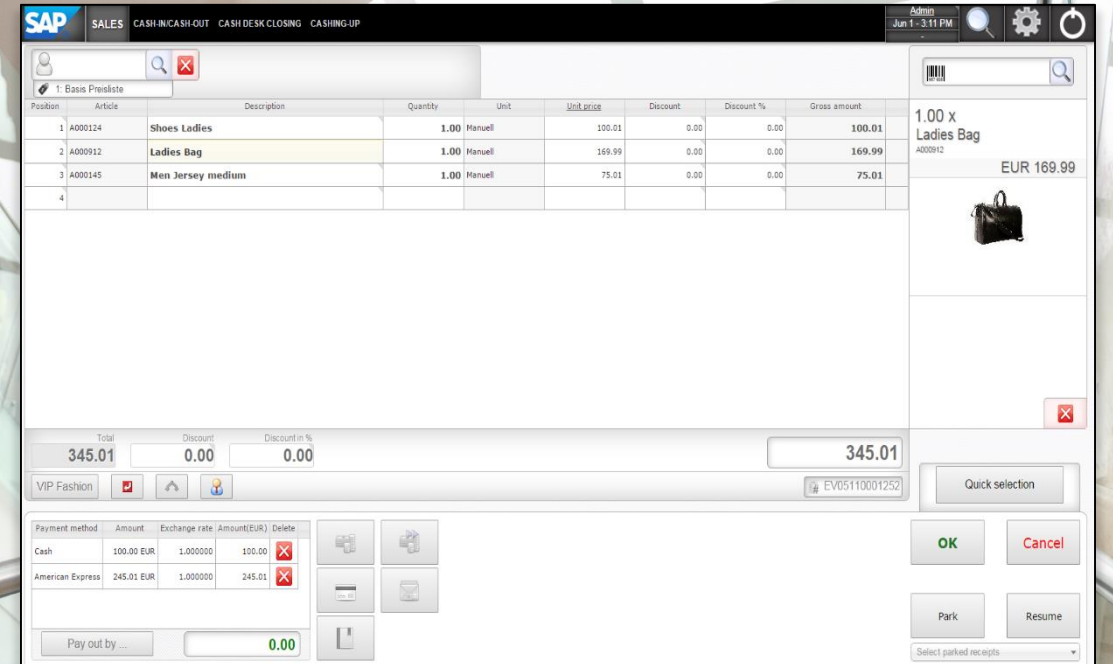
Hospitality Mode



- Restaurants
- Bars
- Cafés
- Bistros
- Food trucks

Checkout

- Article selection
- Discounts
- Taxes
- Mobility
- Offline capability
- Device integration
- Permission concept



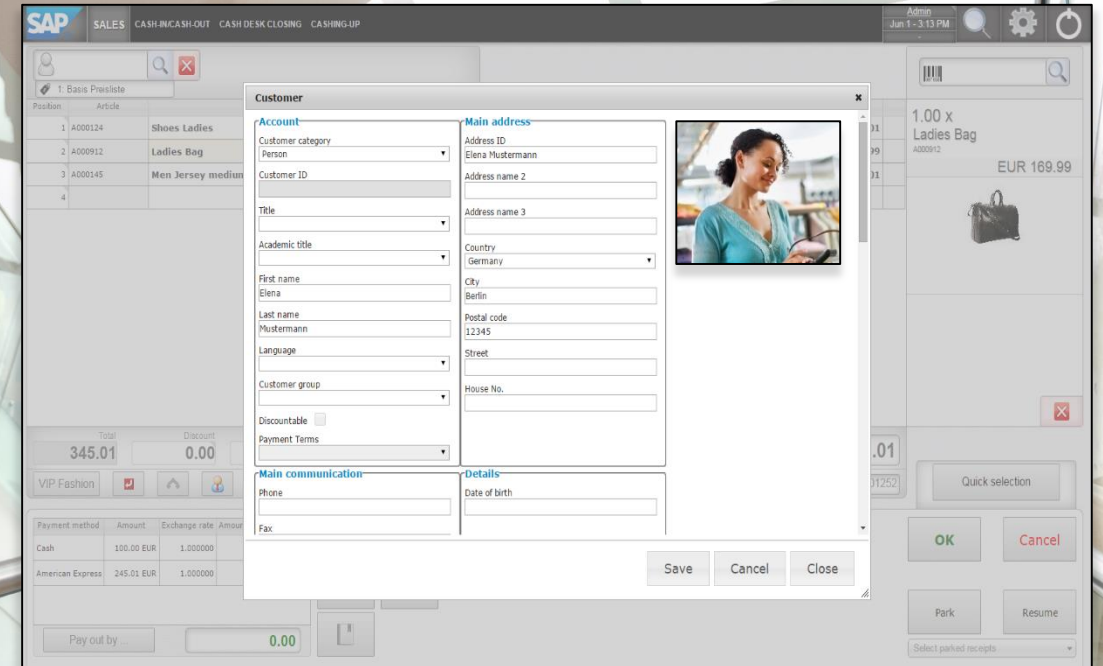
The screenshot displays the SAP POS interface for a checkout transaction. The main window shows a list of items with columns for Position, Article, Description, Quantity, Unit, Unit price, Discount, Discount %, and Gross amount. The items listed are:

