



# LS HOSPITALITY NAV



*A Proven End-to-End Food & Beverage Solution*

Proven. Tested. Recommended.



LS HOSPITALITY



Dynamic Vertical Solutions



## Are you in **CONTROL**?

In today's complex and challenging hospitality environment, understanding and anticipating the needs of consumers and customer retention is of critical importance to hospitality success.

### Customer and Business Centric Hospitality Challenges

- Do you keep a **TRACK OF YOUR ORDERS**?
- Are reservations according to **SPECIAL NEEDS**?
- Do you have advanced support for **DELIVERY SERVICE**?
- Can you handle **INDIVIDUAL, COMBINED** or **SPLIT BILLS**?
- What about **RECIPE PLANNING** and **COST MANAGEMENT**?
- Are you getting **INFORMATION IN TIME FOR DECISIONS**?
- Can you **ANALYZE YOUR SALES**?
- Can your business still **GROW WITH MINIMUM EFFORT**?
- Is the end of day a **HEADACHE IN YOUR BUSINESS**?
- Are your **CUSTOMERS SATISFIED**?

# Hospitality Experience

## LS Hospitality is an End-to-End Hospitality Solution, Powered by Microsoft Dynamics NAV

Regardless of market niche or service, restaurant managers must continually be alert for ways to increase customer satisfaction to ensure repeat business and to streamline their operations. These factors are vital for success in a fierce market environment.

### Why Dynamics NAV? - Simple, Smart, Innovative

Microsoft Dynamics NAV, the business management solution with more than one million users worldwide, sets the global standard for functionality, international scope, adaptability and ease of use. With availability in more than 42 country versions, since 1984 Microsoft Dynamics NAV has established itself as the choice for businesses and organizations looking for a complete business management solution that is fast to implement, easy to configure, simple to use and affordable.

### Why LS Retail? - Retail depth and expertise since 1988

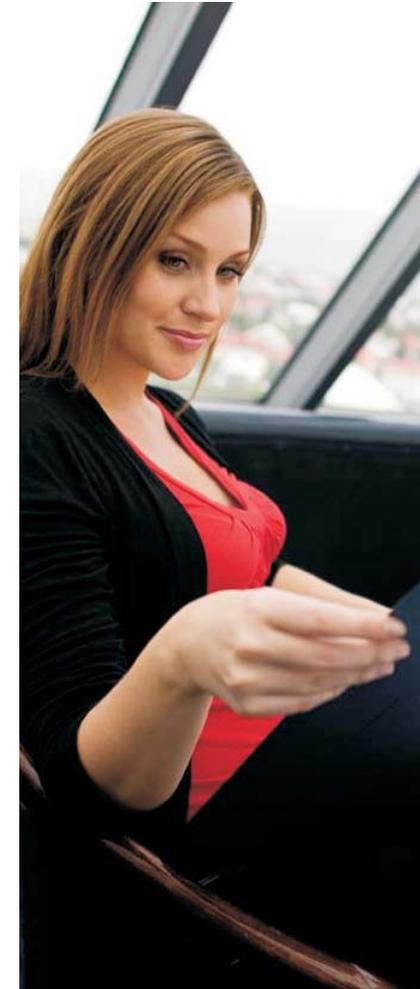
LS Retail has been singularly focused on providing solutions to meet the needs of the demanding retail and hospitality environment on the Microsoft Dynamics platform. The LS Retail solution has been translated into 33 languages and is distributed through a global partner network of more than 120 certified partners in over 60 countries. With over 2,000 companies, 38,000 stores and 85,000 POS (Point of Sale) terminals, LS Retail is the global leader in retail and hospitality solutions for Microsoft Dynamics.

### Powerful, integrated Hospitality Solution

LS Hospitality is an integrated, multilingual POS and back-office solution for hospitality organizations worldwide. LS Hospitality provides management and employees with the necessary tools to keep the customers satisfied, thereby ensuring repeat business. With increased flexibility, speed of service and improved access to vital information, LS Hospitality streamlines operations and reduces cost.

### Specifically designed for:

- Restaurant fine dining with takeaway
- Delivery and takeout with Call Center
- Casual dining such as pubs, bars, cafes and drive-thru
- Catering and cafeterias



# Restaurant Fine Dining



Fine dining presents challenges far beyond the normal retail outlet. The order process can be quite complex while keeping track of orders per guest and catering towards special customer needs. LS Hospitality includes extensive functionality to manage restaurant fine dining in effective yet simple ways. POS menus give you great flexibility and control of the look and feel of your POS, enabling you to achieve the most logical and easy-to-learn interface possible, cutting down on training hours and time per transaction.

## Transferring

It is easy to transfer orders or parts of orders between tables or restaurant sections. You can even transfer an order to another restaurant. Two sections within the same restaurant (for example the bar and the dining section) can share the same dining tables. The same dining table can therefore contain orders from both the bar and the dining section.

## Splitting the Bill

Splitting the bill by quantity or amount is fast, flexible and accurate. The Split Bill window allows all kinds of splitting between the guests on the table, receipt printing and payment per guest. You can design the Split Bill window according to your needs.

Description	Qty	Amount	Description	Qty	Amount
Roast Beef	1	8,50	Roast Beef	1	8,50
Roast Potatoes	1	2,00	Roast Potatoes	1	2,00
Grilled Vegetables	1	3,00	Grilled Vegetables	1	3,00
Red Wine - Cabernet N.	0,5	7,00	Red Wine - Cabernet N.	0,5	7,00

## Graphic Table Management

LS Hospitality Graphic Table Management gives you the means to create a graphical view of your restaurant area on the POS:

- Each dining table is a sizable unit you can drag and drop, rotate and join to other tables.
- As background, you can have a graphical image showing the entrance, the kitchen and so on.
- You can divide the tables between two or more screens.
- After moving and joining tables you move tables back to where they belong.
- You can design more than one dining table layouts for the restaurant area and for instance have a different layout for the weekend.
- Each dining table is displayed with customized coloring and shows:
  - whether the table is occupied, locked, or temporarily unavailable
  - whether the preparation of the order has started or the order is ready
  - how many guests are seated at the table
  - an alert if guests have not been served within a set time
  - which waiter is serving the table



# Smarter Dining

## Guest Tracking

You can set up the POS to register the number of guests per table. Then you can use functions to take orders per guest and then easily switch guests and change cover if needed.

