



SAP Customer Checkout 2.0 Feature Pack 05

Solution Overview

SAP Sports and Entertainment, SAP
April, 2018

EXTERNAL

Legal Disclaimer

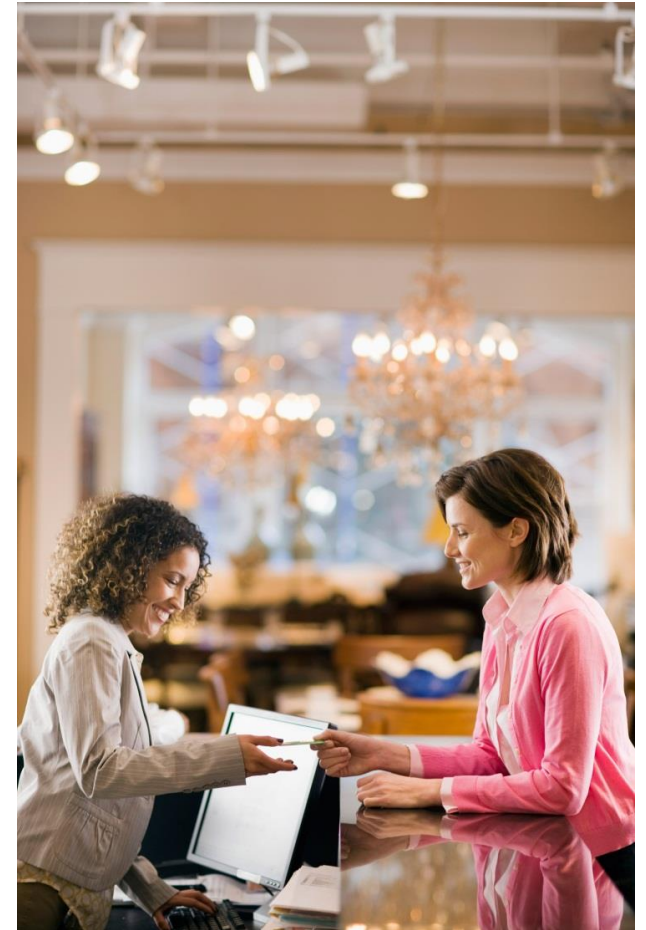
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Customer Checkout Training: Solution Overview

The following session is designed to show you an overview about SAP Customer Checkout 2.0 Feature Pack 05. When you end this training you should know:

- What is SAP Customer Checkout
- How to position SAP Customer Checkout
- What are the key benefits of SAP Customer Checkout and a high level functional overview
- What are the technical components and system requirements
- What countries and languages does SAP Customer Checkout support
- Where to find further information about SAP Customer Checkout



The Challenges in Retail Business

Reliability

→ Software has to handle adverse conditions (network,...)

