LS Nav

Product Overview and Licensing Guidelines

Versions 2013 (7.0) and later

Packs, Modules, Stores, Devices and Users
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1 Introduction

The purpose of this document is to provide information about the functionality of LS Nav (Version 2013 (7.0) and later), as well as providing guidelines on how to license LS Nav.

2 LS Nav

LS Nav is available with the following options:

- Packs / Store
  - LS Nav Starter Pack
  - LS Nav Extended Pack
  - LS Nav Store Pack
    - One license per store
    - Each module includes one Retail Device

- Additional Retail Devices
  - Retail Device CAL for Retail & Hospitality
  - Retail Device CAL for Mobile
  - Retail Device CAL for Mobile Inventory
  - Retail Device CAL for Kitchen Display Server

- LS Nav Modules
  - LS BI
  - LS Nav Staff Management
  - LS Nav Loss Prevention
  - LS Nav Loyalty Server (includes 500 users)
  - Additional Loyalty Concurrent Users (500)
  - LS Nav eCommerce

Detailed information about the different options is in the following chapters.
2.1 Graphical Overview – LS Nav Product overview

Figure 1: Graphical product overview of LS Nav
3 LS Nav Starter Pack

The LS Nav Starter Pack includes the following functionality:

- **Back Office functionality**
  - Product Design
    - Variant Framework - Color and Sizes
    - Barcodes
  - Sales and Marketing
    - Retail Customers
    - Price Management
    - Offers and Coupons
    - Campaign Management
  - Store Management
    - Cash and Safe Management
    - Staff and Sales Person
    - End-of-Day Procedures
  - Sales History
  - Reports and Analysis
- **Point of Sale Support**
  - Support for POS client
  - Support for Mobile POS
  - POS Design (POS Setup data)
- **Inventory Management**
  - Support for Mobile Inventory
- **Standalone Store Support**
- **Member Management**
  - Member Campaign
  - Member Offers
  - Mobile Loyalty Support
  - Loyalty Portal Support
- **Sales Commission**
- **eCommerce Support**
  - Content Management
  - Order Processing
- **Scheduler**
  - Batch Posting
  - Data Communication
  - Data Director
- **Hospitality**
  - Back Office Functionality
  - Support for Kitchen Display System
  - Meal Planning
  - Recipe Management
  - Delivery System
  - Online Call Center
The LS Nav Starter Pack gives the ability to configure system functionality and maintain master data to be used in the system.

### 3.1 Back Office functionality

The Back Office functionality includes the general setup for LS Nav.

In Product Design, data needed for retail products is set up. Retail Items is an advanced version of Items where some extra information for the items can be configured. This includes information needed in the retail business, for example Variant Framework which makes it possible to sell one item number in different colors, sizes and styles.

Sales & Marketing includes the setup of data for sales operations. Here, the Promotions, Offers and Coupons are configured. The system has options for many different types of offers that can be set for items, line and total discounts, tender discounts and member offers. Each offer type has its own triggers, settings, lines and benefit setup.

Store Management includes the setup and maintenance of Stores, Terminals, and Sales Staff. The system gives the possibility to have staff with different permission levels on the POS. Tasks such as Store Statements and different Cash and Safe Management methods are parts of Store Management. With Store Statements, the POS sales data is collected and then the data is posted to Inventory, Customer and General Ledger.

### 3.2 Point of Sale Support

The Point of Sale includes the POS client and the POS setup.

The POS layout, look and functionality are configured mainly in five different types of POS Profiles: Interface, Menu, Functionality, Style and Hardware. The Profiles are then linked to Stores, Terminals and/or Retail Users. The POS Profiles and their default concept make the setup quick and easy.

The POS client can be started in the LS Nav menu or directly in Windows.

LS Nav registers all POS transactions into the Transaction Register where it is easy to make enquiries for every detail of the POS sale.

This is only the POS support functionality. The Retail Device CAL for Retail & Hospitality module needs to be purchased separately for each device.

