



SAP Customer Checkout, cloud edition

Integrated POS Solution of the Future

SAP
June, 2025

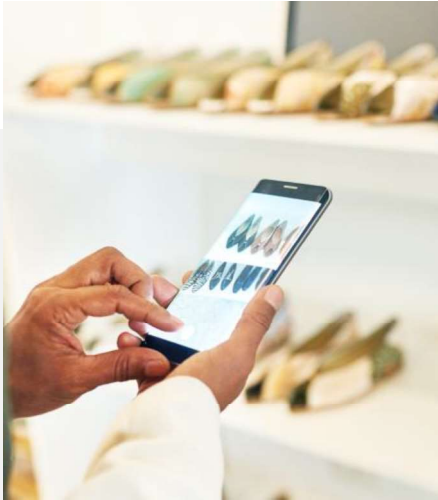
Public





**Point-of-sale technology
is no longer used simply
to make straightforward
payments.**

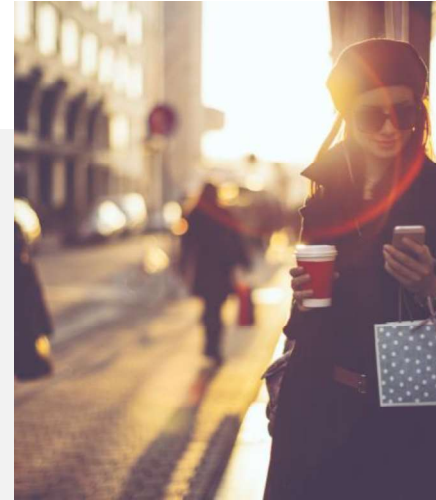
Businesses need a point-of-sale system that:



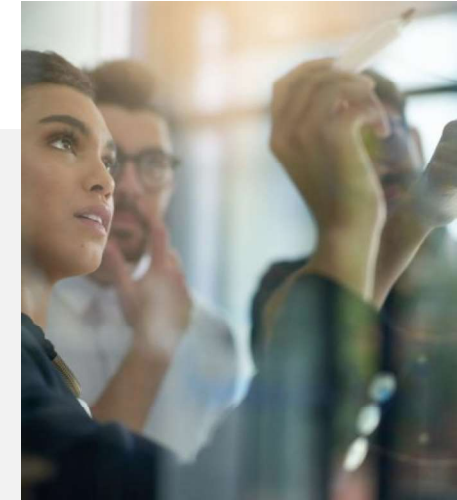
Is more sophisticated to comply with growing demands on both worlds – the digital and physical...



...provides an efficient checkout process, and allows real-time visibility into sales data and reporting...



..and further manages customer information combined with loyalty programs to offer a personalized shopping experience



A vital component to stay competitive in such digital era is a seamless end-to-end integration – from POS to the ERP system

Today’s Challenges for Point-of-Sale Systems

End-to-End Integration

Businesses are looking for end-to-end solutions where POS systems are integrated with ERP backend systems, payment processing, inventory management, customer management, and sales reports.

Omni-Channel Experience

Customers now expect seamless shopping experiences across offline and online channels. Thus, a POS system that can sync online and in-store inventory, sales, and customer data is highly desirable.

Big Data and Data Analytics

POS systems, integrated with data analytics, can help businesses understand customer buying behavior, manage inventory, and improve sales.

Personalized Experience

Customers appreciate when their preferences and past purchases are remembered, and they are offered relevant product suggestions, personalized offers, and targeted promotions.

Easy to use, Speed & Efficiency

Customers expect a quick checkout process. Modern POS systems must be user-friendly and able to process transactions swiftly to minimize customer waiting times.

Legal Compliances

POS systems need to meet applicable legal, financial, and data privacy regulations. In many countries there are special fiscal requirements such as Kassensicherungsverordnung in Germany, NF 525 in France, and others.

Multiple Payment Options

To stay competitive in our digital era and with the rise of contactless payments, mobile payments, and digital wallets, customers expect a variety of payment methods to be available such as Alipay, ApplePay, or payment with loyalty points.

Loyalty Programs

Integration of customer rewards or loyalty programs directly into the POS system is expected for easy tracking and redemption of points or benefits.

Cloud-based POS systems

Cloud-based POS solutions offer accessibility, scalability, and cost-saving advantages over traditional systems, making them a desirable choice for different businesses.

Hardware


The interaction of soft- and hardware is often underestimated, necessitating flexibility to run POS systems on any hardware device – on PCs, laptops, Self-Checkout kiosks, or even tablets. Additionally, there is a growing demand for mobile compatibility.

Transparency

POS systems often lack real-time information, resulting in inaccurate sales data and incomplete inventory insights. This deficiency hinders organizations from obtaining a holistic view of their overall business operations across different locations.

Security and Safe Transactions

POS systems must prioritize security and compliance to protect against fraud and ensure the safety of card details, personal information, and transaction history. Meeting these standards is crucial to maintaining customer trust and preventing data breaches.

A light blue geometric shape, resembling a stylized arrow or a parallelogram with a diagonal cut, pointing towards the top right. It serves as a background for the text.

Introducing SAP Customer Checkout, cloud edition

Digitize Your Business with SAP Customer Checkout, cloud edition



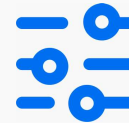
Rich POS functionalities

Take advantage of rich POS functionalities that can be used for different business scenarios



Real-time Transparency

Manage POS operations centrally for multiple locations and gain real-time insights into sales and financial data



End-to-End Integration

Save time and prevent manual errors through a seamless end-to-end integration to your ERP system



Personalized Sales

Gain insights on customer purchase history and offer personalized sales through customer loyalty programs, coupons and more



Scalability & Flexibility

Benefit from the flexibility to extend and scale the solution anytime combined with a modern user interface

A close-up photograph of a person's hand, adorned with a ring, touching a tablet screen mounted on a wooden checkout counter. A barcode scanner is visible in the foreground. The background is softly blurred, showing another person's arm and a glass on the counter.

SAP Customer Checkout, cloud edition

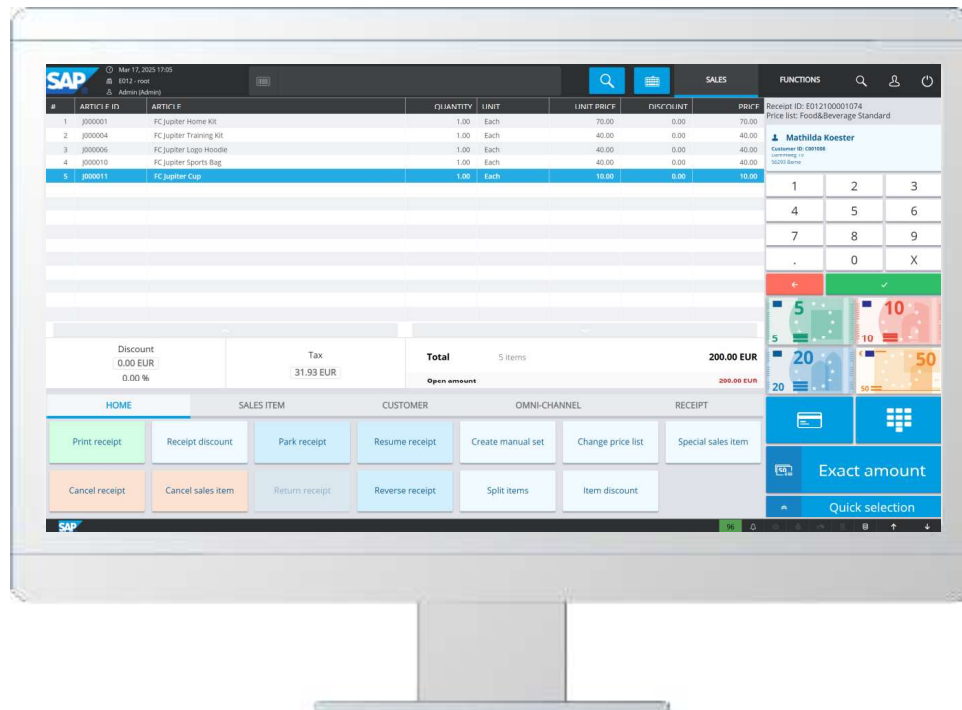
A modern Point-of-Sale System with Rich Functionalities

Rich POS functionalities

A powerful and intelligent point-of-sale solution that covers all common point-of-sale requirements needed in retail, merchandise, catering, and sports and entertainment businesses.

Capabilities and Key Features

- **Checkout** process
- **Article selection** and **multiple payment options**
- Support of **returns**
- Handling of **coupons, discounts, price lists, taxes**, and many more
- **Customer selection** for personalized sales
- **Omnichannel** sales
- **Different price and discount** lists
- **Time recording** at point-of-sale
- Support of **day-end closing**
- **User permission concept with role-based authorizations** for cashiers, sales managers and more
- **Cash-in/ Cash-Out** Capability
- **POS Reporting** to track all sales data in real-time
- Possibility to **record working time** of your cashiers



A person wearing a light-colored blazer is seated at a wooden table. They are holding a yellow card, possibly a credit or loyalty card, over a tablet computer. The tablet screen displays a dark interface with some text and graphics. The background is softly blurred, showing more of the person and the table.

