



# **SAP Customer Checkout What's New in Release 2.0 Feature Pack 17**

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Public

# What's New in SAP Customer Checkout 2.0 Feature Pack 17

The following asset is designed to give you an overview of new features in SAP Customer Checkout 2.0 Feature Pack 17.

- [Reopen Receipt](#)
- [Receipt Reversal and Receipt Copy](#)
- [Enhancements in Quick Selections](#)
- [Local Tax Calculation Mode for the United States of America \(US\)](#)
- [Receipt Archiving](#)
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- [Digital Receipt and Digital Gift Card](#)
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# Reopen Receipt





# Reopen Reversal

SAP Customer Checkout 2.0 Feature Pack 17 enables you to reopen already posted and paid receipts.

Users can reopen a receipt, and make changes on payment, on items, or more.



## Features:

- New permission available for users to reopen receipts
- New quick selection button available
- Reopen receipts during the sales process to edit the receipt
- Reverse and copy of receipt automatically performed
- Reopen receipts in Table Service mode to change payment
- New configuration setting available that replaces change payment setting
- Track reopened receipts in SAP Customer Checkout manager

## Benefits

- Simplified process when reopening already posted receipts
- Correct cashier mistakes during sales process
- Improved behavior when changing payment method in Table Service mode

# Reopen Receipt

## Concept

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

In this case, the original receipt is reversed, a reverse receipt is created, and a new receipt copy with the exact receipt data of the original receipt (with items, customer data, discounts, etc.) is opened.

Please note the following:

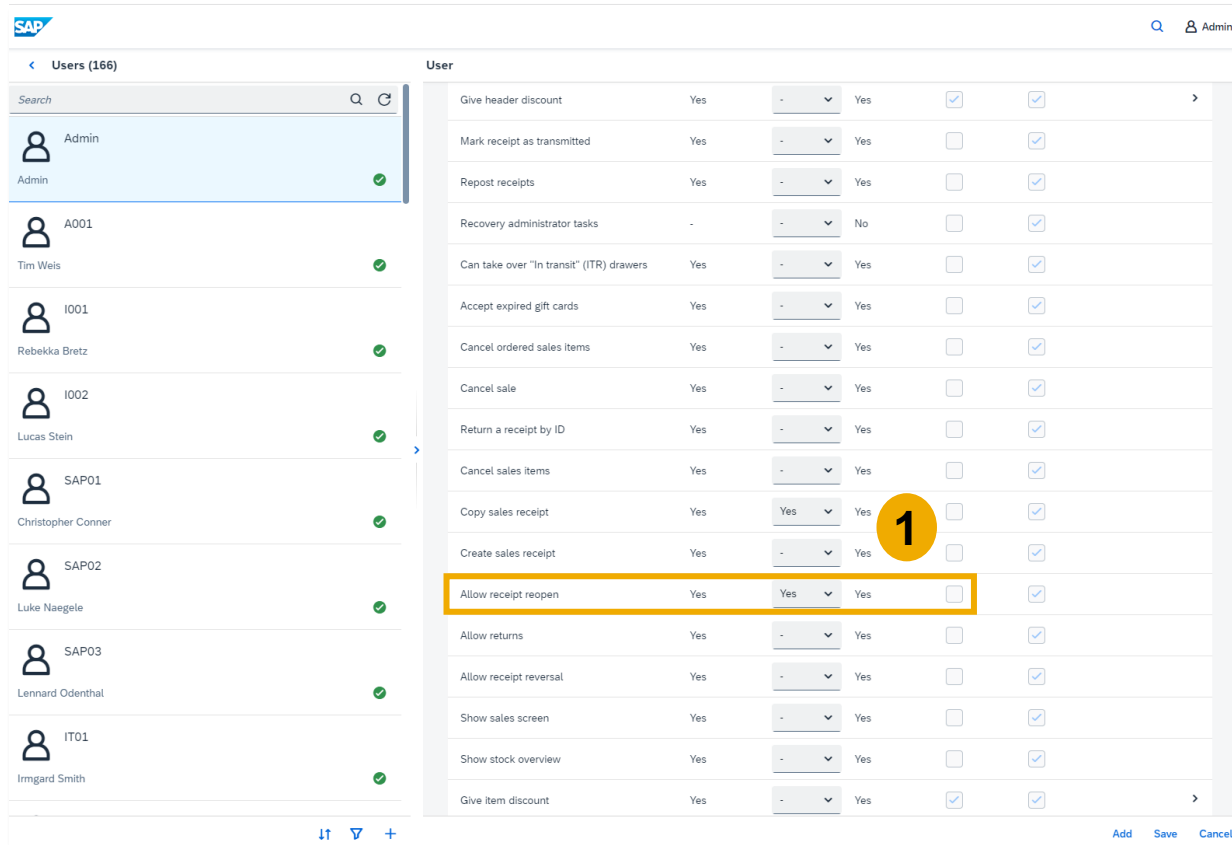


- Sales, returns, payments, and other transactions that are part of the receipt are reversed as if they had not taken place
- Reversal receipt contains all other additional data that are part of the original receipt (e.g. customer data, shipping information, discounts, etc.)
- Receipt copy also contains all additional data that are part of the original receipt
- In the new receipt copy, the payment options are not copied
- There are some restrictions for specific scenarios and not all receipts can be reopened; 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 paid with loyalty points
  - And others

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

# Reopen Receipt

## Users – New Permission Available



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, SAP03, Lennard Odenthal, and IT01, Imgard Smith. The 'Admin' user is selected. On the right, the 'User' details page shows a list of permissions. The 'Allow receipt reopen' permission is highlighted with an orange box and a yellow circle with the number 1. The permission is currently set to 'Yes' and is checked.

Permission	Value	Dropdown	Yes	No	Checked
Give header discount	Yes	-	Yes		<input checked="" type="checkbox"/>
Mark receipt as transmitted	Yes	-	Yes		<input checked="" type="checkbox"/>
Repost receipts	Yes	-	Yes		<input checked="" type="checkbox"/>
Recovery administrator tasks	-	-	No		<input checked="" type="checkbox"/>
Can take over "In transit" (ITR) drawers	Yes	-	Yes		<input checked="" type="checkbox"/>
Accept expired gift cards	Yes	-	Yes		<input checked="" type="checkbox"/>
Cancel ordered sales items	Yes	-	Yes		<input checked="" type="checkbox"/>
Cancel sale	Yes	-	Yes		<input checked="" type="checkbox"/>
Return a receipt by ID	Yes	-	Yes		<input checked="" type="checkbox"/>
Cancel sales items	Yes	-	Yes		<input checked="" type="checkbox"/>
Copy sales receipt	Yes	Yes	Yes		<input checked="" type="checkbox"/>
Create sales receipt	Yes	-	Yes		<input checked="" type="checkbox"/>
Allow receipt reopen	Yes	Yes	Yes		<input checked="" type="checkbox"/>
Allow returns	Yes	-	Yes		<input checked="" type="checkbox"/>
Allow receipt reversal	Yes	-	Yes		<input checked="" type="checkbox"/>
Show sales screen	Yes	-	Yes		<input checked="" type="checkbox"/>
Show stock overview	Yes	-	Yes		<input checked="" type="checkbox"/>
Give item discount	Yes	-	Yes		<input checked="" type="checkbox"/>

### Feature

- In SAP Customer Checkout manager, there is a new permission available in the **Users** app: **Allow receipt reopen** (1)
- This permission allows users to reopen already posted and paid receipts in SAP Customer Checkout
- Make sure to activate this permission for your user

# Reopen Receipt

## Quick Selection – New Quick Selection Function Button Available

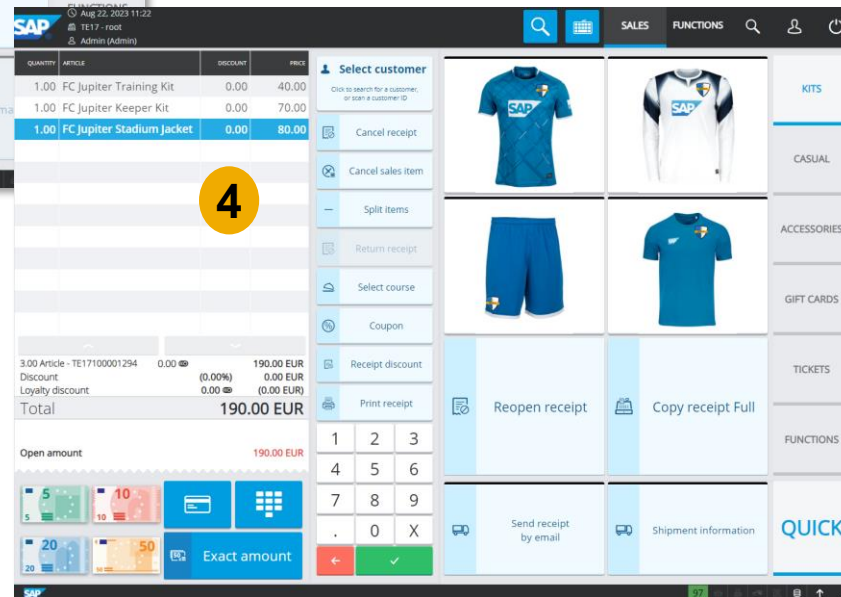
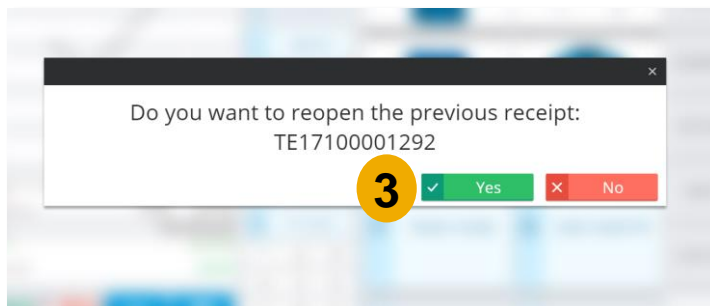
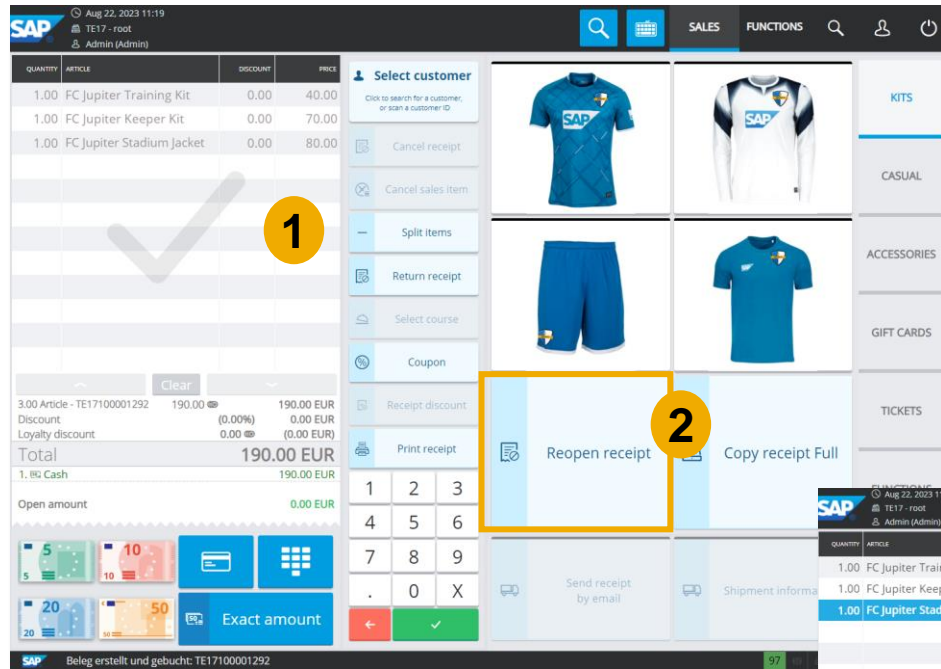
The image shows two screenshots from the SAP POS system. The top screenshot is the 'Edit quick selection' dialog box. It has a 'Type' dropdown set to 'Function'. The 'Function group' is '000 - ALL'. The 'Function type' dropdown is highlighted with a yellow box and a red circle with the number '1'. The 'Name' field contains 'Reopen receipt'. The 'Translation key' is 'REOPEN\_RECEIPT'. The 'Row / Column' is set to '2' by '0'. The 'Display option' is '3 - Text and image'. The 'Background color' is set to 'Transparent'. The bottom screenshot is the 'Quick Selection' app interface. It shows a grid of function buttons. The 'Reopen receipt' button is highlighted with a yellow box and a red circle with the number '2'. The interface also shows a list of items (FC Jupiter Keeper Kit, FC Jupiter Training Kit, FC Jupiter Kit Shorts) and a total amount of 140.00 EUR.

**Feature**

- In the **Quick selections** app, there is also a new function button available: **Reopen 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)

# Reopen Receipt

## SALES – Reopen Receipt in the POS System (1/2)



### Feature

- In the SALES screen of your POS system, you have posted accidentally a receipt (1)
- Choose now the function button **"Reopen receipt"** (2)
- In the pop-up dialog confirm that you want to reopen the receipt (3)
- The following behavior is performed: The original receipt (TE17100001292) is reversed, a reverse receipt is posted (TE17100001293), and a new copy of the receipt is created (TE17100001294)
- The new receipt is opened with all the copied items from the original receipt (4)
- **Please note: the payment option is not copied!**



# Reopen Receipt

## SALES – Reopen Receipt in the POS System (2/2)

**5**

**6**

**7**

**8**

**9**

**10**

Receipt ID	Customer	Type code	Business transaction	Gross payment amount	Currency	Receipt status	Transm
TE17100001294		Direct sale	Aug 22, 2023 11:25:04	205.00 EUR		✓ Posted	✓
TE17100001293		Direct sale (reverse receipt)	Aug 22, 2023 11:22:21	-190.00 EUR		✓ Posted	✓
TE17100001292		Direct sale	Aug 22, 2023 11:19:35	190.00 EUR		Reversed	✓
TE17100001291		Direct sale	Aug 22, 2023 11:18:56	140.00 EUR		✓ Posted	✓
TE17100001290		Direct sale (reverse receipt)	Aug 22, 2023 10:58:52	-140.00 EUR		✓ Posted	✓
TE17100001289		Direct sale	Aug 22, 2023 10:55:58	140.00 EUR		Reversed	✓
TE17100001288		Direct sale	Aug 22, 2023 10:27:12	140.00 EUR		✓ Posted	✓
TE17100001287		Direct sale (reverse receipt)	Aug 22, 2023 10:26:23	-140.00 EUR		✓ Posted	✓
TE17100001286		Direct sale	Aug 22, 2023 10:25:00	140.00 EUR		Reversed	✓
TE17100001285		Direct sale	Aug 16, 2023 15:48:34	160.00 EUR		✓ Posted	✓

Page 1 of 30 (296 results)

Angelegt von: Admin, Zahlungen: Bargeld  
Positionsmengengründung: 4, Tagesabschluss: TE17000001002

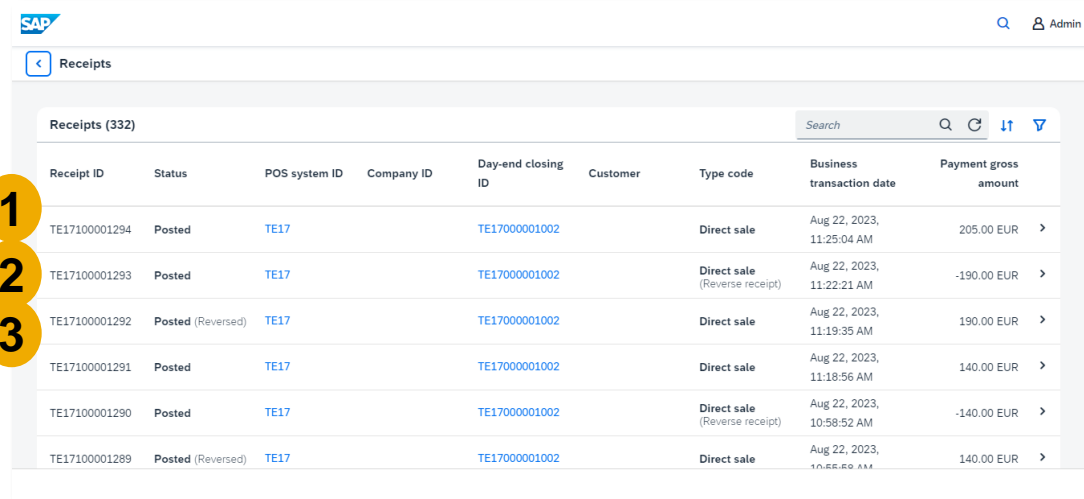
... Show Return Reverse Print Close

### Feature

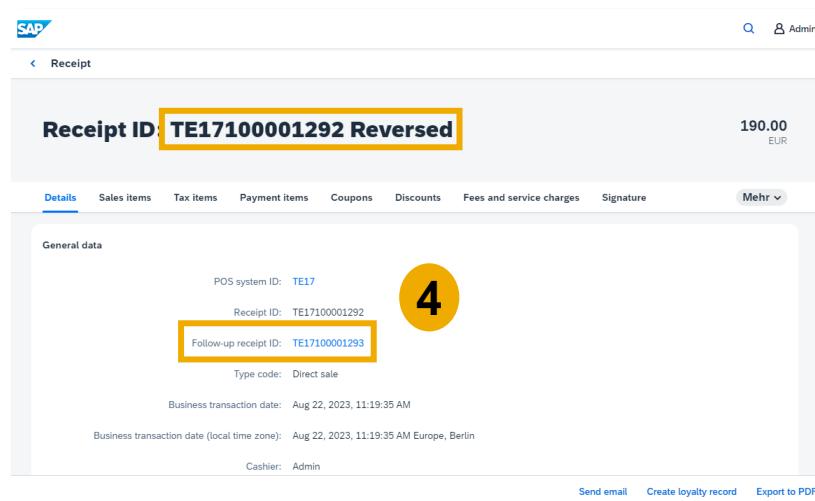
- You can edit the receipt, and add further items (5)
- Select a payment option, and post the receipt (6)
- Choose the magnifying glass, and the Receipt, to check all the posted receipts
- You can see all the receipts with correct status (7):
  - TE17100001292** – original receipt which is reversed (8)
  - TE17100001293** - reverse receipt (9)
  - TE17100001294** – new copied receipt (10)

# Reopen Receipt

## Receipts – Posted Receipts with Reference to Original Receipt (1/2)



Receipt ID	Status	POS system ID	Company ID	Day-end closing ID	Customer	Type code	Business transaction date	Payment gross amount
TE17100001294	Posted	TE17		TE17000001002		Direct sale	Aug 22, 2023, 11:25:04 AM	205.00 EUR
TE17100001293	Posted	TE17		TE17000001002		Direct sale (Reverse receipt)	Aug 22, 2023, 11:22:21 AM	-190.00 EUR
TE17100001292	Posted (Reversed)	TE17		TE17000001002		Direct sale	Aug 22, 2023, 11:19:35 AM	190.00 EUR
TE17100001291	Posted	TE17		TE17000001002		Direct sale	Aug 22, 2023, 11:18:56 AM	140.00 EUR
TE17100001290	Posted	TE17		TE17000001002		Direct sale (Reverse receipt)	Aug 22, 2023, 10:58:52 AM	-140.00 EUR
TE17100001289	Posted (Reversed)	TE17		TE17000001002		Direct sale	Aug 22, 2023, 10:55:10 AM	140.00 EUR



**Receipt ID: TE17100001292 Reversed** 190.00 EUR

**Details** Sales items Tax items Payment items Coupons Discounts Fees and service charges Signature Mehr

General data

POS system ID: TE17

Receipt ID: TE17100001292

**Follow-up receipt ID: TE17100001293** 4

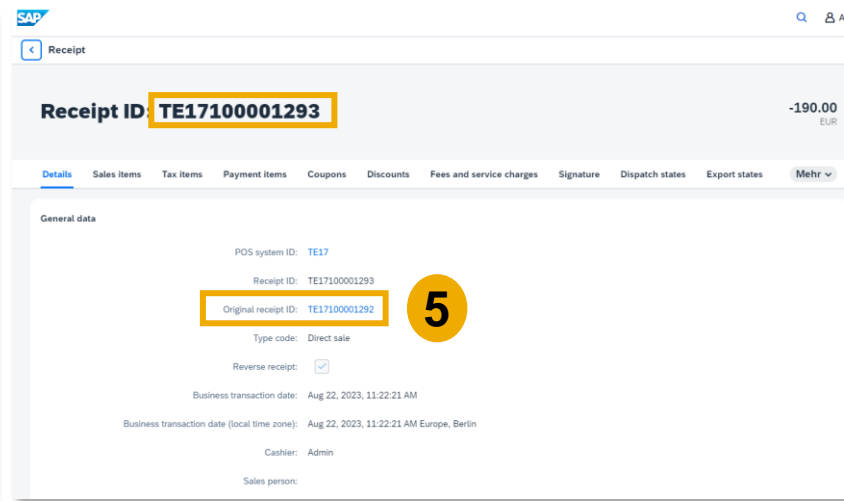
Type code: Direct sale

Business transaction date: Aug 22, 2023, 11:19:35 AM

Business transaction date (local time zone): Aug 22, 2023, 11:19:35 AM Europe, Berlin

Cashier: Admin

Send email Create loyalty record Export to PDF



**Receipt ID: TE17100001293** -190.00 EUR

**Details** Sales items Tax items Payment items Coupons Discounts Fees and service charges Signature Dispatch states Export states Mehr

General data

POS system ID: TE17

Receipt ID: TE17100001293

**Original receipt ID: TE17100001292** 5

Type code: Direct sale

Reverse receipt: ☒

Business transaction date: Aug 22, 2023, 11:22:21 AM

Business transaction date (local time zone): Aug 22, 2023, 11:22:21 AM Europe, Berlin

Cashier: Admin

Sales person:

### Feature

- In the **Receipts** app in SAP Customer Checkout manager, you can see all the posted receipts with according status (1) (2) (3)
- When you select the original receipt (**TE17100001292**), you can see in the details the “reversed” status (4), and the “**Follow-up receipt ID**” (**TE17100001293**)
- When you choose the follow-up receipt ID, you get directed to the reverse receipt (**TE17100001293**), and the “**Original receipt ID**” (**TE17100001292**) is linked (5)

# Reopen Receipt

## Receipts – Posted Receipts with Reference to Original Receipt (2/2)

The screenshot shows the SAP 'Receipt' details page. At the top, the 'Receipt ID' is 'TE17100001294' and the amount is '205.00 EUR'. Below this, there are tabs for 'Details', 'Sales items', 'Tax items', 'Payment items', 'Coupons', 'Discounts', 'Fees and service charges', 'Signature', 'Dispatch states', 'Export states', and 'Mehr'. The 'Details' tab is selected. Under 'General data', the 'Original receipt ID' is 'TE17100001292', which is highlighted with a yellow box. A yellow circle with the number '6' is next to it. Other fields include 'POS system ID: TE17', 'Receipt ID: TE17100001294', 'Type code: Direct sale', 'Business transaction date: Aug 22, 2023, 11:25:04 AM', 'Business transaction date (local time zone): Aug 22, 2023, 11:25:04 AM Europe, Berlin', 'Cashier: Admin', 'Sales person:', 'Discount purpose:', 'Price list ID: 1 - Food&Beverage Standard', 'Price list manually changed: ☐', 'Comment:', 'Rounding used: ☐', 'Rounding level:', and 'Rounding amount: 0.00 EUR'.