Position	Article	Description	Quantity	Unit	Unit price	Discount	Discount %	Gross amount
1	A000124	Shoes Ladies	1.00	Manuell	100.01	0.00	0.00	100.01
2	A000912	Ladies Bag	1.00	Manuell	169.99	0.00	0.00	169.99
3	A000145	Men Jersey medium	1.00	Manuell	75.01	0.00	0.00	75.01
4								

Below the list, the total amount is displayed as 345.01. The interface also shows a payment method table with columns for Payment method, Amount, Exchange rate, and Amount(EUR). The payment methods listed are Cash (100.00 EUR) and American Express (245.01 EUR). The total amount to be paid is 345.01 EUR. The interface includes buttons for 'Quick selection', 'OK', 'Cancel', 'Park', and 'Resume'. The background of the screenshot shows a modern shopping mall interior with a glass railing and a staircase.

Customers

- Update/Create customer profile
- Use customer profile
- Personalized sales



The screenshot shows the SAP Customer Profile dialog box overlaid on a sales transaction screen. The dialog box is titled 'Customer' and contains several tabs: 'Account', 'Main address', 'Main communication', and 'Details'. The 'Account' tab is active, showing fields for Customer category (Person), Customer ID, Title, Academic title, First name (Elena), Last name (Mustermann), Language, Customer group, and Discountable (unchecked). The 'Main address' tab is also visible, showing fields for Address ID (Elena Mustermann), Address name 2, Address name 3, Country (Germany), City (Berlin), Postal code (12345), Street, and House No. There is a small photo of a woman in a blue top next to the address fields. The background shows a sales transaction with a list of items: 1 A000124 Shoes Ladies, 2 A000912 Ladies Bag, and 3 A000145 Men Jersey medium. The total amount is 345.01 EUR, and the discount is 0.00 EUR. The payment method is American Express for 245.01 EUR. The background also shows a person's legs and feet on a staircase in a modern building.

Articles

- Article structuring
- Stock overview
- Barcode Support

The screenshot displays the SAP Sales interface for a sales order. The main window shows a table of items with the following data:

Position	Article	Description	Quantity	Unit	Unit price	Discount	Discount %	Gross amount
1	A000124	Shoes Ladies	1.00	Manuell	100.01	0.00	0.00	100.01
2	A000912	Ladies Bag	1.00	Manuell	169.99	0.00	0.00	169.99
3	A000145	Men Jersey medium	1.00	Manuell	75.01	0.00	0.00	75.01
4								

Summary information at the bottom of the table:

- Total: 345.01
- Discount: 0.00
- Discount in %: 0.00
- Final Total: 345.01

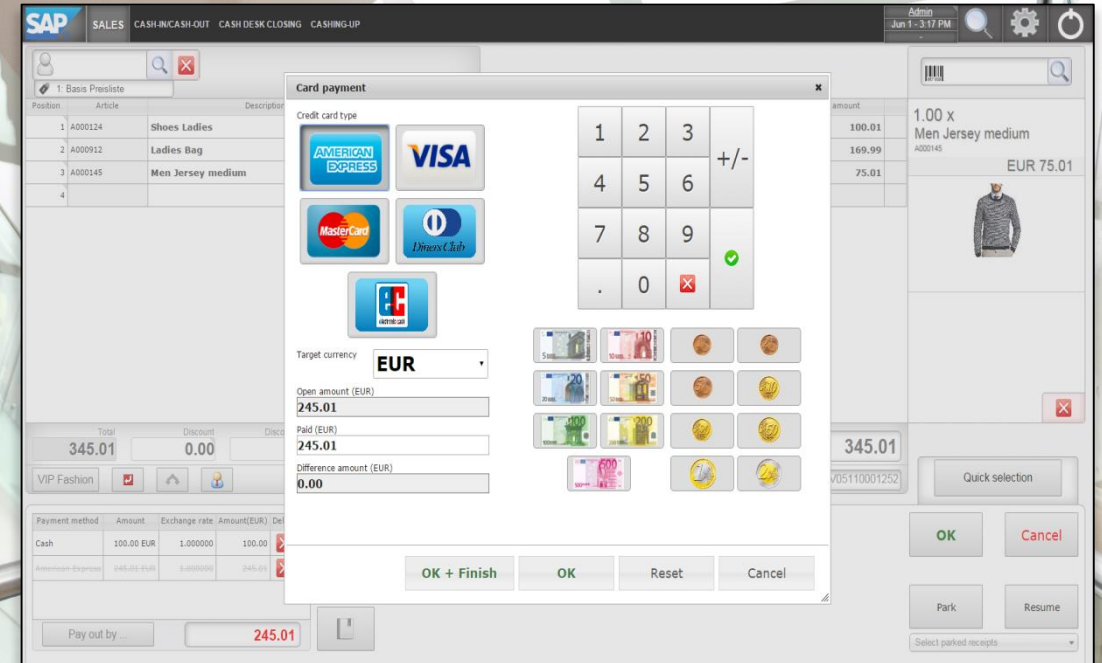
A product catalog overlay is visible at the bottom of the screen, showing five categories with images:

- Ladies Dress S
- Ladies Shoes
- Ladies Suit
- Ladies Watch
- Ladies Bag

The background of the screenshot shows a modern shopping mall interior with a staircase and a large arched window.