Usability

→ Non professional users have to be trained in minutes

Sales process

→ Fluent sales process at POS, optimize waiting time

Transparency

→ Prevent fraud, real-time reporting, monitoring

Big Data

→ Handle huge amount of data

Customer Focus

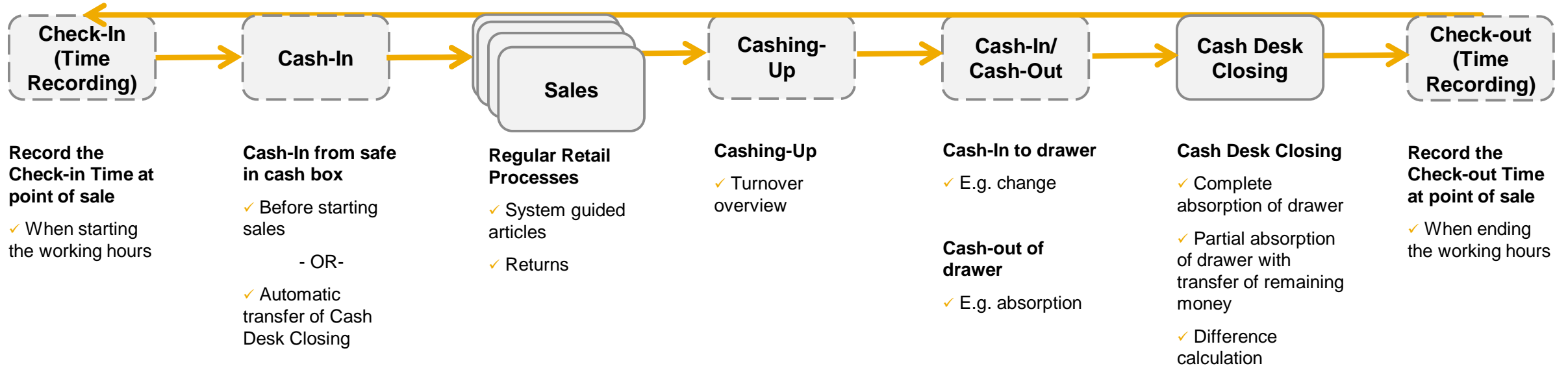
→ No customer data, buying behaviour

SAP Customer Checkout

Everything you need to sell in your retail or merchandise shop, kiosk, and restaurant



Process Overview in Retail



What is SAP Customer Checkout



SAP Customer Checkout

Manage your Retail and Merchandise Shop with the intelligent POS system

Give your sales staff the point-of-sale (POS) functionality they need to excel. Designed for businesses in retail, merchandise, kiosk, fast food chains, and restaurants with up to 500 terminals, SAP Customer Checkout supports all common POS requirements – payments, loyalty management, sales analytics, and more. Use as a standalone solution or integrate with our any SAP ERP backend system for even more options.



Point of Sale

Checkout process in the retail/ merchandise shop, kiosk, and restaurant



Central Monitoring

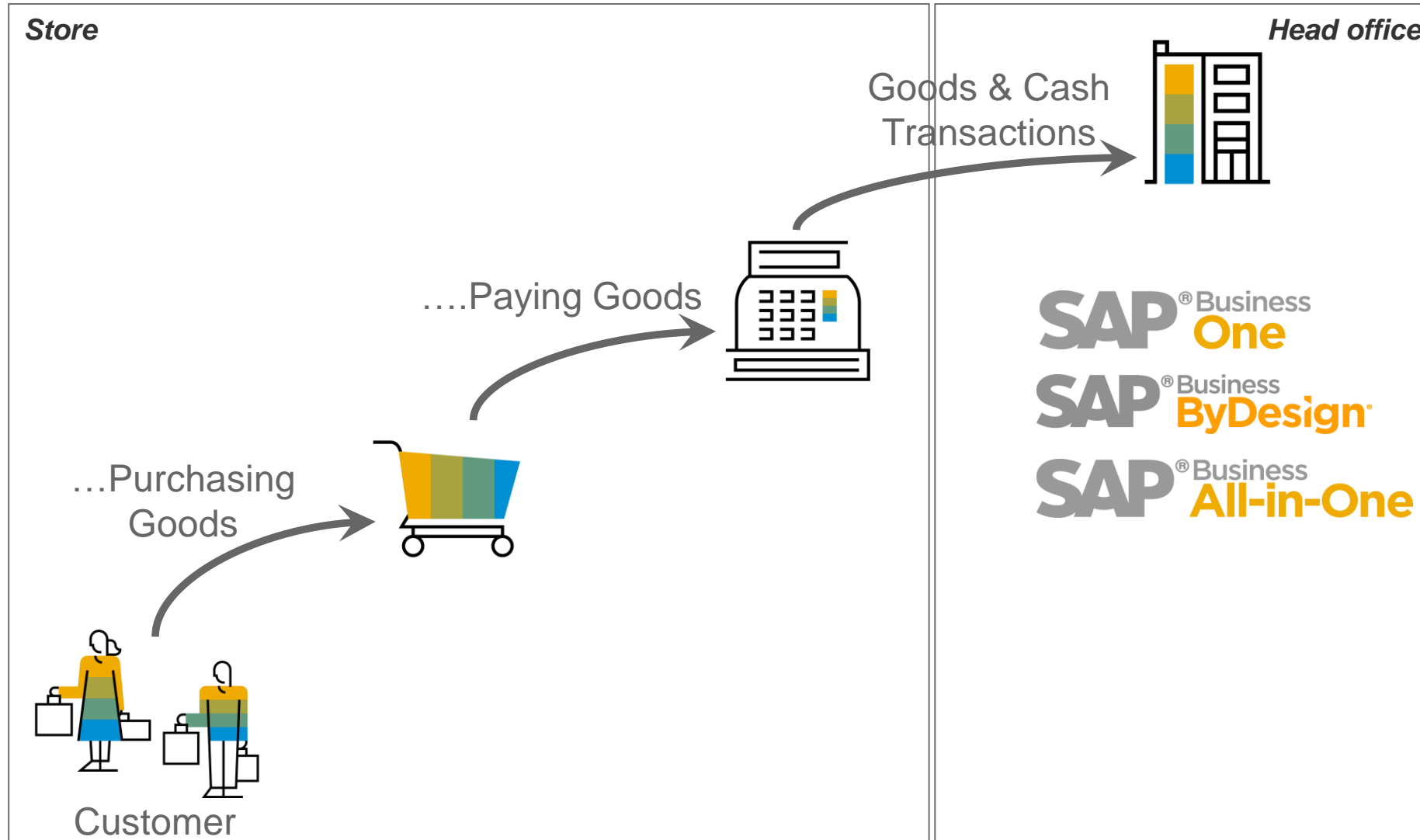
Real-time Monitoring, Central Management of POS systems in back office