#### 3.2.1 Mobile Point of Sale Support

The Mobile POS allows the retailers to mobilize their sales associates, providing personalized service to the customers from the first greeting to finalizing the transaction on the shop floor. The Mobile POS is a simplified POS application containing a subset of the operations found on the stationary POS, yet capable of handling all but the most complex POS operations. The Mobile POS can be integrated with a secure payment cradle to allow credit card payments, all in a single compact device. It can be deployed using the Wi-Fi connectivity in the store as well as connecting to LS Nav via cellular connectivity when roaming.

This is only the Mobile POS support functionality. The Retail Device CAL for Mobile module needs to be purchased separately for each device.
3.3 Inventory Management

When an employee works on the store back office system he or she only sees data that is relevant for them and the store they are assigned to. For example, they only see items that are in the store's product range and purchase orders that belong to their store.

All processes for worksheets and documents are simplified and controlled for that user and store.

Inventory management also supports mobile devices to simplify all inventory processes performed in the store to increase productivity and the quality of the store processes. This is only the functionality, the Retail Device CAL for Mobile Inventory module needs to be purchased separately for the Mobile device to work properly.

3.4 Standalone Store Support

Standalone Store includes tasks needed for exchanging documents between Head Office and Standalone Store Database for store procedures. This is only the store support functionality, the Store/Store Pack modules needs to be purchased separately.

3.5 Member Management

The Member Management functionality gives the possibility to handle multiple Member Clubs in a company with different rules and setups suitable for loyalty or staff clubs.

Each club can have one to many Member Schemes such as Standard, Silver and Gold. Members are registered in the clubs either directly in the BackOffice system or via the Loyalty Server pack.

Members of the club are linked to a scheme but can move between schemes based on calculation rules for issued member points. Each Member can be registered with defined Member Attributes that make it possible to gather information about the member.

Members collect Member Points either from POS Sales, Sales Orders or Member Point Journals. The issued points are based on point setup rules that can be different between clubs and items.

On top of this, Retail Offers and Coupons can be made valid for specific Member Clubs, Member Schemes and/or Member Attributes.

Member Campaign gives the ability to identify members through dynamic queries that analyze data and create a campaign that can be connected to an offer/benefits for the members.

A member can have a discount budget assigned to him that limits the discount amount he or she can earn within a given time period.

Member Management is fundamental for eCommerce and Loyalty Server Pack.

3.6 Sales Commission

Sales Commission is a functionality that calculates a sales person’s sales commission for sold items.

The system supports two sales commission rule types:

- **Transaction:** Sales Commission is calculated as a percentage or a fixed amount of a specific item or if an offer is triggered.

- **Sales Target:** Sales Commission is based on a percentage or a fixed amount based on the total sales amount over the selected Commission Sales period.
Each Sales Commission rule can be set up for a predefined period, selected items or group of items where each line has its percentage value or fixed amount. Sales Commission can be calculated for the individual sales person or group of sales persons.

Sales Commission works for POS Sales and Retail Sales Orders.

The system registers all sales commission transactions to commission periods. Transactions within the commission period can be transferred to a general journal and from there posted to General Ledger.

### 3.7 eCommerce Support

The ability to create content for items, offers and notifications to be presented in the eCommerce and mobile devices. The content can contain single or multiple pictures.

The system receives sales orders from eCommerce and mobile devices and creates sales orders that are processed and delivered to the customer.

This is only the functionality, the eCommerce module needs to be purchased separately

### 3.8 Scheduler

The Scheduler is a functionality to set up tasks which can be run on a pre-set date and time. The tasks can be different kinds of LS Nav system jobs.

The Scheduler plays a role in the replication setup where data is replicated between databases, primarily from the Head Office database, where the basic data is maintained, to databases in the stores.

The Scheduler combines all scheduler jobs in the system, regardless of whether they are replication jobs or miscellaneous.

### 3.9 Hospitality

Hospitality supports fine dining and casual dining restaurants including catering, cafeterias, pubs, bars and cafés. The system supports Table Management by list or/and graphical layout showing relevant status and further information.

