

Mobile POS User and Setup Guide

Table of Contents

1	Introduction	4
2	First time Setup for Mobile POS	4
2.1	Settings screen	4
2.2	LS Nav PLU setup	5
2.3	References to other documentation	5
2.4	Replication	5
3	User guide	5
3.1	Introduction to the App (overview, features, purpose)	5
3.2	Login	6
3.3	Making a sale	7
3.3.1	Item look up by name/number	8
3.3.2	Add item to transaction by barcode	8
3.3.3	Add item to a transaction by PLU menu	9
3.3.4	Add tender lines (add payment line)	10
3.3.5	Change currency	10
3.3.6	Cashback (over/under-tendering)	11
3.3.7	Void tender lines	11
3.4	Suspend/retrieve	12
3.5	Void transaction (what happens on void, not deleted etc.)	14
3.6	Item lookup (search by barcode number, and item number) (show example of variants)	15
3.7	Add customer / Loyalty contact to transaction	16
3.8	Create a loyalty contact	18
3.9	Customer / Contact history	19
3.10	Total discount	20
3.11	Line discount	21
3.12	Overwrite price	22
3.13	Return item	23
3.14	Barcode scanning	23
3.15	How to logoff	23
3.16	Offline Functionality	24
3.16.1	What happens if you don't have internet connection	24
3.16.2	What happens if you get internet connection again	25
3.17	End of day features	26

3.18 Peripherals and EFT support..... 27

3.19 3.19 Staff permissions 27

4 Appendix 28

4.1 Troubleshooting 29

4.1.1 Logs in app 29

4.1.2 Logs in Omni server 29

4.1.3 Login URL 29

4.1.4 Ping button 29

4.1.5 Clearing the database 30

4.1.6 Error Terminal is not Valid 30

4.1.7 Is it possible to start a sale in the Mobile POS and then finish the payment in the Windows POS?
If yes, how is that done? 30

4.1.8 Is it possible to pay with foreign currency? 30

4.2 External Devices 31

4.2.1 What is the purpose of the External Device screen? 31

1 Introduction

The purpose of this document is to give a quick overview of LS Omni Mobile POS functionality. It will guide the user through the application and explain the functionality of each feature.

The LS Omni Mobile POS is available on the following mobile platforms:

- Android – Phone & Tablets, software version 4.1 and above.

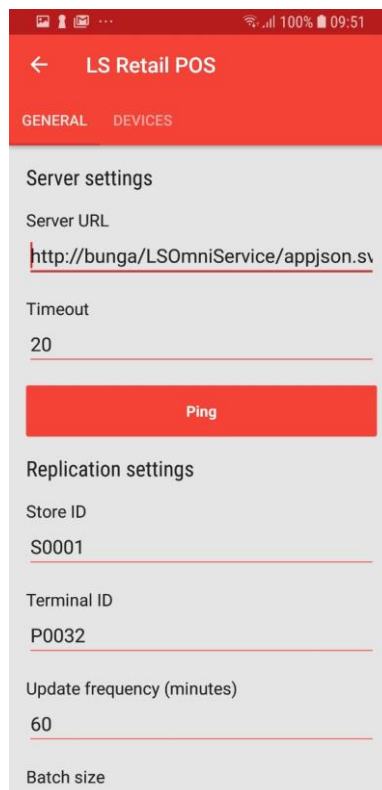
2 First time Setup for Mobile POS

2.1 Settings screen

Before opening the Mobile POS application, be sure that the Omni Server and LS Nav is up and running.

When the application is opened for the first time, it will guide the user straight to the settings screen. In the settings screen the user will need to change the URL to make sure the application is pointing to the right server (see appendix 4.1.4). The STORE ID and TERMINAL ID also have to match existing store and terminal. Press the Ping button to make sure that the Mobile POS has connection with the server. When everything has been edited, press the arrow button in the upper left corner.

To open the settings screen after that, use the three dots in the upper right corner of the screen and choose settings. The password to open the settings is “1212”.



2.2 LS Nav PLU setup

For further information visit <http://help.lsnv.lsretail.com/>.

2.3 References to other documentation

For Omni server setup, see document called LS Omni Server x.x.x Installation.pdf

For Nav setup, see document called LS Nav Configuration for LS Omni x.x.x.pdf

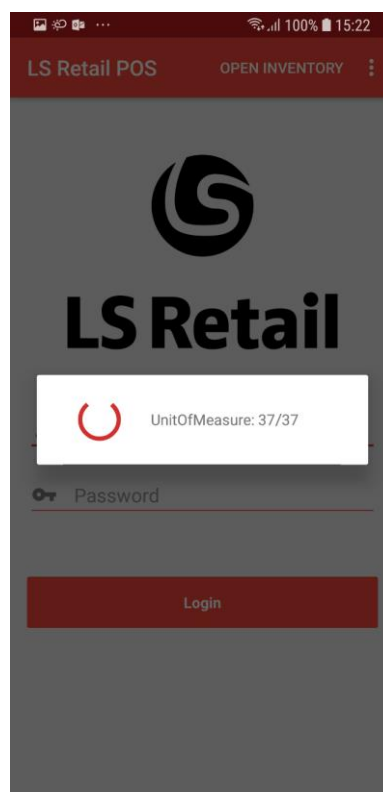
2.4 LSKey

Is used if you want to have the same LS Omni Server instance running for multiple stores.

2.5 Replication

Full data replication is done when the application is opened for the first time and when the clear data button, located in settings screen, is pressed. Other times the data is only updated.

When the application is replicating the user will see a progress circle until replication is finished.



3 User guide

3.1 Introduction to the App (overview, features, purpose)

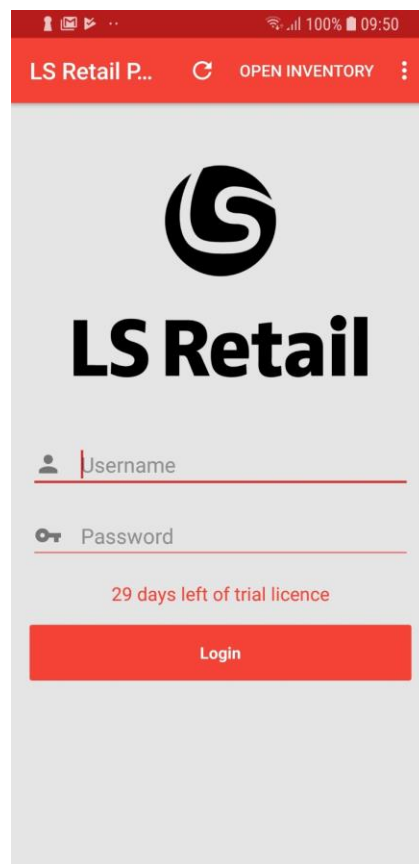
The LS Omni Mobile POS (point of sale) is a wireless device (tablet or a smartphone) that performs the functions of a cash register, helping you improve the workflow and provide

outstanding customer service. Staff can serve customers directly on the shop floor, from giving information about products to finalizing the sale. The Loyalty features of LS Omni provide the staff with information about the customer's shopping history and preferences for a more personalized service.

3.2 Login

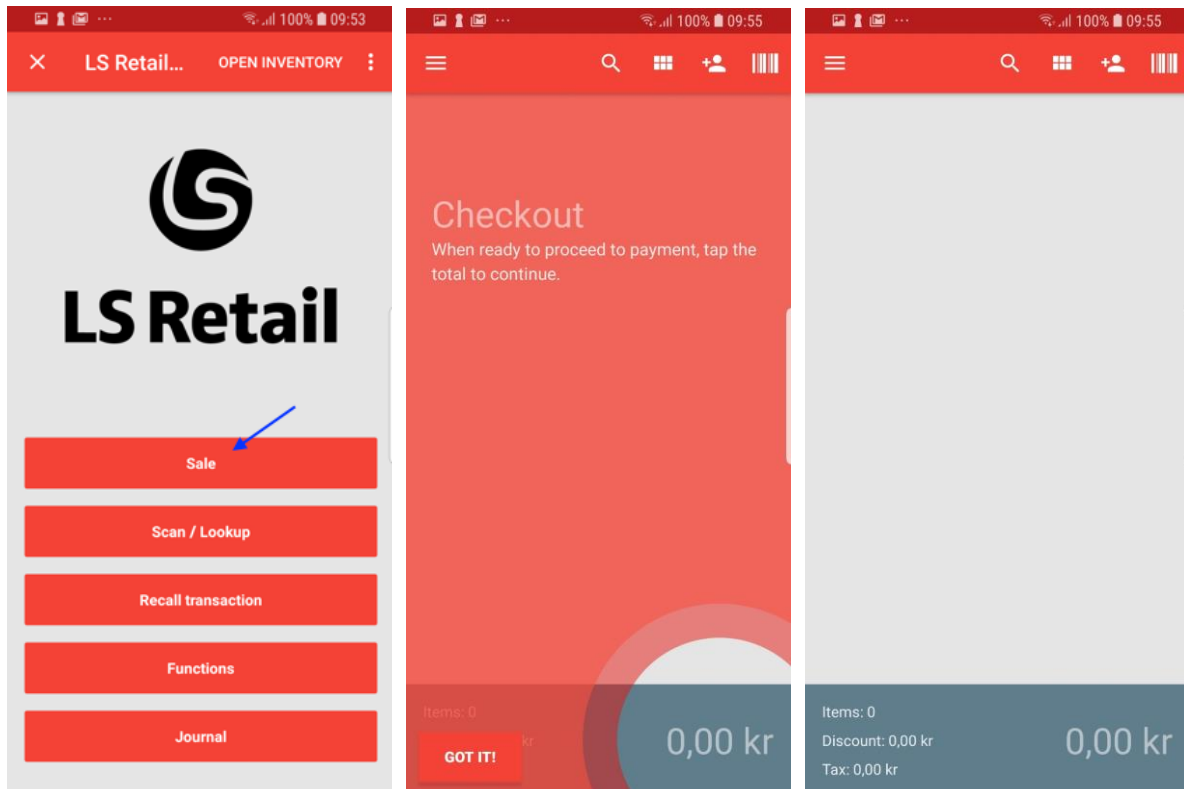
In the login screen, the user can input a username and password and press the login button. The user will then be guided to the home screen.

