

## SAP Customer Checkout What's New in Release 2.0 Feature Pack 09?

SAP for Sports and Entertainment, SAP March 2020

**EXTERNAL** 



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#### **SAP Customer Checkout: Agenda**

The following asset is designed to give you an overview of new features in SAP Customer Checkout 2.0 Feature Pack 09.

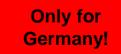
- 1. Highlights in SAP Customer Checkout 2.0 FP09?
  - German Certification 2020
  - SAP Event Ticketing Integration
  - Central Quick Selection Functions Extension Quick Service and Table Service
  - Quick Selection Management
  - Basic Stock Management
  - Multi Tenancy
  - Mobile Payment with Bluecode
  - Miscellaneous



## **German Certification 2020**



## German Certification 2020 (Kassensicherungsverordnung 2020) Regulation § 146a AO in Germany



In December 2019, a new regulation was introduced in Germany to protect against manipulation: § 146a AO

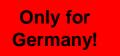
This regulation requires all companies that sell goods and services in Germany to have a <u>certified technical safety device on</u> <u>each electronic POS system from January 01, 2020.</u>

The following three components need to be considered within POS systems in regards to the regulation § 146a AO:

- Obligation of receipt printing (Belegausgabepflicht)
- Technical safety device (Technische Sicherheitseinrichtung TSE)
- Digitale Schnittstelle der Finanzverwaltung für Kassensysteme (DSFinV-K)



#### German Certification 2020 (Kassensicherungsverordnung 2020) Implementation in SAP Customer Checkout



With version **2.0 Feature Pack 09**, all components and requirements in regards to the German Certification 2020 have been covered in SAP Customer Checkout.

We support an integration of the technical safety device of **Diebold Nixdorf** in SAP Customer Checkout.

Please find our detailed **How-To-Guide** available on PartnerEdge: <a href="https://partneredge.sap.com/en/products/scc/about.html">https://partneredge.sap.com/en/products/scc/about.html</a>

Furthermore, we have a webinar available with more information:

https://sapvideoa35699dc5.hana.ondemand.com/?entry\_id=0\_n8cfifot



# **SAP Event Ticketing Integration**Concept

With version 2.0 Feature Pack 09, you can integrate SAP Customer Checkout with **SAP Event Ticketing** and sell tickets from SAP Customer Checkout in one common basket.

<u>SAP Event Ticketing</u> helps you to generate ticket sales for your events across all sales channels.



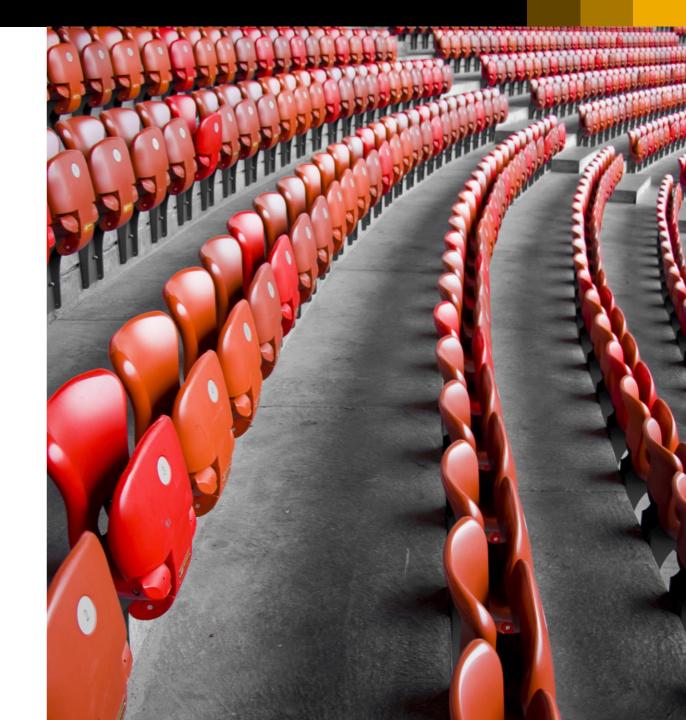
Add merchandise articles to receipt



Add tickets to receipt



One common receipt – one sales and payment transaction



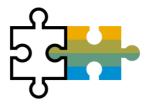
#### **Process**

There are different steps to do in SAP Customer Checkout manager, SAP Customer Checkout and in SAP Event Ticketing:





SAP Event Ticketing is already installed



2 Maintain integration and configuration settings in SAP Customer Checkout manager



3 Install SAP Event Ticketing local for printing tickets



Maintain configuration settings in SAP Customer Checkout



5 Sell tickets in SAP Customer Checkout

9

Pre-Requirement: SAP Event Ticketing

1

Make sure you have installed and set-up your SAP Event Ticketing system.

Find more information on <a href="https://help.sap.com/viewer/product/SAP\_EVENT\_TICKETING/1909/en-US">https://help.sap.com/viewer/product/SAP\_EVENT\_TICKETING/1909/en-US</a>.

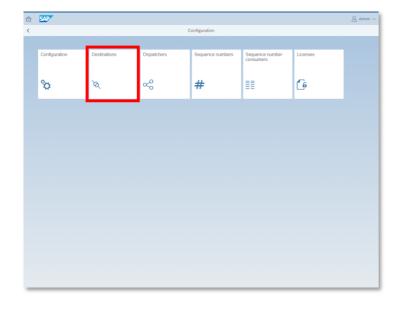
#### Integration and Configuration Settings in SAP Customer Checkout Manager

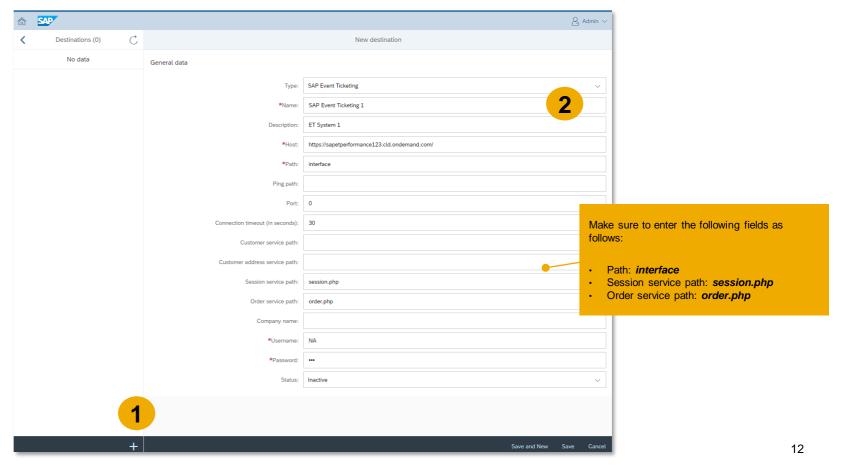
In SAP Customer Checkout manager, different steps need to be performed for the integration with SAP Event Ticketing:

- a) Configure the destination system for SAP Event Ticketing
- b) Create a user for the communication with SAP Event Ticketing
- c) Create an article with reference to account number in SAP Event Ticketing
- d) Create the quick selection button with special function

#### a) Configure the Destination System for SAP Event Ticketing

In the **Destinations** sub-app, you need to add (1) a new destination system for SAP Event Ticketing so that the communication between SAP Customer Checkout and SAP Event Ticketing can take place. Enter all relevant data for the SAP Event Ticketing system (2).

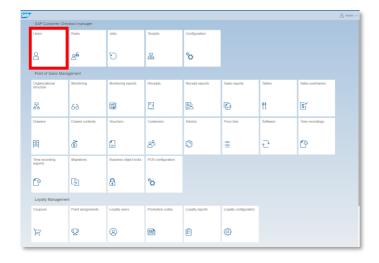


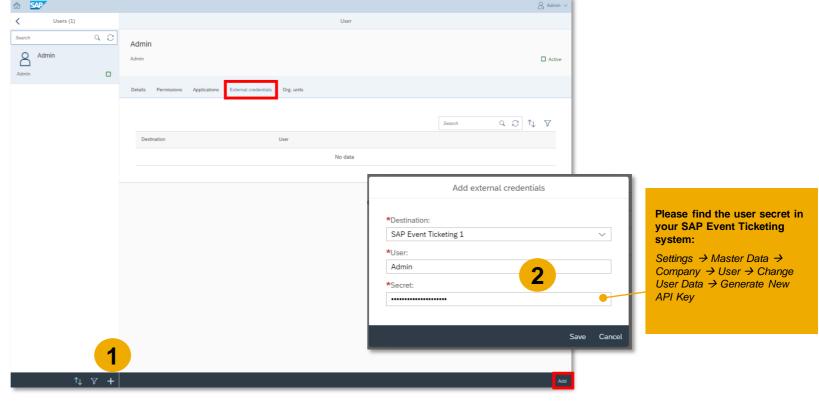


### 2

#### b) Create a User for the Communication with SAP Event Ticketing (1/2)

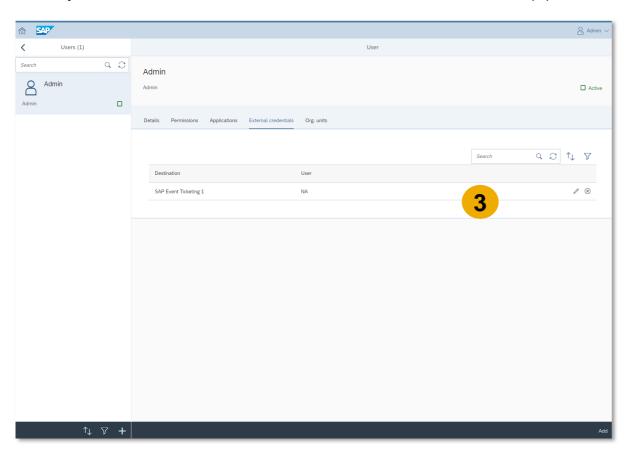
In the *Users* app, you need to add (1) a user who communicates with SAP Event Ticketing. In the tab "*External credentials*", you need to add the external credentials for the destination, and enter user and secret data (2).





#### b) Create a User for the Communication with SAP Event Ticketing (2/2)

Save your edits, and the destination information is shown (3).

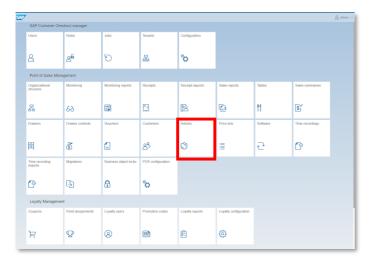


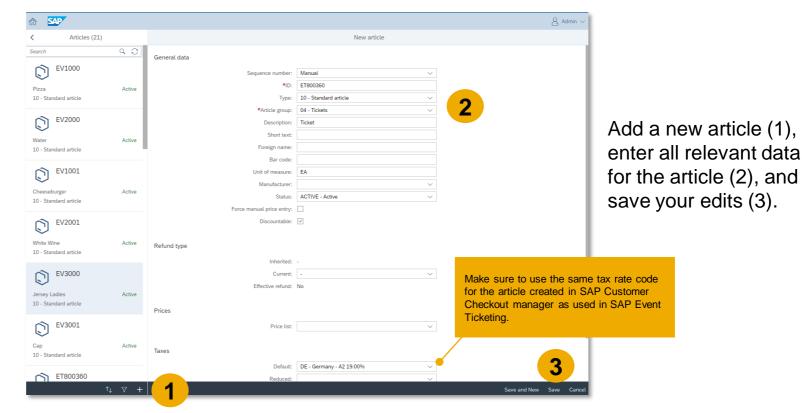
#### c) Create an Article with Reference to Account Number in SAP Event Ticketing (1/2)

In order to sell tickets in SAP Customer Checkout, you need to create a respective article with reference to an account number in SAP Event Ticketing within the *Articles* app.

The article ID for a ticket maintained in SAP Customer Checkout manager consists of the following components:

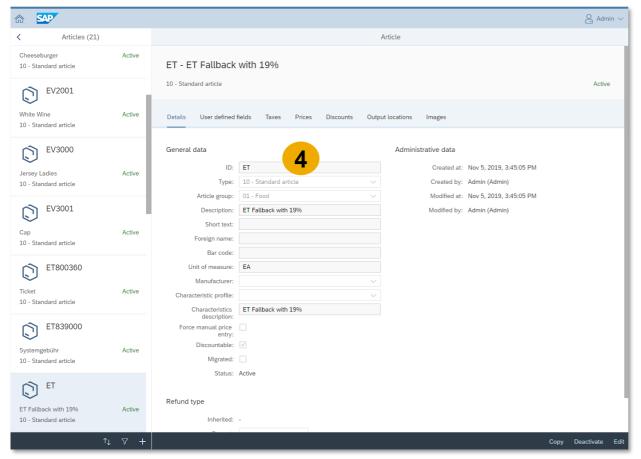
- Material prefix: This prefix is configured in the Configuration settings of SAP Customer Checkout (SAP Event Ticketing tab). You can use e.g. ET as prefix.
- Account number: The account number from SAP Event Ticketing where tickets are posted, e.g. 800360 (see example below).





c) Create an Article with Reference to Account Number in SAP Event Ticketing (2/2)

In case you have more than one account numbers in SAP Event Ticketing where tickets are posted, you have to create for each account number a respective article in SAP Customer Checkout manager.



In addition, we recommend to create another article in SAP Customer Checkout manager as fallback option (4) if a ticket without account number is added from SAP Event Ticketing into SAP Customer Checkout.

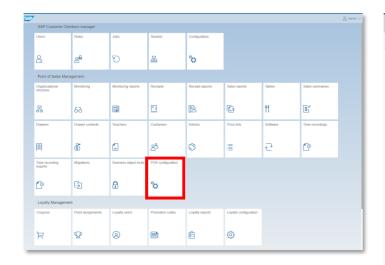
#### **Example:**

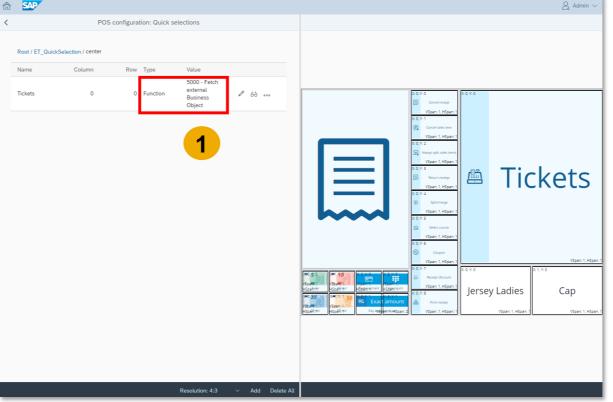
This article can have the following article ID: *ET* 

#### d) Create the Quick Selection Button with Special Function

In the **Quick Selections** sub-app of the **POS Configurations** tile, you need to configure a quick selection configuration for your POS system.

A new function is available for the integration with SAP Event Ticketing: *Fetch external Business Object*This function button fetches tickets from SAP Event Ticketing into SAP Customer Checkout.





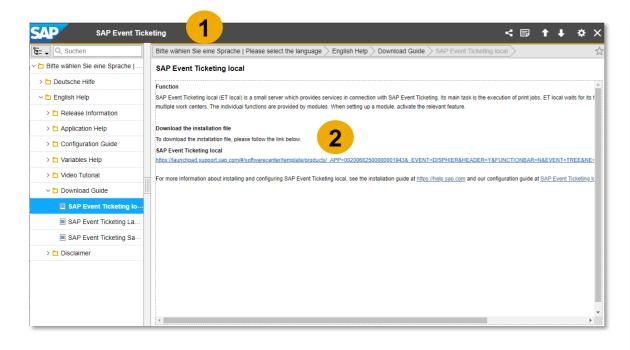
Create a quick selection configuration, and add a button with function "Fetch external Business object" (1).

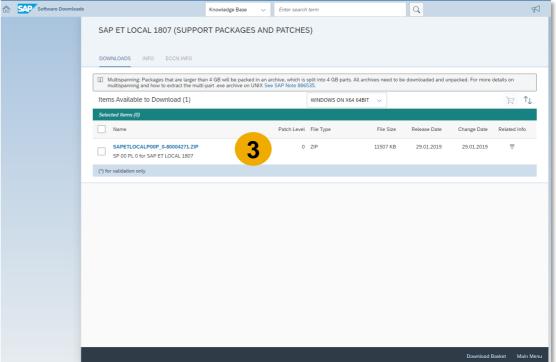
17

#### Install SAP Event Ticketing Local for Printing Tickets (1/3)

When selling tickets in SAP Customer Checkout, you can also print the tickets. In order to print the tickets from the POS system, a separate print software is needed: **SAP Event Ticketing local (ET local)** 

Go to SAP Event Ticketing local (1), and follow the link (2) to download the SAP Event Ticketing local installation file (3).

