

SAP

# SAP Customer Checkout What's new in 2.0 Feature Pack 21

SAP  
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Public



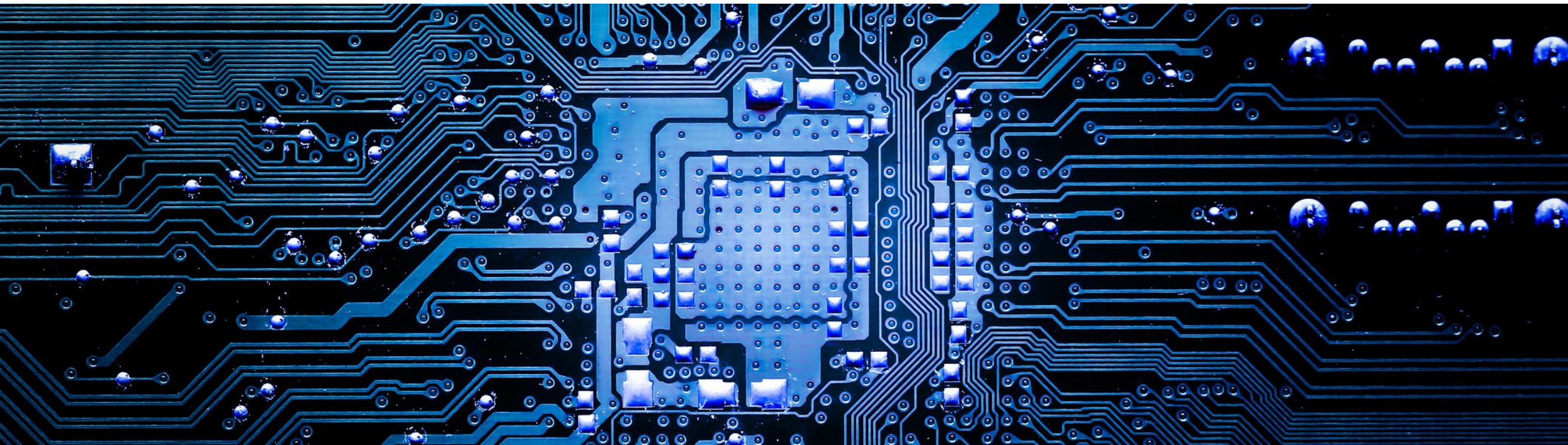
# What's new in SAP Customer Checkout 2.0 Feature Pack 21

**The following asset is designed to give you an overview of new features in SAP Customer Checkout 2.0 Feature Pack 21.**

- [SAP Machine 17 Support](#)
- [Tomcat 10 Support](#)
- [Gift card improvements](#)
- [Sales Reporting](#)
- [Miscellaneous](#)



# SAP Machine 17 Support



# SAP Machine 17 Support

Starting from version **2.0 Feature Pack 21**, SAP Customer Checkout and SAP Customer Checkout manager **support SAP Machine 17 ONLY**

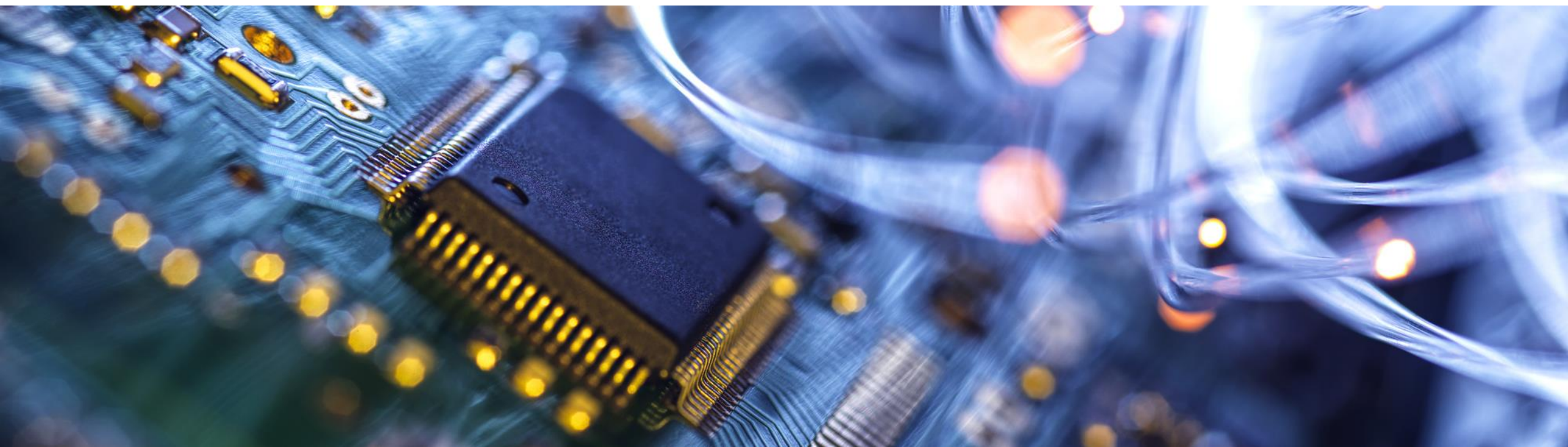
Do not forget to verify that all your hardware devices support SAP Machine 17 before updating to SAP Customer Checkout 2.0 Feature Pack 21.



Before you update to 2.0 Feature Pack 21, read our update training materials in SAP PartnerEdge carefully.

- [Guide: How to update to SAP Customer Checkout 2.0 Feature Pack 21](#)
- [Guide: How to update to SAP Customer Checkout manager 2.0 Feature Pack 21](#)

# Tomcat 10 Support



# Tomcat 10 Support



Starting from 2.0 Feature Pack 21 onwards SAP Customer Checkout switches to **Tomcat 10**. SAP Machine 17 is a prerequisite to run SAP Customer Checkout with Tomcat 10.

SAP Customer Checkout 2.0	Tomcat 9	Tomcat 10
FP17	X	
FP18	X	
FP19	X	
FP20	X	
FP21		X

## Note!

Certificate-based authentication requires the application server on which SAP Customer Checkout manager is run to be configured for data traffic via SSL and accessible via HTTPS protocol. Be aware that SSL-setup is different for Tomcat 10.

# Gift card improvements



# Enhancements of Gift Cards

## Gift cards – New *Bulk download* section available in gift card configurations app (1/4)

The screenshot displays the SAP Gift Card Configurations app interface. On the left, a list of configurations is shown, with 'ET Employee Template' selected, valued at 150.00 EUR. The main area shows the configuration details for 'ET'. A blue box highlights the 'Bulk download' section, which includes a '1' in a blue circle. The 'Bulk download' section contains the following fields and options:

- Requires activation:
- Enable bulk download:
- Access locked:
- Download token: ff60102a-f152-4ec7-b75d-e68c34a3b3aa
- Allowed email addresses or domains:
- PIN: 12345
- Download format: PDF
- Download limit for gift cards: 5

Below the 'Bulk download' section is the 'Administrative data' section, which includes the following information:

- Created at: Jul 19, 2024, 11:09:44 AM
- Created by: Admin (Admin)
- Modified at: Sep 4, 2024, 11:00:35 AM
- Modified by: Admin (Admin)

At the bottom right of the main area, there are buttons for 'Generate new download token', 'Copy', and 'Edit'. A context menu is visible over the 'Download token' field, containing 'Open link', 'Copy link', and 'Copy text' options.

### Feature

- In the **Gift card configurations** app, there is a new section available: “**Bulk download**” (1)
- The **Bulk download** feature allows you to retrieve several instances of a gift card configuration
- Key features:
  - Retrieve requested gift cards by email as self-service
  - Fraud protection
  - Support PDF and Mobile pass

### Benefits

- Provide an easy way to allow users to self-assign gift cards
- Simplify the way to distribute gift cards at any point in time
- Validate and detect misuse or fraud

# Enhancements of Gift Cards

## Gift cards – New Gift card bulk download email template available (2/4)

The screenshot displays the SAP Email templates interface. On the left, a list of templates is shown, with 'Gift card bulk download' highlighted and marked with a blue circle '2'. The main area shows the configuration for this template, including 'General data' (Template type: Gift card bulk download, Description: Your requested gift card(s)) and 'Administrative data' (Created at: Jul 19, 2024, 11:03:03 AM). Below the configuration, a preview of the email template is shown, featuring the SAP logo, a greeting, and a PDF attachment titled 'GiftCard-cd37e37b-3480-4739-b1b5-f2c76bb9e52a.pdf' (49 KB). The preview is marked with a blue circle '3'. The email content includes instructions on how to use the gift cards and contact information for customer service.

