LS Pay webinar
Seamless payments across the channels
Webinar Q&A June 4, 2020

Presenter: Petur Thor Sigurdsson, Product Director

Q: **Does LS Pay cover the Caribbean area?**

A: No, not at the moment. We are actively seeking PSPs to work with in this region so please reach out to petur@lsretail.com with your suggestions/recommendation.

Q: **With LS Pay – Where are the bank receipts saved?**

A: If you are referring to the standard card receipts, then that is alongside the tenderline in our transaction tables. If you are referring to EOD reporting, then this is normally done in web client/portal supplied by the PSP so the reports themselves do not reach LS Pay.

Q: **Do you have projected completion dates for what is on your roadmap?**

A: Please send me an email with the actual roadmap element in question (petur@lsretail.com)

Q: **Exactly which Token Vault functionality is available now?**

A: LS Pay already supports all the token features discussed in the webinar and the POS team is working on matching the feature set. They are just about to complete the ability to receive a token from LS Pay and storing it in the Token Vault. The other token features on the POS will then immediately follow.

Q: **Is it possible to use LS Pay as a stand-alone application and not with LS Central?**

A: This depends heavily on the context. Please send me an email with your request/idea (petur@lsretail.com)

Q: **Does LS Pay support "Card not present"?**

A: No, not yet but it is firmly on our roadmap.

Q: **Does LS Pay in any way restrict the feature offering from a PSP – thinking of a PSP such as Adyen that has a rich feature offering?**

A: Yes and no. Of course there migth be the case where a PSP has features that LS Pay does not support, but in general LS Pay will strive to add all new payment features made availble by the PSP.

Q: **Are there any planned connections between LS Pay and the LS Loyalty functions?**

A: Yes, one example is the token concept of recognizing the customer based on the payment card being presented. This identifies the customer and allows the merchant to activly engage with the customer using our loyalty features.

Q: **Is there a timeframe for LS Pay supporting "Card not present"?**

A: No, not at the moment but I encourage you to reach out with your business case as potential opportunities can very well influence our roadmap and priorities (petur@lsretail.com)

Q: **Is LS Pay available in Malta?**

A: Yes it is. At the moment we have support through Adyen and shortly through Wirecard as well, when we finalise our integration to Wirecard.

Q: **Have any PSPs been selected in South Africa?**

A: No, not at the moment but we have some candidates with one of them being Transaction Junction. Please reach out via email if you have suggestions on the matter (petur@lsretail.com).

Q: **Is LS Pay available in Germany?**

A: Yes it is. We have support for Germany with a number of PSPs.

Q: **Do you have plans to add support for new devices for Network International in the UAE region?**

A: This is actually not up to us. With our integration to Network International, we are able to use the devices made availble to us by NI, meaning that NI controls which devices are available with our integration. Please reach out to NI to get further information on their plans for further device support.

Q: **Does LS Pay support previous versions of LS Nav, such as version 2015?**

A: Yes, we do. We issue a FOB that enables LS Pay on versions LS Nav 2017 and LS Nav 2016. You can use this FOB as a blueprint and extend this support for older versions, like LS Nav 2015.

Q: **Have any retailers in Singapore started using LS Pay?**

A: Yes, they have. The first PSP to go live in Singapore is Adyen.

Q: **Can LS Pay connect to more than one PSP?**

A: Yes, it can. This is all configured in the profiles associated with the Hardware Station.

Q: **Can partners use LS Pay to do their own integrations to PSPs while waiting for LS Retail to implement/extend their roadmap?**

A: Yes, they can. The architecture around paymens allows partners both to use LS Pay but then also to implement their own EFT integrations. Please be advised that we can also offer consulting services for the implementation of a payment integration, which ensures that this work is done right away and includes all licensing cost in the price of the consulting project. Please reach out to me via email for further information on this (petur@lsretail.com).

Q: **Is LS Pay available in India?**

A: No, not yet. Global Payments will most likely be the first PSP that allows us support for India, but that is later this year. If you have suggestions on Indian PSPs to work with, then please reach out via email (petur@lsretail.com).

Q: **Do you need to buy LS Pay licenses when you develop your own custom EFT integration using the payment structure provided by the HW Station and LS Pay?**

A: No, you do not.

Q: **PSPs are coming with new API versions. How is LS Pay handling this?**

A: We have a very active cooperation with all of our PSPs, ensuring that LS Pay picks up on the new features released by the PSPs. This holds true for all new features that it makes sense for to add into our software.

Q: **When there are issues in the integration with EFT and LS Pay, how will LS then support. In x many hours or how do you see this?**

A: The immediate support to the merchant is provided through the PSP and the implementing partner and often there is a contract in place between the partner and the PSP on how this should be carried out. LS Pay then of course provides support when there are issues with our software or simply if we can reach a helping hand to our partners.

Q: **Is LS Pay available in Saudi and Dubai?**

A: LS Pay is currently available in Dubai and we hope to add in support for Saudi shortly.