The three-dot icon in the upper right corner will give the user the option to be guided to the settings screen or the log screen.



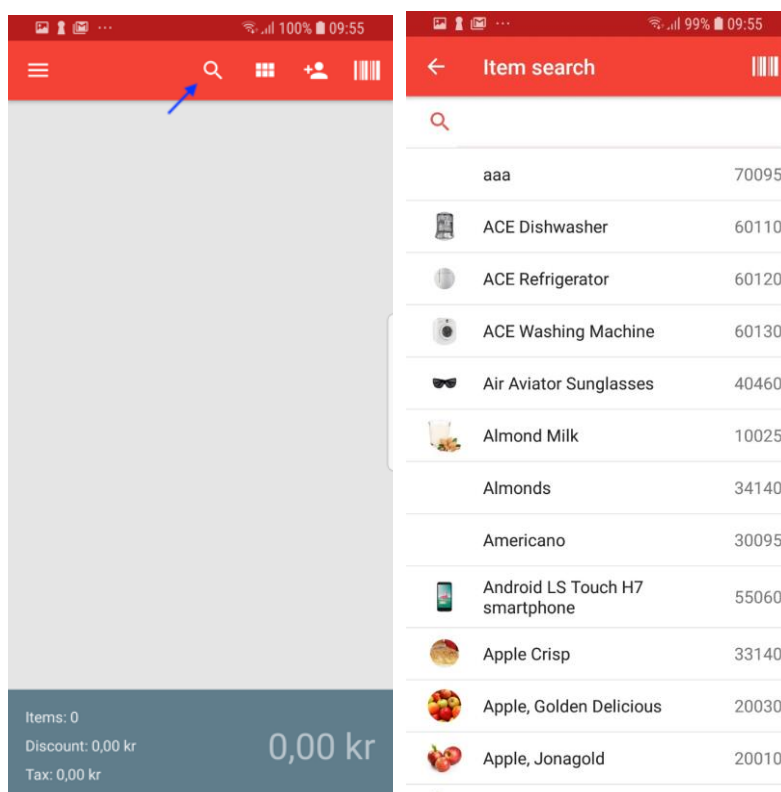
3.3 Making a sale

After logging in, the application will navigate to the home screen. To start a sale the user should click on the Sale button. When opening the sale screen for the first time, the user is prompted with this screen with a guide to proceed to payment. Clicking the “Got it!” button on the bottom will remove this screen and the sales screen appears.



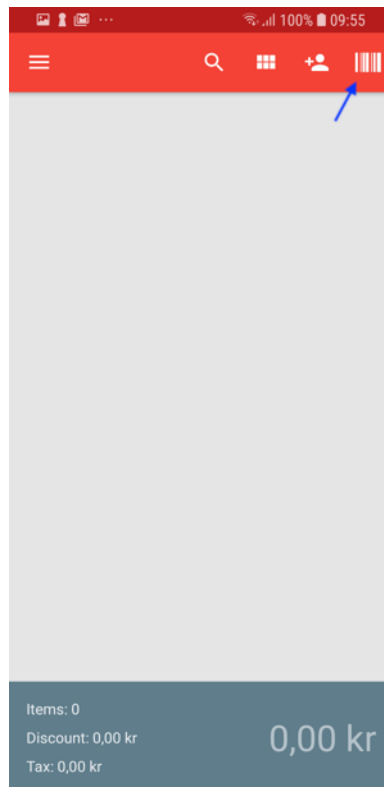
3.3.1 Item look up by name/number

To look up an item by name or number, the user should click on the inspector icon at the header bar. Now the user should be at the item search screen. By clicking inside the search textbox, the user should be able to enter the name or the number of an item. If the item is clicked it gets added to the transaction.



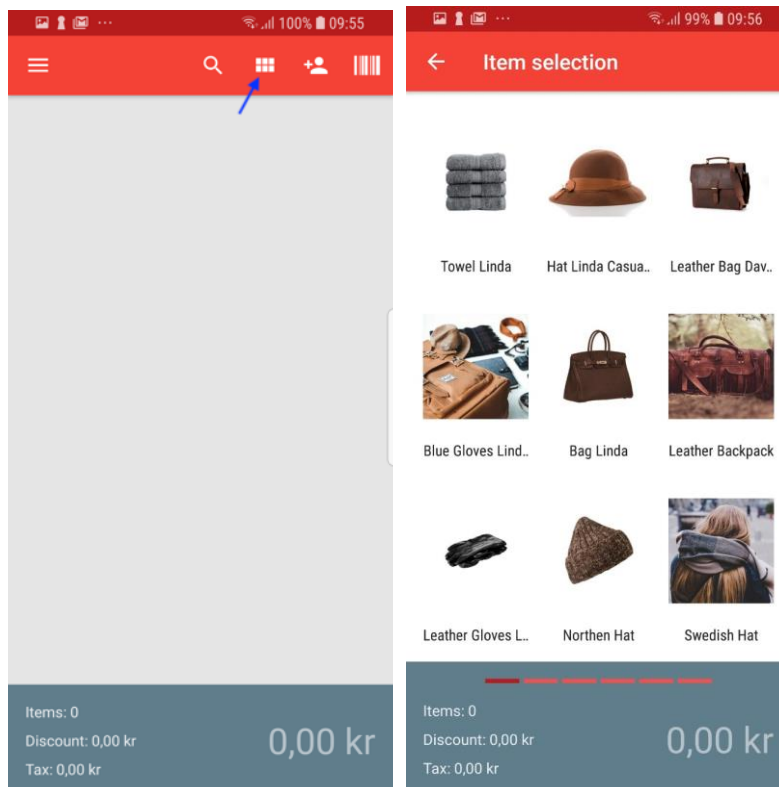
3.3.2 Add item to transaction by barcode

To look up an item by barcode the user should click on the barcode icon at the header bar. Scan the barcode of the item and it should be automatically added to the transaction.



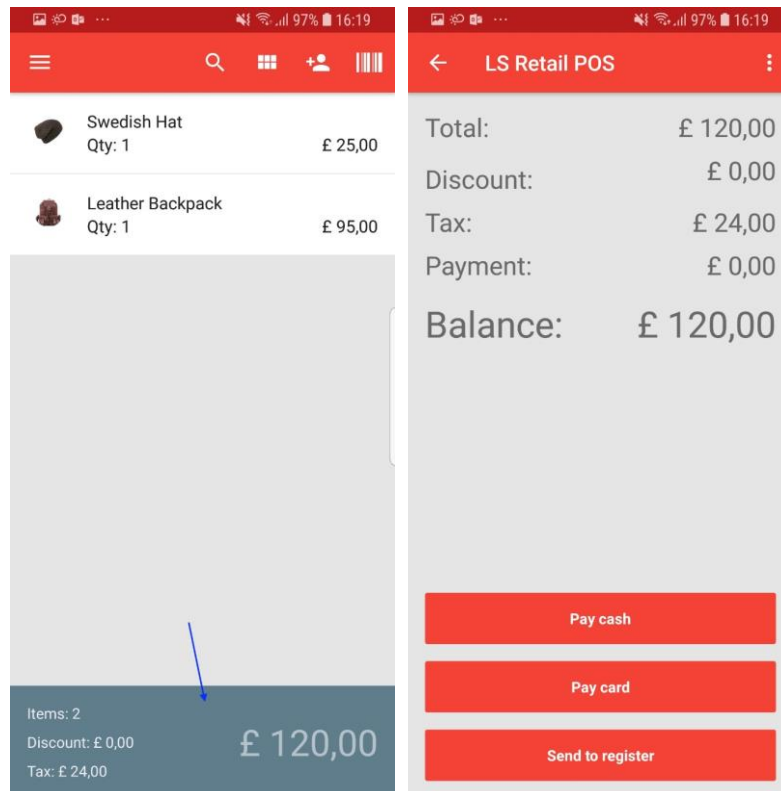
3.3.3 Add item to a transaction by PLU menu

Click on the multiple square icon that is placed in the header bar. The user can select the items and they should be automatically added to the transaction.