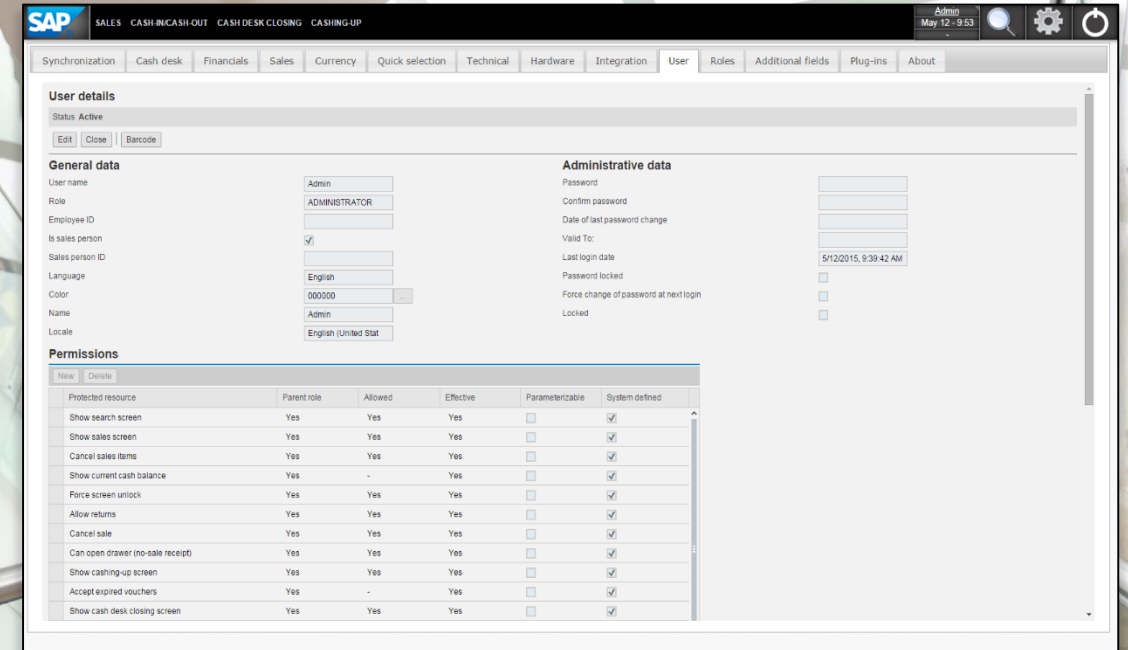
Payments

- Payment methods
- Gift cards
- Partial payments
- Multi-currency
- Terminal integration



Permission Concept

- Role and User Management
- Configurable authorizations
- Permission inheritance



The screenshot displays the SAP User Management interface for the 'Admin' user. The interface is divided into several sections: 'User details', 'General data', 'Administrative data', and 'Permissions'.

User details: Status: Active. Buttons: Edit, Close, Barcode.

General data: User name: Admin; Role: ADMINISTRATOR; Employee ID: ; Is sales person: ; Sales person ID: ; Language: English; Color: 000000; Name: Admin; Locale: English (United Stat).

Administrative data: Password: ; Confirm password: ; Date of last password change: ; Valid To: ; Last login date: 5/12/2015, 9:39:42 AM; Password locked: ; Force change of password at next login: ; Locked: .

Permissions: A table listing various permissions for the user.

Protected resource	Parent role	Allowed	Effective	Parameterizable	System defined
Show search screen	Yes	Yes	Yes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Show sales screen	Yes	Yes	Yes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cancel sales items	Yes	Yes	Yes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Show current cash balance	Yes	-	Yes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Force screen unlock	Yes	Yes	Yes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Allow returns	Yes	Yes	Yes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cancel sale	Yes	Yes	Yes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Can open drawer (no-sale receipt)	Yes	Yes	Yes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Show cashing-up screen	Yes	Yes	Yes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Accept expired vouchers	Yes	-	Yes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Show cash desk closing screen	Yes	Yes	Yes	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Food & Beverage

- Improved speed of service
- Tailored to needs of a food and beverage shop
- Enhanced quick selections area
- Automatic sales set finding