### Feature

- When you select the new copied receipt (**TE17100001294**), you can see the “**Original receipt ID**” (**TE17100001292**) (6)

# Reopen Receipt

## SALES – Reopen Receipts with Item and Header Discount

The image displays two screenshots of the SAP Customer Checkout interface, illustrating the process of reopening a receipt with item and header discounts.

**Top Screenshot (Step 1):** Shows a receipt summary with the following details:

QUANTITY	ARTICLE	DISCOUNT	PRICE
1.00	FC Jupiter Logo Hoodie	-2.00	38.00
1.00	FC Jupiter Sports Bag	0.00	40.00
1.00	FC Jupiter Home Kit	0.00	70.00

The total amount is 111.00 EUR. A yellow circle with the number '1' is placed over the receipt details.

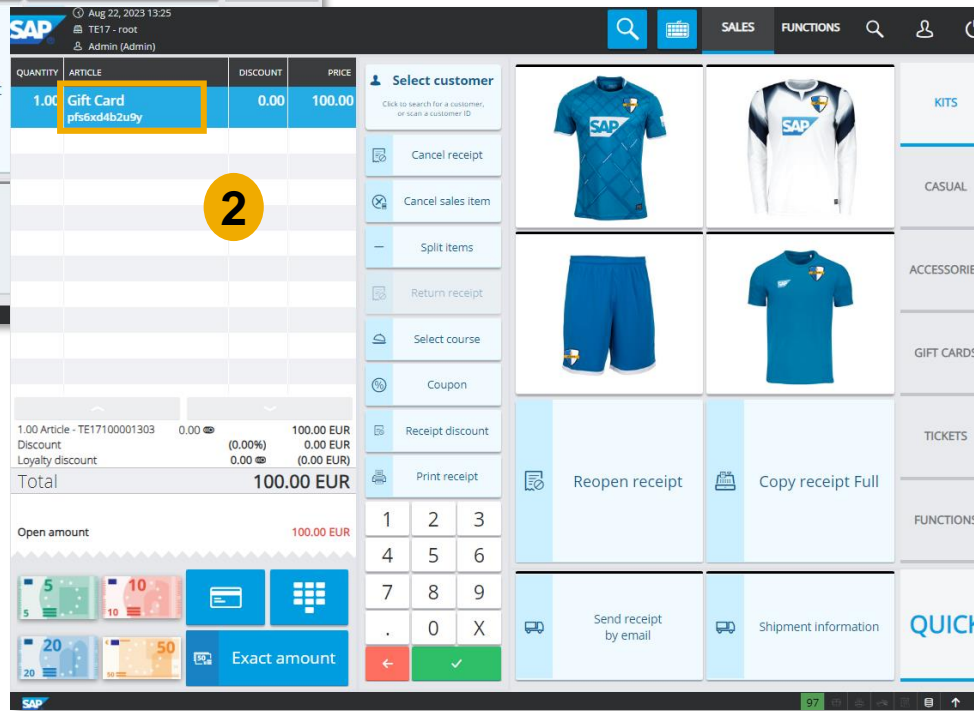
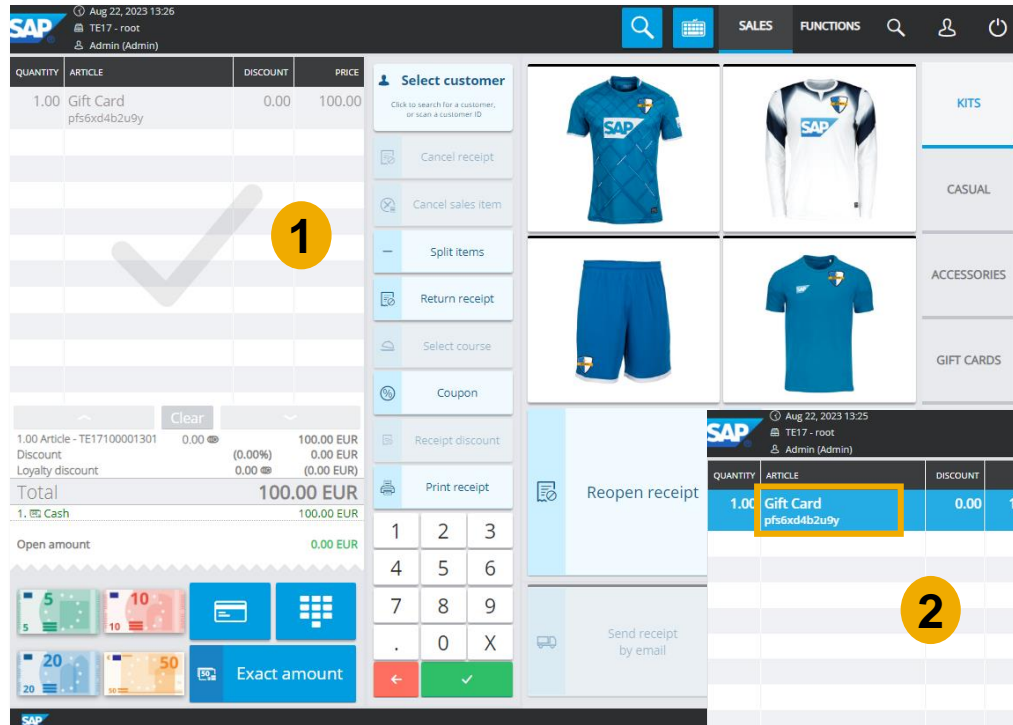
**Bottom Screenshot (Step 2):** Shows the same receipt summary, but with a yellow circle with the number '2' placed over the 'Reopen receipt' button in the bottom right corner. A third yellow circle with the number '3' is placed over the 'Reopen receipt' button in the bottom screenshot, indicating the final step in the process.

### Feature

- Receipts that contain an item or header discount can also be reopened in SAP Customer Checkout
- Once you have posted a receipt with item and/ or header discount (1), you can reopen this receipt (2), and the item and header discount are also applied to the new copied receipt (3)

# Reopen Receipt

## SALES – Reopen Receipts with Gift Card



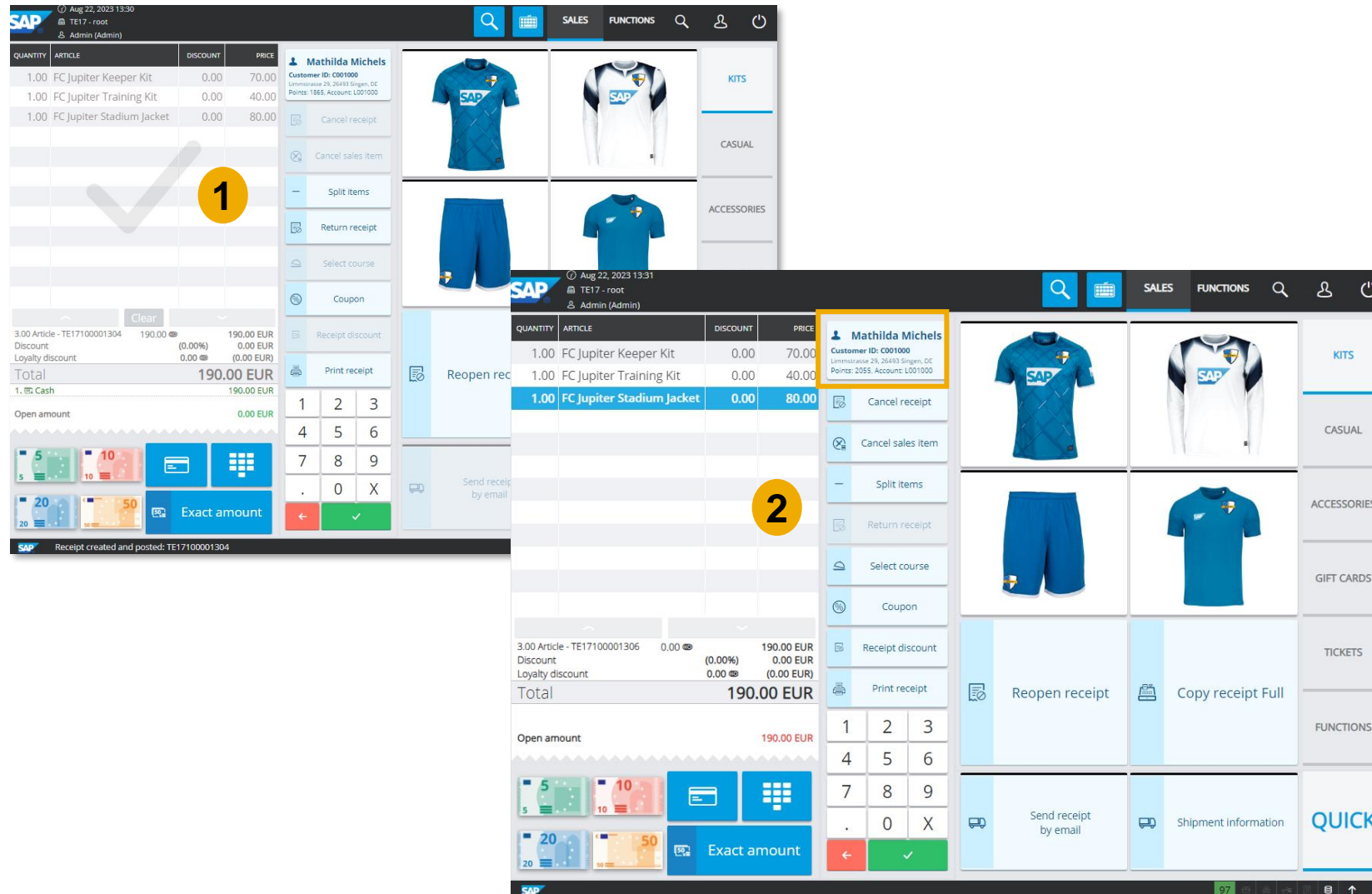
### Feature

- In addition, you can also reopen receipts in SAP Customer Checkout which contain gift cards
- Once you have posted a receipt with a gift card (1), you can reopen this receipt, and the gift card is also applied to the new copied receipt (2)



# Reopen Receipt

## SALES – Reopen Receipts with Customer Data

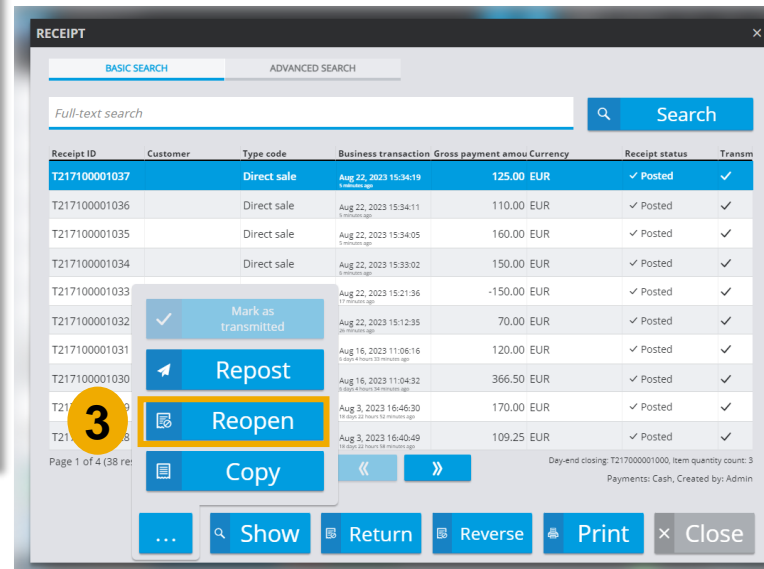
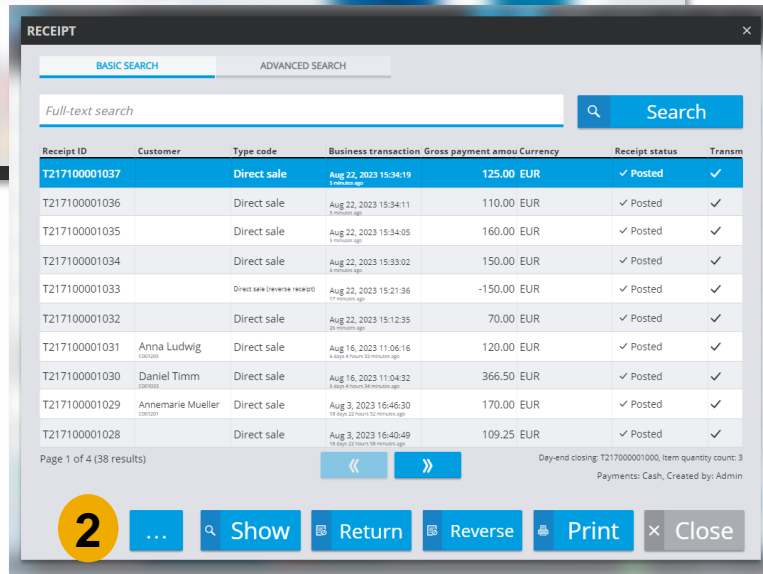
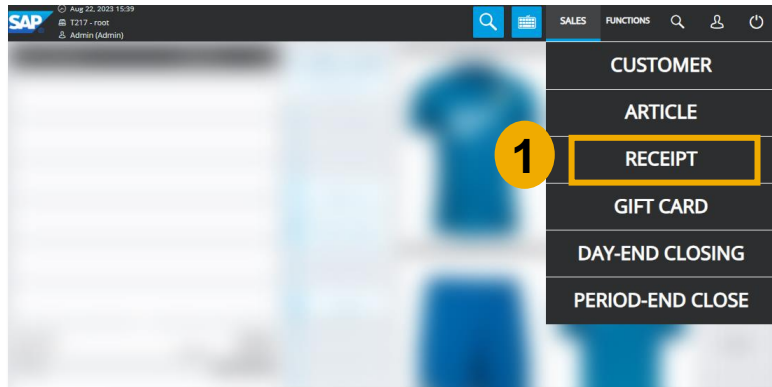


### Feature

- In addition, you can also reopen receipts in SAP Customer Checkout which contain customer data
- Once you have posted a receipt with customer data (1), you can reopen this receipt, and the customer information is also applied to the new copied receipt (2)

# Reopen Receipt

## SEARCH – Reopen Receipts Option



### Feature

- To reopen a receipt, you can also use the **Receipt Search** in the right upper corner (1)
- Select the according receipt, choose further options (2), and choose **“Reopen”** (3)

# Reopen Receipt

## CONFIGURATION – New Setting Available for Table Service Mode

The image displays three screenshots illustrating the 'Reopen Receipt' feature in SAP POS.

**Top Left Screenshot (Configuration):** Shows the 'TABLE SERVICE' configuration screen. The setting 'Replace 'Change payment' button with 'Reopen receipt' button:' is highlighted with a yellow box and a red circle with the number 1. The setting is currently set to 'ON'.

**Top Right Screenshot (Receipt Screen):** Shows the receipt screen for receipt TE17100001307. The 'Reopen receipt' button is highlighted with a red circle with the number 2. The receipt details include:

QUANTITY	ARTICLE	DISCOUNT	PRICE
1.00	The Original	0.00	13.00
1.00	0,3l Softdrink Zitronen	0.00	3.10
1.00	0,7l Villa Rose	0.00	24.00
1.00	Potato (Sideorder)	0.00	2.00
1.00	Super Caesar Salad	0.00	9.50
1.00	Pizza Napoli	0.00	8.00

**Bottom Left Screenshot (Confirmation Dialog):** Shows a confirmation dialog box with the text: 'Do you want to reopen the previous receipt: TE17100001307'. The 'Yes' button is highlighted with a red circle with the number 3.

**Bottom Right Screenshot (Receipt Screen):** Shows the receipt screen after the 'Reopen receipt' button is pressed. The receipt details are the same as the previous screenshot, but the 'Open amount' is now 0.00 EUR. The 'Reopen receipt' button is highlighted with a red circle with the number 4.

### Feature

- In the *Configuration* screen of the POS system, there is a new setting available: **Replace Change payment button with Reopen receipt button** (1)
- When you active this button and pay a receipt in Table Service mode, the button “**Change payment**” is replaced with the new button “**Reopen receipt**” (2)
- You can choose the button (3), and the behavior is the same as in Retail Service mode; the original receipt is reversed, and a new receipt copy is created; you can now change the payment or edit the order (4)

# Reopen Receipt

## SALES – Reopen Receipts Including Tip Amount in Table Service Mode

The screenshots illustrate the following steps:

- 1**: Select the receipt to be reopened from the list of receipts.
- 2**: Click the 'Reopen receipt' button.
- 3**: Confirm the action to reopen the receipt.
- 4**: Enter a new tip amount (9.90 EUR) in the payment screen.
- 5**: The final receipt is displayed with the updated tip amount.