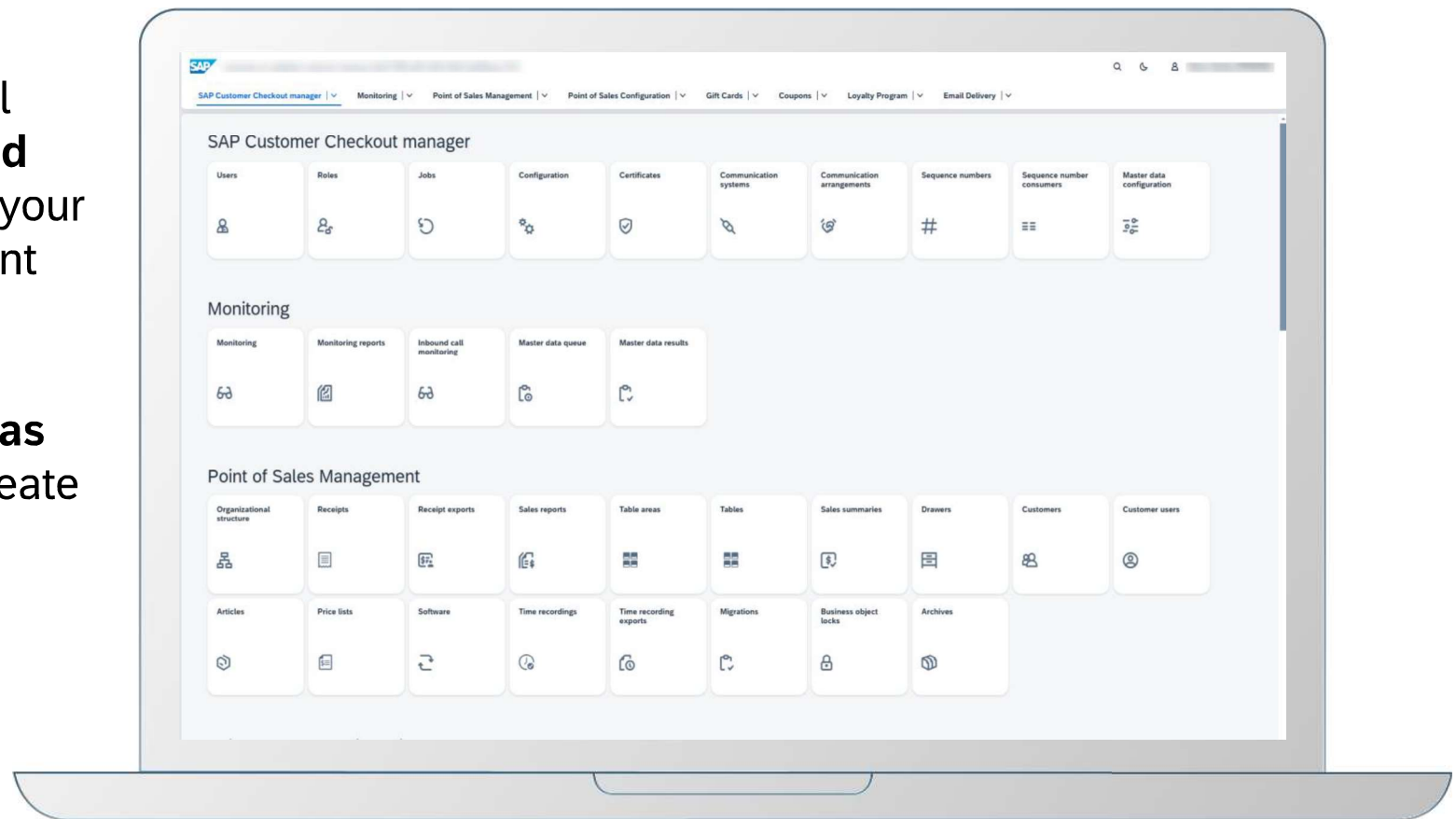
**SAP Customer Checkout Manager, cloud
edition**

Central Point-of-Sale Management

Manage all your POS systems and POS operations from different locations centrally in one system

Take advantage of the strong and powerful **SAP Customer Checkout manager, cloud edition** system that helps you manage all your POS systems and operations within different stores and locations.

Integrate with SAP ERP systems or use as standalone giving you the possibility to create all master data you need.



Manage POS Operations Centrally

Capabilities and Key Features



- Manage **Organizational Structure**
- **Manage POS Systems** and POS Operations
- **Central POS Configuration** for Article Groups, Currencies, Tax Rates, SALES screen, and more
- **Software Management** to update POS systems centrally
- **Execute and schedule different jobs** to reduce manual effort
- Central **Day-End Closing** app to identify missing receipts
- **Central Management of Drawers**
- Maintain relevant settings **for digital gift cards and digital receipts**



- **Create master data (articles, business partners, price lists)** to run SAP Customer Checkout, cloud edition standalone, or
- **Migration of master data (users, business partners, articles, price lists, and gift cards)** from existing ERP systems



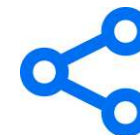
- **Central management of POS users, and roles**
- **Central Time recording** to see all transactions from your users, serving staff and employees
- **Central Data Privacy Management**



- **Reporting of POS systems – generate sales reports** to track best and worst sellers in your shops, revenue per cashier, revenue payment method, and many more
- **Receipt Management** to view all posted receipts from your different POS systems and locations
- **Monitoring** of all your POS systems and alert information to see which POS systems are running
- **Export of Receipts** in different formats
- Track all **Table Transactions** from your POS systems



- **Central Coupon and Loyalty Management**
- **Gift Card Management** to view all purchased and redeemed gift cards
- **Manage Business partners, and Loyalty users**



- Maintain **communication settings to other SAP and 3rd party systems**
- Integration settings to **connect to SAP S/HANA or others**
- Activate inbound and outbound services for SAP S/4HANA

