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# LS Nav 2018 and the road ahead

## Webinar Q&A 15.02.2018

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**Presenter Matthias Matthiasson, Product Director, LS Nav**

**Q: Hello. I would like to ask what payment platforms are/will be supported ...?**

A: (I assume this refers to the EFT.) The payment platform that we are going to be using for at least the Web POS, if that's the question is the same that we have been using for Windows POS.

**Q: When is an Indian localization version likely to be released?**

A: We currently don't have that information. Microsoft has not released a localization of NAV 2018 for India.

**Q: When will the version with Events be released?**

A: We already started putting in events in 2017 a couple of releases ago and currently we are taking all our LS Retail code out of NAV and we will be completely finished with that once we have some changes we are waiting from Microsoft and of course we will continue to release Cumulative Updates every month so we will gradually deliver.

**Q: Will the webinar recording and Presentation (PPT) be available on the LS Retail portal?**

A: We do our best to publish the webinar recording and other material on the LS Retail Portal as soon as we can after each webinar – 1-3 days usually. We also send an e-mail to all who registered with links.

**Q: Will you continue using CA/L, AL or move to JavaScript and HTML for the GUI development?**

A: We are introducing the panels or the process panels or whatever you're going to call it, with HTML Javascript and CSS. We are experimenting with that and as I see that as more process oriented, but still will have the components we are already using. So I think the foundation for the POS still will be the good old framework and we are adding of course the clienteling and other things with the new panels. We will just have to wait and see how quickly and how much we use the the panels with with a HTML and JavaScript but we see huge opportunities there of you guys being able to do whatever is needed to be done, and using HTML and JavaScript web designing possibilities. But still we intend to do more of this and do processes, so hopefully it's a finalized product when we give it to you so you'll be able to use it out of the box

**Q: How to upgrade to LS NAV 2018 from LS NAV 2017- are there any tools provided from LS?**

A: This answer comes from the LS Nav 2018 Release Notes: *LS Nav 2018 (11.0) supports upgrade from version LS Nav 2017 (10.x). For this upgrade there is no specific LS Nav upgrade toolkit, the standard upgrade works here.*

*Upgrades from LS Nav 2015 (8.0) and LS Nav 2016 (9.0) to LS Nav 2018 (11.0) will be available in later releases.*

**Note:** *The Standard Dynamics NAV upgrade toolkit from version 2015 and 2016 does not work for LS Nav 2018 (11.0).*

**Q: Will you update the web so that new features in the 2018 will be documented? Like the new features on auto replenishment.**

A: As you see in my presentation I'm covering the last 11 months and what's going to happen in the next two months so when I present 2018, I'm really presenting what you get if you will go to 2018 rather than saying exactly: This is the stuff that is only new in 2018 and there's no nothing different for this Cumulative Update from other Cumulative Updates. The release notes document what is specifically in 2018 but in this webinar we are presenting more features and feature sets of 2018 as a whole. We will be doing some more documentation and sales material for 2018. If you are asking for something specific please send an email to [matti@lsretail.com](mailto:matti@lsretail.com) because we want to make sure that you get what you need. With every release we have Release Notes to introduce new functionality and changes, and the [LS Nav Online help](#) is updated as well.

**Q: If the Standalone Store functionality will be removed from LS Nav, how will the stores without a permanent internet connection work?**

A: We took a big step of taking out Standalone Store and the definition of Standalone Store is in store documents, meaning that the store will have stock on hand to the store. You see also ICT intercompany transfers, meaning that you can still run offline store sales database or for the POSs and you can do a statement posting of a statement at the end of the day, and everything works, but you cannot do receiving, picking, and all of that in the store and see it as stock on hand. All these processes need to be done online to central, so if you have for example a location that doesn't always have connection, meaning that you can only do these things when you have a connection as a remote connection. However we have been thinking about a lite version of standalone store or a different way of doing stuff so you can work offline possibly on a handheld and then when you have a connection you can move it. You're not going to go into that you will be posting in the store to have inventory in the store but we might be doing some stuff to give you offline inventory capabilities when the line is down and then pump it up to the head office and always do posting at head office. To do this we need your feedback because we're not going to go and create something and then find out later this not what you were asking for, so we are going to wait for feedback from the field and then work with you guys to find a solution that is most beneficial to us and the customers to utilize our effort in the best way.

**Q: Are there any features which do not work on the WebPOS or can we advise customers that what will work on the Windows POS will work on the Web POS?**

A: It is precisely our goal that it's the same functionality and everything works perfectly on both types. As stated in the webcast, we're currently working hard to get, for example, all the hospitality features to work perfectly on the Web POS so this is work in progress but for the retail part I'm relatively confident that we have covered 98% of the functionality. If there's something in the web POS that doesn't work, please report it to us because we have a ambitions to have everything the same. For example the clienteling features, the panels, they

have been released first on Windows because we believe the partners are more comfortable implementing on Windows POS. In development it's a very small effort for us to put it into the Web, so clienteling will also be offered on the Web POS in the either of the next couple of releases.

