



SAP Customer Checkout

What's New in Release 2.0 Feature Pack 16

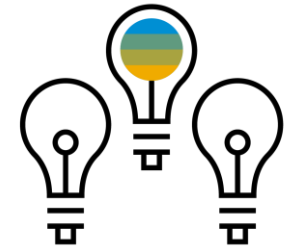
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Public

What's New in SAP Customer Checkout 2.0 Feature Pack 16

The following asset is designed to give you an overview of new features in SAP Customer Checkout 2.0 Feature Pack 16.

- [New Retail UI](#)
- [Enhancements in Quick Selections](#)
- [Local Tax Calculation Mode for the United States of America \(US\)](#)
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- [Receipt Reversal](#)
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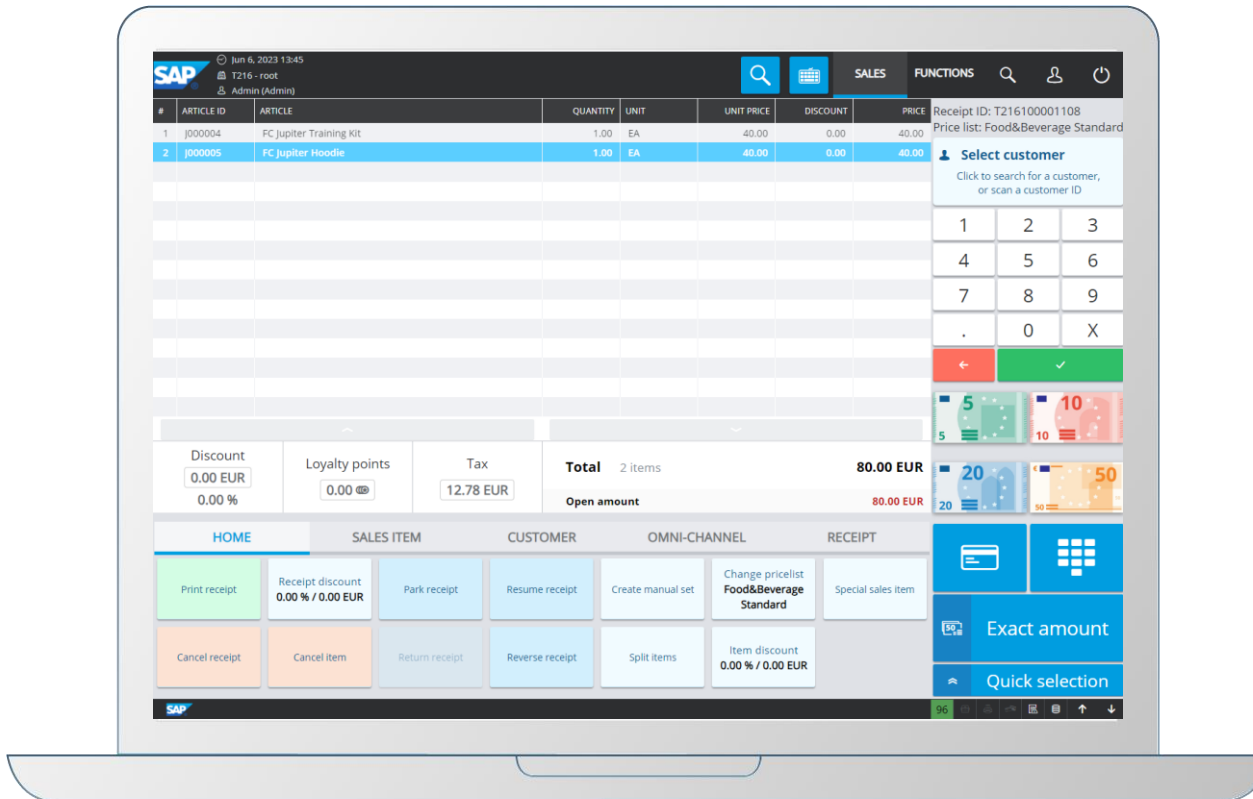
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New Retail User Interface



New Retail User Interface

With version 2.0 FP16, there is a new optimized Retail user interface available for the Sales screen in SAP Customer Checkout. This UI is designed to be used for retail businesses, e.g. fashion stores, merchandising, grocery stores, and many more.



Features:

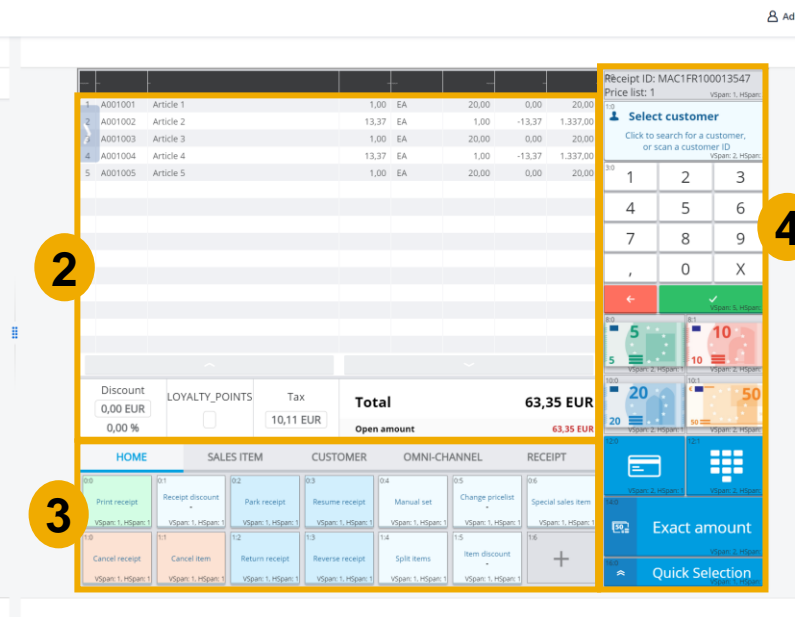
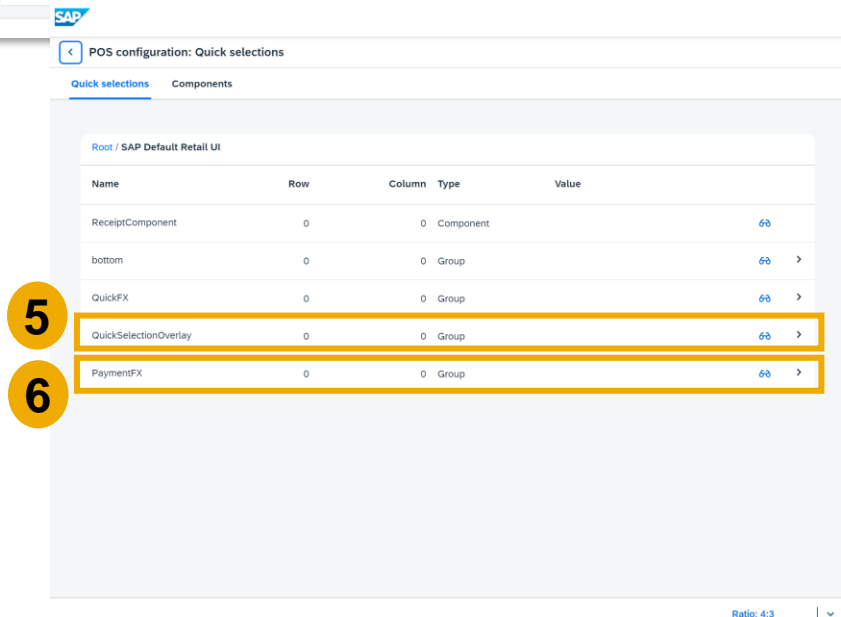
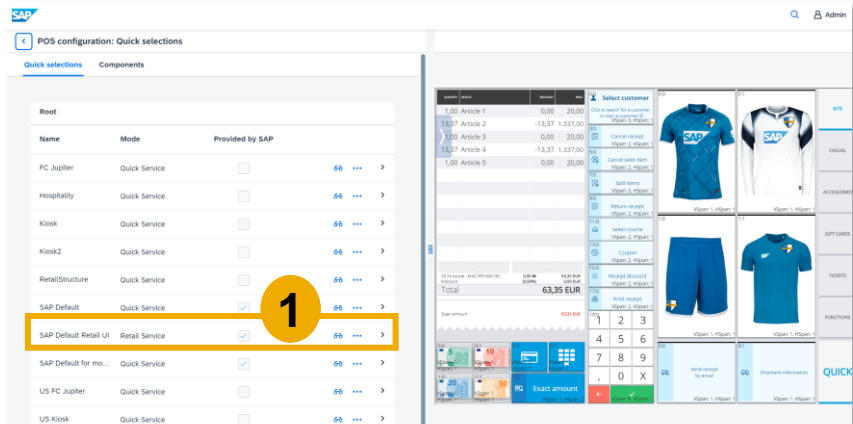
- New SAP Default Retail UI quick selection configuration available
- Optimized arrangement of the quick selection components
- Improved total receipt component in the Sales screen

Benefits

- Improved user interface tailored to the needs of retail businesses
- Support of all features available in the old Retail UI

New Retail User Interface

Quick Selections – Default Quick Selection Configuration for New Retail UI Available



Feature

- In the **Quick Selections** app, there is a new quick selection configuration available: **SAP Default Retail UI** (1)
- This configuration is provided by SAP and can be used for the new Retail user interface for the Sales screen in SAP Customer Checkout
- In this configuration, the following components and groups are available:
 - ReceiptComponent** (2)
 - bottom** (3)
 - QuickFX** (4)
- The **QuickSelectionOverlay** group contains additional buttons and is only displayed when using the Quick Selection button (5)
- The **PaymentFX** group is only displayed during the payment process (6)
- The SAP Default Retail UI quick selection configuration contains the most common used quick selection function buttons needed for retail businesses
- This configuration can be used as template for creating your own quick selection, and is not editable

New Retail User Interface

Quick Selections – Components of SAP Default Retail UI

The image displays five screenshots of the SAP POS configuration interface, each highlighting a different component of the Quick Selections menu. The components are numbered 1 through 5 in a yellow circle.

- 1: ReceiptComponent** (1): contains the pre-configured component for displaying the receipt
- 2: Bottom** (2): contains pre-configured buttons with defined special features for sales items (e.g. cancel sales item), customers (e.g. create customers), or receipt (e.g. cancel receipt)
- 3: QuickFX** (3): contains pre-configured buttons with defined special features for payment options (e.g. cash or card payment, banknotes), the receipt ID, customer selection, and more
- 4: QuickSelectionOverlay** (4): contains additional buttons which can be expanded
- 5: PaymentFX** (5): contains pre-configured buttons with defined features for some payment options (e.g. cash or card payment, banknotes)

Feature

- **ReceiptComponent** (1): contains the pre-configured component for displaying the receipt
- **Bottom** (2): contains pre-configured buttons with defined special features for sales items (e.g. cancel sales item), customers (e.g. create customers), or receipt (e.g. cancel receipt)
- **QuickFX** (3): contains pre-configured buttons with defined special features for payment options (e.g. cash or card payment, banknotes), the receipt ID, customer selection, and more
- **QuickSelectionOverlay** (4): contains additional buttons which can be expanded
- **PaymentFX** (5): contains pre-configured buttons with defined features for some payment options (e.g. cash or card payment, banknotes)

New Retail User Interface

SALES – New Retail UI for Sales Screen in SAP Customer Checkout

The screenshot shows the SAP Sales screen. At the top, there's a header bar with the SAP logo, date/time, and user information. Below this is a table with columns: #, ARTICLE ID, ARTICLE, QUANTITY, UNIT, UNIT PRICE, DISCOUNT, and PRICE. The table contains two items: 'FC Jupiter Training Kit' and 'FC Jupiter Hoodie'. To the right of the table is a sidebar with a 'Select customer' button and a numeric keypad. At the bottom, there's a summary bar with fields for Discount, Loyalty points, Tax, Total (2 items, 80.00 EUR), and Open amount (80.00 EUR). A yellow circle '1' is placed over the top right area, '2' over the summary bar, and '3' over the 'Total' field.

#	ARTICLE ID	ARTICLE	QUANTITY	UNIT	UNIT PRICE	DISCOUNT	PRICE
1	J000004	FC Jupiter Training Kit	1.00	EA	40.00	0.00	40.00
2	J000005	FC Jupiter Hoodie	1.00	EA	40.00	0.00	40.00

Discount: 0.00 EUR / 0.00 %
Loyalty points: 0.00
Tax: 12.78 EUR
Total: 2 items 80.00 EUR
Open amount: 80.00 EUR

The screenshot shows the SAP Sales screen in the payment screen. A large grey checkmark is overlaid on the screen. The summary bar at the bottom is highlighted with a yellow box, and a yellow circle '4' is placed over the 'Change' button. The 'Change' button is located next to the 'Total' field. The 'Total' field shows 80.00 EUR. The 'Change' button is labeled 'Change' with a downward arrow. A yellow circle '5' is placed over the 'Total' field.

Discount: 0.00 EUR / 0.00 %
Loyalty points: 0.00
Tax: 12.78 EUR
Total: 2 items 80.00 EUR
Change: 0.00 EUR

Feature

- In SAP Customer Checkout, when you synchronize the quick selection, and select **Retail Service** as UI mode (within the configuration settings), the new Retail UI is applied for the Sales screen (1)
- In the new Retail UI, there are new components displayed:
 - Receipt amounts** (2)
 - Receipt total** (3)
- The receipt amounts component shows details of the receipt containing discount, loyalty point, or tax information
- The receipt total component shows the subtotal and open amount for the end-customer to pay
- When you perform the payment, you can see the **Change** is also displayed in the Sales screen (4)
- When you choose “**Change**”, you can see all the payment details (5)

Enhancements in Quick Selections



Enhancements in Quick Selections

Quick Selections – Usability Improvements (1/2)

1

2

3

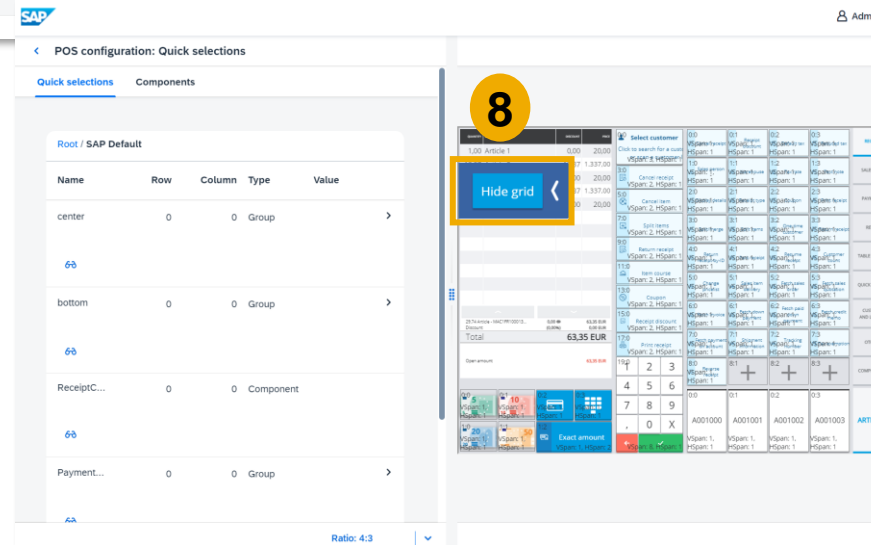
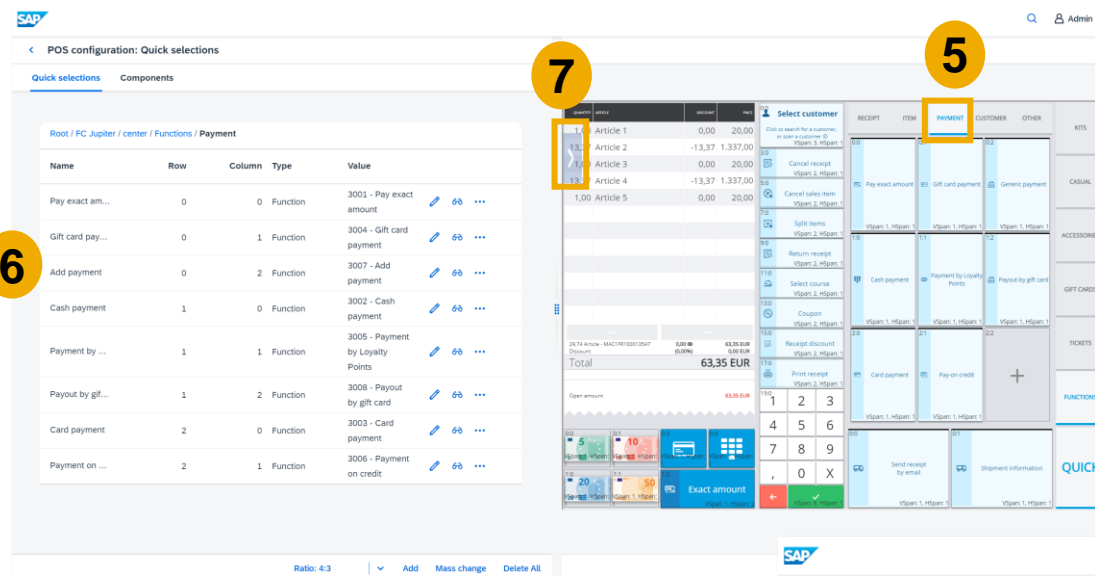
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Feature

- With version 2.0 FP16, the preview and navigation within the **Quick selections** app has been improved
- The components displayed in the preview in SAP Customer Checkout manager, are the components which are also shown in SAP Customer Checkout
- In previous version, there were only placeholders shown for some quick selection buttons
- In the receipt component, there are now also articles displayed (1) in order for the user to get a better view of the actual Sales screen in the POS system
- Furthermore, there are new “+” buttons available within the quick selection configuration (2); when you select the “+” icon, you get directly a new quick selection dialog where you can enter all data (3); the values of the row and column are automatically filled (4)

Enhancements in Quick Selections

Quick Selections – Usability Improvements (2/2)



Feature

- In addition, the navigation within the quick selection configuration has been enhanced
- When you choose a category or group in the preview on the right side, e.g. Payment (5), the list on the left side is displayed accordingly (6)
- Another improvement in the usability is the new icon where you can show or hide the grid of your quick selection configuration (7) (8)

Benefits

- Improved usability and navigation of quick selection configuration
- Save time while creating new function buttons with improved behavior

Enhancements in Quick Selections

Quick Selections – Edit Styling for Quick Selection Buttons and Groups

1

2

3

4

5

6

7

Feature

- Furthermore, it is now also possible to adjust the layout style of quick selection function buttons
- When you choose a quick selection button, e.g. cancel receipt (1), you can choose the background color, text color, or change the text size (2)
- Edit the button as needed, and save your changes (3)
- The quick selection button is updated accordingly in the preview (4)
- For groups within your quick selection configuration, you can also change the style, background color, and the text size (5) (6)

Benefits

- Flexibility to adjust quick selection buttons and groups to your needs

Enhancements in Quick Selections

Quick Selections – New Components Tab Available

1. Components tab available in Quick Selections

2. List of receipt components

3. Add button to create new components

4. Details view for a component

5. Columns view for a component

6. Receipt preview

Feature

- In the **Quick selections** app, there is a new tab available: **Components** (1)
- In this tab, you can manage all your receipt components; you can edit, delete, copy, and add new components
- This enables you to customize the receipt component to your needs
- SAP provides by default two receipt components (2):
 - **Default receipt retail**
 - **Default receipt**
- You can also add your own component (3), and customize the receipt component to your needs
- Choose a component to see further **details** (4), or all the **columns** (5)
- You can drag and drop the columns, edit, or delete the columns as needed (6)

Benefits

- Flexibility to customize receipt components to your needs

Enhancements in Quick Selections

Quick Selections – Assign Another Component to the Receipt Component Element

The image illustrates the process of assigning a component to the Receipt Component element in the POS configuration. It consists of four numbered steps:

- Step 1:** The 'Quick selections' configuration screen is shown. The 'ReceiptComponent' is highlighted in the table.
- Step 2:** The 'Edit quick selection' dialog box is shown. The 'Name' field is set to 'ReceiptComponent'.
- Step 3:** The 'Edit quick selection' dialog box is shown. The 'Component' field is set to 'Default receipt retail'.
- Step 4:** The 'Quick selections' configuration screen is shown. The 'ReceiptComponent' is highlighted in the table.