Mobile Loyalty

Customer data, reward loyal customers

Store Solution



How to Position SAP Customer Checkout



Portfolio – Service Point and SAP Customer Checkout

LARGE	<p>SAP Business Suite</p>	<p>> 2.500 Employees > 100 PoS</p>	<p>Large Enterprise POS SAP POS, GK,...</p>
MIDSIZE	<p>SAP Business All-in-One</p>	<p>< 2.500 Employees 10 – 100 PoS</p>	<p>SAP Customer Checkout</p>
MIDSIZE	<p>SAP Business ByDesign</p>	<p>25-500 Employees 10 – 50 PoS</p>	<p>SAP Customer Checkout</p>
SMALL	<p>SAP Business One</p>	<p>< 500 Employees 1 – 50 PoS</p>	<p>SAP Customer Checkout</p>

Sports and Entertainment

Key benefits and functional overview of SAP Customer Checkout



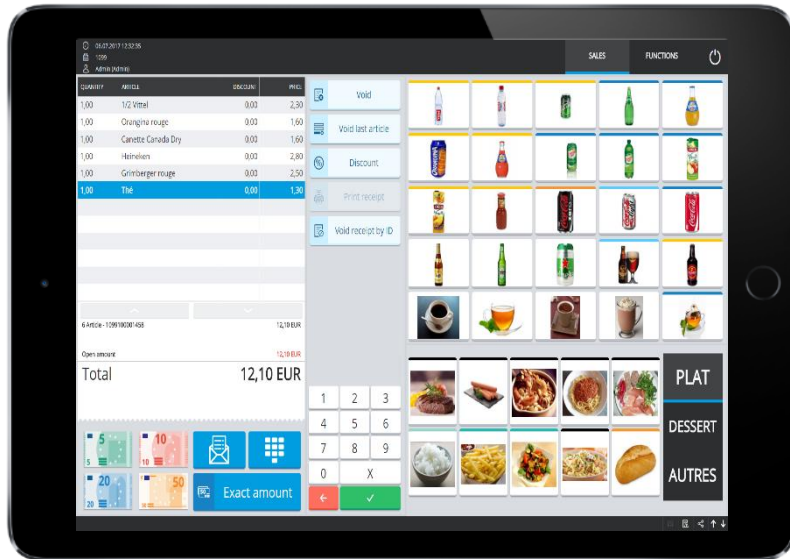
SAP Customer Checkout

Key Benefits

- Simple usage
- Web-based interface
- Two SALES user interfaces
- Out of the box integration with SAP ERP systems
- Largely independent of specific industries and hardware
- Offline capability
- Simple installation
- Powerful JAVA PoS solution
- Preconfigured
- Device integration
- Supplementary plug-ins for special requirements
- Analyze point of sale data in real time
- Generation of up-to-minute reports at the push of a button
- Automatic maintenance and updates



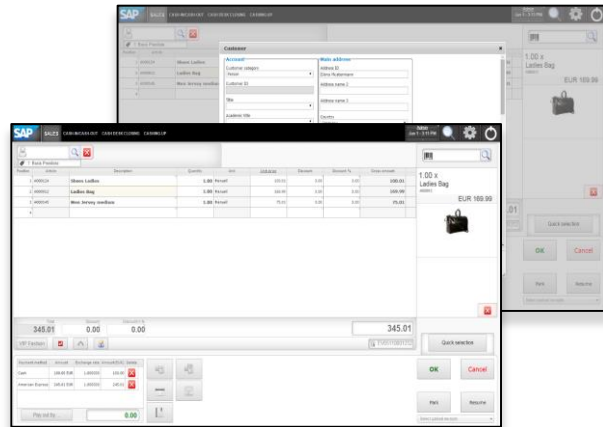
SAP Customer Checkout Components



- SAP Customer Checkout includes two software components
 - **SAP Customer Checkout** – POS system that is locally installed and run in the shop. Three different UI mode (Retail, Kiosk, Hospitality)
 - **SAP Customer Checkout manager** – Central software component which is running in the back office and manages several POS systems. Central management of vouchers, users and roles, software, receipts, etc.

