



LS Academy

Training Courses Overview 2021

Table of Content



LS Academy

What is LS Academy?	3
Our Purpose.....	4
Training at a global scale.....	5
Our Services.....	7
Standard Training Courses	8
Index of courses.....	7
LS Central.....	10
LS One.....	20
Certification Tests	22
Contact us	23



LS Academy

What is LS Academy?



Our Purpose



LS Academy

We empower and enable our partner network with the best possible knowledge at any given time making life even Easier, Simpler and Faster.



Training at a global scale



LS Academy

**We host courses in all regions,
so you can train at your preferred location!**

- 📍 Online
- 📍 LS Retail HQs and Offices
- 📍 Centralized locations globally
- 📍 At your offices
- 📍 At any selected location





Official training with LS Academy

 **Standard Training Courses**

 **Custom-built**

 **On-site**

 **Online**

 **Training Material**

We provide wide-ranging training with our LS Retail experts based on the core demands that we see in your industry and structured around your business needs.

We have courses available for you.



LS Academy

Standard Training Courses

Index of courses 1/2

Product	Topic	Code	Courses	Type of Certification
LS Central	Functional			
	Introduction	CF-100	Introduction to LS Central	N/A
		CF-120	Solution Architecture of LS Central – Introduction Course	N/A
		CF-130	Inventory Management - Introduction Course	N/A
		CF-140	Member Management & Loyalty - Introduction Course	N/A
	General	CF-200	LS Central Support Course	N/A
		CF-210	LS Replenishment Course	N/A
		CF-220	LS Forecast Course	N/A
	Retail	CF-300	LS Central for retail - General Base Course with Certification	Online test
		CF-305	LS Central for retail – Course for end-users with Certification	Online test
		CF-320	Advanced POS Setup for LS Central	N/A
	Restaurants	CF-400	LS Central for restaurants - General Base Course with Certification	Online test
	Hotels	CF-500	LS Central for hotels – General Base Course with Certification	Online test
	Pharmacy	CF-600	LS Central for pharmacy - General Course	N/A
		CF-610	LS Central for pharmacy in Iceland – General Course	N/A
	Activity	CF-700	LS Activity Course	N/A
	Technical			
		CT-100	LS Central Technical Setup - Workshop	N/A
		CT-200	LS Central AL Programming Course	N/A
		CT-210	LS Central: Development Course (for older versions)	N/A

Index of courses 2/2

Product	Topic	Code	Courses	Type of Certification
LS One	Functional			
		OF-100	LS One Functional Course	Online Test
	Technical			
		OT-100	LS One Development Course	Online Test

We are continuously improving our course curriculum and would love to hear your suggestion, contact us at academy@lsretail.com.



LS Academy

LS Central

CF-100

Introduction to LS Central



Duration: 4 half days (online)



Audience: sales/pre-sales experts, consultants, support staff, developers who are new to LS Central

Training Prerequisites: none

You will receive a general introduction to LS Central with emphasis on using the base functionality in the system and how to configure it. At the end of this course, you should be able to know your way around LS Central, and to give a first demo of the system.



Topics for the course

- LS Central, introduction
- The demo data company with LS Central
- Retail POS in general
- Create new items and sell them
- Discount offers creation and POS management
- POS Sales data
- Loyalty – Member Management
- POS Look and feel, how to make changes
- Discount offers and members
- Loyalty app and mobile POS
- Data for the apps
- Restaurant POS and its benefits

CF-120

Solution Architecture of LS Central – Introduction Course



Duration: 1 half day (online)



Audience: functional consultants, developers

Training Prerequisites: good basic knowledge of Dynamics NAV, and LS Central

This training is intended to train students about the solution architecture aspect of LS Central installations (On-Premise, Hybrid, Azure, Cloud) as well as general housekeeping and must do's.



Topics for the course

- Solution Architecture Overview for LS Central installations
 - On-Premise
 - Hybrid
 - Azure
 - Cloud
- Environment Design, Splitting Services, Types of Hardware and Performance.
- Housekeeping & Must Do's
 - SQL
 - LS Central



CF-130

Inventory Management – Introduction Course



Duration: 1 half day (online)



Audience: developers, functional consultants, salespersons

Training Prerequisites: basic knowledge Dynamics NAV, and LS Central

This course is intended to train students to implement, set up, and use LS Central inventory processes as well as the LS Retail mobile inventory solution.