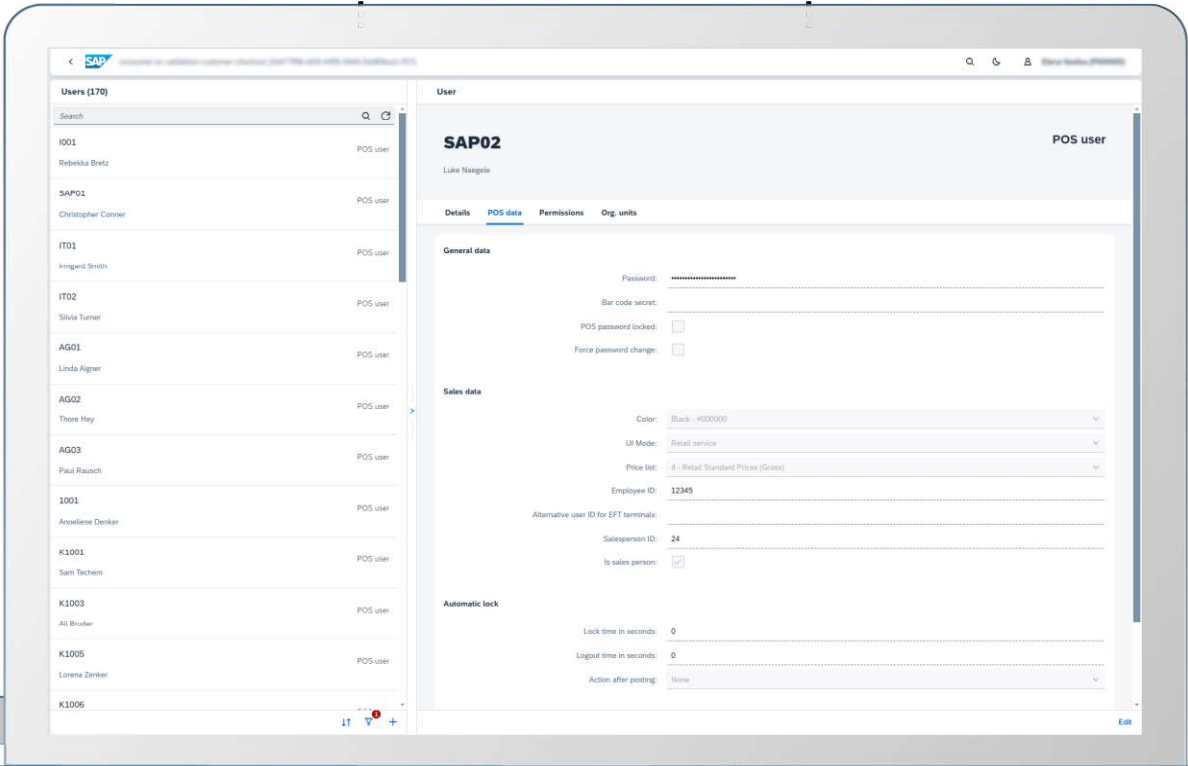
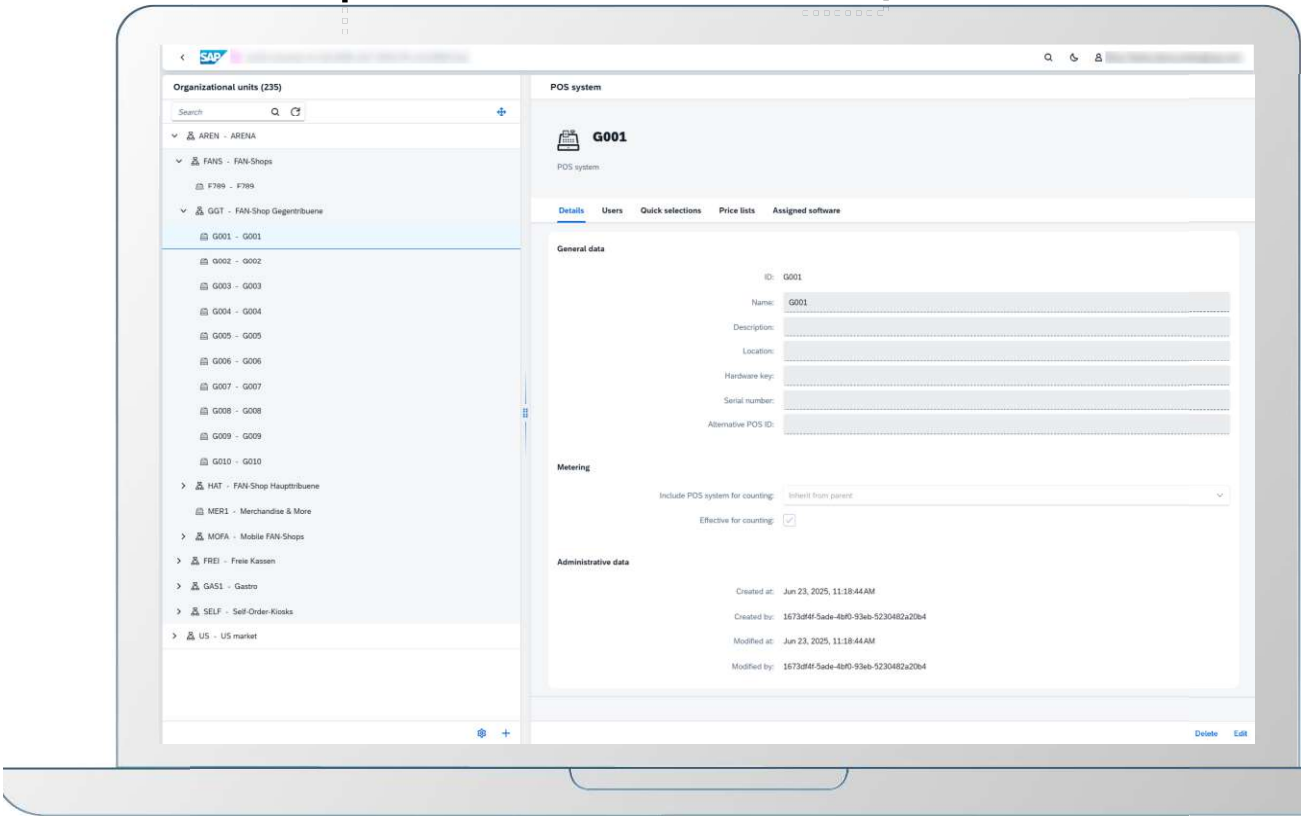
Manage POS Operations Centrally

Overview of all different POS systems and POS groups in your Organization

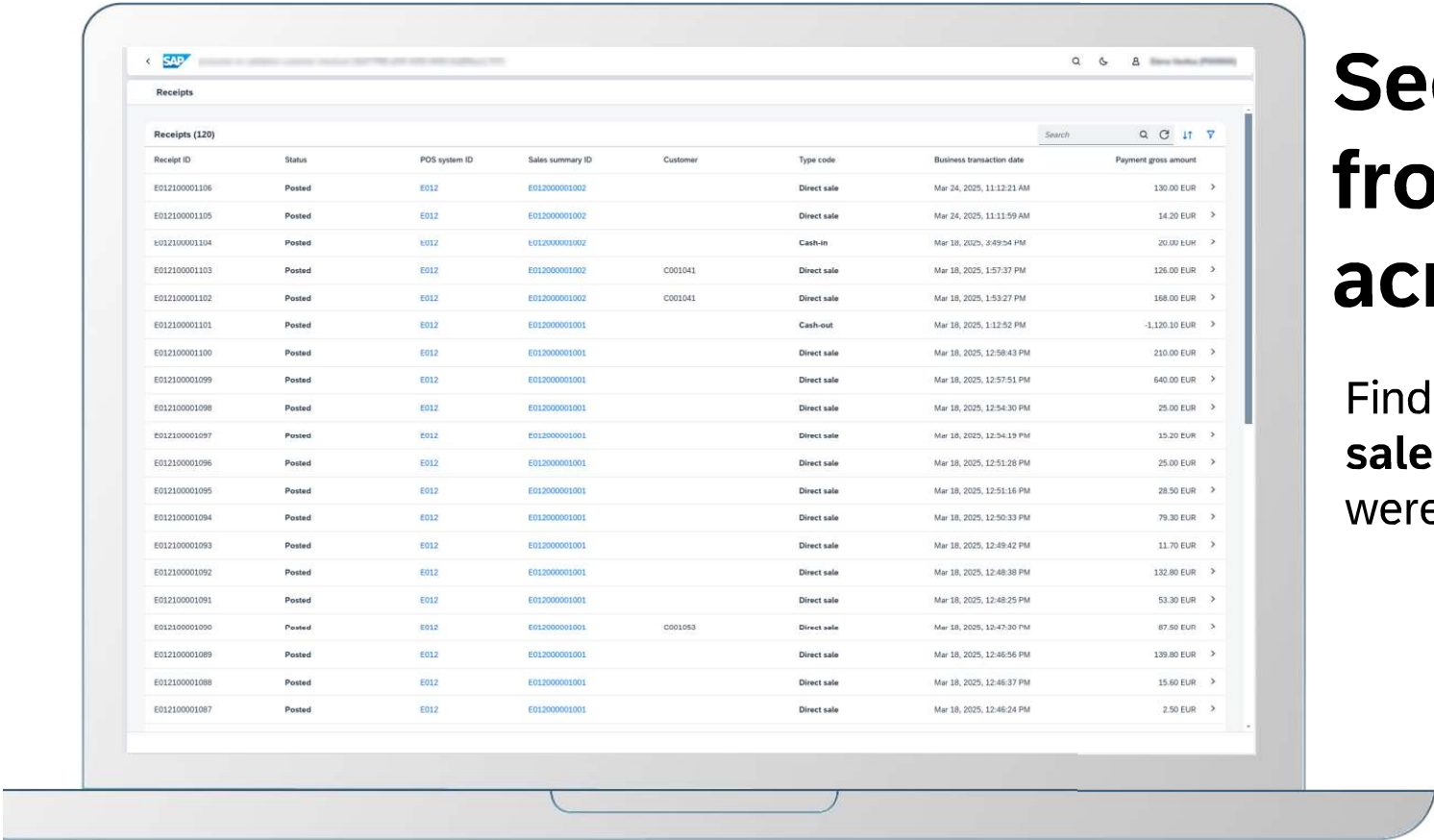
Move POS systems into POS groups

Create centrally POS users and assign them to different POS systems

Assign specific price lists, UI modes, and language user interface for each single POS user



Manage POS Operations Centrally



The screenshot displays the SAP 'Receipts' table, which provides a centralized view of all posted receipts from various POS systems. The table includes columns for Receipt ID, Status, POS system ID, Sales summary ID, Customer, Type code, Business transaction date, and Payment gross amount. The data is filtered to show 120 receipts, with a search bar and sorting options available at the top right of the table area.