## Customer Requests

Requests can easily be added on food preparation for individual dishes or the order as a whole. There can be buttons with predefined texts and also text added via a virtual keyboard. The automatic kitchen printing process prints or displays these texts together with the corresponding dish, item or order.

## Prioritizing Food Preparation

Menu types (such as starter, main course and dessert) can be used to prioritize food preparation for the customer. The waiter controls when orders of starters, main courses and desserts are sent to the kitchen for preparation.

## Takeaway

Takeaway orders are identified by the customer's name and takeaway orders in progress appear in the takeaway order list. They can be modified at any time.

## Table Reservations

Reservation options can be set for different reservation timeperiods such as breakfast, lunch or dinner. Reservations can be made for special needs or preferences. They include the tracking of arrivals, no-shows and cancelled bookings for each time-period as well as an overview of all rush hour periods.

*“LS Retail's solutions helped us understand our customers better and achieve the core business objective of Customer Satisfaction. This transparency has allowed me to easily measure business performance and I am now in the process of scaling up our presence. The product simplicity has allowed our business to quickly adapt to changes in our organisation and environment, while keeping the cost of ownership low. We share a strong relationship with DVS and take great comfort in the LS Retail NAV product road map and sustainability.”*

**Rahul Singh** - Managing Director - **GOLFWORX**



# QSR & Casual Dining



## Quick Service Restaurant

It is an ever evolving format that constantly innovates to retain existing customer relationships. Excellent service is an integral component of QSR's success along with high quality standards. LS Hospitality helps streamline operations through faster processes and an improved access to vital information. Flexible POS with a user-friendly interface reduces the transaction time and helps manage customers even during the peak hours.

**Systematic Order fulfilment:** Continuous order tracking and monitoring through Order Overview and Order History displays.

**Delightful Customer Experience:** Flexible and fast POS with easy split bill functionality ensures efficiency at all times.

**Consistent service and operations:** Control over all stores and franchisees through an integrated communication mechanism that allows seamless flow of data between head office, store and POS.

**Promotions Management:** Customer history and records help create Loyalty schemes and reward point structure.

**Quality assurance:** Meal/ Recipe planning handles multiple units of measures in recipes while ensuring enhanced costing functions

Coffee and Cake for 2,50			
Select dessert			Set 1
Croissant - Plain	Croissant - Chocolate	Ginger Muffin	Coffee selection
Blueberry Muffin	Pecan Pie Slice	Tiramisu Slice	
Apple Crisp Slice	Icecream	Carrot Cake Slice	
Chocolate Cake Slice			Set 2
Selection required			Req. 1
OK	Cancel	Clear Selection	Clear Qty

Wrap 9"			
Can add 2 for free			Set 0
Ham 9"	Tenderloin 9"	Peperoni 9"	Meat 9"
Extra Charge: EUR 3,29	Extra Charge: EUR 3,29	Extra Charge: EUR 3,29	
Grilled Chicken 9"	Chicken 9"		Sauce 9"
Extra Charge: EUR 3,29	Extra Charge: EUR 3,29		
Multiple selection			Set 0
OK	Cancel	Clear Selection	Clear Qty

## Casual Dining

For casual dining LS Hospitality offers further functionality designed to help manage cafés, pubs, bars, fast food restaurants and drive-thru.

## Meal Deals and Offers

With LS Hospitality, you can set up meal deals where you sell a selection of items at a special price by pressing a button, for example a hamburger and fries offer with a choice of beverages. Such deals can be valid for specific restaurants only, for a certain period of the day, or for takeaway only, and so on.

The meal deal can consist of mandatory items together with one or more deal modifiers that represent a selection of items that the customer can select from within the deal. Picking certain items can add to or lower the price of the deal. Thus, you can for example set up a coffee and cake deal where the customer pays Rs. 2.50p for a coffee and croissant but Rs. 0.30p more for a coffee and a pecan pie.

Further offers can be set up, such as:

- Promotions
- Mix and Match
- Multibuy
- Customer item discounts

## Adding Toppings

You can create lists of toppings for your recipes by using item modifiers in LS Hospitality. The item modifier window can pop up immediately when an item is selected. You can use it if the selected recipe is just a base and always requires added items. You can also let the item modifier window pop up only on request.

# Wireless at the Table

For large dining sections and outdoor cafés, the use of handhelds can speed up and improve service greatly. LS Hospitality supports the use of handheld devices for taking orders and even finalizing a sale at the table.

There are two options for handheld integration:

## 1 Pocket PC handhelds or any device able to run on a terminal server client

- All POS functionality supported
- Works 100% online, using wireless networking
- Requires POS granule license

## 2 handPoint POS integration using Pocket PC handheld devices

- Subset of POS functionality supported
- Works semi-online, allowing function where connection can fail
- Does not require POS granule license

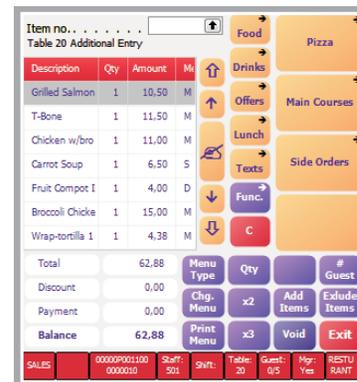
### Drive-thru

For a drive-thru restaurant, simplicity and speed are the key factors. Here you can set up your Hospitality LS POS in such a way that:

- The order taker takes an order in the POS sales window and confirms it, thereby sending it to the preparation area. The window is then immediately ready for a new order.
- The cashier finalizes orders within the POS sales window in the correct order by pressing the next-in-queue button in-between orders. If only one staff member is taking orders and finalizing them, this can take place in the same POS sales window.