Feature

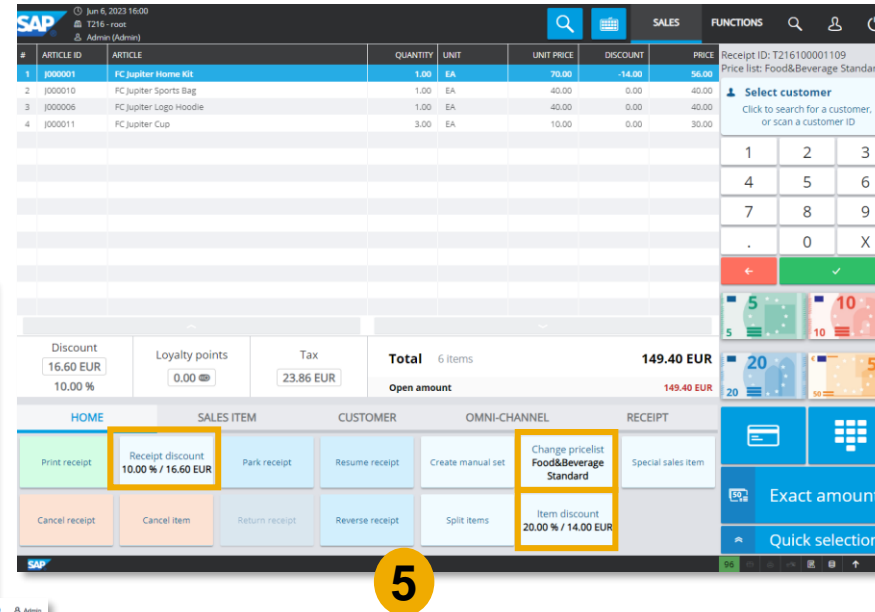
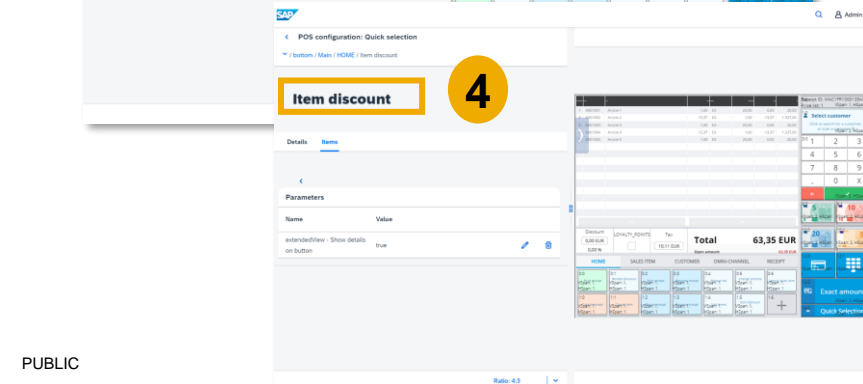
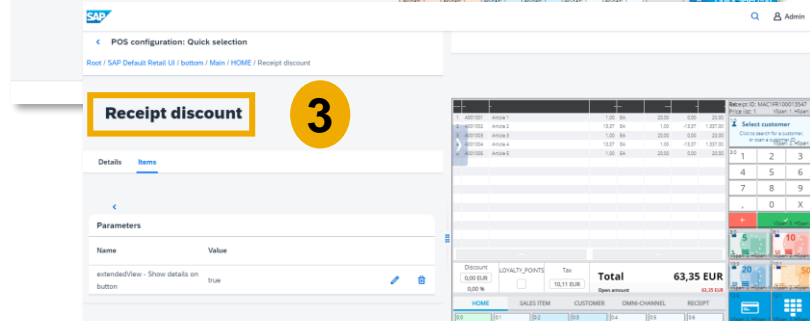
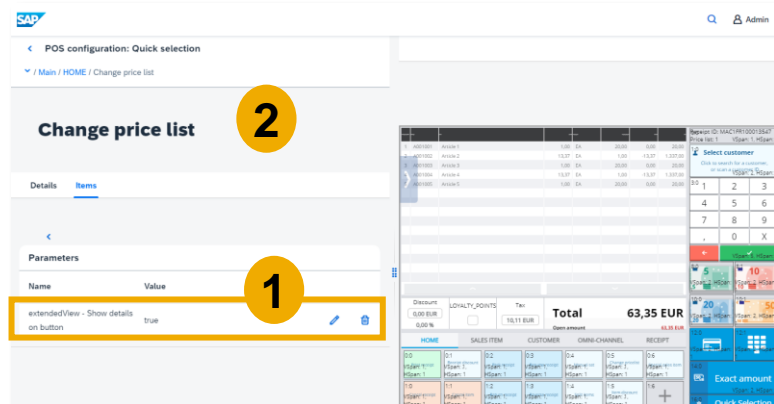
- As highlighted in the previous slide, you can manage and edit existing receipt components
- Furthermore, you can assign different components to your receipt component
- Navigate to the according quick selection configuration, and choose **"Edit"** (1)
- Here, you can assign between two Components (2):
 - Default receipt retail**
 - Default receipt**
- Select the according component, e.g. **Default receipt retail** (3), and save your changes
- The component is updated accordingly, and you can see that the text size has been updated (4)

Benefits

- Flexibility to choose between various components for the receipt component in your POS system

Enhancements in Quick Selections

Quick Selections – Extended View Parameter for Quick Selection Buttons



Feature

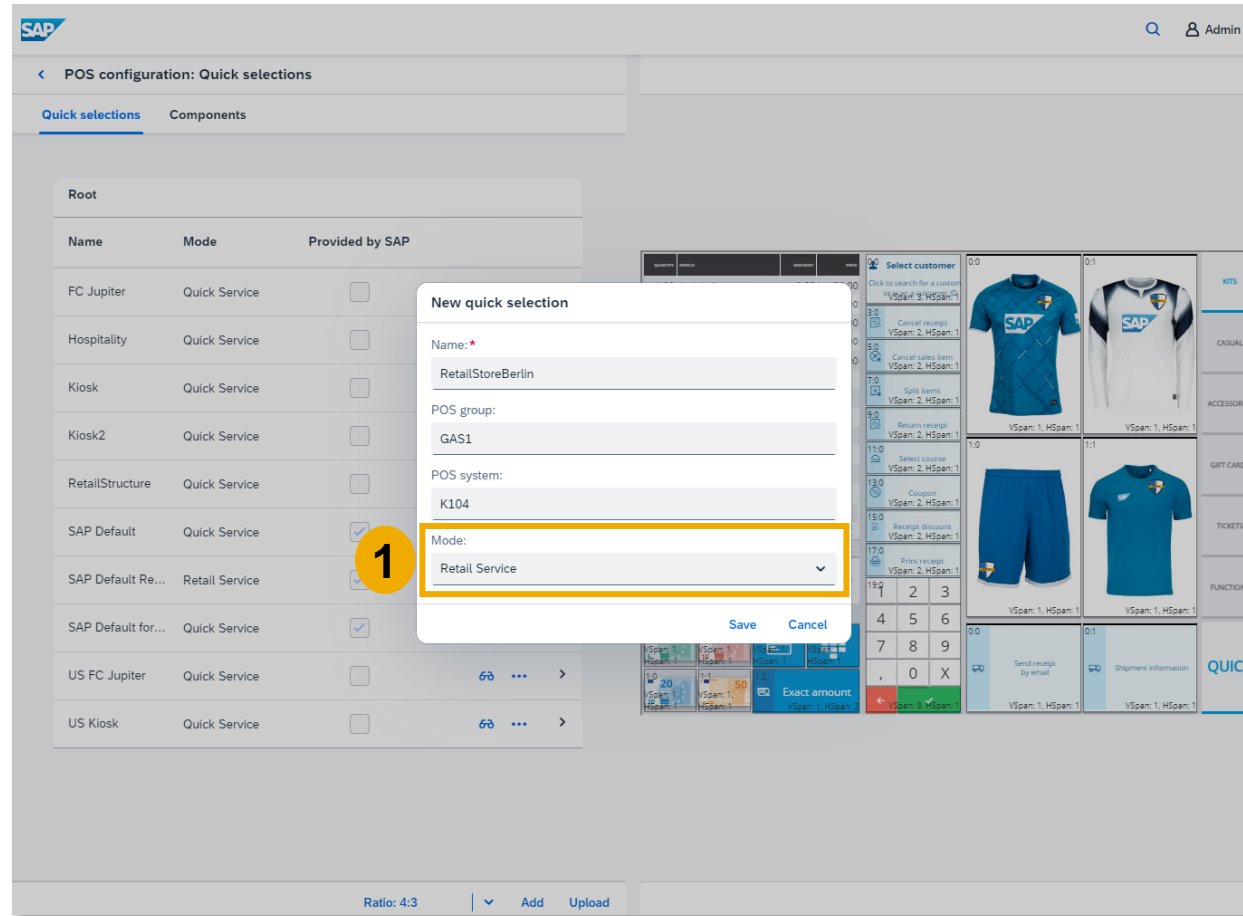
- In the **Quick selections** app, it is possible to add for some quick selection function buttons a new parameter: **extendedView – Show details on button** (1)
- This parameter enables you to extend the buttons and display further details directly on the button
- You can add this parameter to the following function buttons:
 - Change price list** (2)
 - Receipt discount** (3)
 - Item discount** (4)
- In the Sales screen, the buttons are shown accordingly with the extended view (5)
- When you add e.g. a discount to a sales item, the discount amount is shown in the item discount function button

Benefits

- Improved usability to show more information to the user

Enhancements in Quick Selections

Quick Selections – Select UI Mode When Creating Quick Selection Configuration



Feature

- When creating a new quick selection configuration within the **Quick selections** app, it is now possible to select the mode for the quick selection configuration (1)
- You can choose the UI mode (Retail Service, Quick Service, or Table Service), and save your changes
- Once you create the quick selection configuration, the preview is shown accordingly

Benefits

- Improved usability to select the UI mode during creation process

















New Retail User Interface

Importing/ Exporting Components

POS configuration: Quick selections

Quick selections

Components

Name	Type	Provided by SAP	
Default receipt	Receipt	<input checked="" type="checkbox"/>	   
My Receipt	Receipt	<input type="checkbox"/>	   
My Receipt (1)	Receipt	<input type="checkbox"/>	   
My Receipt (2)	Receipt	<input type="checkbox"/>	   

QUICK

Send receipt by email

Shipment information

Discount

Loyalty discount

Tax

Total Items

Open amount

0,00 EUR

0,00 EUR

10,11 EUR

63,35 EUR

63,35 EUR

QUANTITY

ARTICLE

PRICE123

TAX

DISCOUNT

1,00	Article 1	20,00	1	0,00
13,37	Article 2	1.337,00	1	-13,37
1,00	Article 3	20,00	1	0,00
13,37	Article 4	1.337,00	1	-13,37
1,00	Article 5	20,00	1	0,00

0,00

0,01

Select customer

Cancel receipt

Cancel sales item

Split items

Return receipt

Select course

Coupon

Receipt discount

Print receipt

1

2

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Feature

- You can import and export the components for quick selections

Local Tax Calculation Mode for the United States of America (US)

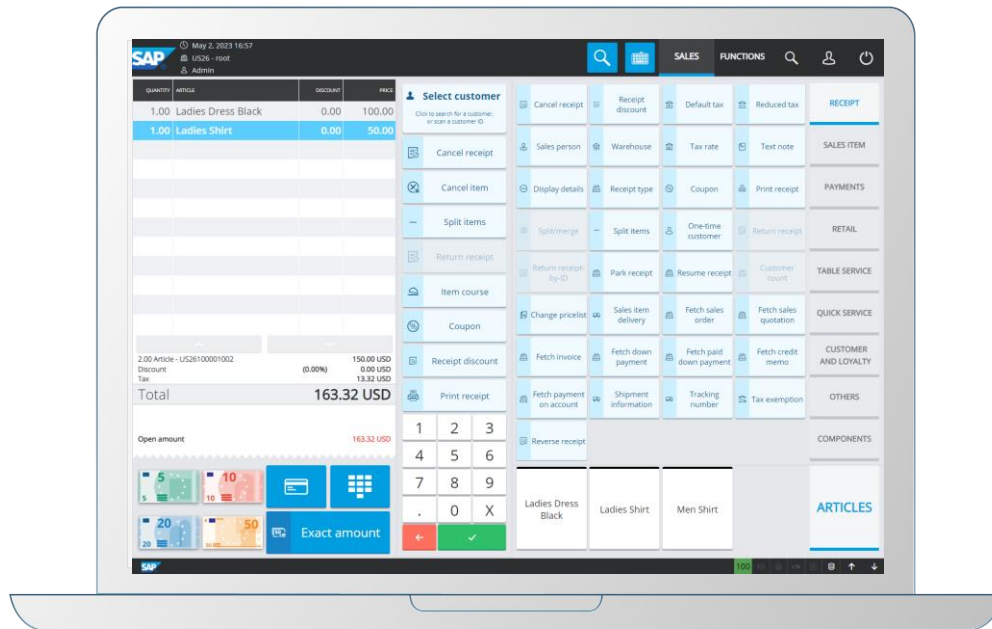


Local Tax Calculation Mode for the United States of America (US)

With version 2.0 FP16, you can use SAP Customer Checkout with local tax calculation based on VAT mode. This scenario is for business cases where you only sell your items and goods locally.

You can configure your POS system, to be used as a basic implementation with tax calculation for the United States, and without any external tax provider, such as e.g. Avalara.

In the local tax calculation mode, the article prices are net prices. The tax amount is calculated based on default tax rate maintained in the POS system, or configured on sales item level.



Features:

- Using local tax calculation mode for Tax jurisdiction mode for US
- New Tax exemption reason codes tab available in the POS system configuration settings
- Local tax calculation for the US integrated with SAP Business One

Benefits

- Use local tax calculation mode for the United States of America without any external tax provider
- Sell goods in the United States of America locally
- Run SAP Customer Checkout integrated with SAP Business One and local tax calculation

Local Tax Calculation Mode for the United States of America (US)

Tax Rates – Add Tax Rate

The screenshot shows the SAP Tax Rates app interface. On the left, a list of countries/regions is displayed, with 'US - US' highlighted by a yellow box and a yellow circle labeled '1'. The main area shows the 'US - US' configuration page. The 'Tax rates' tab is selected, displaying a table of tax rates. The table has columns: Tax code, Percentage, Valid from, Valid to, Description, and Active. The 'NY' tax code entry is highlighted by a yellow box and a yellow circle labeled '2'.

Tax code	Percentage	Valid from	Valid to	Description	Active
LA	9.50	May 2, 2023	Dec 31, 9999	Los Angeles Tax Code	<input checked="" type="checkbox"/>
NY	8.88	May 2, 2023	Dec 31, 9999	New York Tax Code	<input checked="" type="checkbox"/>
US	0.00	Jan 1, 2001	Jan 1, 2099	US zero tax	<input checked="" type="checkbox"/>

Feature

- When you set-up SAP Customer Checkout with local tax calculation for the United States of America, start with configuring a local tax code, e.g. for the according state
- Navigate to the **Tax rates** app, choose **US** (1), and add the specific tax code (e.g. NY for the state New York) with all relevant information (2)

Local Tax Calculation Mode for the United States of America (US)

CONFIGURATION – Add Tax Rate

SAP Configuration – Add Tax Rate

Step 1: Accounting Tab

Country/Region	Tax code	Tax rate characterist...	Percentage	Valid from	Valid to	Description	Active
Germany	A0	A0	0	Jan 1, 2001	Jan 1, 2099	Steuerbefreit	OFF
Germany	A1	A1	7	Jan 1, 2001	Jan 1, 2099	Ermäßigter Satz	OFF
Germany	A2	A2	19	Jan 1, 2001	Jan 1, 2099	Standardsatz	OFF
Germany	A5	A2	19	Jan 1, 2001	Jan 1, 2099	Umsätze	OFF
United States	LA	LA	9.5	Jan 1, 2001	Jan 1, 2099	Los Angeles Tax C...	ON
United States	NY	NY	8.875	Dec 6, 2022	Jan 1, 2099	New York Tax Code	ON
United States	US	US	0	Jan 1, 2001	Jan 1, 2099	US zero tax	ON

Step 2: POS system Tab

TAX Configuration

Tax authority:

Tax number:

VAT number:

2nd VAT Number:

3rd VAT Number:

4th VAT Number:

Default tax rate: **NY**

Fallback tax rate:

Taxation: **Tax jurisdiction based (e.g. North America)**

Tax calculation mode: **Local**

Tax calculation trigger: Automatic (default)

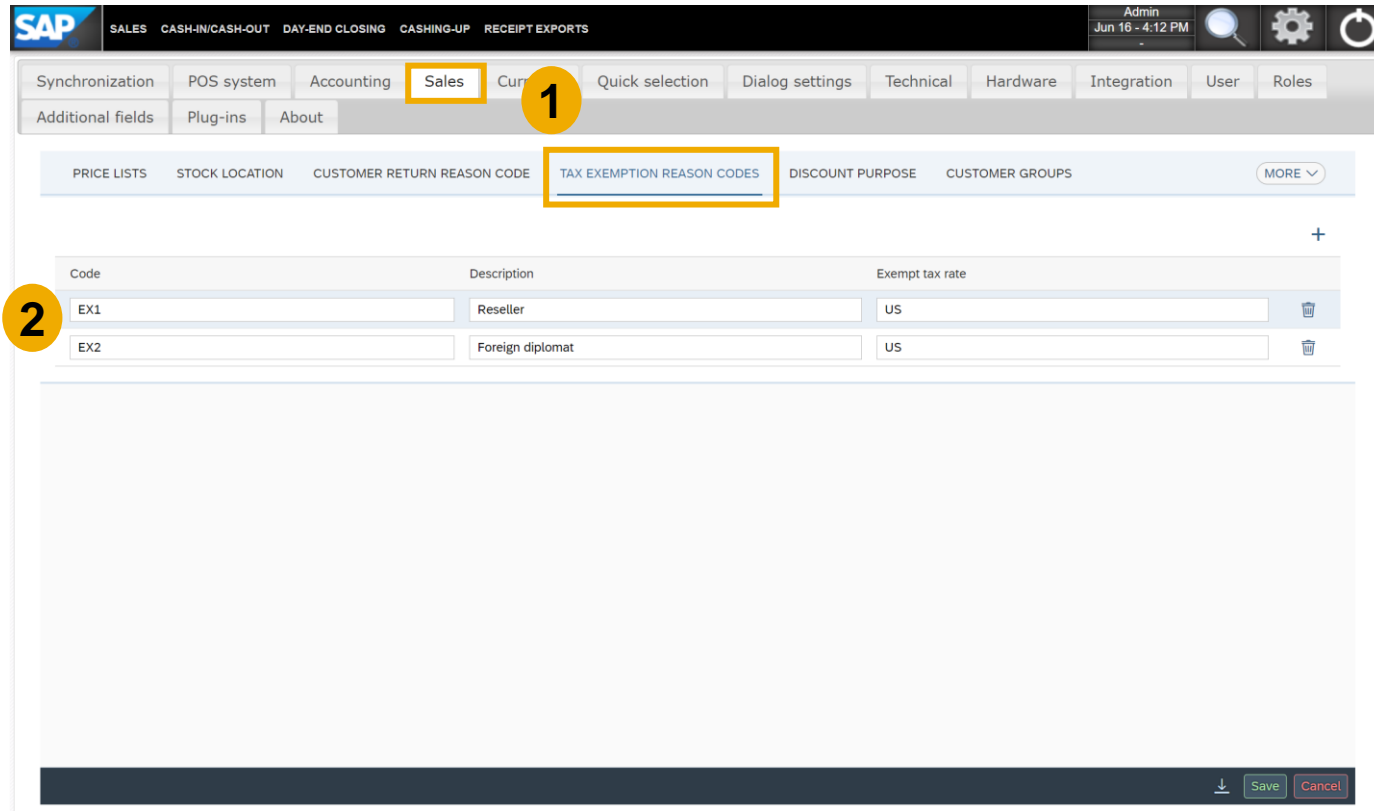
Buttons: Save, Cancel

Feature

- Open your POS system, in the *Configuration* settings, navigate to the **Tax Rates** sub-tab within the **Accounting** tab (1)
- Add the according tax rate (e.g. **NY** for the state New York) and all relevant information that you have created in the previous step in SAP Customer Checkout manager (2)
- Once you have added the tax rate, you can now navigate to the **POS systems** tab, and open the **Tax** sub-tab (3)
- Select the tax rate (e.g. **NY**) which you have added in the **Tax rates** sub-tab as **Default tax rate** (4)
- With version 2.0 FP16, you can choose **Local Tax calculation** mode with Tax jurisdiction based (e.g. North America)
- Select the **Local Tax calculation mode** (5)
- When saving the settings, your taxes are calculated locally based on the configured tax rate; there is no tax calculation triggered by any external tax provider system

Local Tax Calculation Mode for the United States of America (US)

CONFIGURATION – Nex Tax Exemption Reason Codes Sub-Tab Available



The screenshot displays the SAP POS configuration interface. The top navigation bar includes the SAP logo and various system status indicators. The main menu on the left lists several configuration areas: Synchronization, POS system, Accounting, Sales, Currency, Quick selection, Dialog settings, Technical, Hardware, Integration, User, and Roles. The 'Sales' tab is highlighted with a yellow box and labeled with a yellow circle containing the number 1. Below the main menu, there is a sub-menu for the 'Sales' tab, which includes PRICE LISTS, STOCK LOCATION, CUSTOMER RETURN REASON CODE, TAX EXEMPTION REASON CODES, DISCOUNT PURPOSE, and CUSTOMER GROUPS. The 'TAX EXEMPTION REASON CODES' sub-tab is highlighted with a yellow box and labeled with a yellow circle containing the number 2. The main content area shows a table with three columns: Code, Description, and Exempt tax rate. The table contains two rows: EX1 (Reseller, US) and EX2 (Foreign diplomat, US). At the bottom right of the interface, there are buttons for 'Save' and 'Cancel'.

Code	Description	Exempt tax rate
EX1	Reseller	US
EX2	Foreign diplomat	US

Feature

- In the Configuration settings of the POS system, there is a new sub-tab available within the **Sales** tab: **Tax exemption reason codes** (1)
- Here you can add all the tax exemption reason codes manually that you want to use during your sales process (2)
- With local tax calculation mode, you are not connected to any external tax provider system, and therefore you need to manually add the codes in your POS system

Local Tax Calculation Mode for the United States of America (US)

SALES – Post Receipt with Local Tax Calculation for the US

The screenshot displays the SAP POS system interface. The main screen shows a receipt for 'Ladies Dress Black' with a total of 108.88 USD. A 'RECEIPT HEADER DETAILS' pop-up window is open, showing tax details for 'NY (8.875%)' with a business transaction amount of 8.88 USD. Numbered callouts indicate the following steps:

1. Select the article 'Ladies Dress Black' from the 'ARTICLES' list.
2. Add the article to the receipt.
3. The article price is shown with net price (100.00 USD) and tax (8.88 USD).
4. Select the 'Display details' function button.
5. The 'RECEIPT HEADER DETAILS' window shows the tax code 'NY (8.875%)' and the business transaction amount '8.88 USD'.
6. Go back to the SALES screen, and post the receipt.
7. When you proceed with payment, the sales receipt is printed, and the tax information is displayed on the receipt (6).
8. The printed receipt shows the tax amount (8.88) and the total (108.88).