### Feature

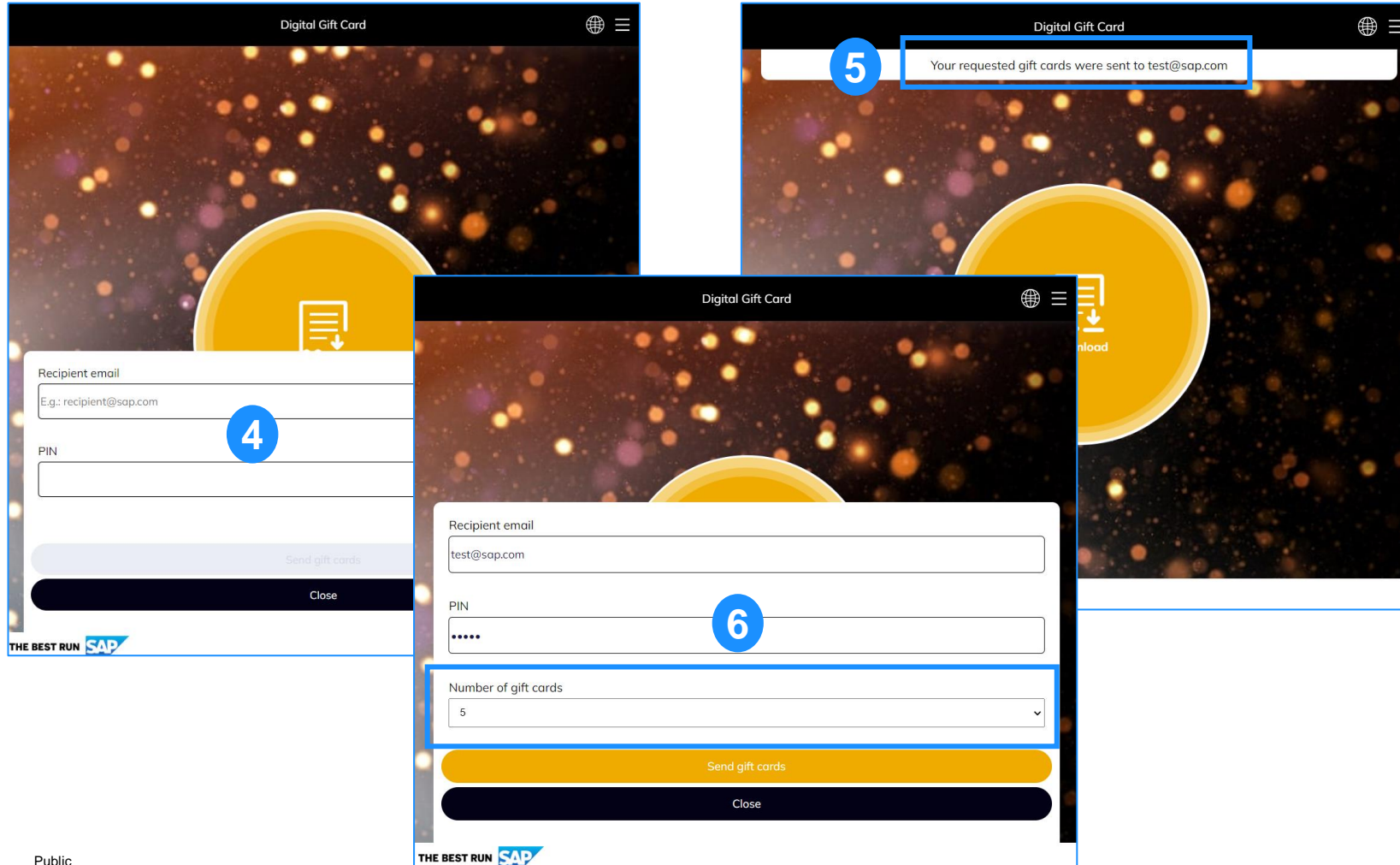
- In the **Email templates** app, there is a new template available: **“Gift card bulk download” (2)**
- *Configuration hint:* Before template activation, you will need to click **“Load template”** button and select language. This button is visible only in editing mode
- Within this template, you will be able to send a digital gift card to your email from the **Digital gift card** page (3)

### Benefits

- Expand predefined email templates that can be used and adapted by business operator

# Enhancements of Gift Cards

## Gift cards – New Gift card bulk download available (3/4)



### Feature

- In the **Digital gift card** page, you will need to click “Download” button, in the popped-up dialog window enter the email and PIN, that was set in the Gift card configuration app, and click “Send gift cards” button (4)
- If the gift card is successfully sent, you will see an information message on the top of the screen: “**Your requested gift cards were sent to \*email\***” (5)
- In case you have set **Download limit for gift cards** parameter of more than 1, then in the digital gift card page you will also need to select from the drop-down menu the number of instances to send (6)

# Enhancements of Gift Cards

## Gift cards – New field *Email used for download* available (4/4)

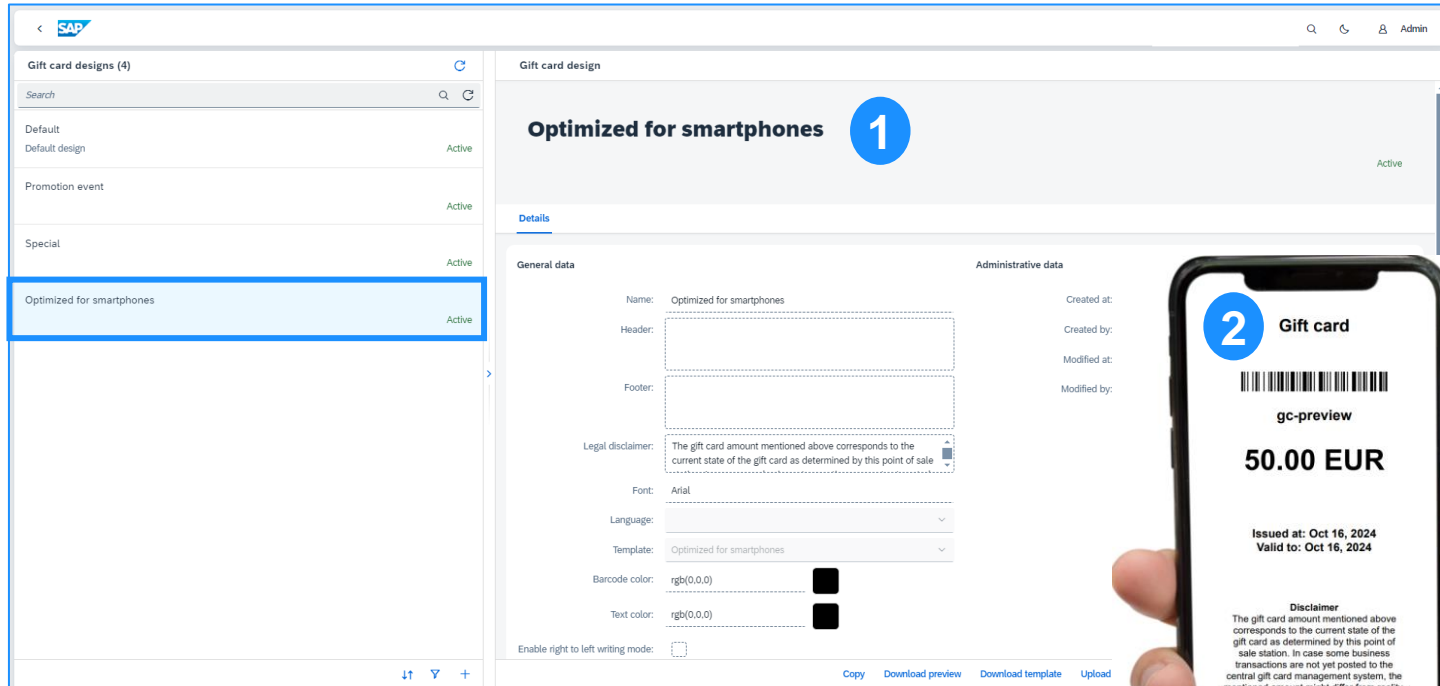
The screenshot displays the SAP Gift cards application interface. On the left, a list of gift cards is shown, each with a unique ID, a value of 100.00 EUR, and a status of 'Draft' and 'Not redeemed'. The main area shows the 'General data' for a selected gift card with ID 'gsjesjzd62qz'. The fields include Configuration ID (ST01), Type code (Standard), Description (Test template for standard type code), Original amount (100.00), Current amount (100.00), Currency (EUR), Issued at (Sep 3, 2024, 5:34:49 PM), Valid from (May 17, 2024, 4:34:00 PM), Valid to (Dec 31, 2024, 11:59:59 PM), Customer ID, Company ID, Article ID, External transaction ID, and Download token (56dce5dd-440b-4e12-a314-fbce24b5db79). A blue circle with the number '7' highlights the 'Email used for download' field, which contains the value 'test@sap.com'. Below this field, there are checkboxes for 'Download for customer blocked' and 'One-time usage'. At the bottom of the screen, there are buttons for 'Generate new download token', 'Export as mobile pass', 'Export to PDF', 'Activate', and 'Edit'.