**Q: I want to know about functionality - about third party ecommerce integration such as LS Magento. Will it be integrated into LS Nav 2018?**

A: According to the architecture, LS Nav integrates with the Omni server. The Omni server provides API that the third party and all the products that are connecting to us through e-commerce connect to the same API and that API is for third party and for our partners that are working on e-commerce. That's the way to go. So the answer is yes. LS Nav 2018 supports third party connections in the same way that we're supporting any other e-commerce partner that is working with us providing a solution.

**Q: Will current versions in use (2017 and backwards) be easily upgradeable to this new technology?**

A: If you're taking legacy code or anything from before and you're going to go in 2018, you cannot do exactly like you have done before. So in 2018 you will have the code embedded into the other code. You can do that, but I don't recommend it because I'll continue talking about events and those things to our customer base and there is an effort going from code to events so going forward I recommend that you do that. How great the effort is really depends on how you have been changing the code and how much and where and what.

**Q: Customer Order, do you have more informations? Does it covers all SPO functions?**

A: You saw what we already have in 2018 and I discussed what's coming in the next couple of months and our goal is that's going to be ready before conneXion online which is in April. We are working on a comparison chart, SPO against Customer Orders, and what's what and how. The goal is to have the same functionality relatively as in the SPO. Currently we're not looking at, for example, connecting vendor item library with the configuration. There's no plan to connect that, however, I would like to get your needs regarding configuration because what I would like to do is to design a completely new configurator so if you for example have a sofa you can select the leather and you can select it the legs and all that. I would like to redesign or reinvent that instead of just taking the good old vendor item library. The vendor item library is still in there because it's connected to the item import so that functionality is there, but the connection between vendor item library to the POS has been severed. That connection is discontinued.

**Q: Will the LS Omni mobile POS be discontinued?**

A: No! The Omni Mobile POS is not being discontinued. It's gonna be there, at least the retail part. We're looking at the hospitality part and waiting for more information later on it. Currently the retail POS is going very strong and it's going to be there for the future.

**Q: Hope LS Retail will be publishing the complete documentation of the Event and Extension based development soon...**

A: Yes, we intend to publish the the videos and the presentations. I think this is a joint journey in three ways regarding Events; Microsoft, LS Retail and you, the partners, so any feedback on what we could do to assist you in the the changeover to Events and Extensions, please let us know, because we really want this, and we believe very strongly that it is the way forward and we'll be happy to assist:

For example if you need the Events into LS Nav you just need to register them. Let's say you do an upgrade to for a customer to LS Nav 2018 and there is a missing Event in LS Nav. You put it into LS Nav and then register for us. For sure by the time you upgrade the customer, maybe in two years' time, the event is going to be in their standard. That's our goal and the same goes for Microsoft. They've been very supportive and willing to assist us to take our code out and we are currently waiting for huge changes they're going to do in the standard NAV code so we can take all our code out.

**Q: Release date for LS Nav 2018?**

A: It was released on Feb. 13th to the partner network.

**Q: Can LS NAV 365 only be used as a web POS? Or can it work as a standalone software too?**

A: LS Nav 365 will only support Web POS, the technology of Web POS. This means that the interface is HTML. Web POS does not mean that you have a POS in the store connected to the cloud. It can be a standalone POS everything at location. The first release of LS Nav 365 this spring will be only Web POS and it will be only connected to the cloud. However, next fall when Microsoft releases the on-premise solution of Tenerife, we will have the ability to do exactly what you do today and we're looking at a hybrid solution where you will have the back office in the cloud and a standalone POS in the store.

**Q: Can we run the Web POS on mobile?**

A: The answer is yes, but another question is then what is the definition of mobile? I believe that out of the box today, you can run it on a 7-inch tablet and the reason why I said 7-inch and not down to a phone has to do with the real estate on the phone or the device. I believe 7-inch is fine but you can't decrease the size and decrease the size to phone proportions. Yes, you could do it but when you go to a phone you need the responsive functionality so that behavior changes, like you see on the tablet client vs. the phone client in NAV standard apps. We are planning, however, to go with a web POS to a phone. When will it be? Will it be in six months, 12 months or 18 months? I don't know yet and you just have to wait and see how well we progress.

**Q: After separating LS Nav from NAV code, are you still sharing table structure?**

A: Yes we do. The code will be in the cloud, Tenerife cloud or Dynamics 365, will be the same code we use on premises 365. You will get the code for on premises 365. However, in the cloud, you cannot change our code, but it can be done in the on premises scenario. We'll have to wait and see.