Feature

- Open your POS system, in the SALES screen, choose an article and add it into the receipt (1)
- Once you add the article to the receipt, the article price is shown with net price (2)
- The tax is calculated based on the tax code maintained in the Configuration settings (in this case for New York 8.875%); the tax amount is shown accordingly in the screen (3)
- Select the “**Display details**” function button (4) to see all receipt details, and the tax details (5)
- In local tax calculation, there is no distribution of the tax amount to the tax jurisdictions (as e.g. in the tax calculation with Avalara)
- Go back to the SALES screen, and post the receipt
- When you proceed with payment, the sales receipt is printed, and the tax information is displayed on the receipt (6)

Local Tax Calculation Mode for the United States of America (US)

Check Posted Receipt in SAP Customer Checkout Manager

The image shows two screenshots from the SAP Customer Checkout Manager interface. The top screenshot, labeled with a yellow circle '1', displays a list of receipts under the 'Receipts (5)' tab. The first receipt, with ID 'US26100001004', is highlighted with a yellow box. The bottom screenshot, labeled with a yellow circle '2', shows the detailed view of this receipt. The 'Tax items' tab is selected and highlighted with a yellow box, showing a table with tax details. A yellow circle '3' is placed over the 'Tax items' table.

Receipts List:

Receipt ID	Status	POS system ID	Company ID	Day-end closing ID	Customer	Type code	Business transaction date	Payment gross amount
US26100001004	Posted	US26		US26000001003		Direct sale	May 4, 2023, 4:43:56 PM	108.88 USD
US26100001003	Posted	US26		US26000001003		Direct sale	May 4, 2023, 4:32:10 PM	163.32 USD
US26100001002	Posted	US26		US26000001003		Direct sale	May 4, 2023, 4:31:29 PM	272.19 USD
US26100001001	Posted	US26		US26000001003		Direct sale	May 2, 2023, 4:36:01 PM	50.00 USD
US26100001000	Posted	US26		US26000001003		Direct sale	May 2, 2023,	108.88 USD

Receipt Details: US26100001004

Total: 108.88 USD

Tax items:

Type	Percentage	Business transaction amount	Currency
NY	8.875	8.88	USD

Feature

- After the receipt was posted in the POS system, open the SAP Customer Checkout manager, and navigate to the **Receipts** app (1)
- An entry is created for your posted receipt; choose the entry to get the receipt details (2)
- In the **Tax items** tab, you can see all tax details and tax rate type code (3)

Local Tax Calculation Mode for the United States of America (US)

Post Receipt with Tax Exemptions on Receipt or Sales Items

The image illustrates the SAP interface for posting a receipt with tax exemptions in the United States of America. The main screen shows a receipt for 'Ladies Dress Black' with a total of 108.88 USD. A 'Tax exemption' button is highlighted in the FUNCTIONS menu. A pop-up dialog 'RECEIPT TAX EXEMPTION' is shown with 'EX1 - Reseller' selected as the tax exemption reason code. The final receipt shows a total of 100.00 USD.

1 Add the items into the receipt (1)

2 Choose the **Tax exemption** function button

3 In the pop-up dialog (3), you can select a **tax exemption reason code** from the list (4), or you can enter a **tax exemption number** manually (5)

4 Tax exemption reason code

5 EX1 - Reseller

6 0 USD tax amount is shown, as the end customer is exempted from the sales tax (6)

Proceed with payment, and post the receipt

Feature

- When using the local tax calculation mode, you can also apply tax exemptions to individual articles and whole receipts
- After you have manually created the tax exemption reason codes in the Configuration settings, you can open the SALES screen
- Add the items into the receipt (1)
- Choose the **Tax exemption** function button
- In the pop-up dialog (3), you can select a **tax exemption reason code** from the list (4), or you can enter a **tax exemption number** manually (5)
- 0 USD** tax amount is shown, as the end customer is exempted from the sales tax (6)
- Proceed with payment, and post the receipt

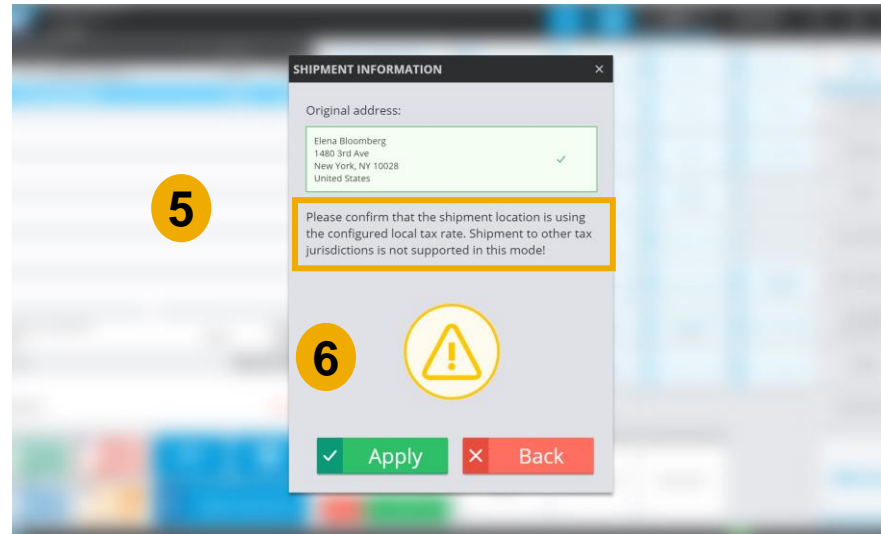
Local Tax Calculation Mode for the United States of America (US)

Post Receipt with Shipment Information



Feature

- When using the local tax calculation mode, you can also add shipment information to the receipt
- In the SALES screen, add items into the receipt (1)
- Choose the **Shipment information** function button (2), and enter all customer and shipment information
- In local tax calculation mode, there is no external tax provider integrated to validate the address; a notification is shown to the cashier, and he/she has to confirm that the configured local tax rate is used (3)
- Choose **Apply** to proceed (4)
- Proceed with payment, and post the receipt



Local Tax Calculation Mode for the United States of America (US)

Integration with SAP Business One (1/2)

Country/Region	Tax code	Tax rate characterist...	Percentage	Valid from	Valid to	Description	Active
Germany	A0	A0	0	Jan 1, 2001	Jan 1, 2099	Steuerbefreit	<input type="radio"/>
Germany	A1	A1	7	Jan 1, 2001	Jan 1, 2099	Ermäßigter Satz	<input type="radio"/>
Germany	A2	A2	19	Jan 1, 2001	Jan 1, 2099	Standardsatz	<input type="radio"/>
Germany	A5	A2	19	Jan 1, 2001	Jan 1, 2099	Umsätze	<input type="radio"/>
United States	EX1	EX1	0	Jan 1, 2001	Jan 1, 2099	Tax Exempt Reseller	<input checked="" type="radio"/>
United States	EX2	EX2	0	Jan 1, 2001	Jan 1, 2099	Tax Exempt Foreig...	<input checked="" type="radio"/>
United States	LA	LA	9.5	Jan 1, 2001	Jan 1, 2099	Los Angeles Tax C...	<input checked="" type="radio"/>
United States	NY	NY	8.875	Dec 6, 2022	Jan 1, 2099	New York Tax Code	<input checked="" type="radio"/>
United States	US	US	0	Jan 1, 2001	Jan 1, 2099	US zero tax	<input checked="" type="radio"/>

INFO GENERAL **TAX** SALES SCREEN TABLE SERVICE MOBILE ORDER MASTER DATA CONSENT VERSION CODE SEQUENCE NUMBERS

Tax authority:
Tax number:
VAT number:
2nd VAT Number:
3rd VAT Number:
4th VAT Number:
Default tax rate: **NY**
Taxation: Tax jurisdiction based (e.g. North America)
Tax calculation mode: Local
Tax calculation trigger: Automatic (default)

Feature

- With version 2.0 FP16, you can integrate SAP Customer Checkout directly with SAP Business One and use the local tax calculation for the US
- In this case, there is no external third party system (e.g. Avalara) needed for the tax calculation in the POS system
- For this scenario, taxes are calculated locally based on the configured tax rate in the respective POS system
- There are two tax rates required in the **Tax rates** tab in SAP Customer Checkout (1)
 - Standard tax rate** (e.g. the tax rate for the respective state, NY for New York)
 - Zero tax rate** for tax-exempt items (e.g. for tax exemption, US)
- In the **Tax** tab of the configuration settings, you can choose the Default tax rate to be used (2)

Local Tax Calculation Mode for the United States of America (US)

Integration with SAP Business One (2/2)

QUANTITY	ARTICLE	DISCOUNT	PRICE
1.00	Ladies Dress Black	0.00	100.00

1.00 Article - US26100001015 100.00 USD
Discount (0.00%) 0.00 USD
Tax 8.88 USD
Total 108.88 USD
1. Cash 108.88 USD
Open amount 0.00 USD

Receipt created and posted: US26100001015

Feature

- If an article is subject to tax in the SAP Business One system, the standard tax rate (**NY**) is used during sales process; If an article is tax-exempt in the SAP Business One system, the zero tax rate (**US**) is used
- Once the receipt is paid in SAP Customer Checkout (3), it is posted in real-time with all relevant tax information to the connected SAP Business One system
- In SAP Business One, the taxes are distributed to the individual tax categories accordingly
- Find in our two blogposts all relevant information about the local tax calculation for the US with SAP Business One:
 - [Blogpost I](#)
 - [Blogpost II](#)

Local Tax Calculation Mode for the United States of America (US)

Integration with SAP Business One – Tax Exemption for Customer

The first screenshot shows the 'Business Partner Master Data' window for customer 'Martin - Tax Exempt'. The 'Accounting' tab is selected, and the 'Tax' sub-tab is active. The 'Tax Status' is set to 'Exempt' (1). The 'Exempt No.' is 'CCO0000000004'.

The second screenshot shows the 'SALES' document entry screen. The 'Tax' field is highlighted, showing '0.000 USD' (2). The 'Total' is '200.000 USD'.

The third screenshot shows the 'EDIT CUSTOMER' window for 'Martin - Tax Exempt'. The 'Additional Data' tab is selected, and the 'Tax liable' checkbox is checked (3).

Feature

- If a customer is subject to tax in the SAP Business One system, the article data is used in SAP Customer Checkout to decide whether the article is taxed or not
- If the customer is tax-exempt in the SAP Business One system (1), the zero tax rate (**US**) is applied to all articles in SAP Customer Checkout, and the customer does not have to pay taxes on the purchase
- When you choose to see the customer details, there is a new option shown in the **Additional data** tab: **Tax liable** (3)
- This flag shows whether the customer is tax liable or not, and it is not editable
- When creating a new customer in SAP Customer Checkout, it is set to true

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



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

Returning Receipts with Different Tax Rate

Receipt

ID: US25100001069
Date: May 10, 2023 10:13:58 AM

USD
A001000 1 EA x 200.00 200.00
Camera A123

Subtotal: 200.00
Tax amount: 17.25
Tip: 0.00
Total: 217.25

Cash: 217.25

Tax details

Description	Rate	Tax
CA STATE TAX	6.000%	12.00
CA COUNTY TAX	0.250%	0.50
CA SPECIAL TAX	1.375%	2.75
CA SPECIAL TAX	1.000%	2.00

Barcode: US25100001069

THE BEST RUN SAP

SAP Jun 14, 2023 14:07
US25 - root
Admin (Admin)

QUANTITY	ARTICLE	DISCOUNT	PRICE
-1.00	Camera A123	0.00	-200.00

Select customer
Click to search for a customer, or scan a customer ID

Cancel receipt
Cancel receipt
Cancel item
Split items
Return receipt
Calculate Tax
Coupon
Receipt discount
Print receipt

Cancel receipt
Receipt discount
Default tax
Reduced tax
Sales person
Warehouse
Tax rate
Text note
Display details
Receipt type
Coupon
Print receipt
Split/merge
Split items
One-time customer
Return receipt
Return receipt by ID
Park receipt
Resume receipt
Customer count
Change price list
Sales item delivery
Fetch sales order
Fetch sales quotation
Fetch invoice
Fetch down payment
Fetch paid down payment
Fetch credit memo
Fetch payment on account
Shipment information
Tracking number
Tax exemption

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

Open amount: -217.25 USD

Exact amount

A001000 A001001 A001002 A001003

RECEIPT HEADER DETAILS

GENERAL DATA	TAX ITEMS	FEES AND SERVICE CHARGES	COUPONS
Tax code		Business transaction amount	
CA STATE TAX - General (6%)		-12.00 USD	
CA COUNTY TAX - General (0.25%)		-0.50 USD	
CA SPECIAL TAX - General (1.375%)		-2.75 USD	
CA SPECIAL TAX - General (1%)		-2.00 USD	

Close

Return

ID: US25100001077
Date: Jun 14, 2023 2:48:39 PM

USD
A001000 -1 EA x 200.00 -200.00
Camera A123

Subtotal: -200.00
Tax amount: -17.25
Tip: 0.00
Total: -217.25

Change: -217.25

Tax details

Description	Rate	Tax
CA STATE TAX	6.000%	-12.00
CA COUNTY TAX	0.250%	-0.50
CA SPECIAL TAX	1.375%	-2.75
CA SPECIAL TAX	1.000%	-2.00

Barcode: US25100001077

THE BEST RUN SAP

Feature

- When you have SAP Customer Checkout integrated with Avalara for the tax calculation, you can return items and whole receipts
- With version 2.0 FP16, the behavior of returning whole receipts has been improved
- If you return a receipt that used a different tax rate at the time of posting than the tax rate which is currently valid, the tax rate of the original receipt is taken into account when the receipt is returned (1) (2) (3) (4)

Benefits

- Ensure that the same tax rate is used for returns as in the original posted receipts in order to avoid tax disadvantages for end-users

Receipt Reversal



Receipt Reversal

With version 2.0 FP16, you can reverse a receipt in SAP Customer Checkout to correct a faulty receipt.

This feature is available for Retail Service, Quick Service, and Table Service user interface modes.



Features:

- New permission available for users to reverse receipts
- Reverse receipts during the sales process to correct faulty receipts
- New receipt creation which mirrors the original receipt but is inverted
- Reverse receipts with item/ header discount, coupons, gift cards, customer data, and more
- Search and filter for reverse receipts in SAP Customer Checkout manager

Benefits

- Correct cashier mistakes during sales process

Receipt Reversal

Concept

If users make a mistake when posting a receipt (click accidentally „cash payment“ instead of „card payment“, and posted receipt), they can correct it and perform a receipt reversal.

During a receipt reversal, SAP Customer Checkout posts a new receipt that mirrors the original receipt but is inverted, cancelling out the original receipt.

Please note the following:



- Sales, returns, payments, and other transactions (e.g. tips) that are part of the receipt are reversed as if they had not taken place
- Reversal receipt contains all other additional data that are part of the original receipt (e.g. customer data, shipping information, discounts, etc.)
- There are some restrictions for specific scenarios and not all receipts can be reversed; those are e.g.:
 - Parked, canceled, and open receipts
 - Receipts linked to external business objects (e.g. sales order/ sales quotation, payment for invoice with SAP Business One)
 - Reversal receipts
 - Receipts whose taxes were calculated using an external service (e.g. Avalara)
 - Receipts paid with loyalty points
 - Receipts paid with free gift cards
 - Receipts paid with gift cards that do not have topups enabled
 - And others

Please read our official documentation in [SAP Help](#) for more information.

Receipt Reversal

Users – New Permission Available to Allow Receipt Reversal

The screenshot shows the SAP Users app interface. On the left, a list of users is displayed, including Admin, A001 (Tim Weis), I001 (Rebekka Bretz), I002 (Lucas Stein), SAP01 (Christopher Conner), SAP02 (Luke Naegele), and SAP03 (Lennard Odenthal). The right pane shows the 'User' details for A001, with a table of permissions. The 'Allow receipt reversal' permission is highlighted with a yellow box and a red circle with the number 1. The table lists various permissions with columns for 'Yes', a dropdown menu, and checkboxes for 'Yes' and 'No'.

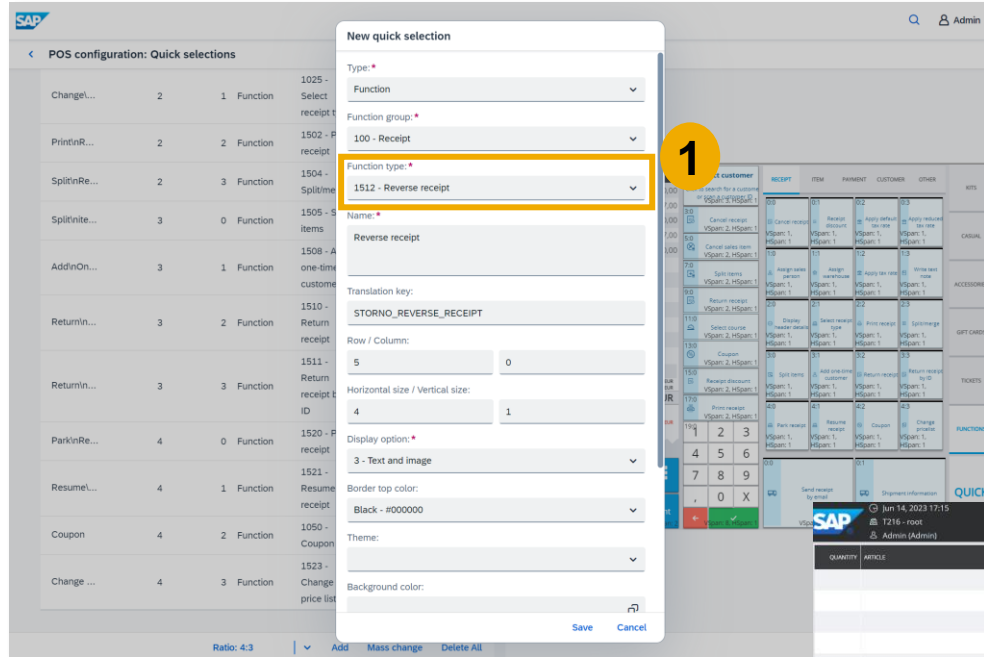
Permission	Yes	Dropdown	Yes	No
Cancel sale	Yes	-	Yes	<input type="checkbox"/>
Return a receipt by ID	Yes	-	Yes	<input type="checkbox"/>
Cancel sales items	Yes	-	Yes	<input type="checkbox"/>
Copy sales receipt	Yes	Yes	Yes	<input type="checkbox"/>
Create sales receipt	Yes	-	Yes	<input type="checkbox"/>
Allow returns	Yes	-	Yes	<input type="checkbox"/>
Allow receipt reversal	Yes	Yes	Yes	<input type="checkbox"/>
Show sales screen	Yes	-	Yes	<input type="checkbox"/>
Show stock overview	Yes	-	Yes	<input type="checkbox"/>
Give item discount	Yes	-	Yes	<input checked="" type="checkbox"/>
Change the unit price	Yes	-	Yes	<input type="checkbox"/>
Allow selection of sales item	Yes	-	Yes	<input type="checkbox"/>
Show search screen	Yes	-	Yes	<input type="checkbox"/>
Show settings screen	Yes	-	Yes	<input type="checkbox"/>
Book on table of different user	Yes	-	Yes	<input type="checkbox"/>

Feature

- In the **Users** app, there is a new permission available: **Allow receipt reversal** (1)
- This permission allows users to reverse receipts in the SALES screen in SAP Customer Checkout
- Make sure to activate this permission for your user

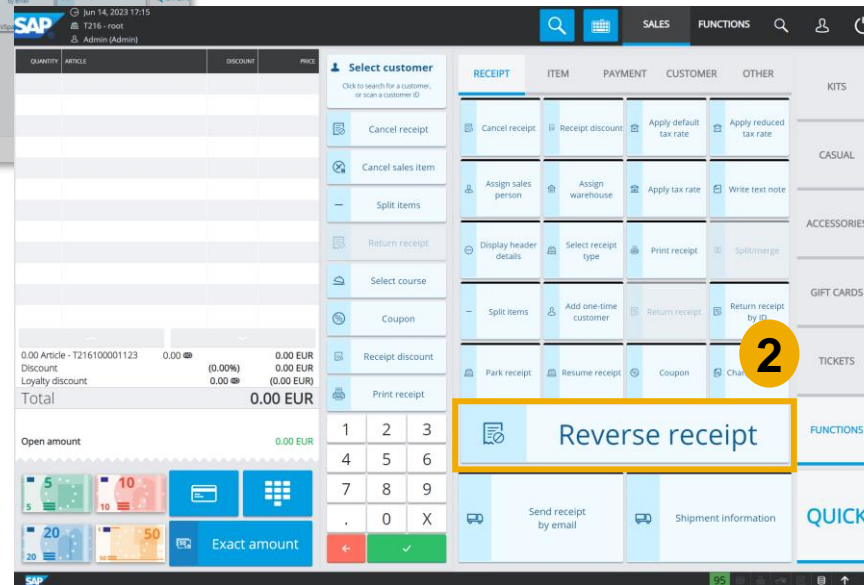
Receipt Reversal

Quick Selections – New Function Button for Reverse Receipt Available



Feature

- Furthermore, in the **Quick selections** app, there is a new quick selection function button available: **Reverse receipt** (1)
- Add this function button to your quick selection configuration
- Synchronize your quick selection configuration in the POS system, and the function button is displayed (2)



Receipt Reversal

SALES – Reverse Receipt During Sales Process (1/2)

The screenshot shows the SAP POS SALES screen. The top bar includes the SAP logo, date/time (Jun 14, 2023 17:12), user (T216 - root), and role (Admin (Admin)). The main area displays a receipt for 70.00 EUR. A large checkmark and the number 1 are overlaid on the receipt area. The 'Reverse receipt' button in the FUNCTIONS section is highlighted with a yellow box and the number 2.