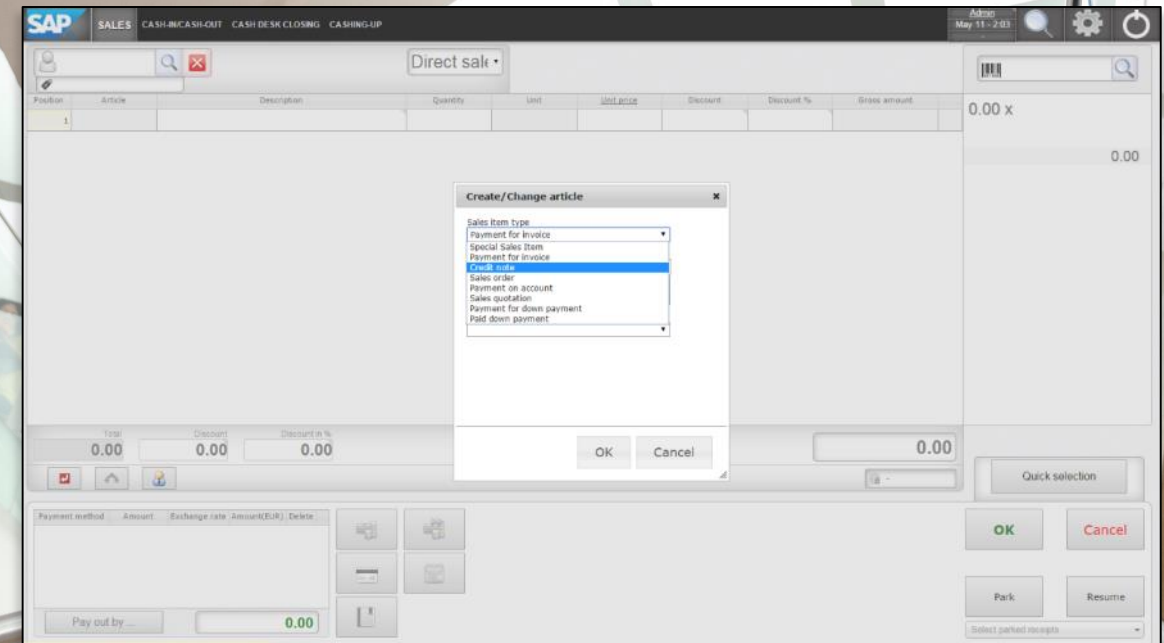
Table Management

- **Table view**
 - All tables
 - My Tables
 - Search Tables
- **Tablesides Ordering with mobile devices**
- **Combine and move tables**
- **Transfer tables to other waiters**
- **Split and combine bills**
- **Orders are sent to bar and kitchen to start preparation**



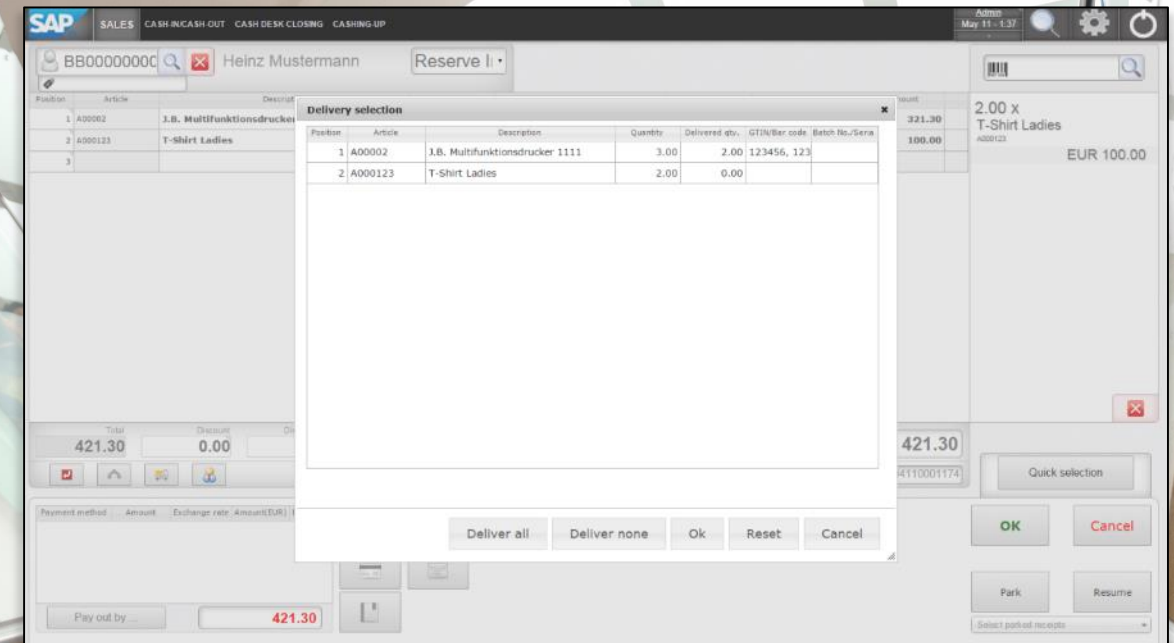
Fetching various business objects

- Fetching open sales orders and sales quotations
- Using credit notes
- Payment on accounts
- Paid down payments