The system includes support for Kitchen Display System that works with the LS Kitchen Server. This system includes a flexible setup of Kitchen Displays and full control of Kitchen Orders. This makes it easier for the kitchen staff and waiters to monitor orders prepared in the kitchen. This is only the functionality, Retail Device CAL for Kitchen Display Server module needs to be purchased separately

Delivery and Takeout, with or without an online call center, is also included with delivery or takeout within the restaurant or centralized. Driver management is part of the restaurant functionality

The Meal Plan gives the ability to plan future menus, including the materials required. The solution automatically updates the POS system with the correct menus for each day. Central item and recipe management with cost calculation, ingredient exclusion, item modifiers and recipe versions. There are extended pricing possibilities including an offers system with the option of including loyalty.
Chapter 4 - LS Nav Extended Pack

The LS Nav Extended pack includes the following functionality:

- Replenishment
  - Automatic Replenishment
  - Manual Replenishment
- Open-to-Buy
- Item Import
- Special Orders
- Franchise Management
- Offline Call Center

4.1 Replenishment

The Replenishment module is a tool to assist the purchasing department in creating purchase orders, which are order suggestions for items with quantity volume. These suggestions are based on pre-set data which details for example minimum and maximum quantity that is supposed to be available in store. The system is based on either automatic or manual replenishment rules.

Automatic replenishment supports five methods of calculating reorder quantity for store and/or warehouses. Manual replenishment methods are also offered where the buyer decides how to push stock to stores or franchise partners.

Utilizing the Replenishment module simplifies item distribution and planning, lowers item stock cost and provides a higher level of item availability in warehouses and store.

Part of the functionality is that it:

- Supports cross-docking a single purchase order, pushing existing stock from warehouses and then recalling stock from the stores back to warehouse or to an outlet store at end of season.
- Has the ability to create campaigns with special offering and replenishing process to support the campaign is also a part of the extended pack.
- Includes an effective workbench for the buyer to get a good overview of all relevant information and document within their domain.
- Includes vendor performance discrepancy reports with detail logging to show ordered, delivered and then invoiced quantity and prices.

They cover features such as Demand Plan, Average Usage, Manual Estimate, Stock Levels and Like for Like. Demand Plan and Average Usage analyses sales history to predict future stock needs for the store/warehouse. Demand Plan includes 17 mathematical models to forecast the stock need which can include multiple trends like increase in sale and yearly trend.

The LS Nav Allocation Plan is a powerful tool to prepare a season, preplan purchasing and how to distribute retail items. It supports the buyer in:

- Planning the buying process
- Allocating to stores and customers
- Planning buffer quantity

Two different methods are used for allocation. Firstly is Distribute, which is a top-down method where the total quantity is decided and calculated down to each store. Secondly is Defined, where the user
defines pattern quantities for each distribution group, for instance size and color combinations. Allocation Plan can then create Purchase, Transfer and Sales Orders according to the plan. Buyer's Push and Cross Docking support the same user interface and process as the Allocation Plan.

4.2 Open-to-Buy

Open-to-Buy (OTB) is used to show the difference between how much inventory is needed and how much is actually available. This includes inventory on hand, in transit and any outstanding orders. This can also be thought of as a way to control that the value of the inventory is within some given limits at any given time - not too little and not too much.

4.3 Item Import

The functionality of Item Import is to import files from vendors and create and update the company’s item master. The files from vendors typically contain vendor item no., barcodes, description, item group, size and color information, purchase price and sales price. The Item Import functionality imports the data into an import data pool from where it can be selected into an import journal and there the user can correct and finalize the information before the items are updated.

4.4 Special Orders

By utilizing the Special Order functionality, the retailer can offer a greater item range and service to the customers. It is possible to order items that are within the store’s product range or from a vendor item catalogue which allow configuration and customization by the customer. The system then creates a purchase order that is sent to the vendor in the customer's name. It is possible to configure if pre-payment is required or not. The system can source the items from a warehouse or directly from the vendor and then the customer can select if he or she collects the item at the store or warehouse or has it delivered home by the vendor or the retailer.