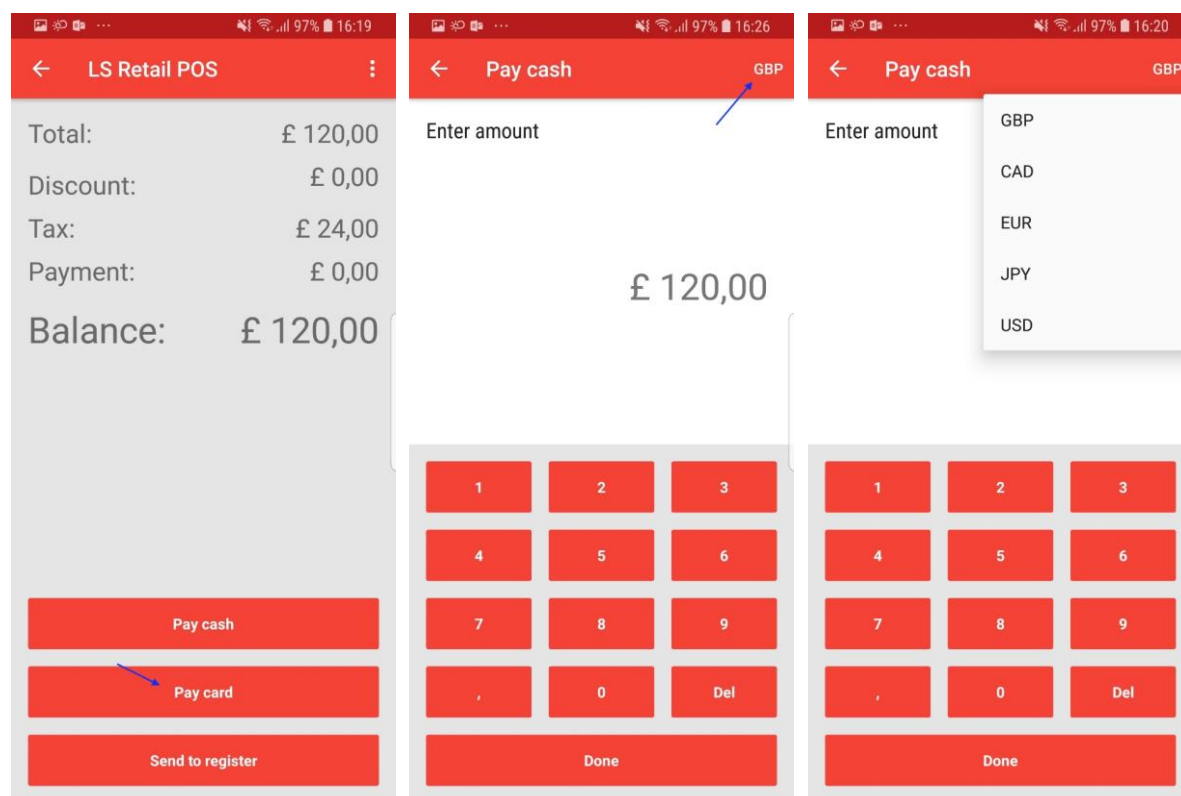
3.3.4 Add tender lines (add payment line)

After adding items to the transaction, the user can click on the blue bar at the bottom of the screen and it will guide the user to the payment screen. At the payment screen the user can choose between paying with card or credit. The user can also suspend the transaction and retrieve it later. It is possible to split the payment and to pay partially with card and cash.



3.3.5 Change currency

In order to pay in a different currency, go to the payment screen (see 3.3.4) and choose Pay card. At the Pay card screen there is an abbreviations icon in the upper right corner that specifies the current currency. The user can click on the icon and a list appears with available currencies.

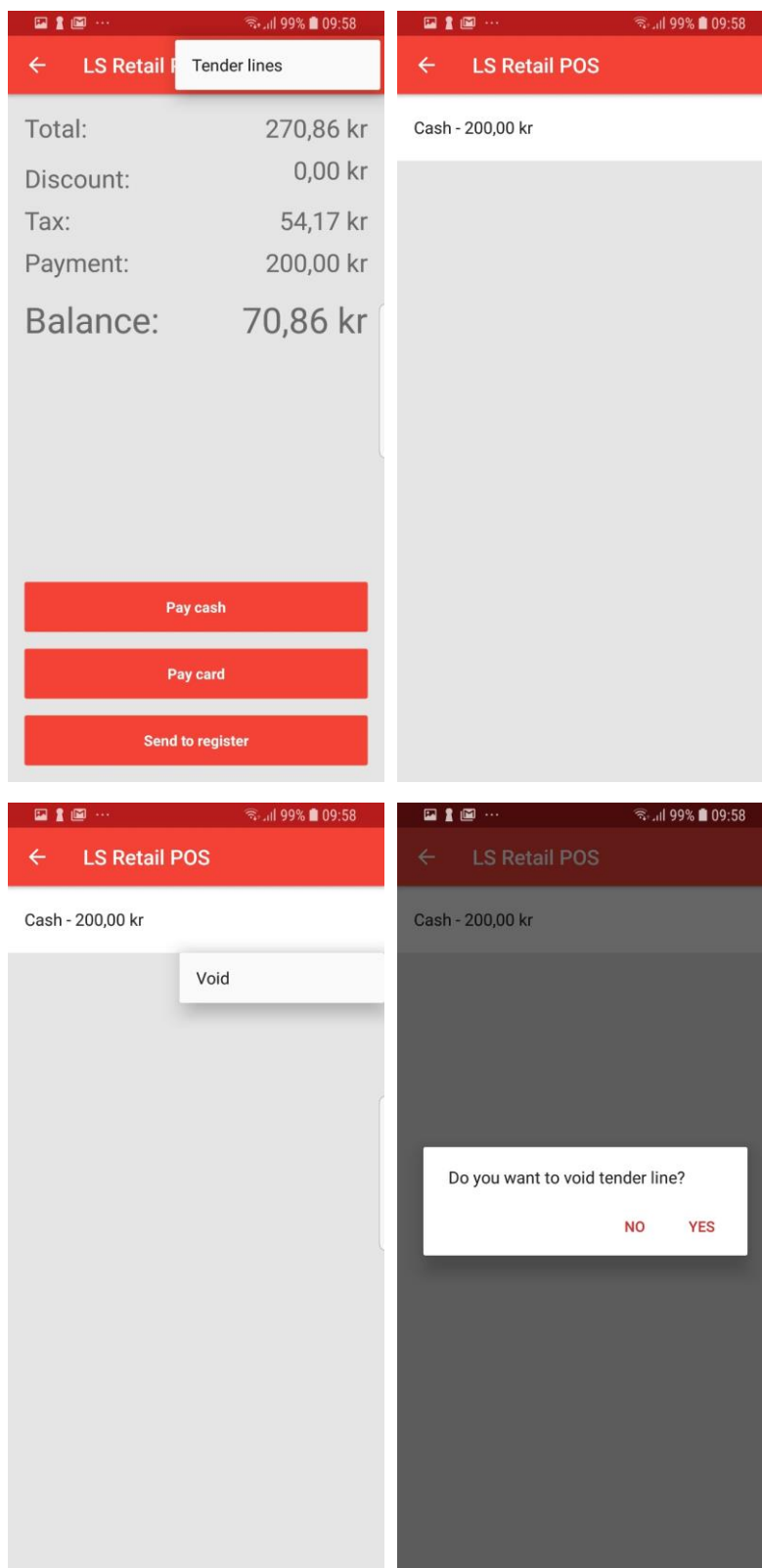


3.3.6 Cashback (over/under-tendering)

Over- and under-tendering is possible, but it needs to be defined in LS Nav whether it should be allowed or not.

3.3.7 Void tender lines

To void a tender line, you press the three dots in the upper right corner. Then you press the Tender lines button. When you are inside that screen you see all available tender lines. To void them you press on them and you will be prompted a popup dialog.