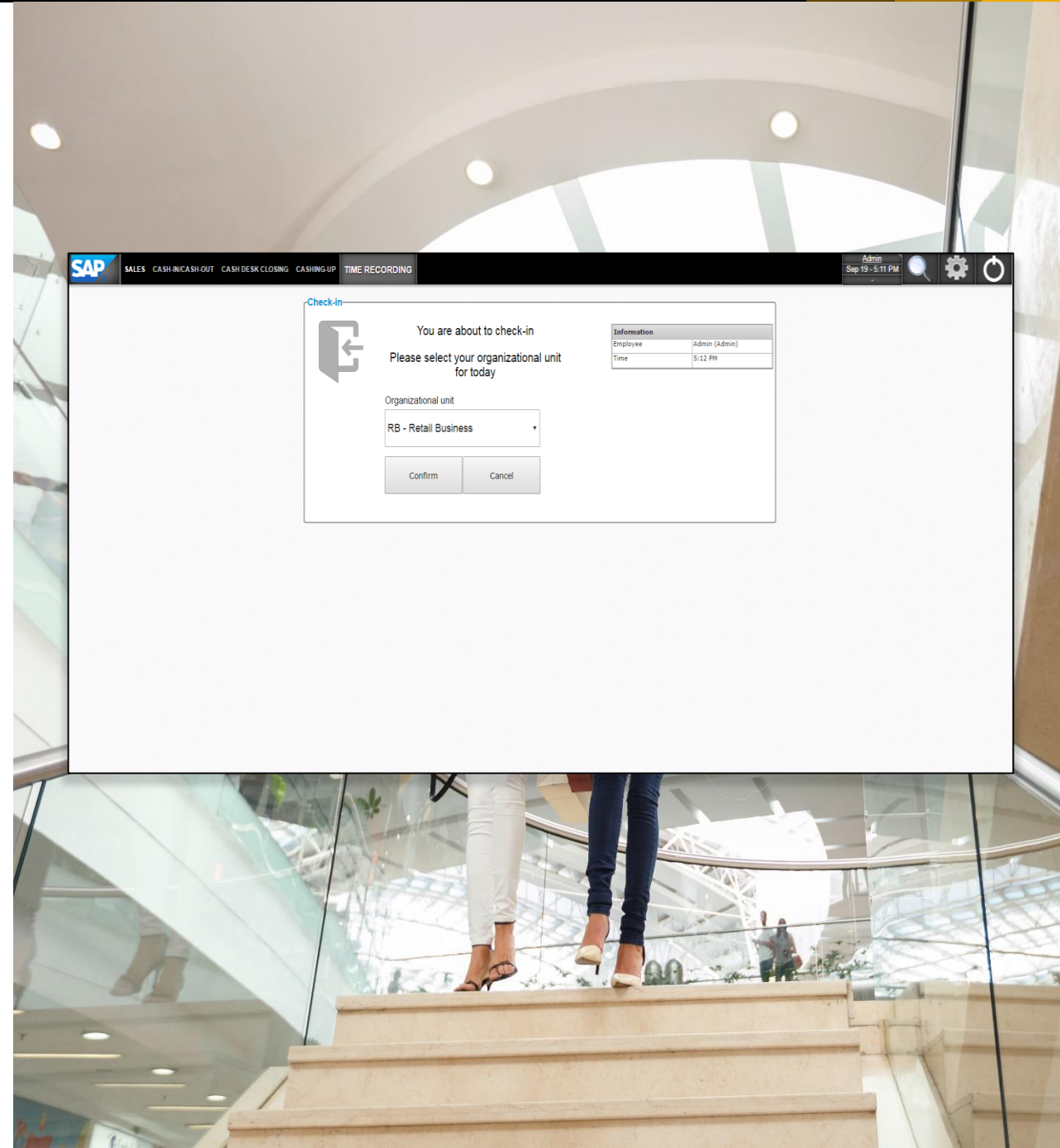
Fetching various business objects

- **Creating reserve invoices**
- **Selecting delivered quantities**



Time Recording

- Recording of working hours
- Punch In
- Punch Out



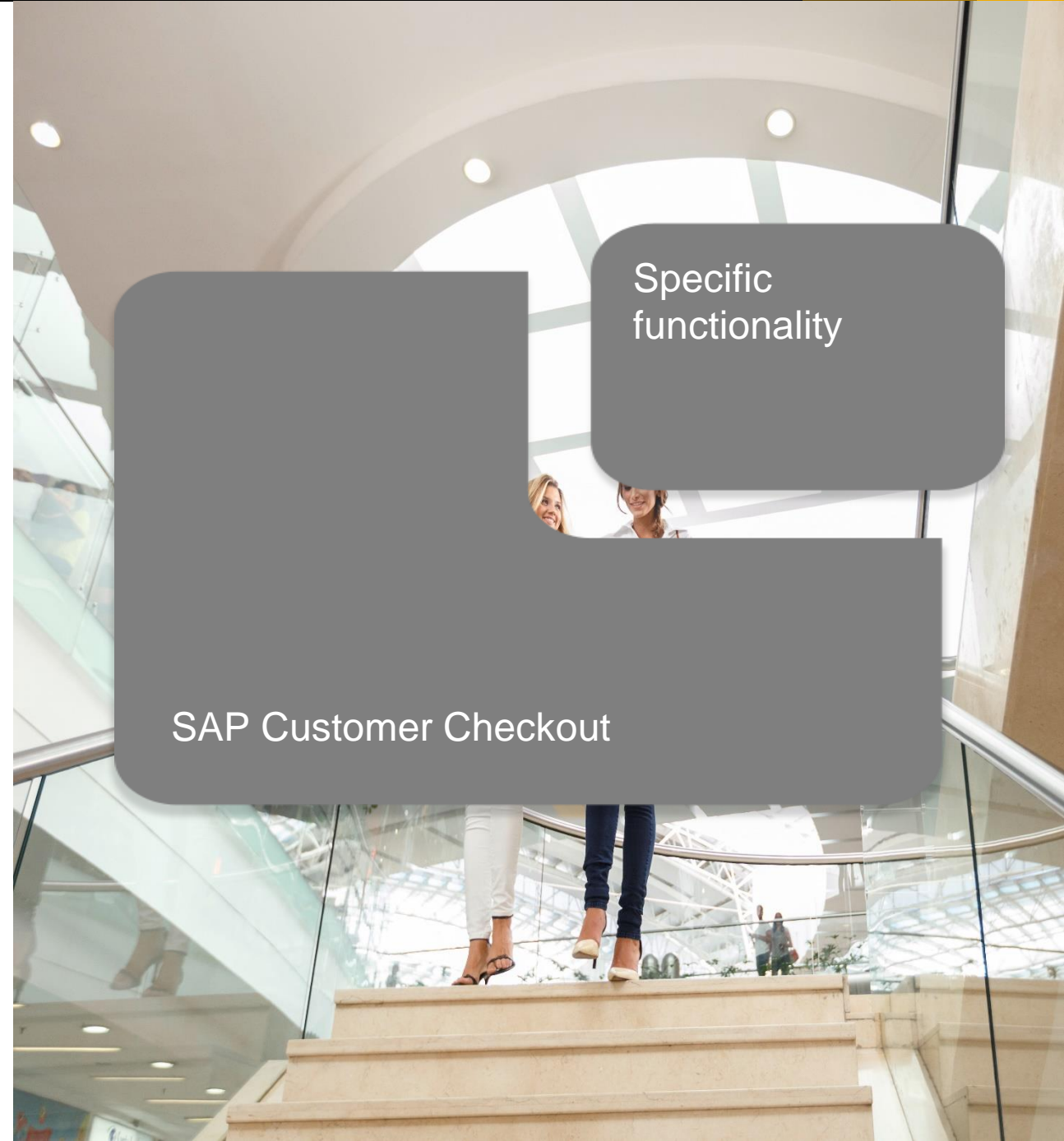
Integration

- Real-time integration
- Financials postings
- Inventory postings



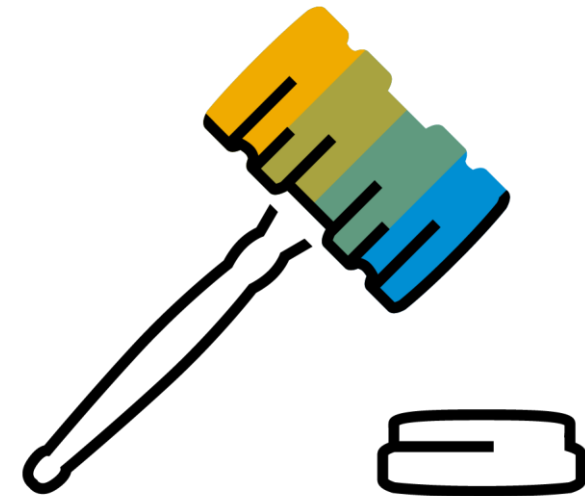
Extensibility

- **Customer specific requirements such as individual pricing**
- **Additional Fields**
- **UI adaptations**



Support of legal requirements