4.5 Franchise Management

Basic document communication between the franchiser and franchisee is supported where either party can initiate the document. Both parties need to run LS Nav. The Data Director manages the communication between the franchiser and franchisee. Automation is used in error checking and in the creation of documents and matching is configurable as well. Purchase and sales order documents are used where a purchase order is created at the franchisee and sent. The system checks the document for errors and possibly then automatically creates a sales order document in the database of the franchisees. Manual replenishment processes support the franchise business by the ability to create sales orders and define customers to receive goods.

4.6 Offline Call Center

The Starter Pack supports call centers where the restaurant and the call center are in the same database. The extended pack supports the scenario of the restaurant and the call center being run in different databases.

Web service is used for the communication between the two databases where data is only looked up and used when needed. Communication is confirmed directly with the user who initiates the communication, for example when staff at the call center sends an order to a restaurant. Then the system will connect to the restaurant database where a success message is returned if the task was successful.
5 The LS Nav Modules

The LS Nav Add-on Modules are:

- LS BI
- LS Nav Staff Management
- LS Nav Loss Prevention
- LS Nav Loyalty Server Pack
- LS Nav eCommerce
- LS Nav Additional language layer

A prerequisite for the Modules are the NAV Starter Pack and LS Nav Starter Pack.

5.1 LS BI

LS BI is an integrated business intelligence solution for retailers, part of the LS Nav solution, with a front that is based on the Targit decision suite and on OLAP cubes. LS BI provides LS Nav users with one consolidated view of information, with visibility to all aspects of the business, including channels, stores, chains, categories, inventories and financials. It is delivered with a number of predefined retail analyses available on a client, web or mobile devices.

Among the benefits of LS BI:

- A complete view of loyalty members and the ability to create campaigns in minutes, and an analysis of the success of the campaigns
- An overview of all fraudulent activities – who, when, where and what
- Fact-based decisions in real-time
- Enhanced business processes in the organization with optimal visualizations
- Easy monitoring and reporting of KPIs using role-based dashboards

5.2 LS Nav Staff Management

The Staff Management module supports both retail and hospitality businesses. Roles within Staff Management can be used to assign staff according to who is available for the job. Skill level and salary cost is also taken into account as well as creating budgets. Roster planning is supported with the ability to schedule shifts, estimate cost and compare to budgets.

All working hours are registered in the system so historical information is always available and can be viewed in different ways whenever needed. The system has the possibility to register sick leave and vacation periods so work hours planning becomes more effective.

The staff members can register their hours and view their work schedule. It is very simple then for the employer to accept registered hours and act on exceptions. In the system, it is possible to export registered employees' hours to an external salary system.

The module can be purchased either by license per POS (POS here is either Retail Device for Retail and Hospitality or Retail Device for Mobile) or unlimited number of POS.

5.3 LS Nav Loss Prevention

The Loss Prevention module gives the user the ability to analyze POS transactions to identify situations where loss to the retailer may occur. The solution views all the POS transactions and
extracts transactions that match defined triggers. It then further analyzes the extracted results to create loss prevention events. The solution comes with twenty pre-defined triggers and the option for the retailer to define additional triggers. The events can then be analyzed further by store, POS, staff, date and time, and can be escalated from events to incidents.

The module can be purchased by paying a fee for each POS (POS here is either Retail Device for Retail and Hospitality or Retail Device for Mobile) in the license or a license with unlimited number of POSs.

5.4 LS Nav Loyalty Server

The LS Nav Loyalty Server hosts WCF-based services that expose LS Nav functionality in a simple-to-use service interface. This server provides a fast and secure connection over slow networks and as such, is well suited for mobile devices that need to access LS Nav. 500 concurrent mobile loyalty users are included.

5.5 LS Nav Loyalty Server concurrent users

If more users are needed for the Loyalty Server they can be purchased in packs which holds additional 500 users each.