Tender and Staff Operations for Greater Speed

- Fast cashier switching, either using swipe cards or on-screen buttons
- Fast cash entries
- Tender buttons with fixed amounts
- Enforced immediate sales closure



# Delivery and Takeout with Call Center

Delivery and Takeout with Call Center LS Hospitality offers advance support for delivery services. Order taking can be local or central at a Call Center. The system offers Contact Management with multiple address registration and sales history tracking. For address handling, the system uses registered delivery streets with number ranges and grid numbers. Delivery streets are assigned to a default restaurant.

## Order-Taking

You register delivery or takeout orders via the phone in a Call Center or the restaurant itself. For delivery you need to register a street. The system keeps track of multiple addresses for each customer if necessary. If the contact has made orders before, the item list of these orders appears in the order-taking window, one order at a time (completed orders only). You can use one of these orders as a base for the new order.

You can quickly find an open order by entering the phone number or name. Open orders can be modified and cancelled.

## Delivery

When delivery orders have been prepared, they are assigned to delivery drivers. Grid numbers can help grouping orders to streets close to each other. When drivers get put on call, the system registers the amount of float they receive. The drivers prepare a delivery trip by printing out the receipts for the orders assigned to them with the customer address details. Once they are back, the drivers finalize the orders and are ready for the next batch of delivery orders.

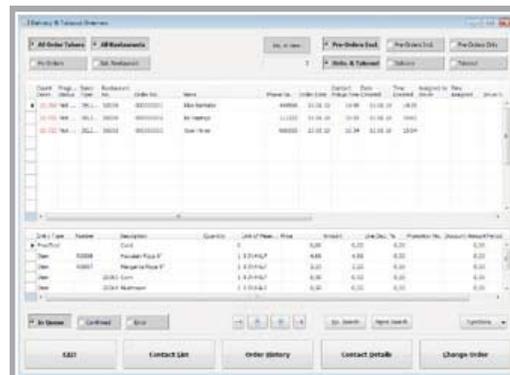
## Online Call Center

You can set up a Call Center for centrally operated order-taking. There you can use the delivery & takeout overview and history to observe the order flow of each restaurant.

The **Delivery & Takeout Overview** shows all open delivery and takeout orders within all restaurants and displays the status of each order with a colored timer for overdue orders. Here you can search for an order by phone number or contact name, view the contact details for the selected order and view the company's contact list.

The **Delivery & Takeout History** lets you view posted orders, both completed and cancelled.

It shows average production and delivery time for the selected restaurant.



## Offline Call Center

The Offline Call Center guarantees immediate response to requests in an offline environment where the Call Centers and Restaurants have separate databases. Web services are used as communication between the databases, allowing total control over when and how to request and receive orders and other messages.

The Call Center takes an order and sends it to the Restaurant. At any time orders can be changed or cancelled at the Call Center. The system automatically updates the order in the Restaurant accordingly. When the order is finalized it is sent from the Restaurant to the Call Center. It is possible for the Restaurant to auto-update the status of an order in the Call Center. The Call Center can also request a status update on orders in process or estimated timing of orders.

With the Web Service Monitor you have an overview over the latest results of the various communication processes going on between the databases. Here you can run the processes directly and check whether a Call Center or a Restaurant is online through Web services.



**SMARTER PLANNING**

# Recipe Management

Recipes can be the central item unit of the restaurant. Recipes are a collection of ingredients and/or other recipes and additional items with quantities that make up one portion. With LS Hospitality you can effectively manage your recipes.

With recipes you can:

- Use grouping by main ingredient, style and category
- Register production time and instructions for cooking
- Register additional items, such as utensils and trays
- Use sets of different ingredients temporarily and then go back to the normal recipe by maintaining recipe versions
- Register the quantities of the recipe ingredients for a set number of portions, letting the program calculate the quantities for one portion
- Register the recipe quantities for each ingredient in any unit of measure while the program takes care of calculating the quantity in the recipe base unit of measure (you set up unit comparison with conversion factors that define how one unit is converted to another)

- Store and display nutritional information showing the nutrient values of your choice
- Copy a recipe and change its size at the same time.

## Pricing

You can base your item and recipe pricing on order types. You can for example let soda have a restaurant price, a bar price and a takeout price. You can also set up offers that depend on whether the items are being sold from the restaurant, bar or as takeout.

You can also base your pricing on menus. The pricing then depends on whether the items are for example sold from the lunch menu, the dinner menu or the weekend menu.

## Excluding Ingredients

You can display recipe ingredients on the POS to exclude items from the ingredient list. You can control whether ingredients can be excluded and whether the price for the recipe reduces or not on exclusion.

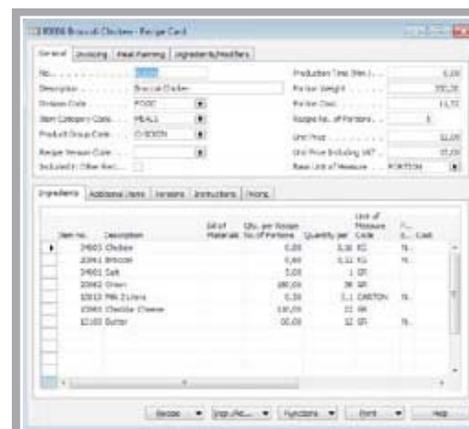
## Adding Item Modifiers

You can also build a list of items that can be added to recipes on the POS, that is, item modifiers. You can group lists together so that the system displays multiple lists in one window, such as sauce toppings, meat toppings and vegetable toppings.

You can let the system display item modifiers automatically when you select a certain recipe. You can also require a button to be pressed. Item modifiers can be assigned to recipes,

product groups and item categories. They can apply only to specific units of measure and order types.