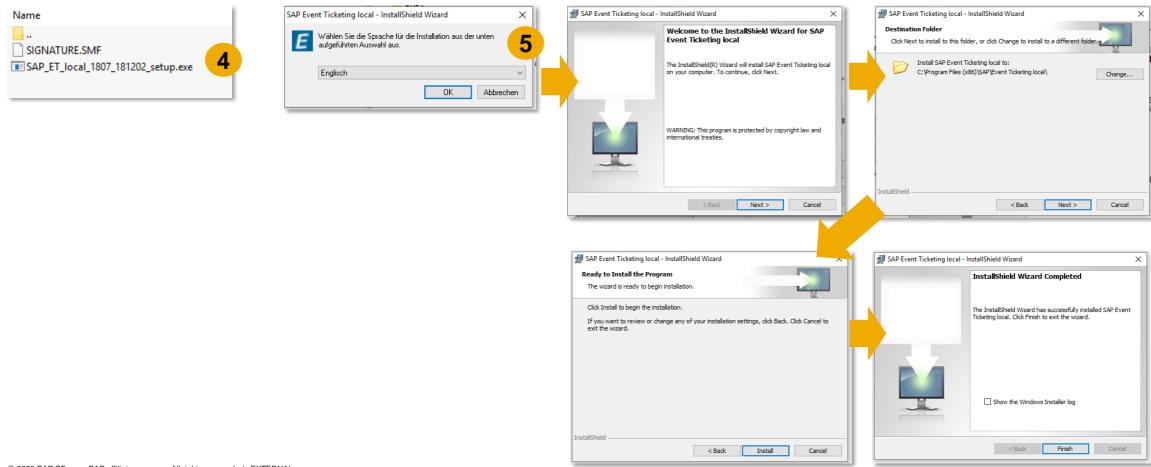




#### 3

## SAP Event Ticketing Integration Install SAP Event Ticketing Local for Printing Tickets (2/3)

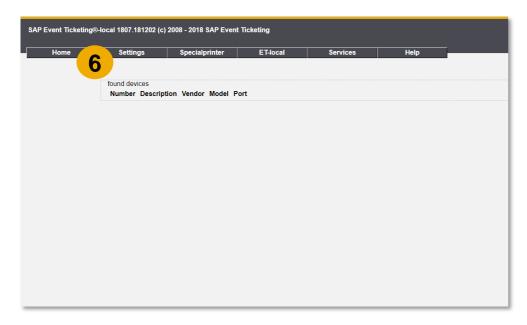
Extract the file SAP\_ET\_local\_1807\_181202\_setup.exe, and execute the installation (4). Follow the steps to finish the installation process (5).

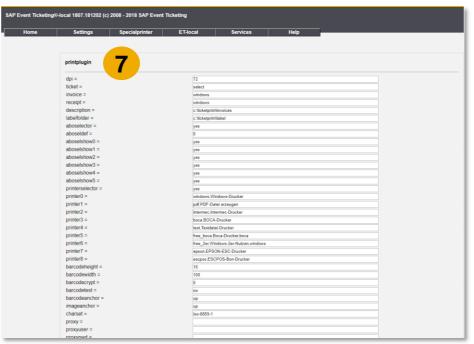


#### Install SAP Event Ticketing Local for Printing Tickets (3/3)



Double-click SAP Event Ticketing local to start the program. In the Settings (6), select the printplugin settings (7). Enter the values as below in the following fields (8).





DisplayLocaleMessages = true

DisplayLocaleErrorMessages = true

debug = work

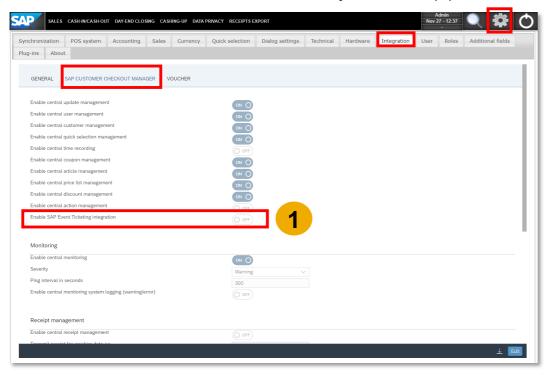
## 4

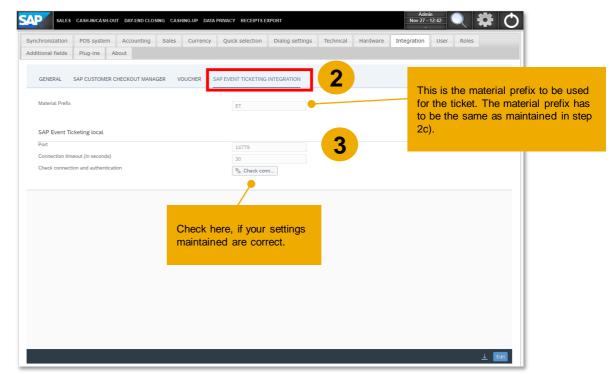
#### Maintain Configuration Settings in SAP Customer Checkout

In the Configuration screen of SAP Customer Checkout, there are different settings that have to be maintained.

In the **SAP Customer Checkout manager** sub-tab of the *Integration* tab settings, enable SAP Event Ticketing integration (1). Once you enable this field, a new sub-tab is shown: **SAP Event Ticketing** (2).

Maintain all relevant fields, and save your edits (3).



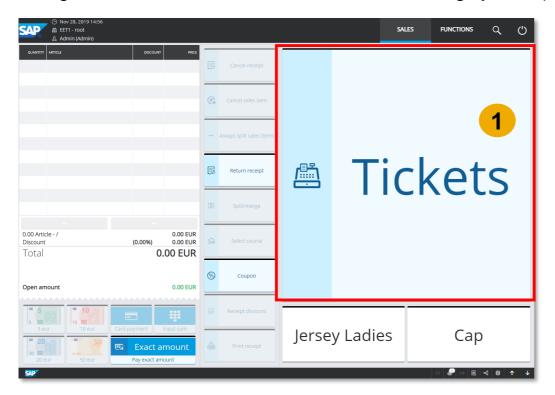


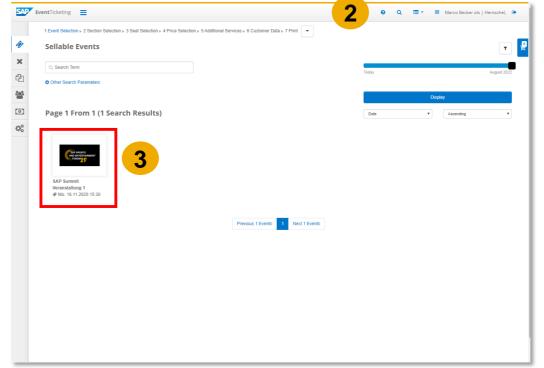
#### 5

#### Sell Tickets in SAP Customer Checkout (1/5)

Once you have configured all relevant settings, you can start selling tickets from SAP Customer Checkout in a common basket/receipt with other sales items.

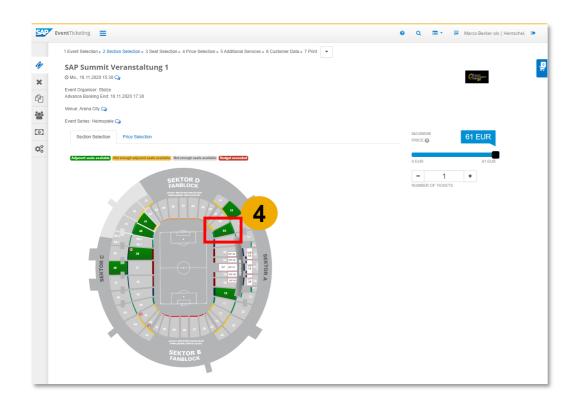
Choose the SALES screen, and select the pre-configured quick selection button (with function "Fetch external Business Object") (1). You get now redirected to the SAP Event Ticketing system (2). Choose the event for which you want to select tickets (3).

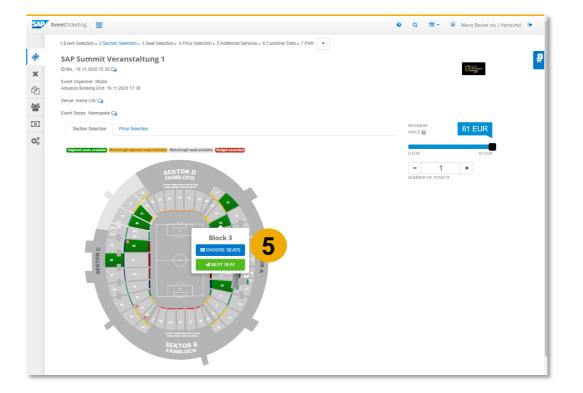




# SAP Event Ticketing Integration Sell Tickets in SAP Customer Checkout (2/5)

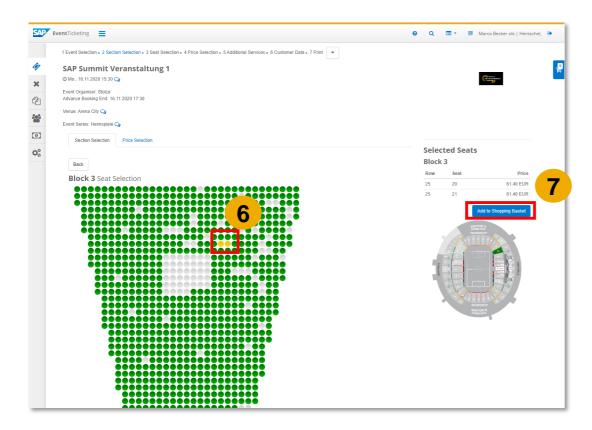
Choose the block (4), and one of the options to proceed (e.g. "Choose Seats") (5).

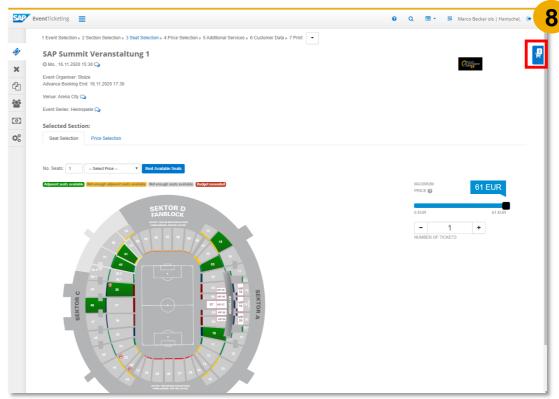




Sell Tickets in SAP Customer Checkout (3/5)

Choose the seats (6), and add the tickets to the shopping basket (7). Choose the basket (8).

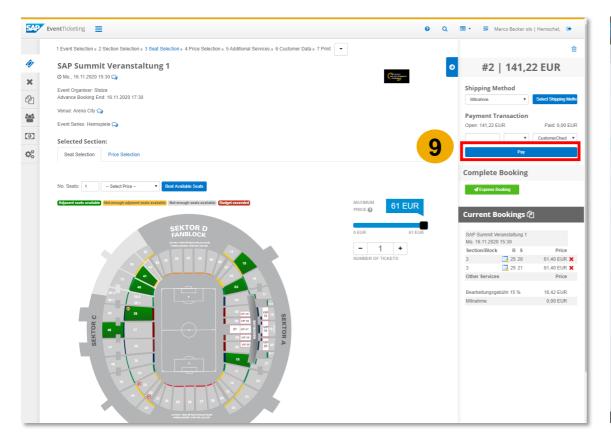


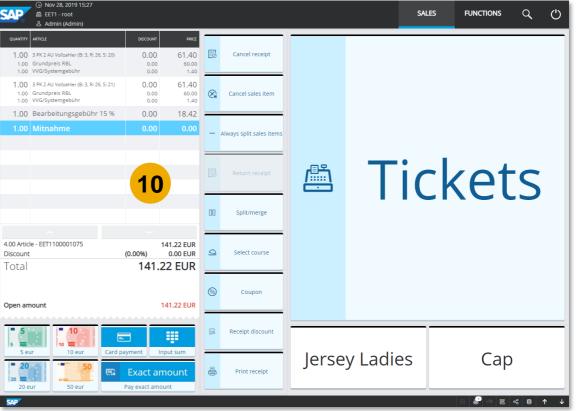


#### Sell Tickets in SAP Customer Checkout (4/5)

5

Choose "Pay" to proceed (9) and go back to SAP Customer Checkout where you can pay the tickets (or add further articles to the receipt) (10).

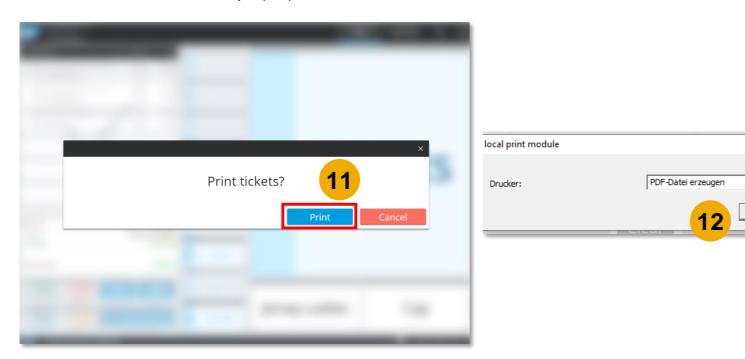


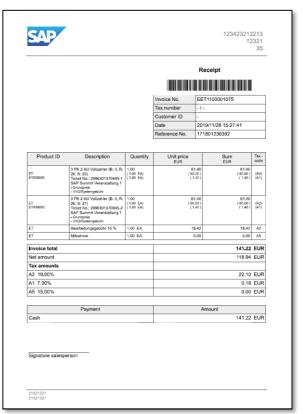


#### Sell Tickets in SAP Customer Checkout (5/5)

After selecting the payment method, a pop-up comes up where you can choose to print the tickets (11).

You can now choose the respective printer from SAP Event Ticketing local, and confirm with "OK" (12). Two documents are printed: the tickets, and the receipt (13).





#### Remarks

Please consider the following remarks when integrating SAP Customer Checkout with SAP Event Ticketing:



- You cannot edit the sales item text of a ticket in SAP Customer Checkout
- Coupons cannot be used for tickets
- Cancelling of tickets in SAP Customer Checkout: You cannot cancel single tickets from the receipt in SAP Customer Checkout if you have more than one tickets in the receipt
- Tickets cannot be returned in SAP Customer Checkout
- Tickets can only be printed once via SAP Customer Checkout: Either directly after payment, or after the payment has been performed

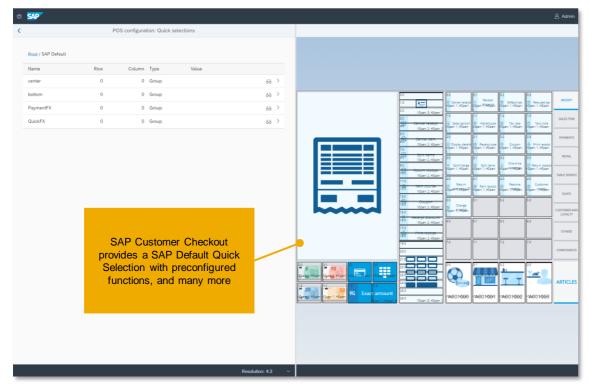
## **Quick Selection Management**

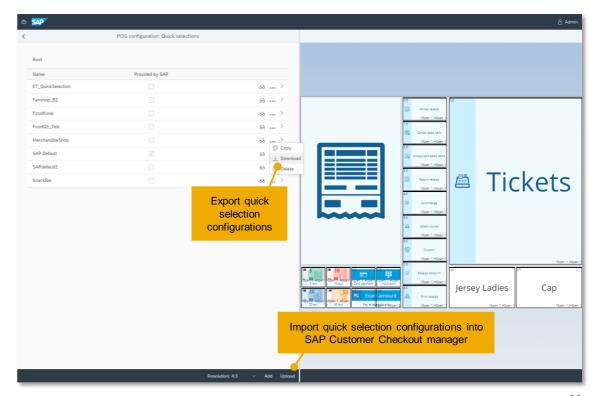


#### Quick Selection Management - Improvements (1/3)

With SAP Customer Checkout 2.0 Feature Pack 09, the configuration of quick selections in SAP Customer Checkout manager has been optimized.