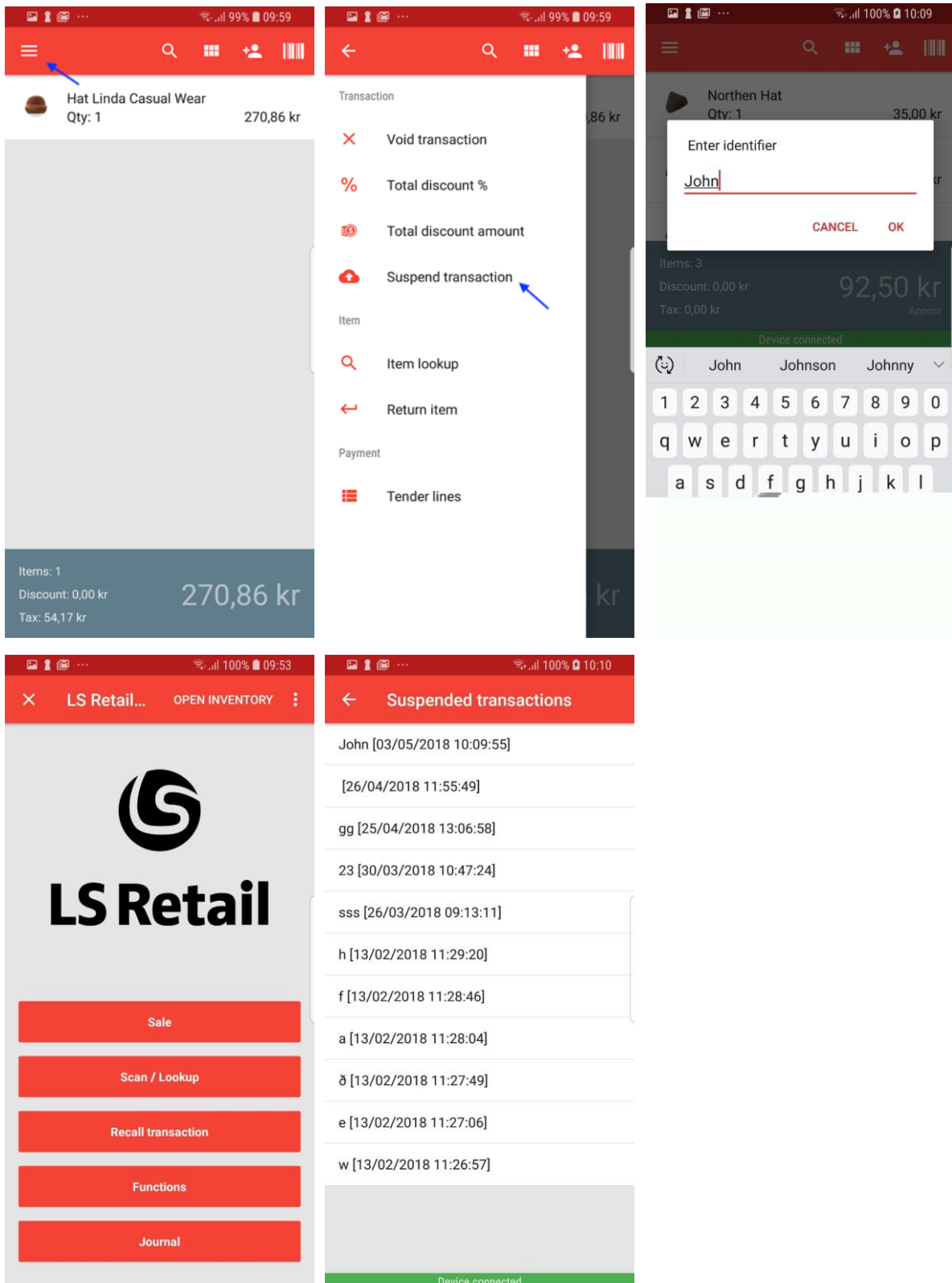


3.4 Suspend/retrieve

To suspend a transaction the user can either go to the payment screen and press the suspend button (see Chapter 3.3.4) or go to the hamburger menu in the top left corner at the header bar and suspend it from there.

After clicking the suspend button the user will need to enter an identifier to be able to find the transaction later when it is retrieved.

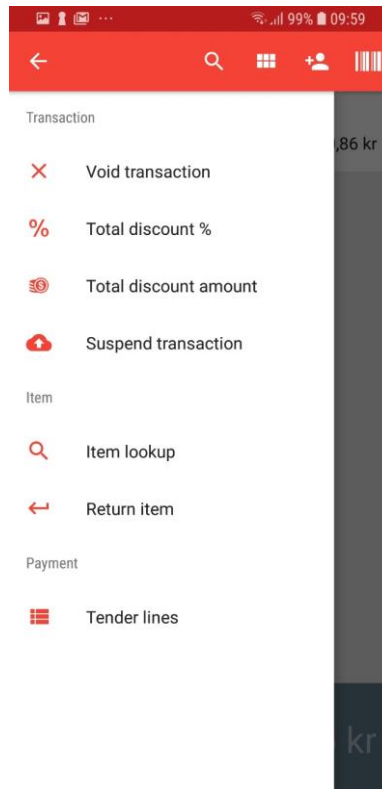
To retrieve a transaction the user needs to go back to the home screen and click on the Recall transaction button. In the Recall transaction the user can search for the identifier that was entered when suspending.



3.5 Void transaction (what happens on void, not deleted etc.)

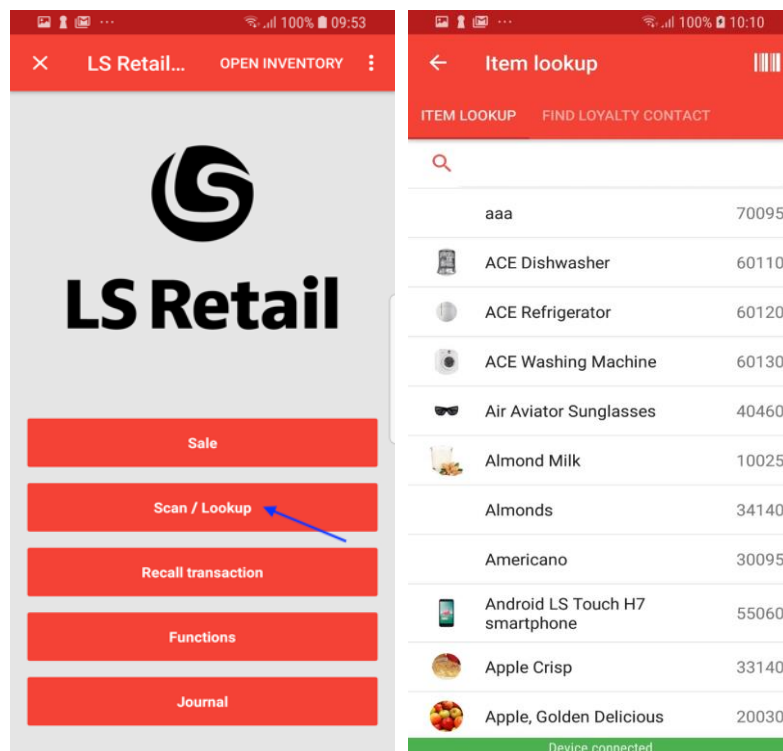
Transactions are never deleted. However, the user can void the transaction if no payment (i.e. active tender lines) has been added to the transaction. If the user wishes to void a transaction with payment lines, all payment lines must be voided.

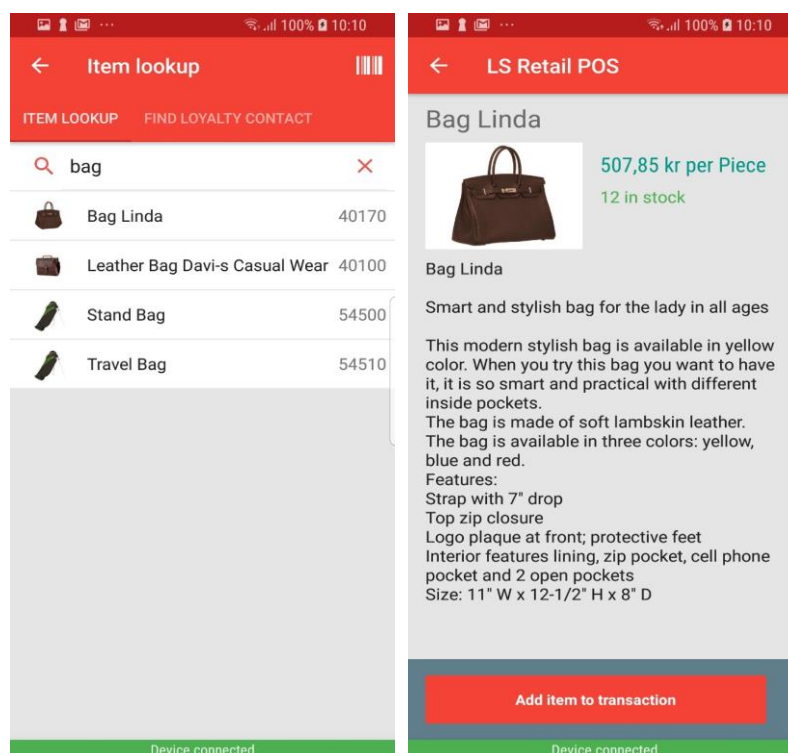
To void a transaction, click the hamburger menu and from there select Void transaction.



3.6 Item lookup (search by barcode number, and item number) (show example of variants)

From the home screen the user can click on Scan/Lookup button. In the lookup screen the user can choose between item lookup and find Loyalty contact. The user should select the item lookup to get to the item search screen. In the item search screen there is a search textbox where the user can look up an item by the item name, item number and barcode number. If the user clicks on an item, the item detail screen appears. From the item detail screen, the user can find details about the item and how many items are in stock. The user can also click on the Add item to transaction button and the item should be added to the transaction.