You can let a recipe allow a certain number of items to be added free of charge. You can set a specific price for item modifiers and base the price on a specific unit of measure.



# Catering and Cafeterias

With LS Hospitality you can manage a catering business or cafeterias by creating and maintaining recipes and planning meals.

## Meal Planning

When you plan meals, you create menus that are a collection of dishes and are valid on certain days. For each menu you create day plans in specific restaurants where you assign the actual recipes or items to the menu, set the dish prices and plan how many portions you are going to make. The menus are then updated on the POS.

To order the ingredients you need for preparing a menu, you create requisition worksheets for the day plan. You can also create requisition worksheets based on weekly plans.

The **Weekly Menu Planner** shows the day plan menu for the selected menu and restaurant for one week at a time. Here you can:

- Get an overview of the dishes planned
- Create day plans and design your weekly menus
- Copy the menus set for a day to other days or periods
- Print day plan menus showing the recipes behind the dishes for the day, with quantities updated to make up the number of portions planned
- Print customer menus with the descriptions of the dishes for the day (they can be multilingual, grouped by submenus and showing nutritional information)
- Produce recipes for the day or week
- Create requisition for the day or week

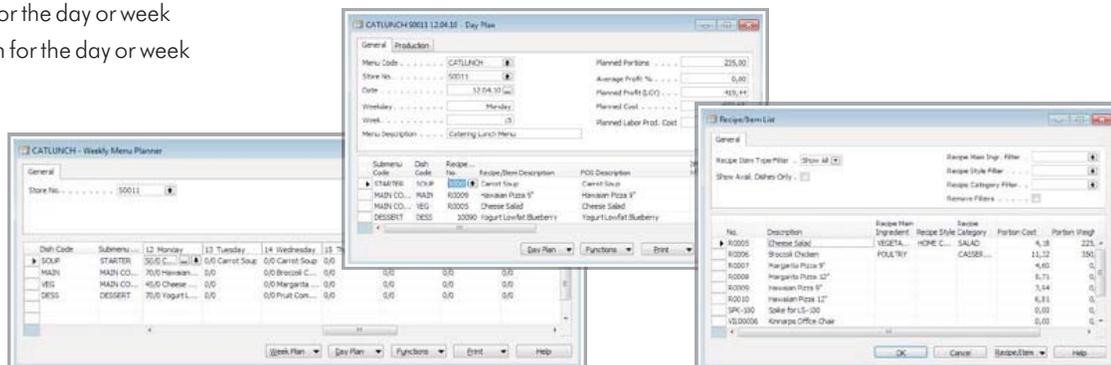
The **Weekly Sales Overview** shows the number of portions made versus portions sold and shows the cost and profit figures of day plans, giving you the means to better plan your menus ahead.

## Pricing

Menu dishes can have a recommended price. When you select an item or recipe as a menu dish you can choose between the regular item/recipe price and the recommended price. The recommended price becomes the menu-specific price (that is, the price of the item sold from the lunch menu, the dinner menu and similar.). You can automatically change the pricing for a menu from a specific date.

*“The Retail and Hospitality industries are known for a lot of pilferage and system manipulations at both the front end and the back end. We required a robust system that was secure and could prevent system misuse at all levels. A system with a strong IT backbone was needed to support the complex business challenges that would arise out of this unique setup. While trying to find the right business solution, we reviewed several products but none could match our business requirements. LS Retail NAV & LS Hospitality, with their end to end features and functionality proved to be the right solution for our business.”*

**Romin Rana** - Manager IT - Golfworx

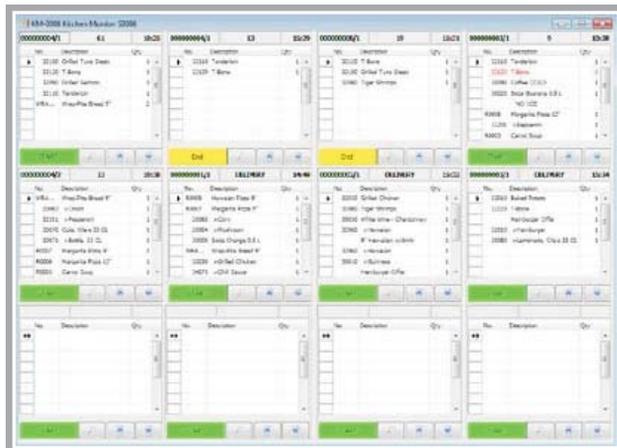


# Kitchen Printing

LS Hospitality kitchen printing routines make sure that customer orders get transferred automatically to the appropriate places or stations within the restaurant to be prepared in the correct order. You can control on which printer stations each item gets printed or on which monitors the item is displayed. You can base your setup on restaurants, order types, all items, items in a product group or a special group, or individual items.

There are three options for printing stations:

- OPOS printers
- Windows printers
- Kitchen monitors



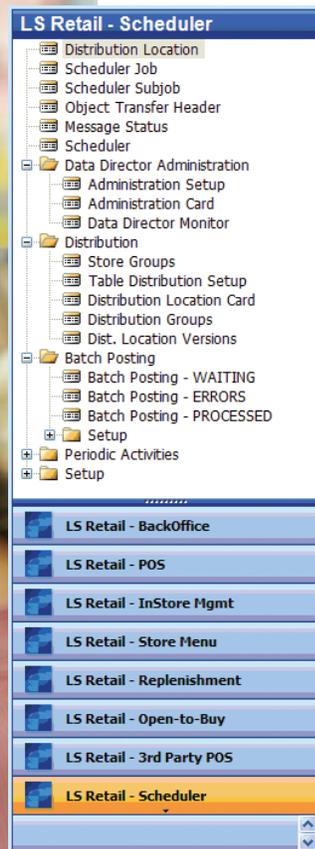
With OPOS and Windows printers you manage the food preparation with printed slips.