Receipt ID	Status	POS system ID	Sales summary ID	Customer	Type code	Business transaction date	Payment gross amount
E012100001106	Posted	E012	E012000001002		Direct sale	Mar 24, 2025, 11:12:21 AM	130.00 EUR
E012100001105	Posted	E012	E012000001002		Direct sale	Mar 24, 2025, 11:11:59 AM	14.20 EUR
E012100001104	Posted	E012	E012000001002		Cash-in	Mar 18, 2025, 3:49:54 PM	20.00 EUR
E012100001103	Posted	E012	E012000001002	C001041	Direct sale	Mar 18, 2025, 1:57:37 PM	126.00 EUR
E012100001102	Posted	E012	E012000001002	C001041	Direct sale	Mar 18, 2025, 1:53:27 PM	168.00 EUR
E012100001101	Posted	E012	E012000001001		Cash-out	Mar 18, 2025, 1:12:52 PM	-1,120.10 EUR
E012100001100	Posted	E012	E012000001001		Direct sale	Mar 18, 2025, 12:58:43 PM	210.00 EUR
E012100001099	Posted	E012	E012000001001		Direct sale	Mar 18, 2025, 12:57:51 PM	640.00 EUR
E012100001098	Posted	E012	E012000001001		Direct sale	Mar 18, 2025, 12:54:30 PM	25.00 EUR
E012100001097	Posted	E012	E012000001001		Direct sale	Mar 18, 2025, 12:54:19 PM	15.20 EUR
E012100001096	Posted	E012	E012000001001		Direct sale	Mar 18, 2025, 12:51:28 PM	25.00 EUR
E012100001095	Posted	E012	E012000001001		Direct sale	Mar 18, 2025, 12:51:16 PM	28.50 EUR
E012100001094	Posted	E012	E012000001001		Direct sale	Mar 18, 2025, 12:50:33 PM	79.30 EUR
E012100001093	Posted	E012	E012000001001		Direct sale	Mar 18, 2025, 12:49:42 PM	11.70 EUR
E012100001092	Posted	E012	E012000001001		Direct sale	Mar 18, 2025, 12:48:38 PM	132.80 EUR
E012100001091	Posted	E012	E012000001001		Direct sale	Mar 18, 2025, 12:48:25 PM	53.30 EUR
E012100001090	Posted	E012	E012000001001	C001053	Direct sale	Mar 18, 2025, 12:47:30 PM	87.50 EUR
E012100001089	Posted	E012	E012000001001		Direct sale	Mar 18, 2025, 12:46:56 PM	199.80 EUR
E012100001088	Posted	E012	E012000001001		Direct sale	Mar 18, 2025, 12:46:37 PM	15.60 EUR
E012100001087	Posted	E012	E012000001001		Direct sale	Mar 18, 2025, 12:46:24 PM	2.50 EUR

See all posted receipts from various POS systems across your organization

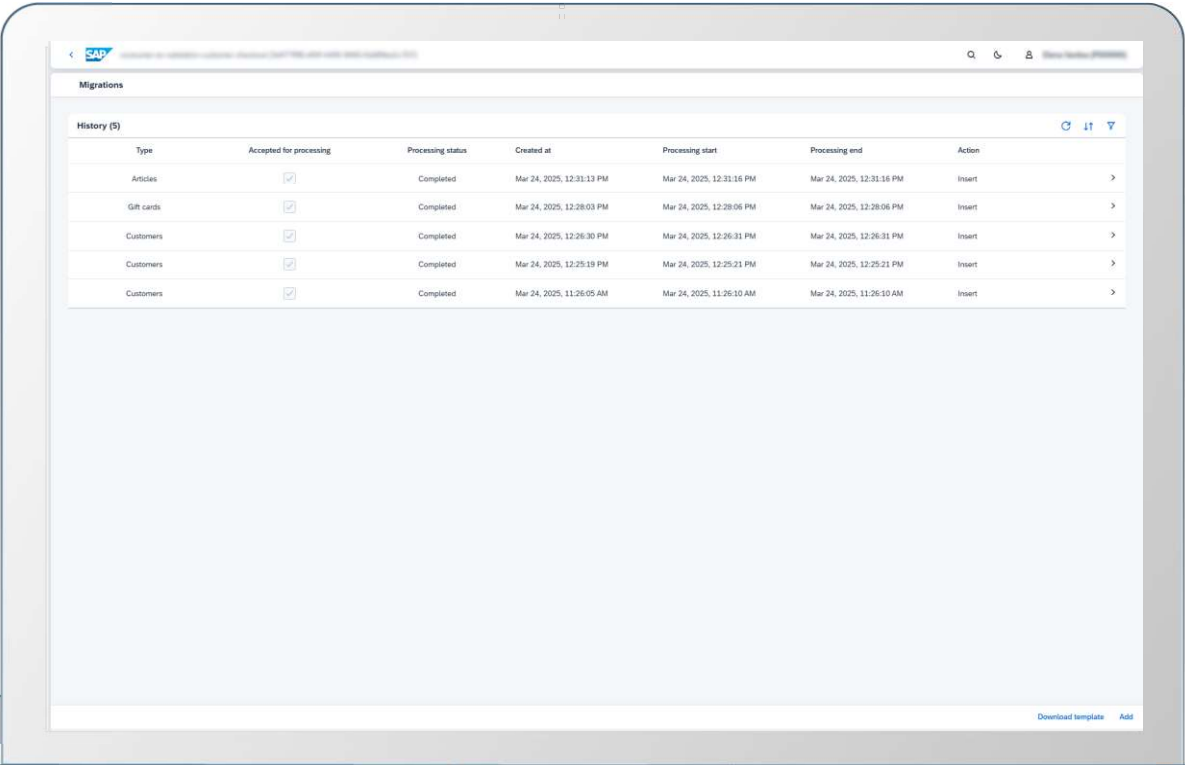
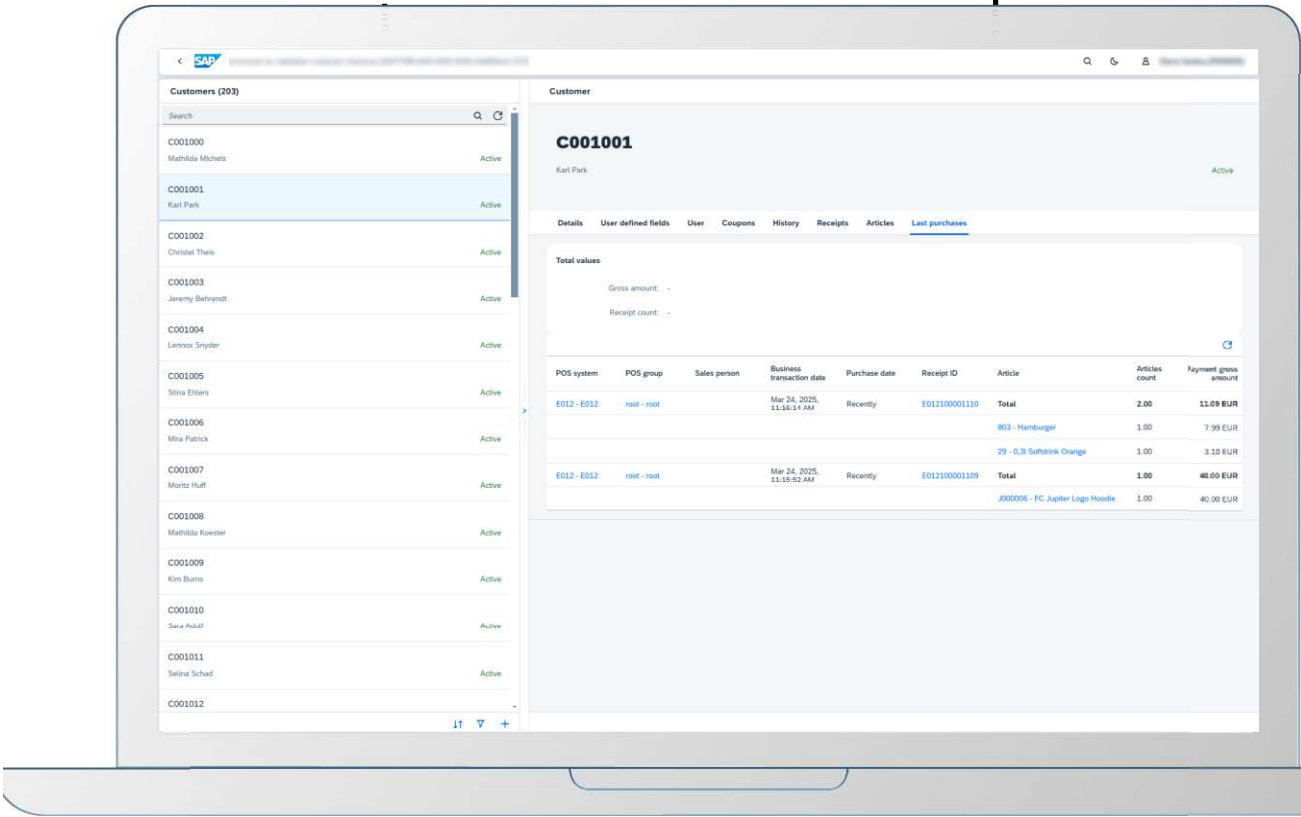
Find detailed information of each receipt such as sales items, taxes, payment items, coupons that were used, and many more.