- **RKSV – Registrierkassen-sicherheitsverordnung in Austria**
- **NF525 Certification for France**
- **General Data Protection Regulation (GDPR) for EU**



System Requirements

- **Operating system: Windows**
- **Hardware: Min. 1,8 GHz Atom CPU, 4 GB RAM**
- **POS – Hardware: Java POS Standard**

FURTHER DETAILS:

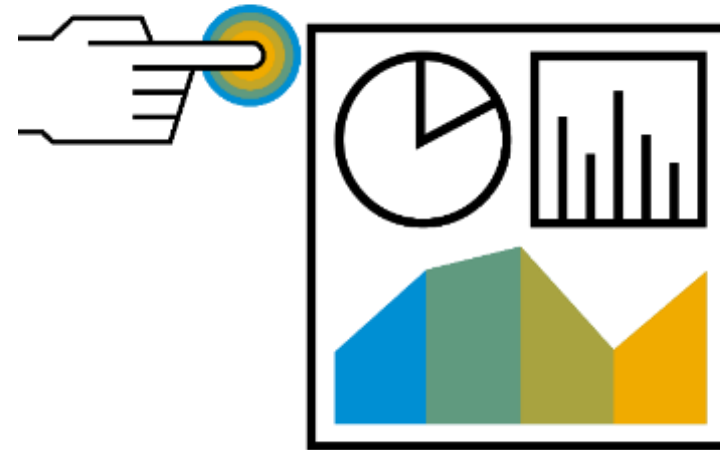
- **Receipt Printer: Star, Epson, IBM,**
- **Customer Display: Star, Epson, LCD**
- **Scanner: all current types**
- **Cash Drawer: controlled via printer**
- **Plug-Ins: possible for all further devices**