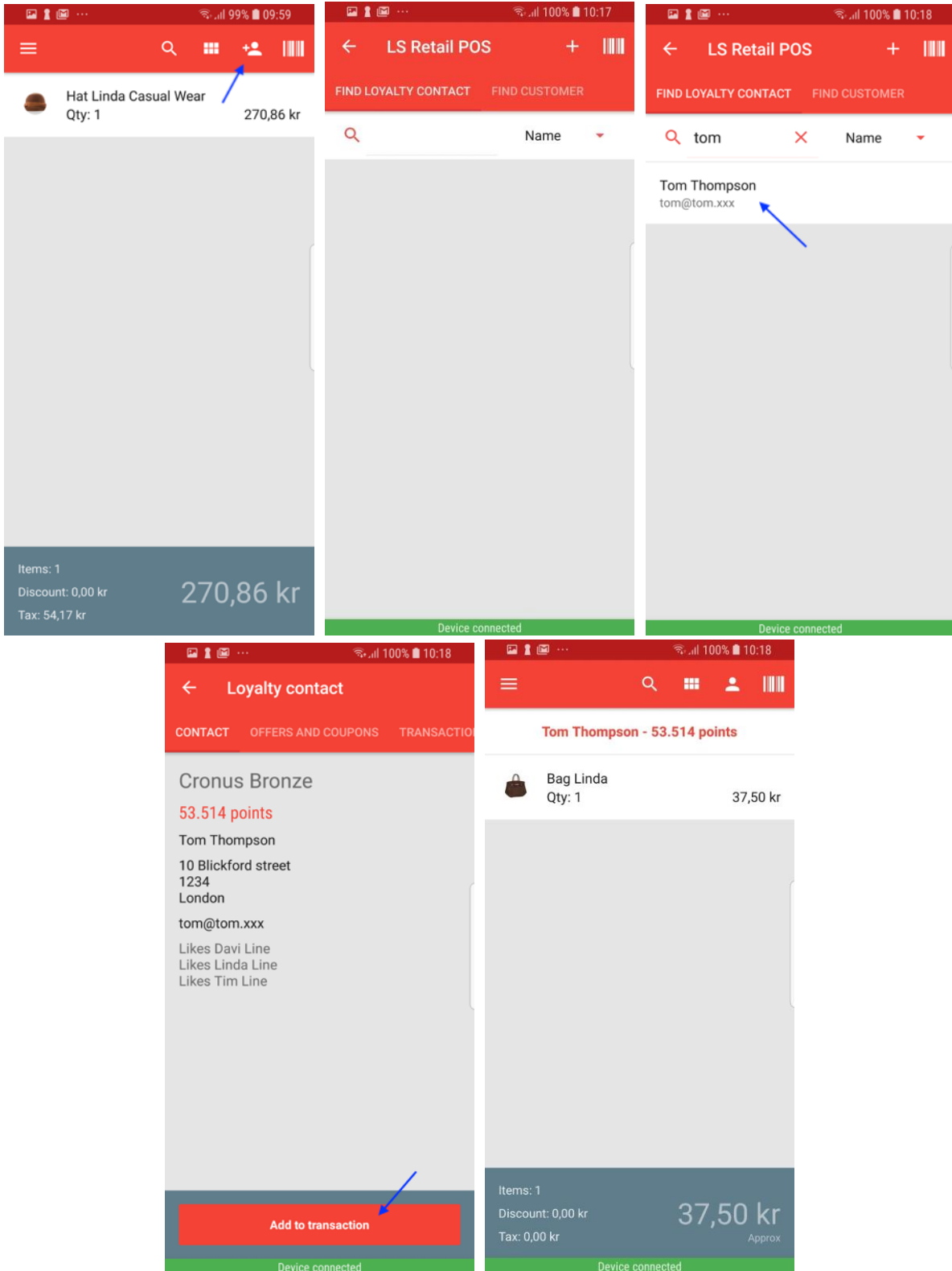


3.7 Add customer / Loyalty contact to transaction

To add a customer or a loyalty contact to the transaction, the user goes to the transaction screen (see 3.3). On the header bar in the transaction screen there is an add person icon, if the user clicks on the icon the customer/loyalty screen should appear. In the customer/loyalty screen the user is able to search for a customer/loyalty contact by name, phone number, email or id. If the loyalty contact has a loyalty app then the user is able to scan a QR code from the loyalty app that is unique for each loyalty customer.

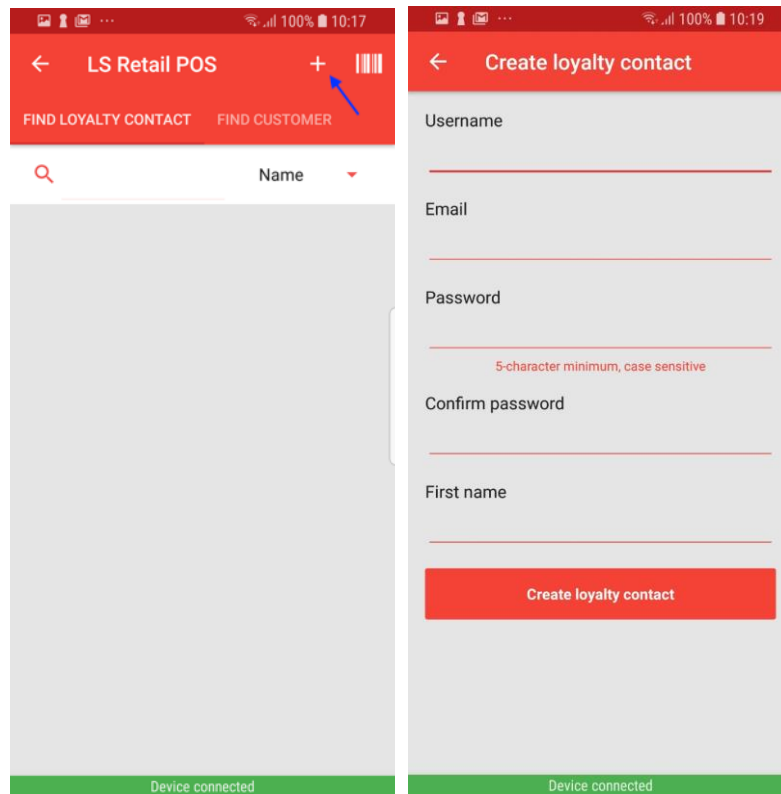
When the user has typed in a search key the customer/contact info screen should appear. In the contact info screen the user can see details about the customer. The user should click on the Add to transaction button and be redirected to the transaction screen. Now the customer/contact name should be at the top of the transaction.

After adding the customer/contact to the transaction they are now able to pay with the points they have saved up. To do that the user should go to the payment screen (see 3.3.4) and click on the Pay points button.



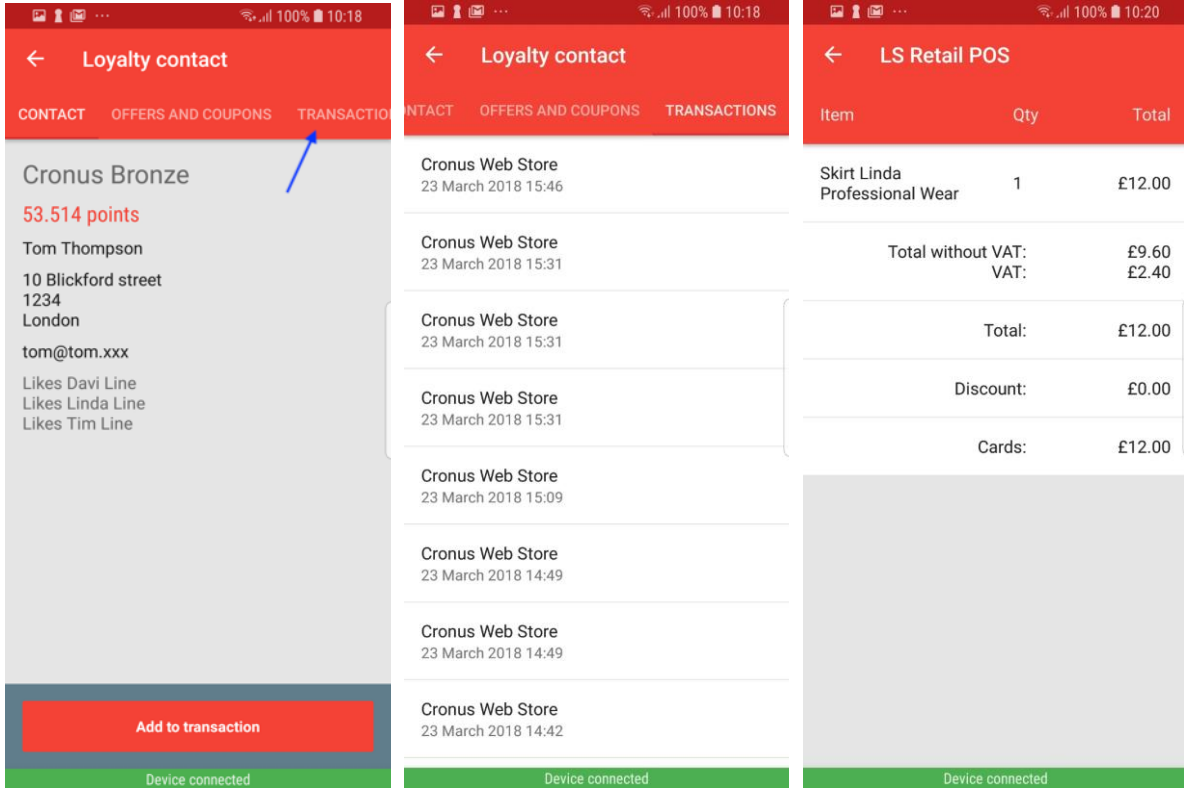
3.8 Create a loyalty contact

To create a loyalty contact, the user should be in the Loyalty/Customers screen (see 3.7). The user can click on the + sign that is on the top of the screen and the create account screen should appear. The user can then input the contact information and click create account button.