Feature

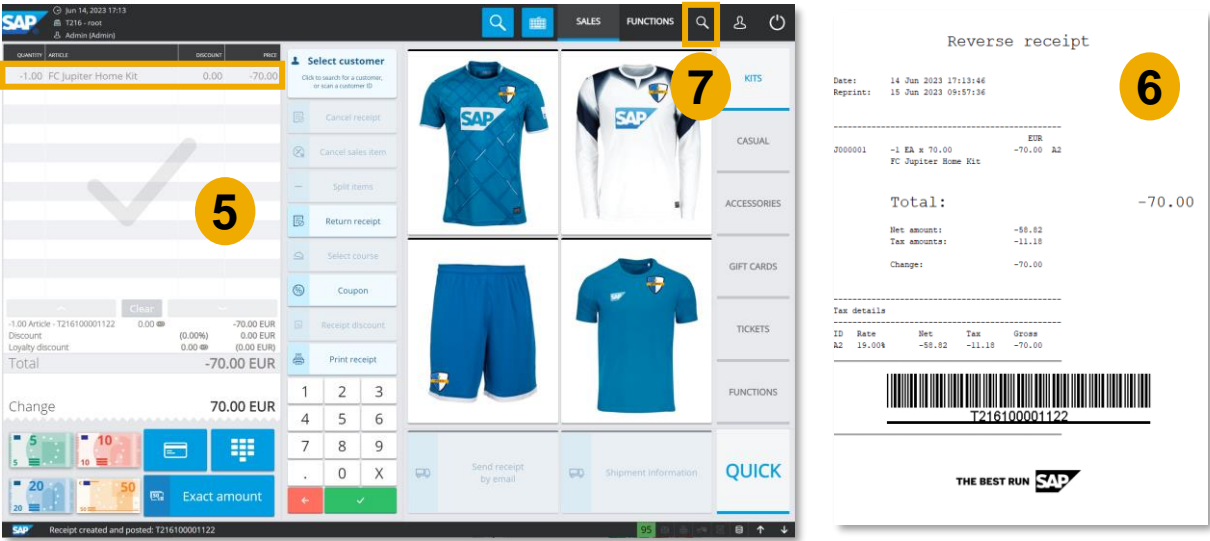
- In the SALES screen of your POS system, you have posted accidentally a receipt (1)
- Choose now the function button **“Reverse receipt”** (2)
- In the pop-up dialog confirm that you want to reverse the receipt (3)
- Choose **“Done”** to proceed (4)

The screenshot shows a pop-up dialog asking: "Do you want to reverse the previous receipt: T216100001121". The 'Yes' button is highlighted with a yellow box and the number 3.

The screenshot shows the REVERSE RECEIPT dialog. The Receipt ID is T216100001121. The 'Done' button is highlighted with a yellow box and the number 4.

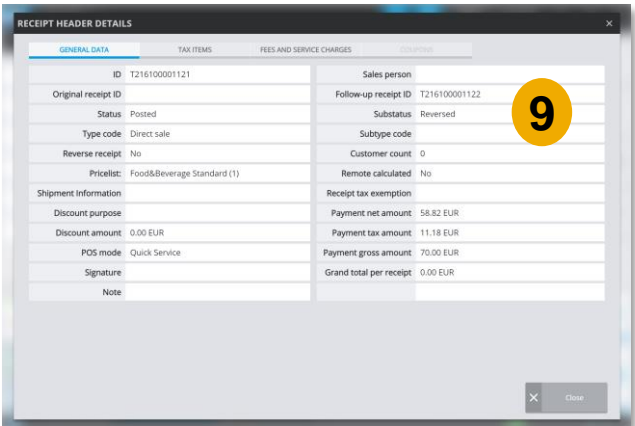
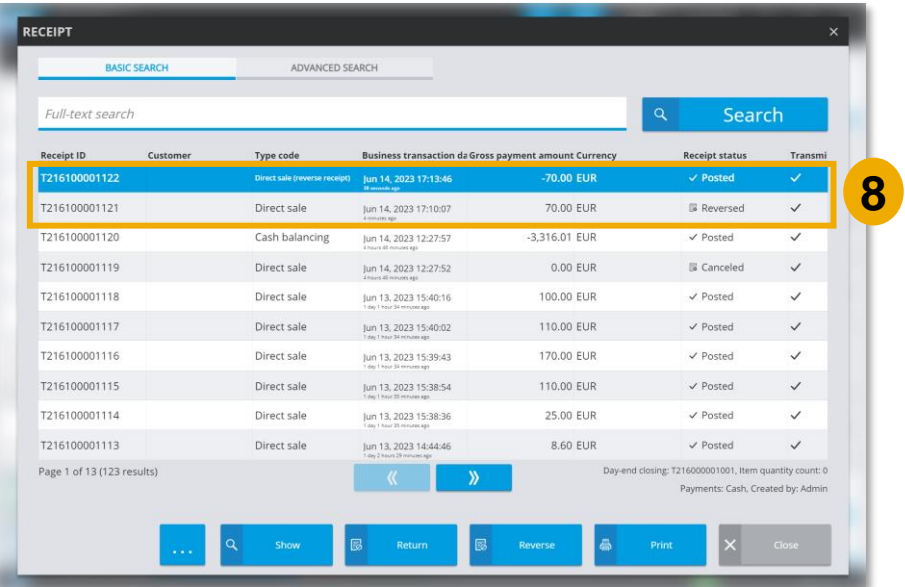
Receipt Reversal

SALES – Reverse Receipt During Sales Process (2/2)



Feature

- The receipt is reversed, and you can see the quantity and price of the article shown with “-1” negative amount (5)
- The reverse receipt is also printed and marked as “**Reverse receipt**” (6)
- Choose the magnifying glass and search for this receipt (7)
- You can see the sub-status of the original receipt is set to “**reversed**” (8)
- The system generated a reversal receipt that cancels out the original receipt (9)



Receipt Reversal

Receipts – Receipt Details and Status

The image displays four screenshots from the SAP Receipts app, illustrating the receipt reversal process. The first screenshot shows a list of receipts with columns for Receipt ID, Status, POS system ID, Company ID, Day-end closing ID, Customer, Type code, Business transaction date, and Payment gross amount. A yellow box highlights a specific receipt (T216100001121) with status 'Posted (Reversed)' and Type code 'Direct sale (Reverse receipt)'. The second screenshot shows the details of this receipt, highlighting the 'Follow-up receipt ID' field. The third screenshot shows the details of the original receipt (T216100001122), highlighting the 'Original receipt ID' field. The fourth screenshot shows the details of the reversed receipt, highlighting the 'Reverse receipt' checkbox and the 'Status' field.

Receipt ID	Status	POS system ID	Company ID	Day-end closing ID	Customer	Type code	Business transaction date	Payment gross amount
T216100001123	Posted	T216		T216000001001		Direct sale	Jun 14, 2023, 5:21:41 PM	-110.00 EUR
T216100001122	Posted	T216		T216000001001		Direct sale (Reverse receipt)	Jun 14, 2023, 5:13:46 PM	-70.00 EUR
T216100001121	Posted (Reversed)	T216		T216000001001		Direct sale	Jun 14, 2023, 5:10:07 PM	70.00 EUR
T216100001120	Posted	T216		T216000001000		Cash balancing	Jun 14, 2023, 12:27:57 PM	-3,316.01 EUR
T216100001119	Canceled	T216		T216000001000		Direct sale	Jun 14, 2023, 12:27:52 PM	0.00 EUR
T216100001118	Posted	T216		T216000001000		Direct sale	Jun 13, 2023, 3:40:16 PM	100.00 EUR
T216100001117	Posted (Reversed)	T216		T216000001000		Direct sale	Jun 13, 2023, 3:40:02 PM	110.00 EUR
T216100001116	Posted	T216		T216000001000		Direct sale	Jun 13, 2023, 3:39:43 PM	170.00 EUR
T216100001115	Posted	T216		T216000001000		Direct sale	Jun 13, 2023, 3:39:43 PM	10.00 EUR
T216100001114	Posted	T216		T216000001000		Direct sale	Jun 13, 2023, 3:39:43 PM	25.00 EUR

Receipt ID: T216100001121 Reversed

Receipt ID: T216100001122

Follow-up receipt ID: T216100001122

Original receipt ID: T216100001121

Reverse receipt (checkbox)

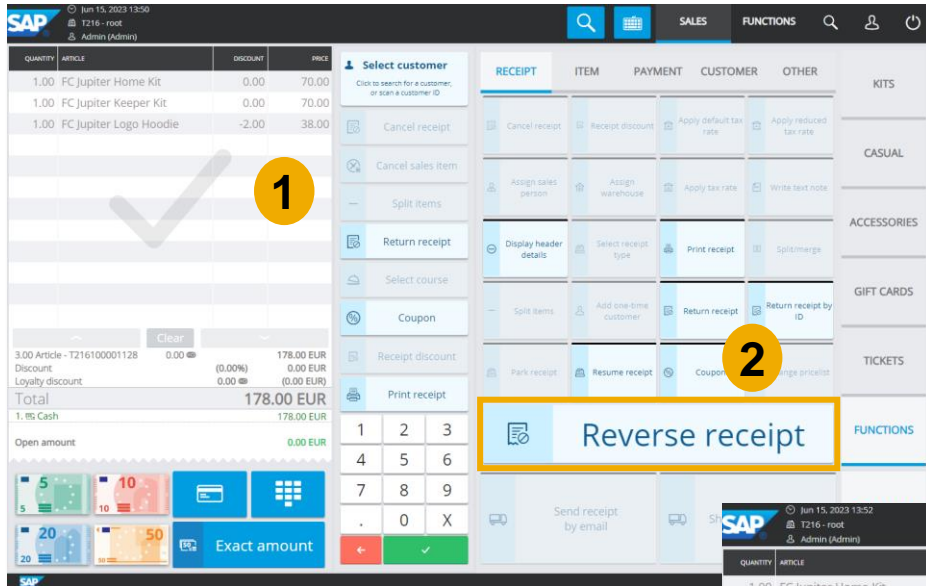
Status: Posted

Feature

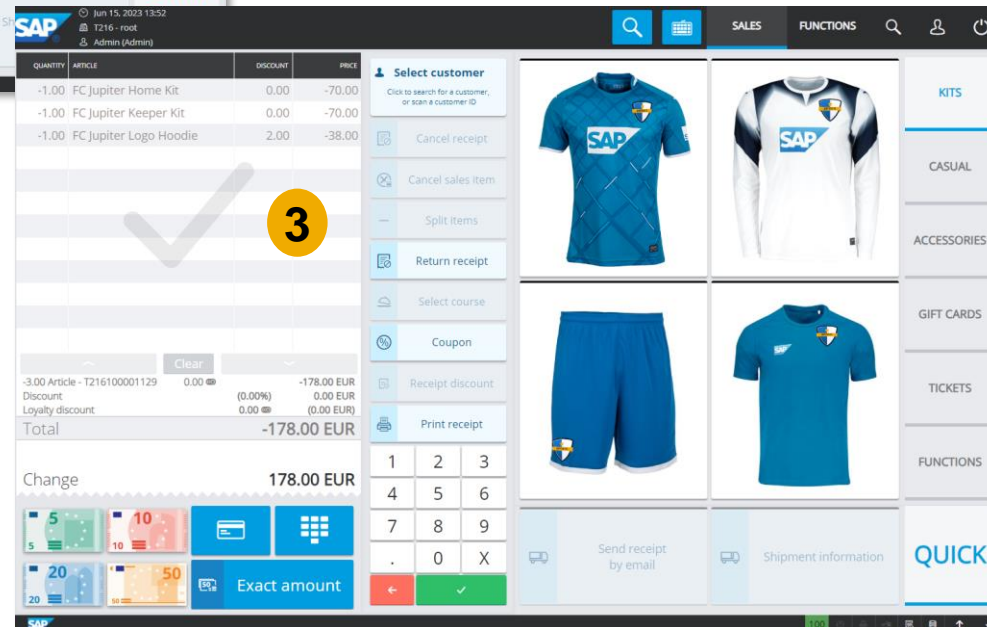
- In the **Receipts** app, you can see the posted receipts with according status (1)
- The original receipt that was reversed is shown in status “**Posted (Reversed)**” (2)
- The reverse receipt is shown in status “Posted”, and marked in the Type code as “**Direct sale (Reverse receipt)**” (3)
- Choose one of the receipts, to see all the details (4) (5)
- In the original receipt, there is a new field shown “**Follow-up receipt ID**” where you can see the ID of the reversal receipt (6)
- In the reversal receipt, there is a new field shown “**Original receipt ID**” where you can see the ID of the receipt that was reversed (7)
- Furthermore, you can see the checkbox “**Reverse receipt**” (8)

Receipt Reversal

SALES – Reverse Receipt with Item Discount



Reverse receipt

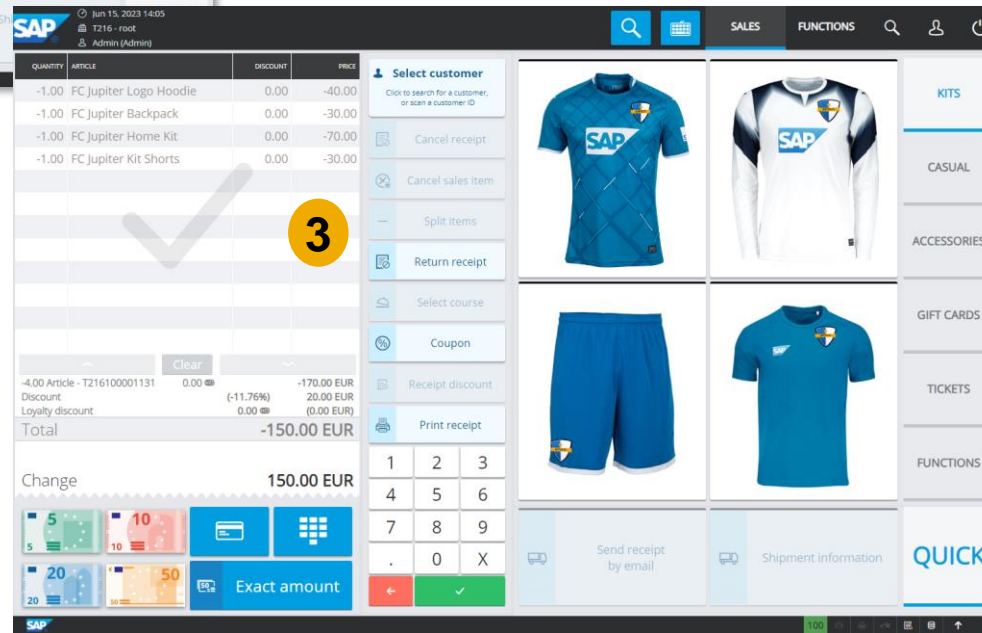
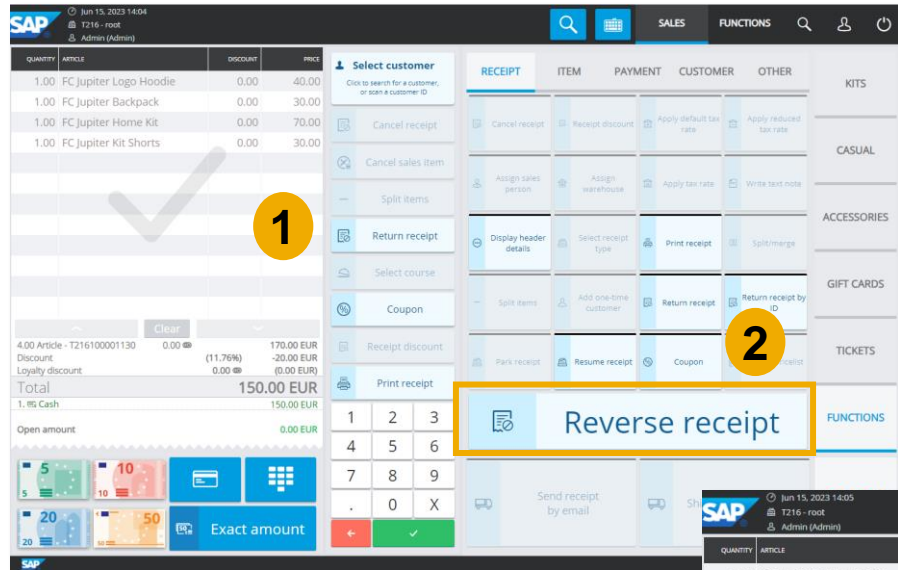


Feature

- Furthermore, it is possible to reverse receipts in SAP Customer Checkout which contain an item discount
- Once you have posted a receipt with item discount (1), choose “**Reverse receipt**” (2), and the receipt is reversed showing the negative article quantity (3)

Receipt Reversal

SALES – Reverse Receipt with Header Discount



Feature

- Receipts that contain a header discount, can also be reversed in SAP Customer Checkout
- Once you have posted a receipt with header discount (1), choose “**Reverse receipt**” (2), and the receipt is reversed showing the negative article quantity (3)

Receipt Reversal

SALES – Reverse Receipt with Gift Card

SAP Jun 15, 2023 14:06 T216 - root Admin (Admin)

QUANTITY	ARTICLE	DISCOUNT	PRICE
1.00	Gift Card u0jUAg7w5u9w	0.00	100.00
1.00	FC Jupiter Logo Hoodie	0.00	40.00

1

2.00 Article - T216100001132 0.00 140.00 EUR
Discount (0.00%) 0.00 EUR
Loyalty discount (0.00 EUR)
Total 140.00 EUR
1.00 Cash 140.00 EUR
Open amount 0.00 EUR

Receipt created and posted: T216100001132

SAP Jun 15, 2023 14:07 T216 - root Admin (Admin)

QUANTITY	ARTICLE	DISCOUNT	PRICE
-1.00	Gift Card u0jUAg7w5u9w	0.00	-100.00
-1.00	FC Jupiter Logo Hoodie	0.00	-40.00

2

-2.00 Article - T216100001133 0.00 -140.00 EUR
Discount (0.00%) 0.00 EUR
Loyalty discount (0.00 EUR)
Total -140.00 EUR
Change 140.00 EUR

Receipt created and posted: T216100001133

Feature

- In addition, you can also reverse receipts in SAP Customer Checkout which contain a gift card
- Once you have posted a receipt with a gift card (1), you can reverse this receipt (2)

Receipt Reversal

SALES – Reverse Receipt with Customer Data

The image displays two screenshots of the SAP Sales interface, illustrating the process of reversing a receipt while retaining customer data.

Screenshot 1 (Top): Shows a receipt for customer Jonas Hass (Customer ID: C001065). The receipt includes items: 1.00 FC Jupiter Kit Shorts (30.00 EUR) and 1.00 FC Jupiter Home Kit (70.00 EUR). The total is 100.00 EUR. The interface includes a sidebar with options like 'Cancel receipt', 'Cancel sales item', 'Split items', 'Return receipt', 'Select course', 'Coupon', 'Receipt discount', and 'Print receipt'. A large checkmark and the number '1' are overlaid on the receipt table.

Screenshot 2 (Bottom): Shows the same receipt after reversal. The items are now listed with negative quantities and prices: -1.00 FC Jupiter Kit Shorts (-30.00 EUR) and -1.00 FC Jupiter Home Kit (-70.00 EUR). The total is -100.00 EUR. The 'Change' field shows 100.00 EUR. The interface includes a sidebar with options like 'Cancel receipt', 'Cancel sales item', 'Split items', 'Return receipt', 'Select course', 'Coupon', 'Receipt discount', and 'Print receipt'. A large checkmark and the number '2' are overlaid on the receipt table.

Screenshot 3 (Bottom Right): Shows the same receipt after reversal, but with the 'QUICK' button highlighted in the bottom right corner. A large checkmark and the number '3' are overlaid on the receipt table.