Point of Sale

(SAP Customer Checkout)



Central Server

(SAP Customer Checkout manager)

SAP Customer Checkout manager

Overview

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

SAP CUSTOMER CHECKOUT MANAGER HELPS YOU WITH:

- Handle several organizational units
- Manage all receipts posted centrally
- Track time recordings of all employees
- Monitor all your point-of-sale applications in real-time
- Central management of software versions and installations
- Manage data privacy related settings
- Generate sales reports
- Create Master Data
- Central voucher and customer management
- Overview of all drawer contents

The image displays two overlapping screenshots of the SAP Customer Checkout manager interface. The background screenshot shows a list of receipts with columns for POS system ID, Receipt ID, Day-end closing ID, Customer, Type, Business transaction date, and Payment gross amount. The foreground screenshot shows the main dashboard with various management options categorized into Users, Configuration, Point of Sales Management, Loyalty Management, and Data Privacy Management.

POS system ID	Receipt ID	Day-end closing ID	Customer	Type	Business transaction date	Payment gross amount
RK3V	RK3V10001079	RK3V00001000		1 - Direct sale	Feb 22, 2019, 2:18:41 PM	30.00 EUR
B111	B11110001005	B11100001000		1 - Direct sale	Mar 29, 2018, 1:33:02 PM	101.15 EUR
B111	B11110001004	B11100001000		1 - Direct sale	Mar 29, 2018, 1:32:32 PM	15.88 EUR
2501	25011.581	250100001007		1 - Direct sale	Mar 29, 2018, 1:07:48 PM	95.79 EUR
2501	25011.580	250100001007		1 - Direct sale	Mar 29, 2018, 1:07:01 PM	43.30 EUR
2501	25011.578	250100001007		1 - Direct sale	Mar 29, 2018, 12:27:13 PM	95.79 EUR
E78V	E78V10001011	E78V00001000		1 - Direct sale	Mar 28, 2018, 4:17:30 PM	200.00 EUR
G825	G825urthe100001106	G82500001002		8 - Pay in	Mar 27, 2018, 4:49:02 PM	0.00 EUR
TC38	TC38100001004	TC3800001001		1 - Direct sale	Mar 26, 2018, 12:28:19 PM	3.00 EUR
TC38	TC38100001000	TC3800001000		1 - Direct sale	Mar 26, 2018, 12:25:24 PM	3.90 EUR
HT20	HT20100001000	HT2000001000		1 - Direct sale	Mar 27, 2018, 8:31:10 PM	1,320.06 EUR

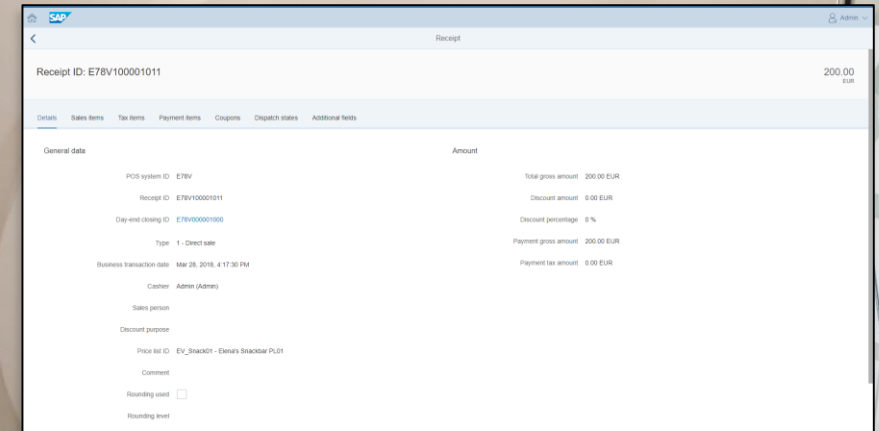
The dashboard interface includes the following sections:

- Users**: Users, Configuration
- Point of Sales Management**: Organizational structure, Roles, Time recordings, Time recording reports, Monitoring, Vouchers, Receipts, Software, Sales reports, Articles, Price lists, Migrations, Sales summaries, Drawers, Drawer contents, Customers, Business object locks, POS configuration
- Loyalty Management**: Coupons, Point assignments, Loyalty users, Promotion codes, Loyalty reports, Loyalty configuration
- Data Privacy Management**: Change logs, Personal data disclosure, Blocking and deletion of personal data, Configuration

SAP Customer Checkout manager

Managing your POS systems

- Voucher management
- Organizational structure
- Receipt management
- Time Recordings
- Monitoring
- Software
- Sales reports
- Migrations
- Articles and price lists
- Drawer management
- Sales Summaries
- Customers
- Personal data privacy management