Manage POS Operations Centrally

Track Purchase History
of your Customers

Create new Business Partners or use SAP
Customer Checkout, cloud edition Standalone

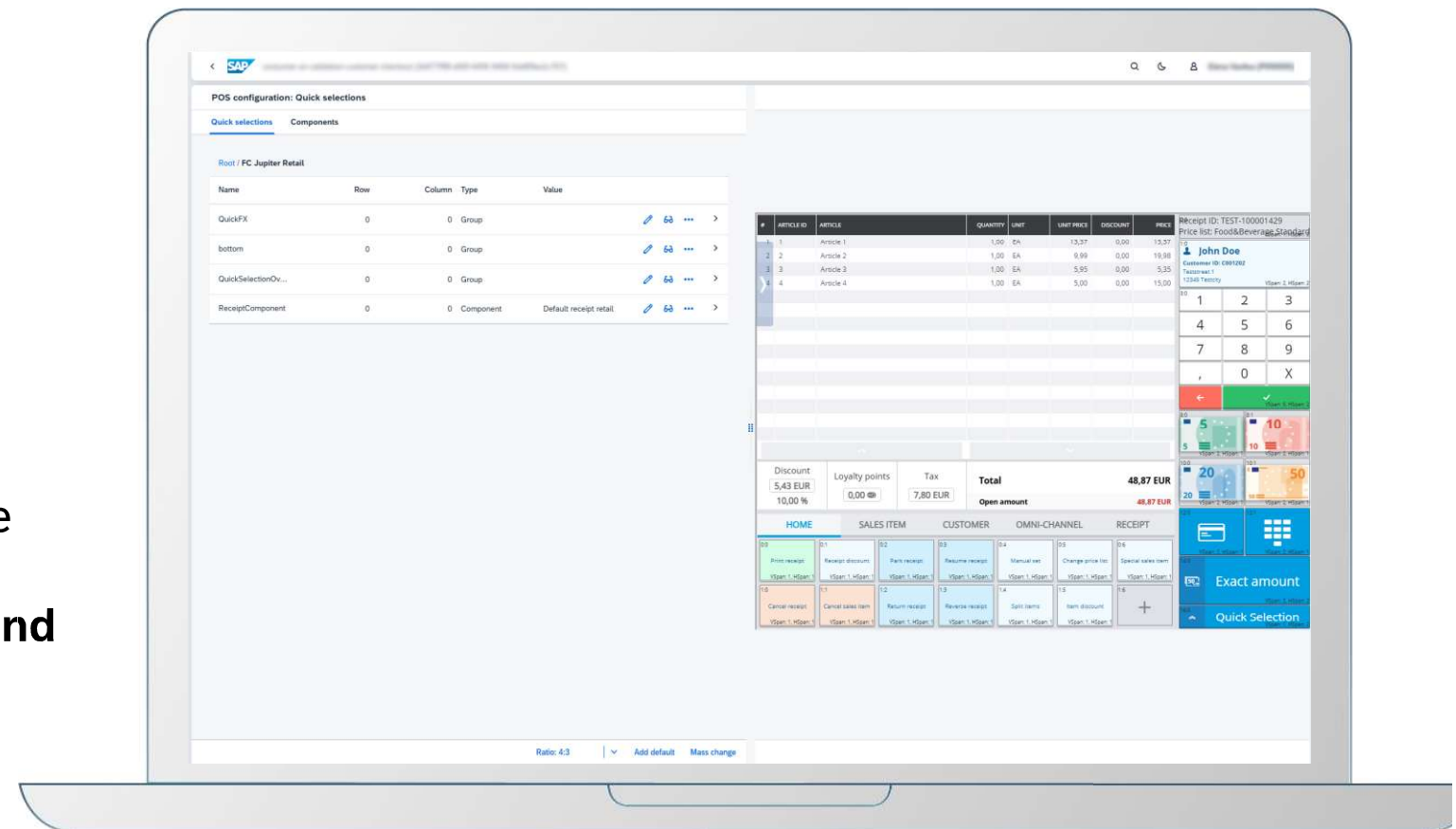
Or migrate existing Business
Partners from your SAP S/4HANA
or other systems ERP system



Manage POS Operations Centrally

Configure Centrally your SALES Screen and Assign it to Several POS Systems

Benefit from the **central quick selection functionality** that enables you to configure the SALES screen flexibly to your needs – place payment buttons, article images and further common functions where you need them.



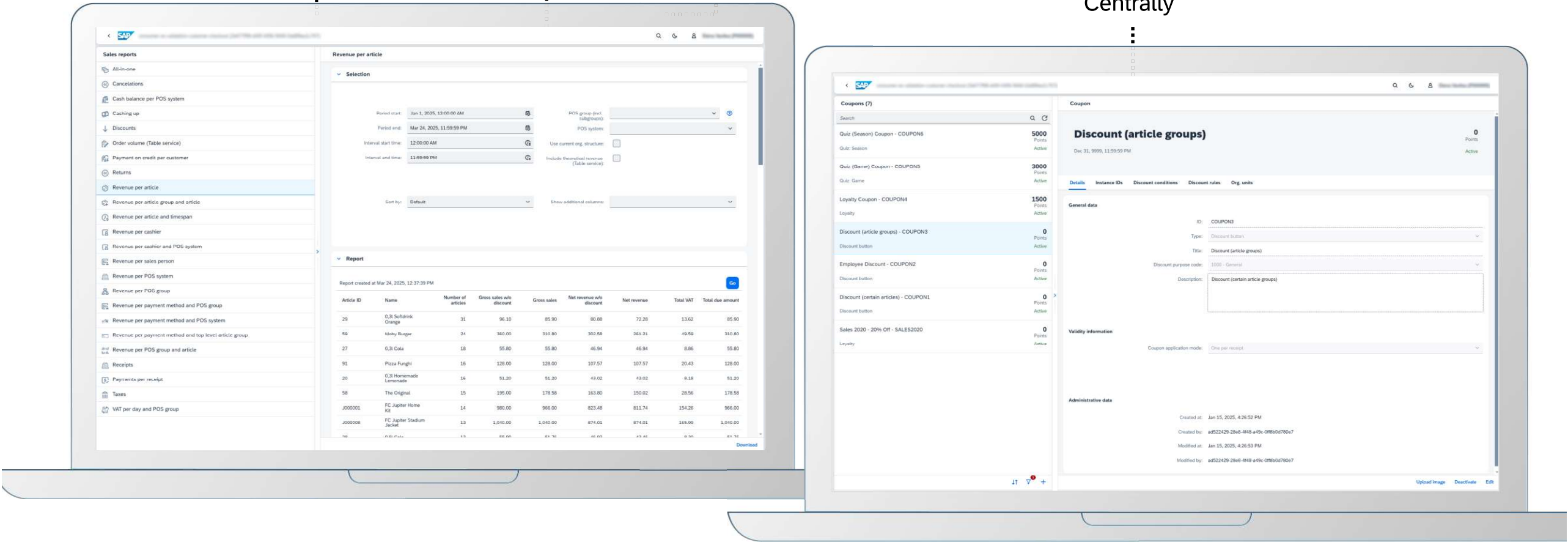
Manage POS Operations Centrally

Get **Real-time Insights** on Sales and Reporting Data

Full Transparency across Whole Organization

Download all sales reports as .csv file

Manage Coupons Centrally



A close-up photograph of a person's hands plugging a cable into a port. The hands are positioned in the center of the frame, with the fingers carefully guiding the cable. The background is dark and out of focus, emphasizing the action of the hands and the cable. The lighting is soft, highlighting the texture of the skin and the cable.

Seamless End-To-End Integration **to the ERP-System**

Seamless End-to-End Integration

Benefit from the integration flexibility of SAP Customer Checkout, cloud edition and choose the SAP ERP system that fits to your needs:



SAP Customer Checkout, cloud edition standalone

Use standalone without SAP ERP system and manage master data centrally



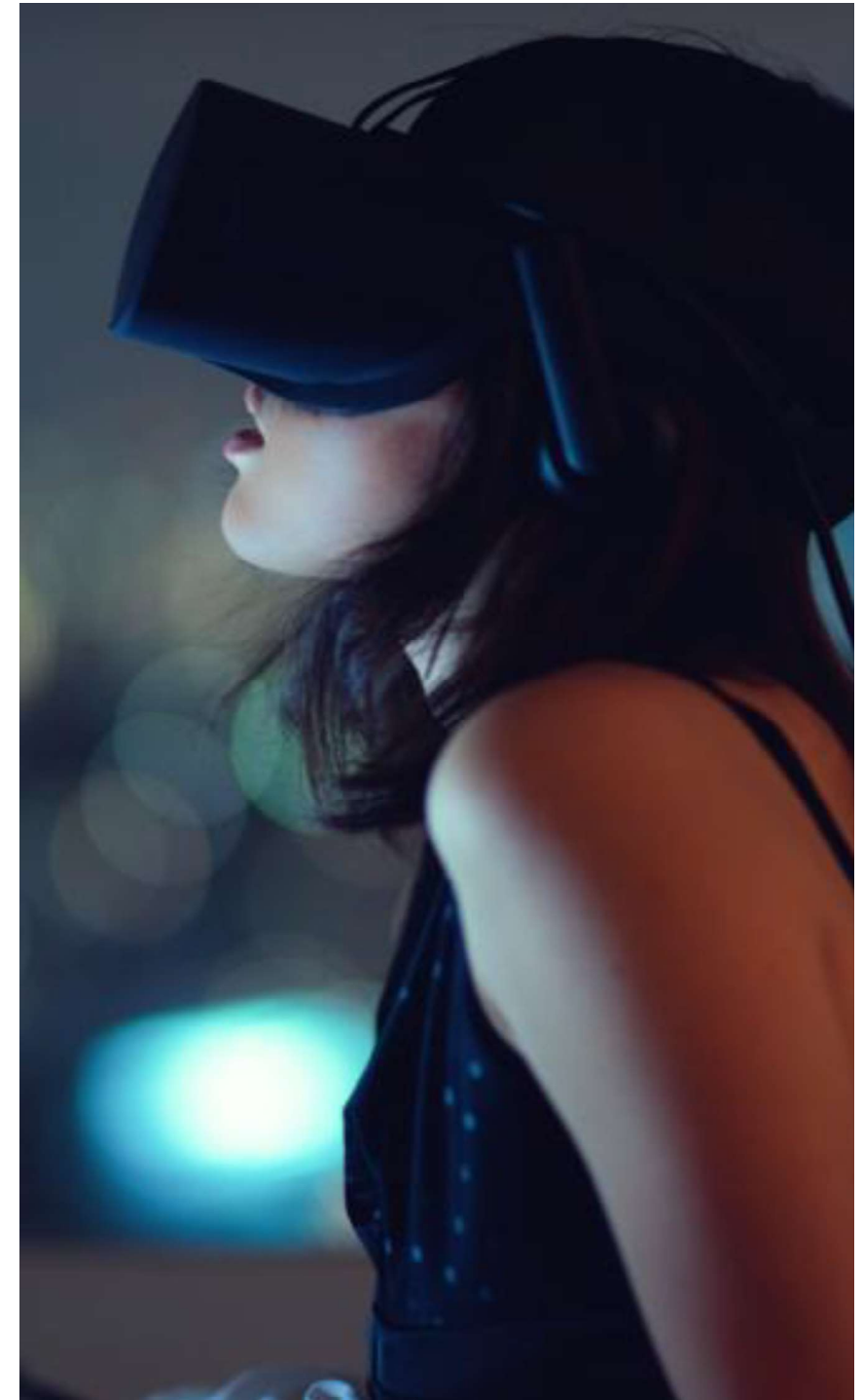
SAP S/4HANA or other SAP ERP systems

Use integrated with SAP S/4HANA or other SAP systems to transmit transactions directly to your warehouse and accounting applications.



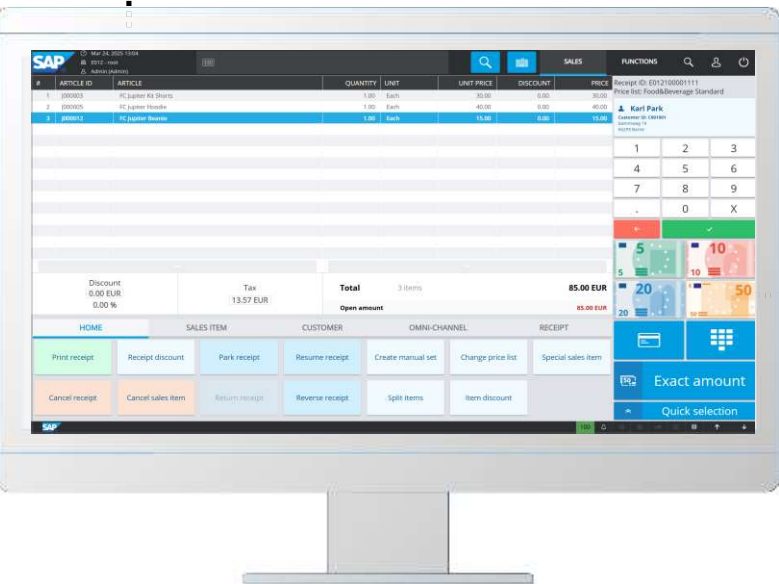
Other 3rd party systems or project based

Integrate with other external systems and implement a project-based approach designed to your needs.

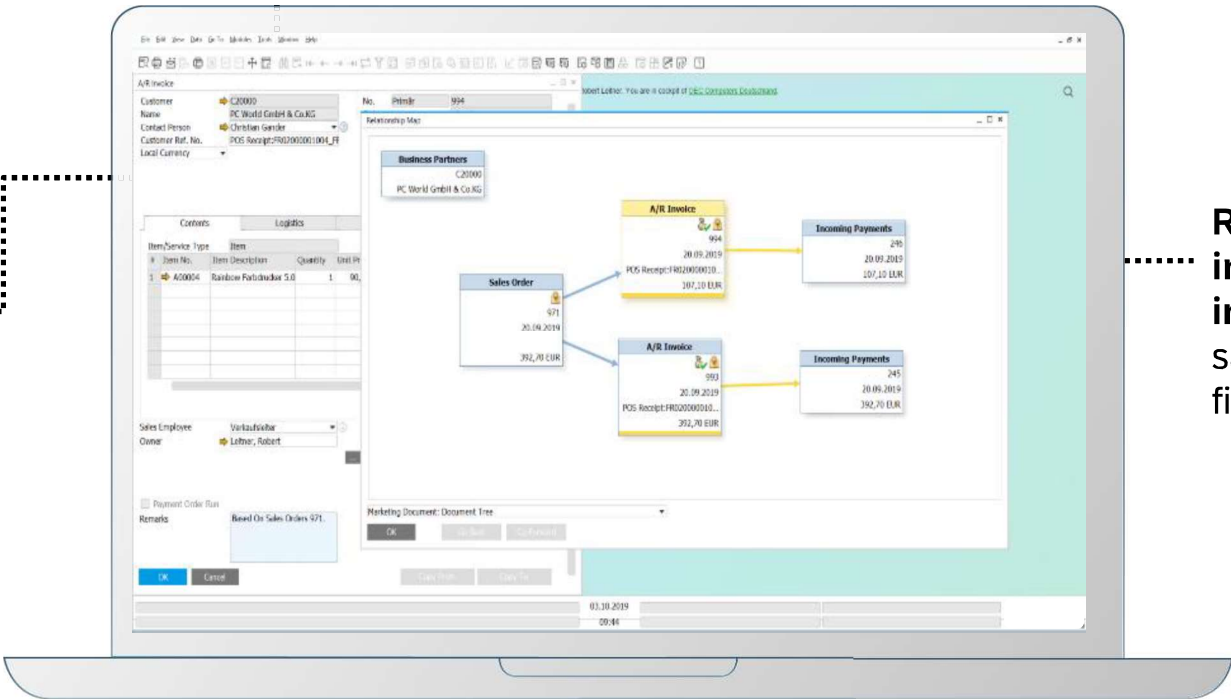


Seamless End-to-End Integration

Synchronization of master data (articles, prices, customers) in real-time



Fully and seamless end-to-end integration from POS system to the SAP ERP System



Real-time and in-depth insights into sales and financial data

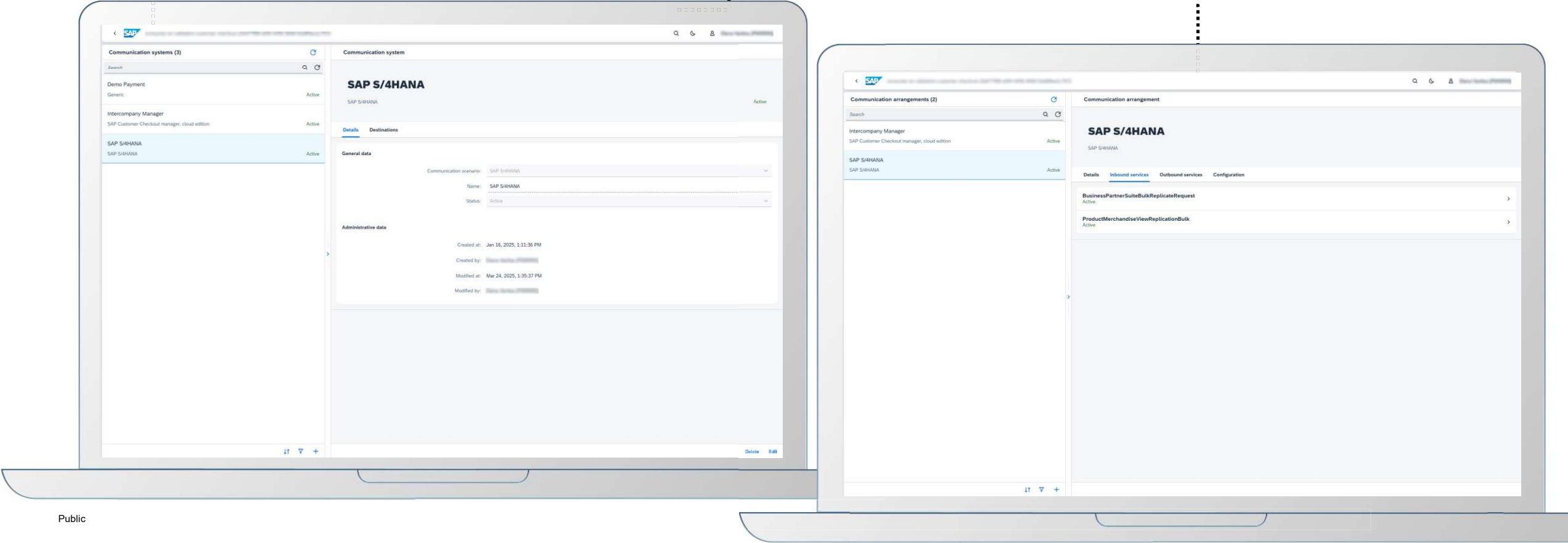
Seamless End-to-End Integration

Create external systems define destinations and

Use SAP Customer Checkout manager, cloud edition as integration hub to connect several systems