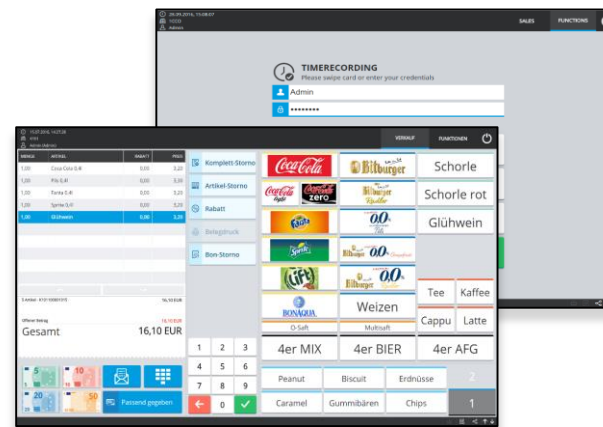
Point-of-sale software tailored to your needs

Retail Mode



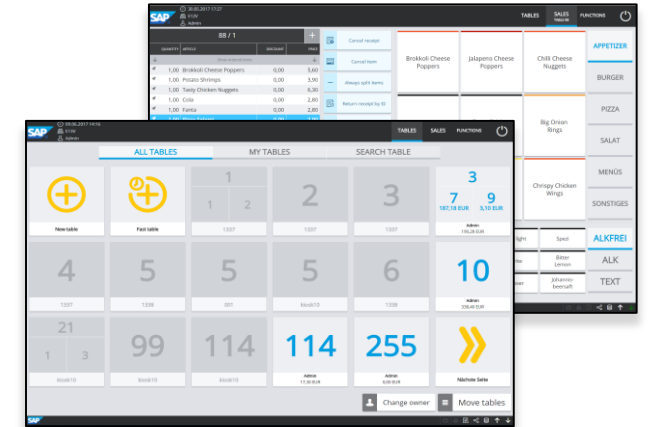
- Merchandising
- Retail

Kiosk Mode



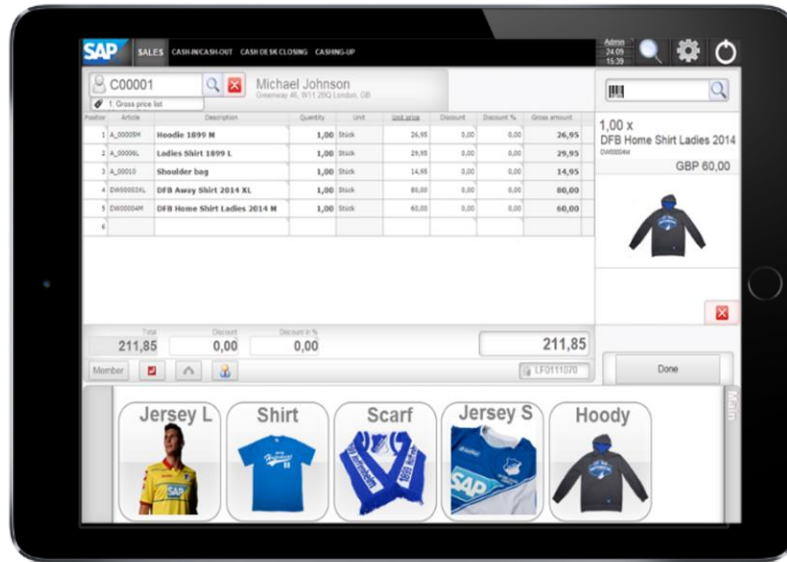
- Fast food chains
- Kiosks
- Takeaway

Hospitality Mode

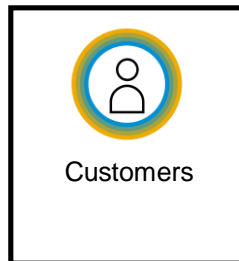


- Restaurants
- Bars
- Cafés
- Bistros
- Food trucks

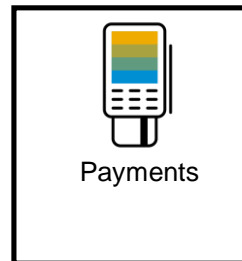
SAP Customer Checkout for Retail and Merchandising



