



RiseTR

Shops SAP Implementation

Istanbul, 03.09.2026

Introduction

Initial situation for the SAP project

SAP Retail was implemented in Turkey in 2008 by the IT project “Issmir”.

Currently FI, CO and SD modules are available for Turkey.

In addition to SAP Retail, local ERP is used as a second ERP system in Turkey. Many processes do not correspond to the general standards.

The operation and further development of local ERP is becoming more and more difficult.

We are facing several challenges in this area:

- Limited developer resources
- Outdated and inefficient service contract with local ERP provider
- Running local ERP and SAP in parallel is inefficient and causes error-prone processes



Objective

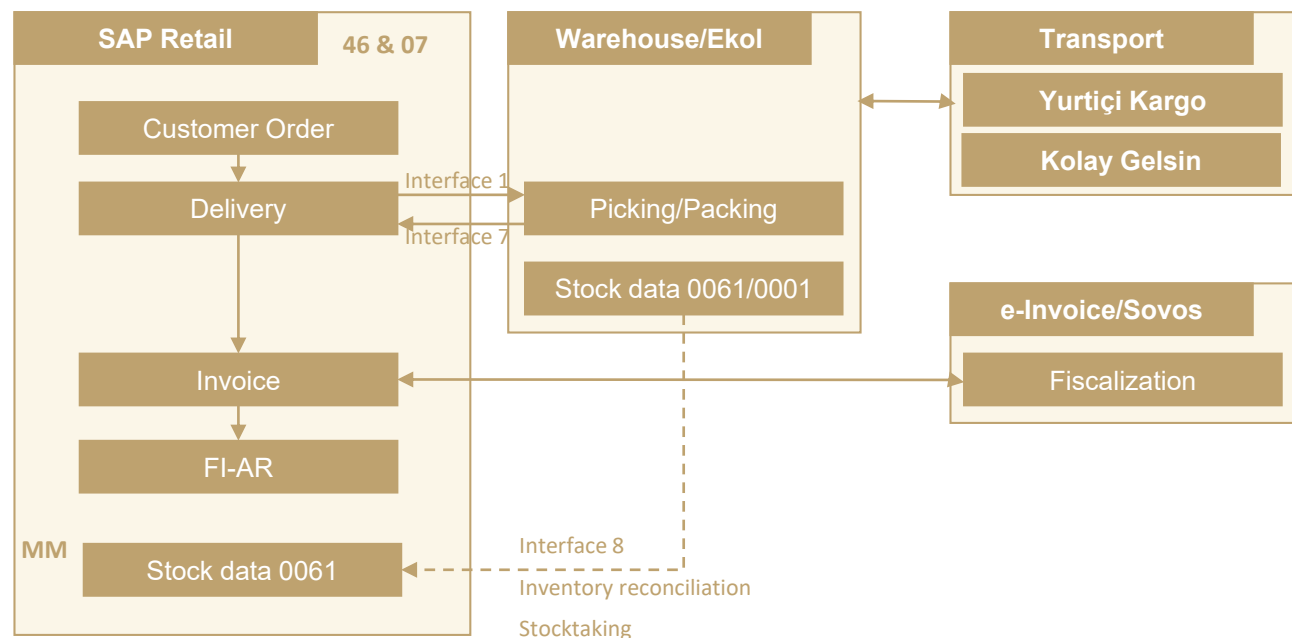
Roll out of standard processes for Turkey

The IT objective is to roll-out the standard processes for Turkey.

It is not possible to replace local ERP in one big step.

Therefore, the strategy is to reduce dependency on local ERP step by step.

For the initial project, the B2B sales processes were fully integrated in SAP and converted to direct interfaces, without local ERP in 2022.



Objective

Replacement of local ERP

The local ERP replacement will be realized by four IT projects:

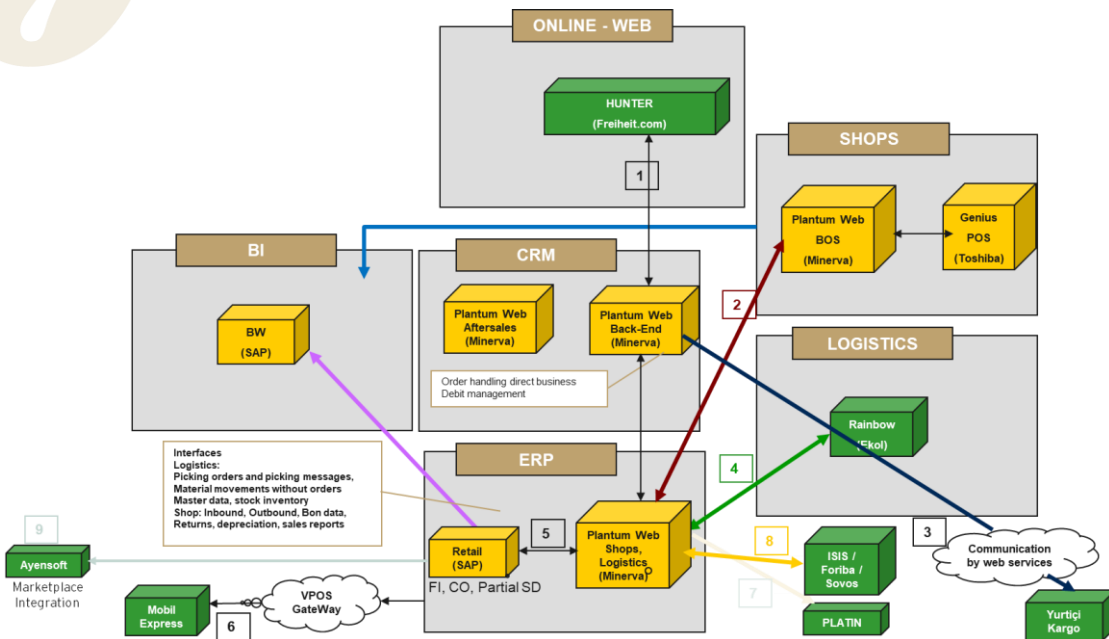
1. B2B Project: Full integration of Brands Business, Coffee Service and inventory management in S/4HANA (including direct interfaces, without using local ERP)
2. SHOPS Project: Integration new POS software and replacement of local ERP
3. B2C Project: Integration of the Turkish online business in S/4HANA

We finished the second project. We focused on Shops business.

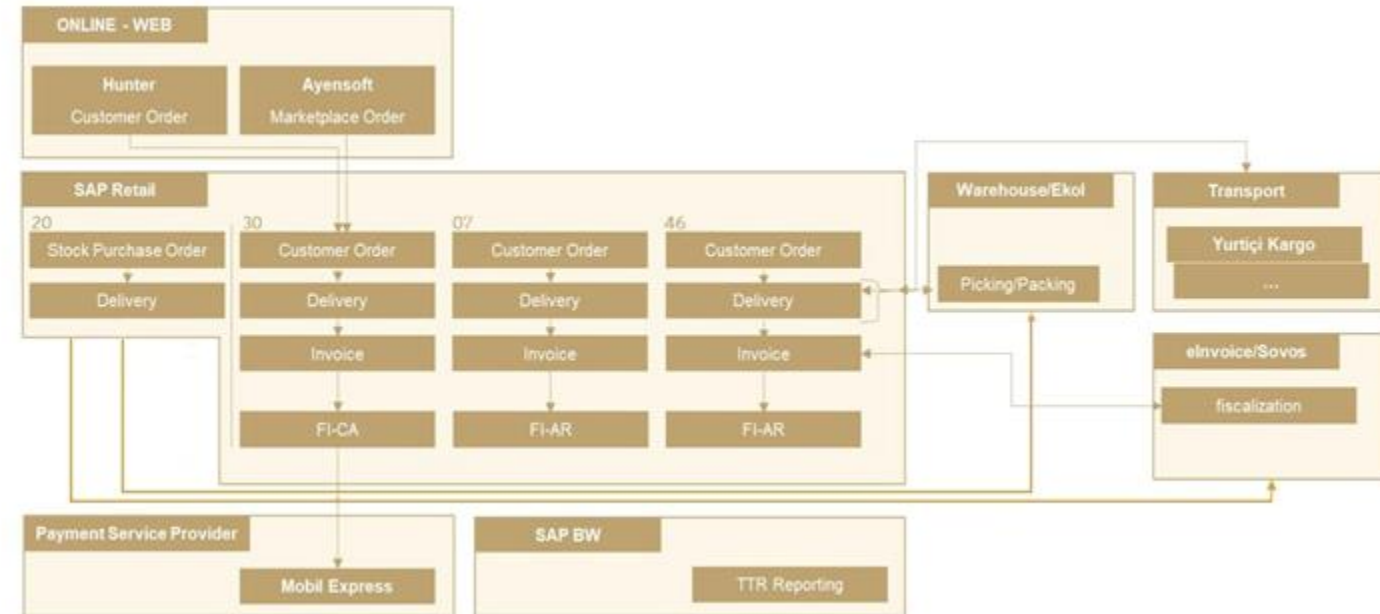
At the end of the project, Shops have **no dependency on local ERP**.