Feature

- Receipts that contain customer data can also be reversed in SAP Customer Checkout
- When you have posted a receipt container customer information (1), you can reverse this receipt (2)
- In the reverse receipt, the customer data is also shown (3)

Receipt Reversal

SALES – Reverse Cash-In/ Cash-Out/ Pay-in/ Pay-Out Receipts

Expected amount in drawer
280.00 EUR

Type
Cash-in

Amount
20.00 EUR

Reason/Comment
test

1

RECEIPT

BASIC SEARCH ADVANCED SEARCH

Full-text search Search

Receipt ID	Customer	Type code	Business transaction date	Gross payment amount	Currency	Receipt status	Transmit
T216100001145		Cash-in	Jun 15, 2023 14:58:17	20.00 EUR		✓ Posted	✓
T216100001144		Direct sale	Jun 15, 2023 14:57:37	70.00 EUR		✓ Posted	✓
T216100001142		Direct sale	Jun 15, 2023 14:57:32	70.00 EUR		✓ Posted	✓
T216100001143		Cash-out (reverse receipt)	Jun 15, 2023 14:57:16	-20.00 EUR		✓ Posted	✓
T216100001141		Cash-in	Jun 15, 2023 14:57:09	20.00 EUR		Reversed	✓
T216100001140		Direct sale (reverse receipt)	Jun 15, 2023 14:12:45	-110.00 EUR		✓ Posted	✓
T216100001139		Direct sale	Jun 15, 2023 14:12:39	110.00 EUR		Reversed	✓
T216100001138		Direct sale	Jun 15, 2023 14:11:25	30.00 EUR		✓ Posted	✓
T216100001137		Direct sale	Jun 15, 2023 14:11:08	100.00 EUR		✓ Posted	✓
T216100001136	Jonas Hass	Direct sale (reverse receipt)	Jun 15, 2023 14:10:07	EUR		✓ Posted	✓

Page 1 of 15 (146 results)

Day-end closing: T216000001001, Item quantity count: 0
Payments: Cash, Created by: Admin

Reverse

2

3

1.00 test 0.00 -20.00

Clear

1.00 Article - T216100001147 0.00 -20.00 EUR
Discount (0.00%) 0.00 EUR
Loyalty discount (0.00 EUR) 0.00 EUR

Total -20.00 EUR

Change 20.00 EUR

Exact amount

1 2 3
4 5 6
7 8 9
0 X

Send receipt by email Shipment information QUICK

Feature

- It is also possible to reverse Cash-in/ Cash-out/ Pay-in/ Pay-out receipts in SAP Customer Checkout
- Once you have posted a Cash-in receipt (1), you can select the respective receipt from the Search screen, and choose “**Reverse**” (2)
- The receipt is reversed, and the m

Receipt Reversal

Receipts – Search and Filter for Reverse Receipts

The screenshot shows the SAP Receipts app interface. A 'Define Filters' dialog box is open, showing the 'Include (1)' section with a filter set to 'Reverse receipt' (highlighted with a yellow box and labeled '2'). The 'Exclude' section is empty. The background shows a list of receipts with a 'Filter' icon (labeled '1') in the top right corner. Below the dialog, a table of filtered receipts is shown, labeled 'Receipts (3)' (labeled '3').

Receipt ID	Status	POS system ID	Company ID	Day-end closing ID	Customer	Type code	Business transaction date	Payment gross amount
T216100001127	Posted	T216		T216000001001		Direct sale (Reverse receipt)	Jun 15, 2023, 1:13:01 PM	-170.00 EUR
T216100001123	Posted	T216		T216000001001		Direct sale (Reverse receipt)	Jun 14, 2023, 5:21:41 PM	-110.00 EUR
T216100001122	Posted	T216		T216000001001		Direct sale (Reverse receipt)	Jun 14, 2023, 5:13:46 PM	-70.00 EUR

Feature

- Furthermore, in the **Receipts** app, you can also search and filter for reverse receipts
- Choose the **Filter** icon (1), and select “**Reverse receipt**” as filter criteria (2)
- All reverse receipts are shown in the list (3)

Receipt Reversal

SEARCH – Search and Filter for Reverse Receipts

ALLA B C D F G L M O P **R** S T

Receipt ID

Receipt status

Receipt sub-status

Receipt type

Reverse receipt

RECEIPT

BASIC SEARCHADVANCED SEARCH

Reverse receiptNot Reverse receipt

Receipt ID	Customer	Type code	Business transaction	Gross payment amou	Currency	Receipt status	Transm
T216100001127		Direct sale (reverse receipt)	Jun 15, 2023 13:13:01 20 minutes ago	-170.00	EUR	✓ Posted	✓
T216100001125		Direct sale (reverse receipt)	Jun 15, 2023 09:56:55 2 hours 48 minutes ago	-70.00	EUR	✓ Posted	✗
T216100001123		Direct sale (reverse receipt)	Jun 14, 2023 17:21:41 20 hours 23 minutes ago	-110.00	EUR	✓ Posted	✓
T216100001122		Direct sale (reverse receipt)	Jun 14, 2023 17:13:46 20 hours 31 minutes ago	-70.00	EUR	✓ Posted	✓

Page 1 of 1 (4 results)

Day-end closing: T216000001001, item quantity count: 0
Payments: Cash, Created by: Admin

ShowReturnReversePrintClose

- Feature**
- In the Search screen of the POS system, you can also search and filter for reverse receipts
 - Choose “**Reverse receipt**” (1), and you can see all the reverse receipts of the respective POS system (2)

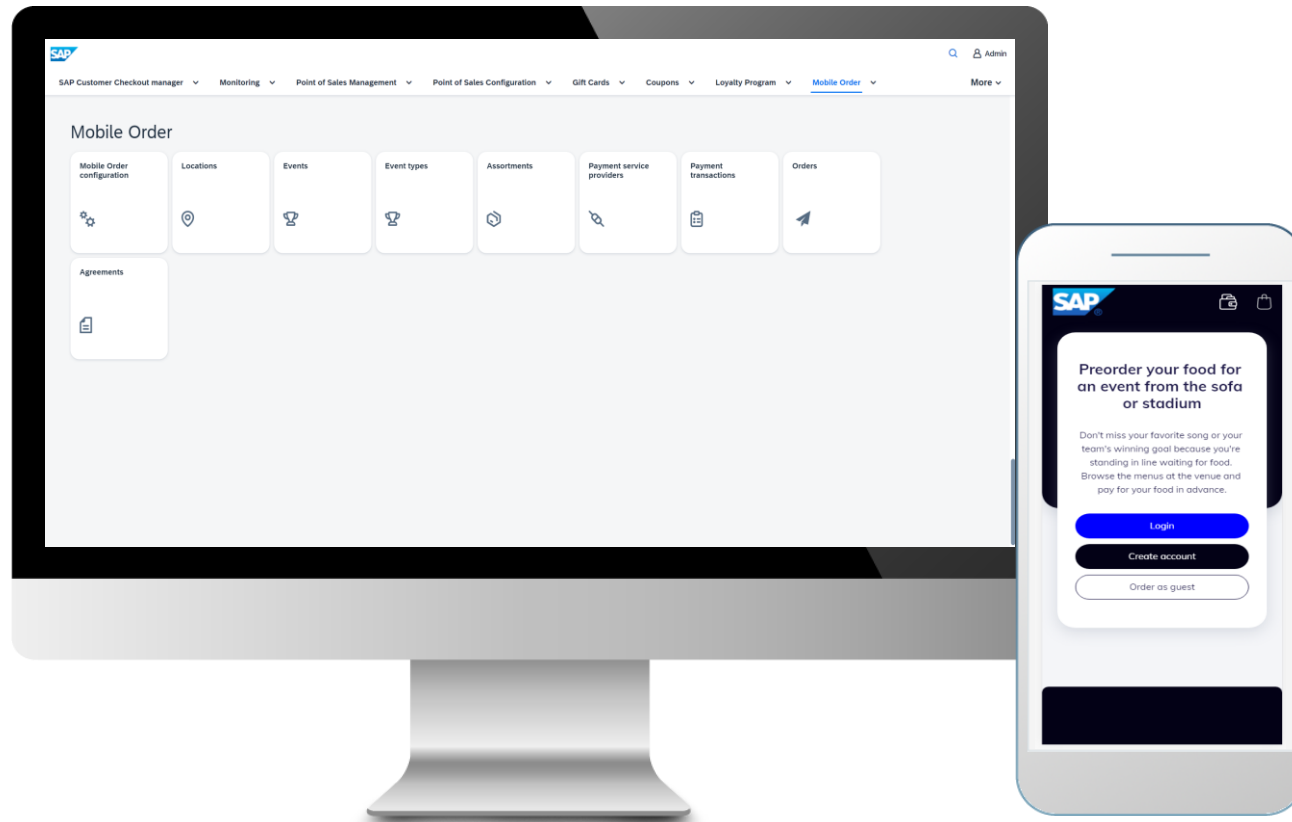
Mobile Order



Mobile Order

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

With version 2.0 FP16, the existing functionalities were enhanced, and new features are available.



Features:

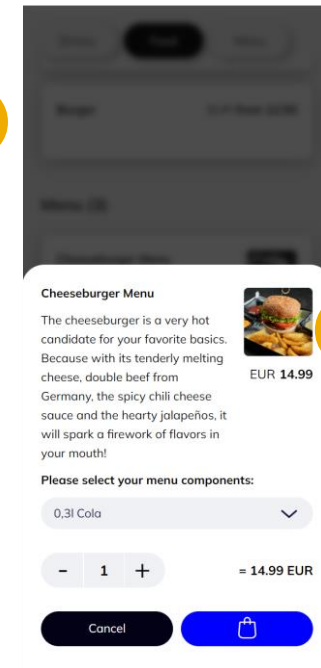
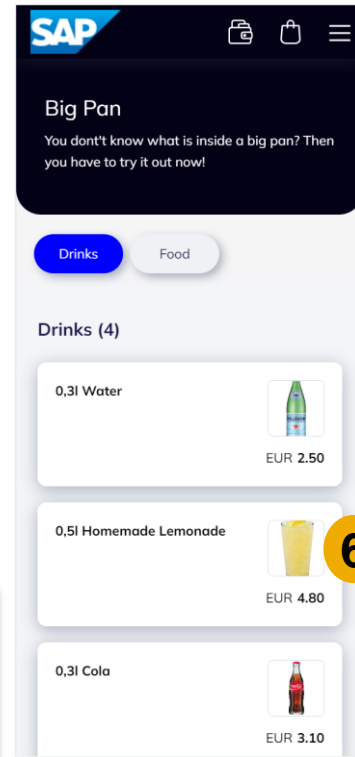
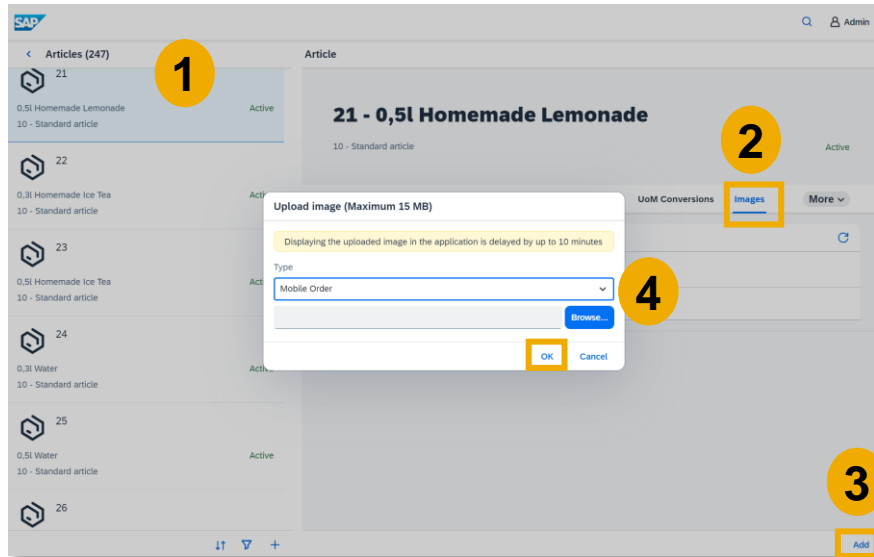
- Show images of assortments and articles in the Mobile Order UI
- Filter option available for delivery or pick-up orders
- Dispatch receipts for pick-up and delivery
- Possibility to configure different ordering start and end times for delivery
- New Payment service provider for Payone credit card available

Benefits

- Improved view for end-customers to see images from articles and assortments
- Reduce time when searching for delivery or pick-up orders via filter option
- Flexibility to offer different ordering start and end times for delivery to end-customers

Mobile Order

Articles – Add Images for Articles for Mobile Order

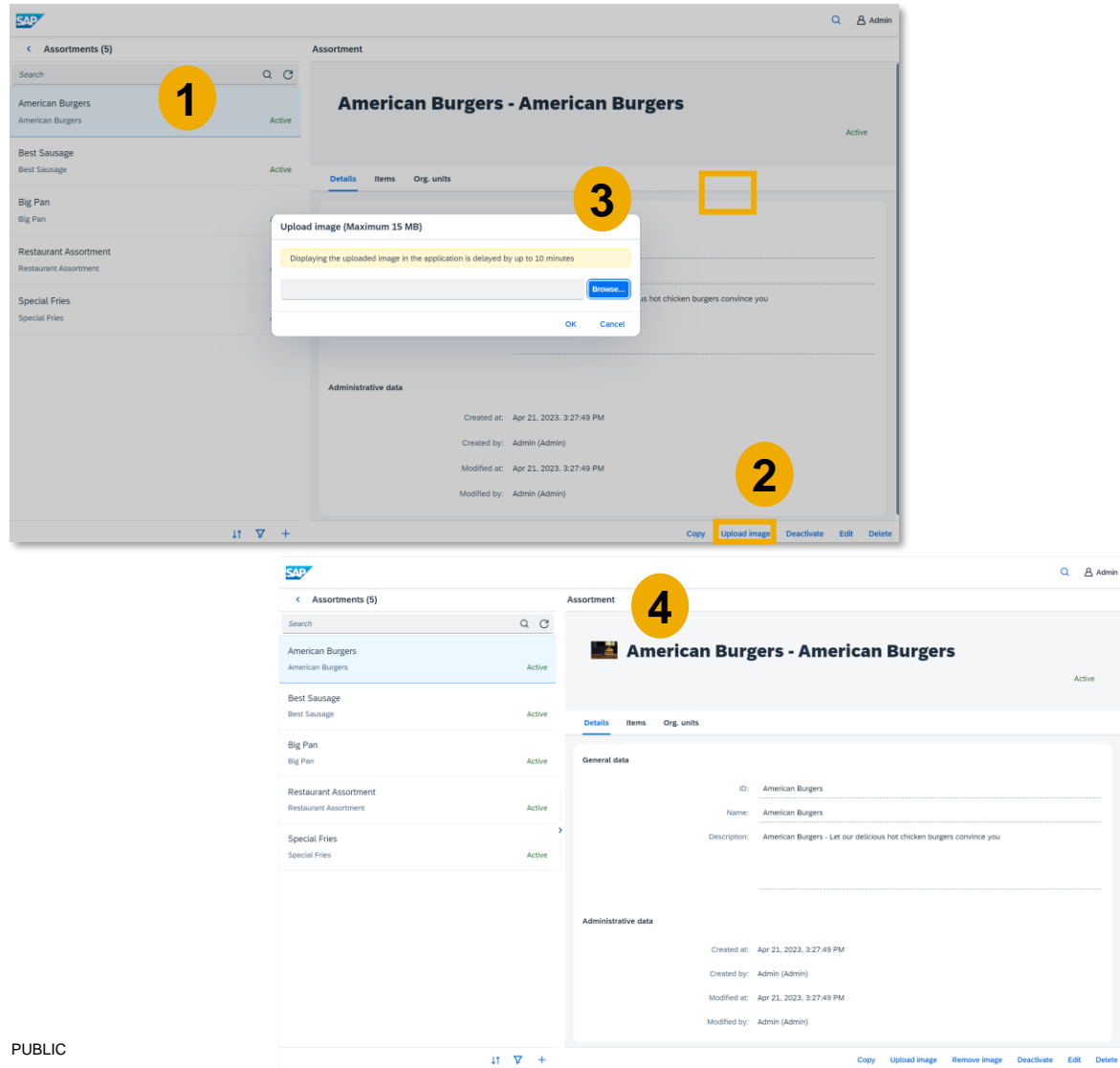


Feature

- In the **Articles** app, you can now upload images to be shown for the Mobile Order UI
- Select the article (1), navigate to the **Images** tab (2), and choose “**Add**” (3)
- Select **Mobile Order** as type, choose the image which you want to upload, and confirm with “**OK**” (4)
- The image is shown in the **Articles** app (5)
- In the Mobile Order UI, the image of the article is displayed above the article price (6)
- When you select a sales set, or generic article, the image is also displayed in the Mobile Order UI (7)

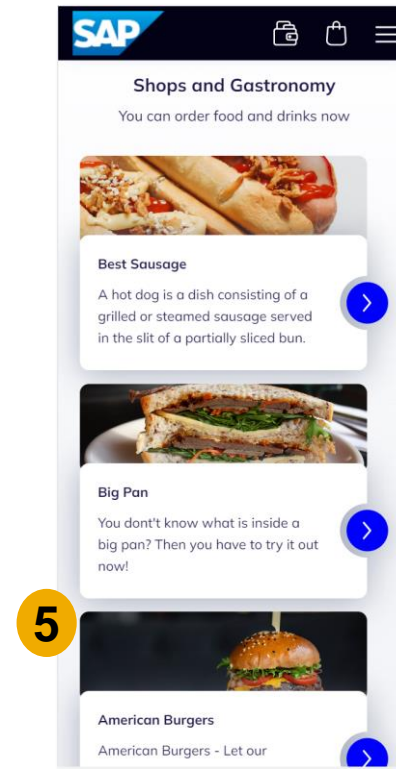
Mobile Order

Articles – Add Images for Assortments for Mobile Order



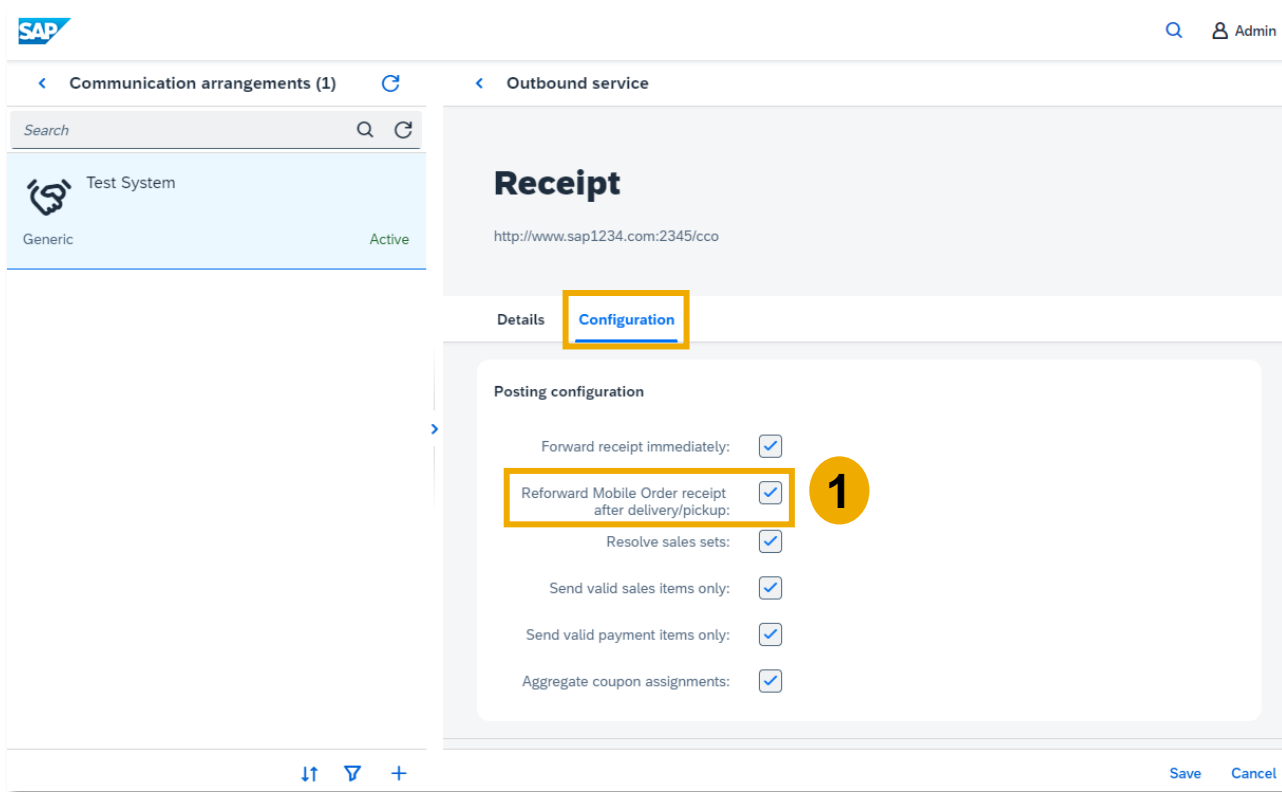
Feature

- In the **Assortments** app, you can also upload images to be shown for the Mobile Order UI
- Select the assortment (1), and choose “**Upload image**” (2)
- Choose the image which you want to upload, and confirm with “**OK**” (3)
- The image is shown in the **Assortments** app (4)
- In the Mobile Order UI, the image of the assortment is displayed accordingly (5)



Mobile Order

Communication Arrangements – Reforwarding Mobile Order Receipts



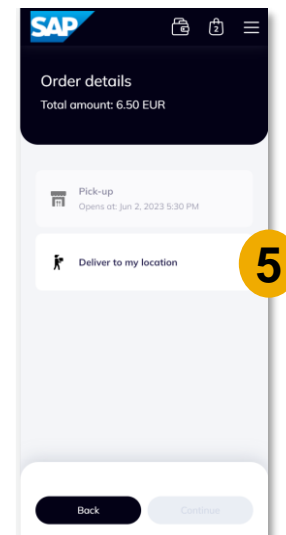
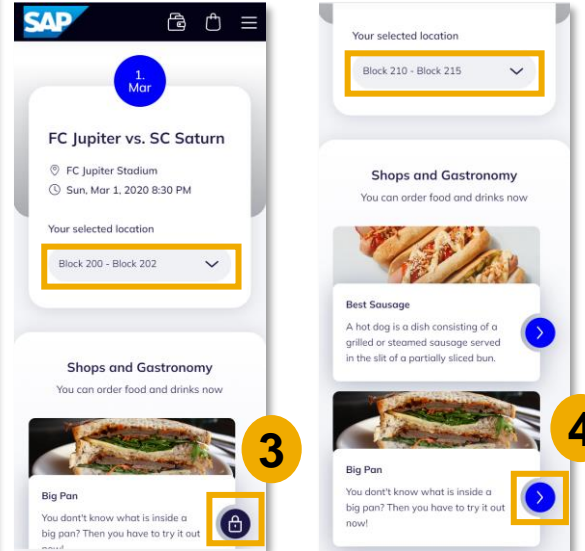
Feature