### Feature

- In the **Gift cards** app, there is a new field available: "**Email used for download**" (7)
- If the gift card was sent by email, this field will be pre-filled with the email that was used. Thus, you will know that this gift card is already in use and will not be sent again
- When the gift card is in edit mode, the field **Email used for download** is editable. This gives an opportunity to correct the assignment
- *Configuration hint:* the field **Email used for download** is not visible in the create gift card mode
- It is possible to filter and sort gift cards by the option "**Download recipient email address**"

# Enhancements of Gift Cards

## Gift cards – New Gift card design available in gift card designer app (1/2)



### Feature

- In the **Gift card designer** app, there is a new design available: “**Optimized for smartphones**” (1)
- Within this design you can create new smartphone-optimized gift card layout (2)
- With the fresh installation **Optimized for smartphones** design will be set as the **default** design
- With the updated system the Default design will stay as the default design

### Benefits

- Expand gift card design options
- Maintain individual layout for smartphones
- Easily use new design for digital downloads

# Enhancements of Gift Cards

## Gift cards – New Gift card design available in gift card designs app (2/2)

The screenshot shows the SAP 'New gift card design' app interface. The left sidebar displays a list of gift card designs: Default (Active), Promotion event (Active), Special (Active), and Optimized for smartphones (Active). The main area is titled 'New gift card design' and contains a 'General data' section with the following fields:

- Name: \*
- Header:
- Footer:
- Legal disclaimer:
- Font: \*
- Language:
- Template: A4 format (highlighted with a blue circle and the number 3)
- Barcode color: A4 format
- Text color:

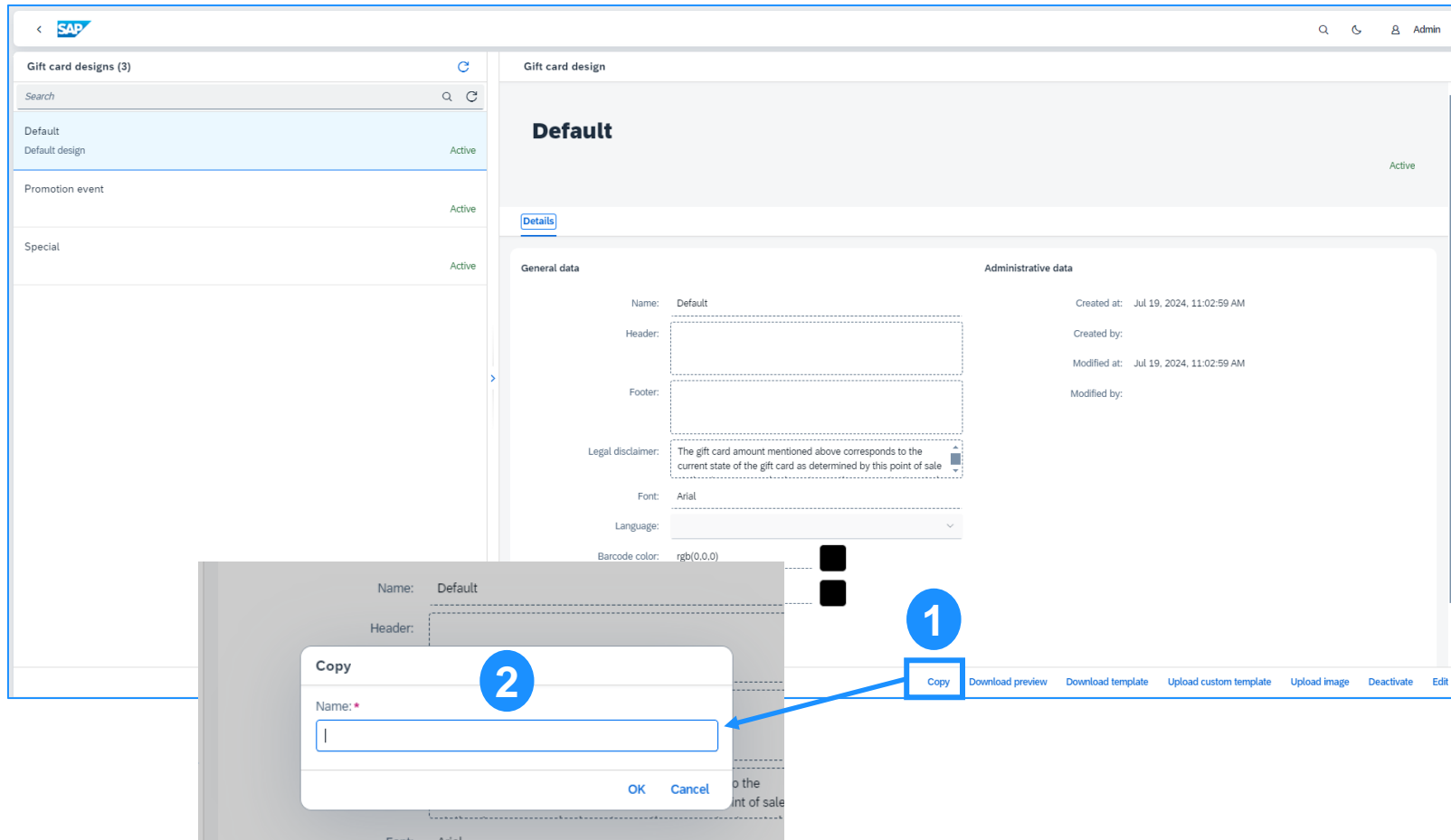
At the bottom right, there are buttons for 'Save and New', 'Save', and 'Cancel'.

### Feature

- In the **Gift card designs** app, you have the choice which template should be used when creating a new gift card design (3)
- The following templates available:
  - A4 format
  - Optimized for smartphones

# Enhancements of Gift Cards

## Gift cards – New Copy button available in Gift card designer app



### Feature

- In the **Gift card designer** app, a new function button available: “**Copy**” (1)
- It is possible to copy a gift card design to easily reuse existing designs as a base for new ones
- When you press “Copy” button, a popup appears asking for the new name (2)

### Benefits

- Speed up gift card design creation

# Enhancements of Gift Cards

## Gift cards – New Gift card design field available in gift card configurations app

The screenshot shows the SAP Gift Card Configurations app interface. On the left, there is a list of gift card configurations: CT (Customer Template, 50.00 EUR), ST (Standard Template), and ET (Employee Template, 150.00 EUR). The main area displays the configuration for 'CT - Customer Template'. The 'General data' section includes fields for Type code (Standard), ID (CT), Name (Customer Template), and Currency (EUR). The 'Gift card design' field is highlighted with a blue box and a '1' in a blue circle, indicating it is the new feature being discussed. Below this, the 'Template data for new gift card instances' section includes fields for ID type (Manual), Description (This gift card is created for a customer), Initial amount (50.00), Validity period (3 Year(s)), and a checkbox for 'Valid until the end of the year' (checked). The bottom right corner of the main area has buttons for 'Generate new download token', 'Copy', and 'Edit'.