### Feature

- In Table Service mode, you can reopen receipts which include tips
- When you e.g. accidentally post a receipt, which contain tip (1), you can choose “Reopen receipt” (2)
- In the new copied receipt, the tip amount of the original receipt is not included (3)
- You can choose the payment options, add a new tip amount (4). and post the receipt (5)

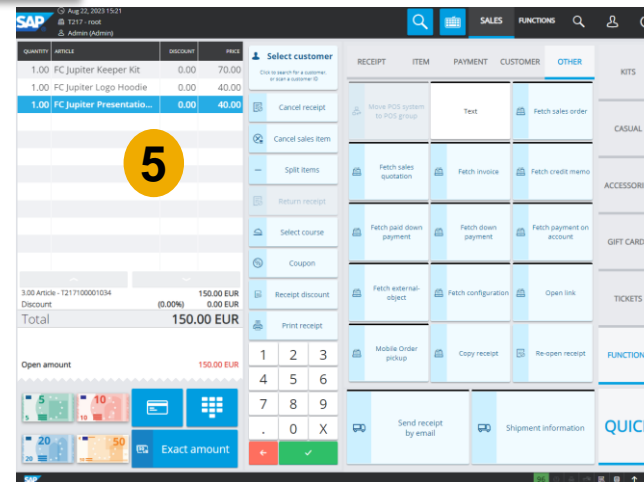
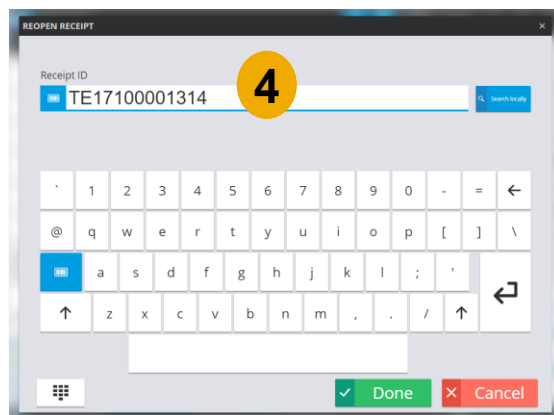
# Reopen Receipt

## SALES - Reopen Receipt from one POS System into another POS System



### Feature

- It is also possible to reopen receipts from another POS system from which it was originally posted
- You can post e.g. a receipt in POS system TE17 (1), and reopen this receipt in another POS system T217 (2)
- Choose “**Re-open receipt**” (3), and enter the receipt ID of the original receipt (4)
- All the receipt details and items of the original receipt are copied into the new receipt (5)



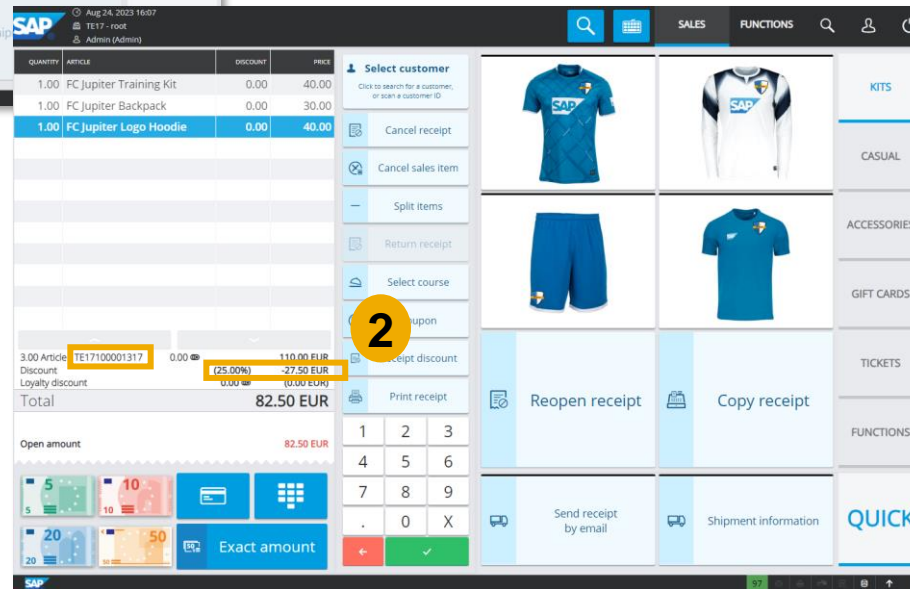
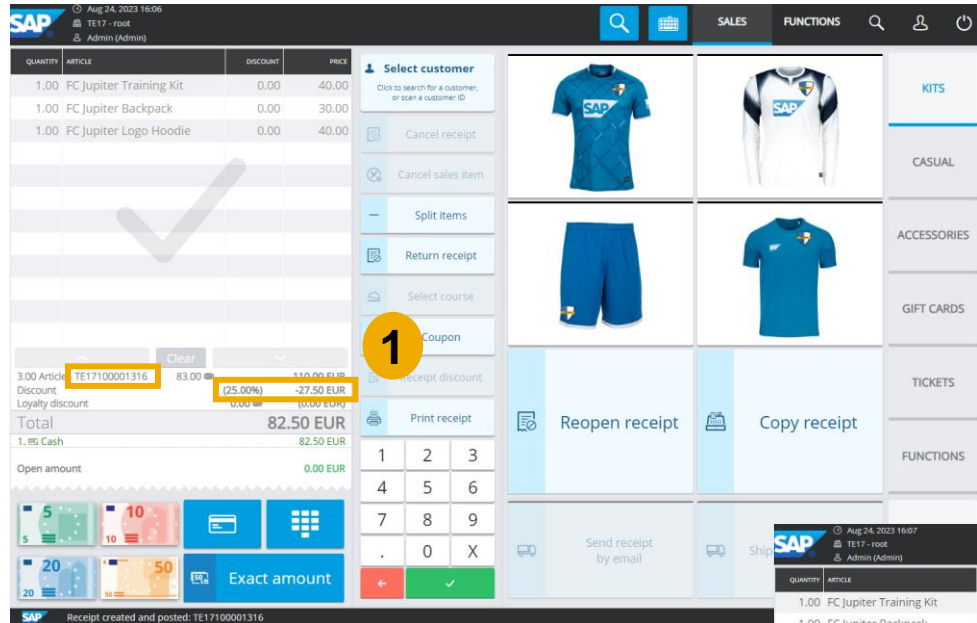


# Receipt Reversal and Receipt Copy



# Receipt Copy

## SALES – Header Discounts Applied to Receipt Copy



### Feature

- The behavior of creating a receipt copy has been improved
- When you post a receipt which includes a header discount (1), and create a receipt copy, in the new copied receipt, the header discount is also applied and displayed in the SALES screen (2)
- Absolute and percentage header discounts are copied

### Benefits

- Improved usability when copying receipts in the POS system to also copy header discounts

# Receipt Reversal

## Receipt Print – Cashing-Up and Day-End Closing

Cashing up			Day-end closing		
Day-end closing ID: TE17000001002			Day-end closing ID: TE17000001002		
# Day-end closings: 1			Opened at: Aug 8, 2023 5:50:45 PM		
# POS systems: 1			Previous carryover: 0.00 EUR		
Point in time: Aug 24, 2023 4:47:21 PM			Closed at: Aug 24, 2023 4:48:55 PM		
Cash reserve (debit): 11,351.10 EUR			Currency: EUR		
Currency: EUR			User name: Admin, Admin		
User name: Admin, Admin					
POS system: TE17					
-----			-----		
No. of sales receipts: 182			No. of sales receipts: 182		
-----			-----		
Tax details (EUR)			Tax details (EUR)		
Tax type (%) Net Tax			Tax type (%) Net Tax		
A2 (19.00%) 9,436.34 1,793.46			A2 (19.00%) 9,436.34 1,793.46		
A0 (0.00%) 789.90 0.00			A0 (0.00%) 789.90 0.00		
Tax total: 10,226.24 1,793.46			Tax total: 10,226.24 1,793.46		
Gross total: 12,019.70			Gross total: 12,019.70		
-----			-----		
Discount Amount			Discount Count Amount		
General 313.80			General 93 / 29 313.80		
No reason / Price ch* 0.00			No reason / Price ch* 0 / 0 0.00		
-----			-----		
Return Count Amount			Return Count Amount		
Poor quality 1 40.00			Poor quality 1 40.00		
-----			-----		
Cancellation Count Amount			Cancellation Count Amount		
Sales item 16 596.30			Sales item 16 596.30		
-----			-----		
Reversal Count Amount			Reversal Count Amount		
Receipt 44 5,590.50			Receipt 44 5,590.50		
-----			-----		
Details for currency: EUR			Details for currency: EUR		
Payment Count Amount			Payment Count Amount		
Cash total: 11,351.10			Cash total: 11,351.10		
Card total: 668.60			Card total: 668.60		
Gift card total: 0.00			Gift card total: 0.00		
On credit total: 0.00			On credit total: 0.00		
-----			-----		
Cash-in: 0 0.00			Cash-in: 0 0.00		
Cash-out: 0 0.00			Cash-out: 0 0.00		
Pay in: 0 0.00			Pay in: 0 0.00		
Pay out: 0 0.00			Pay out: 0 0.00		
-----			-----		
Cash account Count Amount			Cash accounting		
Cash 11,351.10			Notes:		
Gift card 0 0.00			5.00 * 0 0.00		
On credit 0 0.00			10.00 * 0 0.00		
American Express 4 0.00			20.00 * 1 0.00		
VISA 7 609.00			50.00 * 1 50.00		
Master Card 1 59.60			100.00 * 3 300.00		
EC 0 0.00			200.00 * 0 0.00		
			500.00 * 22 11,000.00		
			-----		
			Coins:		
			0.01 * 10 0.10		

### Feature

- When printing a Cashing-up report, or a Day-end closing, the receipt print has been improved to display now also reversed receipts
- A new section is shown reflecting all the receipts which have been reversed (1) (2)
- The amounts are cumulated and displayed as positive amounts
- The reversals are shown in local and central drawer management mode

### Benefits

- Improved transparency to show all reversed receipts

# Global Receipt Reversal

## SALES – Reverse Receipt from one POS System in another POS System

The process is shown in five steps:

- Step 1:** Initial receipt in POS system TE17. The receipt lists items like FC Jupiter Home Kit, Keeper Kit, Training Kit, Logo Hoodie, and Stadium Jacket, totaling 300.00 EUR.
- Step 2:** Selecting 'Reverse receipt' in POS system T217. The 'Reverse receipt' button is highlighted in the bottom right of the screen.
- Step 3:** Confirming the 'Reverse receipt' action. The 'Reverse receipt' button is highlighted in the bottom right of the screen.
- Step 4:** Entering the original receipt ID 'TE17100001368' in the reversal dialog. The 'Receipt ID' field is highlighted in the dialog.
- Step 5:** The final reversed receipt in POS system T217. The receipt shows negative values for items and a total of -300.00 EUR.

### Feature

- In the POS system, it is also possible to reverse receipts from another POS system from which it was originally posted
- You can post e.g. a receipt in POS system TE17 (1), and reverse this receipt in another POS system T217 (2)
- Choose “**Reverse receipt**” (3), and enter the receipt ID of the original receipt (4)
- All the receipt details and items of the original receipt are reversed (5)
- **Please be aware that you can only reverse receipts from another POS system which use the same UI mode!**

### Benefits

- Flexibility to post a receipt in one POS system, and reverse it in another POS system



# Global Receipt Copy

## SALES – Copy Receipt from one POS System into another POS System

The process is shown in five steps:

- Step 1:** Initial receipt in POS system TE17. The receipt shows items: 1.00 FC Jupiter Keeper Kit (70.00 EUR), 1.00 FC Jupiter Training Kit (40.00 EUR), and 1.00 FC Jupiter Kit Shorts (30.00 EUR). Total: 140.00 EUR.
- Step 2:** Reopening the receipt in POS system T217. The receipt is now in system T217, showing the same items and total.
- Step 3:** Selecting "Copy receipt" from the "OTHER" menu. The "Copy receipt" option is highlighted in the "OTHER" tab.
- Step 4:** A "COPY RECEIPT" dialog box appears. The "Receipt ID" field contains "TE17100001315".
- Step 5:** The final copied receipt in POS system T217. The receipt shows the same items and total, but the "Article" column now displays the original receipt ID "T217100001040".

### Feature

- In the POS system, it is also possible to copy receipts from another POS system from which it was originally posted
- You can post e.g. a receipt in POS system TE17 (1), and reopen this receipt in another POS system T217 (2)
- Choose "**Copy receipt**" (3), and enter the receipt ID of the original receipt (4)
- All the receipt details and items of the original receipt are copied into the new receipt (5)
- Please be aware that you can only copy receipts from another POS system which use the same UI mode!**

### Benefits

- Flexibility to post a receipt in one POS system, and copy it into another POS system



# Enhancements in Quick Selections



# New Retail User Interface

## Quick Selections – New Function Button Available to Change Generic Sales Set Component

1. Edit quick selection dialog: The 'Function type' dropdown is set to '2072 - Change generic sales set component'.

2. Receipt screen: The 'Change generic sales set component' button is highlighted in the 'FUNCTIONS' section.

3. Receipt screen: The 'Change generic sales set component' button is highlighted in the 'BURGER' section.

4. 'SELECT AN ARTICLE FOR "BURGER"' dialog: The 'Veggie Burger' (EA 61) is selected.

5. Receipt screen: The 'Veggie Burger' is added to the sales set, and the 'Change generic sales set component' button is highlighted in the 'BURGER' section.

### Feature

- In the Quick selections app, there is a new function button available: **Change generic sales set component** (1)
- This function button lets you change the generic item of a sales set in SAP Customer Checkout, e.g. when the customer decides on a short notice to order an orange juice instead of water
- In the POS system, when you have a sales set in the receipts, you can select the generic sub-item of this sales set (2), and select "**Change generic sales set component**" (3)
- Choose the according item which you want to add (4), and the sub-item is applied to the sales set (5)

### Benefits

- Improved usability to change a generic sub-item within a sales set also after adding it to the receipt

# Enhancements in Quick Selections

## Quick Selections – Default Currency for New Quick Selections

The first screenshot shows the 'New quick selection' dialog box. The 'Currency' field is highlighted with a yellow box and a red circle with the number 1. The dialog includes fields for Name, POS group, POS system, Mode, and Currency.

The second screenshot shows the 'Quick selections' table. The table has columns for Name, Row, Column, Type, and Value. The 'Currency' field is highlighted with a yellow box and a red circle with the number 2.

The third screenshot shows the 'QuickFX' preview screen. The 'Currency' field is highlighted with a yellow box and a red circle with the number 3. The preview shows a list of items, a total amount, and a 'Quick Selection' button.

### Feature

- When you add a new quick selection configuration within the **Quick Selections** app, there is a new selection field available: **Currency** (1)
- You can choose the default currency for your quick selection directly when creating the quick selection
- In the **QuickFX** section of your quick selection, there are also pre-configured values with currency images maintained according to the selected currency (2)
- In the preview, you can see the quick selection buttons (3)
- This setting is available for all UI modes: Retail Service, Quick Service, and Table Service

### Benefits

- Improved usability to choose default currency when creating quick selection configuration

# Enhancements in Quick Selections

## Quick Selections – Assign Function Type to Receipt Column

The screenshot illustrates the SAP RetailAdvanced interface for assigning a function type to a receipt column. It is divided into three main parts:

- Top Section (1):** The 'Edit receipt column' dialog box is open. It shows the 'Function type' dropdown menu, which is currently set to 'Display sales item details'. This dropdown is highlighted with a yellow circle and the number 1.
- Bottom Left Section (2):** A receipt table is displayed. The first row shows a material ID 'J000003' for 'FC Jupiter Keeper Kit' with a quantity of 1.00. The second row shows 'FC Jupiter Kit Shorts' with a quantity of 1.00. The total amount is 100.00 EUR. This table is highlighted with a yellow circle and the number 2.
- Bottom Right Section (3):** A 'SALES ITEM DETAILS' pop-up window is shown. It displays details for the selected item, including ID 'J000003', Description 'FC Jupiter Kit Shorts', Tax code 'AZ (19.00%)', and various amounts. This pop-up is highlighted with a yellow circle and the number 3.

### Feature

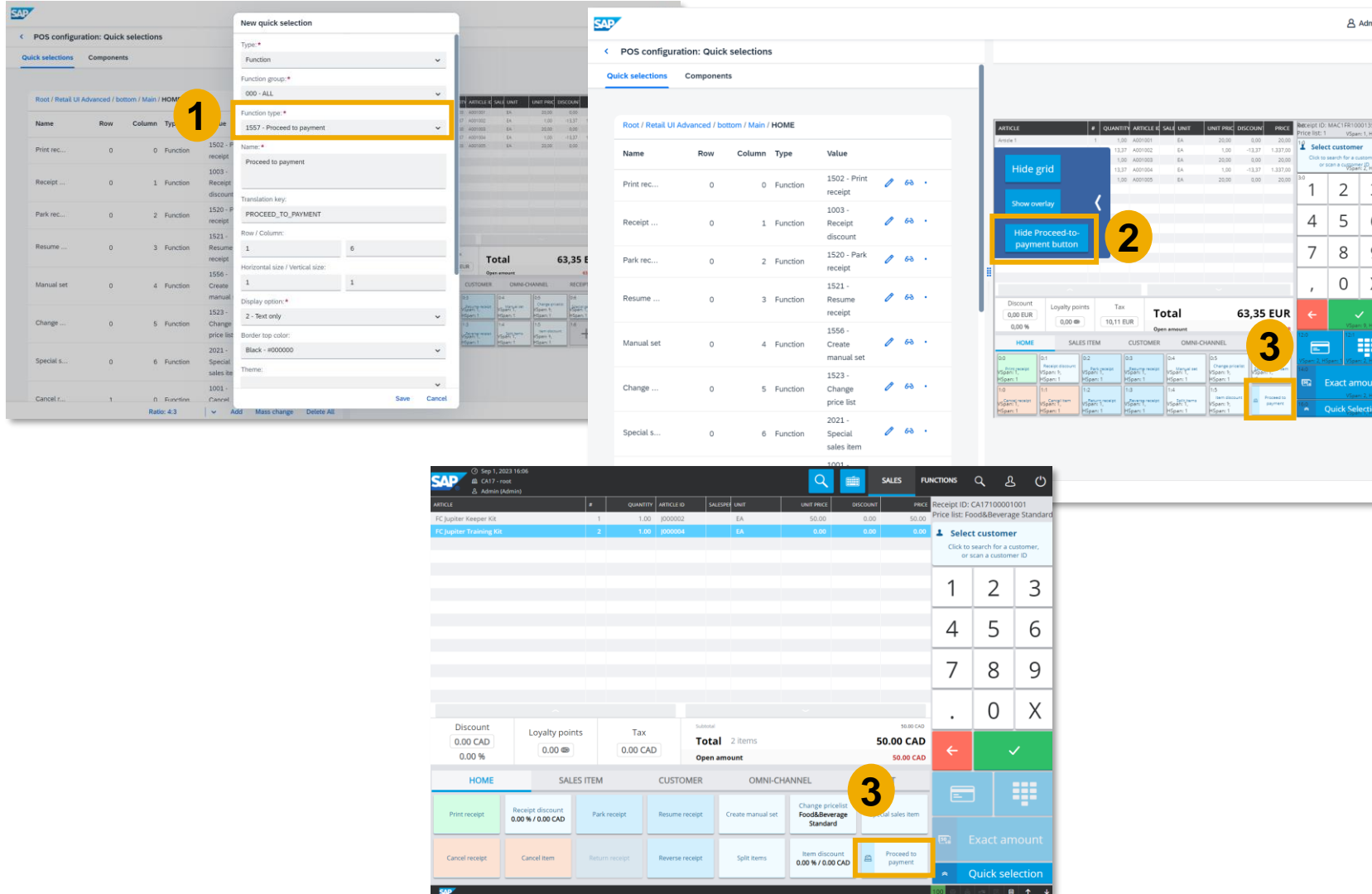
- With version 2.0 FP17, the flexibility of receipt columns for the new Retail Service UI has been optimized
- When you navigate into one of the **Receipt** components within the **Quick selections** app, and you select the **Columns** tab, you can now assign a **Function type** to a column (1), e.g. you want the sales item details to be displayed when you select the material ID column
- In the Retail Service UI in SAP Customer Checkout, you can add some items to the receipt, and select the material ID of one item (2)
- The pop-up dialog opens, where the sales item details are displayed (3)

### Benefits

- Full flexibility of the receipt columns in the new Retail Service UI
- Dynamically assign any function type to any receipt column

# Enhancements in Quick Selections

## Quick Selections – New Proceed to Pay Function Button Available



### Feature

- In the **Quick Selections** app, there is another function button available: **Proceed to payment** (1)
- This function button is relevant when using SAP Customer Checkout in the **Tax jurisdiction based** mode for e.g. North America, and working in **Remote Tax calculation mode**
- In previous versions, this button was hardcoded in the UI
- With the new version, you can place the function button flexibly in the Sales user interface
- When configuring this function button, you can hide, or show the Proceed to payment button in the preview (2)
- In the POS system, this function button is only visible when your system runs in **Remote Tax calculation mode** and in **Tax jurisdiction based** mode for e.g. North America (3)

### Benefits

- Flexibility to place the proceed to payment button where you need it



# Enhancements in Quick Selections

## Quick Selections – Display User Defined Fields for Customers

1

CREATE CUSTOMER

GENERAL DATA ADVANCED DATA **USER DEFINED FIELDS**

Test UDF Field  
Test Test

Test UDF Field 2  
12345

Save and add to receipt

2

EDIT CUSTOMER [ID C001041]

GENERAL DATA ADVANCED DATA **USER DEFINED FIELDS**

Test UDF Field

Test UDF Field 2

Create loyalty account Save and add to receipt Save Cancel

### Feature

- With version 2.0 FP17, you can now also set user-defined fields in the new user interface when creating new customers, or editing existing customers
- Choose the function button “**Create customer**” or “**Edit customer**”, and select the tab “User defined fields” (1) (2)
- Edit the fields, as needed and save your changes

### Benefits

- Extended functionalities in the new user interface which were existing in the old user interface

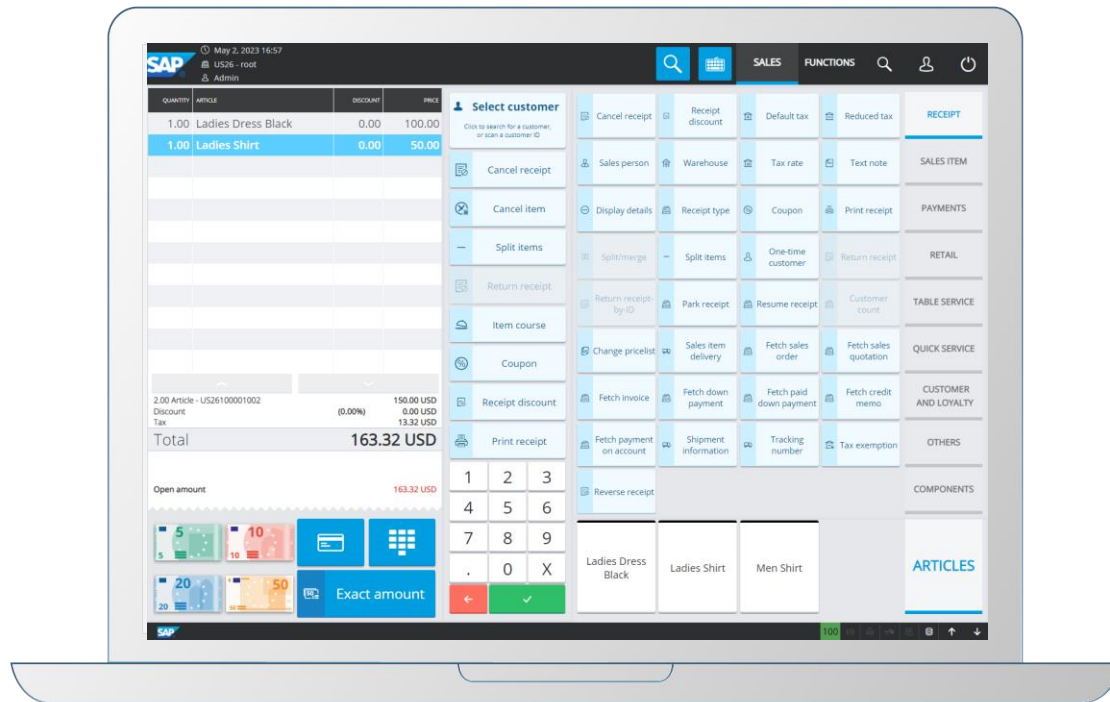
# **Local Tax Calculation Mode for the United States of America (US)**



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

SAP Customer Checkout can be used in local tax calculation mode for the United States of America. This scenario is for business cases where you only sell your items and goods locally.

