

Discover how LS Express can open up new opportunities in a changing world

Webinar Q&A March 30, 2021

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Q: How do you manage promotions & offers in LS Express?

A: LS Express uses standard BC price management and in addition to that a simple Promotion management [Promotions \(lsretail.com\)](https://lsretail.com)

Q: What payment providers are connected in Iceland?

A: Currently LS Pay can connect to Adyen Cloud, Adyen Local, Global Payments, Moneris, PayEx, Verifone Nordic, Verifone Point, WorldPay. More PSP's to come!

Q: Can LS Express be connected to Business Central on Prem?

A: No, LS Express is only available online

Q: Is possible to connect inventory to Shopify; that is what is on stock?

A: Currently not, but it's on the road map

Q: Are you looking into member management in LS Express?

A: We are looking into simple member management where the customer can collect and redeem points and get discounts.

Q: Your slide mentioned LS Express will work with Business Central, but Malta was not on the list - is it for BC (Business Central) online which will be available in July 21?

A: We would need to investigate localization efforts etc.

Q: Is there a detailed feature list available for LS Express?

A: [Welcome to the online help for LS Express \(lsretail.com\)](https://lsretail.com)

Q: Is LS Express developed with the same technology as LS Central - in other words Visual Studio Code and AL? If so, can partners make changes?

A: Yes, LS Express is developed in AL and partners can develop their own add-ons and subscribe to events in LS Express.

Q: Is there a limit on the number of stores/POS that could be configured for LS Express? There may be a scenario of a simple retail operation with many outlets?

A: There is no limit on number of stores or POS

Q: LS Express can be integrated with Business Central but not LS One, right? What are the other differences between LS Express and LS One?

A: LS Express is only available online, so the POS runs online and therefore depends on internet connection etc. while the LS One POS runs offline or standalone. LS One is also richer in features for hospitality etc. and supports OPOS devices like scales etc.

Q: Can LS Express run without Business Central?

A: No LS Express is only available online in Business Central

Q: If the customer does not have budget for LS Central, then do they have the option to go for LS Express?

A: LS Express is more budget friendly. If the customers requirements are met with what LS Express offers, then I would say yes.

Q: Can we say LS Express is a small POS product compared to LS Central?

A: Yes, it is a simple POS solution compared to LS Central.

Q: How good LS Express with number of stores?

A: It depends on the business. We don't recommend LS Express for stores with high volume of transactions but for low transaction volume, like specialty stores, hairdressers, saloons, etc. there shouldn't be any technical limit on number of stores or users.

Q: Can LS Express only be connected to Shopify or there are other online shops where it can be connected?

A: Currently we only have connection to Shopify

Q: Can LS Express work with LS Central. If the customer has both distribution and retail.

A: LS Express does not work together with LS Central

Q: Is there a separate partnership required to sell LS Express?

A: If you are already a partner with LS Retail for other products, then you simply need to add an addendum to your partner contract. For new partners: it is possible to apply to become an LS Express partner only.

Q: Is there a separate price list of LS Express or will it be introduced in the existing Price List of LS Central?

A: LS Express has a separate price list on our partner portal.

Q: What is the cost compared to the full LS Central solution? What are we "missing out" on if we go with LS Express?

A: There is really not a simple answer to the cost question, it depends on the need of the retailer and what functionality is needed. LS Express is a much simpler solution than LS Central, hence the lower price, and therefore LS Express does not offer as much additional functionality as LS Central. LS Express is suitable for businesses that require simple point of sale functionality. We don't recommend LS Express for retailers with high volume of transactions like busy supermarkets. If the retailer has needs for complex discount functionality, loyalty system or complex hardware then LS Central might be a better fit.

Q: Which payment options do you support? E.g., Nets, PayEx? Is it certified for fiscal devices in Sweden for example?

A: Currently LS Pay for LS Express can connect to Adyen Cloud, Adyen Local, Global Payments, Moneris, PayEx, Verifone Nordic, Verifone Point, WorldPay. More PSP's to come! For countries like Sweden, we need additional fiscalization efforts to be compliant to regulations.

Q: Is store replenishment part of LS Express capabilities?

A: No.

Q: What happens if customer need to use the LS Express to more than 5 stores? Is there any license restriction for that?

A: No there are no license restrictions.