### Feature

- In the **Gift card configurations** app, there is a new feature available: “**Gift card design**” (1)
- Within this new field you are able to apply a gift card design with a gift card configuration
- If no particular gift card design template is set, then the Default gift card design template is used

When the specific Gift card design template is set in the gift card configuration:

- The set design template will be automatically used for gift cards when clicking “Export to PDF” button in the Gift cards app
- The design template will be automatically used for the digital documents app when gift cards are downloaded or sent via email

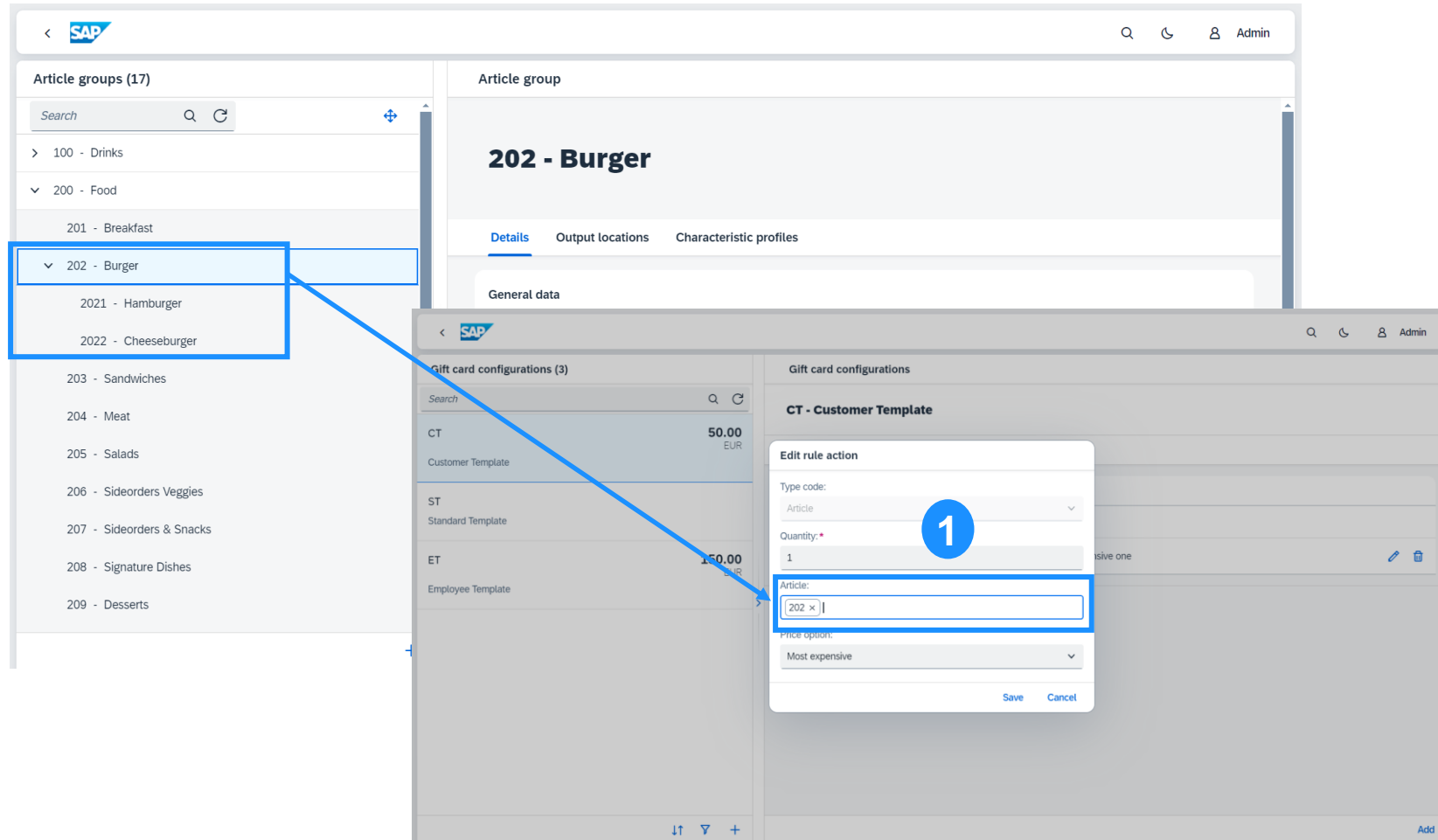
- *Configuration hint:* This gift card design is used for SAP Customer Checkout manager layout only

### Benefits

- Expand gift card configuration options
- Maintain individual layout for different gift cards/gift card configurations

# Enhancements of Gift Cards

*Gift card configurations* – Extended possibility to consider specific rule conditions and rule actions for *Article sub-group* and *POS sub-group* available



## Feature

- In the **Gift card configurations** app, in the **Rule conditions** tab and **Rule actions** tab, it is possible to set rule condition for gift cards that will consider **Article sub-groups** and **POS sub-groups** of the Parent group (1)
- Now, assigning the Parent Article group and Parent POS group, will consider the relevant sub-groups when the payment via gift card with specific rules is applied
- For example, in FP20 if you wanted to consider Article group Burger, then you supposed to specify sub-groups Hamburger and Cheeseburger too, so they will be taken into account
- Now, In FP21 you can only specify Article group Burger, and all sub-groups will be automatically taken into consideration
- *Configuration hint:* this new configuration is applicable for FP21 and onwards. If you were using this feature in FP20, we highly recommend verifying that previously configured functionality still works as expected after the update

## Benefits

- Extend gift card rule conditions and rule actions configurations

# Enhancements of Gift Cards

## Gift cards – New user/role permission *Accept gift card payments when offline* available

The image consists of two screenshots. The top screenshot shows the SAP Users app interface. On the left, a list of users is shown, with user A001 (Tim Wels) selected. A blue circle with the number '1' is placed over the user's name. On the right, the 'User' details page is shown, with a table of permissions. The row for 'Accept gift card payments when offline' is highlighted with a blue box, and a blue circle with the number '2' is placed over the 'Yes' checkbox in that row. The bottom screenshot shows the SAP POS system interface. A dialog box titled 'Credentials required' is displayed, with the message 'You are not allowed to accept gift cards in offline mode'. The dialog box contains fields for 'User name' and 'Password', and a numeric keypad with buttons for digits 1-9, 0, a back arrow, and a checkmark. A 'Cancel' button is visible at the bottom right of the dialog box.

### Feature

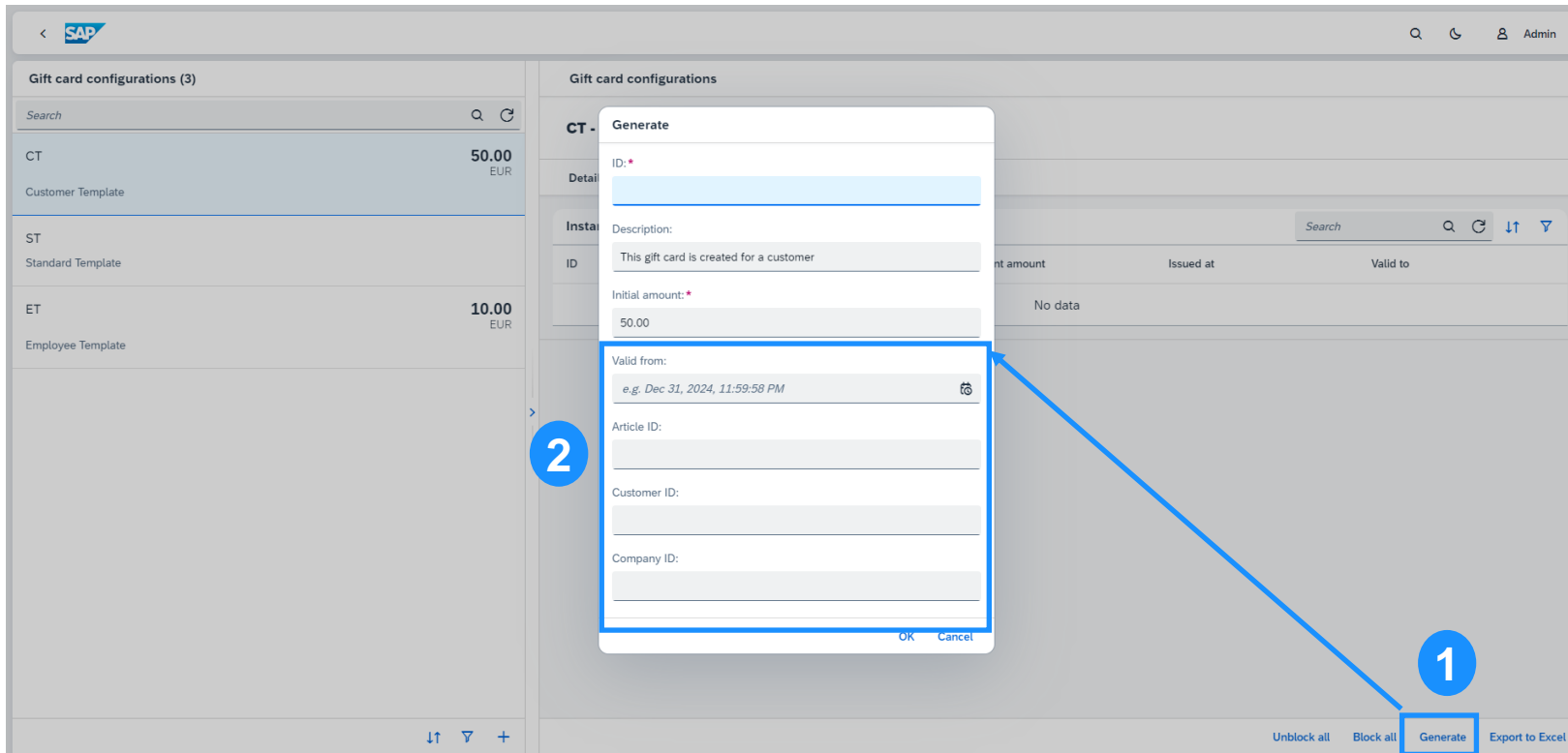
- In the **Users** app and **Roles** app, in the **Permissions** tab, there is a new permission available: **“Accept gift card payments when offline”** (1)
- If the permission is set to **“No”**, and POS is in offline mode, the cashier will not be able to use gift card as payment method. A new dialog window will be shown requesting super user credentials and the information that **“You are not allowed to accept gift cards in offline mode”** (2)
- If the permission is set to **“Yes”**, and POS is in offline mode, the cashier will be able to use gift card as payment method as usual
- *Configuration hint:* The permission is set to **“Yes”** by default