Topics for the course

- Setup & Configuration Overview
 - Architecture
 - Mobile Inventory
 - Store Inventory
 - InStore Management
- Best practices & configuration options
 - Mobile Inventory Maintenance and overview
 - Stock takes
- Markdown printing via HHT
- Positive & Negative adjustments
- Purchase Return Orders
- Troubleshooting HHT with LS Central
- Cycle Count
- Stock Requests
- Retail Purchase Order / Retail Transfer Order – Mobile Inventory

CF-140

Member Management & Loyalty - Introduction Course



Duration: 1 half day (online)



Audience: programmers, consultants, and salespersons

Training Prerequisites: good basic knowledge of Dynamics NAV, and LS Central

This course is intended to train students on the concepts surrounding member management and loyalty, what these concepts mean within “Unified Commerce”, and best practices.



Topics for the course

- What is Unified Commerce?
 - How to do things?
 - Environment / Solutions
 - Installations and Configurations
- Solution / Processes
 - eCommerce
 - Loyalty APP? Scan & Go?
 - Member Management Functionality
- LS Insights
- Click & Collect
- Clientelling



CF-200

LS Central Support Course



Duration: 4 half days (online)



Audience: support specialists, functional consultants, developers

Training Prerequisites: good knowledge of LS Central is an advantage, but not required

Learn tips and tricks, best practices, and guidelines gathered by our support experts. Gain a better understanding of what is required to support LS Central, and acquire tools and ideas that will enable you to solve issues reported by customers.



Topics for the course

- | | |
|---|--|
| <ul style="list-style-type: none"> ▪ Overview of Support Process flow ▪ BC Architecture and Distributed Environment Concerns ▪ Item Master and Item Hierarchy ▪ Data Transfer Methods in Distributed Environment ▪ Data Director Application ▪ Web Services Application | <ul style="list-style-type: none"> ▪ Data Replication ▪ Inventory flow and Stock levels ▪ Store Inventory ▪ POS Transactions ▪ Statement Posting ▪ Scheduler |
|---|--|

CF-210

LS Replenishment Course



Duration: 5 half days (online)



Audience: consultants, developers

Training Prerequisites: good basic knowledge of LS Central

Learn to implement and set up the LS Central replenishment functionality. The course covers the different setups for Automatic Replenishment, Manual Replenishment and add-ons like Planned Demand Events and Budgets.



Topics for the course

- | | |
|---|--|
| <ul style="list-style-type: none"> ▪ Replenishment Overview ▪ Replenishment Setup ▪ Assortment Management ▪ Automatic Replenishment Calculation methods | <ul style="list-style-type: none"> ▪ Sales History Adjustment and Planned Demand Events ▪ Manual Replenishment ▪ Budgets and Open-to-Buy ▪ Thresholds Management ▪ Performance considerations |
|---|--|



LS Forecast Course



Duration: 1 half day (online)



Audience: consultants, developers

Training Prerequisites: good knowledge of LS Central, basic knowledge of Automatic Replenishment

Learn to implement, set up and operate LS Forecast functionality of LS Central for retail solution. The course covers the key concepts of forecasting and the used calculation methods.



Topics for the course

- Introduction and Overview
 - LS Forecast overview
 - Key concepts
- Setup
 - Prerequisites
 - Base setup
 - Locations, Items and Batches
- Processes
 - Master Data
 - Synchronization
 - Forecast calculation
 - Result review
- Additional topics



CF-300



LS Central for retail – General Base Course with certification



Duration: 8 half days (online)



Audience: consultants, developers, sales and support staff

Training Prerequisites: good basic knowledge of Microsoft Dynamics 365 Business Central. Basic TCP/IP and LS Central understanding

You will achieve a deeper knowledge of LS Central and how it works. You will learn how to set up, implement and operate the basic functionality of LS Central.

A multiple-choice certification test is held at the end of the course.



Topics for the course

- | | |
|--|--|
| <ul style="list-style-type: none"> ▪ LS Retail Overview ▪ LS Central Setup ▪ Item hierarchy ▪ Variant Framework ▪ Special Groups ▪ Price Management ▪ Promotions ▪ Info Codes ▪ POS Setup | <ul style="list-style-type: none"> ▪ Start & of Day Processes ▪ Architecture ▪ Data Distribution ▪ Replication ▪ Transaction Server ▪ Data Distribution cont. ▪ End of Day Routines |
|--|--|

CF-305



LS Central for retail – Course for end-users with Certification



Duration: 5 half days (online)



Audience: back-office end-users of LS Central

Training Prerequisites: basic knowledge of Microsoft Dynamics 365 Business Central and LS Central

You will learn detailed knowledge of LS Central functionalities. Participants will also learn to optimize their day-to-day activities in LS Central and enhance their skillset with learned knowledge.