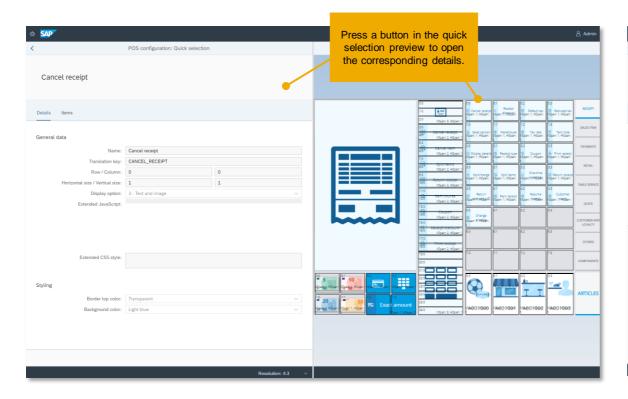
- SAP Default quick selection
- Upload and download quick selection configurations

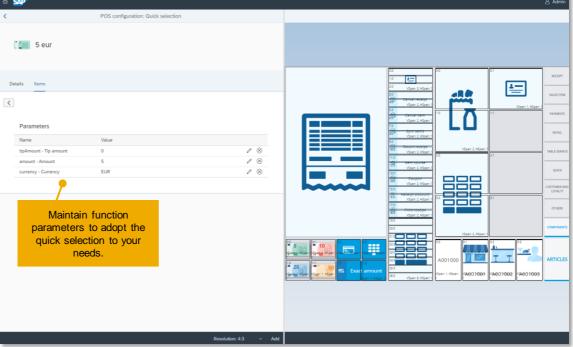




#### Quick Selection Management - Improvements (2/3)

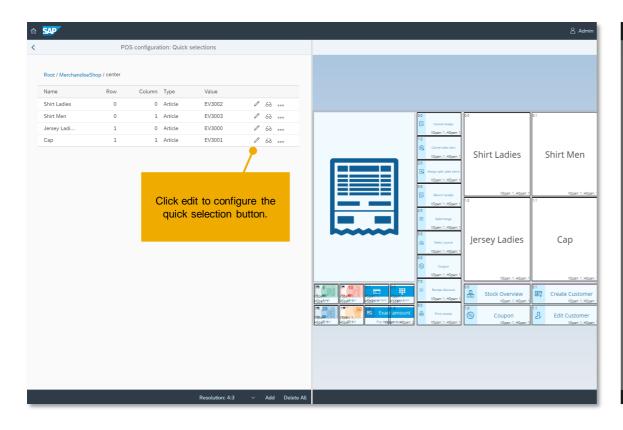
- Intuitive user interface
- Add parameters to functions

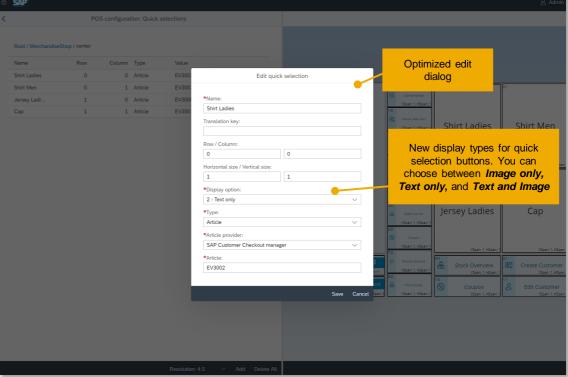




#### Quick Selection Management - Improvements (3/3)

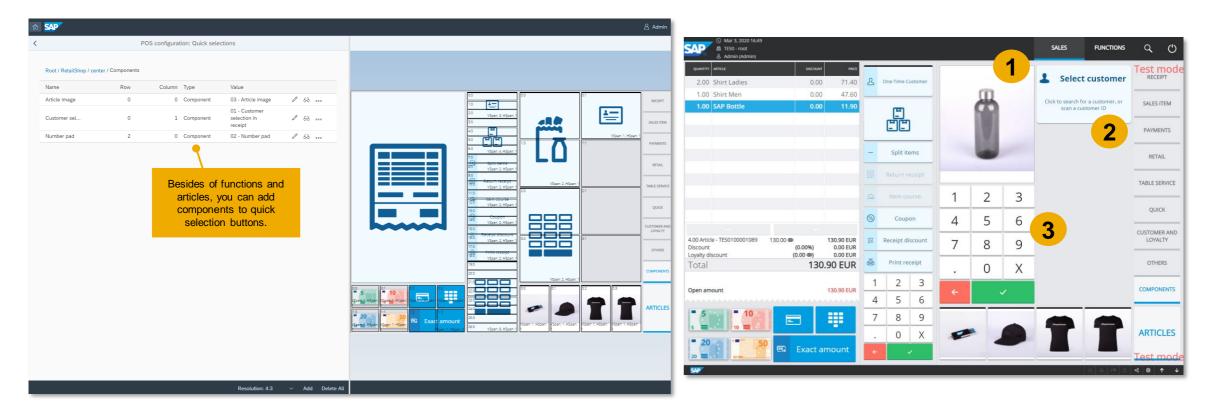
Editing quick selection buttons



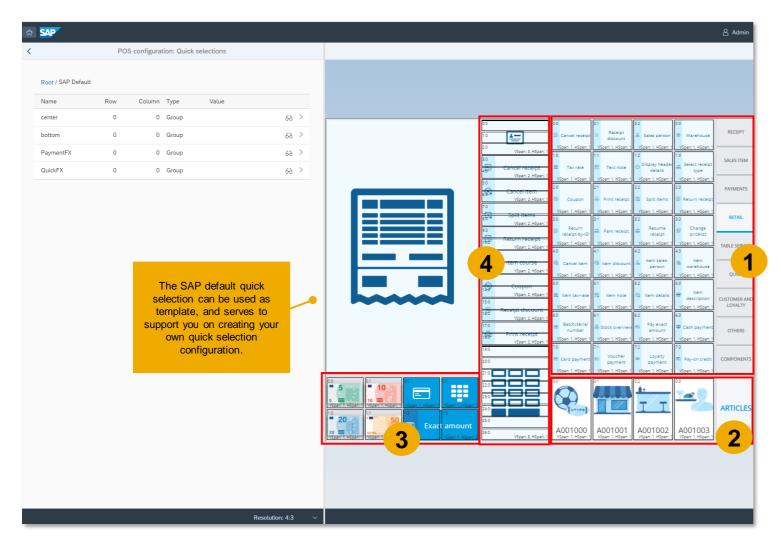


#### Quick Selection Management - Improvements (3/3)

• Add components to quick selection buttons: With this option you can flexibly choose where to place your quick selection button for Article image (1), Customer selection in receipt (2), and Number pad (3).



#### **SAP Customer Checkout Manager** SAP Default Quick Selection



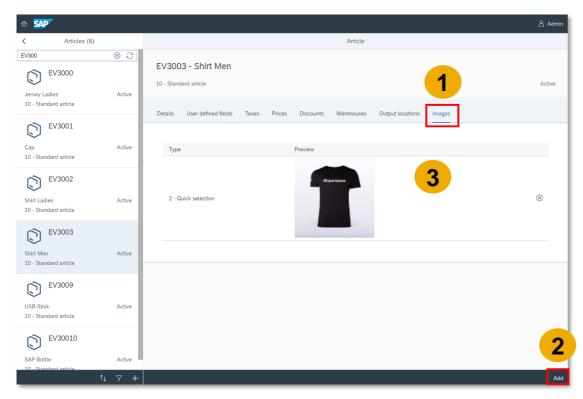
SAP Customer Checkout provides a default quick selection configuration with the following sections:

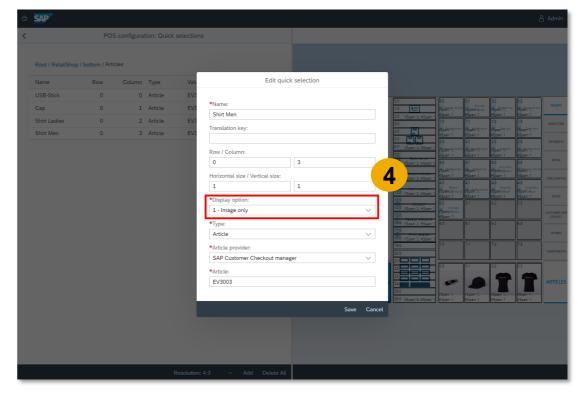
- (1) center: pre-configured quick selection buttons with functions for receipt, sales items, payments, and for UI-modes Retail, Quick Service, and Table Service
- (2) **bottom:** pre-configured quick selection buttons with articles
- (3) **PaymentFX:** pre-configured quick selection buttons with payment functions, i.e. "Exact Amount"
- (4) **QuickFX:** pre-configured quick selection buttons with components, i.e. customer selection, or number pad

#### Use Article Images for Quick Selection Buttons

In the Articles app, you can upload an image which can be reused for the quick selection button.

Go to the respective article, and select the sub-tab "Images" (1). Choose "Add" and upload the image for type Quick selection (3). In your quick selection configuration, you can assign the respective article to a quick selection button and choose as Display option "Image only" or "Text and Image" (4). The article image is automatically shown.

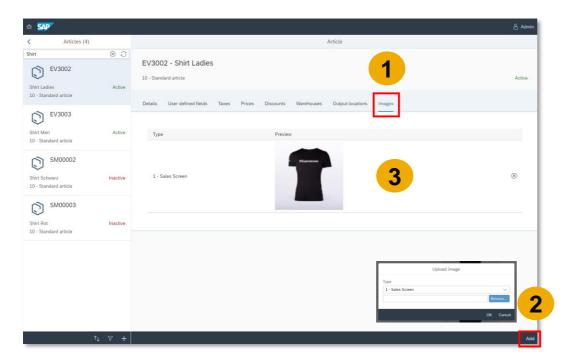


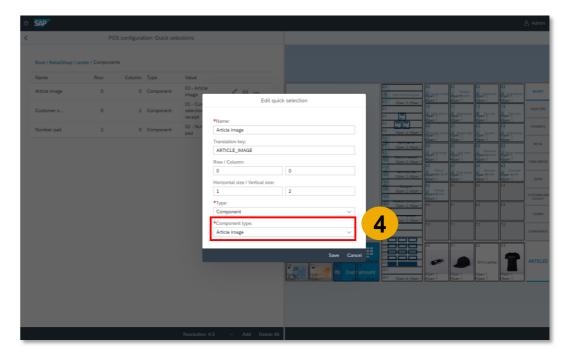


#### Use Article Images for Sales Screen (1/2)

Besides the option of using article images for quick selection buttons, you can use article images to be displayed in the Sales screen when you add them to the receipt.

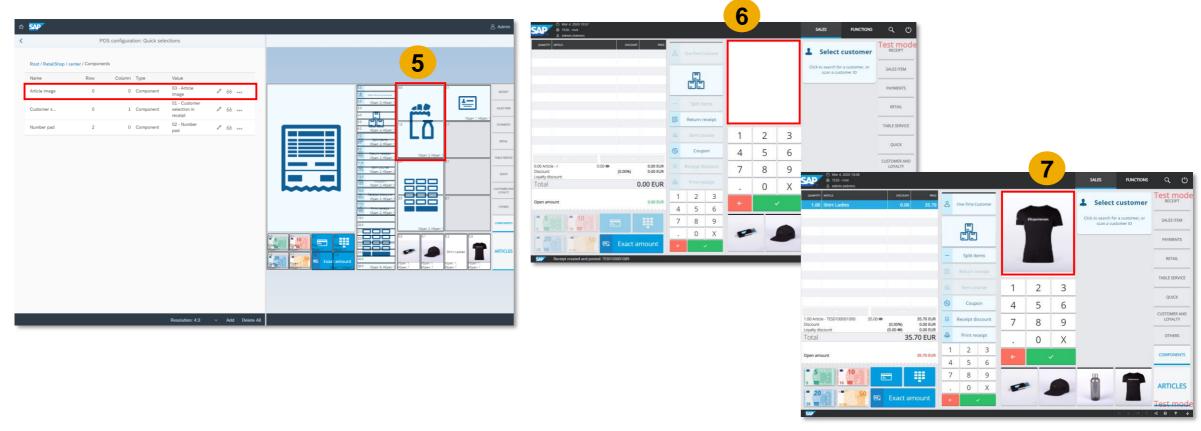
Go to the respective article, and select the sub-tab "Images" (1). Choose "Add" and upload the image for type Sales screen (2). The article image is shown (3). In your quick selection configuration, you have to create the quick selection button and assign the component "Article image" (4).





#### Use Article Images for Sales Screen (2/2)

The quick selection button with component "Article image" is created in SAP Customer Checkout manager (5). In the SALES Screen of SAP Customer Checkout, the quick selection button is shown accordingly (6). Once you add the article (for which you have uploaded an article image as described in step 2) into the receipt, the article image is shown accordingly in the SALES screen (7).



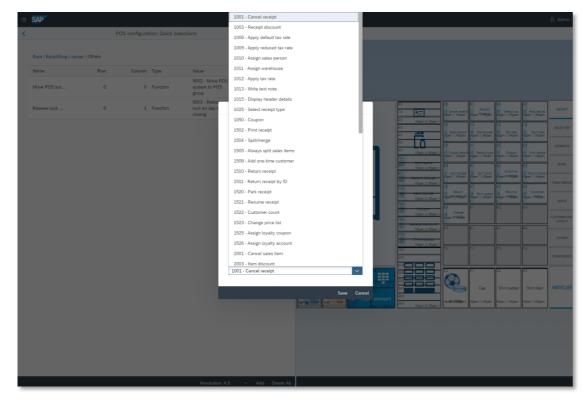
# Central Quick Selection Functions – Extension in Quick Service and Table Service



#### Central Quick Selection Functions – Extension Quick Service and Table Service

The new Feature Pack 09 provides a lot of functions that have been adjusted to Quick Service and Table Service user interface which where supported only in Retail user interface.

In the **Quick Selections** sub-app within the **POS** configuration app, the following functions have been added:



- Coupon
- Item Discount
- Stock Overview
- Change Price List
- Customer Count
- Select Course
- Cash Payment
- Voucher Payment
- Payment by Loyalty Points
- Payment on credit
- Add Payment
- Payout by Voucher
- Fetch external Business object

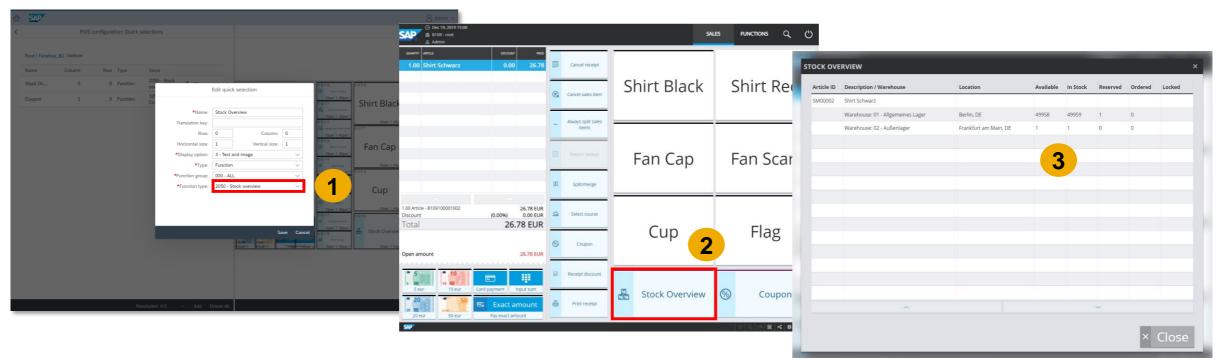
Release lock on day end closing

#### New Function for Quick Service and Table Service: Stock Overview

When using SAP Business One as backend system, it is now possible to check the stock overview in Quick Service and Table Service.

In the **Quick Selections** sub-app, there is a quick selection button with function available: **Stock Overview** (1)

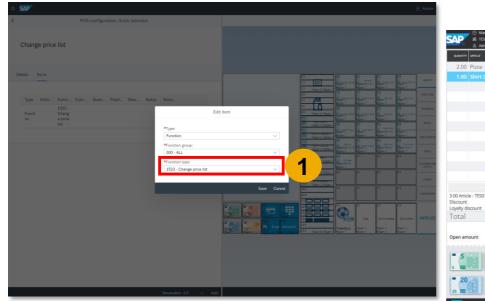
In the SALES Screen, choose a sales item and select the quick selection button (2). The stock overview is displayed (3).

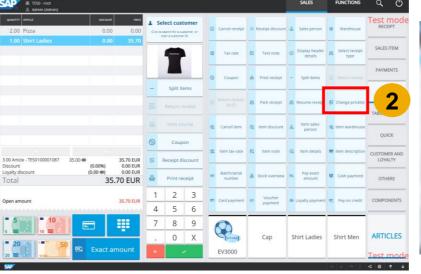


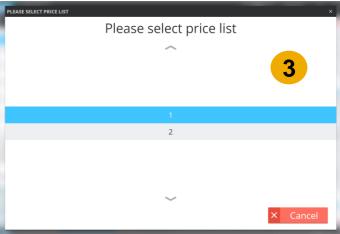
### New Function for Quick Service and Table Service: Change Price List

In Quick Service and Table Service, you can now further change the price list with the new quick selection function: *Change Price List* 

Create the quick selection function button in SAP Customer Checkout manager (1), and in the SALES screen of SAP Customer Checkout, select the quick selection button with function "Change price list" (2). Select the respective price list from the list (3).





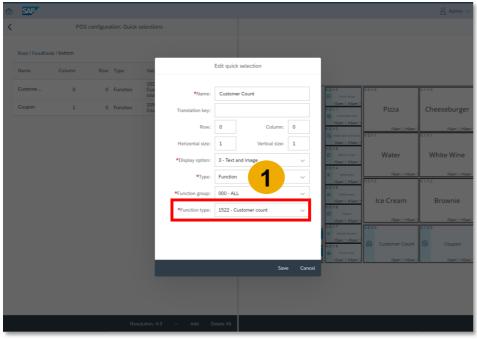


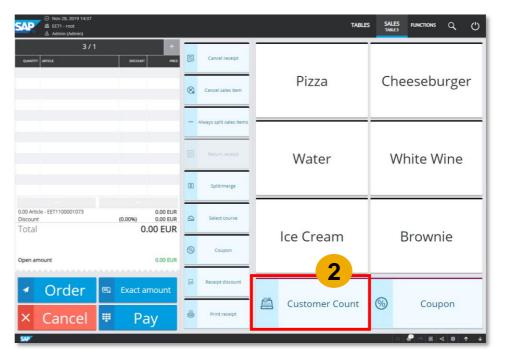
### New Function for Table Service: Customer Count (1/3)

A new quick selection function is available in the **Quick selections** sub-app: **Customer Count** 

With this button you can enter the amount of customers for one receipt. For example, when working in the hospitality area, you can enter the amount of customers sitting at the table.

Create the quick selection function button in SAP Customer Checkout manager (1), and in the SALES screen of SAP Customer Checkout, select the quick selection button with function "customer count" (2).