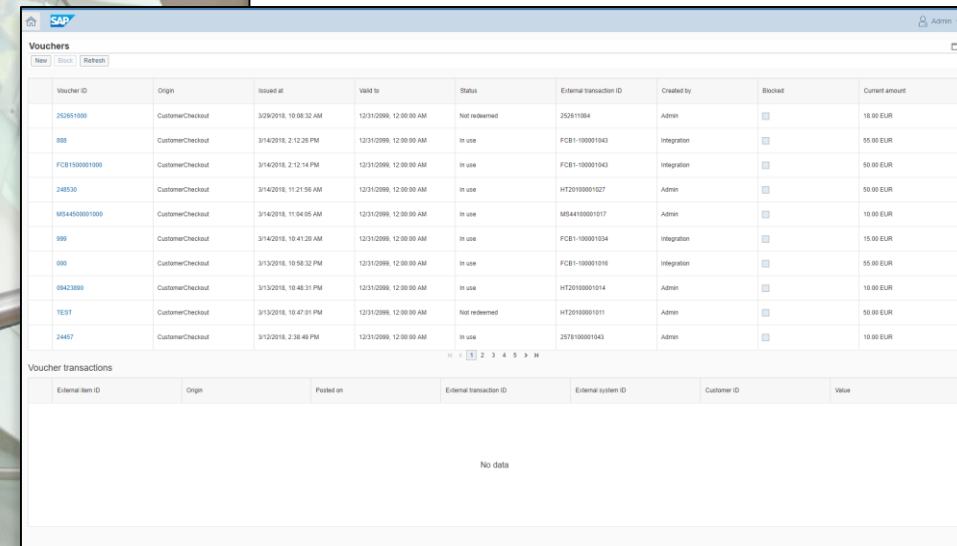


Receipt ID: E78V100001011 200.00 EUR

Details Sales items Tax items Payment items Coupons Dispatch states Additional fields

General data Amount

POS system ID	E78V	Total gross amount	200.00 EUR
Receipt ID	E78V100001011	Discount amount	0.00 EUR
Day-end closing	E78V00001000	Discount percentage	0 %
Type	1 - Direct sale	Payment gross amount	200.00 EUR
Business transaction date	Mar 28, 2018, 4:17:30 PM	Payment tax amount	0.00 EUR
Cashier	Admin (Admin)		
Sales person			
Discount purpose			
Price list ID	Ev_SnackCh - Elexars Snackchal PL01		
Comment			
Rounding used	<input type="checkbox"/>		
Rounding level			



Vouchers

Voucher ID	Origin	Issued at	Valid to	Status	External transaction ID	Created by	Blocked	Current amount
25261000	CustomerCheckout	3/28/2018, 10:08:32 AM	12/31/2099, 12:00:00 AM	Not redeemed	25261004	Admin	<input type="checkbox"/>	18.00 EUR
888	CustomerCheckout	3/14/2018, 2:12:28 PM	12/31/2099, 12:00:00 AM	In use	FCB1-100001043	Integration	<input type="checkbox"/>	55.00 EUR
FCB1500001000	CustomerCheckout	3/14/2018, 2:12:14 PM	12/31/2099, 12:00:00 AM	In use	FCB1-100001043	Integration	<input type="checkbox"/>	50.00 EUR
248230	CustomerCheckout	3/14/2018, 11:21:56 AM	12/31/2099, 12:00:00 AM	In use	HT20100001027	Admin	<input type="checkbox"/>	50.00 EUR
M544500001000	CustomerCheckout	3/14/2018, 11:04:05 AM	12/31/2099, 12:00:00 AM	In use	M544100001017	Admin	<input type="checkbox"/>	10.00 EUR
889	CustomerCheckout	3/14/2018, 10:41:20 AM	12/31/2099, 12:00:00 AM	In use	FCB1-100001034	Integration	<input type="checkbox"/>	15.00 EUR
890	CustomerCheckout	3/13/2018, 10:58:32 PM	12/31/2099, 12:00:00 AM	In use	FCB1-100001016	Integration	<input type="checkbox"/>	55.00 EUR
0842000	CustomerCheckout	3/13/2018, 10:48:31 PM	12/31/2099, 12:00:00 AM	In use	HT20100001014	Admin	<input type="checkbox"/>	10.00 EUR
YES1	CustomerCheckout	3/13/2018, 10:47:01 PM	12/31/2099, 12:00:00 AM	Not redeemed	HT20100001011	Admin	<input type="checkbox"/>	50.00 EUR
24457	CustomerCheckout	3/13/2018, 2:30:49 PM	12/31/2099, 12:00:00 AM	In use	2570100001043	Admin	<input type="checkbox"/>	10.00 EUR

Voucher transactions

External item ID	Origin	Posted on	External transaction ID	External system ID	Customer ID	Value
No data						

System Requirements

- **Operating system: Windows**
- **Hardware: Min. 2 GHz Atom CPU, 2 GB RAM, 64 GB Hard disc SSD**

The following software is required to run and install SAP Customer Checkout manager:

- **Java VM Java SE Runtime Environment Version 8**
- **Java Application Server**
- **Database management system**
- **Google Chrome Web browser**

Supported Database Management Systems:

- **Microsoft SQL Server 2012 Standard**
- **Microsoft SQL Server 2014 Standard**
- **SAP HANA Database 1.00 (Only Linux Suse SLES11/ X86 64-bit)**



Thank you.

Contact information:

Customer.checkout@sap.com

PartnerEdge:

<https://partneredge.sap.com/en/products/scc/about.html>