With version 2.0 Feature Pack 17, the existing features were enhanced with more functionalities.



## Features:

- Using local tax calculation mode for Tax jurisdiction mode for US integrated with SAP S/4HANA
- New configuration setting available to automatically use customer address only for shipment

## Benefits

- Extended functionalities when using local tax calculation mode for the US

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

## CONFIGURATION – New Setting Available for Shipment

SAP SALES CASH-IN/CASH-OUT DAY-END CLOSING CASHING-UP RECEIPT EXPORTS Admin Aug 25 - 3:43 PM

Synchronization POS system Accounting Sales Currency Quick selection Dialog settings Technical

Hardware Integration User Roles Additional fields Plug-ins About

Items:

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

Automatically balance returned receipts with cash payments: ☐ OFF

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

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

Use the reduced tax rate by default: ☐ OFF

Show Add-Pager Dialog on posting receipt: ☐ OFF

Use customer email address in send email dialog: ☐ OFF

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

Maximum value for single sales items and single payment items: 100,000

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

Confirm delivered quantities for sales items when posting receipt: ☐ OFF

Customer required for shipment: ☒ ON ☐ OFF

**Shipment to customer address only: ☒ ON ☐ OFF**

Standard receipt mode: Invoice

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

Verification for batch or serial number: No verification

Show drawback dialog after payment: ☒ ON ☐ OFF

Show cursor for text input fields and allow text selection: ☒ ON ☐ OFF

SHIPMENT INFORMATION

Customer

Mathilda Michels  
Customer ID: C001000  
Limmstrasse 29, 26493 Singen, DE  
Points: 2055, Account: L001000

Shipping Address

Name\* Mathilda Michels Zip code 26493 City\* Singen

Address line\* Limmstrasse 29 Country/Region\* Germany

Use information from customer Clear data

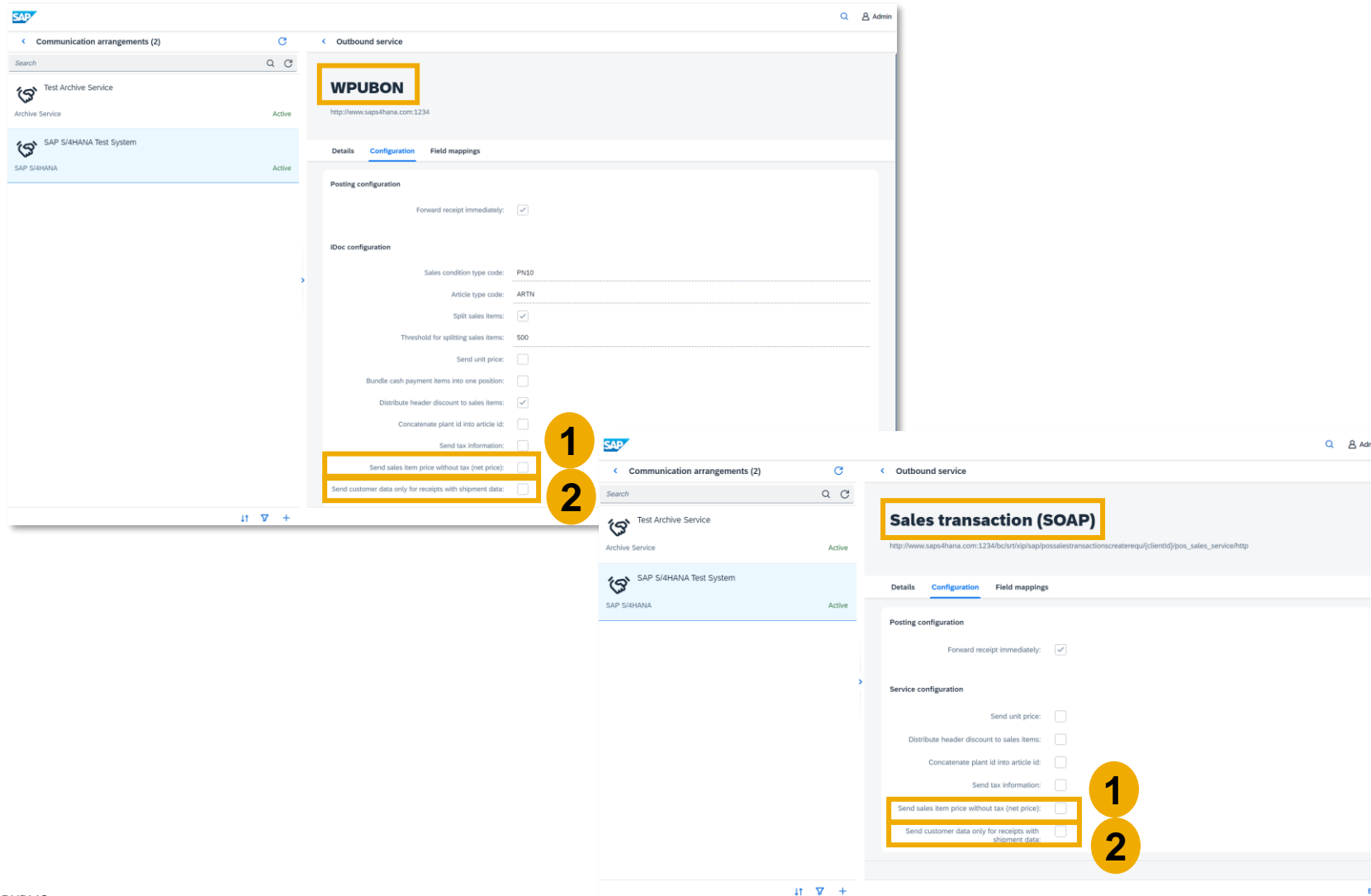
Done Cancel

### Feature

- In the *Configuration* settings of the POS system, there is a new setting available within the **POS system** tab: **Shipment to customer address only** (1)
- This option can only be enabled if the option **Customer required for shipment** is enabled
- When you enable this option, and you select a customer while entering the shipping data in the POS system, the maintained customer address is automatically added (2); you cannot enter or edit the shipping address manually
- It is recommended that customers integrated with SAP S/4HANA systems activated this setting

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

## Communication Arrangements – New Settings for WPUBON and SOAP Services



### Feature

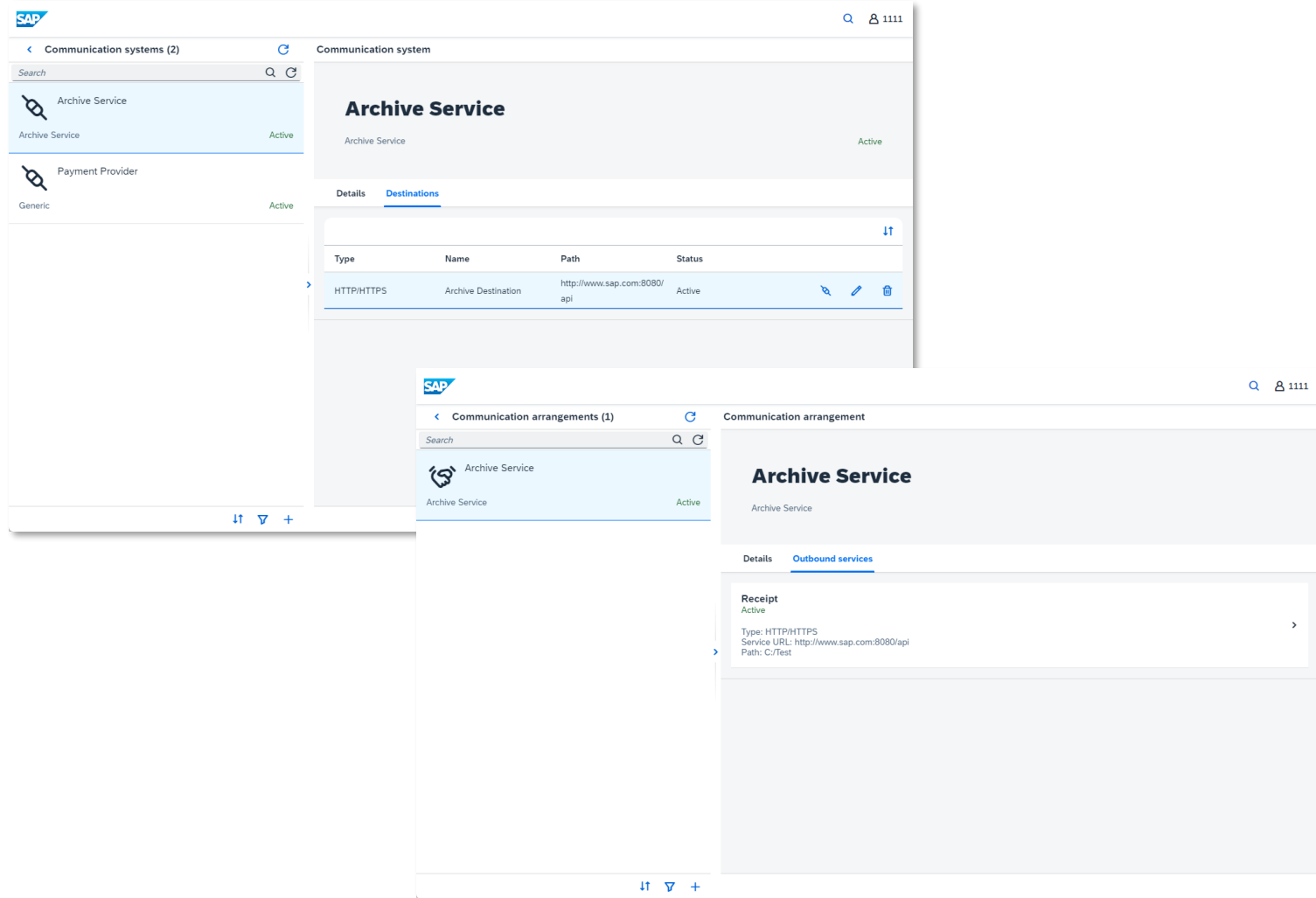
- In the **Communication arrangements** app, there are new settings available for the outbound services **WPUBON** and **Sales transaction (SOAP)** within the **Configuration** tab:
- Send sales item price without tax (net price) (1):** this option specifies whether the sales item price is sent without tax (as net price) when the receipt is sent to the SAP S/4HANA system
- Send customer data only for receipts with shipment data (2):** When this option is enabled, customer data is only forwarded to the SAP S/4HANA system if the receipt contains shipping data; If there are no shipping data maintained, the customer data is not sent to SAP S/4HANA



# Receipt Archiving



# Receipt Archiving Overview



## Feature

- With version 2.0 Feature Pack 17, you can transfer receipt data from SAP Customer Checkout manager to an external system and archive it there
- Archiving receipt data is intended to enable you to store receipt data permanently in an external system
- The external system can be a system you develop, a middleware, or another instance of SAP Customer Checkout manager
- Receipt archiving can be used together with the Job **Receipt: Delete data** to manage the amount of receipt data that is saved in SAP Customer Checkout manager
- Limiting the amount of receipt data that is stored in SAP Customer Checkout manager, may increase the performance of the application

# Receipt Archiving

## Considerations



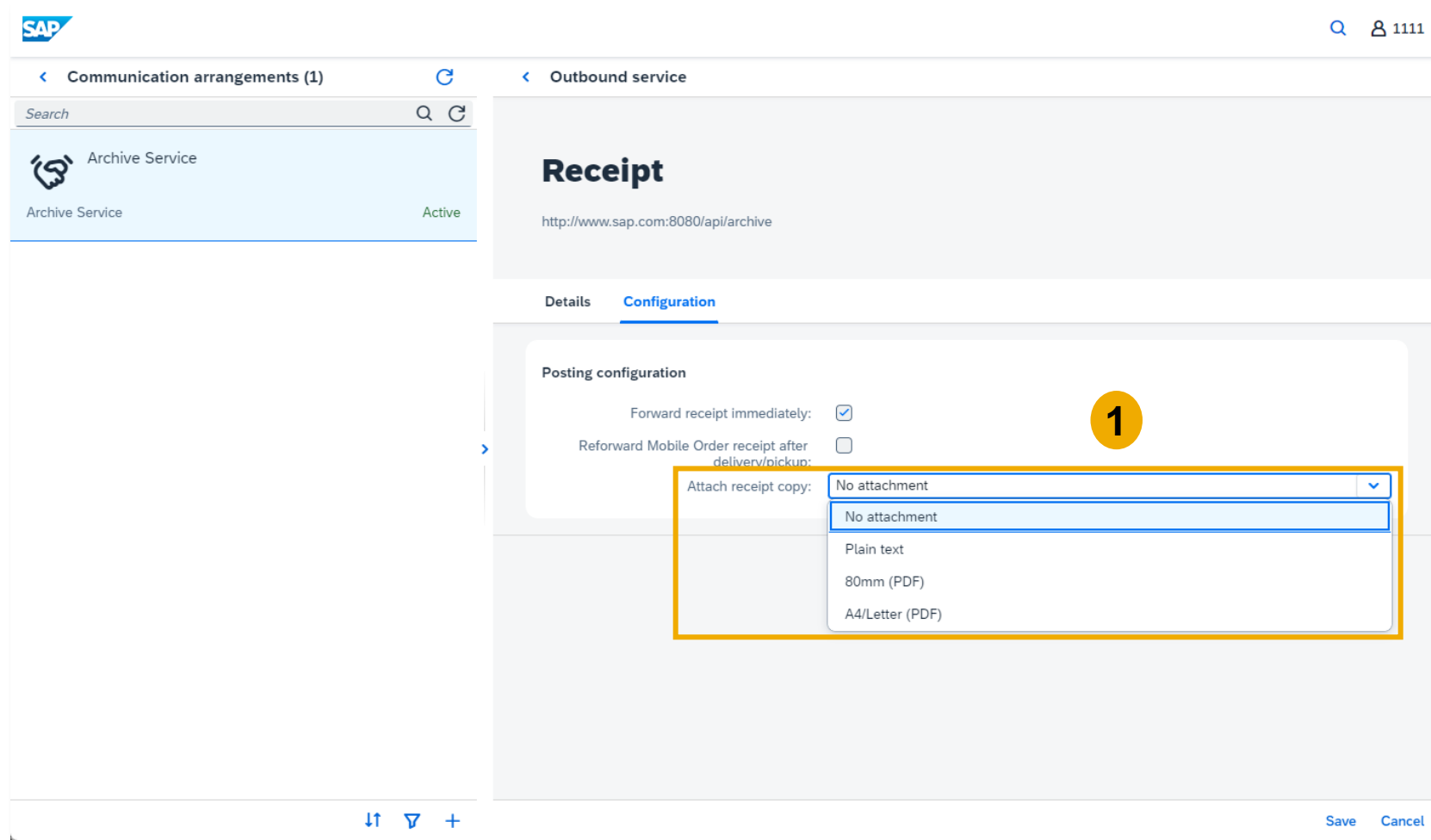
In some countries, the law stipulates specific retention periods for receipts that are posted in POS software. This may mean that receipt data must be retained for a specific period, for example, to be available for audits of accounts.

If the legal requirements consider archiving to be suitable for adhering to retention periods for receipts, you would be able to delete receipt data in SAP Customer Checkout manager that has been archived. However, following deletion, the receipts cannot be restored.

Consider these prerequisites and the applicable legal stipulations when checking whether and how you are allowed to archive and delete receipts

# Receipt Archiving

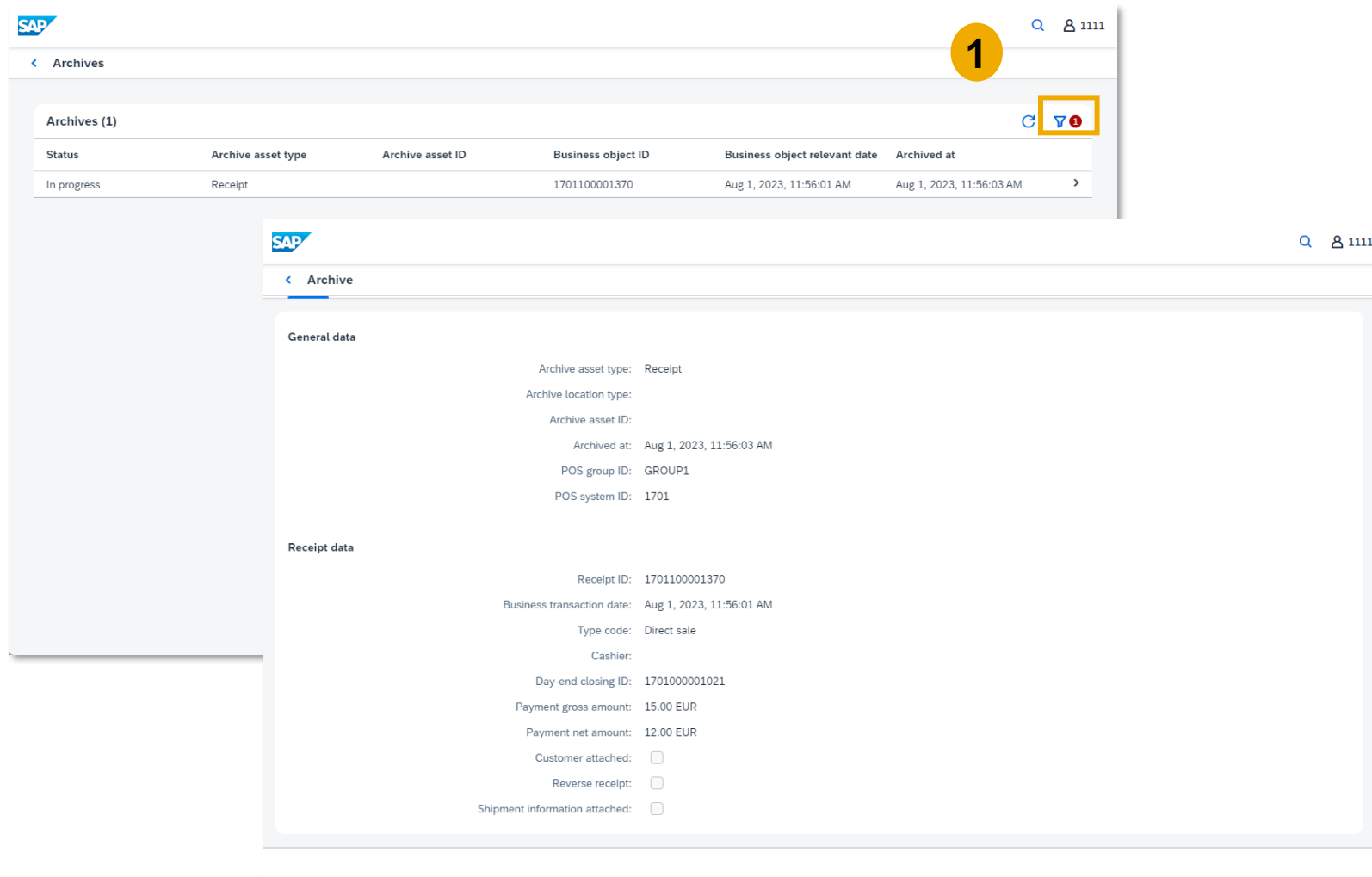
## Receipt Copy



### Feature

- In the **Communication arrangements** app you can configure additional settings for the **Archive Service**
- The **Archive Service** will send the receipt data as a JSON object to the external system
- In addition to the receipt data, you can decide to attach a receipt copy to the payload
- There are 3 types of receipt copies that can be attached (1):
  - Plain text
  - 80mm (PDF)
  - A4/Letter (PDF)
- Please read the chapter **Archiving** in [SAP Customer Checkout: Guide for Sizing Requirements](#), to learn more about average payload sizes and transfer times for archived receipts

# Receipt Archiving Archives App



## Feature

- All archiving transactions are saved in SAP Customer Checkout manager. You can display archiving transactions in the **Archives** app.
- To display data, you first have to set a filter condition (1)
- Selecting an entry opens the details view



# Period-End Close Archiving



# Period-End Close Archiving Overview

Period-end close ID	Period-end close type	Current period	Last receipt	Start	End	Calculation state	Grand total amount
1701PCI00000001	Infinite	✓	1701100001550	Aug 24, 2023 14:21:27		Not started	20.00
1701PCY000000001	Year	✓	1701100001550	Jan 1, 2023 00:00:00	Jan 1, 2024 00:00:00	Not started	20.00
1701PCQ000000001	Quarter	✓	1701100001550	Jul 1, 2023 00:00:00	Oct 1, 2023 00:00:00	Not started	20.00
1701PCM000000001	Month	✓	1701100001550	Aug 1, 2023 00:00:00	Sep 1, 2023 00:00:00	Not started	20.00
1701PCW000000001	Week	✓	1701100001550	Aug 21, 2023 00:00:00	Aug 28, 2023 00:00:00	Not started	20.00
1701PCD000000001	Day	✓	1701100001550	Aug 24, 2023 00:00:00	Aug 25, 2023 00:00:00	Not started	20.00

Page 1 of 1 (6 results)

« » 1

Delete Rerun calculation Integrity check Export Display Close

## Feature

- With SAP Customer Checkout 2.0 Feature Pack 17 you can archive and delete period-end close data in SAP Customer Checkout
- When period-end closings are used, which is done automatically if you configure France or a French overseas territory (French Guiana, French Polynesia, or French Southern and Antarctic Territories) as country/region in SAP Customer Checkout, receipts are created with technical references to period-end closings
- By deleting period-end closings you remove the technical references to receipts and are then able to delete receipts in SAP Customer Checkout with the **DeleteOutdatedDataPlugin**
- Before period-end closings can be deleted, they have to be archived
- To archive period-end closings they have to be exported. Exporting can be done manually (1) and automatically

# Period-End Close Archiving

## Considerations

In some countries, the law stipulates specific retention periods for receipts that are posted in POS software. This may mean that receipt data must be retained for a specific period, for example, to be available for audits of accounts. It may also mean that receipt data must be deleted after a specific period, for example, for reasons of data protection.



