

Sell from the BC back office with LS Pay for Business Central

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Q: Is an LS Central license mandatory or can the customer buy LS Pay License only, without LS Central?

A: Yes, absolutely. This new offering enables LS Pay on pure Business Central and where LS Central is not present, you absolutely do not need an LS Central license, you only need an LS Pay license.

Q: Can a partner develop or customize a partner app without buying LS Pay for BC?

A: No, you cannot. You always need to buy the LS Pay license if you're utilizing our products, whether that's the EFT extension or the LS Pay app. So, if you need customizations, then you can go with deployment method 2 as I, as I showed you in the presentation, where you can simply utilize or call for payments wherever you need them.

Q: Does the solution work with Softpay without a pinpad?

A: Not yet, but we are looking into whether we can activate it for Softpay as well. So please reach out to me separately on this one and we can talk it through.

Q: Is it possible to mix payment on an invoice, like paying half with card and the other half being invoiced?

A: Yes, it is. In our development schedule, we are adding in more sections on whether you allow this or not, but the default behavior in Business Central is that if there is a remainder on the sales invoice when you post it, then that will be charged to the customer account. So yes, you can effectively mix and match all kinds of tenders.

Q: Are the card payment entries stored in the same table for LS Pay BC as they are stored when using the LS Central POS with LS Pay?

A: At this time no, but it will be from LS Retail version 28.

Q: When I order PIN pads, the supplier asks me if they are for standalone or a POS solution. Should they use same setup as for a POS solution?

A: Yes.

Q: Do all your supported PSPs have a payment link possibility?

A: No, sadly not. And this also has various timelines. So we've done this with Adyen, which covers Straumur here in Iceland as well. And we are working on Verifone right now. And then it's up to the PSPs whether they supported in general or not. And then, if so, we need to sequentially go through the list. So, if you have a preference, or if you need an alternative PSP apart from Straumur or Verifone, just drop us an e-mail and we'll prioritise that.

Q: How are the users notified when a payment link has been paid? By e-mail? Or are there any options to do those notifications?

A: The answer here is twofold, and it depends on whether you have deployed the EFT extension or whether you've deployed the LS Pay app. With the EFT extension we notify, or we fire an event which you can pick up on and you can do all notifications to your liking. As for the LS Pay app we are working on the notification mechanism and that will come in the next release. We will be adding to this.

We have had a number of suggestions. We have had suggestions to e-mail the accounting team, to fire an event within the environment, to automatically post the sales order or sales invoice if it has been fully tendered. These suggestions are all being considered. So, please just reach out. If you have a preference - if you have something that is needed - we can prioritize that.

Q: What about supporting service management document, like customer: Car dealer who sell from sales module and service module?

A: We covered this in the presentation, probably after the question was entered. Yes, we will be adding in payment support for Service Orders.

Q: Will the reconciliation be available for LS Central POS as well?

A: Yes, eventually. In order to facilitate it here, we need to enable it in LS Pay and that opens the window of this being available for LS Central as well. So, a resounding yes here.

Q: To whom shall we direct a wish for adding a PSP to LS Pay?

A: That would be myself. You can approach us through your regional contact but the requests end up on my table, so please feel free to reach out to me directly. Then we discuss how suitable it will be for LS Pay.

Q: What about licensing if the customer does not have a PIN pad but only uses payment links?

A: You got us there! When we started with the licensing mechanism, the payment links were not ready, but now the payment links are ready and we need to license

them. In this case we would just look at how many users are effectively sending out payment links, but this has not been licensed yet. So, this is a conversation that we need to have. For the time being this would be based on good faith.

Q: How do the "Payment successful" notifications for pay-by-link look in Business Central? If we need to ship orders upon payments without delay from our warehouse, we want to make sure we are notified at the warehouse immediately.

A: If you have the EFT extension, then we fire an event and you can pick up on it, and you can act on it in any way you choose. If you were using stock standard LS Pay for Business Central, the stock standard app, then in the near future you will be able to configure that the order would be posted immediately and then the warehousing component would of course be notified so you would be able to act on the sales order immediately.

Q: Can a pay-by-link be used if we have B2C web orders, where the customer calls our customer support and asks to add more product lines to orders already placed? In many setups we would have to cancel an existing order and ask customer to redo entire order online.