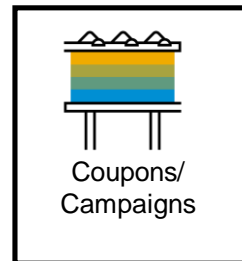
SAP Customer Checkout helps you with:



Customers



Payments



Coupons/
Campaigns



Day-end closing

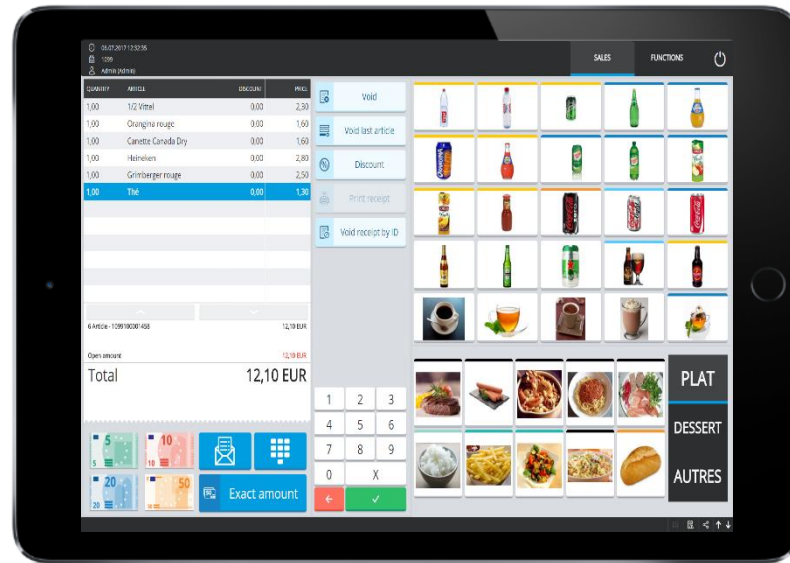


Reporting

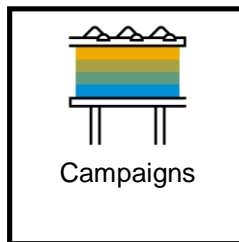
Overview

- Integration to all SAP ERP systems
- Article selection (Barcode, Quick Selections)
- Discounts
- Returns
- Taxes
- Mobility
- Offline capability
- Device integration
- Permission concept
- Time recording

SAP Customer Checkout for Hospitality – Kiosk/ Fast Food



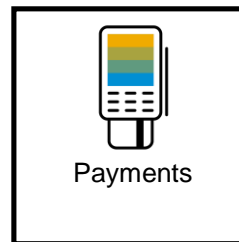
SAP Customer Checkout helps you with:



Campaigns



Customers



Payments



Day-end closing

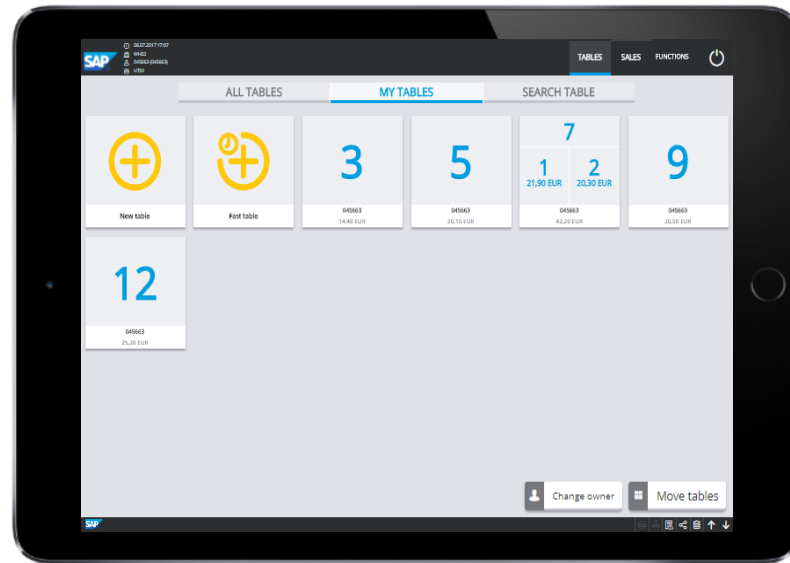


Reporting

Overview

- Optimized user interface
- Improved speed of service
- Supports all common requirements for fast food chains
- Enhanced quick selections area
- Possibility to use SAP Customer Checkout as standalone solution
- Integration to SAP ERP systems
- Time Recording
- Same technological basis as Retail/ Merchandising mode