With kitchen monitors you have a live list of the orders waiting to be produced, showing automatically additions and changes to orders. The kitchen monitor has four functions, Start, End, Delete (voided order) and Show large window. Using kitchen monitors means that the system can display the status of orders on the POS menu.

For delivery and takeout, there is the added complexity of orders ahead of time. The system automatically prints or displays the order information on printer stations at a certain time before the orders should be ready, ensuring that these orders are prepared in time for delivery or pick-up.



# Fast exchange of data

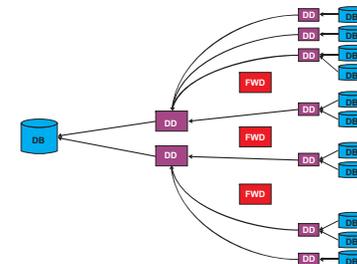


*LS Hospitality has an integrated communication module that allows you to easily send data between head office, store and POS. The communication module consists of three parts: the LS Data Director, Transaction Server and the LS Hospitality Scheduler.*

The LS Data Director takes care of high-speed data exchange between different Microsoft Dynamics NAV databases, and other databases that are not based on Microsoft Dynamics NAV. The Data Director was specifically designed to increase the speed of replication over Wide Area Networks (WAN). It uses shorter time to send data and requires less bandwidth than previous generations.

These features are especially important to users who have databases in different areas or regions, as they save communication costs.

## Built for Performance



# Franchise Management

LS Retail Franchise Management offers specific functionality needed for cooperation within a franchise business. Communication between franchiser (owner; ER) and franchisee (EE) is essential in this kind of business relations.

## Easy Item Consolidation

It is common that ER and EE are not using the same item data; therefore it needs to be connected. Usually, the ER controls the items that are part of a franchise agreement and distributes them to the EE. Within Franchise Management, an item transfer table solves this issue with the Item Import Functionality. Items can be distributed to different EEs or groups of EEs. Franchise Management can be used also for communication between different legal entities (not necessarily just franchise agreement types).

## Communication

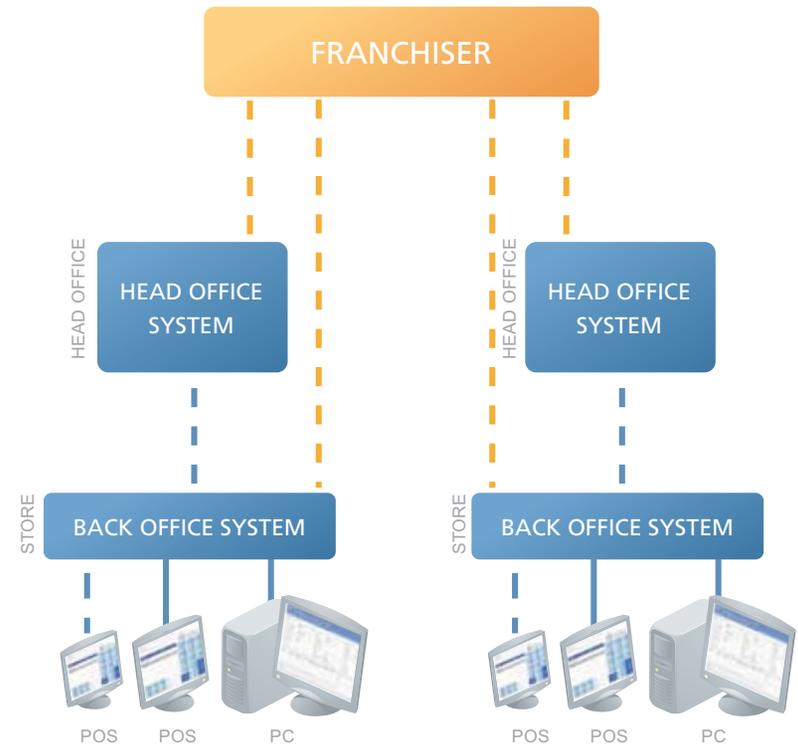
The communication between ER and EE is taken care of by the LS Data Director, the communication tool available with the LS Retail Base granule. All necessary documents such as purchase orders, sales orders, purchase return orders and sales return orders are transferred with the Data Director, which makes the process as automatic as possible. No need here for other communication tools.

## Push and Pull

There are two methods of Order Processing possible in the Franchise Management module: the push and pull mode. Both are supported with appropriate documents and automatic posting into the system at both ends (EE and ER). Depending on the agreed business module, the returns could be handled as well. For both methods, different ways of distribution can be used of course: direct delivery from the suppliers, delivery from the central (ER) warehouse and/or combinations.

*“LS Retail enables us to monitor sales in the stores to see what is in demand, which is a huge benefit when we make our strategic decisions. Our business is quite special, in that many of our products tend to move fast and have a very short life cycle.”*

Kerstin Karphed, CFO, Make Up Store



# Membership Management

Membership schemes are a major revenue stream for many organisations as well as a vital communication channel to core supporters and customers. Attracting customers in today's market is a challenge and managing to retain them can prove even more difficult. Regular communication and capturing detailed member information at every touch point are two integral aspects of managing your members

## LS Retail Membership Management

LS Retail Membership Management system includes Loyalty, Offers and Coupons. It makes easy for organisations to collect powerful information about customers, collect sales data while benefitting from their previous purchases, for instance within club schemes. If the customer benefits enough by joining a well-defined club, retailers that offer the membership management system will collect important data about the behaviour and interests of the customer and target the customer in the most effective way.

The Member Management module is able to handle multiple clubs with different rules, such as one for Member Contacts and another for staff. Each club can include one or multiple schemes like Standard, Silver and Gold. Members of the club are linked to a scheme but can move between schemes based on specified calculation rules. In some cases it will be possible to set same properties on club level as on scheme level or member level. The general rule is that the most specific setting will be used.

It is possible to transfer Member Points from one account to another account in the same club. It will not be possible to transfer points between clubs. The points can be used as a payment on the POS or trigger for discounts. Before points expire the user can be warned that they will expire at some set date. Expired points are not active in the system but can be viewed.