- In the **Communication arrangements** app, there is a new option available for the **Receipt** outbound service:
Reforward Mobile Order receipt after delivery/ pickup (1)
- When this option is enabled, and an order is picked-up or delivered, the receipt is reforwarded to the destination system as soon as the order is set from status “paid” to “delivered”
- This setting enables SAP Customer Checkout manager to inform the destination system that a paid order has been picked-up or delivered
- This option is by default deactivated

Mobile Order

Events – Separate Time for Delivery and Enter Delivery Start/ End Time

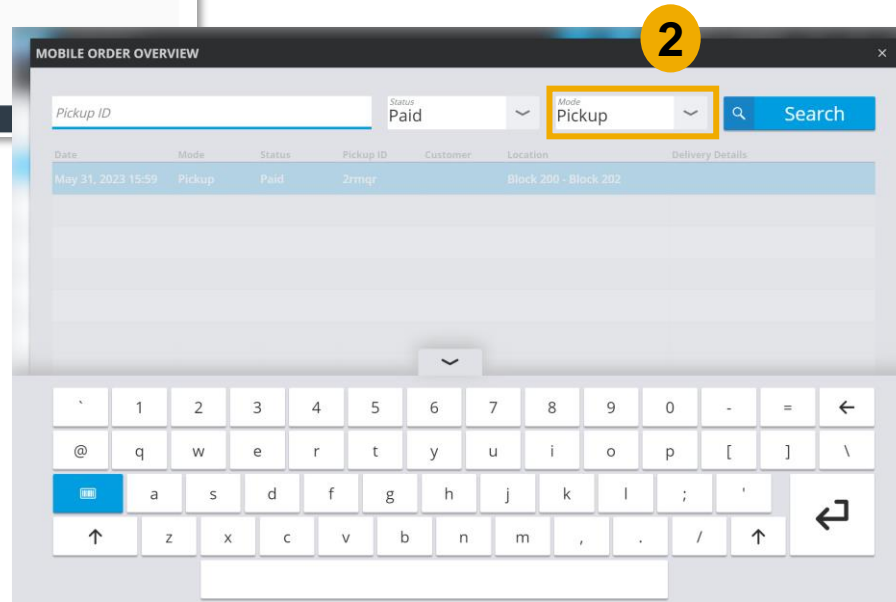
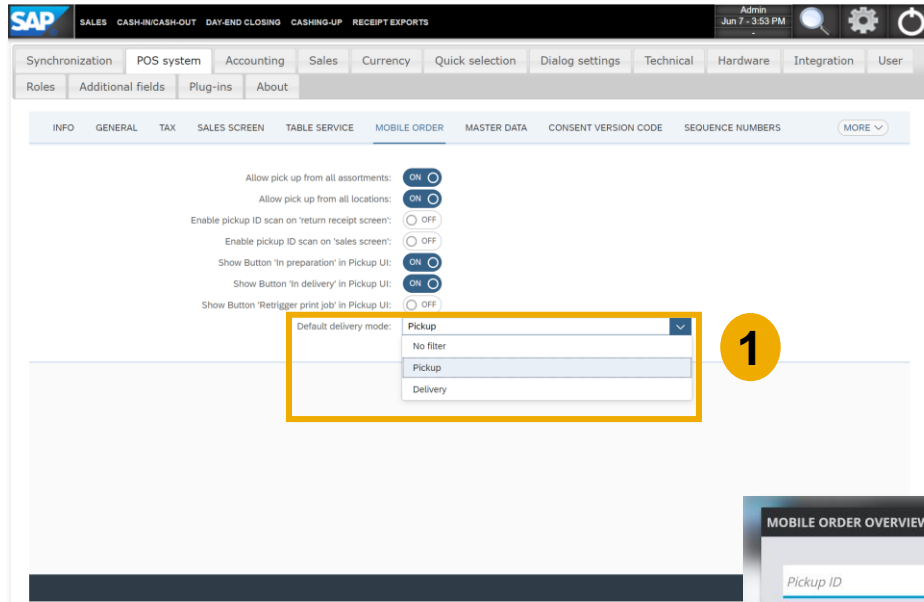
The screenshot shows the SAP Events app interface. On the left, there's a list of events under 'Events (3)'. The main screen displays 'Event' details for 'FC Jupiter vs. SC Saturn'. The 'Mobile Order' section is visible, with a checkbox for 'Separate time for delivery' (1) and fields for 'Ordering start time (delivery)' (2) and 'Ordering end time (delivery)' (3).



Feature

- Use-Case: In some businesses, e.g. stadiums, it is possible to be able to order a delivery even before you join the location
- In order to support this functionality, some new options are available
- In the **Events** app, you can now separate the time for delivery from the ordering time (1)
- When you activate this option, you can enter another ordering start and time for delivery (2)
- In the Mobile Order UI, when you choose e.g. a location (Block 200-202) where only pick-up is possible, the assortment is locked, and the user cannot select the items (3)
- When you choose instead a location (Block 210-215) where delivery is possible, the assortment is shown (4)
- In the **Order details**, only the delivery will be shown as possible option (5)

Mobile Order CONFIGURATION – New Default Delivery Mode



Feature

- In the Configuration settings in SAP Customer Checkout, there is a new setting available: Default delivery mode (1)
- You can select which delivery mode to be the default mode when opening the Mobile Order pick-up dialog
- There are three options available:
 - **No filter**
 - **Pickup**
 - **Delivery**
- Choose one of the modes, e.g. **Pickup**
- When you go to the Sales screen, and choose the Mobile Order pick-up button, “**Pickup**” will be shown as the default mode (2)

Mobile Order

Payment Service Providers – New Payment Service Provider for Payone Available

The image displays three screenshots of the SAP Mobile Order app interface, illustrating the steps to configure a new payment service provider.

Screenshot 1 (Top): Shows the 'New payment service provider' screen. The 'Provider type' dropdown is highlighted with a yellow box and a red circle containing the number '1'. The dropdown menu is open, showing 'Payone Credit Card' as the selected option. Other fields include Name, Description, Communication system, Destination, Merchant ID, Payment limit, and Status.

Screenshot 2 (Bottom Left): Shows the 'Payment service provider' screen for the 'Payone Credit Card' provider. The provider is listed as 'Active'. The 'Details' tab is selected, showing a table with 'Provider card type code' and 'Payment card type'.

Screenshot 3 (Bottom Right): Shows the 'Payment service provider' screen for the 'Payone Credit Card' provider. The 'Additional configuration' tab is selected, showing a table with 'Description' and 'Value'.

Feature

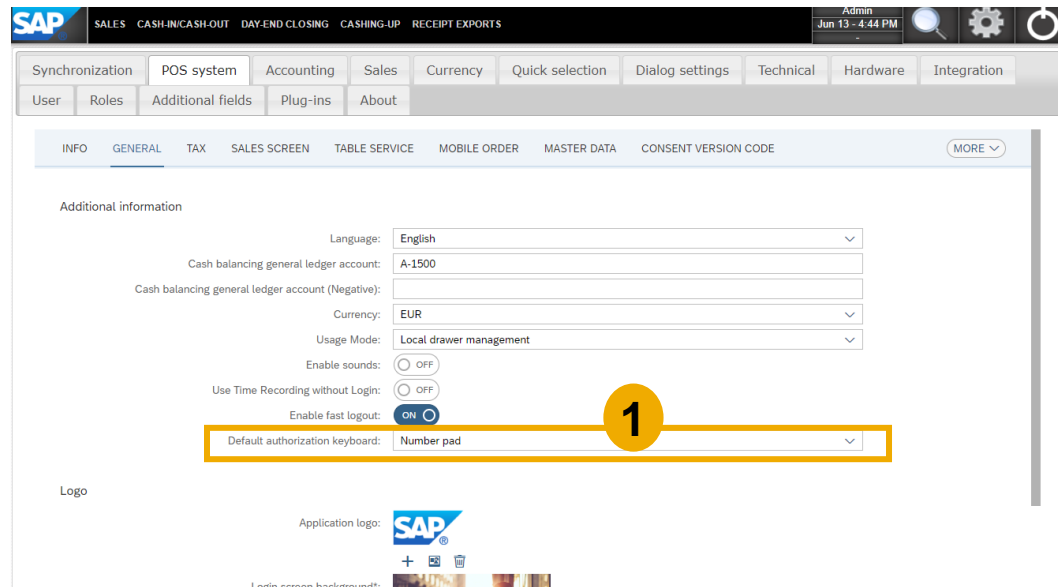
- In the **Payment service providers** app, there is a new provider type available: **Payone Credit Card** (1)
- This enables you to accept payments in Mobile Order with Payone credit cards

Miscellaneous



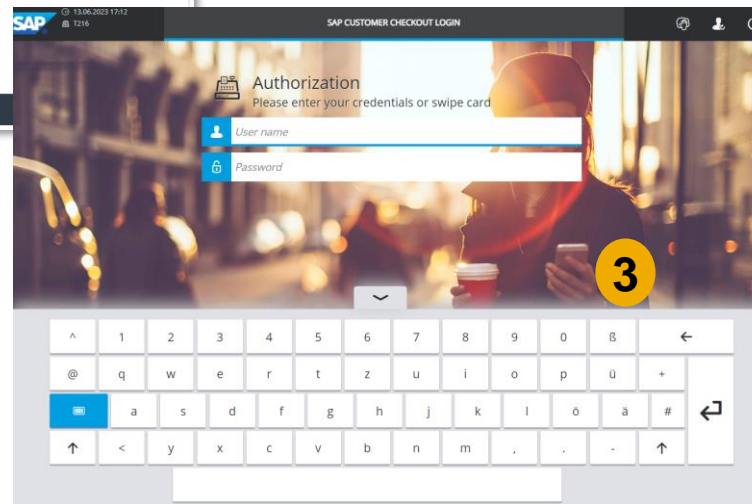
SAP Customer Checkout

CONFIGURATION – New Default Authorization Keyboard Field Available



Feature

- In the *Configuration* settings of SAP Customer Checkout, there is a new setting available: **Default authorization keyboard** (1)
- Here you can choose which authorization keyboard should be shown in the Login screen to the user by default
- You can choose between the following two options:
 - **Number pad** (2)
 - **Keyboard** (3)

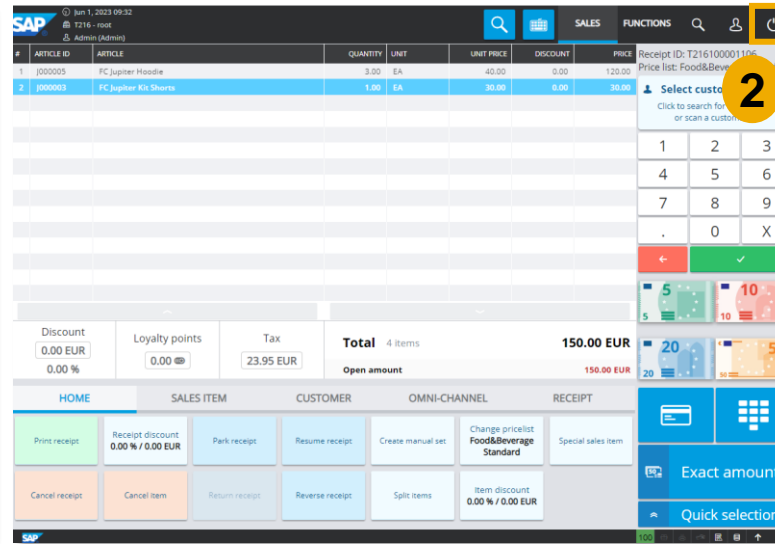
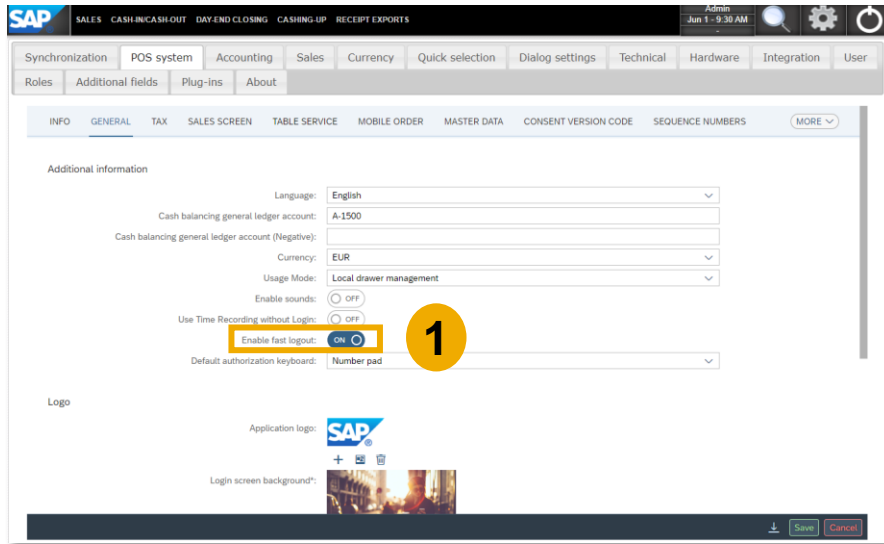


Benefits

- Flexibility to choose the authorization keyboard for the Login screen
- Enable users to login to the POS system via using alphanumeric keys

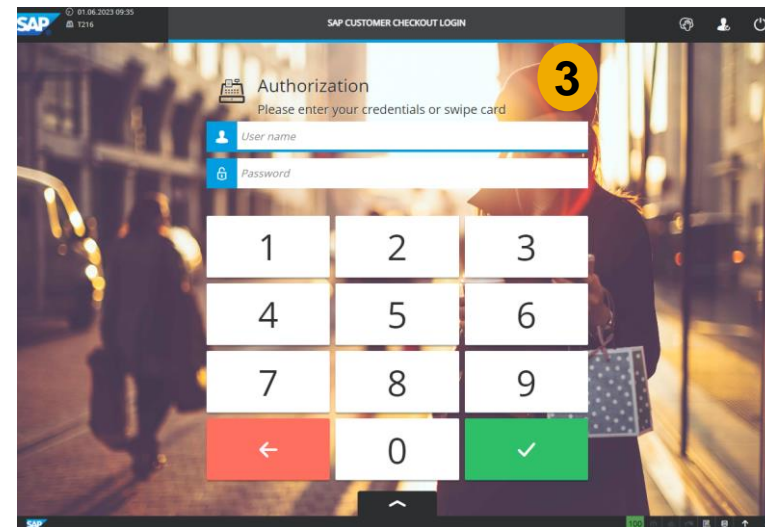
SAP Customer Checkout

CONFIGURATION – New Option Available to Enable Fast Logout



Feature

- In the *Configuration* settings of SAP Customer Checkout, there is a new setting available within the POS system tab and General sub-tab: **Enable fast logout** (1)
- When you enable this setting, and select the **Logout** icon (2), you get directly logged out (3)
- If it is not enabled, you have to choose the Logout icon twice to get logged out



Benefits

- Save time with faster logout
- Improved usability for users to fasten logout process

SAP Customer Checkout Manager

Sales Reports – New Report for Revenue per Sales Person

The screenshot shows the SAP Customer Checkout Manager interface. On the left is a sidebar with a list of sales reports. The 'Revenue per sales person' report is highlighted with a yellow box and a red circle containing the number 1. The main area displays the configuration for this report. Under the 'Selection' tab, the period is set from May 2, 2023, 12:00:00 AM to May 3, 2023, 11:59:59 PM. The POS group is set to 'T216 - T216 x'. The interval start time is 12:00:00 AM and the interval end time is 11:59:59 PM. The 'Report' tab shows a table with the following data:

ID	Sales person	Net revenue	Gross sales	Fees	Service charges	Total VAT	Total due amount
A001	Tim Weis	85.39	101.60	0.00	0.00	16.21	101.60
Elena	Elena	68.90	82.00	0.00	0.00	13.10	82.00
I001	Rebekka Bretz	10.92	13.00	0.00	0.00	2.08	13.00
	Total	165.21	196.60	0.00	0.00	31.39	196.60

Revenue per sales person

Created at: May 2, 2023, 12:32:51 PM GMT+2 (15ms)

Report period: May 2, 2023, 12:00:00 AM to May 3, 2023, 11:59:59 PM GMT+2

Report time interval: 1:00:00 AM to 12:59:59 AM GMT+2

Selected POS: T216

ID	Sales person	Gross sales	Net revenue	Fees	Service charges	Total VAT	Total due amount
A001	Tim Weis	101,60	85,39	0,00	0,00	16,21	101,60
Elena	Elena	82,00	68,90	0,00	0,00	13,10	82,00
I001	Rebekka Bretz	13,00	10,92	0,00	0,00	2,08	13,00
	Total	196,60	165,21	0,00	0,00	31,39	196,60

Feature

- In the **Sales reports** app, there is a new report available: **Revenue per sales person** (1)
- This sales report shows the revenue from each sales person within the organization
- In the POS system, when you have a whole receipt assigned to a sales person (e.g. James), and only one item of the receipt assigned to a sales person (e.g. Sarah), the revenue is distributed accordingly; the revenue of the item is assigned to the sales person (Sarah) directly, and the revenue of the rest of the receipt is assigned to the other sales person (James)
- You can also download the sales report as Excel file (2)

SAP Customer Checkout Manager

Sales Reports - Region Column Shown in the Taxes Sales Report

SAP

Sales reports

All-in-one

Cancellations

Cash balance per POS system

Cashing up

Discounts

Order volume (Table service)

Payment on credit per customer

Returns

Revenue per article

Revenue per article group and article

Revenue per cashier

Revenue per sales person

Revenue per POS system

Revenue per POS group

Revenue per payment method and POS group

Revenue per payment method and POS system

Revenue per POS group and article

Receipts

Payments per receipt

Taxes

Taxes

Selection

Period start: Apr 3, 2023, 12:00:00 AM

Period end: May 3, 2023, 11:59:59 PM

Interval start time: 12:00:00 AM

Interval end time: 11:59:59 PM

Sort by: Default

POS group:

POS system: T216 - T216 x

Use current org. structure:

Include theoretical revenue (Table service):

Report

Report created at May 2, 2023, 10:07:52 AM

Region	Tax jurisdiction	District type	Type	Tax rate (%)	Non-taxable amount	Exempt amount	Taxable amount	Tax
DE	DE	0 - Country			0.00	0.00	1.937,28	301,48
DE	DE	0 - Country	A0	0.00	0.00	0.00	350.00	0.00
DE	DE	0 - Country	A2	19.00	0.00	0.00	1.587,28	301,48
								301,48

1

Feature

- In the **Sales reports** app, there is in the Taxes report a new column shown: **Region** (1)
- When using the Tax jurisdiction based mode for the US, the region column shows the code of the state
- When using the Country based VAT mode for e.g. Europe, the region column shows the country code
- The region column is also included in the Excel file when you download the report (2)

2

Created at: May 2, 2023, 10:13:04 AM GMT+2 (15ms)
Report period: Apr 3, 2023, 12:00:00 AM to May 3, 2023, 11:59:59 PM GMT+2
Report time interval: 1:00:00 AM to 12:59:59 AM GMT+2
Selected POS: T216

Region	Tax jurisdiction	District type	Tax rate type code	Tax rate (%)	Non-taxable amount	Exempt amount	Taxable amount	Tax
DE	DE	0 - Country			0,00	0,00	1.937,28	301,48
			A0	0,00	0,00	0,00	350,00	0,00
			A2	19,00	0,00	0,00	1.587,28	301,48
Total								301,48

SAP Customer Checkout

New Plug-in Available – DeleteOutdatedDataPlugin

File Explorer view of the `tools` folder in the SAP Customer Checkout installation:

Name	Date modified	Type	Size
_sap.dir	06/06/2023 14:17	DIR File	0 KB
BlueCodePlugin-2.16.1.jar	01/06/2023 09:36	WinRAR archive	92 KB
charge_element_config.json	01/06/2023 09:33	JSON File	1 KB
DeleteOutdatedDataPlugin-2.16.1.zip	01/06/2023 09:36	Compressed (zipp...)	36 KB
ENV-2.16.1-javadoc.jar	01/06/2023 09:36	WinRAR archive	29.357 KB
env-pom.xml	01/06/2023 09:36	XML File	41 KB
PepperPlugin-2.16.1.jar	01/06/2023 09:36	WinRAR archive	145 KB
PepperPluginNG-2.16.1.jar	01/06/2023 09:36	WinRAR archive	149 KB
reclaimUnusedSpace.sql	01/06/2023 09:33	SQL File	2 KB
RKSV_Plugin-2.16.1.jar	01/06/2023 09:36	WinRAR archive	13.745 KB
run.properties	01/06/2023 09:33	PROPERTIES File	1 KB
sapidoc3.jar	01/06/2023 09:36	WinRAR archive	342 KB
sapjco3.jar	01/06/2023 09:36	WinRAR archive	1.552 KB
sapjco3-win32.zip	01/06/2023 09:36	Compressed (zipp...)	3.518 KB
sapjco3-win64.zip	01/06/2023 09:36		
tax_rates.csv	01/06/2023 09:33		

File Explorer view of the `AP` folder in the SAP Customer Checkout installation:

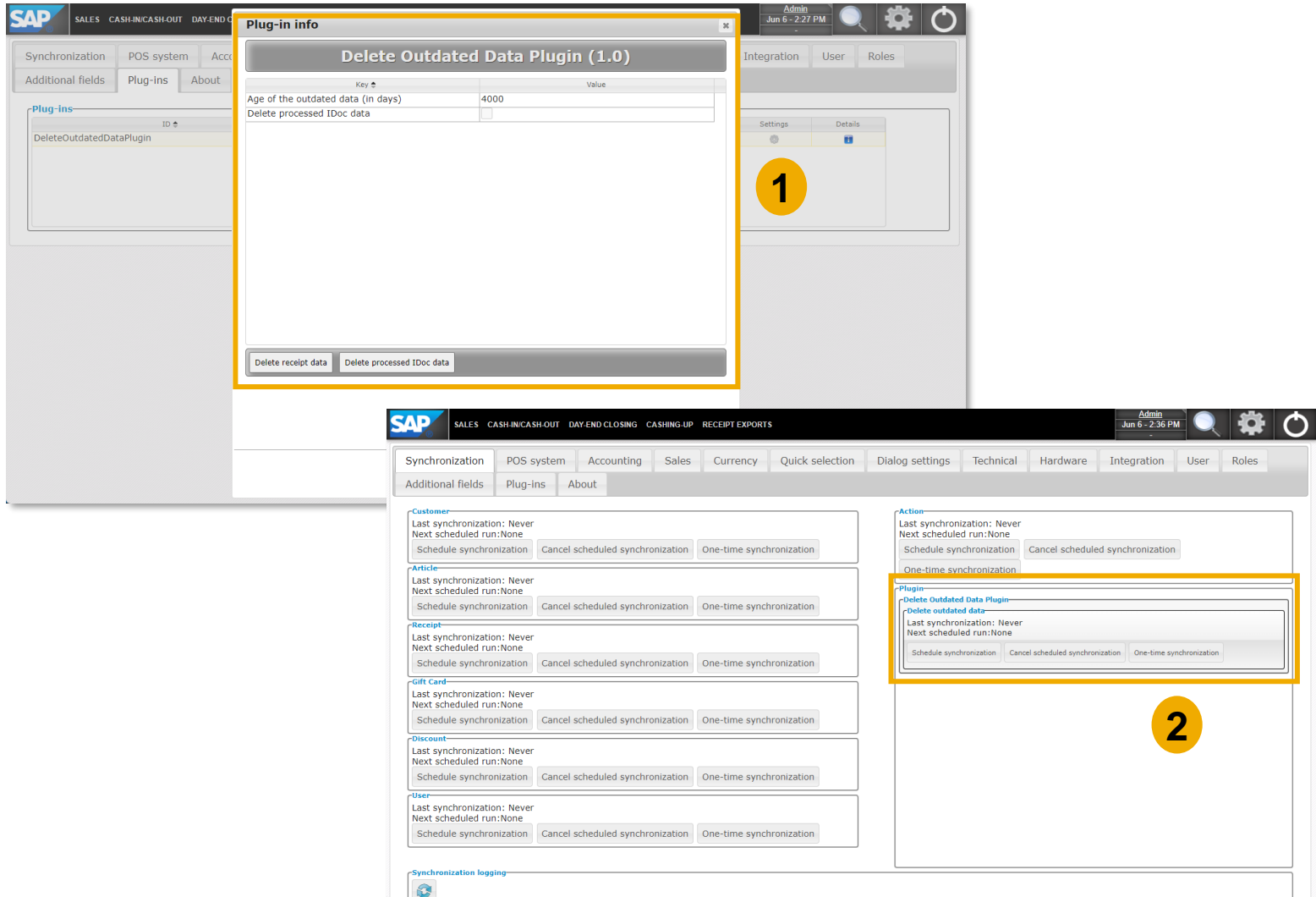
Name	Date modified	Type	Size
DeleteOutdatedDataPlugin.properties	01/06/2023 08:08	PROPERTIES File	1 KB
DeleteOutdatedDataPlugin-2.16.1.jar	01/06/2023 09:06	WinRAR archive	40 KB

Feature

- With version 2.0 FP16, there is a new plug-in included with SAP Customer Checkout
- The **DeleteOutdatedDataPlugin** enables you to delete receipt and obsolete processing data from SAP Customer Checkout database
- Please note! In some countries there are regulations about retention of receipts that were posted in POS systems. Companies might have to keep and store receipt data for many years. Take this into consideration, before you start deleting receipt data!**
- The plug-in can be found in the **tools** folder of your SAP Customer Checkout installation (1)
- If you want to use it, the plug-in has to be extracted together with its configuration file into the **AP** folder (2)

SAP Customer Checkout

CONFIGURATION - New Plug-in Available – DeleteOutdatedDataPlugin

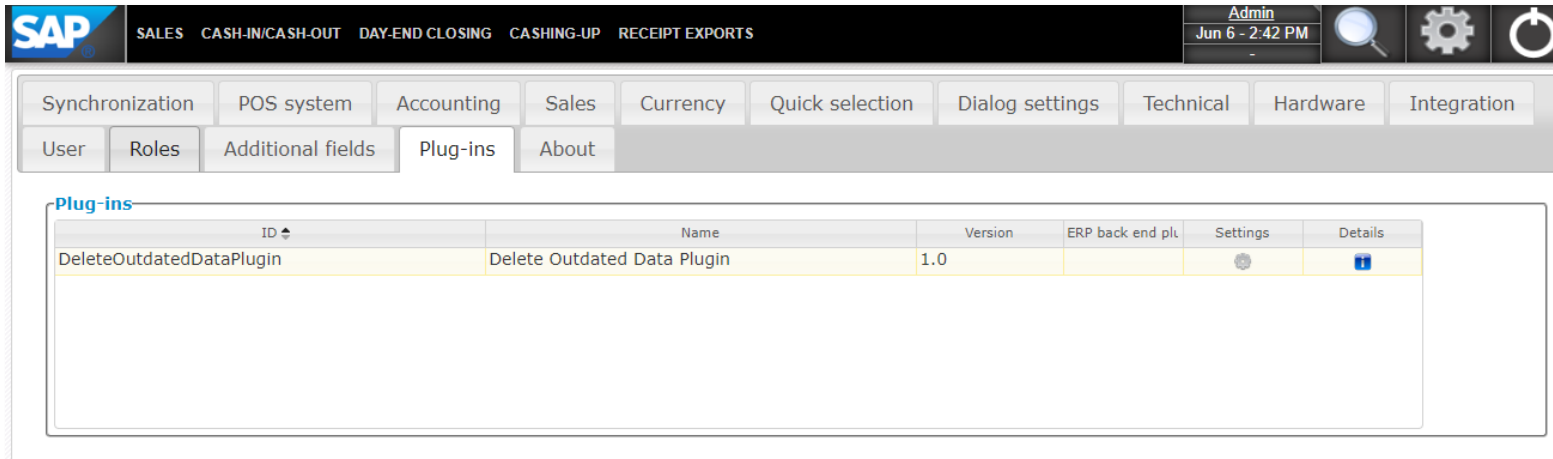


Feature

- The **DeleteOutdatedDataPlugin** can be configured in 2 ways:
 - CCO configuration
 - .properties file
- In the **Plug-ins** tab you can configure the plug-in itself (1)
- In the **Synchronization** tab you can configure when and how often the plug-in is used to delete data (2)

SAP Customer Checkout

CONFIGURATION - New Plug-in Available – DeleteOutdatedDataPlugin



```
1  # Configuration template for plugin
2  ageOfOutdatedDataInDays=4000
3  deleteProcessedIDocs=true
4  syncInterval=DAILY
5  syncTime=01:00
6  syncDayOfWeek=
7  syncDayOfMonth=
8  cronExpression=
```

1

Feature

- The **DeleteOutdatedDataPlugin** can be configured in 2 ways:
 - CCO configuration
 - .properties file
- For deploying the plug-in in big system landscapes with many SAP Customer Checkout installations, you can also use the **DeleteOutdatedDataPlugin.properties** to configure the plug-in
- In the .properties file you can set the plug-in and synchronization configuration settings (1)

SAP Customer Checkout Manager

Jobs – Receipt: Delete Data

SAP

Jobs

New job

General data

Job: Receipt: Delete data

Description: Delete receipt data

Scheduling

Type: Weekly

Day of week: * Tuesday

Time: * 2:00 PM

Parameters

Age of outdated receipts (in days): * 4000

Save and New Save Cancel

Feature

- In the **Jobs reports** app, a new job is available: **Receipt: Delete data** (1)
- With this job you can delete outdated receipts and associated data from the SAP Customer Checkout manager database to improve performance
- You can define, how old receipts have to be, for being considered for deletion (1)
- Receipts and their data are deleted from the SAP Customer Checkout manager database permanently without any way to recover them
- **Please note! In some countries there are regulations about retention of receipts that were posted in POS systems; companies might have to keep and store receipt data for many year. Take this into consideration, before you start deleting receipt data!**

SAP Customer Checkout Manager

Jobs – Receipt: Delete Price Elements

SAP 1111

< Jobs

New job

General data

Job: Receipt: Delete price elements (1)

Description: Delete price elements

Scheduling

Type: Weekly

Day of week: * Tuesday

Time: * 2:00 PM

Parameters

Age of outdated price elements (in days): * 0 (2)

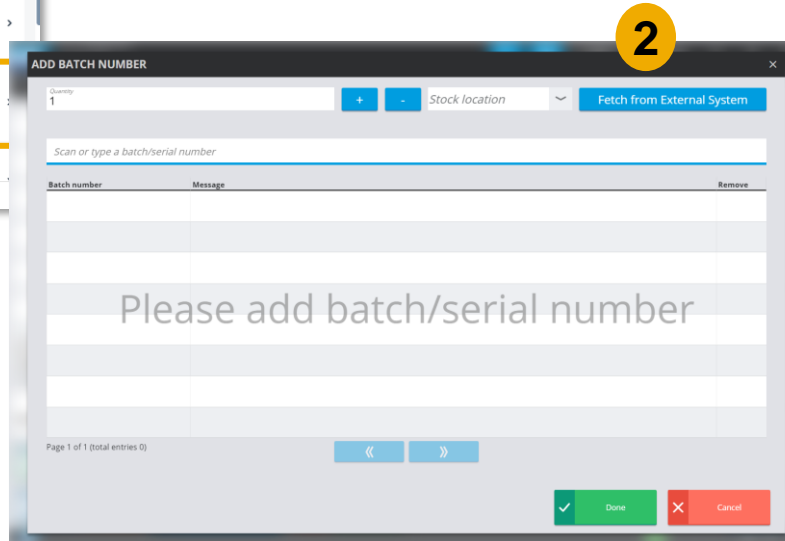
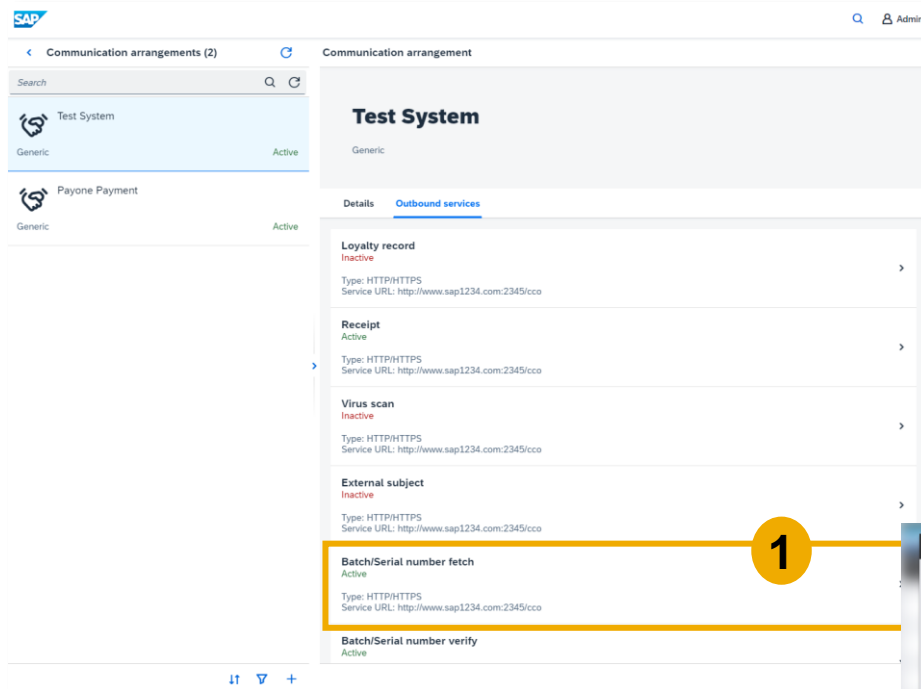
Save and New Save Cancel

Feature

- In the **Jobs reports** app, a new job is available: **Receipt: Delete price elements** (1)
- With this job you can delete outdated price elements data from the SAP Customer Checkout manager database to improve performance
- Price element data is internal price data of sales items that is created when calculating the total amount of receipts.; once a receipt has been posted, this data is no longer needed and can be deleted.
- You can define, how old price elements data has to be, for being considered for deletion (2)

SAP Customer Checkout Manager

Communication Arrangements – New Service to Fetch Serial Numbers for Generic Systems

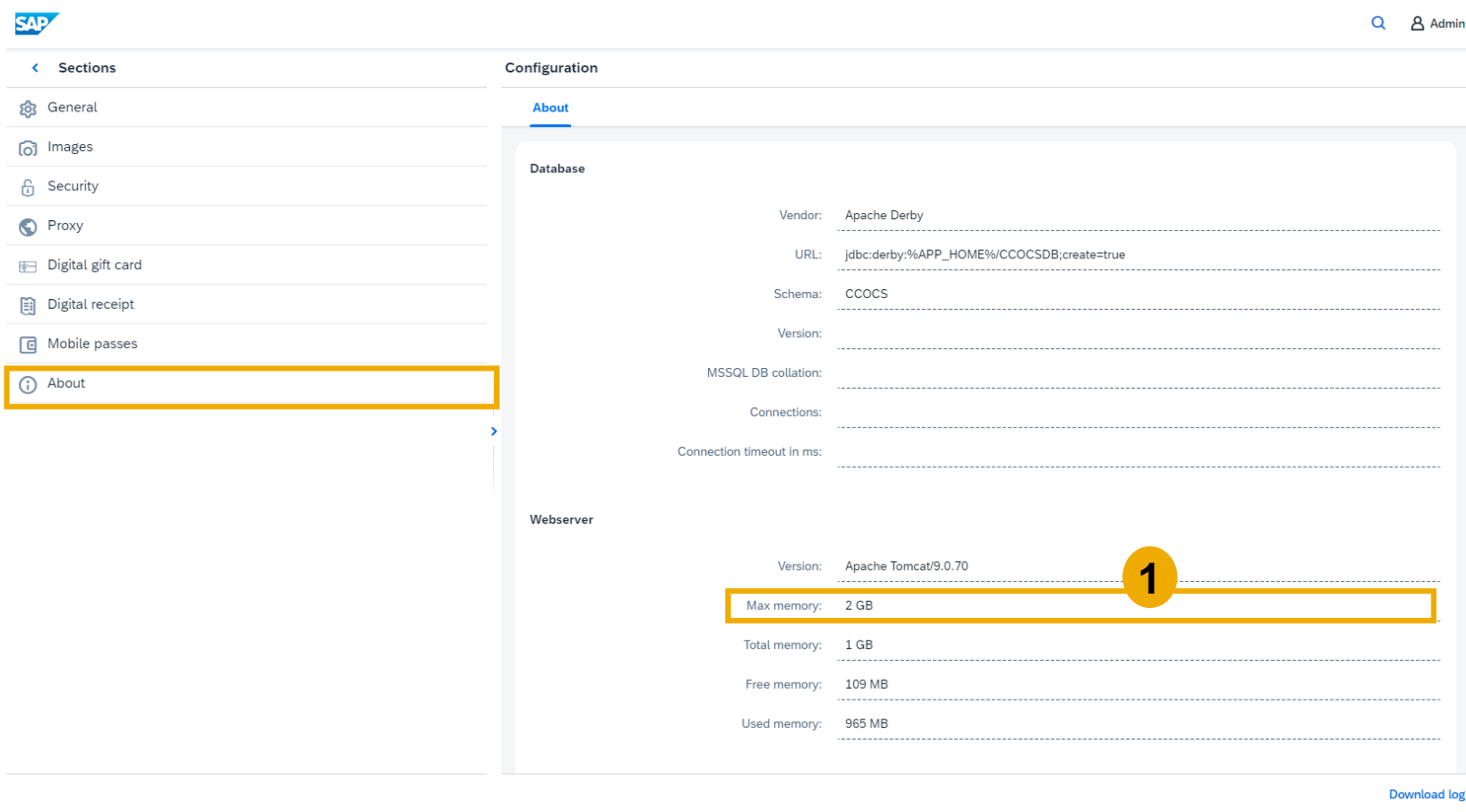


Feature

- In the **Communication arrangements** app, there is a new Outbound service available for Generic systems: **Batch/Serial number fetch** (1)
- This service enables you to fetch serial numbers from an external (generic) system into the POS system
- In SAP Customer Checkout, you can retrieve and add batch and serial numbers for items from an external system
- When you add an item in the POS system which is marked as serial or batch number article, a pop-up dialog opens where you can search and add the batch and serial number (2)
- A request is sent to the external system via SAP Customer Checkout manager

SAP Customer Checkout Manager

Configuration – New Max Memory Field Shown



Feature

- In the **Configuration** app, there is a new field shown in the Webservice section within the **About** tab: **Max memory** (1)
- Here you can see the maximum memory of your that you SAP Customer Checkout manager system consumes

SAP Customer Checkout Manager

Jobs – Specify Additional Article Data for Article Export

SAP Admin

< Jobs

New job

General data

Job: Article: Export

Description: Article Export 15.05.

Scheduling

Type: Immediate

Parameters

Format: EXCEL

Include only active and valid articles, prices and discounts: ☒

Additional article data: UDF fields x Output locations x Prices x Taxes x Discounts x

Price lists: 4 - Retail Standard Prices x

Article groups:

Include all article sub groups: ☐

Save and New Save Cancel

Feature

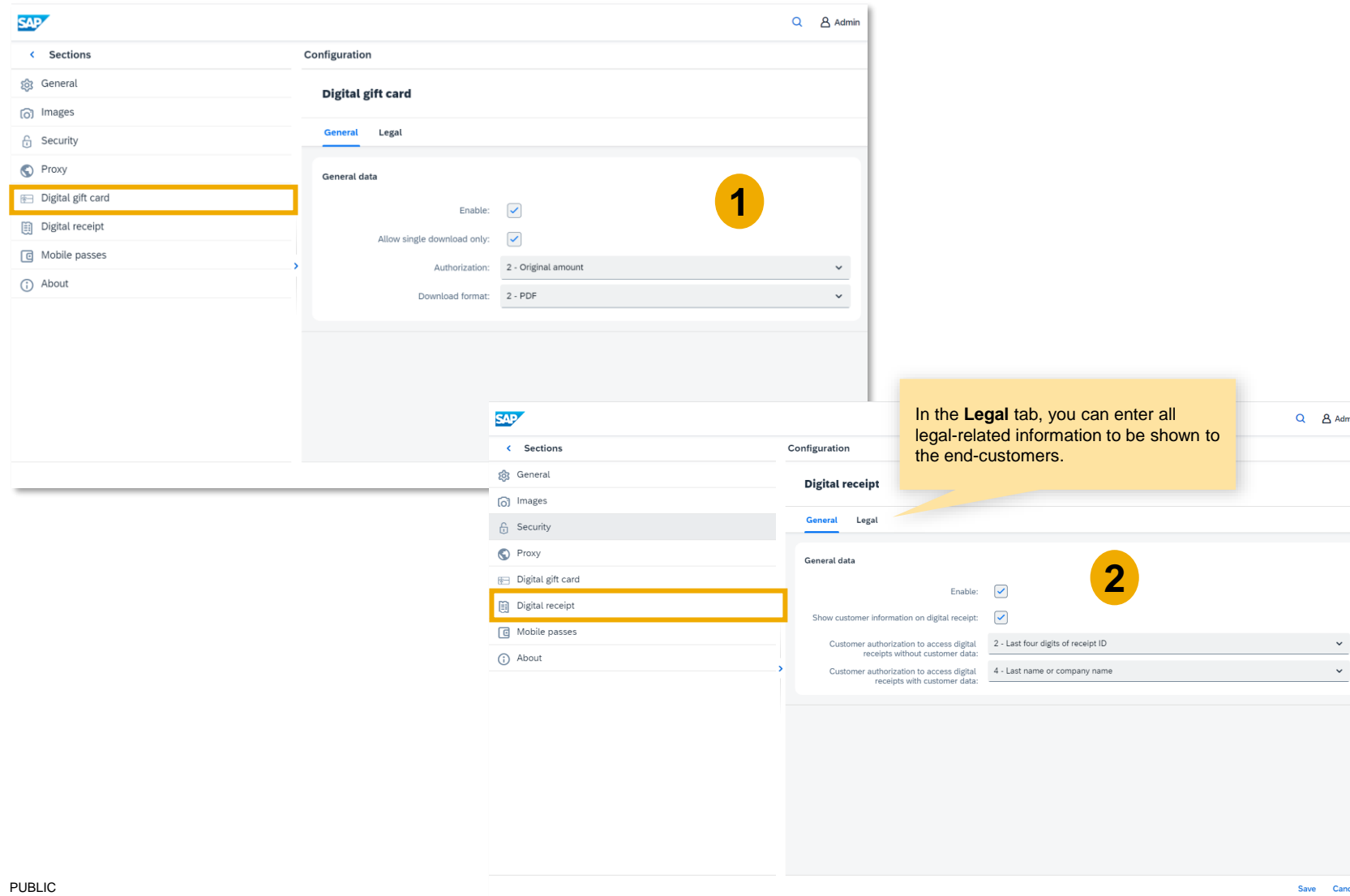
- In the **Jobs** app, you can specify which additional article data should be included when you run the article export
- By default, the following the following data is pre-selected (1):
 - **UDF fields**
 - **Output locations**
 - **Prices**
 - **Taxes**
 - **Discounts**
- You can delete any of the data if needed and save the report
- When you download the export file, the data is shown according to the selected criteria