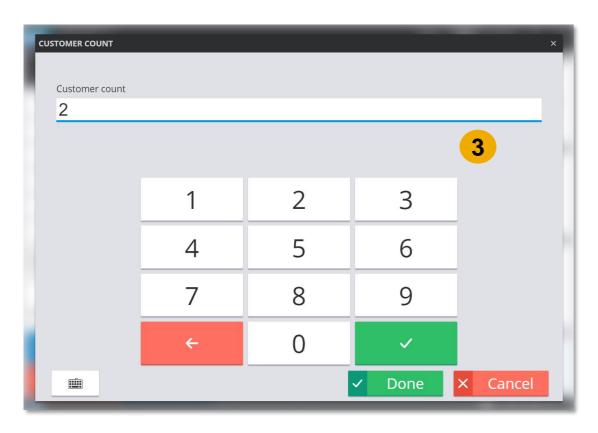


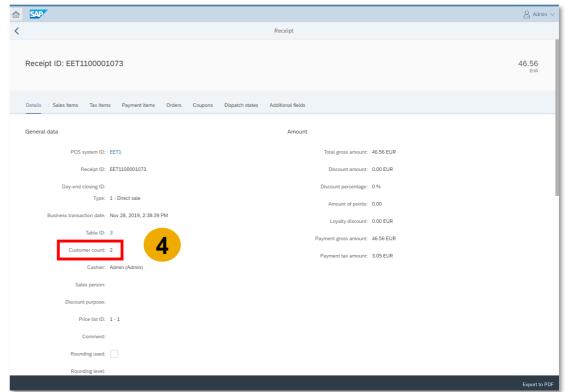


### New Function for Table Service: Customer Count (2/3)

Enter the customer amount and confirm (3).

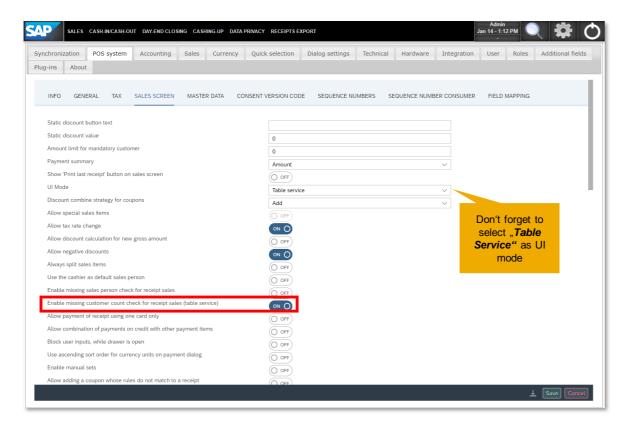
In SAP Customer Checkout manager, you can see in the receipt details within the Receipts tile the customer count information (4).





### New Function for Table Service: Customer Count (3/3)

In the CONFIGURATION screen of SAP Customer Checkout, there is another new field available where you can maintain that entering the customer count in Table Service becomes mandatory: *Enable missing customer count check for receipt sales* (table service)

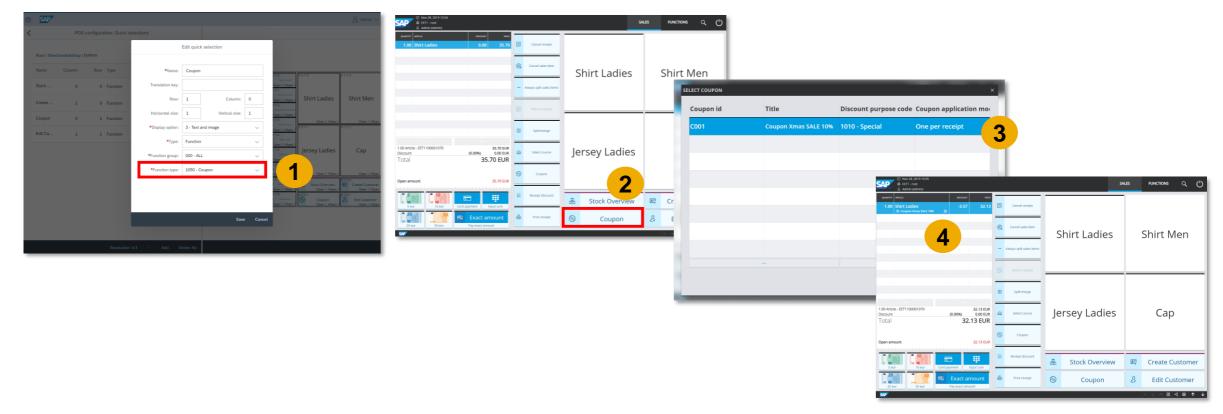


Once you activate this field, and do not enter a customer count when using Table Service, you cannot proceed with receipt posting.

### New Function for Quick Service and Table Service: Coupon

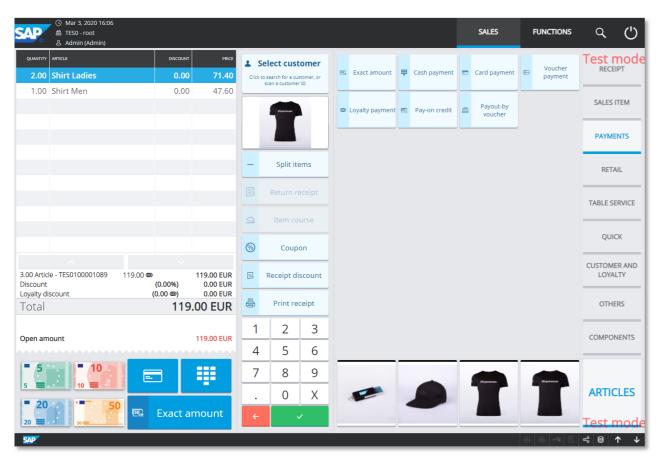
A new quick selection function is available in the **Quick selections** sub-app: **Coupon** 

You can create a function button in SAP Customer Checkout manager (1), and select this button in SAP Customer Checkout (2) to use the coupon (3). The coupon is added to the sales item and/ or receipt (4).



### New Payment Functions for Quick Service and Table Service

Furthermore, you can flexibly configure quick selection functions with various payment options: Cash Payment, Voucher Payment, Payment by Loyalty Points, Payment on credit, Add Payment, and Payout by Voucher



#### **Benefit:**

 Configure the payment area and payment functions flexibly to your needs



## **Basic Stock Management**Concept

SAP Customer Checkout 2.0 Feature Pack 09 supports basic stock management.

You can manage your warehouses centrally in SAP Customer Checkout manager, assign warehouses to specific sales items and perform stock transactions for received or issued goods.



Maintain warehouses



Perform stock transactions

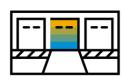


Check stock overview at point-of-sale



#### **Process**

If you want to use stock management at point-of-sale, there are several steps to in SAP Customer Checkout manager and SAP Customer Checkout:











Create your warehouses in SAP Customer Checkout manager









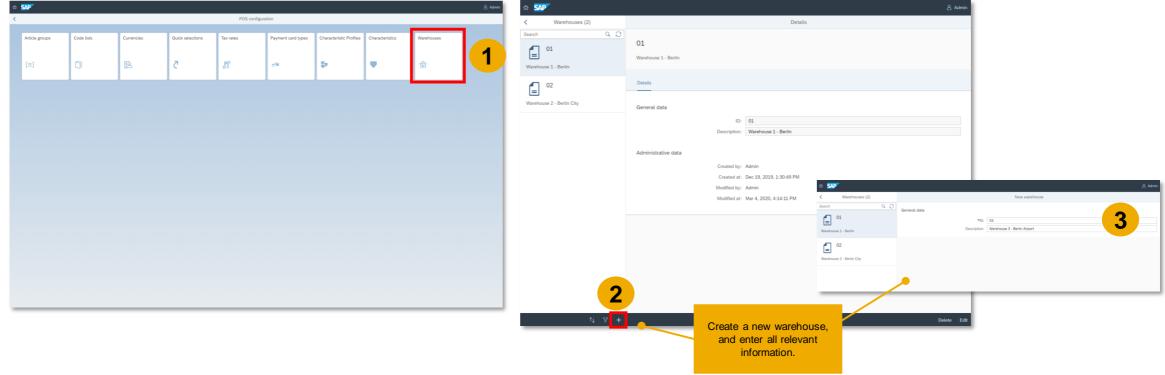
6 Check stock reporting in SAP Customer Checkout manager

## Create Warehouses in SAP Customer Checkout Manager

In SAP Customer Checkout manager, it is possible to manage your warehouses within your shops.

A new sub-app is available within the *POS Configuration* app: *Warehouses* 

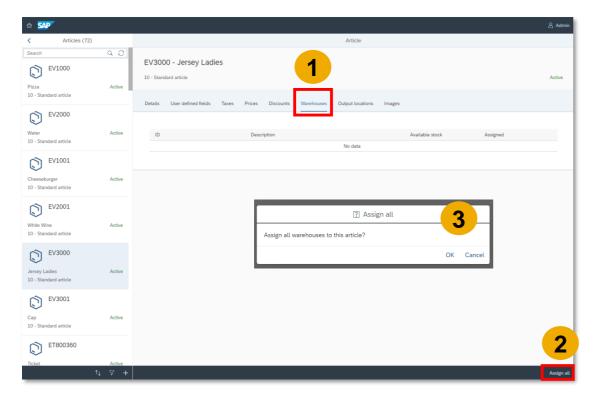
In this sub-app, you can create new warehouses, edit and delete warehouses.

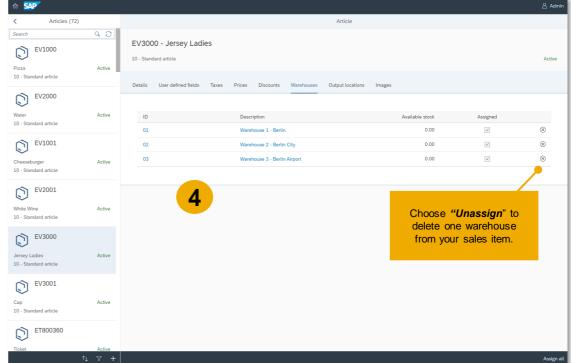


## Assign Warehouses to Sales Items

After you have created your warehouses, you can start assigning the warehouses to your sales items.

Select the sales item, and choose the tab *Warehouses* (1). Select "Assign all" (2) and confirm (3). All warehouses are assigned to your selected sales item (4).



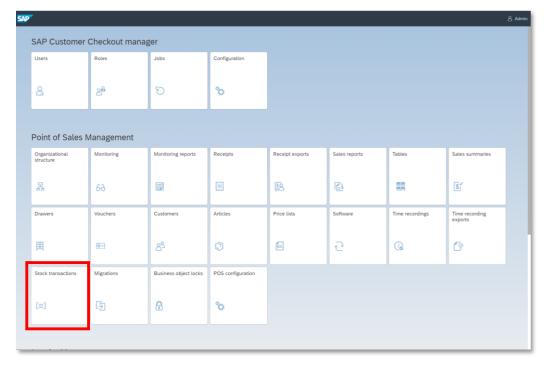


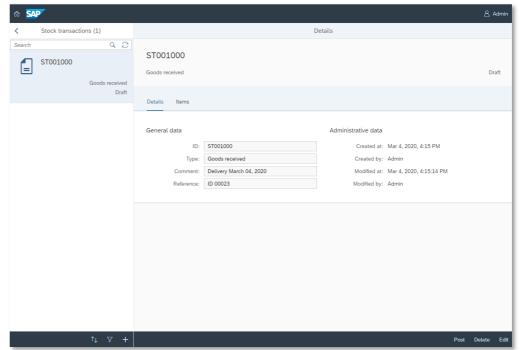
## **Basic Stock Management**Perform Stock Transactions (1/5)

As a next step, you can start performing stock transactions for your warehouses and items.

A new app is available in SAP Customer Checkout manager: Stock transactions

The tile lets you create new stock transaction, edit and delete stock transactions. Furthermore, you can add items to stock transactions.



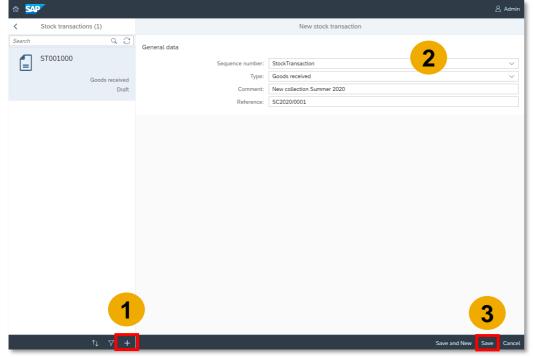


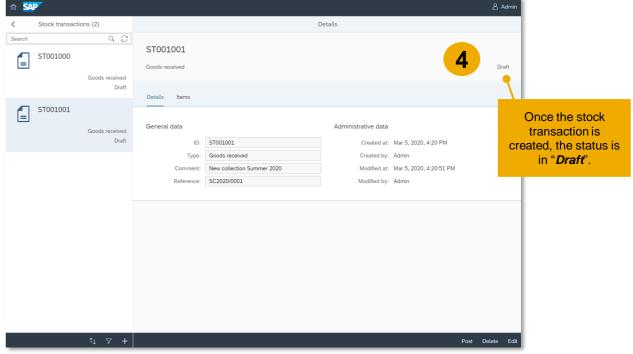
## **Basic Stock Management**Perform Stock Transactions (2/5)

Choose "Add" to create a new stock transaction (1). Enter all relevant information (2), and save your entries (3).

The following stock transaction types can be created:

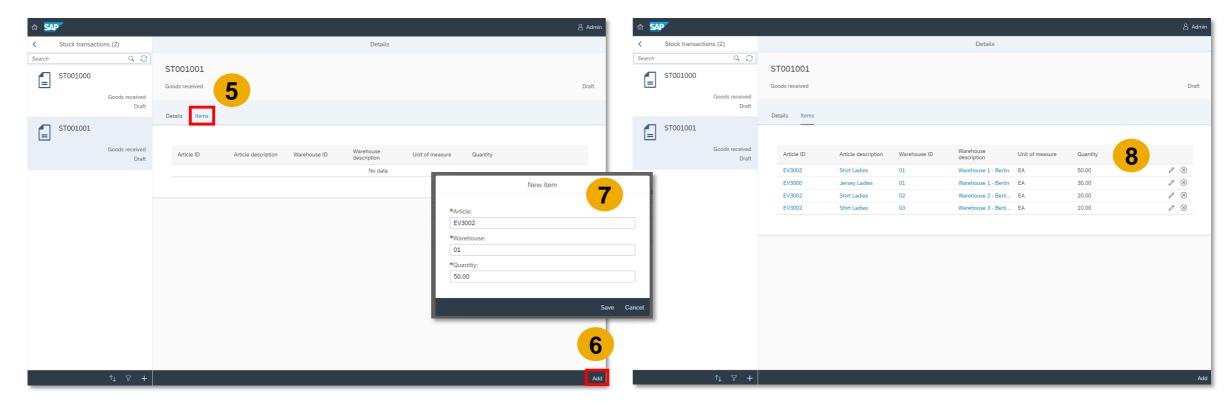
- Good received: Goods are added to the stock
- Good issued: Goods are reduced from stock
- Stock correction: Stock is corrected, goods are added or reduced from stock





You can now add sales items to the newly created stock transaction.

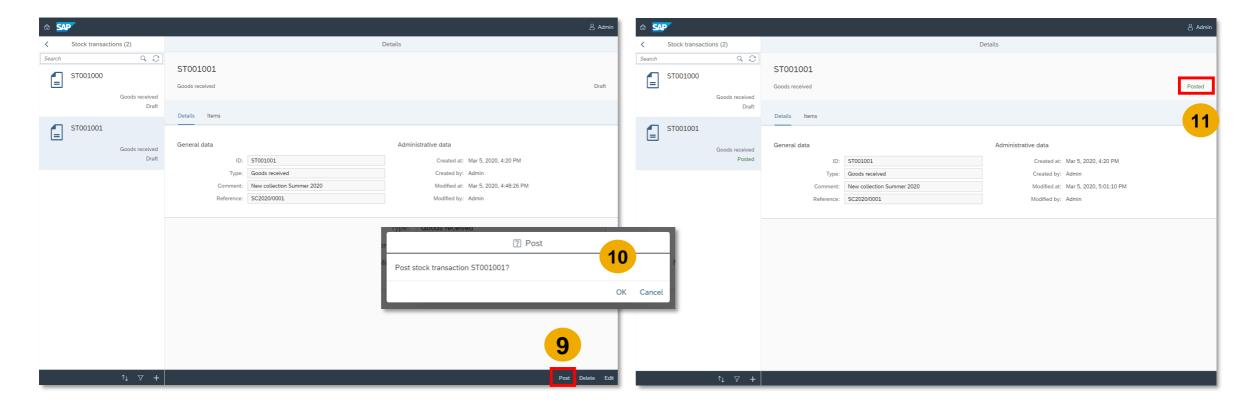
Select the "Items" tab (5), and choose "Add" (6). Enter the sales item, warehouse, and quantity to be added to the respective stock transaction (7). If needed, add further sales items to the list (8).



## **Basic Stock Management**Perform Stock Transactions (4/5)

Go back to the "Details" tab, and choose "Post" to finally perform the stock transaction (9). Confirm the posting (10).