Multiple Clubs and Schemes

### 1. Loyalty Club

- Within the membership loyalty club, multiple levels or tiers of schemes can be introduced as follows:-
  - a) Bronze
  - b) Silver
  - c) Gold
- Automatic upgrade and downgrade of a scheme as per the set criteria
- Transfer of points
- Sale of points
- Point Offers
  - a) Double Points
  - b) Item Point Offers
- Points can be exchanged for a special price or discount percentage on certain items

### 2. Staff Club

- Discount tracking and control budget set for discounts.

#### Member Benefits

- Collect Points
- Pricing
- Collect Customer Information

#### Tracking

- Discounts – Offers can be set for a maximum discount per staff member per month
- Limited Period Offers – Offer can be tracked to trigger for a one-time use only
- Limited Quantity Offers – Offer can be tracked to run only for a limited quantity of goods per month (duty free)

Points Redemption – Points can be redeemed in the below forms:-

- Discount
- Payment

#### Member Campaigns –

- Select members for a campaign based on specific queries.
- Manage communications in the form of Emails and SMS.
- Link it to LS Offers and Promotions.

Analyse the campaign results

# Clear View

## Extensive Reporting

LS Hospitality provides extensive reporting capabilities. Reporting can be done in a number of ways but is always based on one of three levels:

**Transaction level:** The transactions generated by the POS provide the most detailed level. On this level it is possible to analyze the contents of individual receipts.

**Statistics level:** The system can generate statistical data based on POS terminal, staff, payment and item sales. The frequency and details of how these statistics are generated can be configured. This data provides a good overview of the performance of individual staff members or POS, and can be used to analyze sales by the hour within the restaurant.

**Sales history:** Based on stock and finance entries generated by the end-of-day routine. This data is usually generated once a day and does not provide much detail but can be useful for long term analysis.

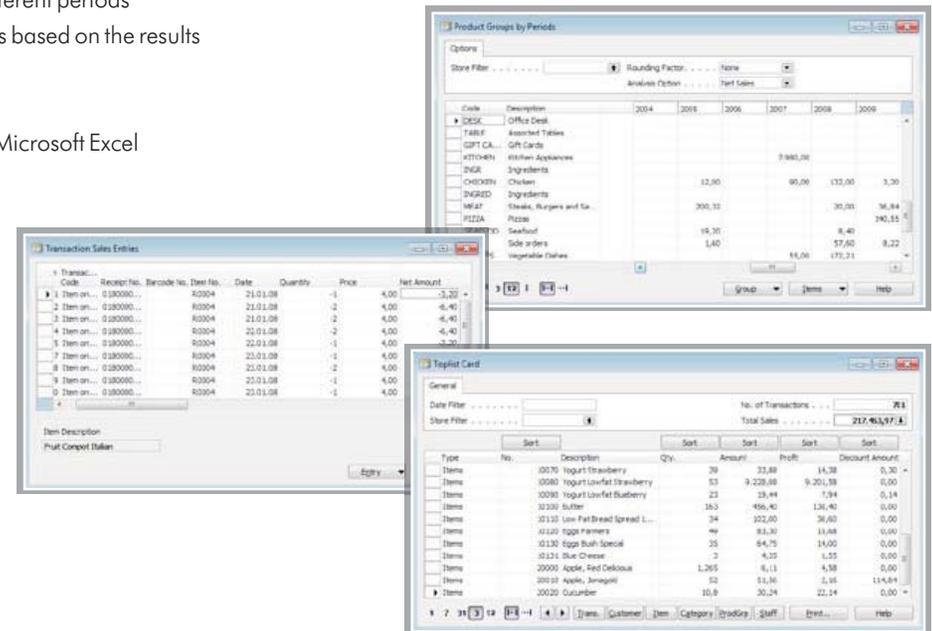
Based on these three levels, reporting provides a number of options, both in the form of online analysis or in the form of reports.

Both reporting and online analyses provide support for NAV-specific features such as Filters and Flow Filters, allowing the user to select the days, weeks, months, quarters or years the report should be based on. Custom date filtering is also supported.

## Advanced Statistics

The Advanced Statistics module contains additional reporting options for use on the statistics level. This means that each user can set up a preferred analysis view of the data, similar to the Account Schedules module in the General Ledger module. Additional analysis features include:

- Analysis of sales-related data such as number of customers and total sales
- Analysis of non-sales data such as number of voids, open drawer and returns
- Comparison between different periods
- User-defined calculations based on the results
- Colored high/low alerts
- Customized formatting
- Results can be copied to Microsoft Excel



# Comprehensive Analysis

## Reduce Shrinkage

LS Retail provides reliable, real-time insight into critical aspects of your business such as: Comparison of stores; breakdown of sales according to timeperiods; single employee or staff comparisons; POS terminal comparison or simply POS terminals – with drill-downs over different periods. User-defined alerts ensure that the management can act quickly and effectively when required.

## Instant Business Overview

LS Retail offers a number of options when it comes to viewing and analyzing sales data. The sales history window gives you an overview of long term sales data. This window is based on posted sales data – usually referred to as Value Entries. Here you can view how your stores have been performing over the past periods. You can easily view different periods by clicking the buttons at the bottom of the window. You can also view sales for predefined periods such as Christmas and national holidays.

## Business Intelligence (BI) Tools

In addition to the built in Reporting and Analyzing Tools, LS Retail integrates with standard Microsoft BI technology such as Microsoft Office, Excel, Microsoft SharePoint, Microsoft SQL Reporting technology in Microsoft SQL Server Reporting Services – all of which makes it possible for the users to get more out of the data in their Microsoft Dynamics NAV solution.

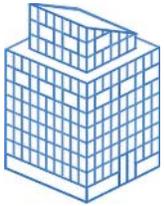
## Integration Services, Analysis & Reporting Services.

LS Retail also integrates with market-leading Business Intelligence solutions for more complex analysis and scorecard reporting.