SAP Customer Checkout for Hospitality – Restaurant



SAP Customer Checkout helps you with:

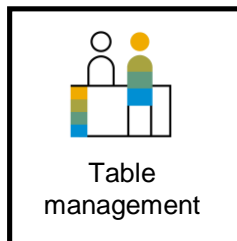
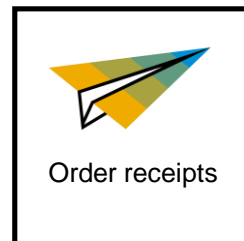
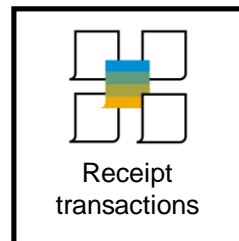


Table management



Order receipts



Receipt transactions



Day-end closing

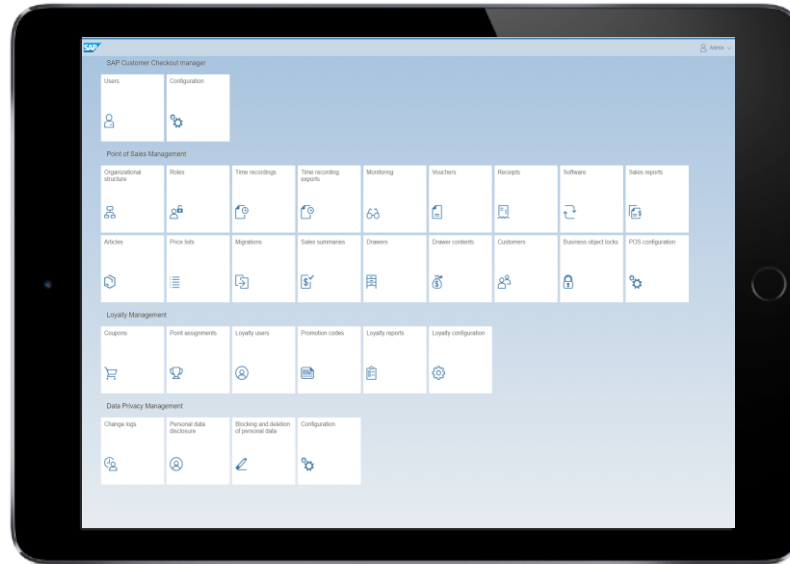


Reporting

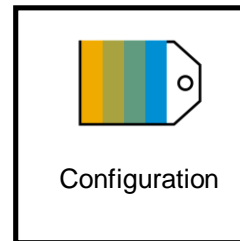
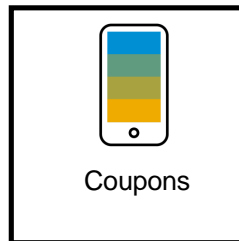
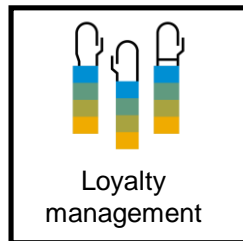
Overview

- Supports common requirements for restaurants
 - Table management
 - Combine and move tables
 - Transfer tables to other waiters
 - Split and combine bills
 - Tip Handling
- Tableside ordering
- Mobility
- Orders are sent to bar and kitchen
- Same technological basis as Retail/Merchandising mode

SAP Customer Checkout Manager



SAP Customer Checkout helps you with:



Overview

- Central management of local POS installations
- Management of organizational structure
- Central configuration
- Real-time monitoring
- Update Management
- Management of Master data
- Voucher Management
- Loyalty Management
- Central Time Recording
- Reporting

What are the technical components and system requirements



Technical Overview

The SAP Customer Checkout system landscape comprises the following components:

✓ SAP Customer Checkout application

The application you install on your cash desks. It provides views for sales transactions, for cash-in and cash-out, cash desk closings, and cashing up. Here you also find the configuration views for configuring the application.