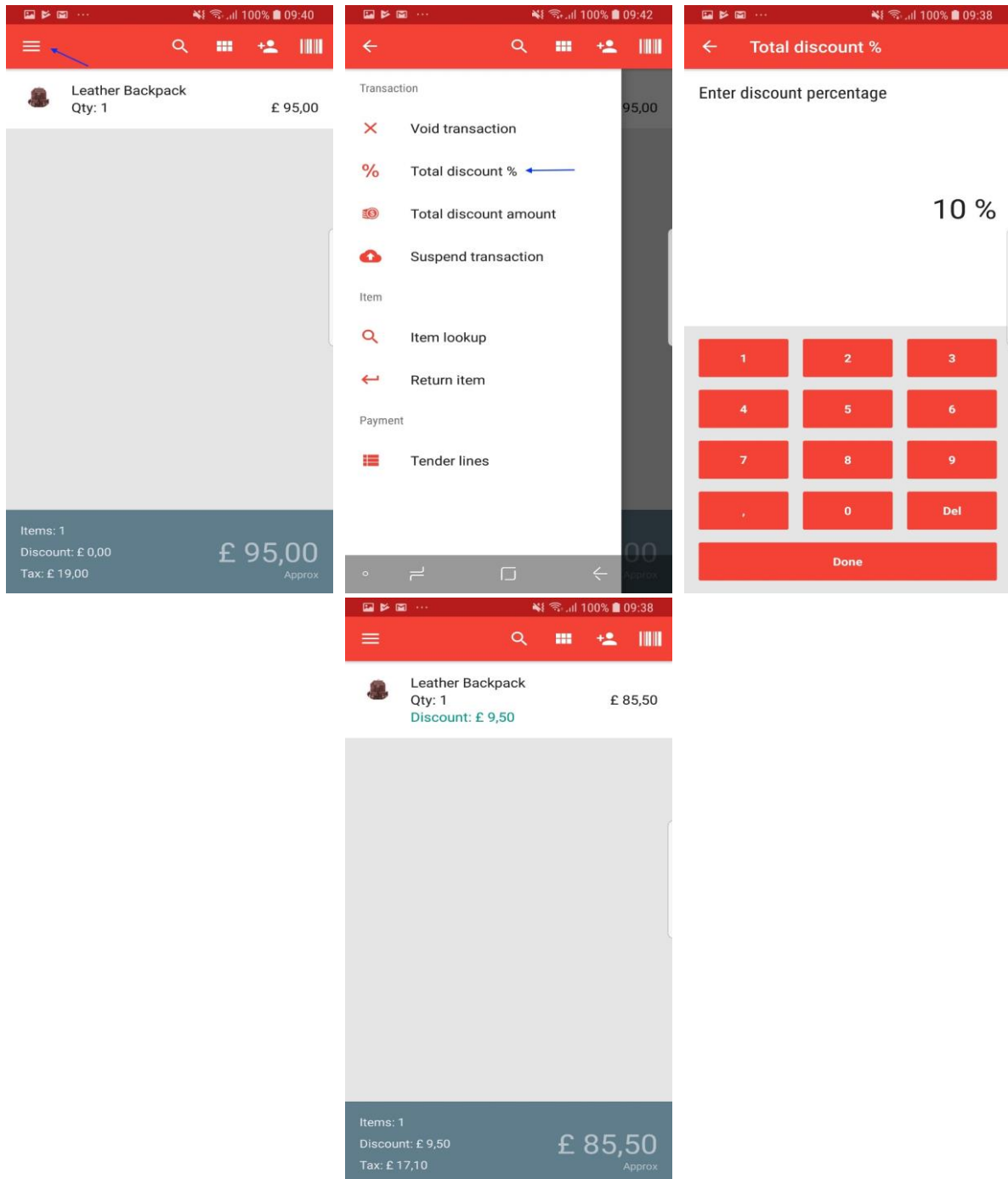
3.9 Customer / Contact history

To see the customer/contact history the user should be in the contact info screen (see 3.7). The Transactions tab will show the list all transactions that a customer has made. You can then click on each transaction to get more detail about it.



3.10 Total discount

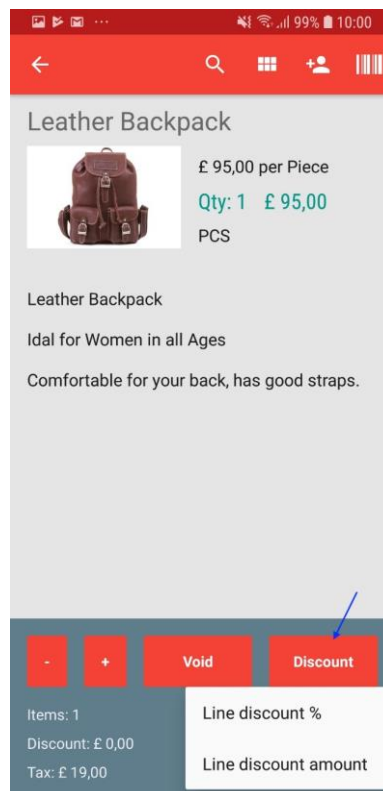
To add total discount to a transaction the user must go to the transaction screen (see 3.3). On the header bar in the transaction screen there is a hamburger icon, if the user clicks on the icon a side view appears. From there he can choose total discount amount or a percentage. The user then manually enters a number or a percentage that he wants to give in discount.



3.11 Line discount

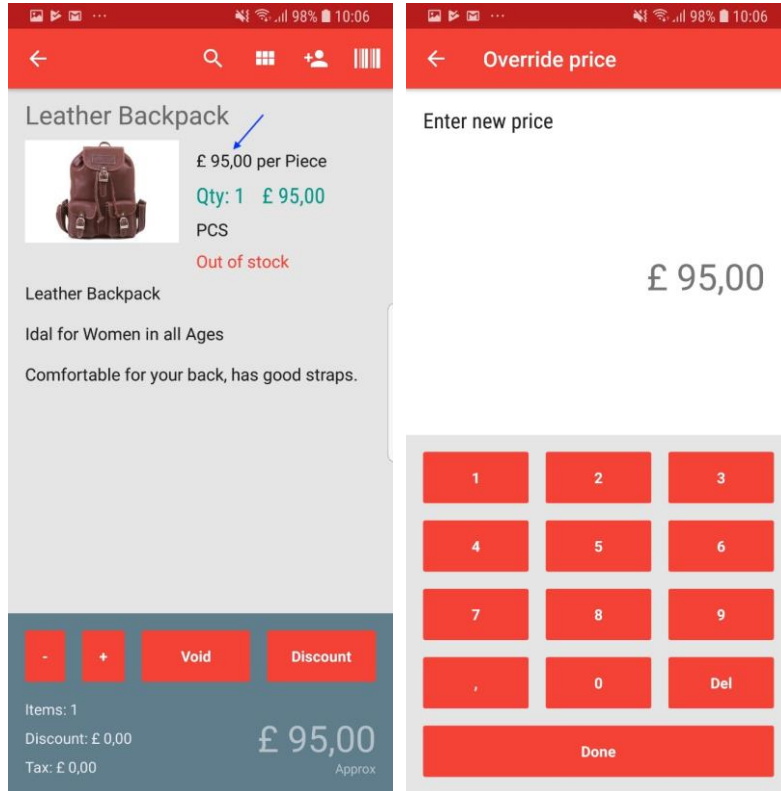
In order to add a line discount, select an item from the basket. This would display the item details screen. Tap on the discount button and choose one of the available options for line discount: percentage or amount, as shown in the screenshot below. In case you opt for the percentage option, then a percent discount would be applied for the price of the selected item. If you select the amount option, then that amount will be used as a discount for the selected item.

Please note that you can only apply one type of line discount: percentage or amount. In case you want to remove the discount, just choose one type of discount, either percentage or amount, and type 0.