SAP Customer Checkout stores receipt data in the local database and, if configured, also transfers it to SAP Customer Checkout manager. This means that copies of all receipts and day-end closings from SAP Customer Checkout applications that were successfully transferred to SAP Customer Checkout manager are also stored there. The fact that receipt copies are retained in SAP Customer Checkout manager - where the original receipt data is deleted from SAP Customer Checkout - may be sufficient to legally comply with retention stipulations.

Consider these prerequisites and the applicable legal stipulations when checking whether you are allowed - or required to - delete receipts in SAP Customer Checkout.

# Period-End Close Archiving CONFIGURATION

Period-end close settings

Enable period-end close: ☒ ON ☐ OFF

Run integrity check once the period-end close for a year has been finished: ☐ OFF

Daily period-end close: ☒ ON ☐ OFF

Start of business day: 00:00

Weekly period-end close: ☒ ON ☐ OFF

Start of business week: Monday

Monthly period-end close: ☒ ON ☐ OFF

Quarterly period-end close: ☒ ON ☐ OFF

Yearly period-end close: ☒ ON ☐ OFF

Start of business year: January

Unlimited period-end close: ☒ ON ☐ OFF

Grand total settings

Grand total per receipt: ☐ OFF

Calculation basis: ☒ Gross amount calculation ☐ Net amount calculation

Calculation with absolute values: ☐ OFF

Archiving

Export period-end close once completed: ☒ ON ☐ OFF

Period-end close folder: C:\period\_end\_closings

Create sub folder for archives automatically: ☒ ON ☐ OFF

Delete period-end closings once a year (except infinity): ☒ ON ☐ OFF

Export unexported period-end closes

This PC > Windows (C:) > period\_end\_closings > MA05 > 2023

Name	Date modified	Type	Size
Archive-MA05PCD00000001-2023-08-25_08-50-28.zip	25/08/2023 08:50	Compressed (zipp...	40 KB
Archive-MA05PCD00000002-2023-08-25_08-50-32.zip	25/08/2023 08:50	Compressed (zipp...	26 KB
Archive-MA05PCD00000003-2023-08-25_08-50-32.zip	25/08/2023 08:50	Compressed (zipp...	27 KB
Archive-MA05PCD00000004-2023-08-25_08-50-33.zip	25/08/2023 08:50	Compressed (zipp...	22 KB
Archive-MA05PCD00000005-2023-08-25_08-50-33.zip	25/08/2023 08:50	Compressed (zipp...	22 KB
Archive-MA05PCD00000006-2023-08-25_08-50-33.zip	25/08/2023 08:50	Compressed (zipp...	22 KB
Archive-MA05PCD00000007-2023-08-25_08-50-34.zip	25/08/2023 08:50	Compressed (zipp...	22 KB
Archive-MA05PCD00000008-2023-08-25_08-50-34.zip	25/08/2023 08:50	Compressed (zipp...	22 KB
Archive-MA05PCD00000009-2023-08-25_08-50-35.zip	25/08/2023 08:50	Compressed (zipp...	22 KB
Archive-MA05PCD00000010-2023-08-25_08-50-35.zip	25/08/2023 08:50	Compressed (zipp...	22 KB
Archive-MA05PCD00000011-2023-08-25_08-50-35.zip	25/08/2023 08:50	Compressed (zipp...	30 KB
Archive-MA05PCD00000012-2023-08-25_08-50-36.zip	25/08/2023 08:50	Compressed (zipp...	45 KB
Archive-MA05PCD00000013-2023-08-25_08-50-37.zip	25/08/2023 08:50	Compressed (zipp...	22 KB
Archive-MA05PCD00000014-2023-08-25_08-50-38.zip	25/08/2023 08:50	Compressed (zipp...	22 KB

## Feature

- Configuration settings for automatic period-end closings export and deletion are located in **Configuration - > Accounting -> Period-end close settings**
- You can configure to which location in your file system or network you want to export period-end closings and if subfolders should be created for each POS-ID and year
- Please read the chapter **Period-End Close Settings** in the [SAP Customer Checkout: Configuration Guide](#) to learn more about the requirements for period-end closings to be considered for deletion
- If exporting fails (e.g. network drive is offline), you can export unexported period-end closings by clicking the button **Export unexported period-end closes**
- With this button you can also export period-end closings which were created before the export feature became available in SAP Customer Checkout

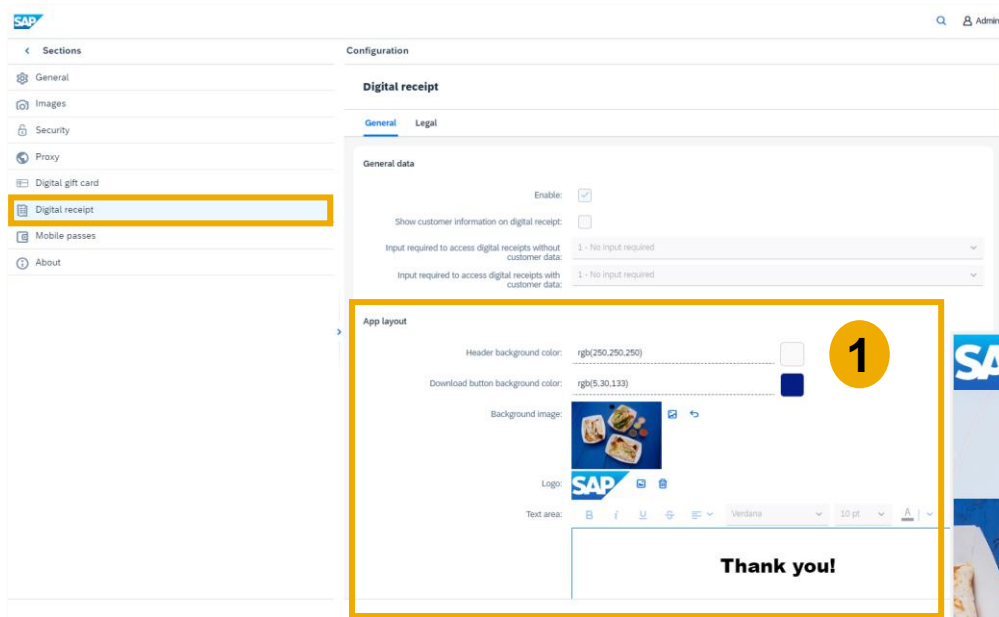
# Digital Receipt & Digital Gift Card





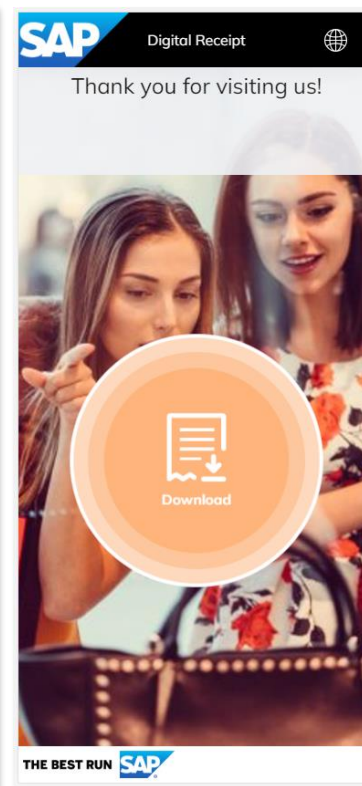
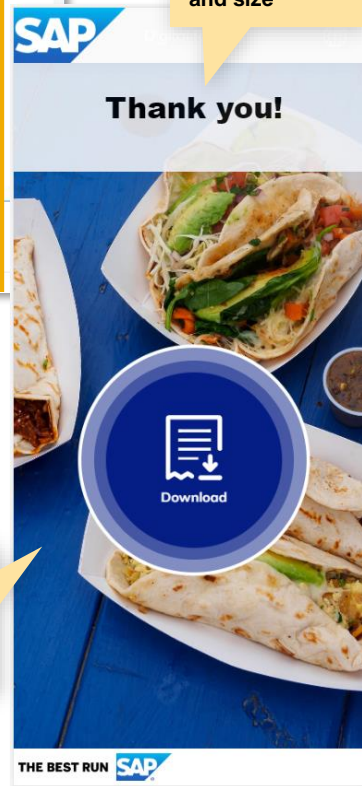
# Digital Receipt

## CONFIGURATION - Digital Receipt



Choose your own **text style and size**

Choose your own **background image**



### Feature

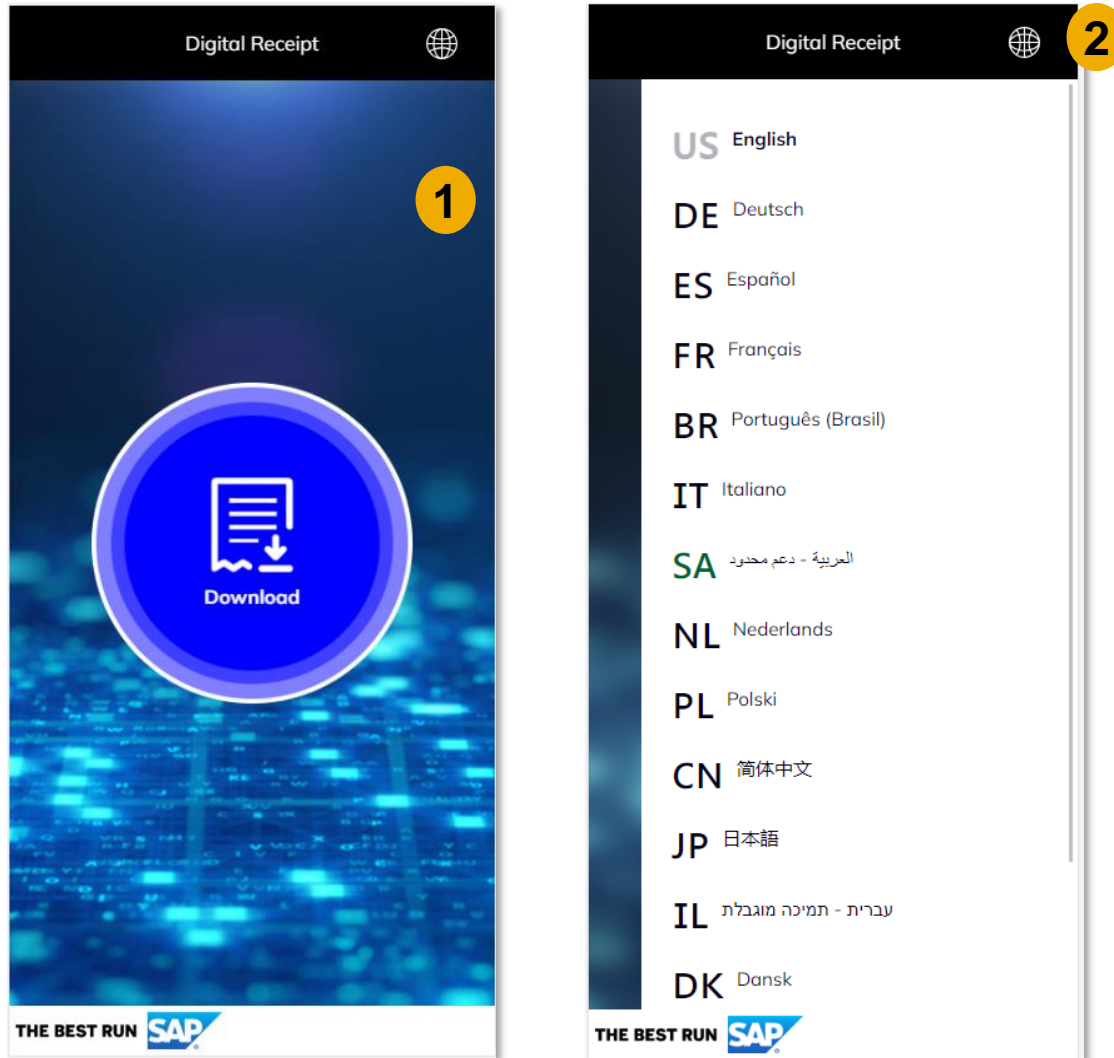
- In the **Configuration** app, the **Digital receipt** tab has been improved
- There is a new section available: **App layout** (1)
- Here you can maintain the layout of the digital receipt download page
- You can choose the design and colors for the download page, apply a background image, or add a logo
- SAP Customer Checkout delivers a default app layout for digital receipts

### Benefits

- Flexibility to choose your own app layout for the digital receipt download page

# Digital Receipt

## Optimized Digital Receipt Download Page

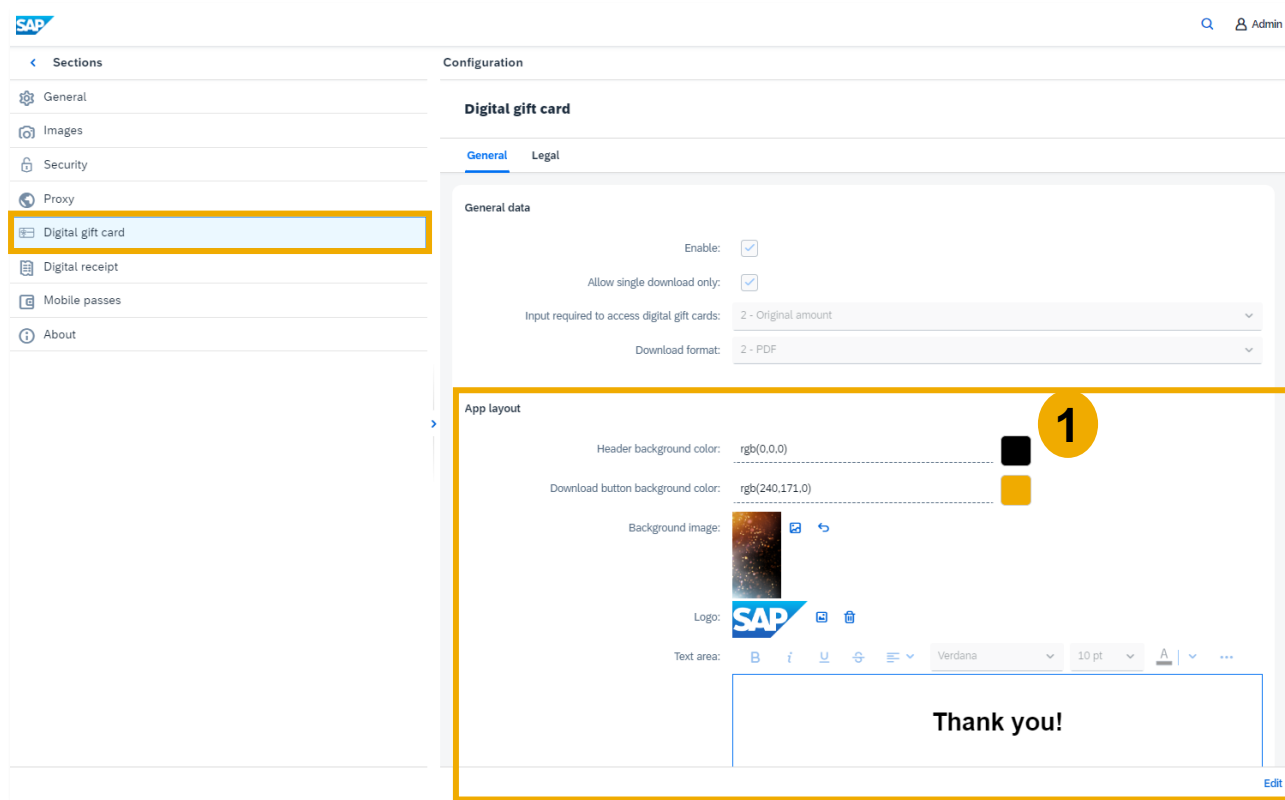


### Feature

- The digital receipt download page has also been optimized
- The layout is customizable, and shown as configured in SAP Customer Checkout manager (1)
- You can also choose the language to be displayed (2)

# Digital Gift Card

## CONFIGURATION - Digital Gift Card



### Feature

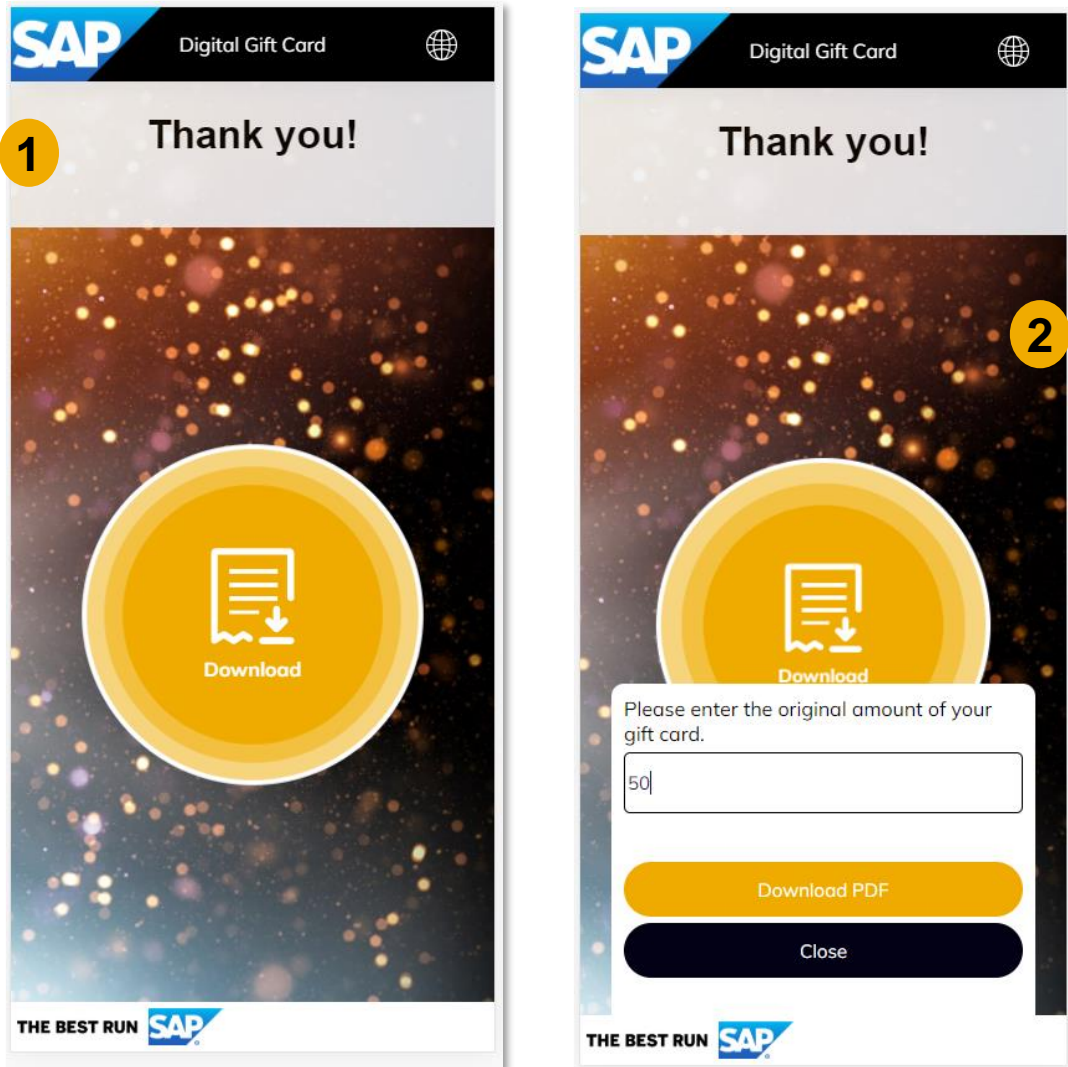
- The **Digital gift card** tab has also been improved
- There is a new section available: **App layout** (1)
- Here you can maintain the layout of the digital gift card download page
- You can choose the design and colors for the download page, apply a background image, or add a logo
- SAP Customer Checkout delivers a default app layout for digital gift cards