✓ An ERP back-end system

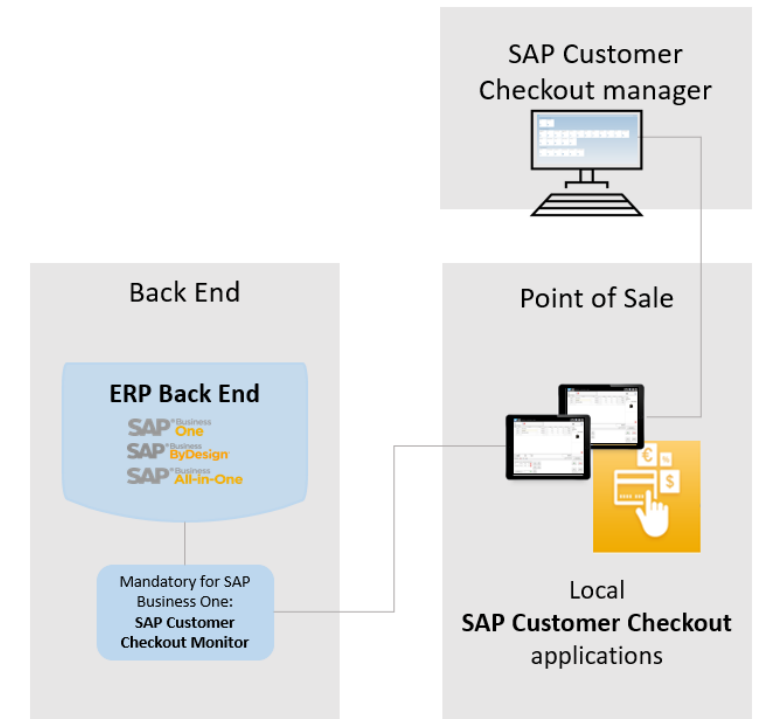
The backend which holds the master data, for example, articles and customer data, and which is used for accounting. You can integrate SAP Customer Checkout with an existing system of SAP ECC, SAP Business One, or SAP Business ByDesign.

✓ Optional: SAP Customer Checkout manager

The web application provides you with the central management of users, organizational units, roles, time recordings, monitoring, vouchers, receipts, software versions, sales reports, articles, price lists, point of sale configurations, app users, and coupons. When using SAP Customer Checkout standalone, the SAP Customer Checkout manager can be used as back end system.

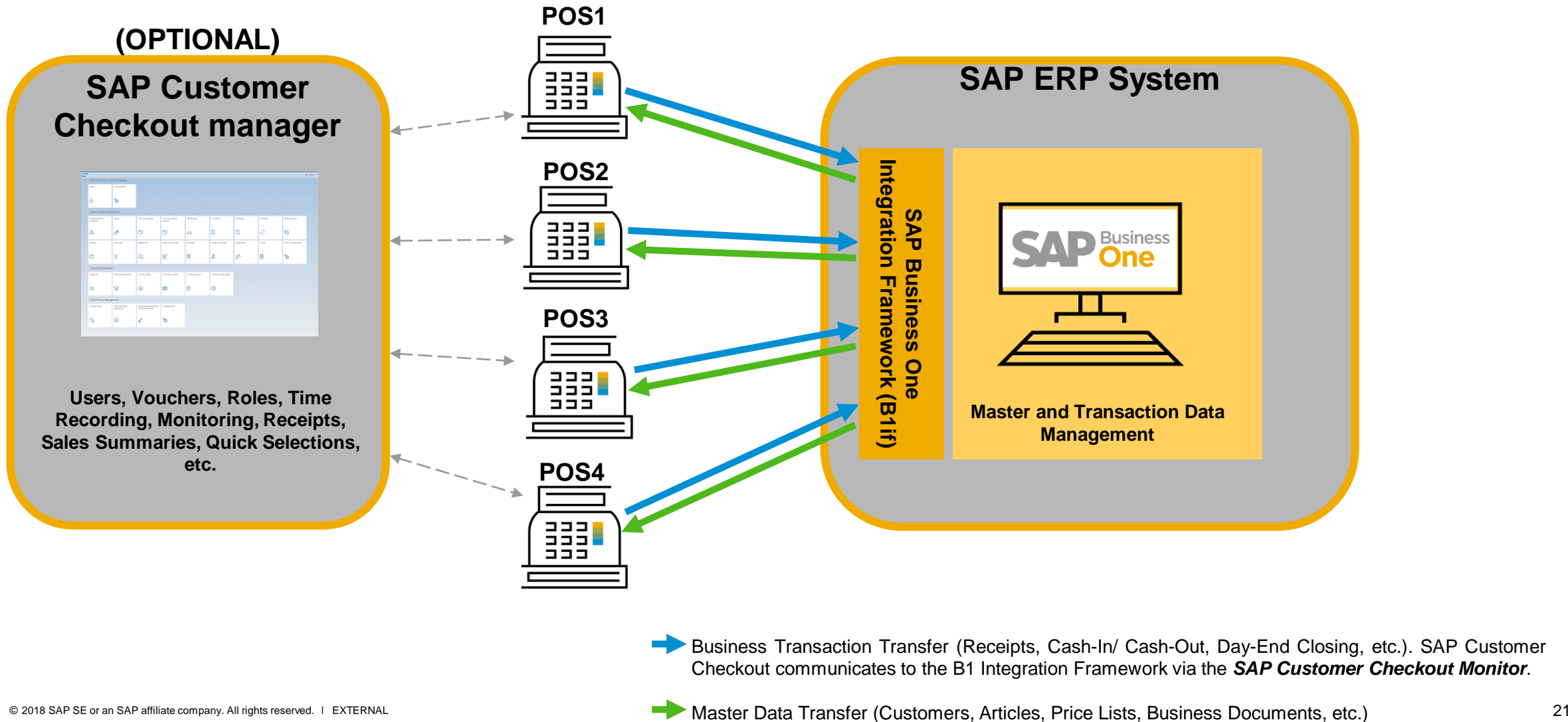
✓ Optional: SAP Customer Checkout Monitor (for SAP Business One only)