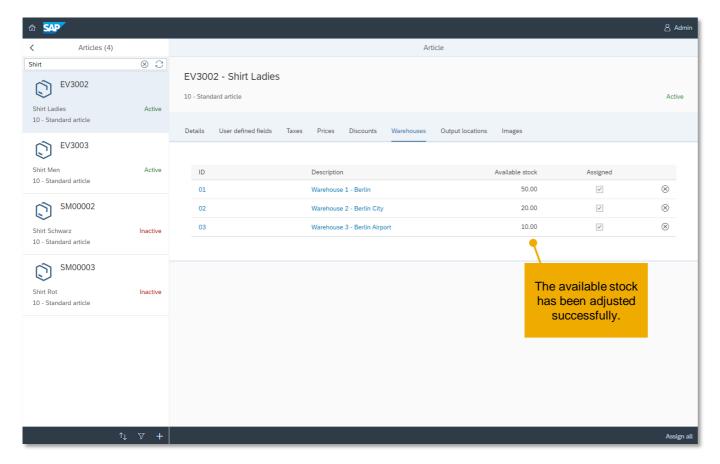
The status of the stock transactions is now "Posted" (11).



## **Basic Stock Management**Perform Stock Transactions (5/5)

3

To verify if the stock transaction has been performed successfully, you can go to the *Articles* app, and check in the respective article the available stock within the "Warehouses" tab.

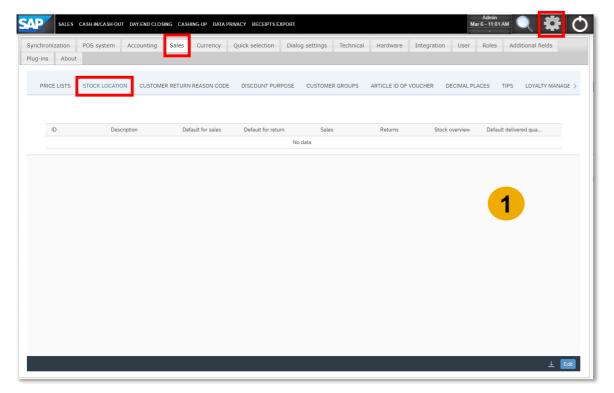


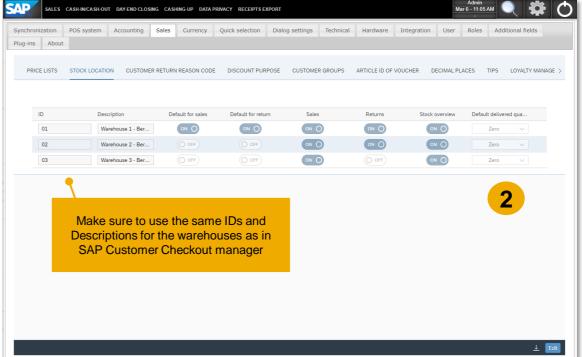
### Maintain Warehouses in SAP Customer Checkout



After you have created the warehouses in SAP Customer Checkout manager, you need to maintain the relevant warehouses in SAP Customer Checkout.

In the **Configuration** → **Sales** → **Stock Location**, add the according warehouses to your POS system. elect the Stock Location sub-tab within the Sales tab.



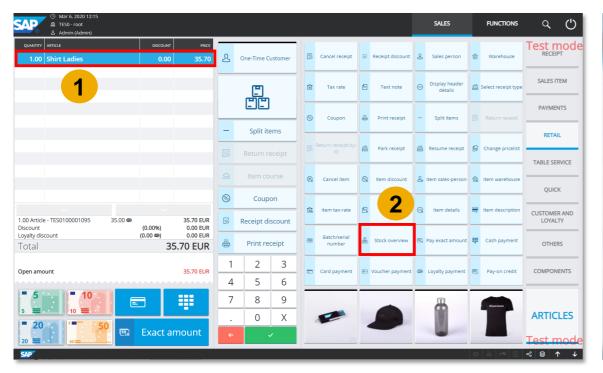


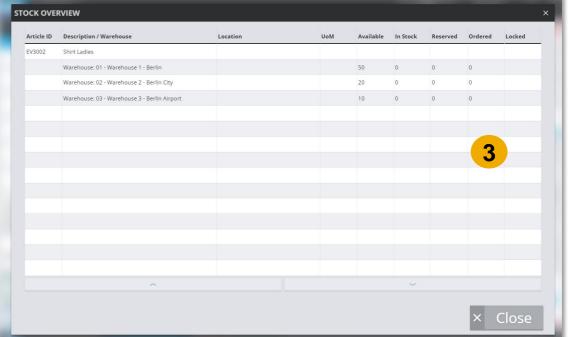
#### Stock Overview in SAP Customer Checkout



Once your warehouses are maintained in SAP Customer Checkout, you can do a stock overview in the SALES screen to check the available stock for a specific sales item.

In the SALES screen, select the article for which you want to check the stock overview (1). Choose the pre-configured quick selection button with function "*Stock Overview*" (2). The stock overview for the respective sales item is shown (3).



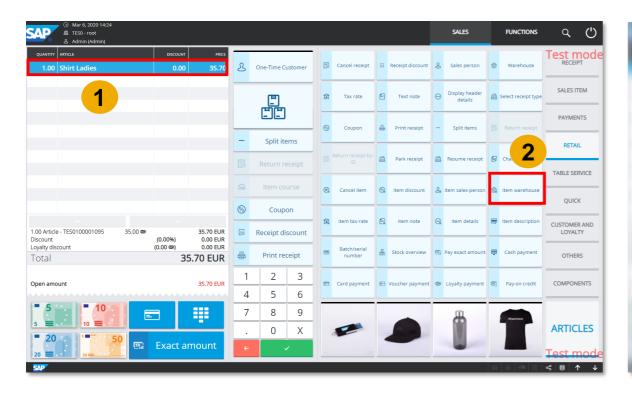


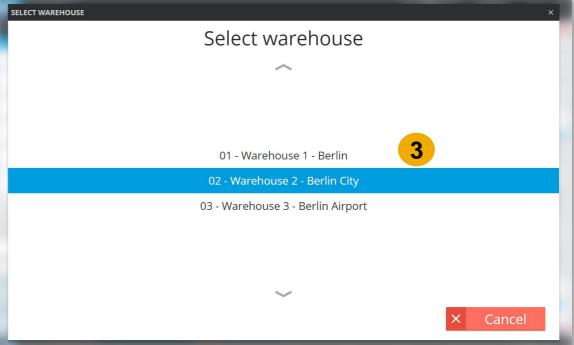
## Change Warehouses in SAP Customer Checkout

5

In SAP Customer Checkout, it is further possible to change the warehouse from which an article is sold.

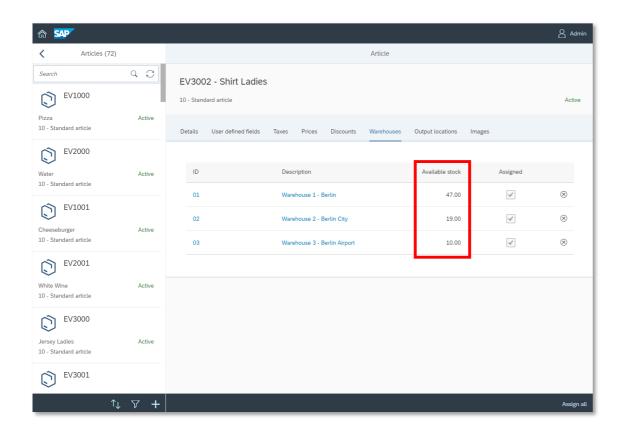
In the SALES screen, select the article for which you want to change the warehouse (1). Choose the pre-configured quick selection button with function "*Change Warehouse*" (2). Select the warehouse from which the sales item should be sold.





## Check Available Stock in SAP Customer Checkout Manager

Once the receipt is posted successfully in SAP Customer Checkout manager, you can see the available stock for the specific sales item have been adjusted in the warehouses.



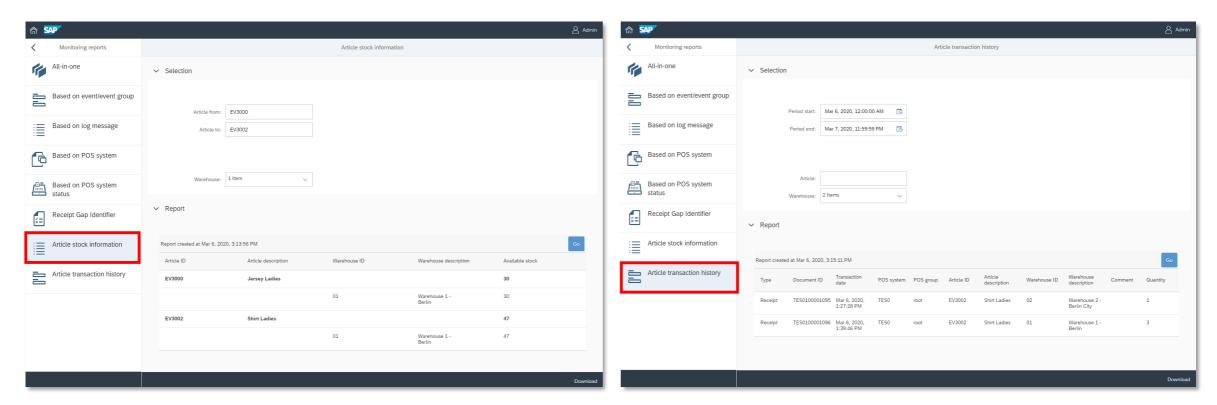
#### Note!

The available stock information is always calculated from receipts and stock transactions.

### Check Stock Reporting in SAP Customer Checkout Manager

There are new monitoring reports available for stock management within the *Monitoring reports* app:

- Article stock information: Generates a report with available stock information of selected articles and warehouses.
- Article transaction history: Generates a report with all stock transactions of selected articles and warehouses within a specific periof of time.





## Mobile Payment with Bluecode Concept

SAP Customer Checkout 2.0 Feature Pack 09 supports payments with the mobile app *Bluecode*.

<u>Bluecode</u> is a European mobile payment solution which allows customers a cashless payment at point-of-sale by smartphone, or smart watch.



Customers download the Bluecode app.



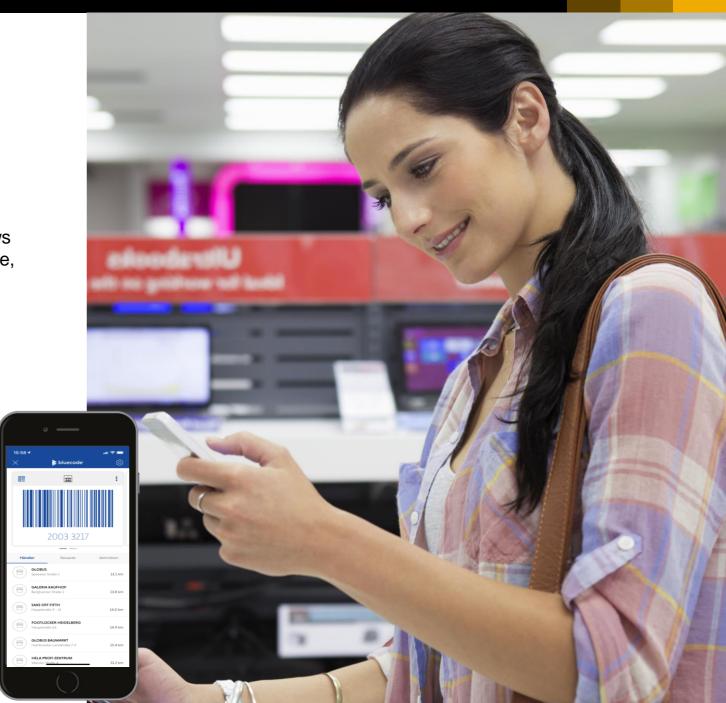
At point-of-sale, customers show their Bluecode app.



Cashier scans the Bluecode app in SAP Customer Checkout.



Payment is done and receipt is stored on smartphone, or smart watch.



## **Mobile Payment with Bluecode**Process

SAP Customer Checkout delivers a Plug-In, which is necessary for the communication and integration with Bluecode.

There are different steps to do in SAP Customer Checkout to enable Bluecode payments:













Separate Bluecode contract



Configure credit card type code in SAP Customer Checkout

Maintain Bluecode
Plug-In settings in
SAP Customer
Checkout

5 Use Bluecode at point-of-sale during payment

## 1

Pre-Requirement: Get a Separate Bluecode Contract

Before you activate the Bluecode Plug-In in SAP Customer Checkout, make sure you have purchased a separate Bluecode license.

Find more information on <a href="https://bluecode.com/en">https://bluecode.com/en</a>.



#### Note!

When you have purchased the separate Bluecode license, you will get access to the Bluecode documentation, and further information that you will need for the Bluecode Plug-In configuration settings in SAP Customer Checkout (see step 4, slide 10-12).

## Activate the Bluecode Plug-In

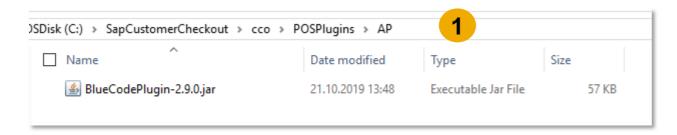
SAP Customer Checkout uses the Bluecode Plug-In to communicate and interact with Bluecode.

The Bluecode Plug-In is shipped with SAP Customer Checkout, and is located in the *tools* folder within your SAP Customer Checkout installation directory:

Example path: C:\SapCustomerCheckout\tools\BlueCodePlugin-2.9.0.jar

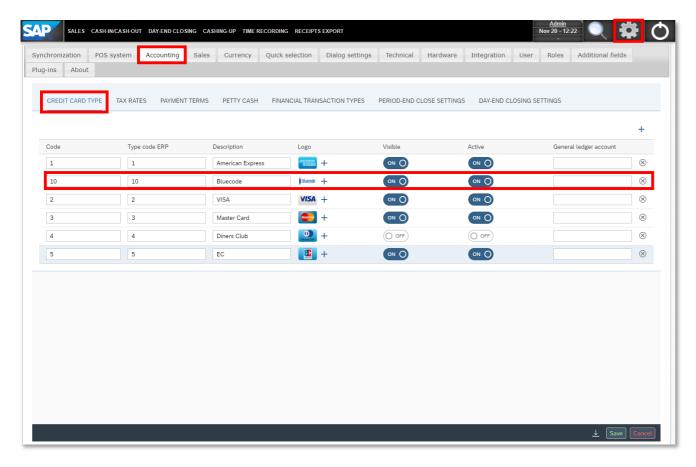
Place the Bluecode Plug-In in the /POSPlugins/AP subfolder within your installation directory (1). Usually the path is as follows:

C:\SapCustomerCheckout\tools\BlueCodePlugin-2.9.0.jar



## Mobile Payment with Bluecode Configure Credit Card Type Code for Bluecode

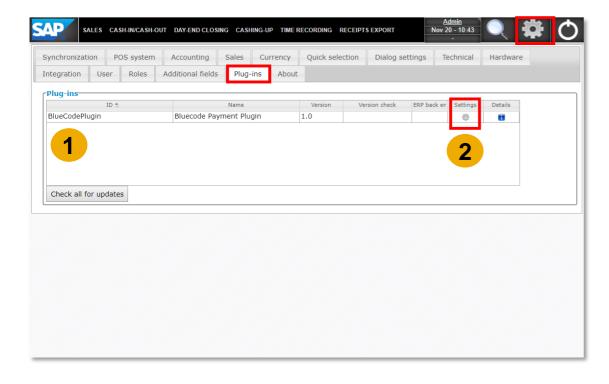
Before you maintain your Bluecode Plug-In settings, make sure to create a new credit card type code for Bluecode in the *Accounting* tab within the Configuration settings.



## Maintain Settings in SAP Customer Checkout (1/3)

The Bluecode Plug-In is now shown in the *Plug-Ins* tab within your Configuration settings of SAP Customer Checkout (1).

Choose **Settings** to maintain the settings for the Plug-In (2). A new **Plug-In info** window opens, where you can manually enter all Bluecode information (3).





## Mobile Payment with Bluecode Maintain Settings in SAP Customer Checkout (2/3)

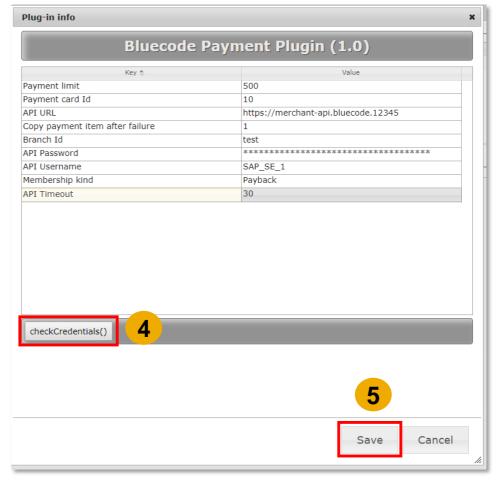
Maintain all the values in the Bluecode Plug-In settings. Use the below table as a quick reference explaining each key:

| KEY                             | VALUES   |
|---------------------------------|--|
| Payment limit                   | Maximum payment amount for one Bluecode transaction. Default value is 100 000 in the current currency. |
| Payment card Id                 | Enter here the same ID as maintained in the Accounting tab for the credit type code (Example: 10).     |
| API URL                         | Find this information in the Bluecode documentation.   |
| Copy payment item after failure | Default is 0. If set to 1, payment items will be voided after failed transaction.                      |
| Branch Id                       | Find this information in the Bluecode documentation.   |
| API Password                    | Find this information in the Bluecode documentation.   |
| API Username                    | Find this information in the Bluecode documentation.   |
| Membership kind                 | Find this information in the Bluecode documentation.   |
| API Timeout                     | Find this information in the Bluecode documentation.   |

## Mobile Payment with Bluecode Maintain Settings in SAP Customer Checkout (3/3)

Choose "checkCredentials" (4) to check if your settings are maintained correctly.