5.6 LS Nav eCommerce

The LS Retail eCommerce solution is an addition to LS Nav and meets the increasing demand for online shopping. With the solution it is possible to create a web store based on LS Nav. This web store can be accessed from computers, pads and mobile phones. The LS eCommerce solution is composed of two parts, the standard LS Nav solution and the LS Nav eCommerce Web Store Solution, often referred to as LS Omni, or LS Omni Web Store. The latter solution supports the display and appearance of the web store, but LS Nav handles all retail configuration and Back Office functionality of the store.

eCommerce functionality offers the management of in-store, mobile commerce and online store systems. Offers can be presented online and in-store alike. LS Nav master data such as items, categories, contacts, discount offers and more are replicated and updated into the eCommerce database. Basket and pricing calculation are done by NAV web service along with the order creation where sales order is created in NAV.

The LS Nav eCommerce solution is integrated with LS Nav 7.x providing an online retail platform for LS Nav. It leverages the LS Nav Member Management solution and member contacts available discounts. The LS e-Commerce solution is based on nopCommerce 3.1, www.nopcommerce.com. It supports all nopCommerce 3.1 plugins, templates and themes. nopCommerce is a free open source e-commerce solution.

5.7 LS Nav Additional language layer

If customer needs to add a language to their LS Nav system the can do so by buying this granule. There is only limited number of languages available from LS Retail, they can be seen viewing the localization overview on our partner portal here.
6 Licensing guidelines: How to license LS Nav?

6.1 Perpetual licensing

6.1.1 LS Nav Perpetual general licensing guidelines

The Minimum Setup of LS Nav for new LS Nav customers includes:

- NAV Starter Pack (three full concurrent users)
- LS Nav Starter Pack
- LS Nav Store Pack (including one Retail Device)

Licensing policies of LS Nav includes:

- LS Nav Extended pack is not a pre-requisite for any other LS Nav module
- Dynamics NAV Extended Pack is not a pre-requisite for LS Nav Extended pack
- LS Nav Loyalty Server includes 500 concurrent users and is a pre-requisite for buying additional LS Nav Loyalty Server concurrent user.
6.1.2 Graphical Overview - LS Nav Licensing

Figure 2: The licensing setup of LS Nav
6.1.3 Granule IDs

<table>
<thead>
<tr>
<th>Packs / Stores</th>
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<td>LS Nav Extended Pack</td>
<td>10012200</td>
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<tr>
<td>Store</td>
<td>99012130</td>
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<td>Store Pack incl. 1 Retail Device CAL</td>
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<th>Additional Devices</th>
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</tr>
<tr>
<td>Retail Device CAL for Mobile</td>
<td>490</td>
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<tr>
<td>Retail Device CAL for Mobile Inventory</td>
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<tr>
<td>Retail Device CAL for Kitchen Display Server</td>
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<td>Staff Management - Unlimited</td>
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<td>LS Nav Loyalty Server</td>
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<td>Loyalty Concurrent Users (500)</td>
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<td>LS Nav eCommerce</td>
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<tr>
<td>LS Nav Additional language layer</td>
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</table>

CAL: Client Access License

6.1.4 Users \ Devices

Types of Users for LS Nav are:

- **Full Concurrent User**
  - Used for accounting and non-retail related activities in Store or Head Office Database. They are also used for retail related activities that are executed at non-retail location (Head office and etc.).

- **LS Nav Loyalty Concurrent Users (500)**
  - Gives the customer 500 more concurrent users that can connect to the LS Nav Loyalty server – these users are external users.

- **Retail Device**
  - Used for Retail / Hospitality processes performed by staff in store on either Store or / and Head Office Database
  - Retail Device means one device located in the Store, used by any individual, dedicated to performing the following tasks solely for that store location:
    - Completing customer facing sales of goods or services transactions
    - Balancing cash registers and processing daily receipts
    - Displaying, fulfilling, and closing kitchen orders, using one or several displays;
    - Managing and replenishing inventory
Configuring and maintaining menu options displayed by the ISV Devices
Purchasing supplies and services required to run Store operations
Managing Store staff
Processing reports required to analyze and manage Store results
Managing master data related to Store operations
- The above user-rights can only be used if the customer is active on enhancement and is entitled to LS Nav 2015 version.
- For the purpose of defining Store it is defined in MS Dynamics NAV 2015 SLT for Commerce as:
  - “Store” means a Commerce Location dedicated to closing of goods or services transactions with customers
- If the Retail location cannot be defined as Store but a Commerce location then you can only use the Retail Device for customer-facing sale/service.
- License is issued for use of each device.
- Types of devices
  - LS Nav POS (Retail Device CAL for Retail and Hospitality)
  - LS Nav Retail Device (Retail Device CAL for Retail and Hospitality)
  - LS Nav Mobile POS (Retail Device CAL for Mobile)
  - LS Nav Mobile Inventory (Retail Device CAL for Mobile Inventory)
  - LS Nav KDS server (Retail Device CAL for Kitchen Display Server)
    - One license needed per Restaurant
- All previously licensed POS Connections will be upgraded to ISV Device when upgrading to Perpetual licenses according to Microsoft upgrade policy.