### Benefits

- Flexibility to choose your own app layout for the digital gift card download page

# Digital Gift Card

## Optimized Digital Gift Card Download Page



### Feature

- The digital gift card download page has also been optimized
- The layout is customizable, and shown as configured in SAP Customer Checkout manager (1) (2)

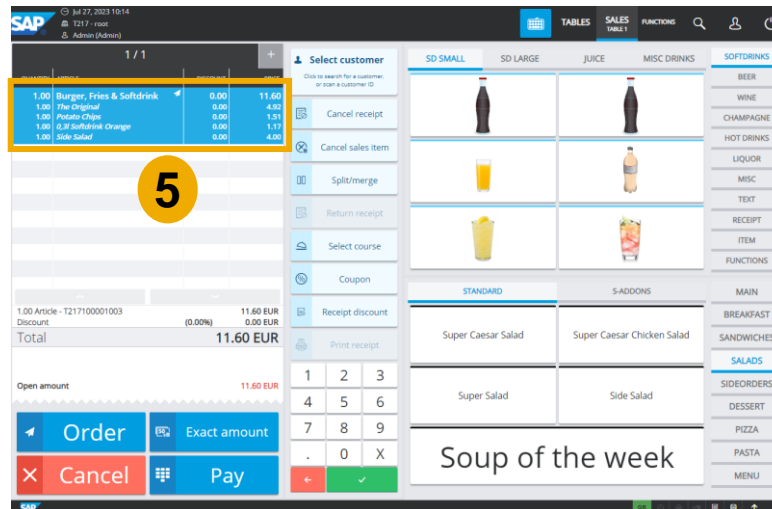
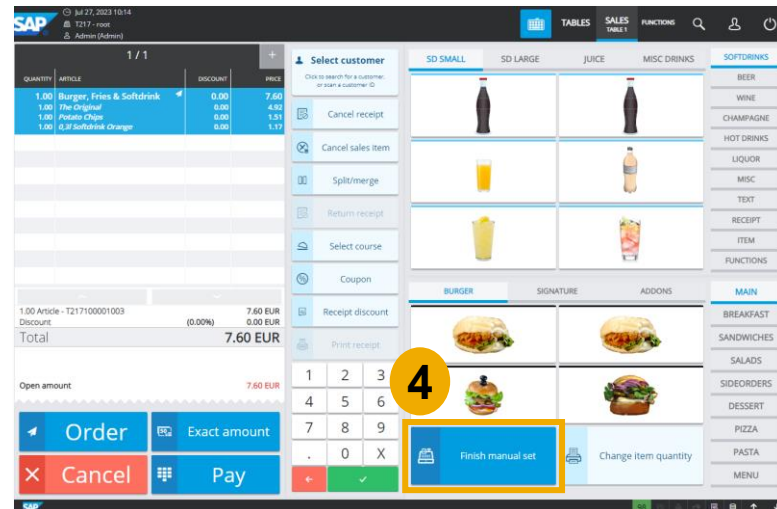
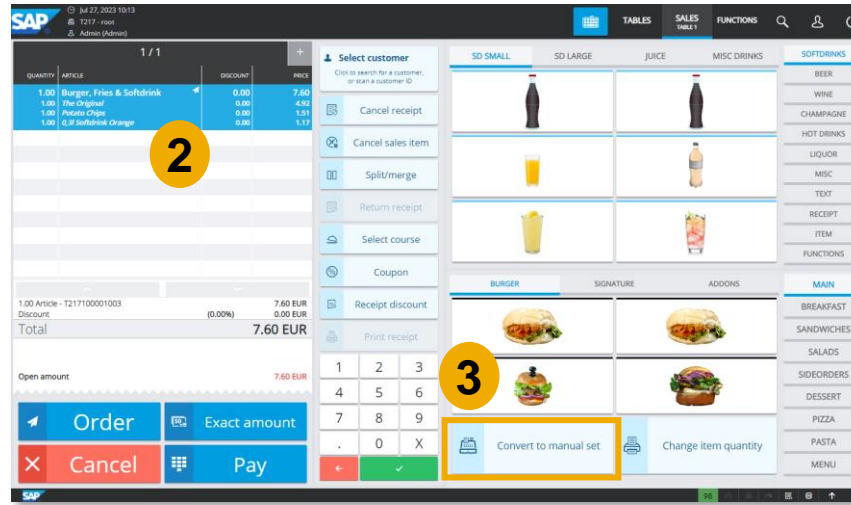
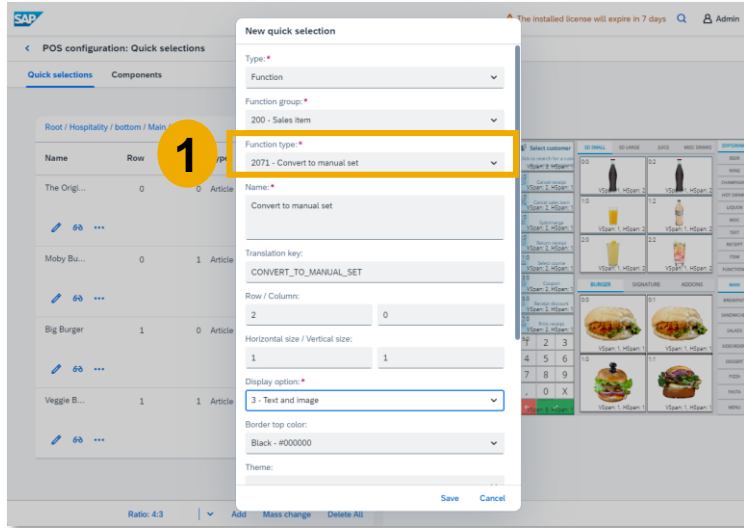
# Miscellaneous





# SAP Customer Checkout Manager

## SALES – New Function Button Available Convert to Manual Set (1/2)



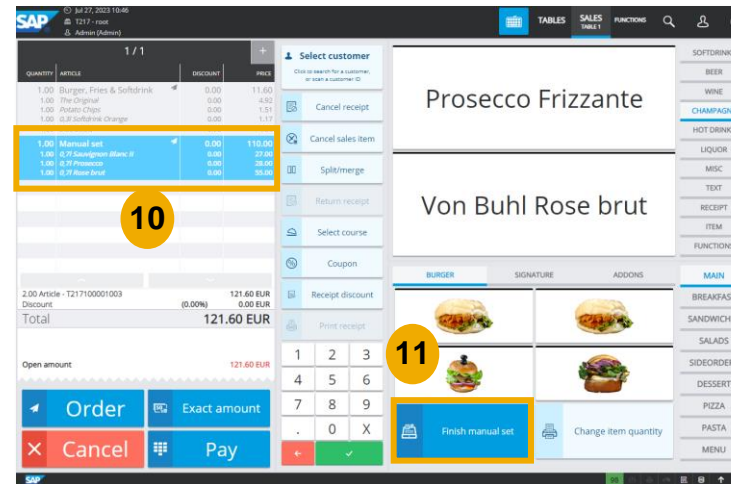
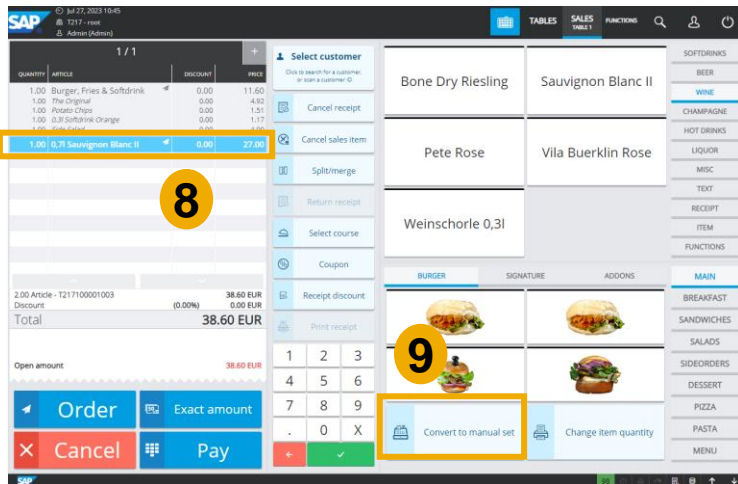
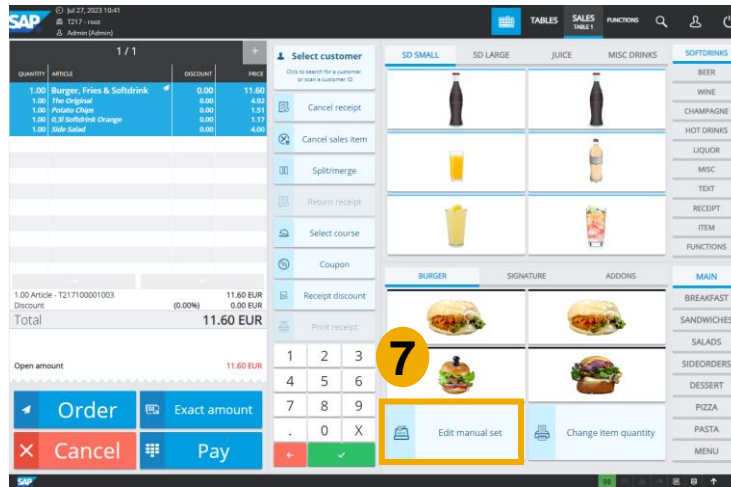
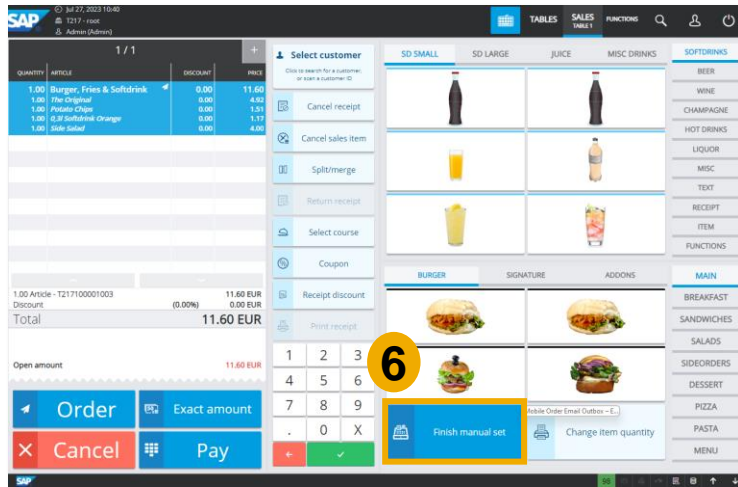
### Feature

- In the **Quick Selections** app, there is a new function button available: **Convert to manual set** (1)
- This function button enables you to convert a standard sales item or a sales set into a manual set
- It is useful, when you want to add one or more items into an existing sales set, e.g. when you add a salad into a Burger menu
- This function is only available for new orders which have not yet been ordered
- In the **SALES** screen, you can e.g. add an existing sales set to the order (2)
- Choose the function button “**Convert to manual set**” (3)
- The sales set is now in Edit mode (4), and you can add one or more items to the order
- Choose an item, and add it into the sales set, e.g. a side salad (5)



# SAP Customer Checkout Manager

## SALES – New Function Button Available Convert to Manual Set (2/2)



### Feature

- Please note, that the other items of the existing sales set (e.g. Big Burger, Classic Fries, 0,3l Cola) are not editable; you can only adjust the newly added sales item, e.g. the side salad
- Furthermore, the original price of the sales set is kept, and only the amount of the newly added item is added to the price
- Once you have finished, you can choose **“Finish manual set”** (6)
- In case you want to adjust the sales set again, you can choose **“Edit manual set”** (7)
- You can also use standard sales items, e.g. a wine. and convert them to manual set while adding a new item (8) (9) (10) (11)

### Benefits

- Flexibility to adjust existing sales sets
- Improved usability when adding new items into existing sales sets

# SAP Customer Checkout

## SALES – Editing Manual Sets (1/2)

The screenshots illustrate the process of editing a manual set in the SAP Customer Checkout interface:

- Step 1:** The user selects a manual set item (e.g., "Manual set") from the sales list.
- Step 2:** The user clicks the "Edit manual set" button in the bottom menu.
- Step 3:** The user enters the item description in the "ENTER ITEM DESCRIPTION" dialog.
- Step 4:** The user confirms the changes by clicking the "Done" button.

### Feature

- With version 2.0 Feature Pack 17, the behavior of selling manual sets in SAP Customer Checkout has been improved
- In previous versions, you had to choose the function button "Edit manual set" to be able to edit the manual set; once you were ready, you had to choose "Finish set" again
- This behavior has now changed
- With version 2.0 FP17, you can now directly click the sub-item of the manual set (1) (2), and adjust the data, e.g. you can edit the item description (3)
- Choose **"Done"** to confirm, and save your changes (4)

# SAP Customer Checkout

## SALES – Editing Manual Sets (2/2)

The screenshots illustrate the process of editing a manual set in the SAP Customer Checkout system. The interface includes a table of items, a customer selection area, and a receipt summary at the bottom.

#	ARTICLE ID	ARTICLE	QUANTITY	UNIT	UNIT PRICE	DISCOUNT	PRICE
1	000007	Manual set	1.00	EA	140.00	0.00	140.00
1.1	000001	FC Jupiter Presentation jacket blue-white	1.00	EA	40.00		40.00
1.2	000001	FC Jupiter Home kit	1.00	EA	70.00		70.00
1.3	000009	FC Jupiter Backpack	1.00	EA	30.00		30.00

Receipt ID: TE17100001361  
Price list: Food&Beverage Standard

Discount: 0.00 EUR  
Loyalty points: 0.00  
Tax: 22.36 EUR  
Total: 1 items  
140.00 EUR  
Open amount: 140.00 EUR

Buttons: Print receipt, Receipt discount, Park receipt, Resume receipt, Create manual set, Change pricelist, Special sales item, Cancel receipt, Cancel item, Return receipt, Reverse receipt, Split items, Item discount, Exact amount, Quick selection.

## Feature

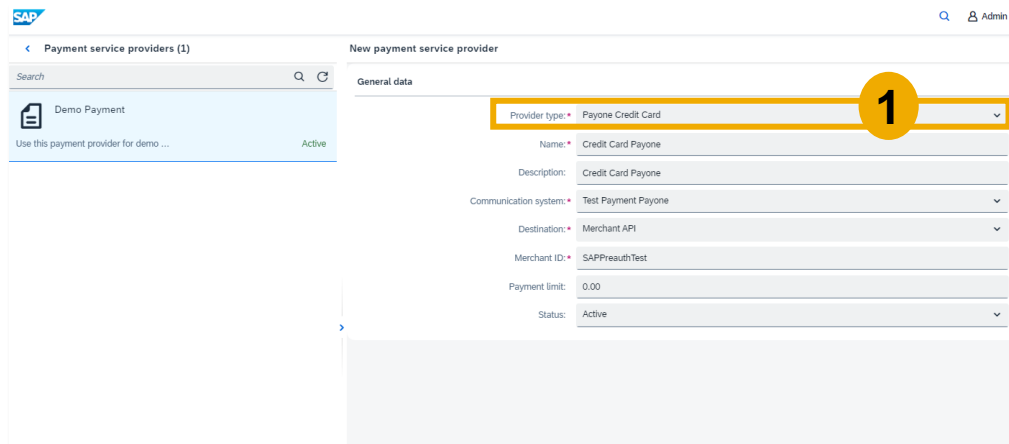
- The sub-item description is applied and shown in the receipt; the manual set is edited, and you do not have to select further function buttons to finish the set
- If needed, you can further change the quantity, the unit price, and the price
- In case you want to add further items to this manual set, you can choose one of the sub-items, and select **“Edit manual set”** (6) (7)
- The manual set is in editing mode again (8), and you can add more items (9)
- Choose **“Finish manual set”** to finish editing the manual set (10)

## Benefits

- Improved usability when editing manual sets in the POS system
- Save time while having less clicks for editing the sets

# SAP Customer Checkout Manager

## Payment Service Providers – New Provider Type for Payone (1/2)



Payment service providers (1)

Search

Demo Payment

Use this payment provider for demo ... Active

New payment service provider

General data

Provider type: Payone Credit Card 1

Name: Credit Card Payone

Description: Credit Card Payone

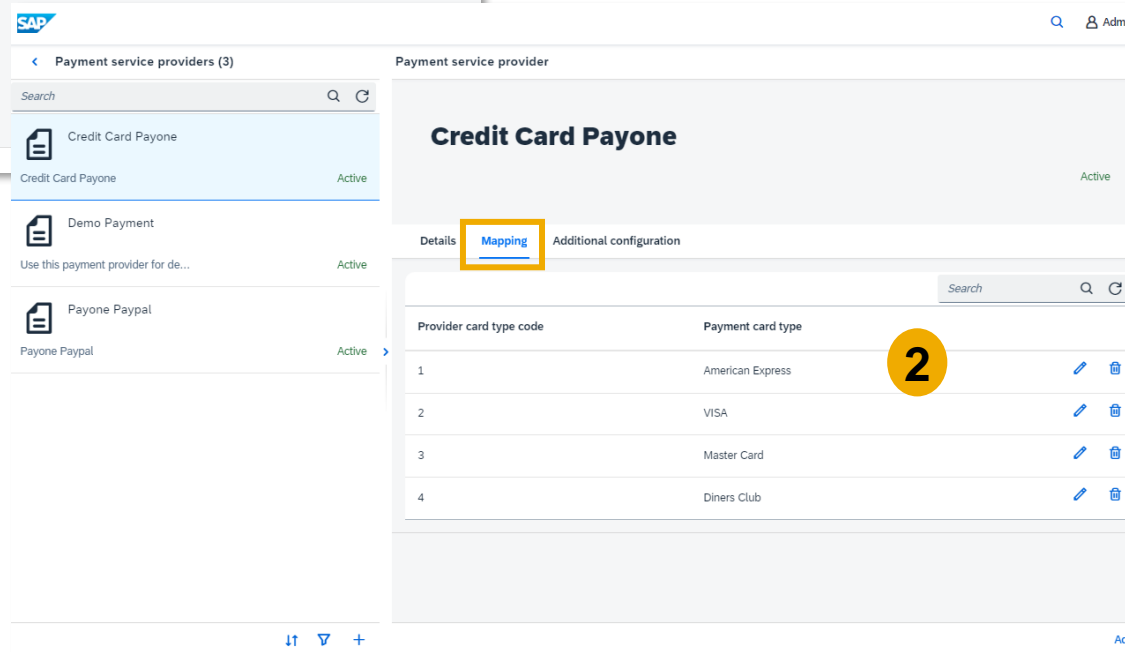
Communication system: Test Payment Payone

Destination: Merchant API

Merchant ID: SAPPreauthTest

Payment limit: 0.00

Status: Active



Payment service providers (3)

Search

Credit Card Payone

Credit Card Payone Active

Demo Payment

Use this payment provider for de... Active

Payone Paypal

Payone Paypal Active

Payment service provider

Credit Card Payone Active

Details Mapping Additional configuration

Search

Provider card type code	Payment card type
1	American Express 2
2	VISA
3	Master Card
4	Diners Club