*“LS Hospitality is the perfect fit for our business requirements with its strong features and functionality, well equipped to manage the challenges that arise within the hospitality industry. The flexible product architecture with a strong and a robust platform ensured a resilient system with unique business application.”*

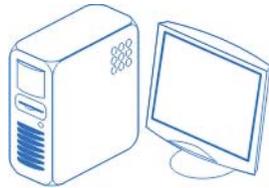
**Kazem Samandari** - Chairman / MD - **French Bakery**

# Connected Experience



## HEAD OFFICE

- Product Lifecycle Management
- Manual and Automated Item Maintenance
- Dynamic Hierarchy, Attributes and Other Grouping of Product
- Price, Offer, Coupon and Campaign Management
- Recipe Management
- Automatic Replenishment
- Stock Recall
- Serial / Lot Number Support
- Loyalty Program
- Vendor Performance
- Sales Reporting and Analyzing



## STORE BACK OFFICE

- Dashboard for Store Operations
- POS Management
- Meal Planning
- Cash Management
- Stock Counting and Adjustments by Simple Worksheets
- Store Replenishment by Stock Request, Purchase and Transfer Orders
- Sales History
- Simple End of Day Statements
- Receiving and Picking Goods
- Flexible Architecture
- Serial / Lot Number Support
- Gift Registration



## STORE FRONT OFFICE (POS)

- Fine dine/Casual Dine/Quick Service/Takeaway & Delivery/Drive Thru
- Guest Tracking
- Customer Request
- Prioritize Food Preparation
- Transfer by Table/Orders
- Split Transactions by Template
- Multiple Interfaces
- Broad POS Hardware Support
- Item Finder
- Loyalty Program
- Multiple Payments
- Item Configurator
- Operate Locally – Configure Centrally



## MOBILE DEVICE

- Mobile POS
- Mobile Order Taking and KOT
- Receiving / Picking
- Stock Counting
- Stock Changes
- Label Ordering
- Stock Counting and Adjustments

# Hospitality Vertical Benefits



## FINE DINE

- Graphical Table Management
- Guest Tracking
- Customer Request
- Exclusion of ingredients
- Prioritize Food Preparation
- Transfer Table Order
- Split Checks
- Wireless at Table
- Loyalty
- Tactical Promotions
- Stock Coverage
- POS Dynamic Interface, Design on the Fly
- Simple Processes at the POS



## QSR

- Quick POS Interface
- Meal Deals and Offer
- Deal Upgrade (change)
- Promotions
- Mix & Match
- Multi buy
- Customer centric Discounts
- Adding Toppings
- Non Stock Items
- Replenishment-Automatic and Allocation
- POS Dynamic Interface, Design on the Fly
- Simple Processes at the POS



## CATERING & CAFETERIA

- Meal Planning
- Weekly Menu Planning
- Copy Day plan for future days or period.
- Print Day Plan with recipe information
- Print Customer menu with description of Dish
- Production recipe for the day or week
- Create Requisitions for the day or week
- Weekly Sales Overview
- Recommend pricing for Menu (Breakfast/ Lunch/ Dinner)



## TAKEAWAY & DELIVERY

- Restaurant or Central Call Center based order taking.
- On-line/ Offline Call Center
- Multiple Address for customer for Delivery
- Order history of customer which can be selected for re-order
- Open order status Overview
- Grid mapping to link area to store or manual selection of store.
- Driver Management
- Assign order to active driver.
- Driver Float Management



## DRIVE THRU

- Simple Operations
- Fast Checkout
- Fast Cashier Switching
- Next in queue button to switch to next order.
- Tender buttons with fixed amounts
- Configurable for single window ordering and finalizing POS sales
- Offers, Coupons
- POS Dynamic Interface, Design on the Fly
- Simple Processes at the POS

# *Tailored to your people & your business*

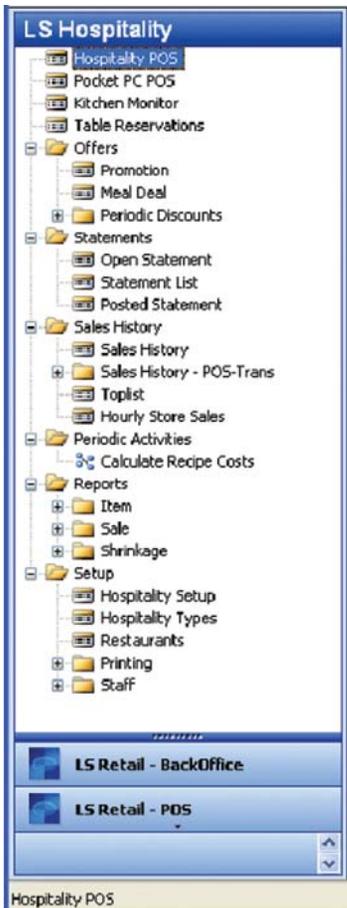
In Microsoft Dynamics NAV 2009, the user has a choice of two clients: the Classic Client and a Role Tailored Client. The aim with the new Role Tailored Client is to give users the data and functionality they need where they need it, when they need it and in the way they need it.

LS Retail NAV fully supports all the new features in Microsoft Dynamics NAV 2009 from the very first release. Thus the store-manager can have a client suited for his needs, the buyer another one and so on. With Microsoft Dynamics NAV 2009 the integration between Microsoft Outlook and Microsoft Dynamics NAV is taken to a new level and for instance the user can customize how Tasks, Calendar Items and Mail from Microsoft Outlook appear in his home area. When used in the Classic Client, LS Retail Microsoft Dynamics NAV 2009 still includes the Dashboard and also menus that are Role Tailored.

## ROLETAILORED USER EXPERIENCE



# LS Hospitality Localization



## Operate Globally, Act Locally

To succeed on a global scale, enterprises must understand and swiftly adjust to changes in local conditions. Global success depends on an organization's awareness of each country's business requirements and its ability to comply with local laws and regulations. At the same time, it requires implementing effective local processes that collectively generate effective global results.