A: When the order is in Business Central and you have a resulting sales order, you can add to it, and you can send the payment link for it. What's missing in this scenario is the part where you notify the eCommerce platform of changes to the sales order, and whether a tender line has been submitted. That's not the scope of this solution. It would be on you, or the e-commerce solution to handle how tender lines and additions would be covered. In our e-Commerce offering, we recently released how to update e-Commerce orders in the back office. So, it would work in that context. But of course, from a pure payments perspective, to the best of my knowledge you could go into an existing sales order and augment it and add payments.

Q: Can the total amount exceed the sales lines' total amount?

A: No, it cannot. If there is a specific case or if I'm not seeing things correctly here, please reach out and I'll be happy to discuss.

Q: How much is the LS Pay license for a one PIN Pad?

A: It depends on how you deploy it. But standard SaaS subscription price is \$12.60 per month per PIN pad. Please reach out to licenses@lsretail.com for any questions you may have on licensing.

Q: Is LS Pay supported in islands like Aruba, Curaçao, St.-Maarten etc.?

A: The Caribbean Islands, yes, at least partially. It all depends on the PSP. So, if a PSP that we support supports these islands, then yes. I know that FreedomPay, for example, has support in some Caribbean countries, but this just needs to be looked into. And we just need to query the PSPs of their latest support for these

islands. The PSPs move fast and constantly activate new countries. Feel free to reach out and I can either connect you to or assist you with reaching out to the respective PSPs and get detailed information on country support.

Q: If you start with Plan one, can you change to EFT customization, Plan two, later?

A: Yes, it is up to you which way you choose. You simply buy an LS Pay license - it's the same license for both scenarios – and you are good to go either way.

Q: Is this supported for previous versions?

A: Yes and no - it depends on the deployment scenario. If you go with the EFT extension, the EFT extension depends very little on Business Central components. We know that we have backwards compatibility there and we have tested it back to version 23. LS Pay for BC, the app itself, has more dependency on user interface components in BC. That's why we expect it not to stretch as far back in terms of backwards compatibility. To be honest our scope now is the latest version and we haven't tested how far back it will reach, but we suspect that it is not as far as the EFT extension.

Q: From V28, not only Hardware Station service is mandatory but also LS Pay Service for the POS? Or will LS Pay still be integrated in the Hardware Station?

A: It will still be there, but we recommend the LS Pay Service for various reasons. The Hardware Station controls pretty much all peripherals, but in the LS Pay Service, we are introducing various new things that we can do in the LS Pay Service that we cannot do with the Hardware Station. So. when available, we wholeheartedly recommend that you move to the LS Pay Service.

Q: How extensive is your testing on devices from the payment providers? Only Adyen at this point?

A: No, we do not activate a PSP on this offering unless we go through rigorous testing. So, every single PSP that we list as supported has gone through our full testing scenario.

Q: If you have LS Express with LS Pay - and also want to make a back-office payment with a payment link - what to do? Is this possible?

A: Yes, this is possible. You can install this and then you are simply working with the sales orders and sales invoices, but you can use this in tandem. So, LS Express falls into the exact same category as LS Central, meaning that it can be used to augment payments and add up payments in more scenarios than only on the point of sale.

Q: How do you support, or do you support alternative payments, local wallets?

A: Yes, we support alternative payments, but this is firmly handled by the PSPs. We in LS Pay send out an authorization request to the PIN pad and then it's between the merchant and the PSP, which local wallets are supported. We send out the payment authorization and then from our perspective, we don't care whether someone taps a card, uses Alipay, pays with a Garmin watch or uses Google Pay. These configurations are entirely between the PSP and the merchant.

Q: Do users need to install any components on their machines to make LS Pay work?

A: This depends on the PIN pad in question. You always need at least one instance of the LS Pay service. If you have PIN pads that are physically connected by a USB cable, you need the LS Pay service which is just a pure Windows service. You need that to run on that respective machine. If your PIN pads are IP-based, you could do with a single instance of the LS Pay service. And then it's totally to your discretion where you host it, whether it's a single instance at the customer location or whether it's a single instance hosted in the cloud.

Q: Do you have a list of what functionalities are available with each PSP?

A: This is being compiled just as we speak. We are revamping the documentation to reflect on exactly this:

- Which features are available with each PSP
- Which devices are available with each PSP
- Which gift card providers are available with each PSP
- Etc.

We are compiling this kind of material right now. If you need this information now, please reach out and we will provide answers by e-mail or phone until we get the new documentation site up and running.