A multiple-choice certification test is held at the end of the course.



Topics for the course

- | | |
|--|---|
| <ul style="list-style-type: none"> ▪ LS Central Overview ▪ LS Central Setup ▪ Item hierarchy ▪ Variant framework ▪ Special Groups | <ul style="list-style-type: none"> ▪ Price Management ▪ Promotions & Offers ▪ Coupons & Infocodes ▪ Pos Clients ▪ Architecture |
|--|---|



LS Academy

CF-320

Advanced POS Setup for LS Central



Duration: 4 half days (online)



Audience: sales/pre-sales, consultants, support, developers

Training Prerequisites: LS Central for retail Base Certification

You will learn about the POS setup in detail, how to work with the different profiles and how to create or change a POS configuration using all the different controls and layouts. At the end of the course the you should be able to change the look of the POS to fit different setups and requirements.



Topics for the course

- POS look and layout
- Profiles and default concept
- POS Commands
- Style Profile
- POS Color setup
- Profiles setup location
- Menu profile and menu setup
- POS Tags
- Interface profile and its controls
- Different journal layout for the POS
- Design mode
- How all the profiles work together
- Use of images in the POS
- The media panel setup

CF-400



LS Central for restaurants – General Base Course with certification



Duration: 5 half days (online)



Audience: consultants, developers and support staff who want to learn more about LS Central for restaurants and hospitality businesses

Training Prerequisites: LS Central for retail Base Certification

During this course, you will learn how to set up, implement and operate the basic functionality of LS Central for restaurants. You will also learn the different setup for coffee houses, bars, quick service and restaurants with or without table management.

A multiple-choice certification test is held at the end of the training course.



Topics for the course

- LS Central for restaurants Overview
- Hospitality Types
- Table Management
- Fine Dining
- LS Central for restaurants POS Setup
- Recipes
- Item Modifiers
- Meal Plan
- Deal modifiers
- KDS (Kitchen Display System)



CF-500



LS Central for hotels – General Base Course with certification



Duration: 4 half days (online)



Audience: consultants, salespersons

Training Prerequisites: LS Central for retail Base Certification

This course is focused on the LS Central for hotels. This includes Hotel POS, Rate Management, Reservations, In House Processes, Invoice Management and Housekeeping.

A multiple-choice certification test is held at the end of the training course.



Topics for the course

- LS Central for hotels overview
- Setting up your hotel
- Manage rates, deposits, cancellations
- Manage capacity and allotments
- Set up and manage online booking engines
- Manage reservations
- Group reservations
- Manage guest processes
 - Check-In
 - In-House
 - Check-Out
 - No-Shows and residues
 - Housekeeping management
 - Night-audit jobs

CF-600

CF-610

LS Central for pharmacy - General Course



Duration: 5 half days (online)



Audience: consultants, developers, and sales/pre-sales professionals

Training Prerequisites: LS Central for retail Base Certification and good basic knowledge of Microsoft Dynamics 365 Business Central

You will gain deeper understanding of the LS Central for pharmacy solution on LS Central. In addition, the course covers the LS Central for pharmacy setup and configuration as well as installing LS Central for pharmacy solutions. This course is also available with a focus on the Icelandic localization (CF-610).



Topics for the course

- Key processes from a pharmacist perspective: Full prescription flow; Customer maintenance; Insurance handling; Pharmacy items; Back office; Reports
- Setup & user/profile configuration: Distributed environment and web services; Difference between databases
- Creation and use of different functionality: Appointments; Courses; Classes Events
- Overview of other aspects: Presells and Allowances; Rental; Ticketing and admission; Membership subscription; Table Reservations
- POS Functions and Setup



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LS Activity Course



Duration: 4 half days (online)



Audience: consultants, developers, and sales/pre-sales professionals

Training Prerequisites: good knowledge of LS Central is an advantage, but not required

Learn to implement and set up LS Activity, discover its basic functionalities, how to create resources and activities as well as generate reservations and/or appointments.



Topics for the course

- LS Activity Introduction
- LS Activity Setup:
 - Reservation Types
 - Activity Types
 - Interval types
 - Resource Groups
 - Activity Statuses
 - Activity Resources
 - Activity Products
- Creation and use of different functionality: Appointments; Courses; Classes Events
- Overview of other aspects: Presells and Allowances; Rental; Ticketing and admission; Membership subscription; Table Reservations
- POS Functions and Setup



CT-100

LS Central Technical Setup - Workshop



Duration: 5 half days (online)



Audience: consultants, developers, and sales/pre-sales professionals

Training Prerequisites: LS Central for retail Base Certification

Learn how to install and configure LS Central and how it ties in with security on the SQL server, the Windows operating system and the network. Get up to speed with setups for POS, Web POS, hardware stations, and the Data Director as well as how to route the printing.