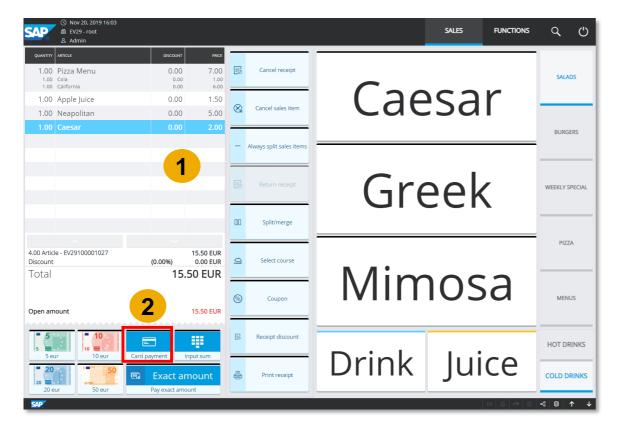
"Save" your changes made in the Bluecode Plug-In info window (5).

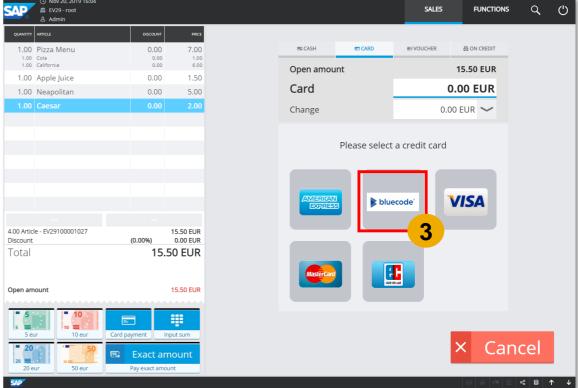


## 5

## Using Bluecode in SAP Customer Checkout During Payment Process (1/4)

In the SALES screen of SAP Customer Checkout, add some articles to the receipt (1). Choose Card payment (2) and select Bluecode (3).

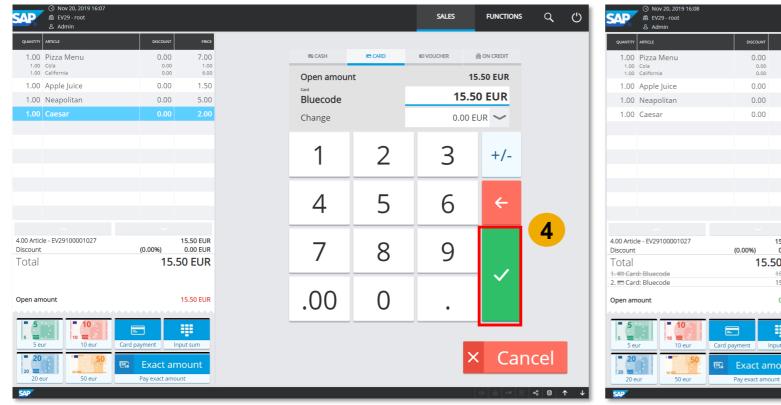


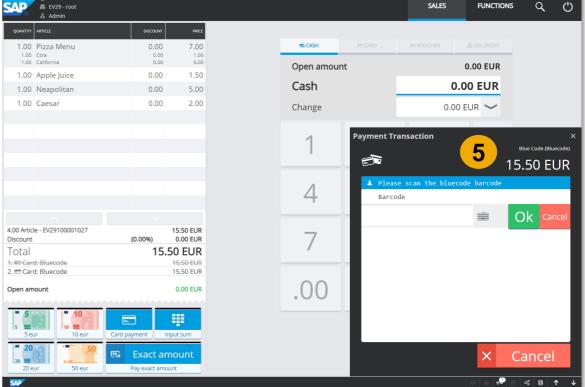


## 5

## Using Bluecode in SAP Customer Checkout During Payment Process (2/4)

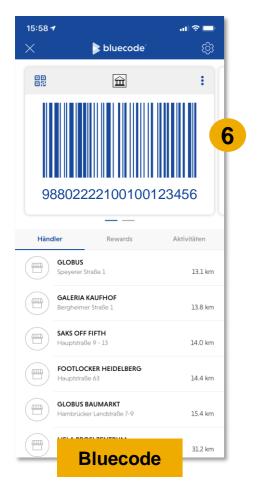
Confirm the payment with the green checkmark (4). A new pop-up comes up where you can scan the Bluecode barcode (5).

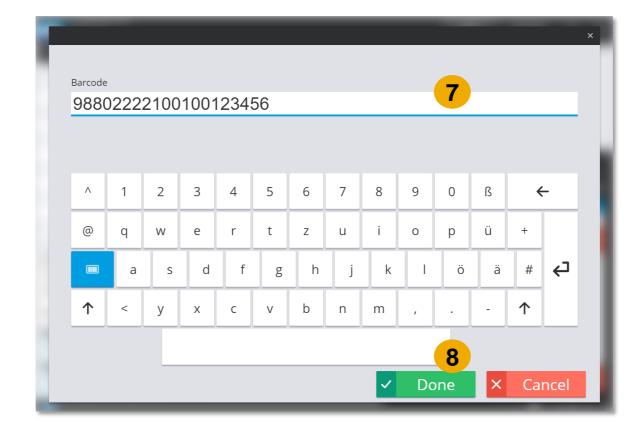




## Using Bluecode in SAP Customer Checkout During Payment Process (3/4)

Scan the barcode from the Bluecode app (6), or optionally enter the barcode manually (7). Confirm with "Done" (8).



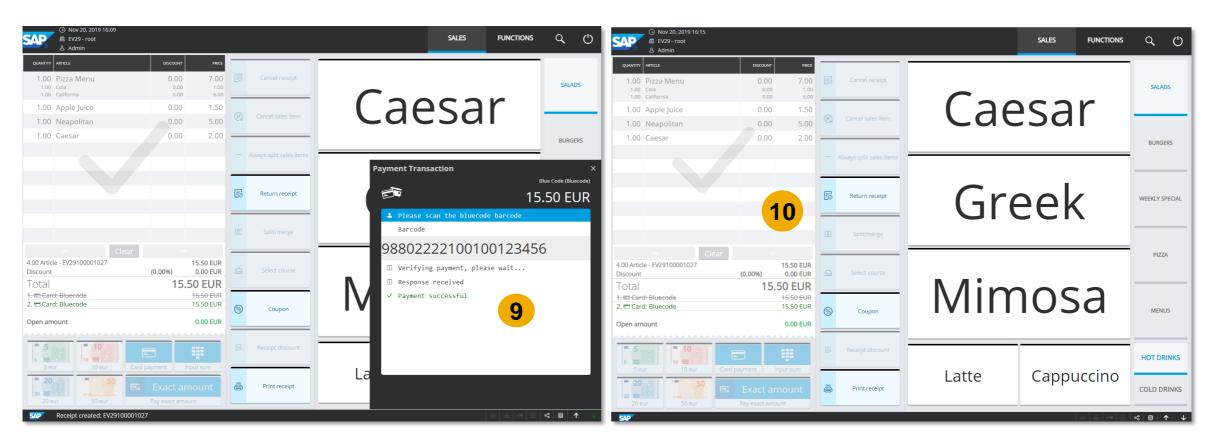


## **Mobile Payment with Bluecode**

## 5

## Using Bluecode in SAP Customer Checkout During Payment Process (4/4)

The payment is confirmed (9), and the receipt is posted successfully (10).



#### **Mobile Payment with Bluecode**

#### Remarks

Please consider the following remarks when using Bluecode in SAP Customer Checkout:



- Payments with Bluecode are supported in Quick Service and Table Service UI modes.
- Bluecode can be used in the following ways:
  - Bluecode standalone: while scanning the Bluecode app, no customer data is displayed in the SALES Screen.
- Bluecode in combination with loyalty management (loyalty user recognition): While scanning the Bluecode app, the loyalty user data are displayed in the SALES screen.
- If your Bluecode contract supports Alipay as additional payment option, SAP Customer Checkout supports payments with Alipay as well.

## **Multi-Tenancy**



## **Multi-Tenancy**

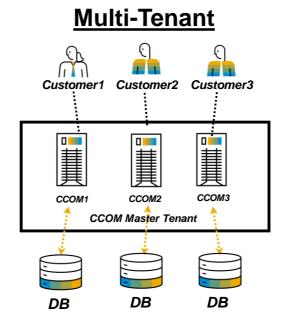
#### Concept

With SAP Customer Checkout 2.0 Feature Pack 09, it is possible to use SAP Customer Checkout manager in Multi-Tenant mode.

Multi-Tenant means that you install and set-up **one SAP Customer Checkout manager system**, and there you can have **multiple tenants** with different databases each of the tenants with an own and separate logic. For example, you can have 3 different customers with separated databases sharing one SAP Customer Checkout manager application and using one SAP JVM.

The following diagram shows the difference between Single-Tenant and Multi-Tenant:

# Single-Tenant Customer1 Customer2 Customer3 CCOM1 CCOM2 CCOM3 DB DB DB DB



#### **Benefits:**

- ✓ One Tomcat deployment
- One SAP Customer Checkout manager installation
- Use several tenants with different databases
- One SAP JVM installation

## **Multi-Tenancy** Process

If you want to use SAP Customer Checkout manager in Multi-Tenancy mode, there are several steps to do:



1 Initial installation of SAP Customer Checkout manager



2 Configure your Master tenant and create further tenants



3 Login and configure each of your tenants

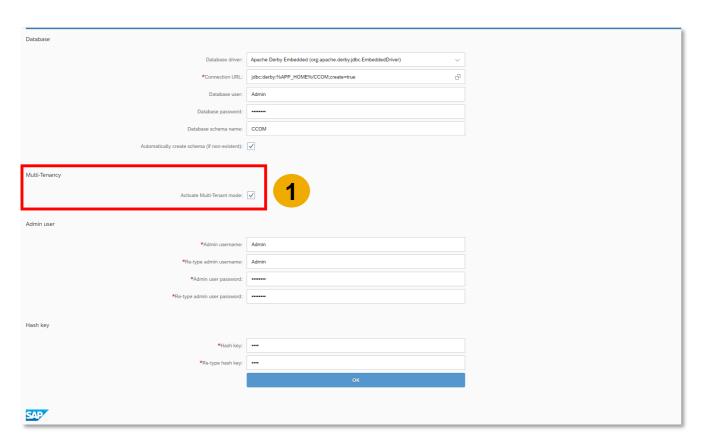


Install and configure your SAP Customer Checkout application with tenants

# Multi-Tenancy Initial Installation of SAP Customer Checkout Manager

Install a new SAP Customer Checkout manager system.

In the initial installation screen, there are is a new flag to be activated in order to use *Multi-Tenancy* (1).

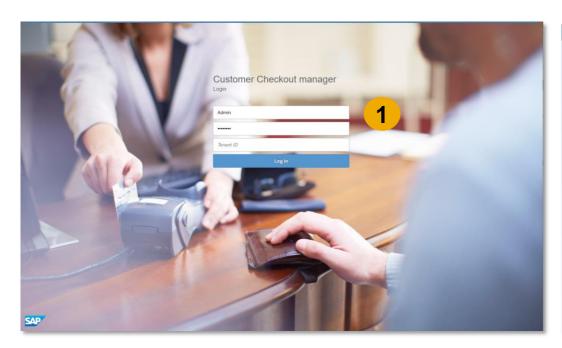


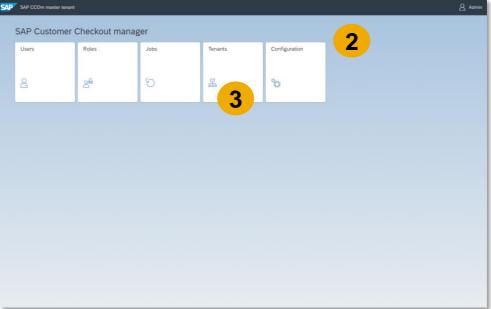
When activating the Multi-Tenant mode, then per default, your SAP Customer Checkout manager will start as Master tenant.

#### Login and Configuration of Master Tenant

When you start your SAP Customer Checkout manager after a new installation, you login as Master tenant (1).

In Master tenant, there are only a few apps visible (2). With version 2.0 Feature Pack 09, a new app is available where you can maintain and configure all your tenants with different databases: **Tenants** (3)





#### Note!

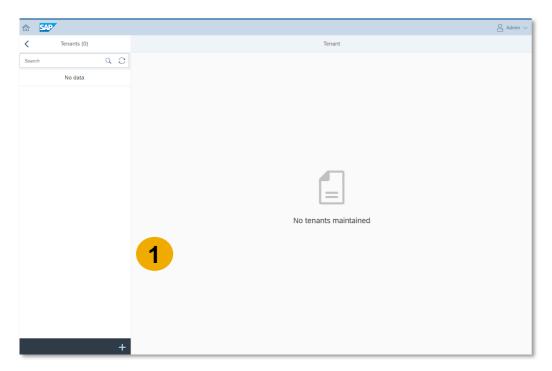
The Master tenant should not be used to store receipts, or do sales reports. It is only for managing your tenants.

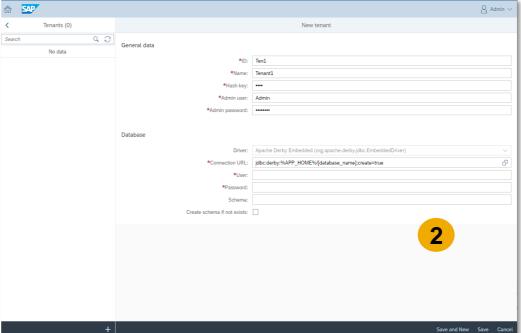
## 2

## Create Your Tenants (1/4)

In the *Tenants* app, you can now create and configure each of your tenants (1).

Enter all relevant data for your tenant (2).





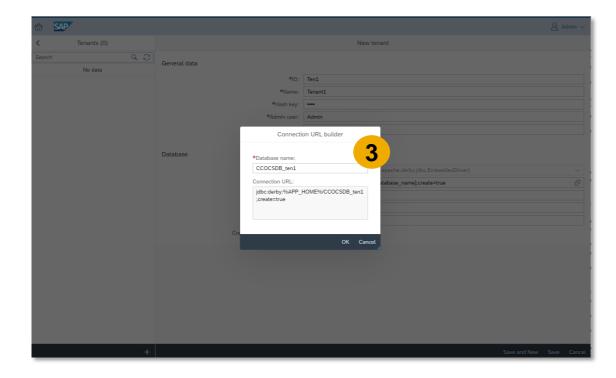
#### Note!

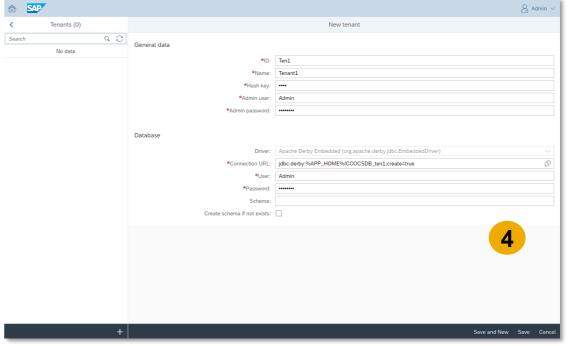
The driver of the database is already preselected (it has always to be the same driver as the Master tenant).

#### Create Your Tenants (2/4)

In the Connection URL field, you can enter the name for your database for the according tenant (3).

Enter all further mandatory fields and save your entries (4).



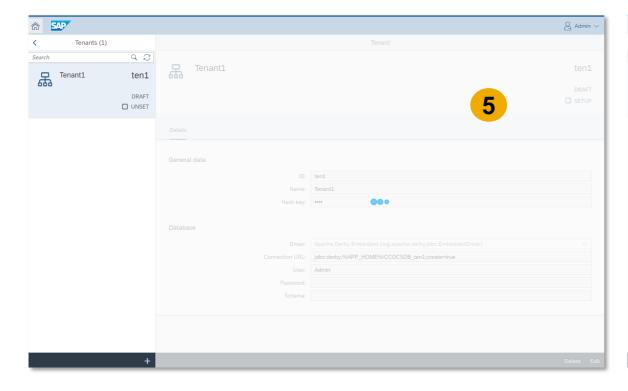


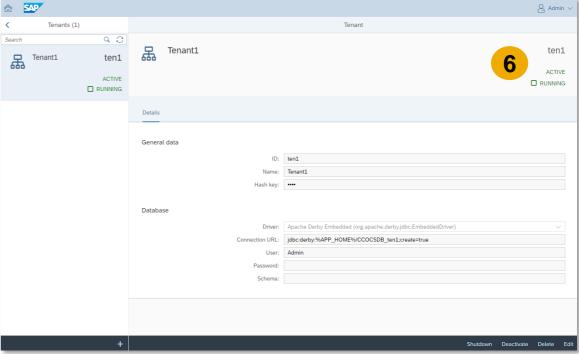
#### **Multi-Tenancy**

#### Create Your Tenants (3/4)



Once you have saved your entries, the newly created tenant is in DRAFT mode (5), and it might take a few seconds until your tenant is set to status ACTIVE (6).