Objective

Standardization and simplified system design



Old complex structure

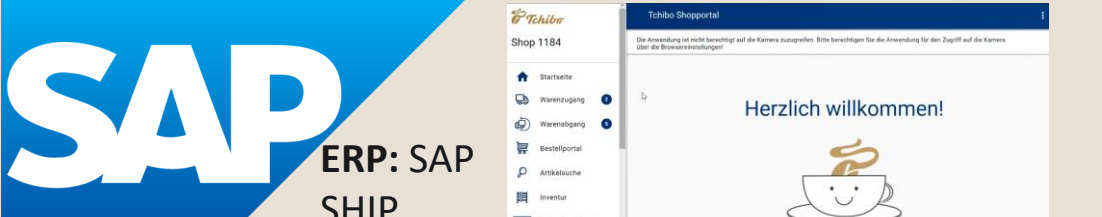


New standard structure



RiseTR

Old vs New World

Current	After RiseTR
 Hardware: Cash register Toshiba TCx 810 6201 E63	 Hardware: Cash register POS-213 PurePOS GT
 Software: Cash register GeniusOpen	 Software: Cash register Hermes
ERP: Local ERP	 ERP: SAP SHIP

RiseTR

Old vs New World

- **ÖKC devices** are renewed within the lifecycle.
- Campaigns will be prepared by **OPP/PMR** instead of **local ERP & GeniusOpen**.
- Product and price transfers to cash registers will be done through **Hermes** instead of **local ERP & GeniusOpen**.
- Day-end closures will be done in **Hermes back office systems** instead of **local ERP**.
- **Genius report** application will be disabled. **Hermes back office systems** will be used instead.
- **Local ERP** operations: Goods acceptance, transfer between warehouses, product disposals, stock comparison, food count comparison, return and transfer instructions etc. will be done in **SHIP**.
- Stock operations and reconciliation will be between **SAP & Ekol** instead of **SAP & local ERP**



RiseTR

Goals and Benefits

GOALS	BENEFITS
1. Replacement of Tchibo Turkey's nonstandard cash registers	- Providing lifecycle for existing cash registers which are in use for 9 years - International standardization
2. Implementing standard Shops till systems solution " Hermes " to Tchibo Turkey	- Being able to open the door for new features (Tchibo Card, loyalty, omni channel, click & reserve/collect)
3. Implementing SHIP for daily shops operations	- Enabling shops to run their daily operations faster and easier
4. Implementing Coffee Card solution (temporarily - nonstandard)	- Continuing to offer customers a loyalty program
5. Reducing our dependency on local ERP	- Being able to terminate our cooperation easier with the provider - Build better business functions on the standard SAP system, strategically conducted for all countries



RiseTR

Modules



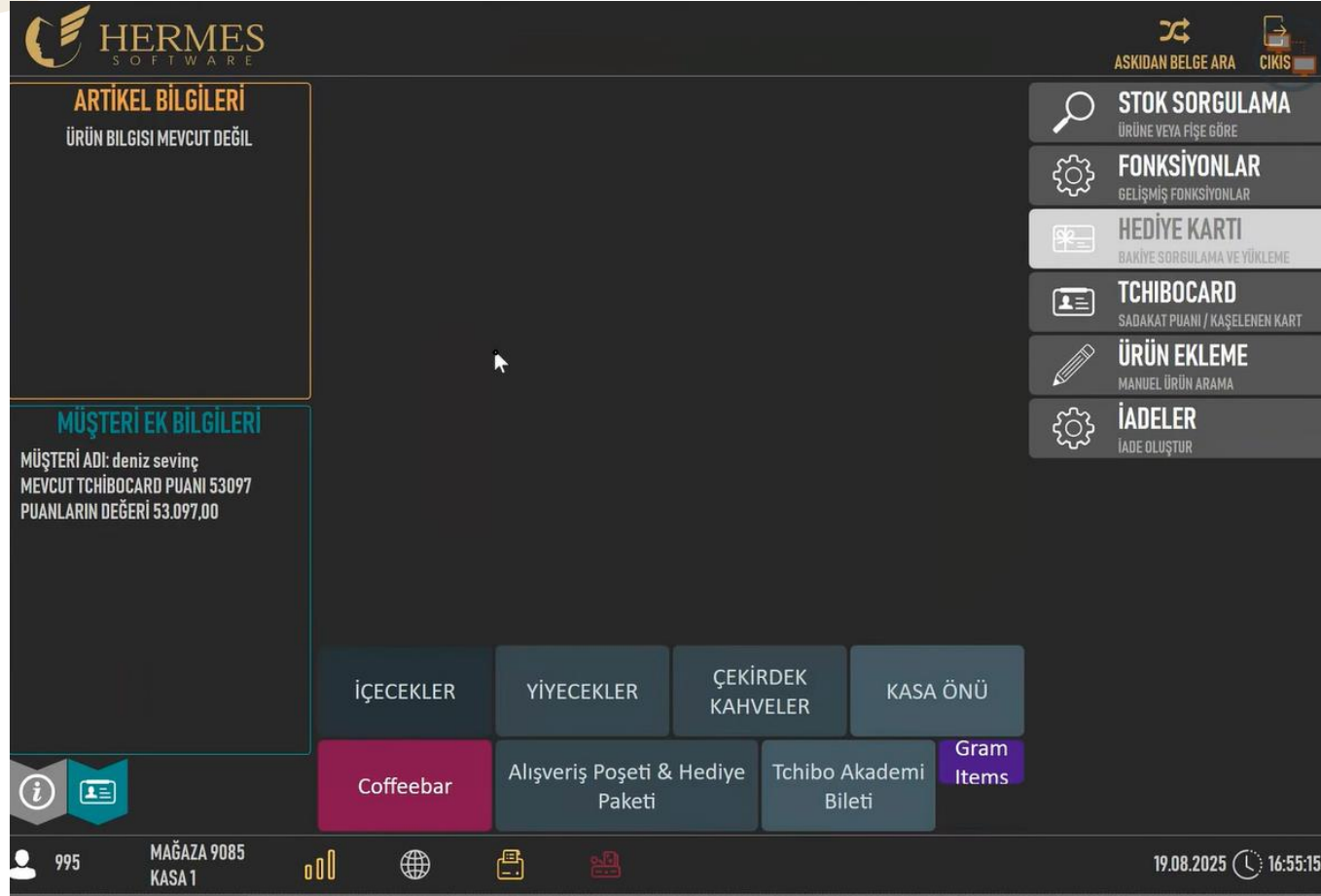
- Master data
- SAP interfaces
- E-Grocery
- Roll-out & infrastructure
- Promotion management
- Test management