Benefits

- Run more specified article exports

SAP Customer Checkout Manager

Configuration – Configuration Tabs Available for Digital Gift Card and Digital Receipt



Feature

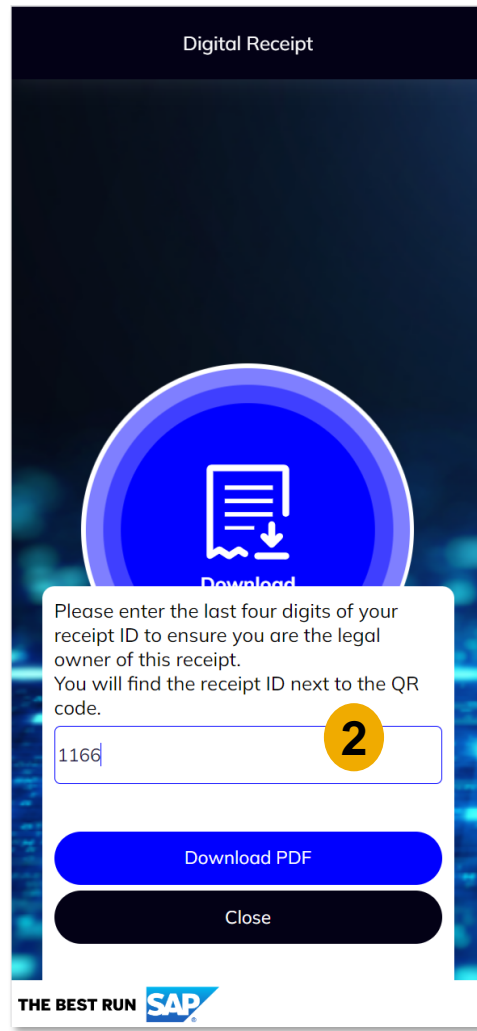
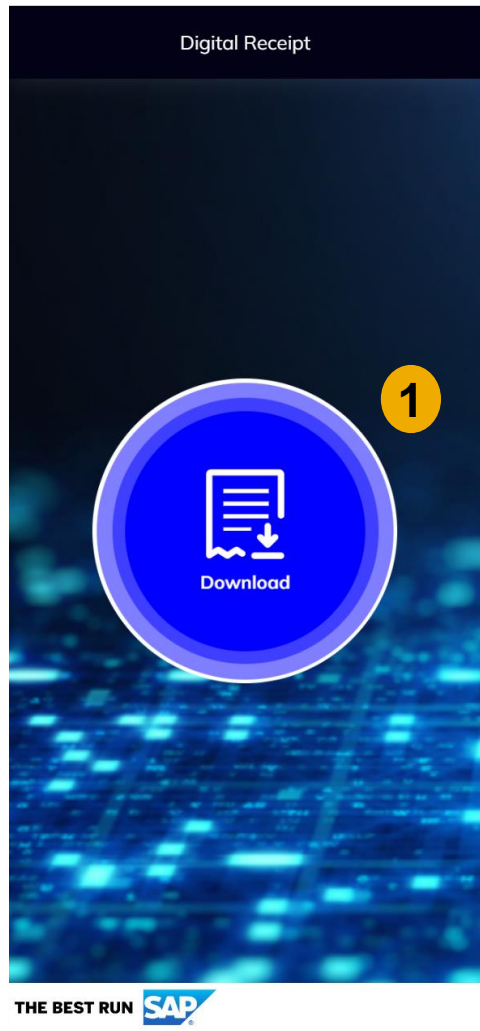
- With version 2.0 FP16, the configuration settings for digital receipt and digital gift card have been moved (in previous versions it was in the **General** tab)
- Within the **Configuration** app, there are now two tabs available for **Digital gift card** (1), and **Digital receipt** (2)
- Here you can maintain all the relevant settings and information for your digital gift cards, and digital receipts
- You can specify e.g. the authorization for end-customers to download the gift card and receipt

Benefits

- Improved usability when maintaining data for digital gift cards, and digital receipts
- Extended settings to ensure that only authorized users can access digital gift cards, and receipts

SAP Customer Checkout Manager

Download Page for Digital Receipt



<

Feature

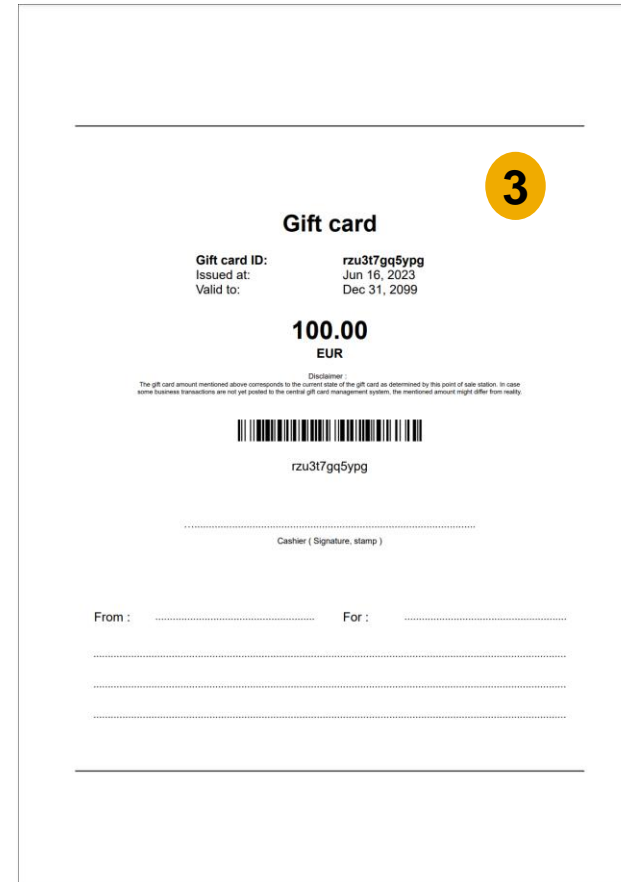
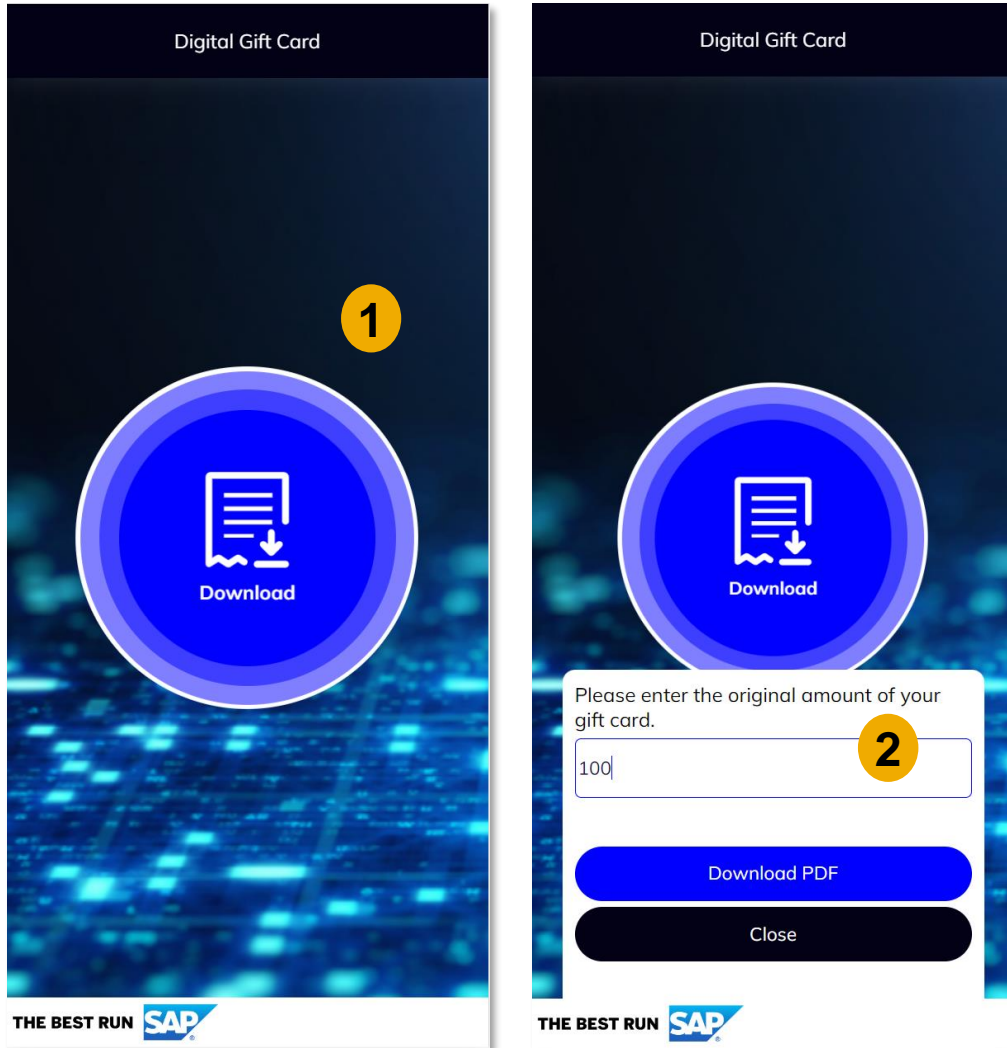
- Furthermore, the download page for digital receipts shown to end-customers has been optimized
- When end-customers access the download page, they can click the “**Download**” icon (1), enter the information needed to be authorized, e.g. enter the last four digits of receipt ID (2), and can download the receipt (3)

Benefits

- Improved usability for end-customers to download digital receipt

SAP Customer Checkout Manager

Download Page for Digital Gift Card



Feature

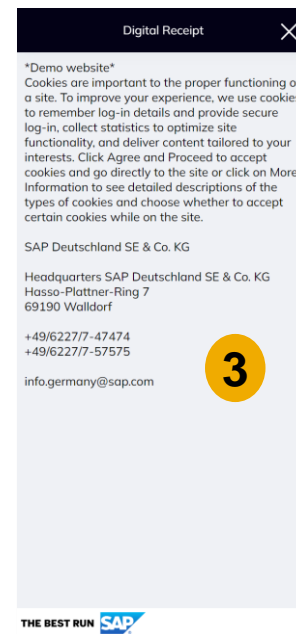
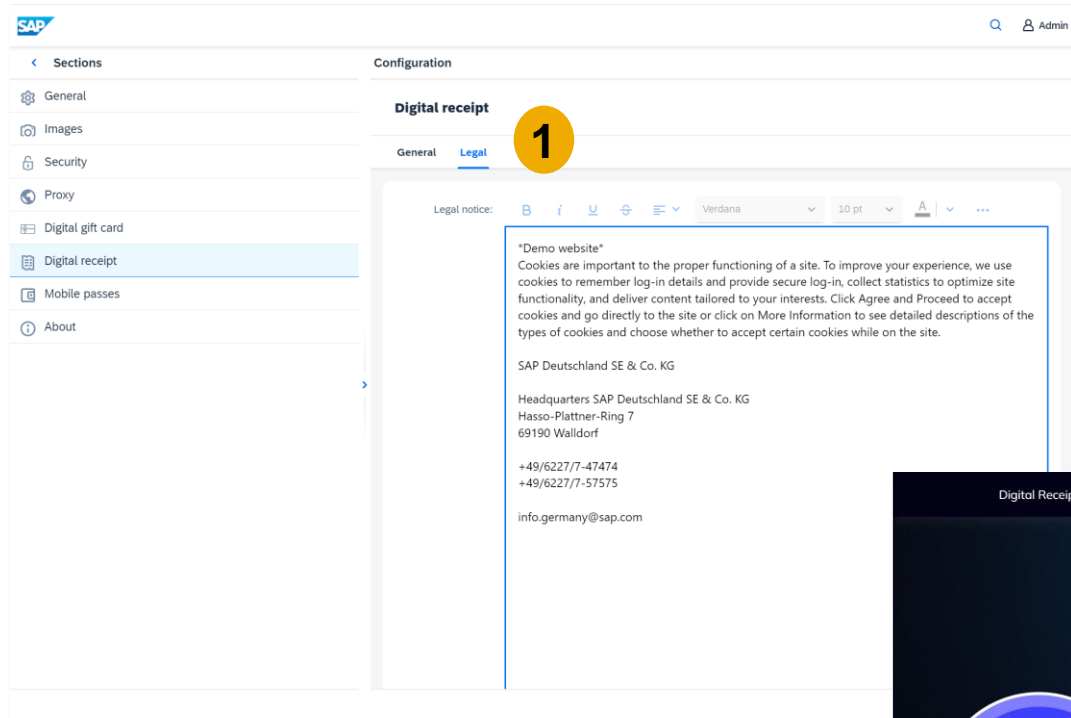
- The download page for digital gift cards shown to end-customers has also been optimized
- When end-customers access the download page, they can click the “**Download**” icon (1), enter the information needed to be authorized, e.g. enter the original amount of the gift card (2), and can download the gift card (3)

Benefits

- Improved usability for end-customers to download digital gift card

SAP Customer Checkout Manager

Legal Information for Digital Receipt and Digital Gift Card



Feature

- In case you have entered legal information for the digital receipt, or digital gift card in the **Configuration** app (1), this information is shown in the menu of the download page for the digital receipt
- Choose the **icon** (2), to read the legal information (3)

SAP Customer Checkout

CONFIGURATION – New Support File in About Tab

SAP Customer Checkout configuration interface. The 'About' tab is selected, showing system information. A red box highlights the 'Download support file' button, which is also marked with a red circle containing the number 1. Below the 'About' tab, there are sections for 'License' (showing hardware key and expiration date), 'Lifecycle' (showing current status as 'Productive'), 'External system connected' (showing 'SAP Customer Checkout manager'), 'Configuration export/import' (with 'Export' and 'Import' buttons), 'User and role export/import, Gift card import', and 'Schedule for update check'.

Feature

- In the Configuration settings within the **About** tab, there is a new option available: **Download support file** (1)
- When you download this file, you get all the technical information which are important for support purposes
- Here you will find all the POS-related information (2)

Benefits

- Get all relevant information when providing support for SAP Customer Checkout

Support Report from 2023-06-15T16:03:05.585203900+02:00[Europe/Berlin]

[Version Information]
POS system ID: T216
Serial Number: T216-926S-BW9Q-KS8R-W8ZS
Release: 2.0 FP16 PL00
Version: 2.16.1
Build number: 2023-06-15 02:45:08
Last commit ID: 4bb4d4031c4cd677520f...
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[License]
Hardware key: R1763041245 (Licensed)

[Java Version]
Runtime name: OpenJDK Runtime Environment
Runtime version: 17.0.7-LTS
VM name: OpenJDK 64-Bit Server VM
Arch: 64

[Data Volume]
No. of customers: 202
No. of prices and discounts: 155
No. of articles: 155
No. of receipts: 151
No. of sales items: 452
No. of payment items: 143

[Top 10 Biggest Tables by Size]
=====

#	Table name	# Count	# Size in GB	#
#	PRICELEMENT	2789	0.00	#
#	SALESITEM	452	0.00	#
#	CASH_DESKS	1	0.00	#
#	SALES_ITEM_METADATA	435	0.00	#
#	ORDER_SALESITEM_ASSOCIATION	347	0.00	#
#	RECEIPT	151	0.00	#
#	CURRENCYUNIT	86	0.00	#
#	RECEIPT_CALCULATION_METADATA	150	0.00	#
#	PAYMENTITEM	143	0.00	#
#	TAXITEM	146	0.00	#
#				#

=====

SAP Customer Checkout

Sales Receipt Printout Enhancements

Receipt

ID: T216100001169
Date: 16 Jun 2023 16:36:07

	EUR	A2
J000002 1 EA x 70.00	66.50	A2
FC Jupiter Keeper Kit		
Discount: 3.50 EUR (9.00%)		
J000001 1 EA x 70.00	70.00	A2
FC Jupiter Home Kit		
J000004 1 EA x 40.00	40.00	A2
FC Jupiter Training Kit		
J000006 1 EA x 40.00	30.00	A2
FC Jupiter Logo Hoodie		
Discount: 10.00 EUR (25.00%)		
Subtotal:	206.50	
Rec. discount: 0.02%		
of 206.50 EUR =	-0.05	
Total:		206.45
Net amount:	173.49	
Tax amounts:	32.96	
Cash:	206.45	

Total discount given: 13.55 EUR

Tax details

ID	Rate	Net	Tax	Gross
A2	19.00%	173.49	32.96	206.45

Barcode: T216100001169

THE BEST RUN SAP

Receipt

ID: T216100001091
Table: 11 / 1
Date: 27 Apr 2023 15:50:18
Reprint: 16 Jun 2023 16:37:37

Test mode

No valid tax document

	EUR	A2
29 1 EA x 3.10	3.10	A2
0,3l Softdrink Orange		
V12345 1 EA x 100.00	100.00	A0
Gift Card		
vqe6ctkfa4gy		
Total:		103.10
Net amount:	102.61	
Tax amounts:	0.49	
Cash:	103.10	

Tax details

ID	Rate	Net	Tax	Gross
A2	19.00%	2.61	0.49	3.10
A0	0.00%	100.00	0.00	100.00

Barcode: T216100001091

THE BEST RUN SAP

Receipt

ID: T216100001171
Date: 16 Jun 2023 16:39:32

	EUR	A2
J000001 1 EA x 70.00	70.00	A2
FC Jupiter Home Kit		
J000004 1 EA x 40.00	40.00	A2
FC Jupiter Training Kit		
J000002 1 EA x 70.00	70.00	A2
FC Jupiter Keeper Kit		
Total:		180.00
Net amount:	151.25	
Tax amounts:	28.75	
Cash:	180.00	

Tax details

ID	Rate	Net	Tax	Gross
A2	19.00%	151.25	28.75	180.00

Barcode: T216100001171

THE BEST RUN SAP

Feature

- With version 2.0 FP16, there were some enhancements done in the sales receipt printout
- Show total discount given in the sales receipt printout
 - Show reprint date on sales receipt when reprinting
 - Print the country name on the sales receipt printout (in previous versions only country code was printed)

Benefits

- Enhanced printout for sales receipts to show further information

SAP Customer Checkout

French Certification NF525 – Enhancements

SAP Customer Checkout is certified as POS software in France according to the stipulations by NF 525.

With version 2.0 FP16, the functionalities in SAP Customer Checkout were enhanced to fulfill the regulations for France.



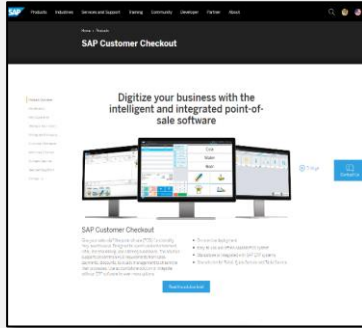
Features:

- Adjusted hashing algorithm and new configuration setting field available in the signature (SHA-1 changed to SHA256)
- Gift card sales excluded from grand total amount (new flag shown in the Period-end close details view)
- Show total discount given in the sales receipt printout
- Display certification number in the Configuration settings of the POS system, and in the sales receipt printout
- Show reprint date on sales receipt when reprinting
- New monitoring events available in the Monitoring app to show further changes in the Configuration settings of POS system (e.g. "Identification of the taxable company changed")
- Print the country name on the sales receipt printout (in previous versions only country code was printed)

Learn More

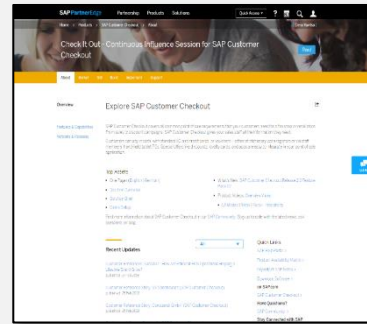
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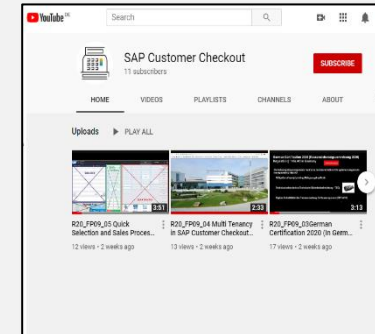
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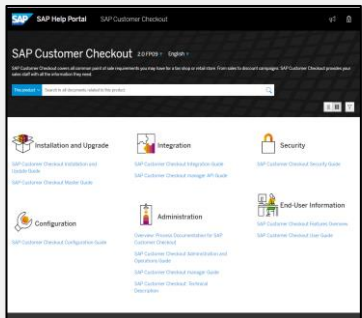
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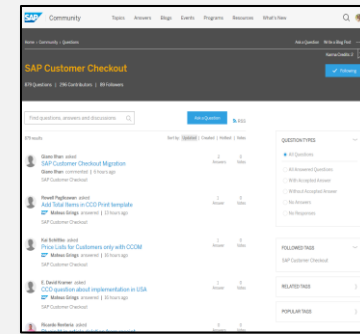
[SAP Help](#)

Official Product Documentation of SAP Customer Checkout



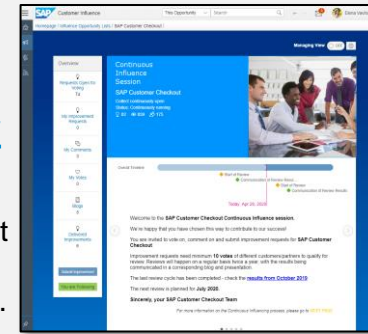
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Thank you.