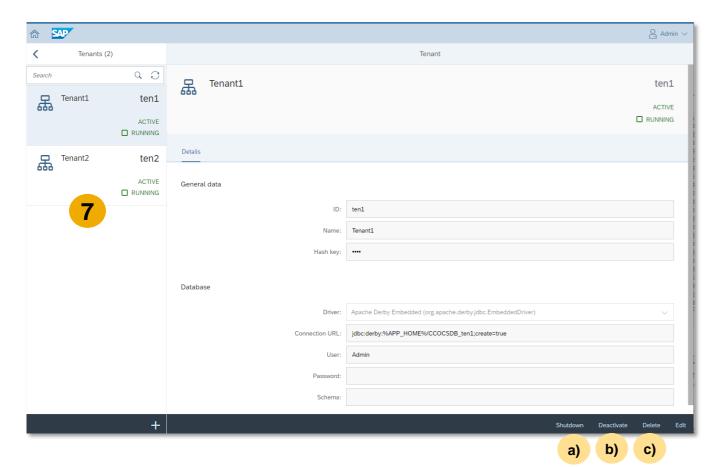




## Multi-Tenancy Create Your Tenants (4/4)

2

If needed, create further tenants (7).



In the Tenants app, there are further options possible for your tenants:

- a) Shutdown: The tenant is shutdown, and deactivated. The connection to the database of the tenant is switched off.

  Scheduled jobs of the respective tenant are not triggered, as the tenant is completely shutdown.
- Deactivate: The tenant is deactivated, and not accessible. Requests such as user/ material synchronizations are not triggered. However, scheduled jobs are triggered. Tenants that are deactivated, are not automatically starting up when you start the SAP Customer Checkout manager Master tenant.
- c) Delete: The tenant entry is deleted from your SAP Customer Checkout manager Master tenant, but not the underlying database of the tenant.

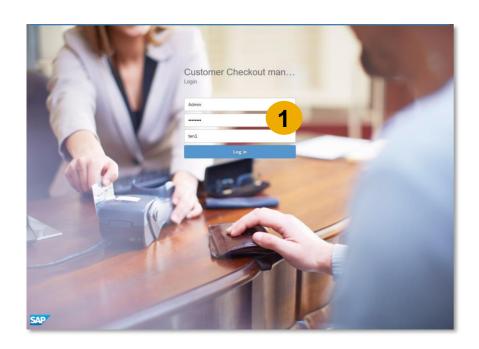
Furthermore, the following status are possible:

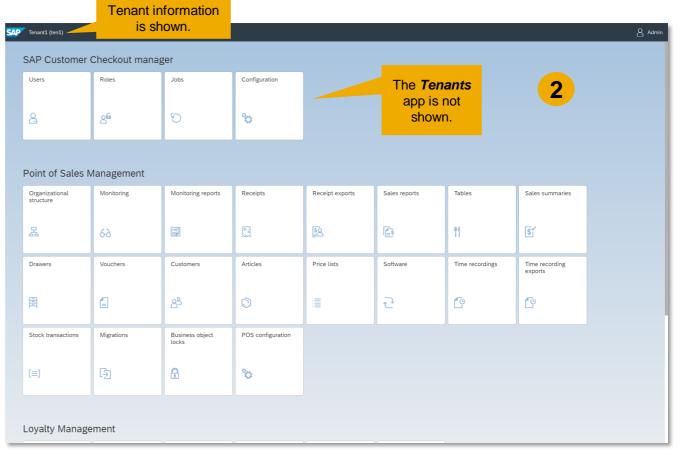
- Active/ Inactive: Tenant is accessible/ not accessible
- Running/ Stopped: Database is accessible/ not accessible

# Multi-Tenancy Login and Configure Your Tenants (1/2)

After you have created your tenants, you can now login in each tenant (1).

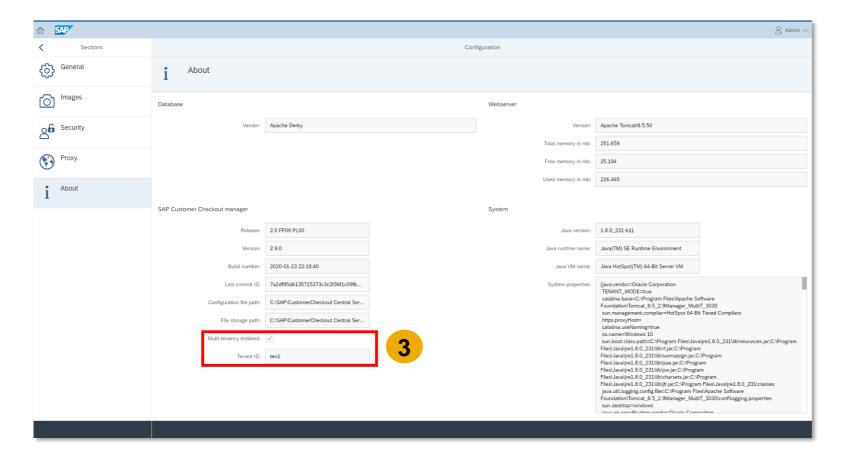
You can start configuring your SAP Customer Checkout manager as usual (2).





# Multi-Tenancy Login and Configure Your Tenants (2/2)

In the *Configuration* app, there is also a new field available showing the Tenant information (3).

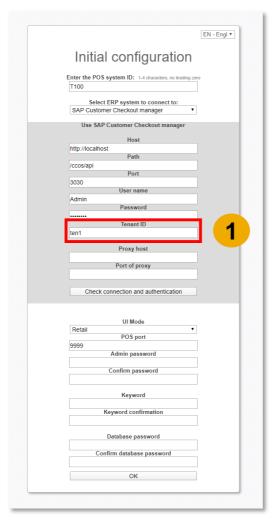


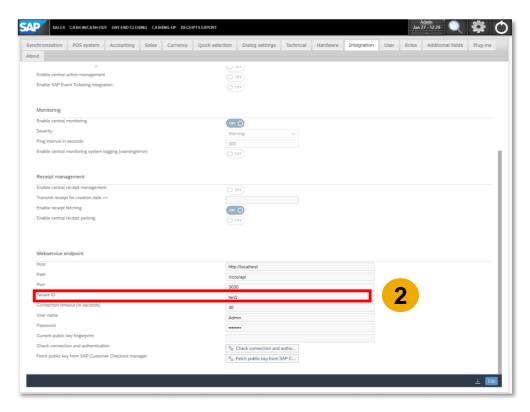
## 4

# **Multi-Tenancy**SAP Customer Checkout Application

In your SAP Customer Checkout application, there are also some changes related to Multi-Tenancy.

You can enter the tenant information directly in the initial installation screen of SAP Customer Checkout (1), or afterwards within the Configuration screen entering the tenant ID within the Integration tab (2).





#### **Multi-Tenancy**

#### Remarks

Please consider the following remarks when using Multi-Tenancy in SAP Customer Checkout and SAP Customer Checkout manager:



- The startup of your SAP Customer Checkout manager might take a bit longer when you have several tenants.
- Database updates will be executed on startup (as for the Master tenant)
- Error and standard logs of your tenants are saved and stored in the Master tenant log file. Although you see from which specific tenant ID the log information is sent.
- Once your Master tenant is shutting down, all associated tenants are also shutting down

## **Table Management**

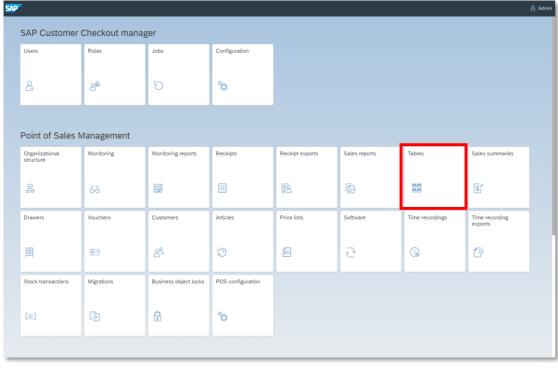


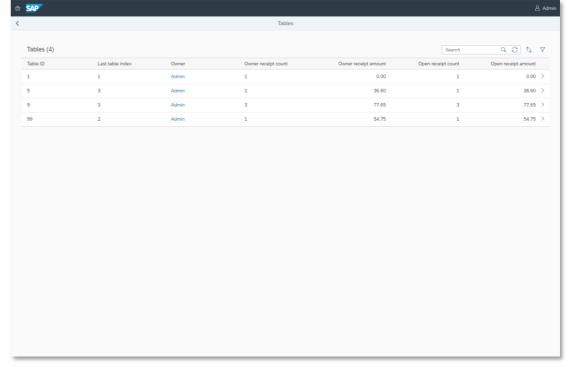
## **Table Management** Improvements (1/4)

Using Table Service in SAP Customer Checkout and SAP Customer Checkout manager has been optimized.

A new app is available in SAP Customer Checkout manager: *Tables* 

In this app, you have an overview of all open tables from your SAP Customer Checkout applications. You can see further details of each table, such as receipt amount, owner receipt count, and many more.

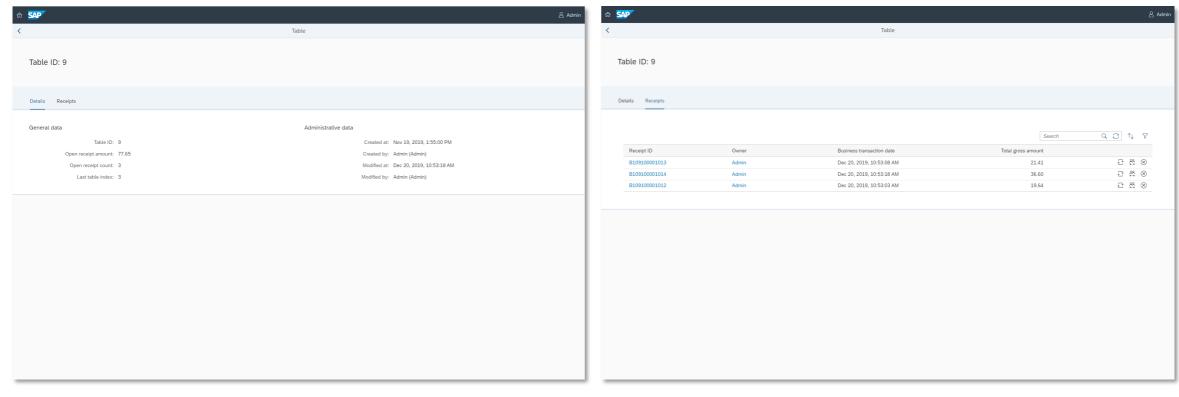




# Table Management Improvements (2/4)

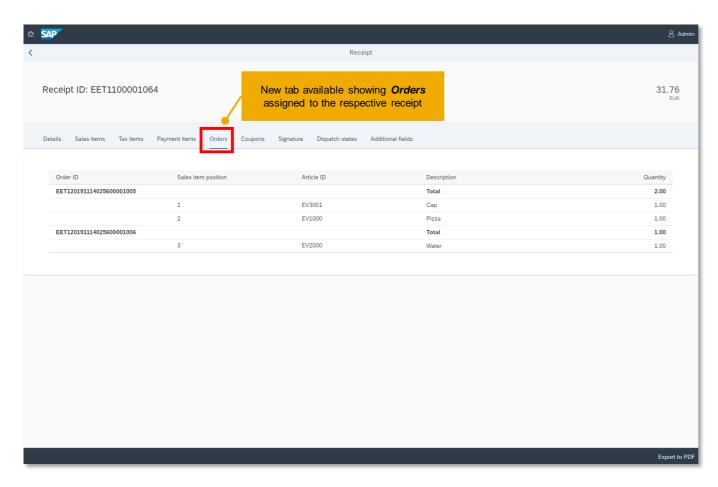
When selection one table entry, you can see two further sub-tabs:

- Details: See general and administrative data of the selected table.
- Receipts: See all assigned receipts of the respective table. Furthermore, you can manually change a table, change an owner, or cancel a receipt.



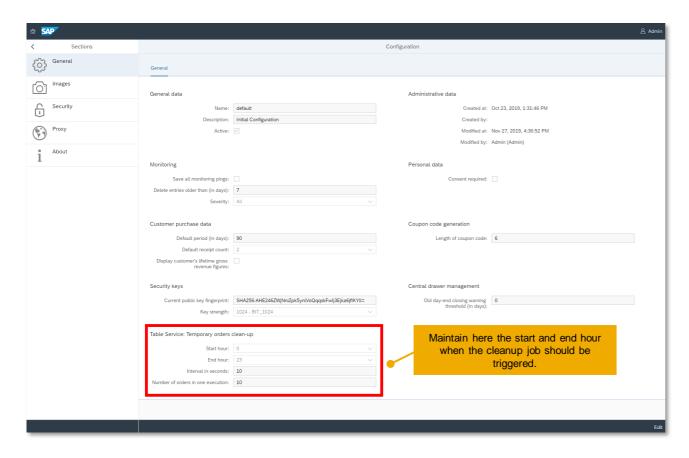
# Table Management Improvements (3/4)

In the Receipts app, you can see detailed order information for receipts posted in mode "Table Service".



## Table Management Improvements (4/4)

In the *Configurations* app, there are some new fields available within the General tab: **Table Management: Cleaning Up Temporary Order Receipts** 



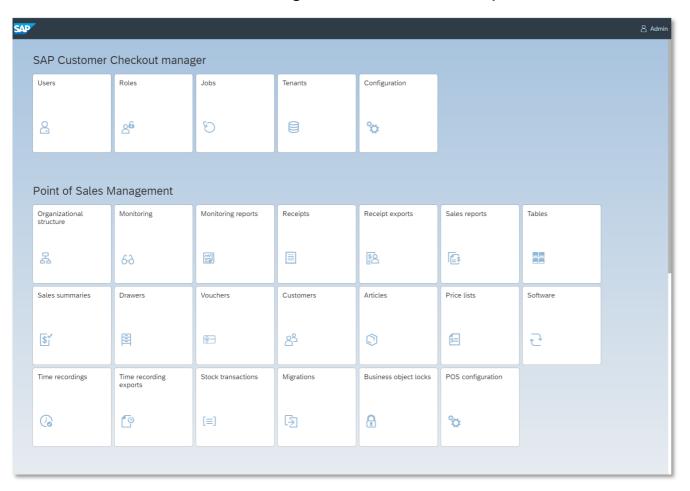
This section enables you to clean up background jobs for temporary order receipts from all your POS systems that are running in Table Service mode.

## Miscellaneous



#### New Launchpad

SAP Customer Checkout manager uses a new launchpad.

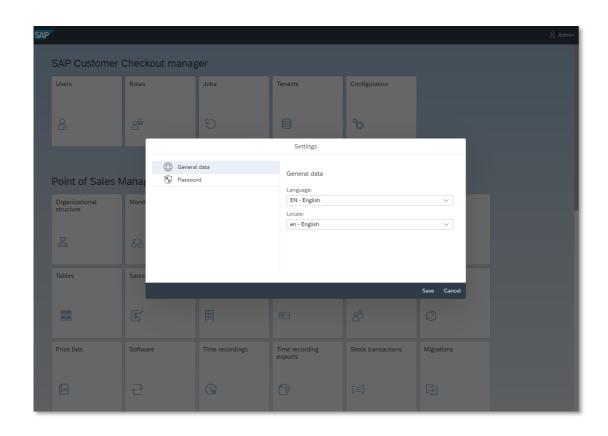


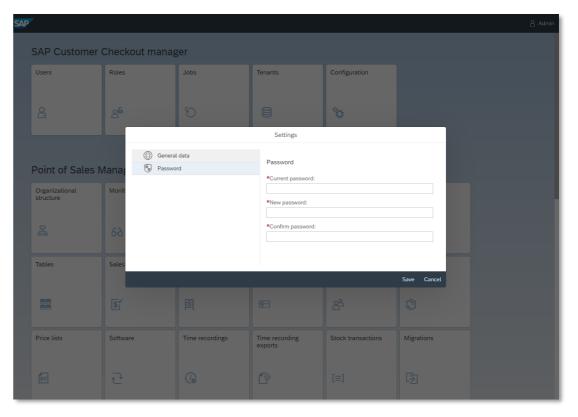
#### **Benefits:**

- Attractive and modern for an improved user experience
- Consistent appearance of icons used in SAP Customer Checkout and SAP Customer Checkout manager

#### Optimized Settings

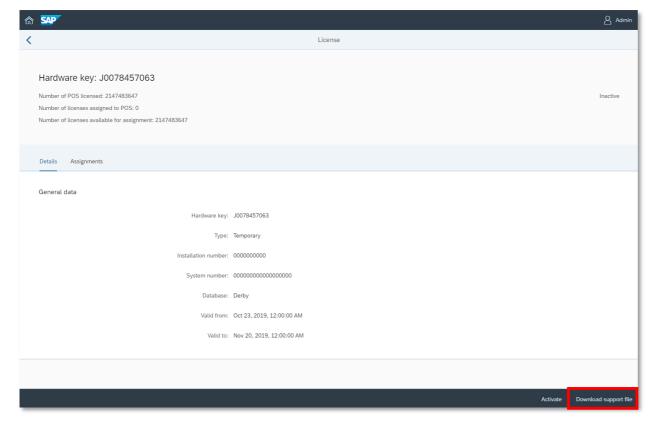
The view for general data and password settings in SAP Customer Checkout manager has been optimized.