### Benefits

- Restrict the cashier from using gift cards in offline mode
- Avoid fraud

# Enhancements of Gift Cards

## Gift card configurations – Extend the gift card instance generation



### Feature

- In the **Gift card configurations** app, tab name "**Instances**", it is possible to generate gift card instance with more parameters to enter
- When clicking on "**Generate**" button (1), additional parameters were added (2):
  - **Valid from**
  - **Article ID**
  - **Customer ID**
  - **Company ID**

### Benefits

- Add more flexibility to the gift card instance generation
- Avoid using the gift card generation job

# Enhancements of Gift Cards

*Gift cards* – Endpoint to evaluate gift cards for *external API* available

POST /internal/giftcards/evaluate Evaluate gift cards

Evaluate gift cards

Parameters Try it out

No parameters

Request body application/json

The evaluation request

Example Value | Schema

```
{
  "receiptId": "string",
  "companyId": "string",
  "businessTransactionDateTime": "2024-10-11T08:25:24.332Z",
  "posSystemId": "string",
  "customerId": "string",
  "customerGroupId": "string",
  "paymentNetAmount": 0,
  "paymentGrossAmount": 0,
  "language": "EN",
  "salesItems": [
    {
      "globalUniqueId": "string",
      "articleId": "string",
      "articleGroupId": "string",
      "quantity": 0,
      "quantityTypeCode": "string",
      "unitNetAmount": 0,
      "unitGrossAmount": 0,
      "paymentNetAmount": 0,
      "paymentGrossAmount": 0
    }
  ],
  "giftCards": [
    {
      "giftCardId": "string",
      "amount": 0,
      "useEntireAmount": true
    }
  ]
}
```

Responses

## Feature

- The evaluation service for gift cards to allow evaluation of the conditions was extended (1)
- When using Swagger API, in the details for GiftCardInternalResource, the new method, the request and response payload are documented
- It allows partners to integrate 3<sup>rd</sup> party systems (like a web shop) and evaluate the gift card rules

## Benefits

- Improve integration of 3<sup>rd</sup> party systems

# Sales reporting



# Enhancements in Sales Reporting

## Sales reports – New report *Revenue per article and timespan*

The screenshot shows the SAP Sales reports interface. On the left is a navigation menu with various report options. The main area displays the configuration for the 'Revenue per article and timespan' report. A blue circle with the number '1' highlights the configuration fields.

**Configuration Fields:**

- Period start: Jul 1, 2024, 12:00:00 AM
- Period end: Aug 8, 2024, 11:59:59 PM
- Interval start time: 12:00:00 AM
- Interval end time: 11:59:59 PM
- POS group (incl. subgroups): root - root x
- POS system: (dropdown)
- Use current org. structure:
- Include theoretical revenue (Table service):
- Sort by: Default
- Show additional columns: (dropdown)
- Group by timespan (min): 60

Below the configuration is a 'Report' section with a 'Go' button and a table of results. A blue circle with the number '2' highlights the report details section.

**Report Details:**

- Report created at Sep 13, 2024, 2:07:03 PM

**Table 1: Revenue per article and timespan**

Timespan	Article	Number of articles	Net revenue	Total VAT	Total due amount
2024-07-19 16:00 - 2024-07-19 17:00	Total	2	16.80	3.20	20.00
	SAP Food&Beverage Article	2	16.80	3.20	20.00
2024-07-23 11:00 - 2024-07-23 12:00	Total	1	5.71	1.09	6.80
	0,2l Villa Rose	1	5.71	1.09	6.80
2024-07-23 16:00 - 2024-07-23 17:00	Total	3	50.00	0.00	50.00
	test1	3	50.00	0.00	50.00
2024-07-24 12:00 - 2024-07-24 13:00	Total	2	6.39	1.21	7.60
	0,5l Homemade Ice Tea	1	4.04	0.76	4.80
	Coffee	1	2.35	0.45	2.80
	<b>Total</b>	<b>8.00</b>	<b>78.90</b>	<b>5.50</b>	<b>84.40</b>

**Table 2: Detailed Report Summary**

Timespan	Article	Number of articles	Net revenue	Total VAT	Total due amount
2024-07-19 16:00 - 2024-07-19 17:00	Total	2.00	16.80	3.20	20.00
	SAP Food&Beverage Article	2.00	16.80	3.20	20.00
2024-07-23 11:00 - 2024-07-23 12:00	Total	1.00	5.71	1.09	6.80
	0,2l Villa Rose	1.00	5.71	1.09	6.80
2024-07-23 16:00 - 2024-07-23 17:00	Total	3.00	50.00	0.00	50.00
	test1	3.00	50.00	0.00	50.00
2024-07-24 12:00 - 2024-07-24 13:00	Total	2.00	6.39	1.21	7.60
	0,5l Homemade Ice Tea	1.00	4.04	0.76	4.80
	Coffee	1.00	2.35	0.45	2.80
	<b>Total</b>	<b>8.00</b>	<b>78.90</b>	<b>5.50</b>	<b>84.40</b>

### Feature

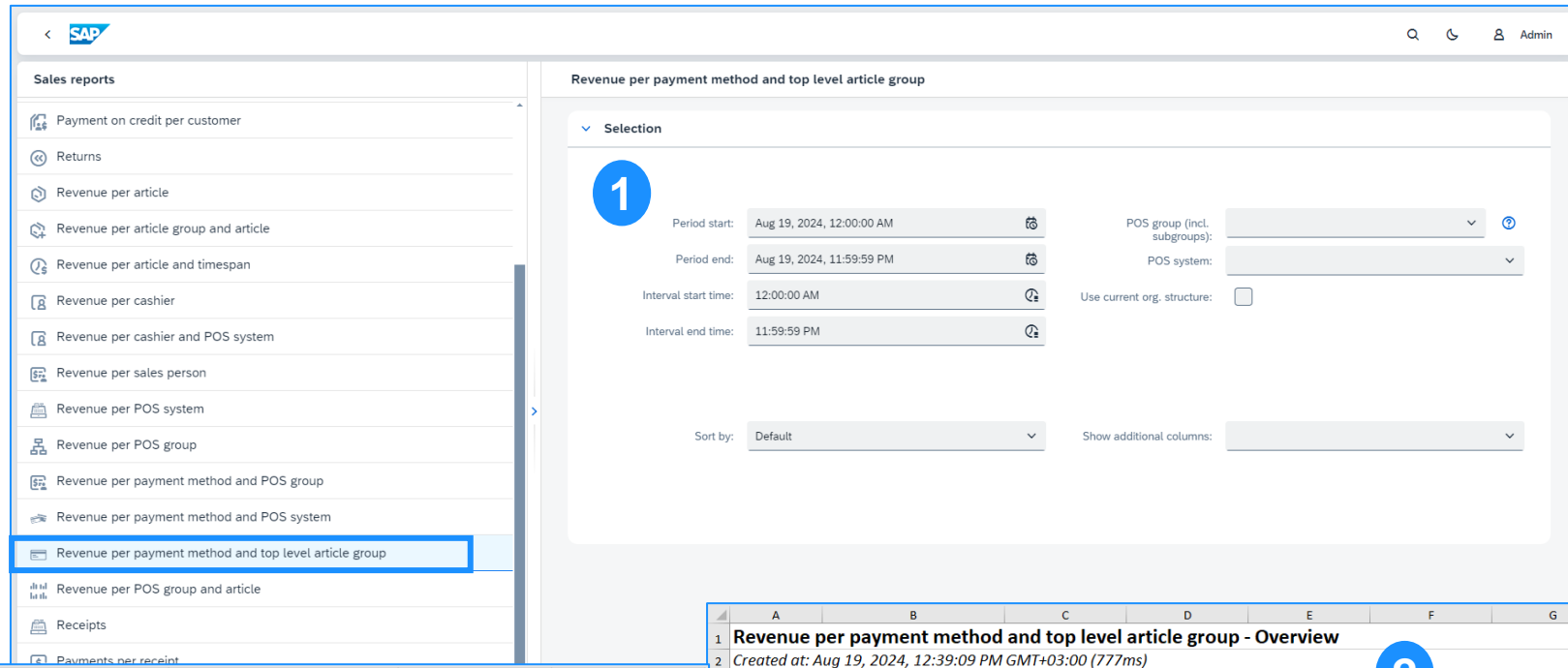
- In the **Sales reports** app, there is a new report available: **Revenue per article and timespan** (1)
- This report gives an overview of which articles were bought in which timespan (2)
- For example, if you enter 60 mins you get aggregated sales information in blocks of one hour

