
LS Nav Hospitality Web POS: Mobile experience in your restaurants Q&A 12.06.2018

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Q: Can the LS Nav Hospitality web POS be used on LS Nav 2017 ?

A: This version is only available on LS Nav 2018 (11.03) and onwards, so it is not possible to use it on the LS Nav 2017 version.

Q: Is the Licenses pricing different from the current LS POS licenses or would be the same pricing for web POS as well?

A: It is the same. The web POS is a device just like the Windows POS.

Q: For the APP Shell, can you integrate with hardware mPOS for payment purposes?

A: If I understand the question correctly, the App Shell runs on a device, and if that device has some payment entry device as well, this App Shell can make the web POS communicate with that.

Q: Are the following hardware peripherals supported? a. OPOS Printer b. OPOS MSR c. OPOS Cash Drawer d. OPOS Poll display e. Dual Display.

A: The hardware station supports OPOS Printer, OPOS Cash drawer, OPOS Line display and OPOS scanner as-is.

Q: Will the layout get replicated from the normal POS setup, or will there be separate coding required?

A: This is one of the beauties about the setup here: it is exactly the same as in the Windows POS. The layout is exactly the same for the web POS as for the Windows POS. This means that you only have to configure the layout once and if you make a change on the menu in the Windows POS it immediately affects the web POS because the same interface profile is used for both.

Q: How do you set up the hardware station? Is there any documentation available?

A: Yes, documentation is available on our Online [help page](#) – no login required. You can use the search or go straight [here](#). There is also a management portal for the hardware station, so when you log on it, you can for example get an overview of the devices you have set up, and get information about the different devices. We recommend that you take a look at this on the demo machines that we will make available.

Q: Sorry, I would just like to clarify again, if I have a mPOS hardware. Can I integrate the mPOS hardware and web POS to integrate the EFT payment?

A: The web POS would integrate with EFT payment through the hardware station. We have some payment providers out-of-the-box in LS Pay and as a partner you can also create an integration with the hardware station, so that you can take payment from your selected provider.

Q: I may have missed something; what's the main function of the APP Shell?

A: When you run a device which has an integrated payment entry device the purpose of the App shell is to host the browser in that shell, and the shell will make it possible to communicate with the peripherals on that single device. If you have a phone that doesn't have any specific integrated devices that you want to use then you can just make that web POS communicate with the hardware station. If you have an EFT connection, you don't have to use the App shell – you can simply use a browser.

Q: Can I get more information on the App Shell anywhere? For example for configuration and functionality?

A: It is still in development and has not been released yet. We hope to be able to release it in Q3 of this year, but do not have any documentation available as things stand.

Q: In the past, I have had some issues with opening the web POS in a tablet. The layout is incorrect or some alignment issues. Has this been fixed in the LS Nav 2018 CU3?

A: In the upcoming release that is due soon, we have made extensive improvements on the hospitality processes on the web POS. So far, the web POS has hardly been applicable for hospitality purposes but it is in LS Nav 2018 (11.03), as you could see in the demo part of the webinar: layouts, modifiers and all the typical pop-up menus in the hospitality environment are now supported. The new release to be released this month, June 2018, should solve your issues.

Q: What is the timeline for LS Pay through the hardware station? Will this be available in LS Nav 2018 11.03, and if so which processors? What Hospitality payment transactions will be supported - Authorization/Settlement, Tips, Purchase, Refund, Tabs, etc.?

A: LS Pay is available through the hardware station in 11.03. With this first version we support Verifone US but several more providers will be added in coming months.

Q: Is the current LS Pay payment solution a pay-at-the-table solution?

A: Yes, you can pay at the table, using the hardware station. If you have a simple payment where you're not splitting the bill, you can even use a small device such as a phone. If you want to be able to split the bill, you can have a tablet like an iPad mini or iPad, or an Android tablet, and you can split the bill and make the payment at the hardware station through these devices.

Q: How about performance? Is Windows POS faster than web POS?

A: Our experience has been that there is no difference in performance. At our test lab, we had several people working concurrently on the web POS and it proved to be very responsive. Performance obviously depends on the network setup. If the load on the network is heavy, the performance is negatively affected, but in a normal environment the performance is quite good.

Q: Can we change the language of WebPOS into Simplified Chinese?

A: We have not tested the WebPOS with simplified Chinese but we do not see any obstacles why it should not work.

Q: Are there any minimum specifications on devices that run the web POS?

A: The general rule is that if you can run a browser on the device then you can run the web POS. I know that some older versions of Android phones (earlier than 4.4) can be limiting on the performance, but if the device is one year old or younger you should be good to go.

Q: You have mentioned some functionalities that will be added in the future, but is there a more detailed roadmap?

A: Top priority in what we're currently working on is the App shell, to make it possible to work with integrated devices, payment entry devices and such. I cannot give you a release date for it but our target timeframe is Q3 2018. Another high-priority task is to finalize the split-bill and transfer table functionalities so that these processes will work on the smaller devices as well. Other processes such as table allocation and deliveries etc. are next in the line after we've finished the top priority tasks.

Q: When will this version be launched?

A: We are finalizing our testing these days and our goal is to release before the end of June.

Q: Can the web POS be run inside of the native NAV app rather than the in web browser?

A: No, this is not possible. The web POS runs only in a browser.

Q: What is the main limitation of the web POS for hospitality?

A: As things stand, the main limitation is that you cannot run split-bill and transfer table on a small device. I've also mentioned processes such as table allocation and deliveries that are not working on the web POS. Other things such as order management at the table, where you take orders, add ingredients or toppings to recipes, send the orders to the kitchen, you can void etc. All these processes are currently supported in the web POS and I believe that it covers most of the operations that you have in the restaurant. The good thing is that if you need a customization of processes, you only have to do that customization once, in NAV, because the code base is only there. You can start using the web POS immediately if you can use it on the Windows POS. It is the same framework and the same skill-set, so you don't need a .NET developer or JAVA expert to handle code for the web POS. All the business logic is in NAV and that's it!

Q: Have you tested hosting everything in the cloud along and running within the Head Office instead of a local store server?

A: We have not tested this environment for a restaurant. Our worry would be that the time lag of the store database in the cloud would be too great for the hospitality POS to work, but this is technically possible. The question is if the performance of the network infrastructure is acceptable in terms of network speed.