Wiki for General Processes

RiseTR Shops SAP Implementation | 03.09.2026 | IT | Umut Yıldız

RiseTR

Hermes Cash Register



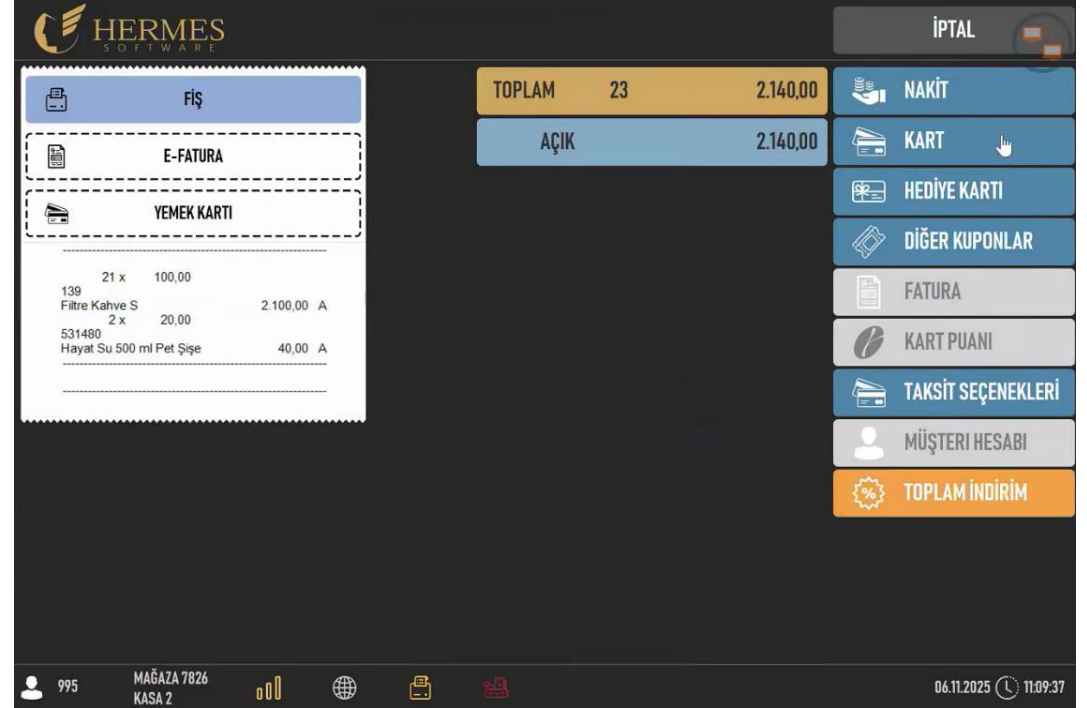
The screenshot displays the Hermes Cash Register software interface. The top left corner features the 'HERMES SOFTWARE' logo. The main area is divided into several sections:

- ARTİKEL BİLGİLERİ** (Article Information): A section on the left with the text 'ÜRÜN BİLGİSİ MEVCUT DEĞİL' (Product information not available).
- MÜŞTERİ EK BİLGİLERİ** (Customer Additional Information): A section below the first one, displaying customer details: 'MÜŞTERİ ADI: deniz sevinç', 'MEVCUT TCHIBOCARD PUANI 53097', and 'PUANLARIN DEĞERİ 53.097,00'.
- Ürün Ekleme** (Add Product): A central area for adding products, currently empty.
- Stok Sorgulama** (Inventory Search): A button with a magnifying glass icon and the text 'ÜRÜNE VEYA FİŞE GÖRE' (By product or receipt).
- Fonksiyonlar** (Functions): A button with a gear icon and the text 'GELİŞMİŞ FONKSİYONLAR' (Advanced functions).
- Hediye Kartı** (Gift Card): A button with a card icon and the text 'BAKİYE SORGULAMA VE YÜKLEME' (Balance search and loading).
- Tchibocard**: A button with a card icon and the text 'SADAKAT PUANI / KAŞELENER KART' (Loyalty points / Stamp card).
- İade** (Return): A button with a gear icon and the text 'İADE OLUŞTUR' (Create return).

The bottom of the interface features a navigation bar with icons for information, user profile, and other functions. The bottom right corner shows the date and time: '19.08.2025 16:55:15'.

RiseTR

Hermes Cash Register



← → ↺ fipo-test.ship.tchibo.com/employee/ui/goods-management/incoming?activeFilter=DELIVERYNOTICE

Tchibo

Mağaza 9557

Ana Sayfa 1

Mal girişi 9

Mal çıkışı 9

Sipariş Portalı

Ürün Arama

Envanter

Fiyat etiketi baskısı

Kurumsal ağ

RAPORLAMA

Mal girişi

Tümü Teslimat Bildirimi Çapraz Kanal Yeniden Düzenleme Bildirimi Manuel Giriş Sipariş Notu Arşiv

Şuna göre sırala: Durum

Teslimat Bildirimi – Ref. No 0053376183	Teslim tarihi 31.07.25	Rezervasyon tarihi -
Durum: Açık		
Paket Parçaları 1		
	Görüntüle	Düzenle
		0053376183
Teslimat Bildirimi – Ref. No 0053357179	Teslim tarihi 31.07.25	Rezervasyon tarihi -
Durum: Açık		
Paket Parçaları 1		
	Görüntüle	Düzenle
		0053357179
Teslimat Bildirimi – Ref. No 0053376182	Teslim tarihi 31.07.25	Rezervasyon tarihi -
Durum: Açık		
Paket Parçaları 1		
	Görüntüle	Düzenle
		0053376182
Teslimat Bildirimi – Ref. No 0053376184	Teslim tarihi 31.07.25	Rezervasyon tarihi 31.07.25
Durum: Rezerve Edildi		
Paket Parçaları 1/1		
	Görüntüle	Düzenle
		0053376184

1 adet paket başarıyla rezerve edildi.