6.1.5 Store Pack (AKA Commerce Pack) / Store Granule

The Store Pack includes the following:
- One license per store
- One DD license instance
- Each license includes minimal one Retail Device

The Store granule is available until Microsoft announces that it will no longer be available for customers already licensed with the Store granule until Microsoft. The Store granule is still available for customers that have already licensed the Store granule. New customer can only add Store pack.

Each affiliated retail location needs to be licensed with one (1) Store Pack or Store Granule.

The Store Pack granule is called Commerce pack in the MS license.

6.1.5.1 Extract from the ISV Embed Commerce1 Addendum to the Microsoft Dynamics NAV 2015 Software license terms

“Commerce Headquarter” means a deployed instance of the ERP Solution, that consolidates the financial reports of your affiliates, and is used to manage your consolidated financial data and all aspects of your operations;

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1 The word ‘Commerce’ is being introduced by Microsoft in the 2015 SLTs for NAV. It replaces the word ‘Retail’.
"ISV Device CAL" [...] is a license that allows a POS Device [...] or a Store Device to access the ERP Solution.²

“Store” means a Commerce Location dedicated to closing of goods or services transactions with customers.

“Commerce Pack” means one instance of the ERP Solution that includes one ISV Device CAL deployed per affiliated Commerce Location, as long as you are already licensed for a Commerce Headquarter.

“Commerce Pack Headquarter” means an add-on license to the Commerce Headquarter license that:

- Allows a Commerce Location to deploy software through the use of a Commerce Configuration license;
- Contains an ISV Device CAL located in that Commerce Location to remotely access the Commerce Headquarter ERP Solution strictly to perform (i) POS Device tasks for that specific Commerce Location and, (ii) when that Commerce Location is also a Store, Store Device tasks for that specific Store.

A Commerce Configuration license can be used in all Commerce Locations with the exact same configuration. The Commerce Configuration license grants no licensing rights to Microsoft Dynamics NAV 2015 (or Microsoft Dynamics NAV 2013 R2). Commerce Locations deployed with Commerce Configuration licenses receive their licensing rights from the corresponding Commerce Pack Headquarter licenses.

The Commerce Headquarter, the Commerce Pack Headquarter(s), the Commerce Pack(s), and the Commerce Configuration(s) constitute a unique license, subject to the applicable maintenance plan requirement.

The Commerce Pack Headquarter, the Commerce Configuration license, and the Warehouse Device require that your primary business activity is dedicated to the closing of goods or services transactions with customers.

### 6.1.5.2 Configuration license

Instead of delivering one (1) license file as before, now min. two (2) license files will be delivered. The main customer license that is created for customer will be called HQ license. The license allows the use of Commerce Configuration licenses to deploy software for the stores and POS. The HQ license is no longer allowed to be used on Store or POS DB, the Configuration license is used instead. This is only valid for licenses that include Store/Commerce Pack granules – all licenses with the older Store granules will still be allowed to use the license for HQ database and Store/POS database.

At least one (1) such Configuration license is created for each customer, which is configured free of charge and with zero PLP. The Configuration license includes one Store Pack (including one (1) Retail Device) and the appropriate number of additional Retail Devices and Users needed to properly license each store.

