

Introduction to LS Central Inventory Management (including Mobile Inventory)

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Q: What is the max number of pictures allowed in the app?

A: I have personally tested on adding 20 lines into the journal and in each line, I took 5 pictures. So that accumulated to 100 pics and the entire worksheet was processed without any issue.

Q: Can we have the touchpad switched off in the app?

A: Yes, this too like the Menu lines can be configured in LS Central. Therefore, for devices with a physical keypad, it would make sense to have the touchpad switched off.

Q: Can we use the app in multiple stores?

A: Yes, but you have to be careful here. Each terminal represents a device - just like our POS. The unique device ID is captured in that terminal card. Therefore, in each store, it will have its own terminal and that needs to be licensed, because you are going to have the unique device ID in both terminal cards.

Q: Can you automate purchase credit request when over-receiving with mobile inventory?

A: Yes, this process is configurable, and you can set the system up to suit the client needs.

Q: If we need to modify the mobile inventory process, can we get you guys to do those modifications in both mobile inventory and LS Omni?

A: Yes, you can. You can configure menus. Colors or certain business logic in the HHT will be done by LS

Q: Retail Receiving document needs to be created exclusively apart from order creation, this is extra work for store / buying team. Can this be automated or prepared and made ready as soon as the order is released?

A: Yes, from LS Central 15.02 onwards with Omni 4.6 onwards.

Q: What is the difference between Purchase Order and Retail Purchase Order?

A: Retail PO is by LS Retail therefore you will get additional functions that are not available in standard PO. The Retail PO document and process has added functionality which is specific for the LS Central solution and aims to simplify and support retailers.

Q: Do I need LS Omni Service to run mobile inventory?

A: Yes, all LS Retail apps communicate via the Omni Service

Q: What is the difference between PO Status & Status (Open & Closed), Received, Closed)?

A: PO status is standard, the other field is LS Central status.

Q: How does the Retail PO update work with a released PO using PO approval process?

A: This was a good question and I did some testing on it. The good thing is the tables are the same. However, the actions are currently missing and would need to have those added into the Retail PO.

Q: Is the app available on iOS?

A: Dev work has stopped from v3.0 onwards. If a client requires this for iOS, then we can port the functionality over, but that would be chargeable project work.

Q: How about if you have workflow for stock counting/adjustments?

A: The worksheets in LS Central are automating certain workflows and data capture during the process and therefore simplify the process for the end-user. If you mean you are using like "Power Automate" in 365 then that would need to be looked at specifically.

Q: The Clear Database action triggers the replication. Is that a programmable action on the mobile app or is it a standard one?

A: The Clear DB only triggers full replication. However, update replication can be configured in the app Settings.

Q: On the Under Receiving example, can it be set up to create a claim against the vendor? If the vender invoice reads 15 qty. but physically 10 items were delivered.

A: There is no standard answer here, it depends on the finance department how to handle such scenarios.

Q: In case of under receiving, can we request an additional shipment from the vendor?

A: LS Central BO supports multi receiving and therefore this can be done. However, the mobile inventory would need some enhancement to support this.

- Q: For mobile Inventory to work, do we need to enable Instore Management?**
A: For older versions of LS Nav/LS Central, InStore Mgmt works automatically with Mobile Inventory. For Store Inventory in older LS Nav versions, this needs to be enabled.
- Q: What happen if I don't post? Must posting be done manually every time there is an entry into the system?**
A: Yes posting is done manually in the back office. It is in our backlog to have this automated by using schedulers.
- Q: Can we use fingerprint scanning for user authentication?**
A: This is not standard but certainly an amazing feature to have. Therefore, you'll need to reach out to our consulting team for this request.
- Q: What is the maximum item lines send from mobile device?**
A: We have tested with 100 lines and the entire process worked without issues.
- Q: What do I do if I want to edit something that I have posted?**
A: This is standard in LS Central. You can do the corrections via journals.
- Q: What if you receive another item than you ordered?**
A: The app prompts a message to the user. First stating this item is not in the Retail PO and next it would ask if the user wants it included in the Retail PO.
- Q: What is the significance of Terminal No selected for mobile device?**
A: Each device must have a terminal card. In the terminal card, you would see the device unique ID. This unique ID is then licensed in the terminal card. Finally, the app on that device is licensed as well, and you will no longer have the "Trial license remaining days" message.
- Q: Which versions of NAV/LS are working with the mobile app presented?**
A: The demo was conducted using LS Business Central 15.02 with LS Mobile Inventory app 4.7.
- Q: There was an error when posting ng Retail PO when choosing the Part. Receive. Should the option be always "Closed"?**
A: No, you can choose the Part Receive option as well. If there was an error, we would need to get more information in order to investigate it.
- Q: Where to download Android emulators from you?**
A: Unfortunately, LS Retail does not have an Android-specific emulator. In my development environment, I have installed Visual Studio 2019 with the Android package. Therefore, the emulators are automatically installed.