### Benefits

- Get revenue insights for specific time of the day
- Relevant information for accounting purposes

# Enhancements in Sales Reporting

*Sales reports – New report Revenue per payment method and top level article group*



Revenue per payment method			
Created at: Aug 19, 2024, 12:39:09 PM GMT+03:00 (228ms)			
Created by: Admin (Admin)			
Report period: Jul 1, 2024, 12:00:00 AM to Aug 19, 2024, 11:59:59 PM			
Report time interval: 12:00:00 AM to 11:59:59 PM GMT+03:00			
Selected POS systems: POS1			
ID	Payment method	Number of payment items	Amount
02	Card payment	18.00	176.30
09	Cash	13.00	233.10
Total		31.00	409.40

Revenue per payment method and top level article group - Overview						
Created at: Aug 19, 2024, 12:39:09 PM GMT+03:00 (777ms)						
Created by: Admin (Admin)						
Report period: Jul 1, 2024, 12:00:00 AM to Aug 19, 2024, 11:59:59 PM GMT+03:00						
Report time interval: 12:00:00 AM to 11:59:59 PM GMT+03:00						
Selected POS systems: POS1						
ID	Payment method	Article group	Tax (%)	Net revenue	Total VAT	Total due amount
Cash, credit card, on credit				383.31	42.88	409.40
100		Drinks	DE-A0(0.00)	98.00	0.00	98.00
100		Drinks	DE-A2(19.00)	155.67	29.61	185.29
200		Food	DE-A0(0.00)	43.00	0.00	43.00
200		Food	DE-A2(19.00)	53.04	10.07	63.11
300		Others	DE-A2(19.00)	33.60	3.20	20.00
Total				383.31	42.88	409.40
				Drinks	DE-A0(0.00)	98.00
				Drinks	DE-A2(19.00)	155.67
				Food	DE-A2(19.00)	53.04
				Food	DE-A0(0.00)	43.00
				Others	DE-A2(19.00)	33.60

## Feature

- In the **Sales reports** app, there is a new report available: **Revenue per payment method and top level article group (1)**
- This report gives an overview of the revenue that was done by the top-level article groups (2) and the payment method (3)

## Benefits

- Increase report effectiveness
- Relevant information for accounting purposes

# Enhancements in Sales Reporting

## *Loyalty reports*– Add filter by *Loyalty account type*

The screenshot displays the SAP Loyalty reports configuration page. On the left, a sidebar lists various reports: All-in-one, Loyalty coupon (with user), Loyalty coupon (with user) per period, Top customer users, Loyalty records with customer users, New customer users, Active customer users, Scan, and Points. The 'All-in-one' report is selected. The main area shows the configuration for this report, including a 'Selection' section with a dropdown for 'Loyalty account type' (set to 'Default'), 'Maximum number of hits' (200), 'Period start' (Aug 19, 2023, 12:00:00 AM), and 'Period end' (Aug 20, 2024, 11:59:59 PM). A blue circle with the number '1' highlights the 'Loyalty account type' dropdown. A 'Download' button is located at the bottom right of the configuration area.

### Feature

- In the **Loyalty reports** app, a new filter was added to the reports: “**Loyalty account type**” (1)
- Now it is possible to set the filter by Loyalty account type so that the data results of the report are filtered to match the selected loyalty account type only
- The **Loyalty account type** filter is now available for the following Loyalty reports:
  - All-in-one
  - Loyalty coupon(with user)
  - Loyalty coupon (with user) per period
  - Top customer users
  - Active customer users
  - Points
  - Scans

### Benefits

- Increase report effectiveness
- Improve analysis of all data from loyalty features

# Enhancements in Sales Reporting

## Organizational structure – Improve sales and gift cards reporting

**1** POS group (incl. subgroups):

**2** Selected org. unit(s): POS Group 1

ID	POS group	Number of receipts	Gross sales	Net revenue	Total VAT	Total due amount
POS Group 9	Group 9	5.00	70.50	59.24	11.26	70.50
<b>Total</b>		<b>5.00</b>	<b>70.50</b>	<b>59.24</b>	<b>11.26</b>	<b>70.50</b>

**3** Information

For historical structure 'Include subgroups' feature only takes into account receipts that were created with SAP Customer Checkout 2.0 FP21 or a later version

### Feature

- Storing organizational structure of each POS at the time when the receipt was posted
- In **Sales reports** app and **Gift cards reports** app, **POS group** filter label was renamed to **POS group (incl. subgroups)** (1)
- You can create reports that consider the whole sub-hierarchy instead of only considering the directly selected POS group (2)
- *Configuration hint:* For historical structure 'Include subgroups' feature only takes into account receipts that were created with SAP Customer Checkout 2.0 FP21 or a later version (3)

### Benefits

- Increase report effectiveness
- Know the complete organizational structure hierarchy as it was at the time the receipt was posted

# Miscellaneous



# SAP Customer Checkout Manager

## Table service mode – Improve voiding old receipts when merging tables into one receipt

The image shows two screenshots from the SAP Customer Checkout Manager interface. The top screenshot displays a list of receipts with columns for Receipt ID, Status, POS system ID, Sales summary ID, Customer, Type code, Business transaction date, and Payment gross amount. A blue box highlights a row with Receipt ID POS1100001148 and Status Canceled, with a blue circle '2' next to it. Another row with Receipt ID POS1100001149 and Status Open is highlighted with a blue circle '1' next to it. The bottom screenshot shows the details of a receipt with Receipt ID POS1100001148 and Status Canceled. A blue box highlights the 'Follow-up receipt ID: POS1100001149' field, with a blue circle '3' next to it. The interface also shows various tabs like Sales items, Tax items, and Payment items, and a 'Table service' section with fields for POS system ID, Table ID, and Number of guests.

### Feature

- In **Table service** mode, when merging tables into one receipt, **voiding old receipts** was improved. Now it became easier to differentiate receipts that were merged into one and follow the receipt history changes
- In Receipts app, after tables were merged into one receipt, now you will see two receipts:
  - One with status Canceled (original receipt) (1)
  - One new Open receipt that was created after merging tables into one receipt (2)
- If you open receipt in status canceled, you will see a **Follow-up receipt ID** (3), with the link to the new open receipt. Thus, you can track receipt changes

### Benefits

- Improve voiding old receipts for Table service mode

# SAP Customer Checkout

## Table service mode – Improve notification handling (1/2)

The screenshot illustrates the SAP Customer Checkout interface in Table Service mode. It shows a 'MY TABLES' overview with a warning sign on table 12. A 'Warning' dialog box is displayed, and a 'RECEIPT DETAILS' page is shown with 'Created by conflict' and 'Conflict status' fields highlighted.

**Warning**

The conflict receipt was created because the original receipt had already been completed in another POS system.

Dismiss Ok

**RECEIPT DETAILS**

GENERAL DATA	ADDITIONAL DATA	SALES ITEMS	TAX ITEMS	FEES AND SERVICE CHARGES	PAYMENT ITEMS	COUPONS
Invoice address				Shipment address		
Receipt tax exemption				POS mode	Table Service	
Number of guests				Table	12 / 1	
Created by conflict	Yes			Conflict status	The conflict receipt was created because the original receipt had already been completed in another POS system.	
Server version	2			Note		
Signature						

### Feature

- In **Table service** mode **notification handling** was improved. Now it became easier to get notified of table/receipt conflicts and take actions accordingly
- *Example:* you will get a conflict notification with a detailed warning message while working on the same receipt in parallel on two POS systems
- In case of table/receipt conflict you will see:
  - A warning sign on the table in the table overview (1)
  - Detailed warning message will be shown when you click on the table with conflict (2). You can continue by clicking “**Ok**” button or press “**Dismiss**” button to suppress the warning message
  - Detailed warning message will be shown in the Receipt details page -> Additional data tab (3): **Created by conflict** and **Conflict status**

# SAP Customer Checkout/ Manager

## Table service mode – Improve error handling (2/2)

The screenshot displays the SAP Customer Checkout Manager interface for a receipt. The receipt ID is **default100001006** and the amount is **20.00 EUR**. The interface includes a navigation bar with tabs: **Details**, Sales items, Tax items, Payment items, Orders, Coupons, Discounts, Fees and service charges, Signature, Dispatch states, Export states, and Additional fields. The **Details** tab is active, showing **General data** and **Table service** sections.

