LS Central ScanPayGo
Give your customers a one-stop shop app

Webinar Q&A May 27, 2021

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Q: **Other than the random check alerted by the app, is there a way to ensure the customer is honest about the Quantity? Is the randomness of the check configurable?**

A: The control of the security messages is configurable in LS Central and can also be extended by the partners. Other security processes in store are set by the retailer.

Q: **Once the customer logs in to the app, is the same Customer registered in LS Central HO?**

A: The customer that logs into the SPG needs to be registered as a member in the members management in LS Central. A new user created in the SPG will be created as a new member user in LS Central and the user-ID can also be used in the POS and eCommerce.

Q: **Regarding the Item scanner functionality, is it possible to Scan one barcode and then change the qty. to e.g. 10 pcs, you have in your basket or do you need to scan each item?**

A: There is a possibility to change the qty. after the item has been scanned into the basket. In the item line in the basket there is a plus / minus sign to increase and decrease the qty

Q: **Could you please elaborate the license model further…? Payment pr. transaction, what % could that be?**

A: There will be a transaction fee for the usage of the ScanPayGo App to be charged the following month. It will be announced in phase 2 or earlier if it will be a % or fixed fee per transaction.

Q: **How is the inventory being handled? Say, we are running a HO Cloud and Hybrid in local store? The inventory should look up on the HO since inventory is being managed on the HO cloud thank you.**

A: The PSG connects to LS Central via the LS Commerce Service that is connected to LS Central in HQ. It retrieves all information on items from that HQ setup of LS Central.

Q: **Can you explain further about the fee about the transaction charge?**

A: There will be a transaction fee for the usage of the ScanPayGo App to be charged the following month. It will be announced in phase 2 or earlier if it will be a % or fixed fee per transaction.

Q: What about ROD (Retail owned devices) supplied by retailer to customer to shop? (E.g. The zebra ec 55)? And what about license regarding that?

A: ROD version of SPG will be available in phase 2.

Q: What about integration to self-service tills for checkout? Which types of self-service would you support?

A: LS Central is working on a standard integration to 3rd party self-service checkouts and we intend to support SPG payment at these devices. It is possible to configure the LS Central POS into a self-service station where the customer can do a SPG payment.

Q: Does the security random check have any algorithm to figure out who should be checked? Is there a classification of customers so some should get frequent check and others less?

A: The control of the security messages is configurable in LS Central and can also be extended by the partners. Basic functionality does not look at individual customers in deciding what type of security message to send. We are in the phase of finalizing this and this is a valuable input.

Q: When you sort by aisle will that be by e.g. milk and dairy section, frozen section etc.

A: One the current sorting options is to sort by product category, so based on the setup of the product categories for the retailer this can be achieved.

Q: Will you support MobilePay in Denmark? It's a payment solution made by a bank where your credit/debit card is connected to our phone no.

A: The connection in SPG to a mobile payment provider is based on the availability and functionality of the payment plugin in question. This needs to be evaluated in each case.

Q: Can you add favorite items?

A: In the current version of the SPG, the user can add items to a shopping list from previous purchases. We have had this suggestion to mark items as favorite and will consider that for future versions.

Q: What happens to your transaction when you made your purchase? Does your transaction go away in the app?

A: When a transaction is finished in the SPG App, it is registered in LS Central and can be viewed in the purchase history.

Q: Is there a roadmap available?

A: Current published roadmap includes first version released with LS Central 18.0 and second version released in September / October. An update on the roadmap will be released later.

Q: Can you retrieve an old transaction?

A: In SPG you can view older purchase in the purchase history window.

Q: Can you explain a bit more how the random check process is executed does the checking cashier then has an mobile device to confirm everything is OK or how does this technically looks like?

A: The execution of the security check is decided by each retailer how he wants that to be implemented. There is currently no Staff version of the SPG for the staff members to mark if a purchase has been checked, but this has been suggested from partners and is being evaluated for future releases.

Q: Can you disable the 'shopping list' functionality so you will only use the basket functionality?

A: The user can either scan items directly to the basket or use the shopping list to shop

Q: Are you able to also pay with gift cards/vouchers on the ScanPayGo app?

A: The payment option to use gift cards / vouchers is planned for the release in phase 2

Q: Can the app suggest a store based on my actual position?

A: In the App you can select the Stores and it will give you a list of all stores sorted after the store nearest to your location. When inside a store, if the store has an iBeacon installed, the App will use that store by default.

Q: Will the payment solution support Google Pay, Samsung Pay etc.?

A: See previous answer to the mobile payment question.

Q: Would it be possible to use the app as an online shopping device? Instead of going to the shopping list, it is converted to an online order?

A: In a later version the plan is to add the option to shop from home using SPG.

Q: So, at first people won't be able to search through the items? Just scan them?

A: In SPG there is an Item screen where user can browse through the item list of the store.

Q: Will you have an out of the box integration with security scales for self-checkout?

A: LS Retail is working on a standard integration to several Self-checkout hardware manufacturers. This is planned for later releases. Please refer to Matthias Matthiasson webinar from 25.05 on LS Central for more detail on the self-checkout integration.

Q: Does it support localization?

A: Localizations are going to be supported in the phase 2 release of SPG.

Q: Can we get demo app for exploring this?

A: A demo app will be released with version LS Central 18.0

Q: Is the random check really random or we can specify that if particular item is bought that needs to be checked? Or total amount exceed a certain amount?

A: The control of the security messages is configurable in LS Central and can also be extended by the partners. We are in the phase of finalizing this and this is a valuable input.

Q: **Will LS Retail provide documentation on how to set this up in the back office at the first phase release?**

A: There will be documentation on SPG on the partner portal.

Q: **If a shopper creates a member profile within the ScanPayGo App, how does that new member data transfer into the LS Central back office?**

A: The customer that logs into the SPG needs to be registered as a member in Member Management in LS Central. A new user created in the SPG will be created as a new member user in LS Central and the user-ID can also be used in the POS and eCommerce.

Q: **Does ScanPayGo work on older versions?**

A: SPG works with version LS Central 18.0 and newer. A possible way to use SPG with older versions is to install version 18.0 of LS Central for SPG connection and then migrate the data over to the older version.