One of the greatest challenges for international enterprises is compliance with the laws and regulations of the countries in which they operate. Organizations must be able to comply – and document their compliance – with a range of country-specific financial reporting standards, tax calculations, and other statutory requirements.

We at DVS understand how the right business application will improve your Return on Investment and streamline your business processes. We specialize in localizing our product portfolio for our respective territories through our expert resources, ensuring each product suits the country based business operating environment. Statutory requirements like VAT, Sales tax, Service tax etc are imperative to operate in some territories like India. Our industry specific software adheres to each country's regulations, enabling businesses to meet the tax requirements of their operations and industry specific requirements like service charges in an integrated manner with the standard functionalities.

DVS understands the typical needs of the Indian market in terms of localization and has localized LS Hospitality. The following functionalities have been built into the POS system to address localization needs.

- Luxury Tax
- Value Added Tax
- Sales Tax
- Service Tax
- Excise

The offering is in alignment with the complete localization development done by Microsoft India in Microsoft Dynamics NAV. Important aspects of localization development done at DVS are:

- Validation of terminologies and phrases used
- Consistency in analysis, designing and development
- Testing of the local localization features
- Validation of the local localization features

LS Retail suite of solutions has been sold to 140 countries, translated into 33 languages and are distributed through a partner network including more than 120 certified partners in 50 countries.

LS Retail suite of solutions is used by more than 39,000+ stores operating over 80,000 POS terminals worldwide. Among many satisfied users of our solutions are : Debenhams, Moss Pharmacy, Pizza Hut, Orange Hara, KFC, Fish N Chips, Costa Coffee, Dolly Dimples-Norway, Pizza Hut Belgium, Choice Hotels Scandinavia, Nordica Hotel Iceland, NAAFI, IKEA, Adidas, National Gallery-UK, Esso, Shell, Booths supermarkets, Alliance Pharmacy, Concept Sports International (EURO 2004, Olympic Games 2004) and many others...

#### *About Dynamic Vertical Solutions*

Dynamic Vertical Solutions (DVS) is a leading provider of end-to-end integrated and adaptable business management applications, for organizations of various sizes across various Industry sectors. With international solutions catering to industries varying from Retail, Hospitality to Real Estate Management, DVS brings together a portfolio of internationally proven, fully integrated business solutions.

As an organization we identify focus areas based on thorough research and a deep understanding of the needs and requirements of the industry. Consequently we select a portfolio of products based on their reference ability and long term sustainability, so that our customers need not reinvest in business applications in the future, thereby allowing them to focus on their core business using IT as a key facilitator in their growth.

The solutions we provide are based on a Microsoft Dynamics platform supported through a global partner network that spans across geographies.

Our range of services, categorized under the following heads, are designed to help organizations scale in size & business, reduce total cost of ownership, increase efficiency & productivity, improve data integrity, gain better control and ensure a fast exchange of data to enable quick decision making of the highest quality.

**CONSULTING | TRAINING  
IMPLEMENTATION | LOCALIZATION  
DEVELOPMENT | OUTSOURCING**



**LS RETAIL**



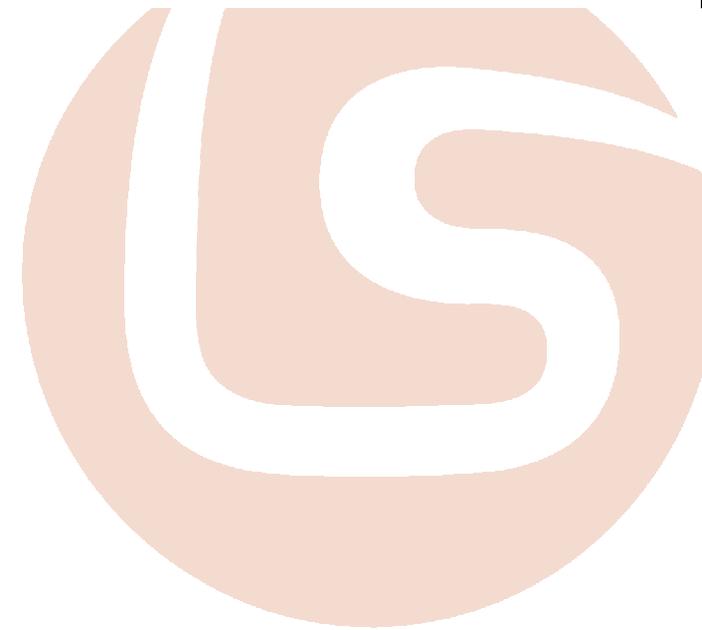
Dynamic Vertical Solutions

**Dynamic Vertical Software Pvt. Ltd.**

**ASIA PACIFIC | EUROPE | MIDDLE EAST | AFRICA | USA**

sales@dynamicverticals.com www.dynamicverticals.com

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#### **INDIA & SUBCONTINENT**

##### **Gurgaon:**

Paras Twin Towers, Tower B, 5th Floor, Sec-54,  
DLF Golf Course Road, Haryana-122002.  
Phone: +91-124-4581000  
Fax: +91-124-4581026

##### **Bangalore:**

Level - 9, Raheja Towers,  
MG Road, Karnataka-560001.  
Phone: 9910993984

##### **Mumbai :**

1st Floor, Parinee Crescenzo, C38 & C39,  
G Block, Bandra Kurla Complex,  
Bandra (East), Mumbai-400051  
Phone : +91-22-33040606  
Fax : +91-124-4581026

##### **MEA**

##### **Dubai:**

301, Alfa Building,  
Dubai Internet City, PO Box 500810.  
Phone: +971-0-43630373  
Fax : +971-0-44278680

##### **USA**

##### **New Jersey:**

12 Roszel Road, Suite B-200,  
Princeton NJ 08540-6234.  
Phone : (609) 452-9551  
Fax : (609) 452-0614