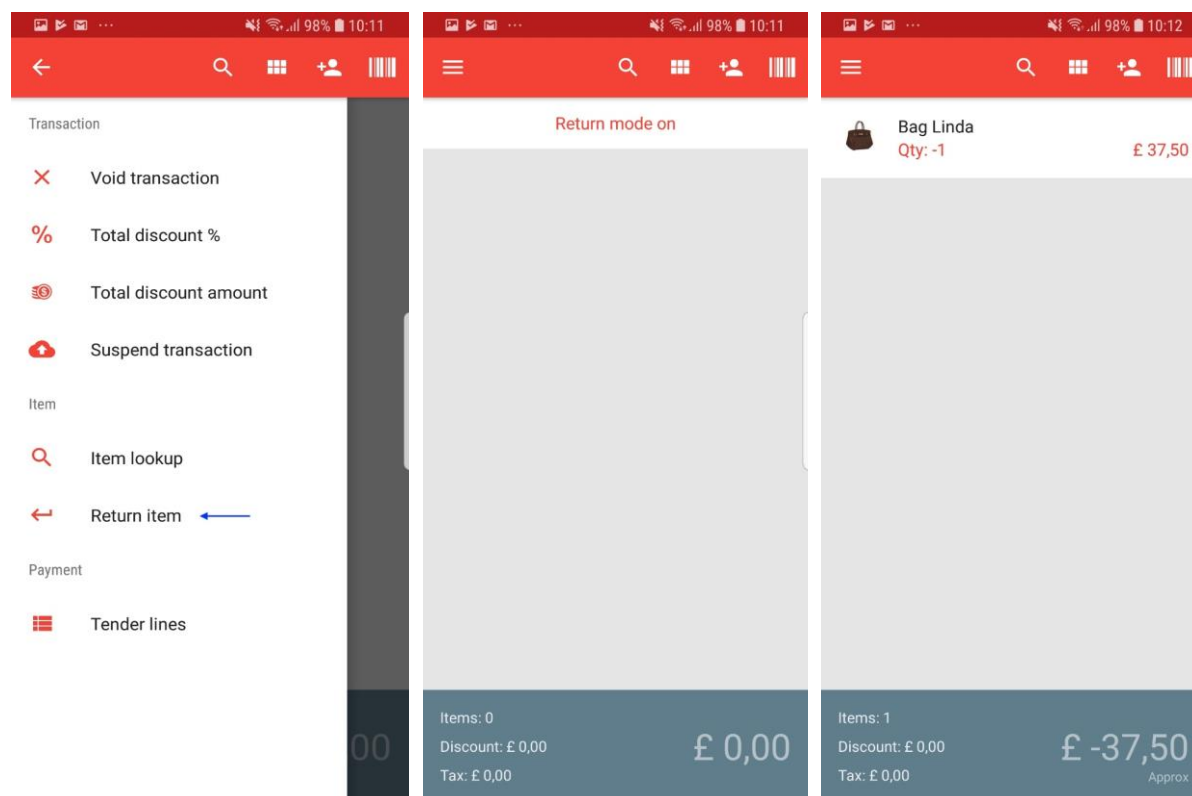
3.12 Overwrite price

To Overwrite price, the user must go to the transaction screen and select the item that should be overwritten. When the user clicks on an item, the item detail screen appears. In this screen, if the price is clicked on, a popup is displayed allowing the user to enter the new price.



3.13 Return item

In order to return an item, go to menu by clicking the hamburger icon and select "Return item". This causes the app to enter in the "return mode", as shown in the screenshot below. Any item that is added into the basket at this moment is added as a return item, with a negative quantity.



3.14 Barcode scanning

One way to add an item into the basket is through scanning its barcode. In order to do so, tap the barcode icon found in the upper right corner of the screen. This turns on the mobile phone camera and displays a red line on the screen. In order to scan a barcode, make sure the red line overlaps the barcode and waits until the phone is able to detect it. Once the code is detected, a proper response is provided by the application: in case the item is found, it is automatically added to the basket; otherwise an "Item not found" messages is displayed on the screen.

3.15 How to logoff

In order to log off, go to the Home screen and select the "X" button in the top left corner.

3.16 Offline Functionality

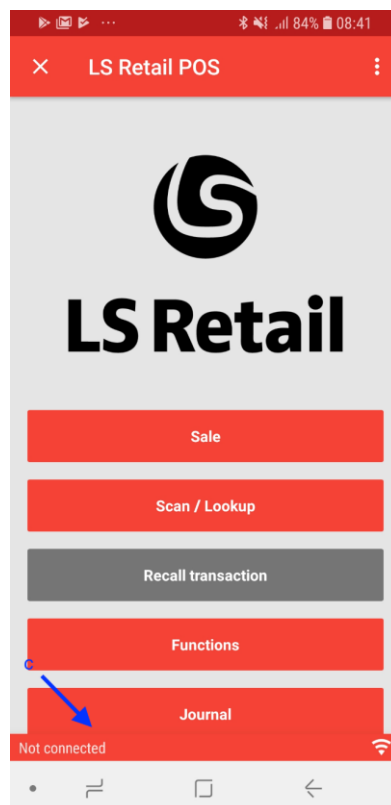
Note: offline functionality is only available on Android.

The offline functionality gives you the option to make payment without any internet connection. You can make as many offline transactions as you want and then mass upload them to LS Nav when you get Internet connection.

In offline mode, adding manual discounts is available.

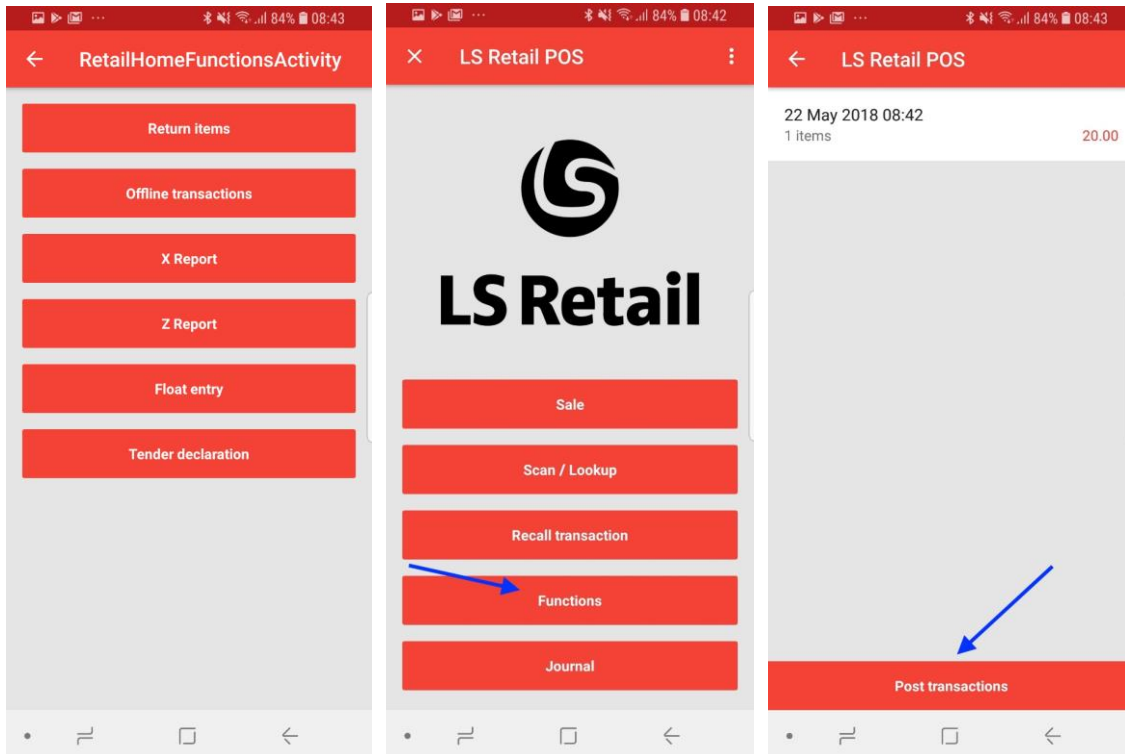
3.16.1 What happens if you don't have internet connection

When the MPOS is offline, it displays a banner with the Wi-Fi signal on the bottom of the screen. Buttons that rely on Internet connection are disabled. Selling items on the POS is still possible and transactions can be posted offline and then uploaded to LS Nav when Internet connection is restored.