RiseTR

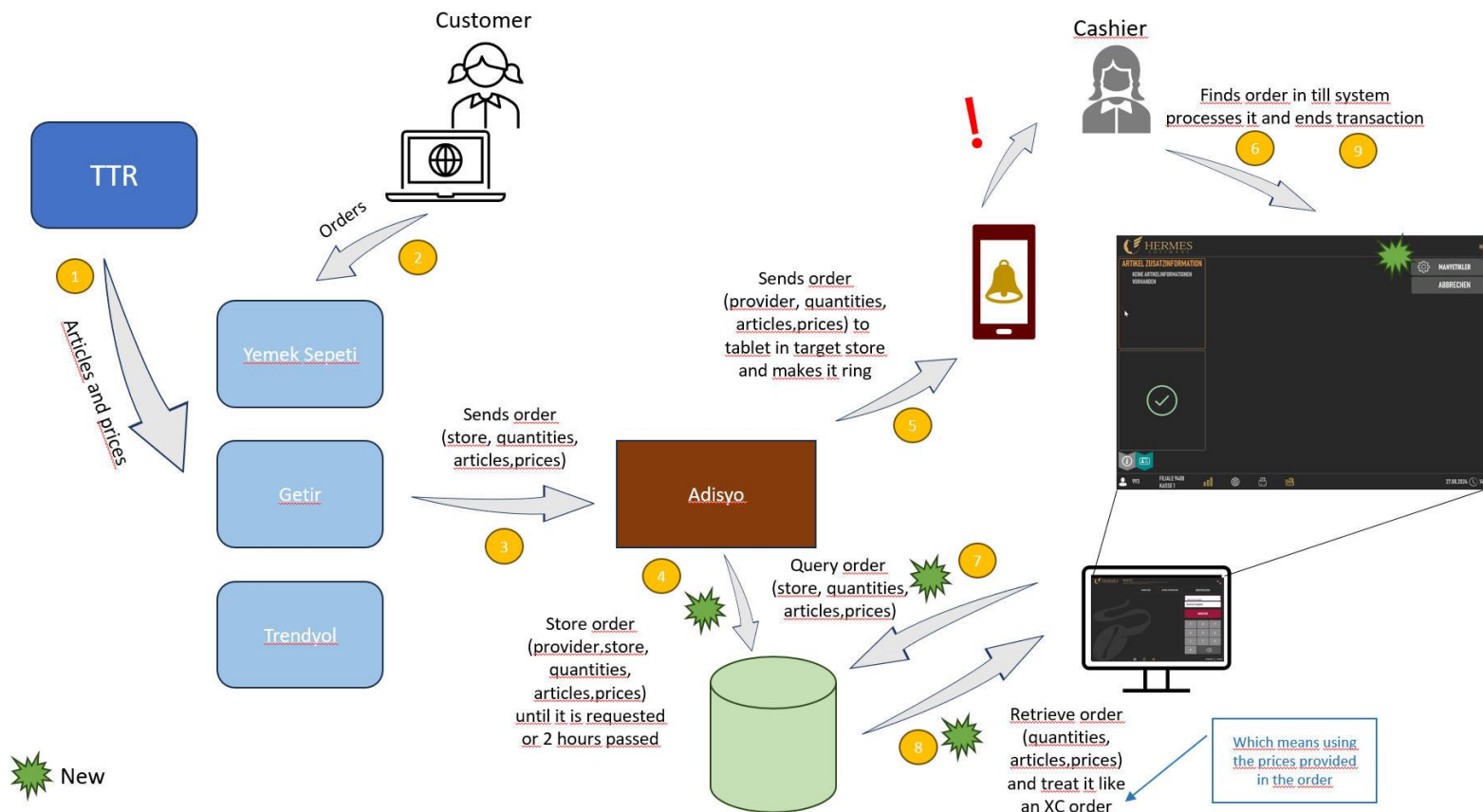
Coffee Card

- **Coffee card** has been in place for TTR Shops customers since 2017
- 744K customers, 221K active in 2025
- TR Coffee card is a specially developed non-standard application
- Tchibo card is based on SAP CRM system, which is not available in Turkey
- **Coffee card is a must for us:**
 - not having it, is a bad reputation in Turkey, where strong coffee bar exists
 - to follow the interests of our customers more closely
 - to make specialized offers to customers
 - to increase our total number of cups and snacks



RiseTR

E-Grocery



RiseTR

Reporting

Seçilen tarih ya da tarih aralığındaki toplam BRÜT satış göstermektedir.
Herhangi bir düzenleme yapılmadığı durumda güne ait satışlar otomatik gelmektedir.

Mağaza: SASKINBAKKAL CADDE
Sokak: BAĞDAT CD NO:386
Veri güncelliği: (No Selection)

Seçilen haftaya ait «gıda dışı» BRÜT satış göstermektedir.

YTL156,455
Toplam ciro

Dec 4, 2025 - Dec 4, 2025

Seçilen dönem: Dec 4, 2025 - Dec 4, 2025

255
Toplam fiş sayısı

Seçilen tarihe ya da tarih aralığındaki toplam fiş sayısını göstermektedir.
Herhangi bir düzenleme yapılmadığı durumda güne ait fiş sayısı otomatik gelmektedir.

YTL2,016,013
Kümülatif ciro GD (YTL)

14,975
Kümülatif kavrulmuş kahve satış miktarı (Pfd./yarım kilo)

Seçilen haftaya ait kahve tonaj satışlarını göstermektedir. Ölçü birimi PFD olduğu için ilgili miktar/2 olarak kg hesaplanmaktadır.

YTL3,391,173
Kümülatif toplam ciro

Seçilen haftaya ait toplam BRÜT satış göstermektedir.
Herhangi bir düzenleme yapılmadığı durumda içinde bulunulan hafta otomatik gelmektedir.

Raporun 4.sayfasında saatlik satış detayları görüntülenebilmektedir.

Seçilen tarih ya da tarih aralığındaki toplam BRÜT satış göstermektedir.
Herhangi bir düzenleme yapılmadığı durumda güne ait satışlar otomatik gelmektedir.