The Configuration license will include all the objects and functionality that the HQ license includes. If you want to add objects and functionality to the Configuration license later on, that has to be ordered separately. Objects and functionality that have not been inserted into the HQ license earlier cannot be added to the Configuration license. If full or limited users are needed into the configuration license it

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² LS Retail uses the word Retail Device for both POS Device and Store Device
has to be added to that specific store configuration license and also to the HQ license, but it will not include user rights in the HQ license. That means that the user can only be used in the specific store.

6.2 Subscription licensing

6.2.1 LS Nav Standard user

It is now easier for small and midsize businesses to quickly and affordably get started with Microsoft Dynamics NAV 2013 and LS Nav. The LS Nav Standard user SAL gives customers core Financials and Distribution functionality, basic Retail and Hospitality functionality and InStore Management. You can license as many users as you want – only one (1) user and one (1) POS minimum order.

A single Microsoft Dynamics ERP solution (also referred to as the "system database") may utilize resources from multiple servers or processors.

Licenses for additional software required for the solution, such as Microsoft Windows Server, Microsoft SQL Server, and Microsoft SharePoint Server are not included with the Standard user license. Such additional software must be licensed according to the applicable license terms. See Licenses for Additional Software for more information.

6.2.2 LS Nav Extended User

Customers who need a more advanced solution can license the LS Nav Extended User instead of the LS Nav Standard User to get retail features like Replenishment, Special Orders, Franchise Management, Offline Call center and Inventory Optimizer alongside with all the functionality of the NAV Extended Pack. The NAV Extended pack includes functionality that allows customers to integrate core financials and distribution management with industry-specific functionality extensions such as:

- Manufacturing to support and control the manufacturing environment
- Warehousing to manage the warehouse to support operations
- Professional Services to manage the billables generated by consultants
- Native Customer Relationship Management (CRM) to manage customer and supplier relationships and offer the highest quality of service and support.

The functionality of the Dynamics NAV Starter Pack, LS Nav Starter Pack, the LS Nav Extended Pack and NAV Extended Pack are included in the LS Nav Extended User.
You cannot license the LS Nav Standard user and the LS Nav Extended User together – you have to license either one within each license.

### 6.2.3 Dynamics ERP Solution Users licensing

If a customer can add as many Standard/Extended Users and Limited User into a license, but they must have minimum 1 Standard or Extended user. You cannot license both Standard users and Extended users in one license – you have to select either one.

Each individual user that will access the Microsoft Dynamics ERP solution functionality requires a SAL. SALs are specific to an individual and cannot be shared.

💡 If a user leaves the organization, the license may be reassigned to another user.

### 6.2.4 Available User SAL Licenses

The LS Nav and Microsoft Dynamics NAV licensing model offers four (4) user or device license types: Standard User, Extended User, Limited User and POS Device (multiple types).

**Standard User SAL** provide users with full read and full write capabilities to all of the licensed NAV and LS Nav combined solution functionality through any and all modes of access, including the Windows Client, the Web Client, or, in the case of Microsoft Dynamics NAV 2013, the Microsoft SharePoint Client or any other mode of access going through the API (including Web Services). Full User licenses are for users requiring unlimited read and write access to the complete solution functionality.

**Extended User SAL** provides users with the same access as standard users with the addition of access to the NAV Extended Pack and LS Nav Extended Pack functionality.

**Limited User SAL** provides users with full read, but limited write, capabilities to all of the licensed solution functionality through any and all modes of access including the Windows Client. The Limited User license is designed to give customers a lower-cost alternative for extending ERP to users who only need to perform the following tasks:

- Read access to data contained in the ERP solution through any client accessing the application via the Microsoft Dynamics NAV Application Programming Interface (API) including but not limited to the User Interface Web Services for Microsoft Dynamics NAV
- Write access via the Timesheet functionality
- Write access through any client accessing the ERP solution via the Microsoft Dynamics NAV API to a maximum of three (3) Application tables objects in any range number with the following exceptions:
  - limited users are not allowed to write to any of the following tables: General Ledger (table 17), Permission Set (table number 2000000004), Permission (table number 2000000005) or Access Control (table number 20000000053); and
  - any table described in Appendix A as “Limited User Included Tables” do not count towards the 3 table objects

**POS Device SAL** provides the rights to use one (1) device located in the retail store, used by any individual, to access your ERP Solution for the purpose of completing customer facing sales or service transactions. It’s a named device – meaning that the total number of POS, any hardware or any software customization that connects to the ERP Solution and its replica (each Device) must be identified in the application’s security table by its Media Access Control (MAC) address and software solutions may not be used to mask the device’s true MAC address.