**Q: Do you need an additional product to store all the product details/images?**

A: If you're asking if we need anything special regarding the clienteling POS – the answer is no. Everything that we now use in the Clienteling POS is already in the system.

**Q: In LS Nav 2018, will Standalone Stores back office operations not be supported but only POS operations will be supported?**

A: Yes. Everything in the back office regarding inventory, like store inventory, is connected to central. Everything regarding sales on a sales standalone server in the store will be supported. Hospitality standalone in the store, which is all sales, will also be supported.

**Q: Where can I find information about when to use LS Pay vs the standard EFT?**

A: For further information on LS Pay versus the standard EFT please send an email to [matti@lsretail.com](mailto:matti@lsretail.com) and I will connect you directly to someone who can provide the information.

**Q: Can we convert the present Windows POS to the new Web POS under the same license requirements? (to reduce footprint)**

A: There's just one license. There's LS Nav POS license which covers both Windows POS and Web POS, all store processes and all that. We only have Retail Device for the store and Retail Device can be used for back office and either POS, Web POS or Windows POS.

**Q: So, In-Store inventory management won't be there from 2018?**

A: In store documents are one thing, they are documents for standalone store and are not there. However in the menu is something called in store management or in store. That's really the menus for functionality in store that's all there. If you're asking about inventory management, if you're asking about the old worksheets then they are still there but they will be taken out at some point. However we have something new called store inventory which has the same functionality, only improved. In the old worksheets you, for example, go into a purchasing worksheet and you enter lines into a requisition journal, which can lock the system left and right. In store inventory it goes into store inventory worksheet lines which are our tables and not as heavily the keyed as the other ones so the locking would be reduced to the minimum. At least that's our experience to date. If this doesn't answer your question, please email me at [matti@lsretail.com](mailto:matti@lsretail.com)

**Q: Will there be different license requirements for the WebPOS or is it the customer's choice... like can they use Windows POS or Web POS as they desire?**

A: Yes, it is the customer's choice which POS they use. It is the same license. So if they have a POS license today, that's sufficient.

**Q: Can I get a functionality comparison between LS 2018 and LS 365?**

A: Yes, but it's a blank piece of paper because there is no difference currently. We're gonna offer new functionality for LS Nav 2018 and throughout this year and next year. Our goal is that everything that goes into 365 will all be available in LS Nav 2018. Why would there be a

difference? The only difference would be if something is done in 365 technically that is not possible to offer in LS Nav 2018. That's the only reason why there could be a difference. At present I don't know of any possible difference, but our goal is comparable functionality in 365 and LS Nav 2018. If you don't want to promise it's 100%, the reason is that we don't know what technology brings in 365 in the next two years.

**Q: In this version, can we do purchase receipts in Head Office database only?**

A: That's correct. Receiving, creating a purchase order, creating purchase order inventory worksheets and all that is only done at head office.

**Q: When can we expect the Virtual Machine to be ready on your LS Portal?**

A: We're currently working on it, Virtual Machine with LS Nav 2018 and Omni, and it will be released as soon as possible, max two weeks from now.

**Q: What about License for Mobile POS ?**

A: That will be exactly the same, so refer to our licensing.

**Q: Do you expect that customer-specific extensions will be possible for Dynamics 365 Tenerife in the cloud?**

A: Yes. I'm talking about Events and Extensions and all that. It's imperative and Microsoft knows this, and we tell them that. You take your customer to the cloud, Dynamics 365, and they are still your customer. You can do Extensions to it and you can add your add-ons onto it, so, yes, it will. Both extensions for that specific customer or add-ons that you can use for many customers. You will have to wait and see exactly how it works but that is the goal.

**Q: When we use centralized Web POS connected with 100s of Stores at the same time under million items in the item master and complex discount schemes.. how about the performance and bad experience of table LOCKING?**

A: With every CU we are working on trying to improve the performance and we do stress tests on our server with the Web POS and also for e-Commerce every version, so we are trying to improve this. You can send an email to [matti@lsretail.com](mailto:matti@lsretail.com) to discuss this in more detail, but this is something we are working on. Of course we can have other things, like multiple service tiers, so I think this discussion needs to be taken offline. The answer is that we are trying to improve the performance of our support and we we're really looking forward to going to the cloud.

**Q: Where will LS NAV 365 be hosted?**

A: Dynamics 365 is the providing area for for Microsoft. LS Nav will be hosted there as part of Dynamics 365 but will be LS Nav 365 as a solution or branded solution but of course it will be the standard solution from Microsoft with our add-on. So you will get a full access to Office 365 and the whole Dynamics 365 environment.