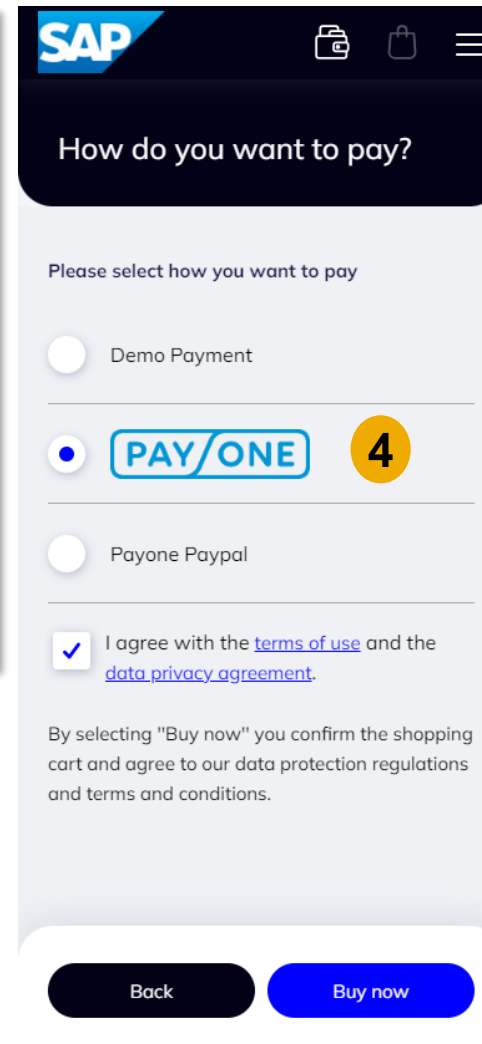
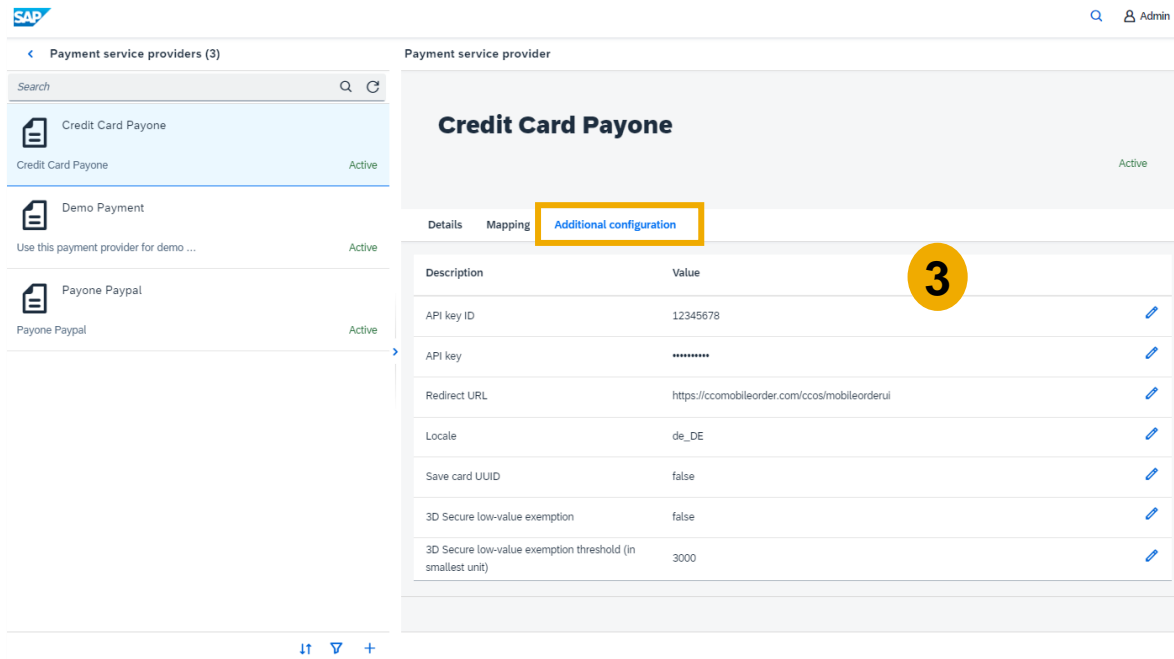
Add

### Feature

- In the **Payment service providers** app, there is a new provider type available:
  - **Payone Credit Card** (1)
- Add the new provider type, and enter all relevant data for the integration
- This new provider type lets you enable payments in Mobile Order with Payone credit card
- Navigate to the **Mapping** tab, and make sure to assign the provider card type codes to the according payment card types (2)

# SAP Customer Checkout Manager

## Payment Service Providers – New Provider Type for Payone (2/2)



### Feature

- After this, you can navigate to the **Additional configuration** tab, and maintain all the configuration settings (3)
- Once you have maintained all the relevant settings, you can proceed with Payone payments
- In the Mobile Order UI, end-customers can see now the payment method with Payone (4)

### Benefits

- Offer Payone as payment type for customers to pay in Mobile Order
- Easy integration of Payone as payment service provider



# SAP Customer Checkout Manager

## Payment Service Providers – New Provider Type for Payone Paypal (1/2)

The image displays two screenshots of the SAP Customer Checkout Manager interface, illustrating the steps to configure a new payment service provider.

**Screenshot 1 (Top):** Shows the 'Payment service providers (3)' list on the left. The 'Payone Paypal' provider is selected. The 'Details' tab is active, showing the 'General data' section. A yellow box highlights the 'Provider type' dropdown menu, which is set to 'Payone Paypal'. A yellow circle with the number '1' is placed over this dropdown.

**Screenshot 2 (Bottom):** Shows the 'Mapping' tab for the 'Payone Paypal' provider. A yellow box highlights the 'Mapping' tab. A table lists the provider card type codes and their corresponding payment card types. A yellow circle with the number '2' is placed over the 'Payment card type' column.

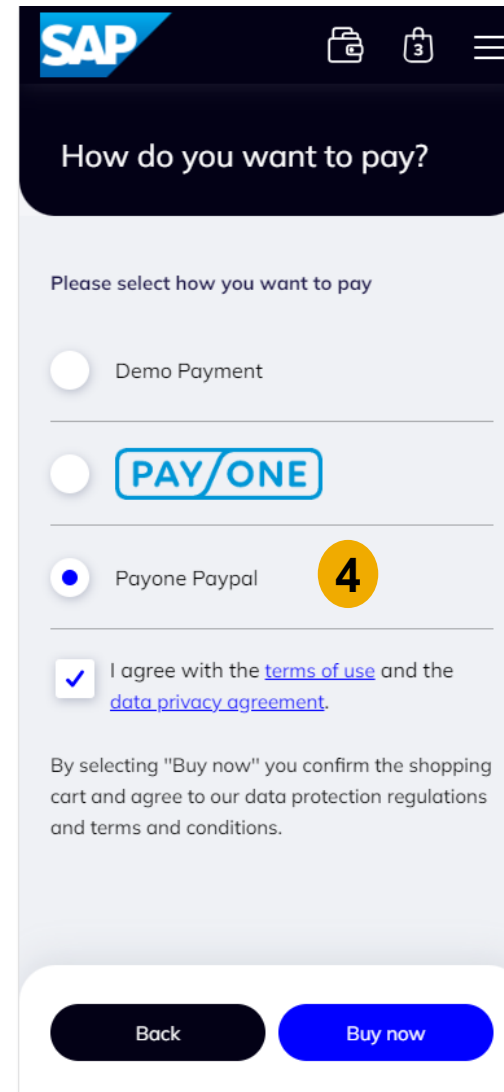
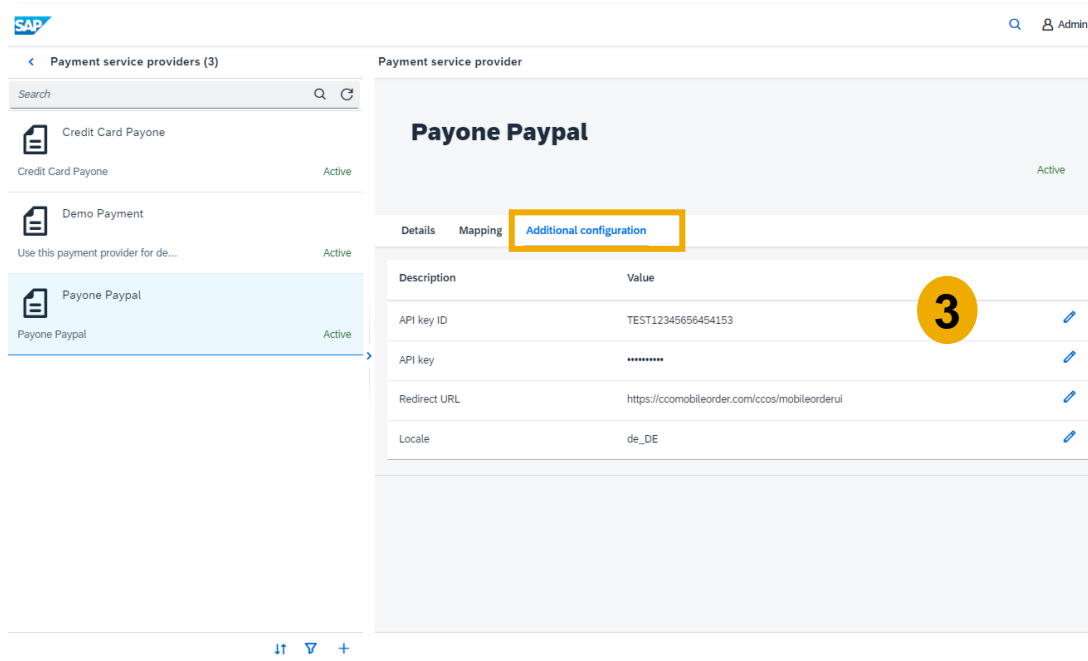
Provider card type code	Payment card type
Default	Paypal

### Feature

- In the **Payment service providers** app, there is another new provider type available:
  - **Payone Paypal (1)**
- Add the new provider type, and enter all relevant data for the integration
- This new provider type enables end-customers to pay in Mobile Order with their Paypal account
- Navigate to the **Mapping** tab, and make sure to assign the provider card type code to the according payment card type for Paypal (2)

# SAP Customer Checkout Manager

## Payment Service Providers – New Provider Type for Payone Paypal (2/2)



### Feature

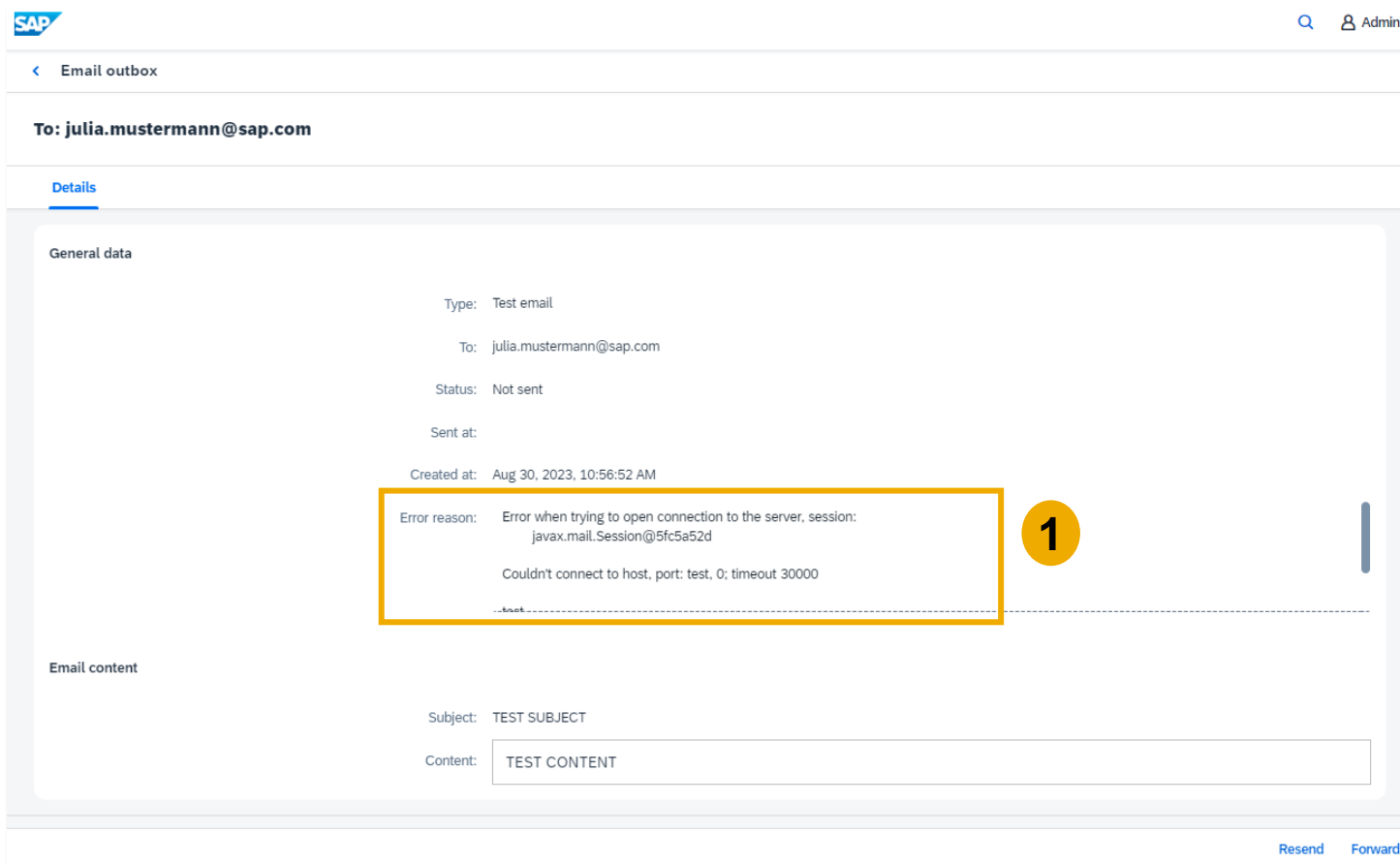
- After this, you can navigate to the **Additional configuration** tab, and maintain all the configuration settings (3)
- Once you have maintained all the relevant settings, you can proceed with payments with your Paypal account
- In the Mobile Order UI, end-customers can see now the payment method with Paypal (4)

### Benefits

- Offer end-customers the possibility to pay in Mobile Order with their Paypal account
- Easy integration of Payone Paypal as payment method

# SAP Customer Checkout Manager

## Email Outbox – New Error Reason Field Shown When Email Not Sent



### Feature

- In SAP Customer Checkout manager within the **Email outbox** app, there is a new field available to show the error reason, e.g. when an email could not be sent to the user: **Error reason** (1)
- In previous versions, you had to check the log information in case an email could not be sent to the end-user
- With version 2.0 FP17, you can see the information in the UI directly and react

### Benefits

- More information and transparency shown to the user when email delivery for Mobile Order orders failed

# SAP Customer Checkout Manager

## Customers - Case Insensitive Search for Customers

The image shows two screenshots of the SAP Customer Checkout Manager interface. The left screenshot, labeled with a yellow circle '1', shows the 'Customers (203)' list. A search bar at the top left contains the text 'Search'. Below the search bar, a list of customers is displayed, including C001000 (Mathilda Michels), C001001 (Karl Park), C001002 (Christel Theis), C001003 (Jeremy Behrendt), C001004 (Lennox Snyder), C001005 (Stina Ehlers), and C001006. The right screenshot, labeled with a yellow circle '2', shows the 'Customer' details page for C001011 (Selina Schad). The 'Account' section is visible, showing fields for ID, Category, Title, Academic title, First name, Last name, Date of birth, Language, and Customer group. The search bar in the top left of this screenshot contains the text 'el', and a list of customers is displayed below it, including C001011 (Selina Schad), C001016 (Elisa Lewis), C001103 (Feliclas Doll), C001124 (Amelie Fuller), C001162 (Melina Neugebauer), and C001173 (Hartmut Seelig).

### Feature

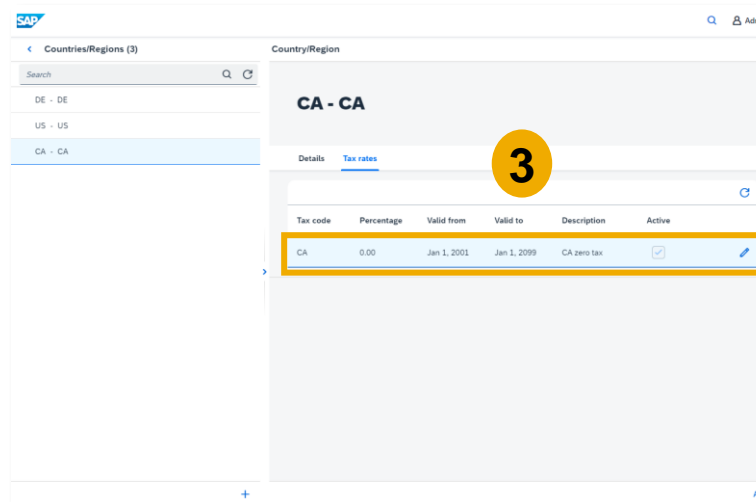
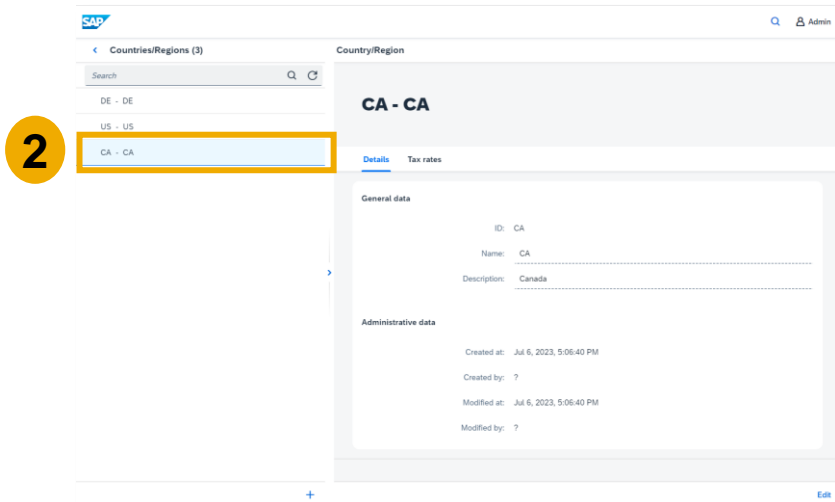
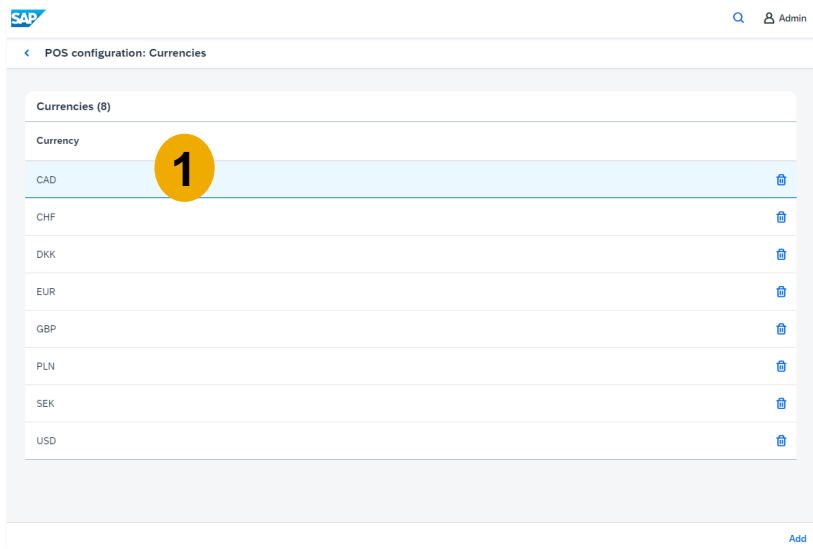
- In the **Customers** app of SAP Customer Checkout manager, you can now search case insensitive for customer names
- In previous versions, it was only possible to search case sensitive for customers
- Enter the first letter of the customer name in the search field, and the according customers are displayed (1) (2)

### Benefits

- Improved usability when searching for customers in SAP Customer Checkout manager

# SAP Customer Checkout Manager

## Currencies & Tax Rates – New Default Entries for Canada Available



### Feature

- With version 2.0 FP17, there is a new default currency available for Canada in the **Currencies** app: **CAD** (1)
- Furthermore, in the **Tax Rates** app, there is a default zero tax rate for Canada available: **CA** (2) (3)
- You can add further tax codes, if needed

### Benefits

- Improved usability with pre-delivered currency and tax rate for Canada available



# SAP Customer Checkout Manager

## Customers – New State Field Available for Canada as Country/Region

The screenshot displays the 'New customer' form in the SAP Customer Checkout Manager. The left sidebar lists several customers, with 'C001000 Mathilda Michels' selected. The main form contains the following fields:

- First name: \* Jessica
- Last name: \* Blake
- Date of birth: MMM d, y
- Language: EN - English
- Customer group:
- Tax Id:
- Price list ID:
- Discountable: ☐
- Payment terms:
- Status: 2 - Active
- Main address section:
  - Address ID:
  - Address name 2:
  - Address name 3:
  - Country/Region: CA - Canada
  - State: \* MB - Manitoba (highlighted with a yellow box and a red circle containing the number 1)
  - City:
  - Zip code:
  - Street:

### Feature

- In the **Customers** app, when you create a new customer, or select an existing customer, and you choose *Canada* as **country/region**, there is the **State** field displayed (1)
- Here you can choose the according state

### Benefits

- Improved usability to select Canadian state when creating or editing customer profiles

# SAP Customer Checkout

## CONFIGURATION – New Tax Rate and Currency for Canada Available

The top screenshot displays the SAP Customer Checkout configuration interface. The 'Accounting' tab is selected, and the 'TAX RATES' sub-tab is active. A table lists tax rates for various countries, with the 'CA' (Canada) entry highlighted by a yellow box and a red circle with the number '1'.