Mağaza: GORDION AVNI, KÜLTÜ AVNI, ALI
Sokak: KEMERBURGAZ CADDE, RUMELI
Posta Kodu/Şehir: TAURUS AVNI (and 24... AQUA FLORYA AVNI, ACIBADEM... NO:1. ADNAN KAHVECİ BULVARI 6.KISIM. ALI

Seçilen dönem: Dec 4, 2025 - Dec 4, 2025

Fiş raporu

Coffee barsız satış

Measures	Ciro	Figür	# Pozisyonlar
8	YTL9.136.62	10	22
9	YTL20.095.77	24	39
10	YTL68.673.00	71	133
11	YTL112.225...	90	168
12	YTL144.279...	149	271
13	YTL180.917...	165	275
14	YTL154.927...	157	257
15	YTL176.016...	157	275
16	YTL166.947...	144	267

Kahve bari (coffee bar)

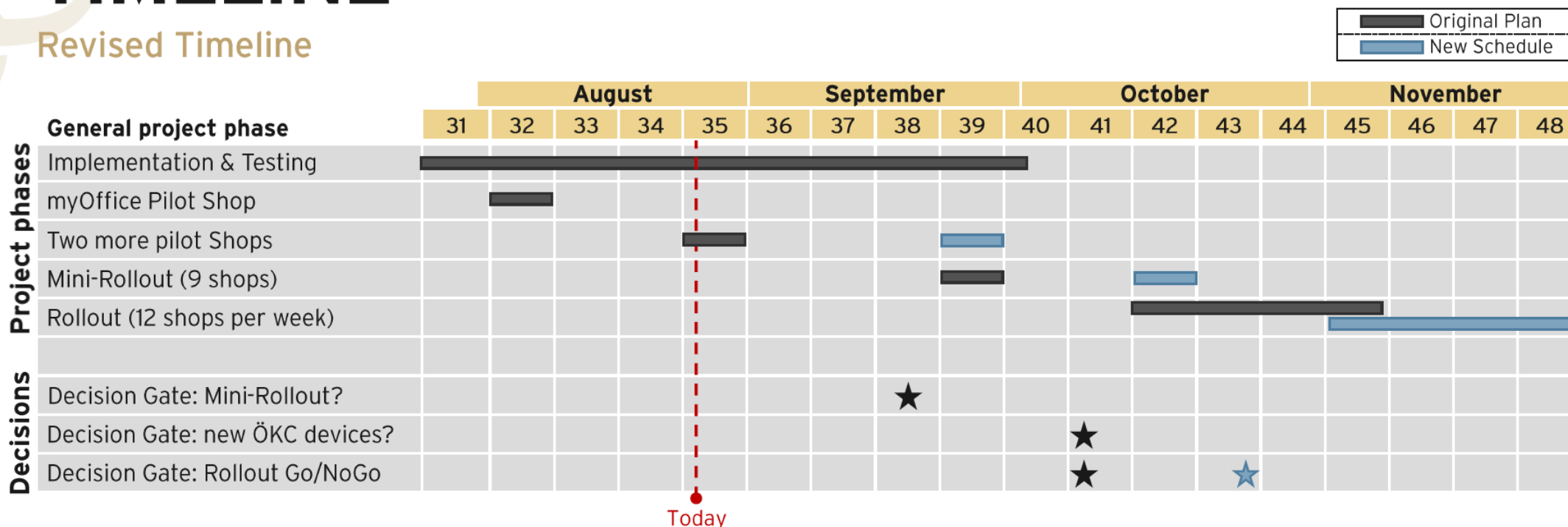
Measures	Ciro	Figür	# Pozisyonlar
8	YTL14.812.01	88	118
9	YTL23.965.88	155	207
10	YTL46.894.07	246	353
11	YTL69.221.33	346	528
12	YTL101.976...	496	772
13	YTL111.716...	537	883
14	YTL117.473...	563	914
15	YTL117.812...	549	912
16	YTL101.611...	481	775

Toplam ciro satış saatlerine göre

Coffee barsız satış- Coffee Bar ürünleri olmayan fiş sayısını ve ciroyu ifade etmektedir.
Kahve bari- içerisinde Coffee bar ürünlerinin olduğu fiş sayısı ifade etmektedir.

TIMELINE

Revised Timeline



Reason for Postponement

- Highest priority is securing the Turkish shops business. Therefore, for the extended pilot and mini-rollout we want to **provide the most critical features and functionalities** and have them properly tested which requires more time.
- Because the installations always include the coordination of many internal and external resources, we need a **valid and realistic timeline** to give everyone involved a proper chance to plan their activities and **to ensure a smooth rollout**.
- We always have the possibility to **make features available in the already installed shops** as soon as they are ready.