Define destinations and system specific configurations

Maintain inbound and outbound services



An Intelligent Point-of-Sale System with **Flexibility to Extend and Scale**



SAP Customer Checkout, cloud edition

Key benefits based on the power of SAP Business Technology Platform



Ease of deployment

Provisioning and deployment of SAP Customer Checkout, cloud edition in minutes



Enhanced security

Ensuring compliance and data security in SAP Customer Checkout, cloud edition with protection and privacy regulations



Stay Strategic

PoS market and SAP product portfolio is moving into the Public Cloud. To stay competitive this switch is inevitable



Access to innovation

Always be on the latest SAP Customer Checkout, cloud edition version through faster upgrade cycles



Easier upgrades

Standardized upgrade process leading to smoother and faster upgrades

Flexible, Extensible, and Scalable

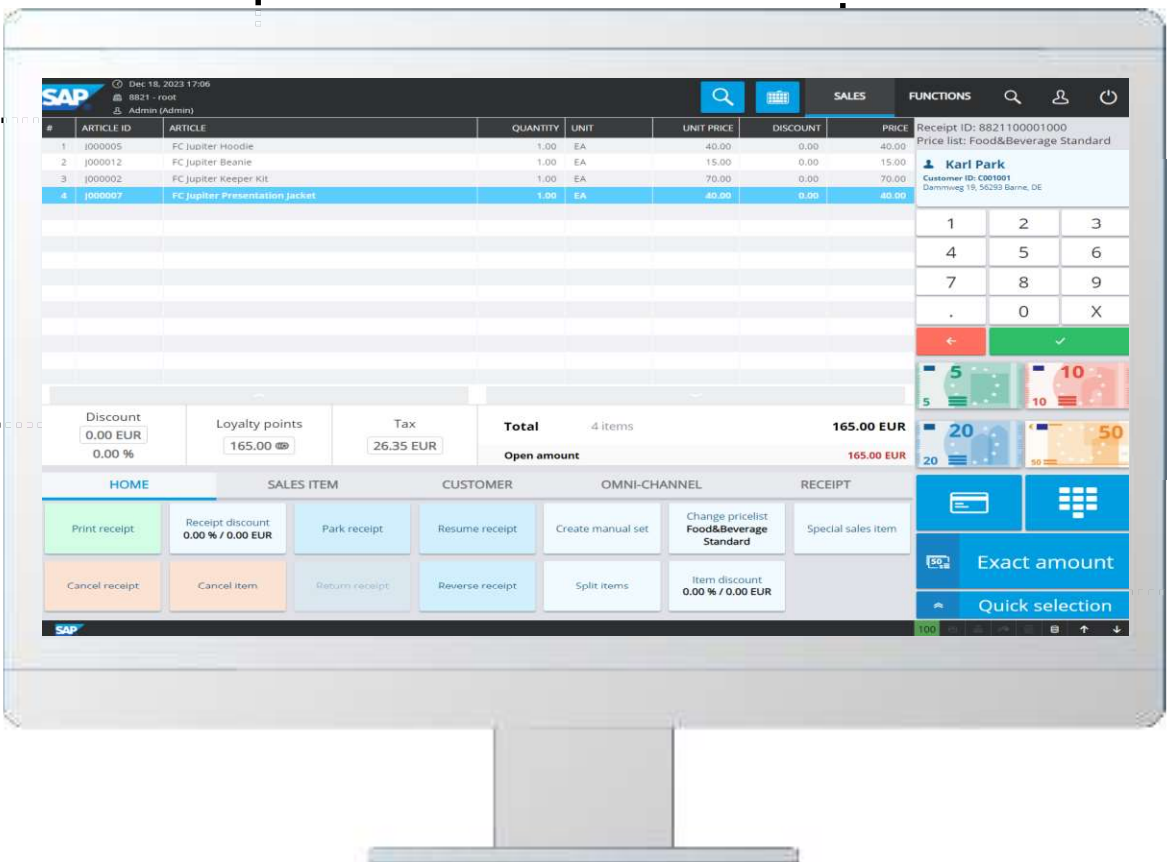


Benefit from the **hardware device independency**, and **integrate payment terminals, printers, line displays** and many more

Scalable to a wide variety of business scenarios – no matter if you have 5 or 2,000 POS systems in your business