**Choosing the Appropriate SAL Type.** To choose the appropriate SAL type, determine the functionality the customer requires for his or her ERP solution. If the customer requires only the functionality included in the NAV Starter Pack and the LS Nav Starter Pack, then license Standard SALs (or a combination of Standard SALs and Limited SALs). If the customer requires the functionality of the NAV Extended Pack or LS Nav Extended Pack in addition to the Starter Pack, then license Extended SALs (or a combination of Extended SALs and Limited User SALs).

6.2.5 **Access by External Users to Microsoft Dynamics NAV 2013 R2**

External users are customers of the customer licensing Microsoft Dynamics NAV 2013 R2. External users are defined in the user table by assigning such users the External User designation. External users do not consume SALs for access. External users are not available to customers performing business processes on behalf of their customers.
6.2.6 Customizing the Combined solution

A suite of tools is available to help partners customize the Combined Solution for their customers. Partners will be able to keep licensing Application Builder and Solution Developer and also retain the ability to license the application objects needed to modify the solution for their customers. Please note that going forward, objects will only be licensed in packs. There is a small range of objects with the LS Nav and Microsoft Dynamics NAV Combined solution that can be used for country-based customization on the Combined Solution.

6.2.7 Enhancement plan benefits & support policy

Your Combined Solution is mission-critical to the success of your customer’s business and under the Subscription Licensing model the customer's enhancement plan benefits are included at no additional fee.

Receiving unlimited access to resources and tools will help the customer's team to understand how the software works, showing them how to get the most out of their solution, and enabling improved business performance. The Enhancement Plan helps them to:

- Maximize value: Provides the latest upgrades, updates, hotfixes, training, and more; enabling them to realize the full potential of the Microsoft Dynamics solution—from the moment they make the purchase decision through the full life-cycle as a customer.
- Protect their investment: By keeping the solution up-to-date and running at its peak performance. Updates not only help maintain legal and regulatory compliance but also help keep the solution running securely and uninterrupted.
- Increase business productivity: Self-support tools and training through Microsoft’s online portal, Customer Source, enables their employees to troubleshoot issues on their own, enhancing overall productivity.

Protected List Price and Transition Investment Credits do not apply when purchasing Subscription Licensing.

6.2.8 Subscription Term

The subscription term for LS Nav 2013 is one month. As such, customers pay for their SALs on a monthly basis, and they have the flexibility to change their SAL counts from month to month.

When adding SALs, the cost of the added SALs will be pro-rated based on the number of days remaining in the current month’s term. When removing SALs, the reduced SAL count will go into effect at the start of the monthly term following such removal.

There is no minimum subscription term, so customers can cancel their subscription at any time without penalty.

6.2.9 Deploying the Solution on the Customer’s Premises

Under the Subscription Licensing model, you may install the software on your customer’s premises as long you (the partner) maintain the day to day management and control of the software.

6.2.10 Licenses for Additional Software

Licenses for additional software that may be required for the solution—such as Microsoft Windows Server, Microsoft SQL Server, and Microsoft SharePoint Server—are not included in the Microsoft Dynamics GP 2013 or the Microsoft Dynamics NAV 2013 R2 licenses.
7 Appendix A – Affiliate scenarios

From “ISV RETAIL ADDENDUM TO THE JANUARY 2014 MICROSOFT DYNAMICS NAV 2013 R2 SOFTWARE LICENSE TERMS“:

“Affiliate” means, in the context of a retail location, (i) for you, any legal entity that you own, which owns you, or which is under common ownership with you; (ii) for you, legal entities which are franchising from you under a franchise agreement; or (iii) for Microsoft, any legal entity that Microsoft owns, that owns Microsoft, or that is under common ownership with Microsoft;