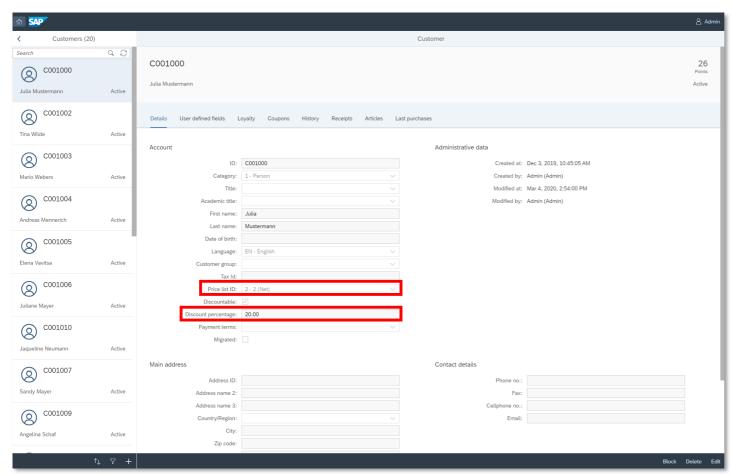
#### Licenses: Download Support File

In the *Licenses* sub-app, you can download a support file with important information that is needed when providing support for SAP Customer Checkout manager and SAP Customer Checkout. This file contains data such as information about license, webserver, system and many more.



#### Customers: Assign Price List and Discount Percentage to Customers

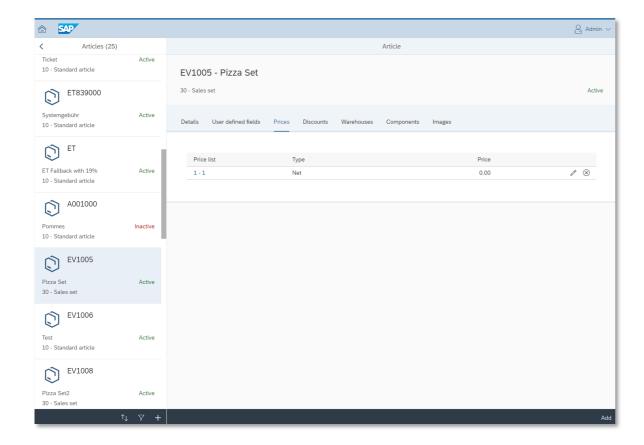
In the *Customers* app, you can now assign a specific price list ID and discount percentage to a customer.



When you add the respective customer to the receipt in SAP Customer Checkout, the price list and discount percentage are automatically adjusted.

#### Articles: Allow Price of 0 for Set to Calculate Total

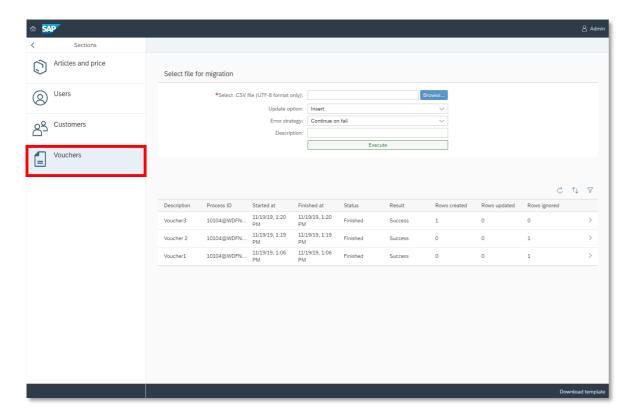
In the *Articles* app, there is a new behavior when setting a price of 0 for a sales set: The system calculates the total of all individual components. The price of the set components is not proportionally adjusted.



#### Migrations: Vouchers

In the *Migrations* app, it is now possible to migrate vouchers.

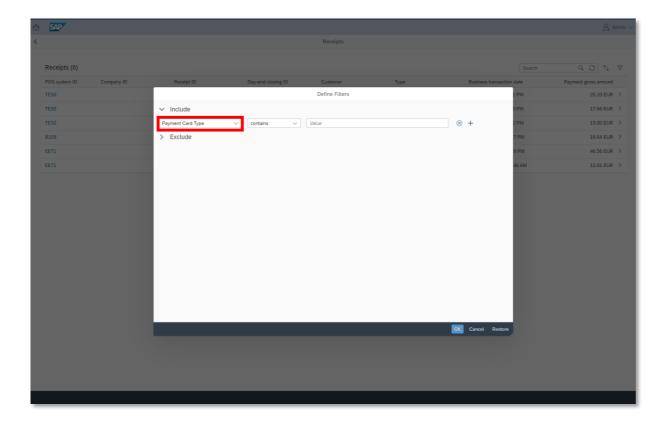
You can import vouchers via a csv file into your SAP Customer Checkout manager system.



## Receipts: Searching Based on Credit Card Type

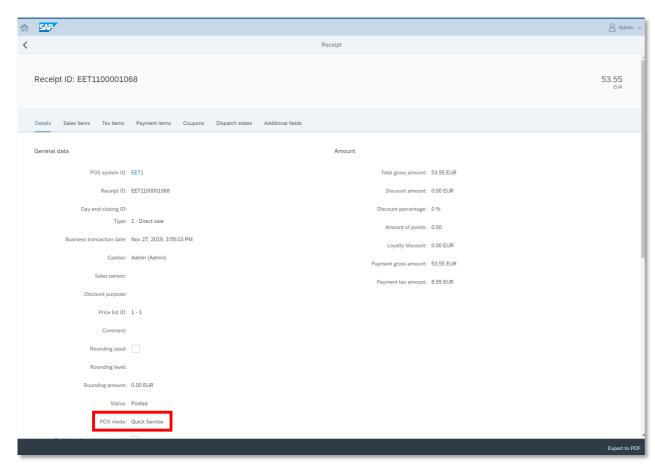
In the *Receipts* app, the search option for payments with credit cards has been optimized.

You can search/ filter receipts based on the **payment card type**, e.g. VISA, American Express, Master Card, and many more.



#### Receipts: Show POS Mode of Receipt

In the Receipts app, you can now see in which UI mode the receipt was posted from SAP Customer Checkout: POS mode



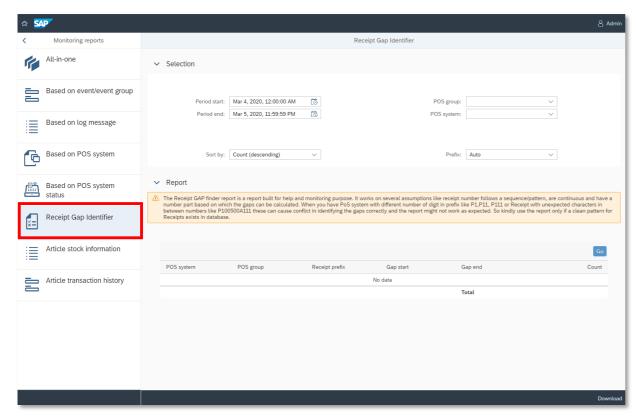
#### **Benefit:**

 Helps you in support cases to identify in which UI mode the POS system is running.

#### Monitoring Reports: New Report Available

In the *Monitoring reports* app, there is a new report available: *Receipt Gap Identifier* 

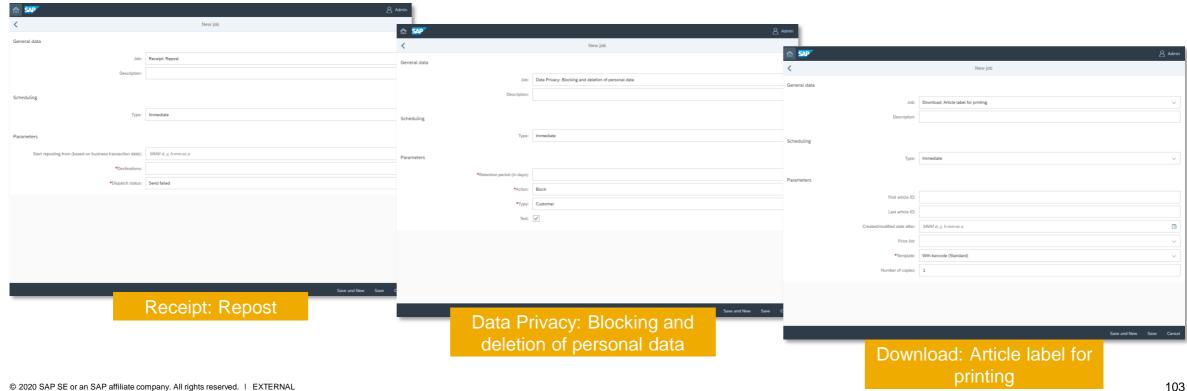
This report gives you information about receipt gaps in selected POS systems and/ or POS groups. A receipt gap occurs when the sequence number ID is interrupted during postings of receipts from SAP Customer Checkout.



#### Jobs: New Scheduling Job Available

In the **Jobs** app, there are two new jobs that can be scheduled:

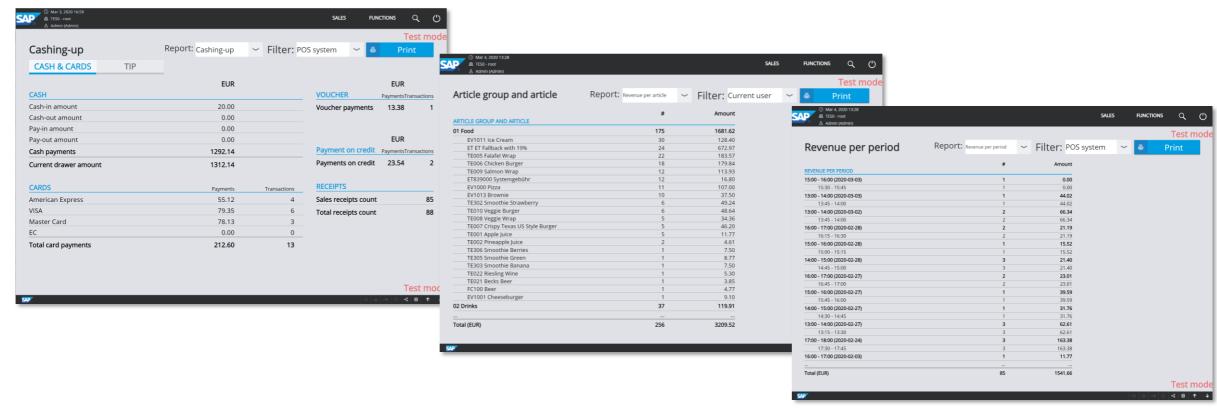
- Data Privacy: Blocking and deletion of personal data: Lets you block, unblock and delete business objects (Business partners, Users, and Loyalty users).
- Receipt: Repost: Reposts receipts that have not been passed to a destination
- **Download:** Article label for printing: Lets you download a file of selected articles to be printed on labels (as barcode, or QR code)



#### CASHING-UP Screen in New User Interface

The CASHING-UP Screen in SAP Customer Checkout is now available in the new user interface.

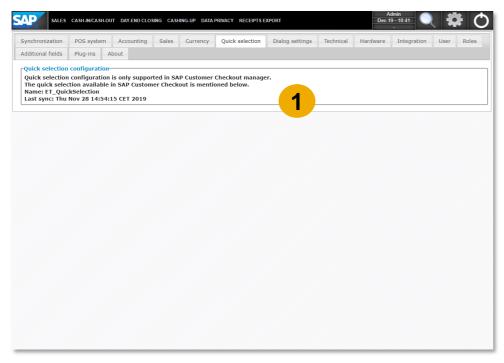
Furthermore, you can see directly in the screen revenue per article and revenue per period reports for current user, POS system and POS group.

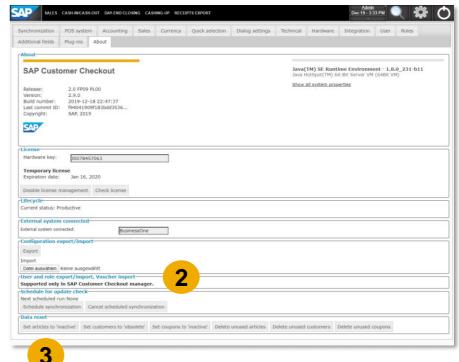


#### Configuration: Central Management Improvements

In the CONFIGURATION screen of SAP Customer Checkout, some settings have been removed and can only be used centrally in SAP Customer Checkout manager:

- 1. Local quick selection configuration
- User and role export/ import, voucher import
- Reset day-end closing ID





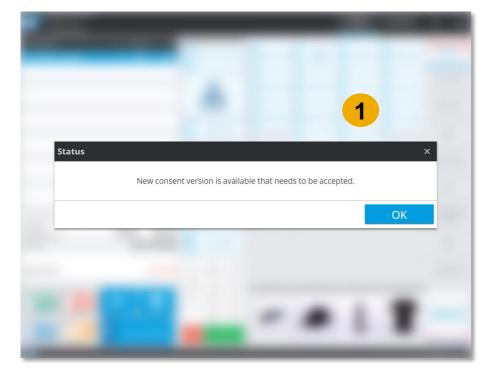
#### Security/ Data Privacy: Changed Behaviour for Consent Information

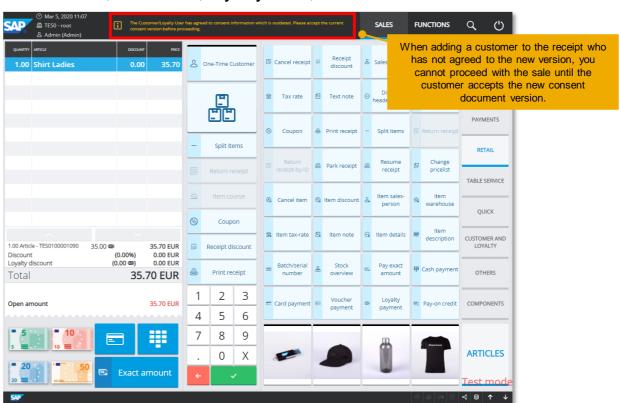
There are some changes related to security and data privacy, when using consent management in SAP Customer Checkout.

If the consent document version has changed, there is an information shown to the user in SAP Customer Checkout (1).

In this case, you need to accept the new consent version for the user, customer, loyalty user, or one-time customer in order to

proceed.





#### Central Drawer Management - Enhancements

The handling and usage of central drawer management in SAP Customer Checkout and SAP Customer Checkout manager has been simplified.

#### The following enhancements have been made with the new version 2.0 Feature Pack 09:

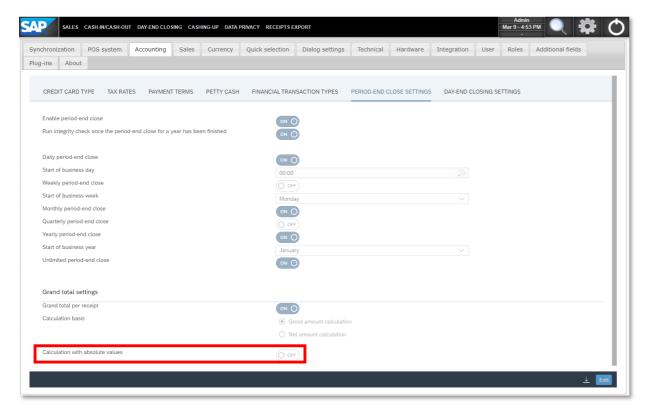
- Drawer lock information has been optimized for the user
- Simplified day-end closing process when using central drawer management (performing dayend closing from POS2 is not possible when day-end closing is already in process in POS1)
- When updating your POS system to version 2.0 Feature Pack 09, make sure to perform a day-end closing, as the behaviour and calculation logic has changed



#### French Certification NF 525 - Enhancements

The settings according to the stipulations by **NF 525** for France, have been adjusted in SAP Customer Checkout.

- Calculation with absolute values: By default, this setting is deactivated.
- Calculation of Grand total: From version 2.0 Feature Pack 09, the Grand total amount considers +/- signs in the calculation\*.



#### Example:

In your store, some receipts were posted with the following amounts:

Receipt 1: 20€

Receipt 2: 10€

Receipt 3: -5€ (Return)

|                               | Grand total<br>(version 2.0<br>Feature Pack 08) | * Grand total<br>(version 2.0<br>Feature Pack 09) |
|-------------------------------|---|---|
| Daily period-end close amount | 35€   | 25€   |

# Thank you.

PartnerEdge: <a href="https://partneredge.sap.com/en/products/scc/about.html">https://partneredge.sap.com/en/products/scc/about.html</a>

SAP Community Questions: <a href="https://www.sap.com/community/tag.html?id=67838200100800006251">https://www.sap.com/community/tag.html?id=67838200100800006251</a>

SAP Community Blogs: <a href="https://blogs.sap.com/tags/67838200100800006251/">https://blogs.sap.com/tags/67838200100800006251/</a>

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