LS First Hospitality
For Microsoft Dynamics AX
Feature List
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# 1 Introduction

LS First for Hospitality is a comprehensive solution for the restaurant business. It is entirely developed on top of Microsoft Dynamics AX and connects restaurant operations and headquarter processes with ERP right out of the box, delivering value across the organization. It is an all-in-one system for front and back of house operations in restaurants.

This document lists the features of LS First adding to the rich features of Microsoft Dynamics AX 2012 and its Retail system.

As LS First is developed on top of the standard functionality of Microsoft Dynamics AX, the document describes features that LS First adds to Microsoft Dynamics AX. These are features that are applicable to restaurant and retail operations. In some instances standard features of Microsoft Dynamics AX may also be included in the feature list, but this list does not cover the features of Microsoft Dynamics AX comprehensively.

## 1.1 Functional overview

LS First includes functions for Quick Service, Cafés, Casual and Fine Dining Restaurants. LS First is fully integrated with the Microsoft Dynamics AX Retail application, particularly the retail system, inventory and manufacturing modules. LS First enables seamless data flow across the restaurant business and 360° visibility of the restaurant operation.

LS First takes full advantages of the powerful omni-channel functionality in Microsoft Dynamics AX with regard to online and mobile solutions. This gives the user of the solution out of the box tools and flexibility to build websites and mobile solutions to increase their sales channel. An example of this is a mobile ordering app for our restaurant customer.
LS First for Microsoft Dynamics AX consist of the following:

- Enterprise Resource Planning
- Central Restaurant Management
- LS First Point of Sale
- Kitchen Display System

2 Central Restaurant Management

You set up menus, items, recipes and meal deals in the Central Restaurant Management solution, and this is where you configure and manage the POS terminals and Kitchen Display System (KDS). The system includes:

- Hospitality parameters and setup
- Screen layout designer and hospitality receipt
- Hospitality visual styles
- Recipes and product management
- Deal setup and management
- Modifiers for recipes and deals
- Price management
- Active menus
- Allergen and nutrients values
- Hospitality retail transactions
- Hospitality data distribution schedule jobs for restaurant management
- Setup for the Kitchen Display System (KDS)

2.1 Products

Use the powerful product management features in AX to keep track of raw materials and finished goods. Use the product attributes to list the allergen and nutrient values for your products so they can be displayed on the POS or on the web.
2.2 Recipes

Recipes are collections of ingredients and/or other recipes and additional items that make up one portion.

Recipes can be sold on the POS as one item with or without modifiers, and you have flexible setup of pricing and cost of items that connects into powerful inventory processing and management in Dynamics AX.

When a recipe is sold on LS First POS
- Recipe ingredients can be excluded, for example lettuce can be omitted from the hamburger
- Recipes can be modified dynamically according to the customer’s demand, for example additional cheese can be added for a hamburger
- Recipes can be sold individually on the POS or as a part of a deal

When recipes are produced in Microsoft Dynamics AX
- Recipes sold during the day or by shifts on the POS are produced in AX to keep accurate inventory levels
- Costing of recipes and inventory values are updated
2.3 Deals (Combos)

The Deal functionality enables flexibility in the setup and management of meal deals at the back of house and distribution of them centrally to one or many restaurant POS terminals.

The deals can be have a specific validation period (Breakfast, Mondays or Happy Hour) and include an item and or a recipe as well as deal modifiers and a deal modifier group. An example of this would be a hamburger deal with the choice of side order and drink with the option to increase the size of the drink or configure extra items.

Deal modifiers can be configured with or without a price change, for example change fries to salad with no additional price, or add toppings to a pizza for 50 cent each.

2.4 Modifiers for Recipes and Deals

Modifiers are used with recipes and deals, and serve as a suggestive selling functionality and allowing for change of an order on the fly.

The system has two types of modifiers, Recipe or product modifiers to be set for recipes (additions to a product) and Deal modifiers to be set on deal lines (substitution of items).

Modifiers can be a list of items for a particular meal, such as toppings to a pizza sold with or without price change.

At the POS, the system displays the item modifiers automatically for certain items as configured in the Central Restaurant Management system.
2.5 Price Management

LS First offers a lot of flexibility to control the pricing of your products. Together with the standard AX pricing features of Price groups and trade agreements you can control the prices for your modifier groups or down to a single modifier. In this way you can for example have a regular price for mayonnaise when sold separately, another price for mayonnaise when sold as an addition to a burger. You can also have large fries sold at a regular price but when upselling within a deal you have a deal modifier price.

2.6 Menu Layouts

Menu Layouts allow you to set up menu lists on the POS for specific days or time periods within a day. For example breakfast menu is active on the POS from 7.00-11.30 and regular menu from 11.30-closing. A user selling the breakfast menu is prompted on the POS at 11.30 allowing him to finalize breakfast transactions and change to regular menu.
2.7 Customer Request/Comments
You can set up the most frequently used comments that guests have for a product in the Central Restaurant Management system and thus speed up the order taking process. For drinks you would set up comments such as “No Ice” and “Extra Ice” and these comments are then available on the Modify Screen on the POS.

2.8 Allergen and Nutrients Values
Nutritional and allergen information can be managed and stored centrally for products and recipes. The information is available centrally in Dynamics AX and on the POS. If a customer asks whether a certain allergen is in his or her order, the sales clerk can easily get the information on the POS.