Easy and intuitive user interface

Offline and mobile capability of the POS system

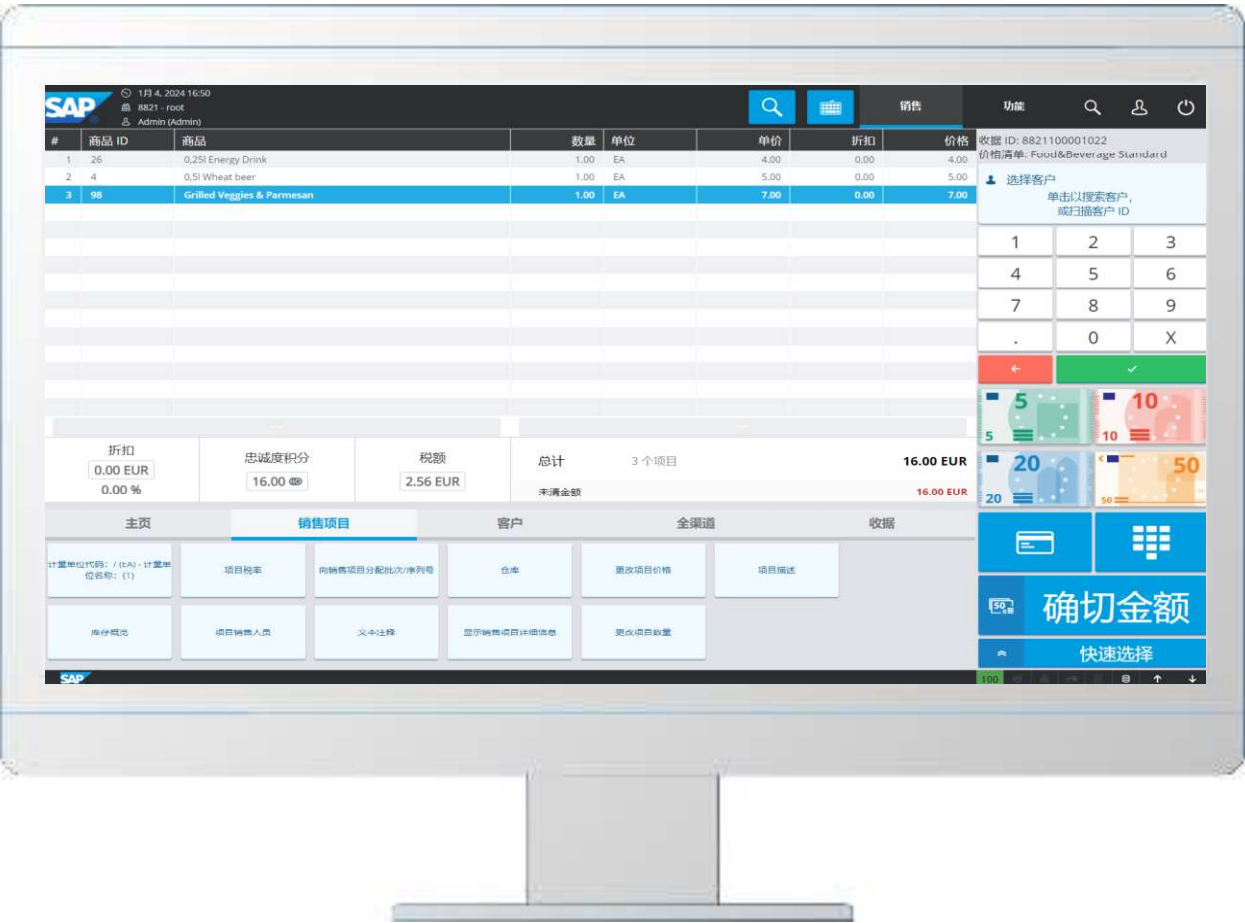


Extend core functionalities with an **easy plug-in concept**

Integration of other **SAP and 3rd party systems**

Configurable SALES Screen

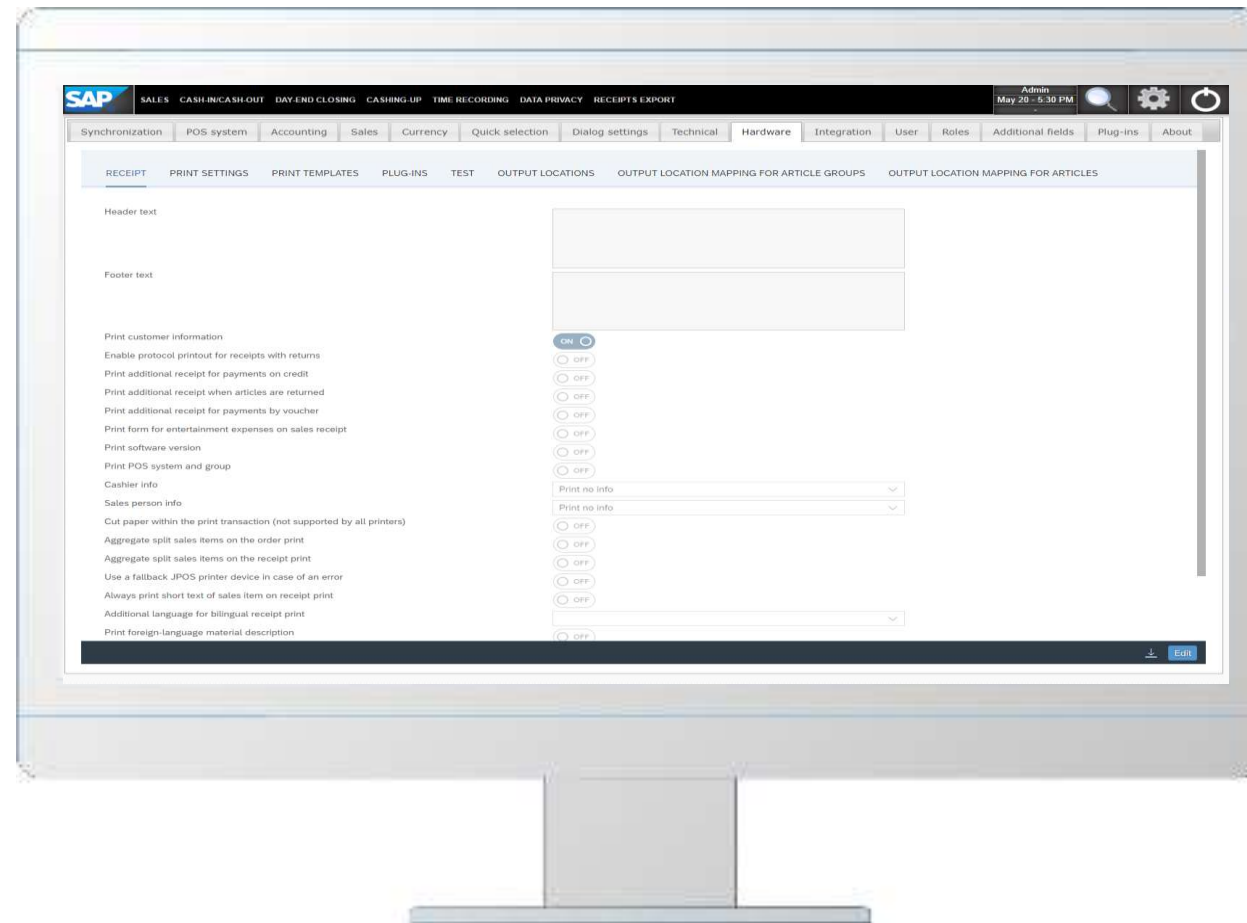
Flexible, Extensible, and Scalable



Select Your Own Language for the SALES Screen

No matter if you want the user interface in French, Spanish, Dutch, German, Greek or other – SAP Customer Checkout, cloud edition is delivered in 20 different languages.

Flexible, Extensible, and Scalable



Hardware Agnostic

Take advantage of the **hardware device independency** that enables you to run the POS system on any device needed.

Integrate further devices such as **printers, drawers, payment terminals, customer displays scanners, and many more**, to run your business efficiently.

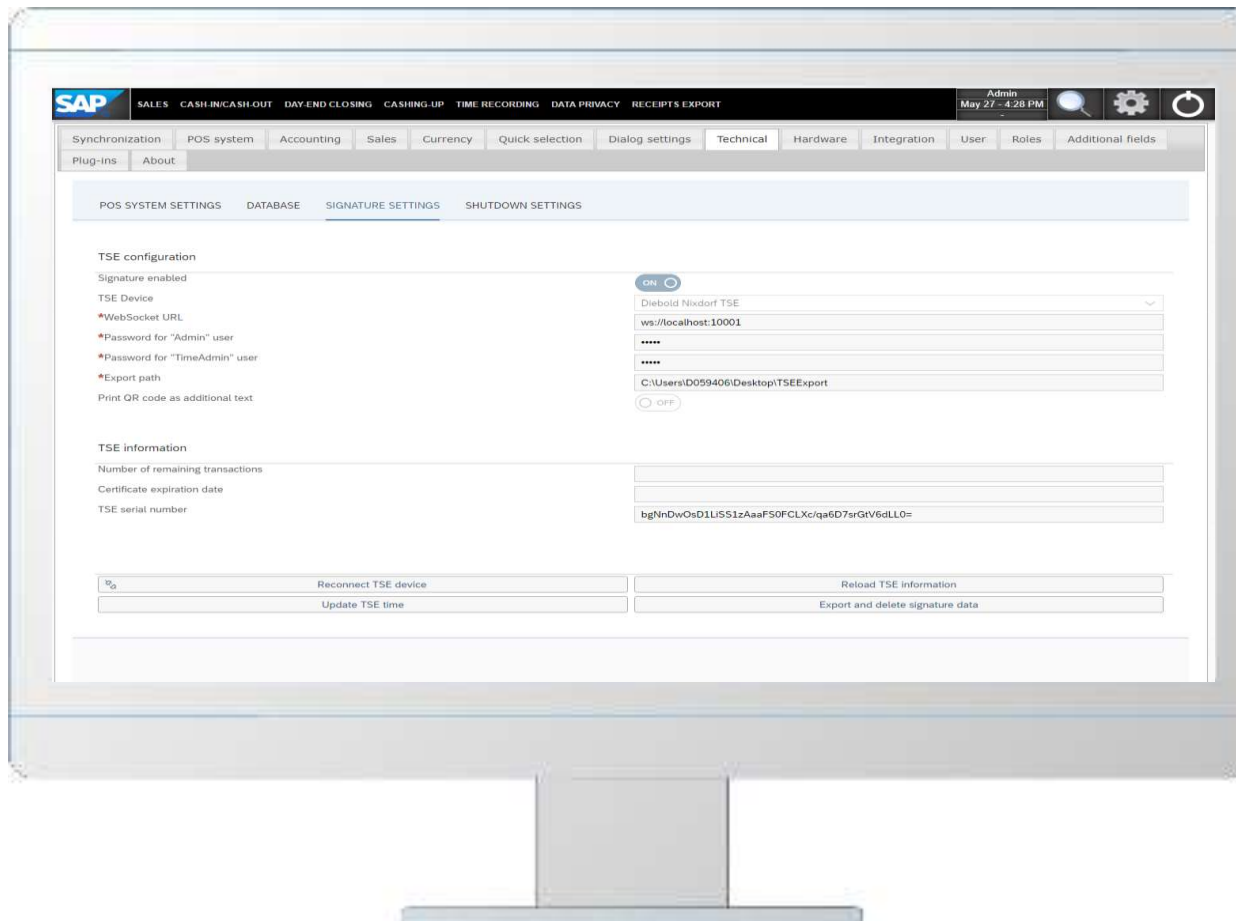
Flexible, Extensible, and Scalable



Stay Compliant with Country-Specific Legal Requirements

Keep your point-of-sale operations running at peak performance by **following the latest standards, and legal changes.**

From **Kassensicherungsverordnung 2020 in Germany, RKSv in Austria, to NF525 Certification for France**, SAP Customer Checkout, cloud edition meets a wide range of legal requirements in different countries.



Our key takeaways for you

Integration power

Fully and seamless end-to-end integration from POS system to the SAP ERP system

Not only POS Software

SAP Customer Checkout, cloud edition provides a platform to manage various POS transactions, POS systems, gift cards, loyalty and coupons

Extension and Scalability

The extension concept and open APIs of SAP Customer Checkout, cloud edition are market leading

Hardware agnostic

Run SAP Customer checkout, cloud edition on any device needed with a modern and intuitive user interface

~900 Customers

With proven expertise, around 900 customers across 55 countries, and trusted partners, we deliver unparalleled reliability and innovation.