**General data:**

- POS system ID: POS2
- Receipt ID: default100001006
- Original receipt ID: POS1100001087
- Type code: Direct sale
- Business transaction date: Aug 28, 2024, 2:42:40 PM
- Business transaction date (local time zone): Aug 28, 2024, 2:42:40 PM Europe, Vilnius
- Cashier:
- Sales person:
- Discount purpose:
- Price list ID:
- Price list manually changed:

**Table service:**

- Created by conflict:
- Conflict status: The conflict receipt was created because the original receipt had already been completed in another POS system.
- Table ID: 12
- Number of guests: 0

A blue circle with the number **4** is positioned next to the conflict status message, which is also enclosed in a blue rectangular box. At the bottom right, there are links for **Create loyalty record** and **Export to PDF**.

### Feature

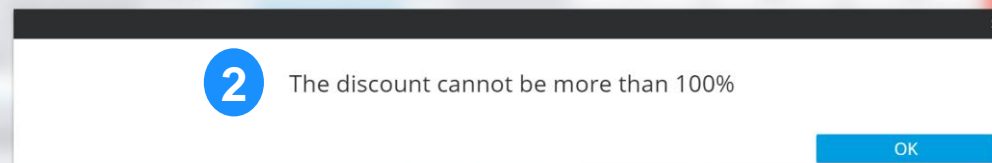
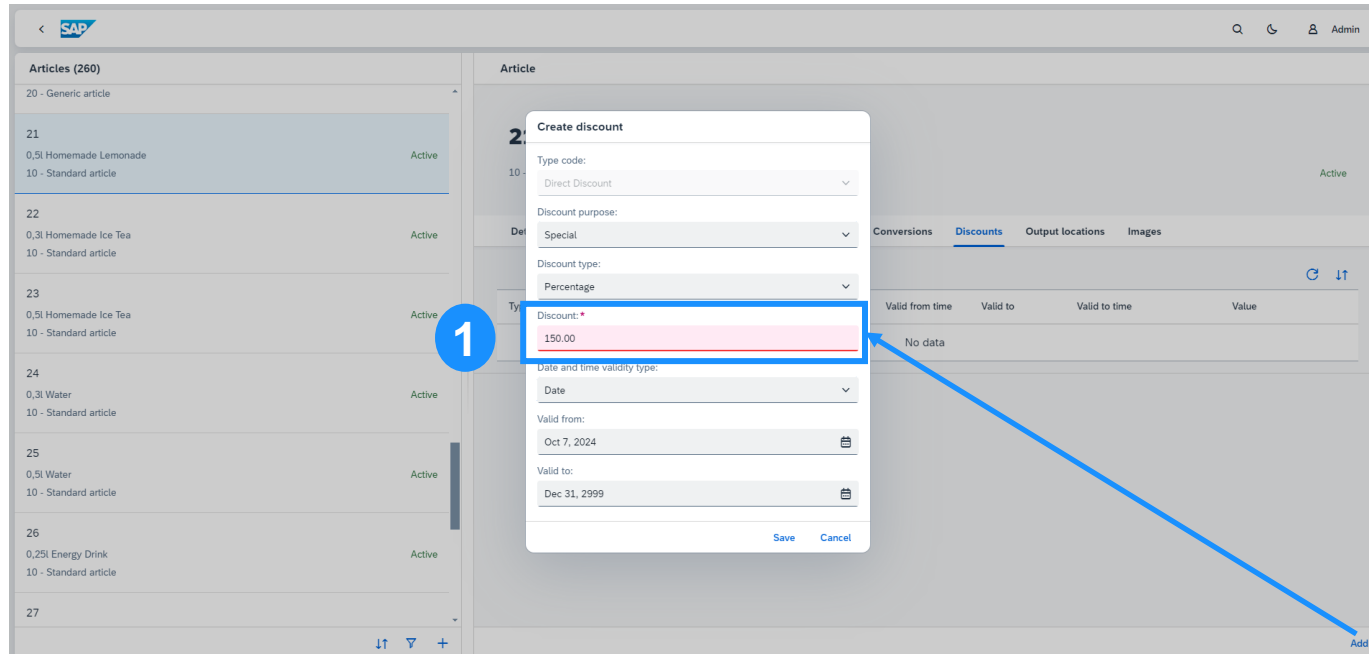
- The same warning message can be found in the SAP Customer Checkout manager -> Receipts app -> Receipt overview -> **Details** tab (4)

### Benefits

- Improve error handling for Table service mode

# SAP Customer Checkout / Manager

## Sales – Restrict discount to maximum 100%



### Feature

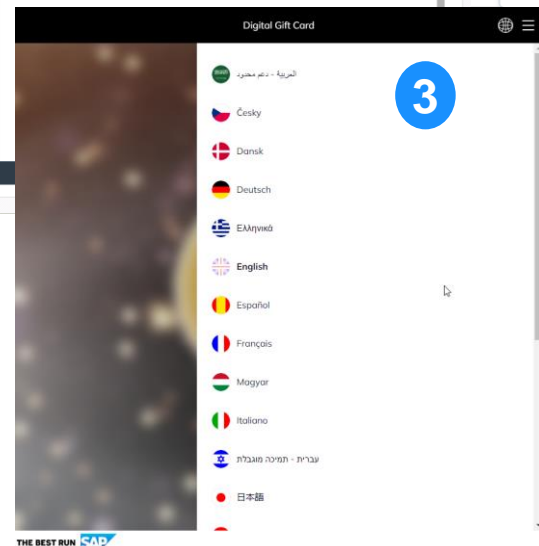
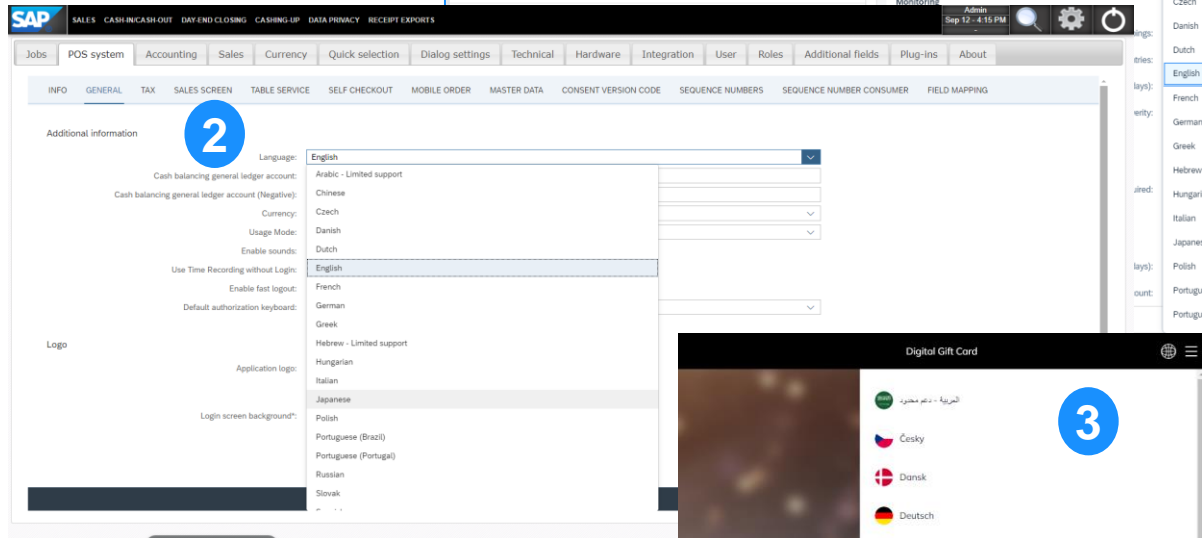
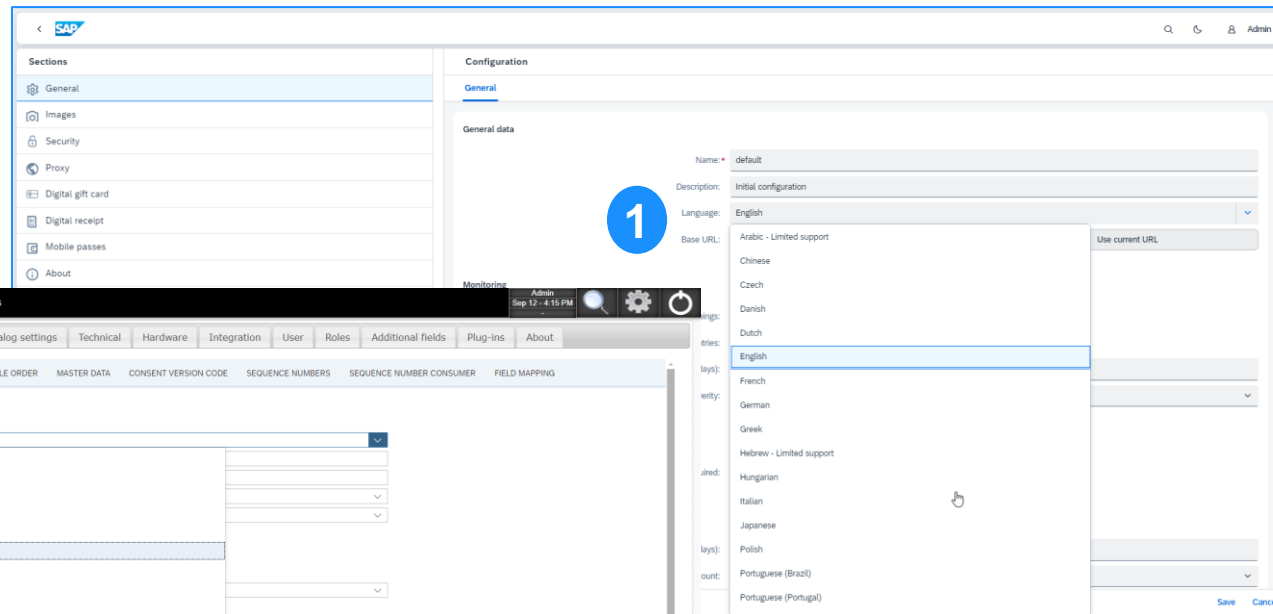
- New validation was implemented for material percentage discounts: **prohibit discounts on articles higher than 100%**
- In **SAP Customer Checkout manager**, in the **Articles** app, you are allowed to add percentage discount from 0 to 100% only (1)
- In **SAP Customer Checkout**, in the Sales screen, if you try to add sales item discount that is more than 100%, an error will be shown and no discount will be applied (2)
- *Configuration hint*: Absolute discount stay as is