Q: Is the posting of the Retail PO always as received and invoiced already?

A: No, you can always opt for the other options as well.

Q: Is there a setup in which it will be posted as receive only and posting as invoice will be separate?

A: Yes, there is a setup to handle this and it is part of the standard LS Central solution.

Q: Can you demo how it works when using Quick Scan and Suggested Quick Scan?

A: This will be shown in our upcoming in-depth online training.

Q: Can you receive items by transfer between locations?

A: Yes, this is known as Retail Transfer Orders. This can be done with the help of LS Mobile Inventory app too.

Q: Will posting of retail receiving also create a posted invoice in BO, or inventory update only?

A: Yes, posted invoices are automatically created in LS Central back office.

Q: If it says 'No network connection' (and there is a network connection when you try to replicate, do you then have to reinstall the app or can it be fixed in another way?

A: A “No network connection” error message can often be a vague message. Therefore, there is a menu button on the top right in the app. Click on it and click on the “logs”. The details of these logs can be configured, and you can send these logs to LS support team or our LS consulting team for further investigation.

Q: Does this app work with item tracking? For lot numbers?

A: Not currently in standard.

Q: What is the different between Update database and clear database?

A: Clear database will remove all data and tables in the device SQLite database. This is not related to your LS Business Central database. Once this action is triggered, the next replication is automatically a full replication.

Update database on the other hand, only takes changes or update based on preactions on item related tables. For example, item, barcodes, variant and UOM tables. Setup tables like worksheet are ignored.

Changes done on setup tables must be completed with a full replication.

Q: Can you run the app offline and sync to back office later?

A: Yes, you can for worksheets only (stock count, positive adjustment, stock request and others). When doing a lookup, or opening a Retail Receiving document, the device needs to have internet connection.

Q: Can you print all the documents in all the menu?

A: You can send it to the BO to print via the hardware stations as one approach. The other is having it to print on a Bluetooth printer. But the app would need to be modified to read the Bluetooth dlls/API.

Q: Is the Mobile Inventory App is customizable by LS Partners? I mean can we do customization in APP or not?

A: No, you can only configure the menu and menu lines for the app. Any other customization is done by LS and we will be happy to support your business needs.

Q: We normally encounter a Table lock when we receive simultaneous, receiving in mobile will this help?

A: Yes, that is precisely why we had to introduce the Store Inventory module. It is built on new LS tables that can process your worksheets simultaneously.

Q: Can I use the camera function on transaction level instead of item so I can capture vendor invoice?

A: You can use the camera option to capture the items only. Unfortunately, in standard there is no option to scan the vendor invoice. However, we have had projects that requested this functionality and we will be happy to assist.

Q: Can you change the reason codes?

A: Yes, the reason codes are completely configurable in LS Central BO.

Q: We can't ping our Server URL in the app. Can we have some guide Doc for that?

A: This would require a separate Omni training, if you would like to request one or get more information, please reach out to our Sales team. If this is just a specific issue, then please reach out to our consulting team and we will be happy to assist.

Q: Does the Inventory app work on every device or does it require a specific device?

A: Any device as long it is Android 4.4 and above.

Q: In a stock-take operation, we would like to use up to 30 mobile inventory apps simultaneously. Is this possible?

A: Yes, this can be done.

Q: Does retail picking support bin level picking?

A: In standard warehouse, this is available but not in the mobile inventory app.