3.16.2 What happens if you get internet connection again

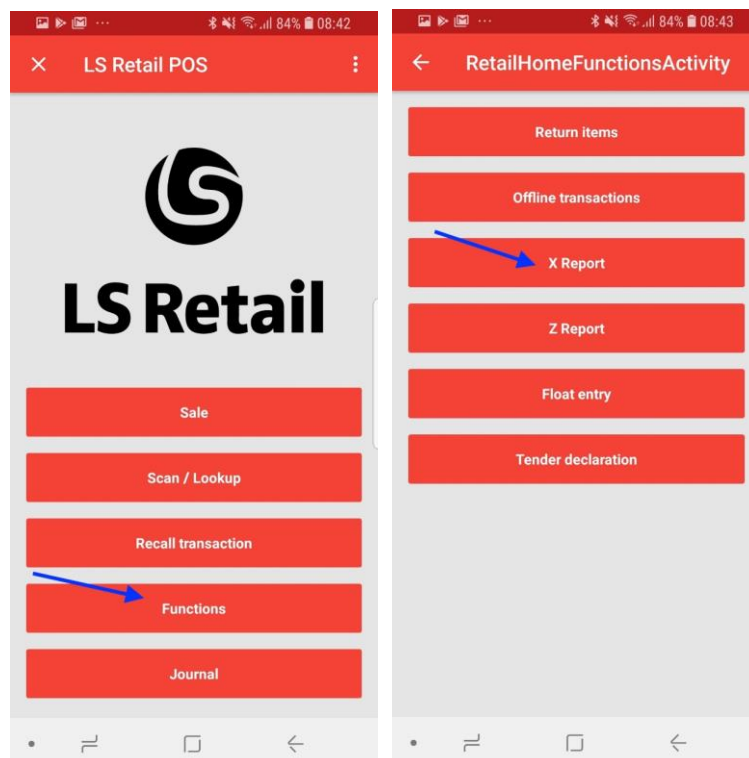
When you get Internet connection, the bar at the bottom will disappear. If you have made some payments in offline mode, the app will check every minute if there are some offline transactions and they will be automatically uploaded to LS Nav. If you are in a hurry you can upload the transaction manually to LS Nav. You do that by going into Functions, then click Offline transactions and at the bottom of the screen you will see Post transactions, which posts all the offline transactions to LS Nav.



3.17 End of day features

End of day features, such as X report, Z report, Float entry, and Tender declaration, can be found under Functions. If necessary, the cashier can add or remove tenders. In the MPOS, these procedures are called Float Entry and Tender Declaration. For more information about this, check out the following link:

<http://help.lsnv.lsretail.com/Content/LS%20Retail/Fashion%20Express/How%20to%20-%20POS.htm>



3.18 Peripherals and EFT support

The MPOS integrates with LS Pay which opens up support for all the payment providers that LS Pay has integrated with. Today these payment providers are:

- Pay Ex
- Verifone Point
- Valitor (Android only)
- Mock (for demo purposes)

This includes support for barcode scanners when available on the PED devices.

The MPOS can communicate with the following printers:

- Nav printing station
- Zebra ZQ110
- Bixolon SPPR210
- Demo (prints on screen for demo/debugging purposes)

These settings can be configured in the External devices tab in the Settings screen.

3.19 Staff permissions

The MPOS not supports the following staff permissions

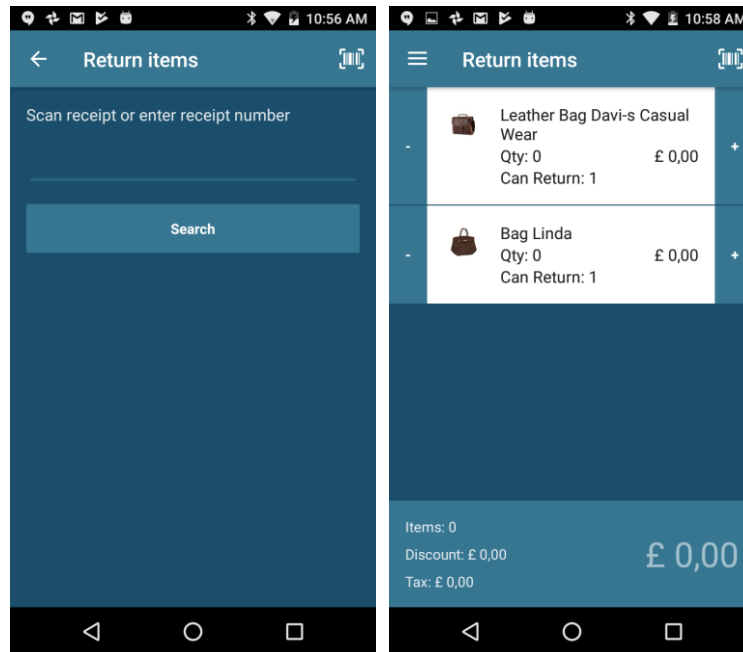
- Add Payment
- Price Override
- Void Transaction
- Void Line
- Return in Transaction
- Suspend Transaction
- Max Discount to Give %
- Max Total Discount %
- Tender Declaration
- Floating Declaration
- XYZ-Report printing

The MPOS uses the staff permissions as set up in LS Nav.

3.20 Return by receipt

The return by receipt can be found under “Functions”. You can scan or enter the receipt number manually. You then scan or press the “+” icon to return an item.

The items that can be returned are controlled by the back office.



4 Appendix

4.1 Troubleshooting

4.1.1 Logs in app

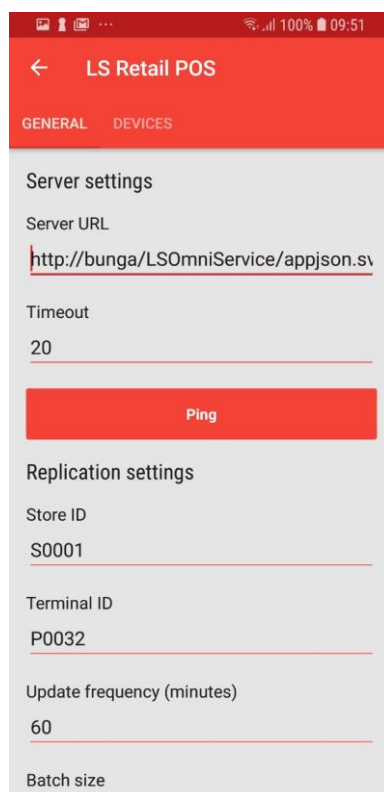
When an error occurs, a detailed log can be found in the application. In order to see the log, go to the login screen and click on the three dots icon in the upper right corner. When clicking on the icon two options will appear: settings and log. Choose the log option and it will be available to see all logs.

4.1.2 Logs in Omni server

Logs in the Omni Server can be found on the computer that the server is on. It is most often put under "C:\LS Retail\LSOmni\LSOmniService\logs" there you can see available logs.

4.1.3 Login URL

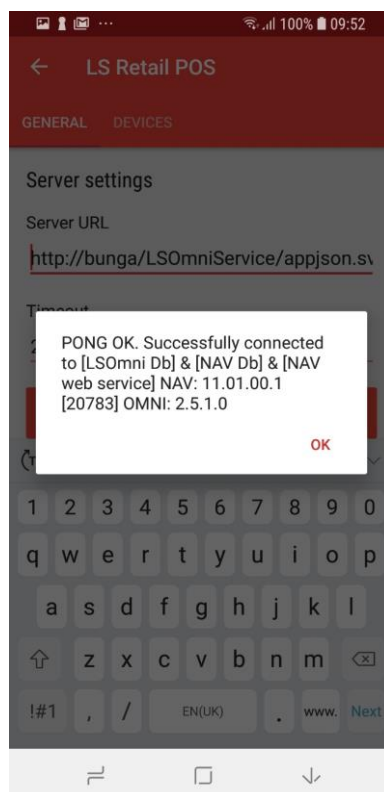
To change the Login URL, you must go to the login screen and click on the three dots in the upper right corner. When clicking on the icon two options will appear, settings and log. Choose settings, there you will find the URL. The URL should be pointing to your Omni server's IP address.



4.1.4 Ping button

To find the Ping button you must go to the login screen and click on the three dots icon in the upper right corner. When clicking on the icon two options will appear, settings and log.

Choose settings and there you will find the Ping button. The Ping button pings the URL for a response and give you information about if you are connected to the LSOmni Db and Nav DB.



4.1.5 Clearing the database

To find the clear database button you must go to the login screen and click on the three dots in the upper right corner. When clicking on the icon two options will appear, settings and log. Choose settings and scroll a little bit down and there you will find the clear database button.

4.1.6 Error Terminal is not Valid

If you get an error like this, it means that there is wrong information in the Settings screen, for example the store id, terminal id, etc. Therefore, the App can't replicate, and you can't login to the app. To solve this, you have to log into LS Nav and see what information is there.

4.1.7 Is it possible to start a sale in the Mobile POS and then finish the payment in the Windows POS? If yes, how is that done?

Yes, this is possible. If you have started a sale in the Mobile POS and you suspend the transaction, you should be able to get the transaction on whatever terminal you are using if it is in the same store. If you have made any partial payments in the sale you can't suspend the transaction, so this is only available if no payments have been made.

4.1.8 Is it possible to pay with foreign currency?

Yes, see 3.3.5.

4.2 External Devices

4.2.1 What is the purpose of the External Device screen?

This screen is used to connect to external devices to the POS, i.e. payment device or a printer. To go to this screen, you have to go to the login screen and click on the three dots icon in the upper right corner. When clicking on the icon two options will appear, settings and log. Choose settings and at the top of the screen you can choose External Devices.