PROJECT OVERVIEW

04. Dezember 2025

Rollout Status

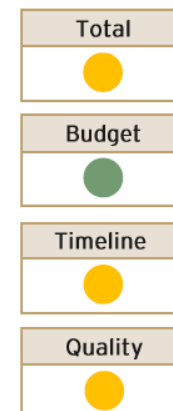
Shops
50/58

- Due to a general SAP issue we had to cancel the installation on Tuesday (02.12.)
- Shift installations in Mersin to upcoming Saturday (06.12.)
- Still very good progress and smooth installation processes
- Continued issues with day-end closer that we are working on with Hermes
- Resolved 42 incidents, 2 open incidents in analysis at Hermes, 20 incidents to review from TR Team

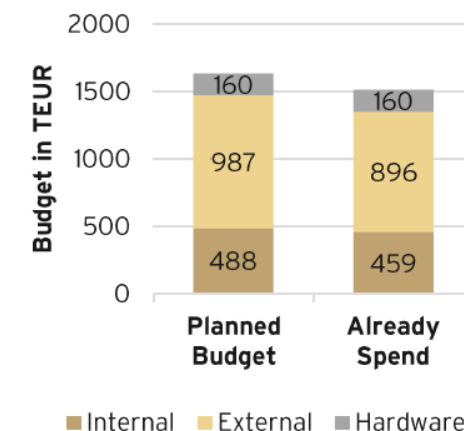
Update on Focus Topics & Next Steps

- SAP Bookings:** Identified issue with bundle article booking that results into wrong stock and sales booking. Manual corrections for November month-end closing ongoing. Working on permanent fix.
- Operations:** We collected input on current operations in TR and are now working on a proposal for the future operations.
- E-Grocery:** Updated shops to new Hermes version and activated E-Grocery function for Istanbul shops.
- Reporting:** Constantly making good progress on reporting topics and setting up some special TR reports for testing.
- Gift Card / Employee Allowance:** Testing revealed a fiscal issue for first card activation. Currently in development with Hermes. Testing by TR and rollout scheduled for next week. Printing process finished and cards will be shipped next week.
- Payment with Credit Card Bonus Points:** Development done, can be tested by TR.
- Gift Exchange Receipt:** Development done, can be tested by TR.
- SHIP Requirements:** Still refining requirements between SHIP team and TR Business.

Project Status



Budget



Risks

- Timeline delay due to unforeseen events like illness of technicians → shifting canceled installations to Saturday
- Budget increase due to new requirements → careful evaluation of additional implementation, keeping buffer for critical bugs.
- Unstable operations due to technical issue or missing support setup → hyper care support by HQ teams and minimizing new feature rollout until end of 2025, then stabilization phase in Q1 26

TCHIBO KAHVE MAM.DAG.VE PAZ.
TIC.LTD.STİ.
BARBAROS MAH.LALE SK.NO:2/7
MY OFFICE ATAŞEHİR/İSTANBUL
8330424403
ANADOLU KURUMLAR V.D.

TARİH : 05/08/2025
SAAT : 23:12:35
FİŞ NO : 0001

527745
Uludağ
Doğal Zengin Minerali Su X10 *45,00
TOPKDV *4,09
TOPLAM *45,00

KREDİ
AKBANK
*****6172

MERSİS : 0-8330-4244-0300012
EKÜ NO:0001 Z NO:0012

Her türlü paketlenmiş ve paketsiz
hiyjenik ve kişisel kullanımına
özel ürünler ile kahve ve gıda
ürünlerinin tade ve değişimi yapmaz
Tchibo Kahve Mam. Dag.
Ve Pazar. Tic. Ltd. Sti.
Barbaros Mah. Lale Sk. No:2-7Test
My Office Binası Ataşehir / İst. TEST
V.D: Anadolu Kurumlar
V.N: 8330424403
Mersis No: 0-8330-4244-0300012

29879440010002250805

İŞYERİ NO:0002304870 TERMINAL:03691367
05/08/25 23:12 SATIS (Y)

**** * 6172

AID:A0000000041010 MASTERCARD

Tutar:45.00 TL
KARŞILIĞI MAL VEYA HİZMET ALINDI
BU İŞLEM TEMASSİZ YAPILMIŞTIR
BU BELGEYE SAKLAYINIZ

ONAY KODU:846190 YİGİN:0002 SIRA NO:0001
Talep Kodu:2508 052312 846190

aixess

CHIP PARA
Yeni Bakıve 526.52

KART SAHİBİNE AİTTİR (2.NUŞHA)

EKO NO:0001 Z NO:0012

MF 2C 57742796





THANK YOU



Tchibo Türkiye



Barbaros Mah. Lale Sok. No:2/7 Ataşehir



<http://www.tchibo.com.tr>



Umut YILDIZ



+90 216 571 18 20



umut.yildiz@tchibo.com.tr