Q: When will LS Express be available in Japan?

A: We will need to look into localization/fiscalization needs before we can estimate when LS Express will be available in Japan.

Q: The free trial is 30 days. What if there is requirement to do demo to customers?

A: If you become an LS Express partner we can provide you with a test environment or extend the trial.

Q: Is licensing by username?

A: You need a user or device license per device/POS. Then multiple staff members can log into the POS using the same license.

Q: Can I upgrade LS Express to LS Central in case my business grows?

A: Yes, you can upgrade LS Express to LS Central.

Q: With Shopify, is LS Express or Business Central the product master and inventory master?

A: Yes, you need to manage the inventory master in BC/LS Express

Q: Is there a hotshot/one button product entry for hospitality - that is; the ability to sell single items by simply pressing a button or a menu, i.e. a button for coffee which drops down to Cappuccino, Latte etc.?

A: You can add up to 8 buttons with filtered item lists to the POS

Q: Is there any customer tracking/loyalty/CRM functionality and can that integrate into Shopify?

A: No not currently

Q: Is there an LS Retail partnership option for LS Express only?

A: Yes, you can apply to [become an LS Express partner](#) only.

Q: What types of retail work best with LS Express and what are the types to avoid?

A: Any type of retail can work with LS Express as long the functionality the solution offers fulfills the retailers' requirements. We don't recommend LS Express for stores with high volume of transactions such as a busy supermarket.

Q: What is the average implementation time for LS Express?

A: If you have already setup Business Central, that is G/L Accounts, posting setup, imported items etc., it should only take couple of hours.

Q: If I wanted to offer an SME offering, would I need Business Central, LS Express, POS Hardware and payment provider? Is this correct?

A: Yes, this is correct

Q: How does LS Express suit a furniture retailer, with delivery from central warehouse?

A: This is not supported in the LS Express POS as products are always sourced from the store location.

Q: Can you create a customer order to be sourced at a vendor for instance?

A: No this is not supported

Q: How about down-payment in LS Express?

A: You can do a payment into account in LS Express

Q: Will LS Express have enhancements? Like a specialty to use on restaurants.

A: LS Express supports kitchen printing and could work in smaller restaurants. Example: It's possible to do tableside ordering on a mobile device, suspend the sale and then retrieve it if the customer wants to order more or pay the bill.

Q: Can you please tell us a bit about LS Pay and LS Express? How can I integrate the payment terminals etc.?

A: See our [online help](#). Then you will need to follow the PSP's instructions regarding the payment terminal settings.

Q: Do you have an extension for nopCommerce? (nopCommerce is an eCommerce solution which is open source.)

A: No

Q: Can I get a demo version of LS Express so that I can show that to various clients? Possible with Cronos store?

A: We can provide our LS Express partners with a demo environment or extend the trial.

Q: When should I use LS Express vs. LS Central?

A: LS Express is suitable for businesses that require simple point of sale functionality. We don't recommend LS Express for retailers with high volume of transactions like busy supermarkets. If the retailer needs complex discount functionality, loyalty system or complex hardware then LS Central might be a better fit.

Q: What customization is there, if any?

A: You can customize receipts and reports. The look of the point of sale is not customizable.

Q: Can we use Power BI or other to access data from LS Express?

A: Yes, you can use Power BI to access data from LS Express

Q: Is LS Express available in Central America?

A: Currently, LS Express is only available in Mexico.

Q: What mobile apps, such as inventory, stock count, are there available for LS Express?

A: Once you install the LS Express app to your Business central tenant you can access it from the Business Central app from Microsoft. The app is available for any device, find it on Windows store, App store or Google Play store.

Q: I have clients with old accounting applications, so is there a way I can access the LS Express data to transfer to these applications?

A: Yes you should be able to export data from LS Express, but keep in mind that LS Express is an extension to Business Central where the client can handle all their accounting.

Q: Can you provide a link for further info on LS Express for partners and developers?

A: Please see our [online help](#).

Q: Any info on LS Express and RMS viable?

A: Not sure I understand the question, but there is no out-of-the-box way to transfer data from RMS to LS Express.

Q: Do you have any demos I can show a client on LS Express online or download?

A: We plan on publishing product demo videos soon. Partners can also demonstrate the solution to clients. We can provide partners with a demo environment.