### Benefits

- Limit the maximum article discount in the sales screen up to 100%
- Enhance discount appliance process

# SAP Customer Checkout / Manager

## Support of 5 new languages



### Feature

- In **SAP Customer Checkout and SAP Customer Checkout manager** 5 new languages are supported:
  - **Czech, Hungarian, Slovak, Greek, Portuguese (Portugal)**
- In **SAP Customer Checkout manager** (1) new languages can be set in the following places: *Users; User-Settings; Configuration (General section); Mobile Order Configuration; Customers; Email Templates; Gift card designs*
- In **SAP Customer Checkout** (2) new languages can be set in the following POS configurations: *Users, POS System (General section); Customer creation/edit dialog window*
- **Digital receipt** and **Digital gift card** (3) pages, in the language selection menu, 5 new languages are shown

### Benefits

- Extend internationalization of user interfaces

# SAP Customer Checkout/ Manager

## Quick selection – Remove Return by ID function

The image shows two parts of the SAP POS system. On the left, a 'New quick selection' configuration window is open, showing a list of functions. A blue circle with the number '1' highlights the '1511 - Reverse receipt by ID (deprecated)' function. On the right, the main POS interface is shown. A blue circle with the number '2' highlights the 'Reverse receipt-by-ID (deprecated)' button in the 'FUNCTIONS' menu. The main interface also shows a receipt for '0,3l Homemade Ice Tea' with a total of 3.20 EUR.

### Feature

- In **Quick selections** app, the function button “**1511 – Return receipt by ID**” is deprecated. (1) Now by clicking this button, instead of the return process, the reverse process will be triggered
- In POS system **Sales screen**, the function button name “*Return receipt-by-ID*” was changed to “**Reverse receipt-by-ID (deprecated)**” (2)
- This will keep the functionality clean and will help to recognize that the function has been changed
- *Configuration hint:* Avoid using the deprecated method

### Benefits

- Reduce complexity for returning or reversing a receipt

# SAP Customer Checkout

## Table service mode – Improve scheduling receipts synchronization job

The screenshot displays the SAP Customer Checkout interface. A 'Schedule job' dialog is open, showing the configuration for 'Receipt synchronization'. The 'Recurring' option is selected, and the 'Interval' dropdown menu is open, showing options: Hourly, 5 minutes, 30 minutes, Hourly, Daily, Weekly, and Monthly. A blue circle with the number '1' is next to the '5 minutes' option, indicating the new recurring interval. The background shows the 'Receipt synchronization' job configuration with 'Next scheduled run: Sep 12, 2024, 2:30:16 PM, Repeated every 30 minutes'.

### Feature

- New recurring intervals were introduced for **Receipt synchronization job**:
  - **5 minutes**
  - **30 minutes**
- *Configuration hint:* As soon as **Table service** mode is active in the Sales screen configurations, the **Receipt synchronization job** is scheduled with a **5 minutes** interval

### Benefits

- New recurring intervals for the Receipt synchronization job

# SAP Customer Checkout and SAP Customer Checkout Manager

## *Further improvements - SAP S/4HANA integration*



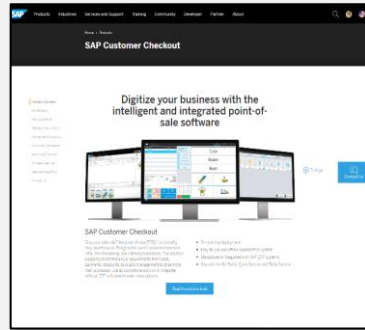
### Feature

- **SAP S/4HANA:** Usage of **user-defined fields** in inbound service for **Business Partners** and **Materials** is improved
- In SAP Customer Checkout manager, the transferred data of custom fields is processed as following:
  - If the corresponding field is not contained in the payload, the data in the corresponding field is not changed.
  - If the corresponding field is included in the payload and does not contain any data, the existing data in the corresponding field is deleted.
  - If the corresponding field is included in the payload and contains data, the existing data is replaced with the new data from the payload.

# Learn More

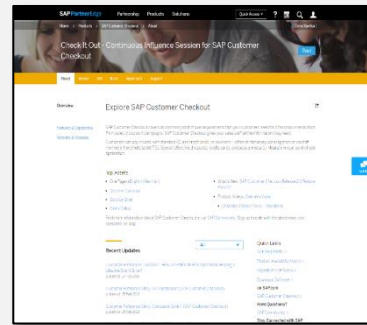
## sap.com

Find solution briefs, customer references, and many more



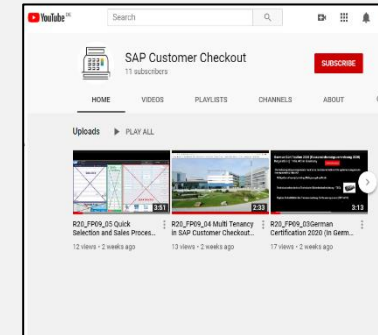
## Partner Portal

Find enablement and how-to-guides for partners.



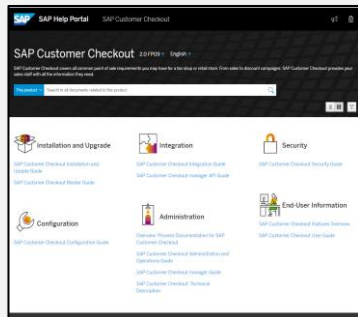
## YouTube

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



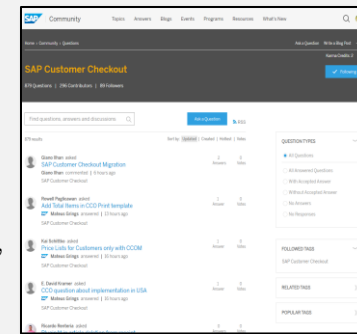
## SAP Help

Official Product Documentation of SAP Customer Checkout



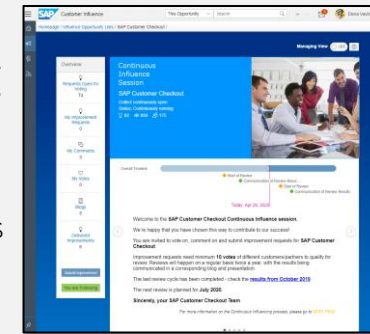
## SAP Community

Ask questions, interact with others, and find blogs.



## SAP Customer Influence

Submit improvement ideas for SAP Customer Checkout.



**X** Follow us on Twitter: [@SAPCheckout](https://twitter.com/SAPCheckout)

# Thank you.