2.9 Hospitality Visual Styles
To control the looks of your modifiers on the POS you can set visual styles for the modifier groups. This enables you to group your modifiers visually on the POS. Additionally, Microsoft Dynamics AX Retail allows the use of default themes for the POS colors set in the Visual Profile and then it is possible to change individual button grids and buttons as needed.
Quick order taking and payment at the POS, immediate transfer of orders to the kitchen displays or printers ensures quick and effective service to the customers. Reason codes, recipe and deal modifiers are available on the POS terminal enabling conversational upselling that can increase your sales margin. LS First POS is an extended version of the retail POS with some new operations and changes.

These include:

- Using a new Hospitality Receipt Grid
- Hospitality operations
  - Taking a reservation for a table
  - Selecting table and take order
  - Service charges/tips for tables/orders
  - Selling a recipe on the POS
  - Modifying recipes
  - Adding and removing recipe ingredients
  - Using product modifiers for extra options for the recipes
  - Selling a deal on the POS
  - Using deal modifiers to change deals while selling them
  - Displaying list of allergens and nutrition for the items in the sale
  - Displaying Order Summary for the selected order
  - Select Delivery Modes for orders (Dine-in/Take-out)
  - Use delivery-based taxes
  - Suspend orders on one POS and recall them at another POS in your store
  - Set Sections within a store and allocate POSs to them
3.1 Drive-Thru

An order summary screen is available on the POS for your drive-thru or it can serve as an order picking list for the expediter staff in the restaurant. Of course the expediter staff can also use the expediter display with the LS First Kitchen Display System.

3.2 Table Management

LS First Table Management on the POS is flexible and gives full overview of the table and order status for the restaurant:

- Guest table reservation can be recorded on the POS
- Graphical overview of restaurant layout
- Different Sections displayed on the POS according to the setup in Central Restaurant Management
- Take order on table and track number of guests
- Customer requests can be recorded on order with free or pre-defined text
- Menu groups, such as starter, main course and dessert can be used to prioritize food preparation for the customer and send to the Kitchen
- View different status of table that are shown in different coloring, for example reserved, closed, clean, open, last order time.
- Split and merge tables
- Transfer orders from table A to table B
- Splitting the bill allows multiple modes of splitting between the guest at the table, receipt printing and payment per guest
- Record service charges and tips
3.3 Cash Management & Loyalty Support
Flexible and comprehensive tendering options as well as cash management support wide range of tenders for increased revenue and help to control loss of funds. Real-time customer record and loyalty program updates are available at the POS.

3.4 Keep selling even when offline
In Dynamics AX, purpose-built POS components are natively integrated into the back office with fault tolerance that ensures that transactions are captured in offline instances and data is never lost.

3.5 End of Shift/Day Operation
The setup and execution of end of shift and day operation is flexible in standard Microsoft Dynamics AX. Hospitality additions include the possibility of recording waste to the stock account process and the posting of inventory to the back of house ensure that inventory levels are correct in the system and information on waste is available for the management.
4 Kitchen Display System (KDS)

LS First KDS provides graphical orientation and real-time information about the status of customers’ orders that flow from the POS terminal to the kitchen. The system enables the organization of the kitchen, ensuring that customer orders get transferred automatically to the relevant station displays or printers within the restaurant, and that the orders are prepared in the correct order and on time.

In the restaurant, all items are automatically routed to the appropriate station display or printer where the kitchen staff can navigate between orders, bump to next station or expedite and recall orders using either keyboard or buttons on touchscreen.

In the back of house the different station displays such as layout, styles, colors and attributes can be set up and configured. The setup and management of KDS is done centrally in the Restaurant Management System and data distributed to the different restaurant outlets.

KDS can have one or more display stations and route the data to them in different ways. For example grill, burger, steak stations for preparation of hot items or fries and drink stations and the pickup or expediter station for collection of total order.

Kitchen display system:

- Monitors the hospitality system for new orders
- Directs orders to display stations
- Allows the user to control orders on the display stations

KDS consists of three parts:

- KDS Setup
- Kitchen service program
- Display station program
5 Enterprise Resource Planning

Microsoft Dynamics AX offers powerful and feature-rich Enterprise Resource Planning (ERP) components out of the box for executives, managers and other roles at headquarter operations. Microsoft Dynamics AX is a comprehensive solution that delivers value across the enterprise, operating locally or internationally. It enables agility, simplicity and provides pervasive interoperability with other Microsoft solutions, such as Office.

5.1 Holistic view of inventory processes
Standard production, inventory and replenishment capabilities give an end-to-end view of the inventory process and comprehensive management of purchasing, requisition and replenishment processes.

5.2 Flexibility in pricing and configuration
Powerful Merchandising optimizes the profitability with pricing flexibility in addition to the configuration of deals and the advantage of the powerful assortment management in standard Microsoft Dynamics AX.

5.3 Scale the solution to your needs
Investment is optimized with the flexibility to scale the solution to your business, adding restaurants outlets and distribution centers from headquarters as well as capitalizing on three-tier architecture, web service framework and integration with other Microsoft products.

5.4 Manage your labor force
The functionality rich Human Capital Management system in AX enables you to manage and organize your labor force efficiently, such as the recruitment and selection process, training and performance management.