Country/Region	Tax code	Tax rate characteristic...	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"/>
Canada	CA	CA	0	Jan 1, 2001	Jan 1, 2099	CA zero tax	<input type="radio"/>
United States	US	US	0	Jan 1, 2001	Jan 1, 2099	US zero tax	<input type="radio"/>

The bottom screenshot displays the SAP Customer Checkout configuration interface. The 'Currency' tab is selected, and the 'CURRENCY' sub-tab is active. A table lists supported currencies, with the 'CAD' (Canadian Dollar) entry highlighted by a yellow box and a red circle with the number '2'.

Currency	Payment supported	Decimal places
EUR	<input type="radio"/>	2
CHF	<input type="radio"/>	2
GBP	<input type="radio"/>	2
PLN	<input type="radio"/>	2
SEK	<input type="radio"/>	2
DKK	<input type="radio"/>	2
USD	<input type="radio"/>	2
CAD	<input checked="" type="radio"/>	2

### Feature

- In the *Configuration* settings of SAP Customer Checkout, there are also enhancements available in order to configure the POS solution for Canada
- In the **Accounting** tab and the **Tax rates** sub-tab, there is a default zero tax rate, **CA**, available for Canada (1)
- In addition, in the **Currency** tab, there is also a new default currency, **CAD** (2), available with pre-configured coins and according image logos for the Canadian dollar

### Benefits

- Improved usability with pre-delivered tax rate and currency for Canada available

# SAP Customer Checkout

## CONFIGURATION – Basic Configuration Settings Applied for Canada (1/2)

The screenshots illustrate the configuration steps for SAP Customer Checkout for Canada:

- Step 1:** In the **POS system** tab, the **Info** sub-tab is selected. The **Country/Region** dropdown is set to **CA - Canada**.
- Step 2:** A warning dialog box appears, stating: "You are about to switch the POS country/region to Canada. This will change tax settings in the application to comply with local tax regulations. Do you want to continue?"
- Step 3:** In the **General** sub-tab, the **Currency** dropdown is set to **CAD**.

### Feature

- Another enhancement is available within the **POS system** tab in the **Info** sub-tab
- Here you can choose *Canada* as **country/region**, and further select the **State** (1)
- Once you select *Canada* as **country/region**, there are some basic configuration settings applied (2):
- In the **General** sub-tab, **CAD** is set as default currency (3)

# SAP Customer Checkout

## CONFIGURATION – Basic Configuration Settings Applied for Canada (2/2)

The top screenshot shows the SAP Customer Checkout configuration interface. The 'POS system' tab is selected, and the 'TAX' sub-tab is active. The 'Default tax rate' is set to 'CA' and the 'Taxation' is set to 'Tax jurisdiction based (e.g. North America)'. A yellow circle with the number '4' is next to the 'Taxation' field.

The bottom screenshot shows the SAP Customer Checkout configuration interface. The 'Accounting' tab is selected, and the 'PETTY CASH' sub-tab is active. The table shows the following data:

Currency	Petty cash ID	Master petty cash ID	Description
CAD	CASHDESK	CASHDESKMASTER	

A yellow circle with the number '5' is next to the table.

### Feature

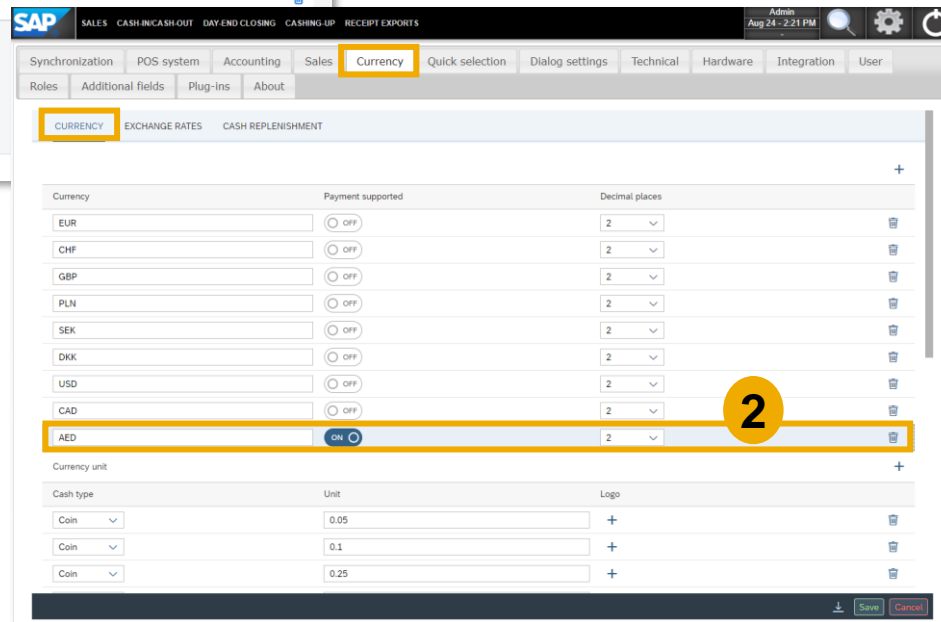
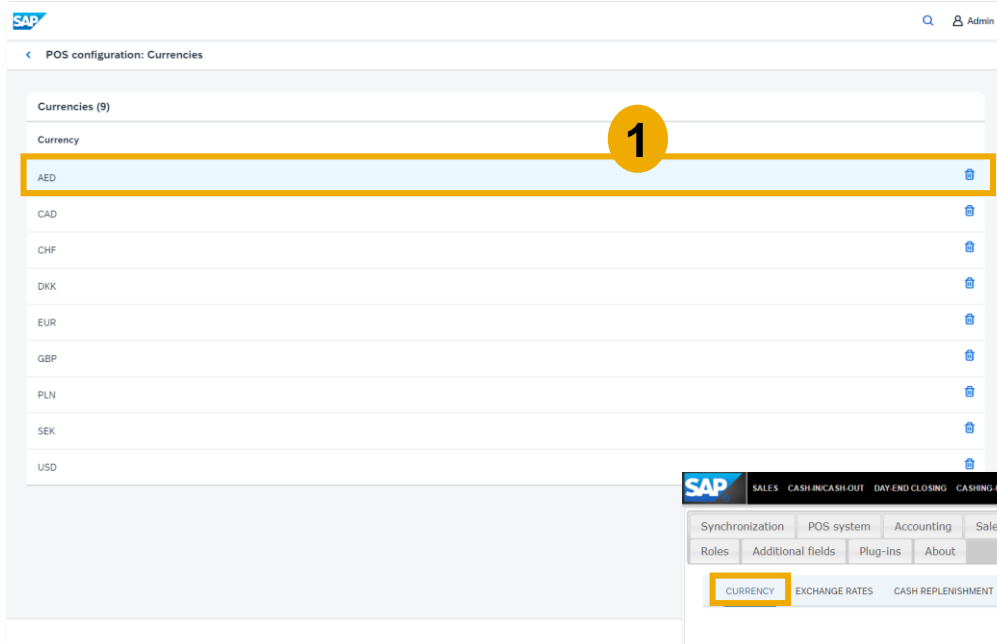
- Furthermore, in the **Tax** sub-tab, the default tax rate is set to **CA**, and the Taxation mode is set to **Tax jurisdiction based (e.g. North America)** (4)
- The **Petty cash** within the **Accounting** tab is also set to **CAD** (5)

### Benefits

- Improved usability while automatically apply basic configuration settings to the POS system

# SAP Customer Checkout Manager and SAP Customer Checkout

## New AED Default Currency Available



### Feature

- When installing SAP Customer Checkout manager and SAP Customer Checkout, there is a new default currency available: **AED**
- In the **Currencies** app of SAP Customer Checkout manager, there is a new entry **AED** available (1)
- In the *Configuration* settings of the POS system, there is in the **Currency** sub-tab, also a new entry for **AED** available (2)

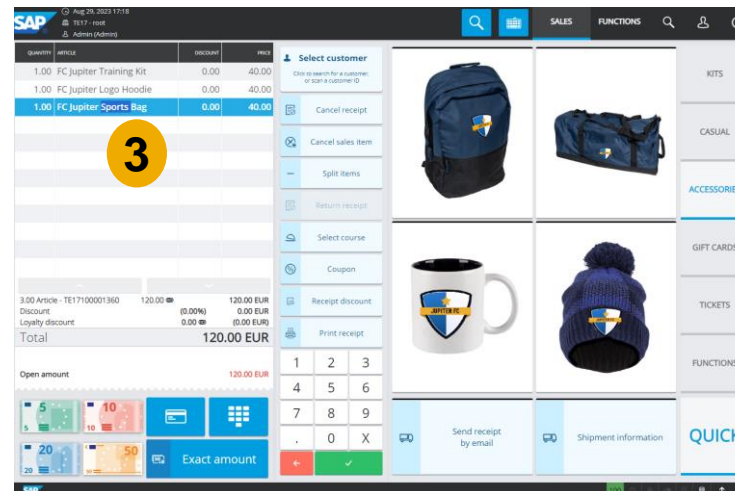
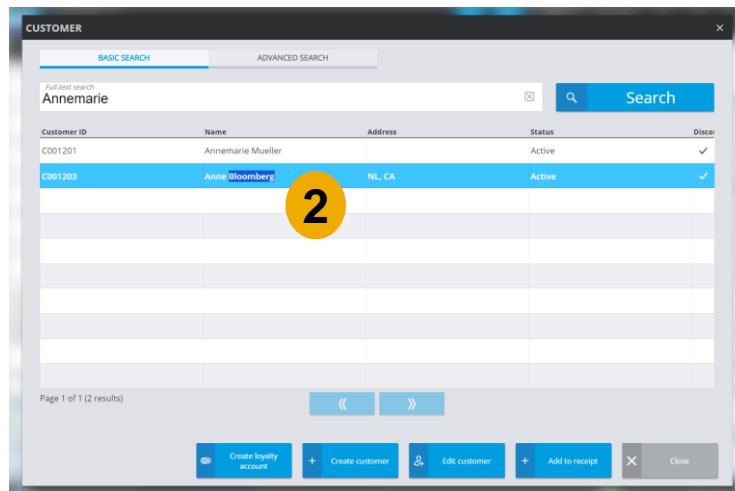
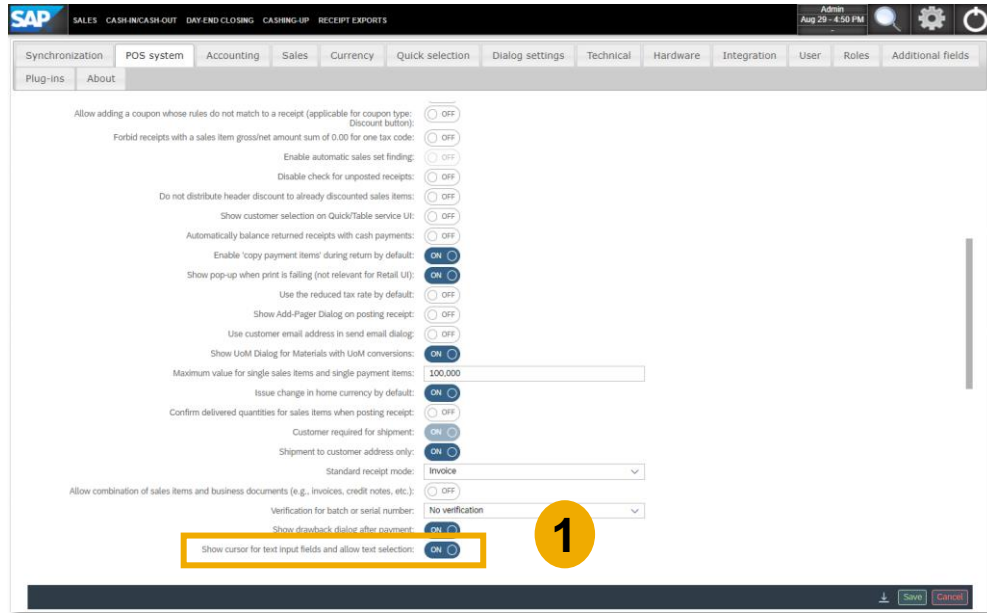
### Benefits

- Improved usability with pre-delivered AED currency available



# SAP Customer Checkout

## CONFIGURATION – New Flag Available to Show Cursor and Enable Search



### Feature

- In the *Configuration* settings of SAP Customer Checkout, there is a new setting available in the **POS system** tab within the **Sales screen** sub-tab: **Show cursor for text input fields and allow text selection** (1)
- This flag controls the behavior in the text entry fields and the text selection in the UI in SAP Customer Checkout
- When you enable this flag, you can select texts and numbers in the UI of SAP Customer Checkout (2) (3)
- You can select the text which can be copied
- Furthermore, you can also change the position of the cursor by clicking the mouse and choosing the arrow keys

### Benefits

- Possibility to select and copy text in the UI

# SAP Customer Checkout

## Adaption of the A4 Print Template

### 2.0 FP17

**SAP** Hello and Welcome to our Shop!

**Receipt**

SAP SE · Dietmar-Hopp-Allee 16 · 69190 Walldorf · Germany

**Mathilda Michels**  
Limmstrasse 29  
26493 Singen  
Germany

ID: TE17100001366  
Tax number: - / -  
Customer ID: C001000  
Date: Sep 1, 2023 5:02:51 PM

Product ID	Description	Quantity	Unit price EUR	Sum EUR	Tax - code
J000007	FC Jupiter Presentation Jacket	1.00 EA	40.00	40.00	A2
J000002	FC Jupiter Keeper Kit	1.00 EA	70.00	70.00	A2
J000008	FC Jupiter Stadium Jacket	1.00 EA	80.00	80.00	A2
J000005	FC Jupiter Hoodie	1.00 EA	40.00	40.00	A2
75	Pulled Pork Bites	1.00 EA	5.50	5.50	A2
69	Soup of the week	1.00 EA	10.00	10.00	A2
7	Cider	1.00 EA	3.40	3.40	A2
20	0,3l Homemade Lemonade	1.00 EA	3.20	3.20	A2
106	Pasta & Softdrink	1.00	7.60	7.60	A2
94	Spaghetti Caesar	1.00 EA	5.48	5.48	A2
27	0,3l Cola	1.00 EA	2.12	2.12	A2
82	Super Bowl Burger	1.00 EA	13.00	13.00	A2
101	Burger, Fries & Softdrink	1.00	7.60	7.60	A2
58	The Original	1.00 EA	4.92	4.92	A2
72	Potato Chips	1.00 EA	1.51	1.51	A2
29	0,3l Softdrink Orange	1.00 EA	1.17	1.17	A2
<b>Subtotal</b>				<b>280.30 EUR</b>	
<b>Tip</b>				<b>0.00 EUR</b>	
<b>Total</b>				<b>280.30 EUR</b>	
Net amount				235.53 EUR	
Tax amounts				44.77 EUR	
<b>Payment</b>					
Means of payment		Amount			
Cash				280.30 EUR	
<b>Tax details</b>					
ID	Tax rate	Net EUR	Tax EUR	Gross EUR	
A2	19.00%	235.53	44.77	280.30	

### Previous version

**SAP** Hello

SAP SE  
Dietmar-Hopp-Allee 16  
69190 Walldorf  
Germany

**Leo Eckardt**  
Mannheimerstr. 20  
68254 Heidelberg  
Germany

**Receipt**  
Test mode  
No valid tax document

ID: T216100001004  
Tax number: - / -  
Customer ID: C001079  
Date: Sep 1, 2023 4:55:47 PM

Product ID	Description	Quantity	Unit price EUR	Sum EUR	Tax - code
J000002	FC Jupiter Keeper Kit	2.00 EA	70.00	140.00	A2
J000004	FC Jupiter Training Kit	2.00 EA	40.00	80.00	A2
J000003	FC Jupiter Kit Shorts	2.00 EA	30.00	60.00	A2
J000006	FC Jupiter Logo Hoodie	1.00 EA	40.00	40.00	A2
J000005	FC Jupiter Hoodie	1.00 EA	40.00	40.00	A2
J000007	FC Jupiter Presentation Jacket	1.00 EA	40.00	40.00	A2
J000012	FC Jupiter Beanie	1.00 EA	15.00	15.00	A2
J000011	FC Jupiter Cap	1.00 EA	10.00	10.00	A2
J000009	FC Jupiter Backpack	1.00 EA	30.00	30.00	A2
61	Sweet of the Week	1.00 EA	5.50	5.50	A2
62	Fingerfood & Softdrink	1.00	7.60	7.60	A2
27	0,3l Cola	1.00 EA	2.12	2.12	A2
<b>Subtotal</b>				<b>468.10 EUR</b>	
<b>Total</b>				<b>468.10 EUR</b>	
Net amount				393.35 EUR	
Tax amounts				74.75 EUR	
<b>Payment</b>					
Cash				468.10 EUR	
ID	Tax rate	Net EUR	Tax EUR	Gross EUR	
A2	19.00%	393.35	74.75	468.10	

### Feature

- With version 2.0 Feature Pack 17, the A4 sales receipt print template was adapted
- The new A4 print template has several adjustments, e.g.
  - Company address is displayed in one line
  - No borders in table showing the items
  - Improved total price to pay
- Furthermore, there is a new file provided in the print templates of your SAP Customer Checkout installation folder: **PrintAttributesA4\_v2** (2)

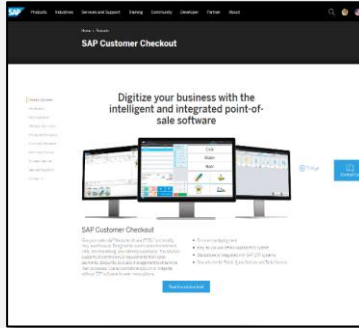
### Benefits

- Improved A4 print template
- Enhanced view of showing the sub-items of receipt, total receipt price, payment, and tax details

# Learn More

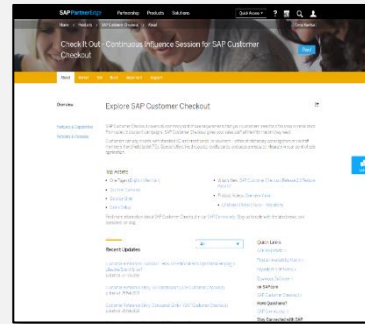
## [sap.com](https://www.sap.com)

Find solution briefs, customer references, and many more



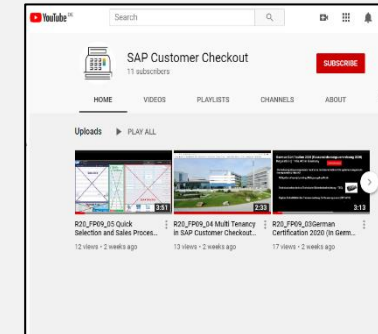
## [PartnerEdge](#)

Find enablement and how-to-guides for partners.



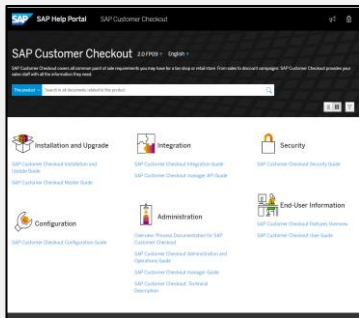
## [YouTube](#)

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



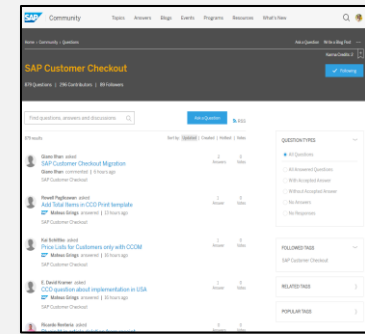
## [SAP Help](#)

Official Product Documentation of SAP Customer Checkout



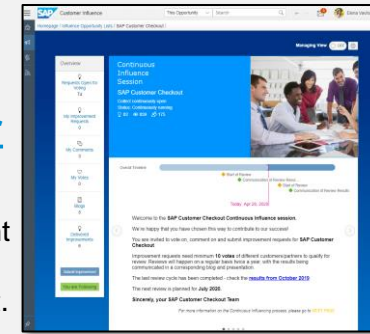
## [SAP Community](#)

Ask questions, interact with others, and find blogs.



## [SAP Customer Influence](#)

Submit improvement ideas for SAP Customer Checkout.



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

# Thank you.