The monitor is tailored for use with SAP Business One. It uses the SAP Business One integration framework. Using the monitor, you can display and edit receipts, cash transactions, and invoice payments that SAP Customer Checkout applications have sent to SAP Business One. It also offers a drawer management, and the administration of users and roles.



SAP Customer Checkout System Landscape

Example: SAP Business One as Backend System



System Requirements



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



FURTHER DETAILS:

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



What countries and languages does SAP Customer Checkout support



Country and Language Versions

Current Country Versions

- ✓ Germany
- ✓ Switzerland
- ✓ Austria
- ✓ United Kingdom
- ✓ Ireland
- ✓ France

Additional Countries

- ✓ Non-localized versions can be used in additional countries
- ✓ As a partner or customer you are free to evaluate the software and buy, if it meets all functional and legal requirements of another country

Current Languages

- ✓ The UI is available in the following languages:
English, German, Dutch, French, Italian, Japanese, Polish, Portuguese (Brazil), Spanish, Danish, Swedish, Chinese, Arabic (limited support)*
- ✓ The product documentation is available in English and German.



25+

**Countries using
SAP Customer
Checkout**

* Limited support for Arabic language is provided for help and support purposes and might not meet 100% of the needs for an Arabic user. For receipt prints, we support dual language print. For the user interface, the labels are translated and displayed correctly, however, the user interface itself and orientation of the columns in the user interface are not right to left aligned.

Further Information about SAP Customer Checkout



Important Links

Partner Edge:

- Main information page for partners
- <https://partneredge.sap.com/en/products/scc/about.html>

Important notes:

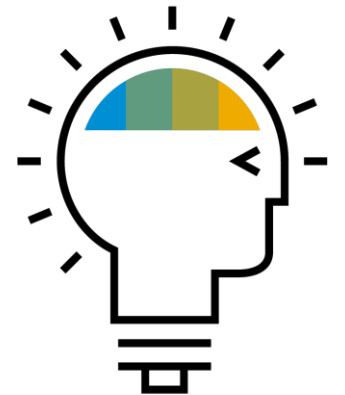
- FAQ's, Trouble Shooting -> SAP Note 2202185 <https://launchpad.support.sap.com/#/notes/2202185>
- B1if Scenarios SP03 / Rel. 2.0 -> SAP Note 2163033 <https://launchpad.support.sap.com/#/notes/2163033>
- SAP CCO 2.0 FP05 PL01 -> SAP Note 2614097 <https://launchpad.support.sap.com/#/notes/2614097>

Help pages:

- https://help.sap.com/viewer/p/SAP_CUSTOMER_CHECKOUT

SAP Community:

- <https://www.sap.com/community/tag.html?id=67838200100800006251>



A Proven Partner for Future Retail



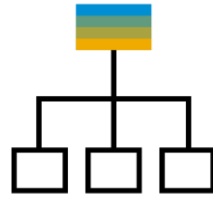
200+

CUSTOMERS



25+

COUNTRIES



3.000+

INSTALLATIONS



60

PARTNERS



80+

NEW CUSTOMERS IN 2017

Thank you.

Contact information:

Customer.checkout@sap.com

PartnerEdge:

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