**Q: Will the new POS support images on the Dynamic POS menus?**

A: If you're talking about the new POS, the Web POS will, yes, and the Window POS does. If you're asking about the clienteling POS which is an add on and of course supports images. We are working on images in the Dynamics POS menu.

**Q: Without ICT how to make a TO with stores that are standalone stores?**

A: In the LS Nav 2018 we don't have standalone stores the only thing you can have in a standalone store is a standalone database used for selling, for example restaurant selling POSs, connecting online selling and you can do a statement at end of day and post it. The posting would be replicated to head office but doing any kind of inventory like worksheets, receiving, picking, purchase order creation, and all that needs to be done online to the central database. Regarding a standalone store, if there are needs for any kind of call offline inventory processes we're willing to listen and find maybe a solution for that. It will never be exactly the same as standalone store and most likely not posted in this in the store database but it would be like offline inventory processes that then are shipped to the head office and posted there. Once you have a definition of your needs, reach out to us and we can consider them.

**Q: Are POS Modules still the recommended way of integrating custom functions in the POS or should we focus on the new Events in for example the POS Transaction codeunit.**

A: We have the external commands and we have the POS actions in the POS and we still support POS actions by using Event technology to trigger the POS actions. Since we use these Events to trigger the POS actions you can decide if you're going to do the functionality through the POS actions or just hook it into the Events. We would like you guys to suggest where you would like Events into the POS and we are going to be using that more and more in our system, so please do that. Of course we would not like you to change the code itself so we would rather have events.

**Q: Will LS Insight also include a model/cube for Financials and Supply Chain Management?**

A: We are currently working on inventory, we will go to member management and the last one we are going to be working on is financials. Regarding supply chain, that's not on our own roadmap currently. Please give us feedback if there's something you feel strongly about and we will consider that.

**Q: Can the Clienteling components be backported to LS NAV 2017?**

A: To tell you the truth, I really don't know the answer to this. I will need to ask my technical guys if that's possible or not.

**Q: What is the best way to ask LS Retail to add an Event into the LS Nav solution?**

A: Let's say you have LS Nav 2018 and you have a new customer. Some Events are missing in LS Nav and you're working on a project. I would recommend that you add create new Events into the code and then report to us. We would take them and add to our regular releases, so that the Event will be available in LS Nav as a standard by the time you need to update or



upgrade this customer. We prefer that you put your Events in and use the Events and then have us add it into the standard, rather than just change the code directly.

**Q: As the Special Order module goes away, when is the Customer Order "layaway" functionality scheduled on your roadmap?**

A: Like I talked about in the presentation, we will be finalizing some things in Customer Orders in the next couple of months. Layaway and partial payments would come after that, so I'm not sure if we can have this ready before the summer or if it's going to be when we get back in the fall. If you have some suggestions on how you see the layaway from the customer order perspective, any feedback is welcome.

**Q: Any news about NAV Tenerife release schedule?**

A: There is nothing concrete we can tell you about it, but my feeling is it will be no sooner than April. And then when will it be available for LS Nav in the cloud, and for which countries? We will come very soon after the release, at least in some countries. We are planning to have us our three first countries Germany, Denmark and the US as first implementations. We hope that will be in April also and then we'll have this up and running as quickly as we can. Just so that it's clear, for the first setup of LS Nav 365 you only offer online POS, for 365 it will only be Web POS. For the first the cloud implementation, or Tenerife, there will be only online POS. The plans for Tenerife is to release on premises, I think Q4 this year, and at that time we will also offer 365 on premises and the plan is to have a hybrid so it can be in the cloud and not have standalone POS. You'll have to wait for more specific news.

**Q: Are there any changes in the released version that have been done as a response to the upcoming EU GDPR (General Data Protection Regulation) regulations?**

A: We have a webinar on March 8 where we will be discussing topic, but we are using technology coming from Microsoft to address this. We think there is good technology there - low level technology that will make our life very much easier both for LS Nav and NAV in general so you will get more information about that it on March 8th.

**Q: As part of Customer Order you mentioned payments when products are shipped. Will that be through LS Pay?**

A: When you collect items and post them or ship them, you'll then finalize the payment that has been reserved at the time you order it. This happens at the POS. If it goes through the warehouse, we will have an Event that listens to all posted sales orders and check if that sales order is a part of customer orders, and then check if there's a pre-authorization in the customer order. Then we'll act on the reservation. As to whether it's only LS Pay – as LS Nav looks at it there's a module there, a black box that is doing this, so it's either LS Pay, which is a product from us or it's a third-party connection. We are planning that this is a standard interface so the same black box is called and then it's a question on the other side of the black box or inside the black box is it LS pay or a third party vendor or a partner connection.