Topics for the course

- SQL Server setup, config, restore/backup
- LS Central install: Client, Central service tier
- Multiple Central Service Tier
- Printing in LS Central: OPOS printing, Windows Printing, Print station
- OPOS setup, Scanners, Printers
- Hardware Station
- POS Setup, Demo setup, Hardware setup
- Web POS, intelligent printers
- Network architecture, Firewalls
- AZURE, SQL in Azure, NST in Azure

CT-200

LS Central AL Programming Course



Duration: 4 half days (online)



Audience: developers

Training Prerequisites: LS Central for retail Base Certification and some general knowledge of software development

The course is intended to give participants a good understanding of how to develop for LS Central in AL code. The participant will learn about basic coding guidelines for LS Central in Visual Studio Code.



Topics for the course

- VS Code installation and connecting to development database
- External commands
- Panel and Menu codeunit
- Tags
- Source expression on Data Tables
- POS OPOS Printing
- Integration events
- Web Services



CT-210

LS Central: Development Course (for older versions)



Duration: 4 half days (online)



Audience: developers

Training Prerequisites: LS Central for retail Base Certification and some general knowledge of software development

The course covers basic coding principles for LS Central, different object types, how to set up web requests, and more. At the end of the training, you will have gained a good understanding of how to customize LS Central



Topics for the course

- Basic coding guidelines for LS Central
- Replication, how to program
- External commands
- Panel and Menu code unit
- Tags
- Source expression on Data Tables
- POS OPOS printing
- Integration events
- Web Service





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LS One

OF-100

LS One Functional Course



Duration: self-paced: 3 to 5 days



Audience: Sales, technical staff, consultants, support staff and developers

Training Prerequisites: None

You will receive a general introduction to LS One with emphasis on using the base functionality in the system and learn how to configure it. You will understand the different deployment options you have when implementing LS One.

A multiple-choice certification test is held at the end of the course.



Topics for the course

- Introduction to LS One Suite
- Site Manager introduction, installation and setup
- LS POS introduction, installation and setup
- System training – typical use cases
- Simple multistore environment with real time information from head office and data replication

OT-100

LS One Development Course



Duration: self-paced: 3 to 5 days



Audience: developers doing customizations to LS One

Training Prerequisites: LS One Functional Certification

You will understand the architecture of the LS One applications, Site Manager and LS One POS. You will learn how to create new functionality in the Site Manager and the LS One POS and what can be done and how these applications can be altered and added to.



Topics for the course

- Getting started and running the applications from code
- Site manager architecture:
 - Creating new plugins and creating UI
 - Adding to the data structure
 - Other Site Manager customizations
- LS One architecture:
 - LS One POS changes
 - Creating new operations
 - More advanced exercises





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Certification Tests

Fees



LS Academy

LS Academy offers [specific dates](#) for participants wishing to take the test only.

All certification tests are made of multiple-choice questions, last 1 hour maximum, and must have a passing grade of 75%.

You can register to a certification test [here](#).

		Retake test	Test Only
LS Central	Single Test fee	150 €	250 €
	Per additional participant fee	30 €	30 €
LS One	Single Test fee	100 €	200 €
	Per additional participant fee	30 €	30 €

The fees described on this document are applicable for the year 2021.

Procedure



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For all **certification tests**, the following apply:

- Participants register to a session available.
- Participants can take the certification test only once, if a participant fails, the participant must attend a corresponding training course first to be able to retake the certification test.
- The test is done online via Microsoft Teams with an LS Retail employee hosting the meeting.
- Video call is mandatory (Participants must make sure to have a functioning webcam).
- For any request of help, the participant can contact the LS Retail employee in the chat.

A participant can decide to take the test directly without attending the course first. This is only recommended for participants with high level knowledge because if they fail, they will have to attend the entire training course to retake the test. Generally, participants manage to pass the test only without the course if they have been using the product for years already.

For a **retake**, the below applies:

- A retake is only accessible to participants who previously attend a course & failed the corresponding certification test.
- Participants can retake a test no later than 4 weeks after the end of the course and must request it within 3 business days after the end of the training.
- Participants can only take the retake test once. If a participant fails the retake, s/he will need to take the course again to retake the certification test.



LS Academy

Contact us at academy@lsretail.com

More info on our [website](#) and [LS Retail Portal](#)