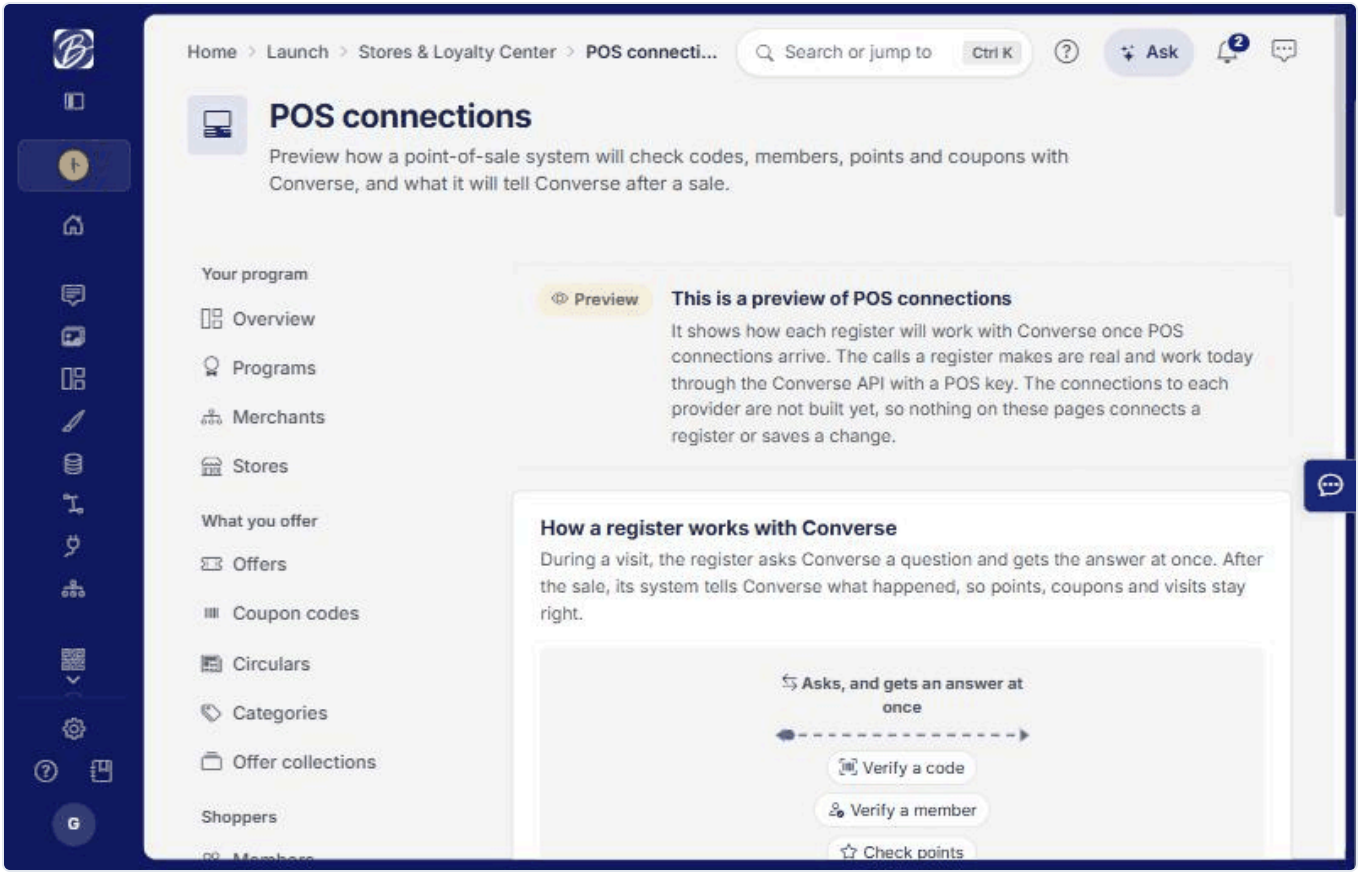
POS connections

What this page is for

POS connections shows how the point-of-sale system your stores ring up sales on will work with Converse. Pick a provider, such as Square, Toast or Clover, and the page shows what its register asks Converse during a visit, what its system tells Converse after the sale, and what connecting it will take. It is a preview: the questions a register asks are real and work today, but the connection to each provider is not built yet, so nothing on these pages connects a register or saves a change.

The page sits in the **Your systems** group of the Stores & Loyalty Center. People who run the whole Stores & Loyalty Center can open it.

What you see

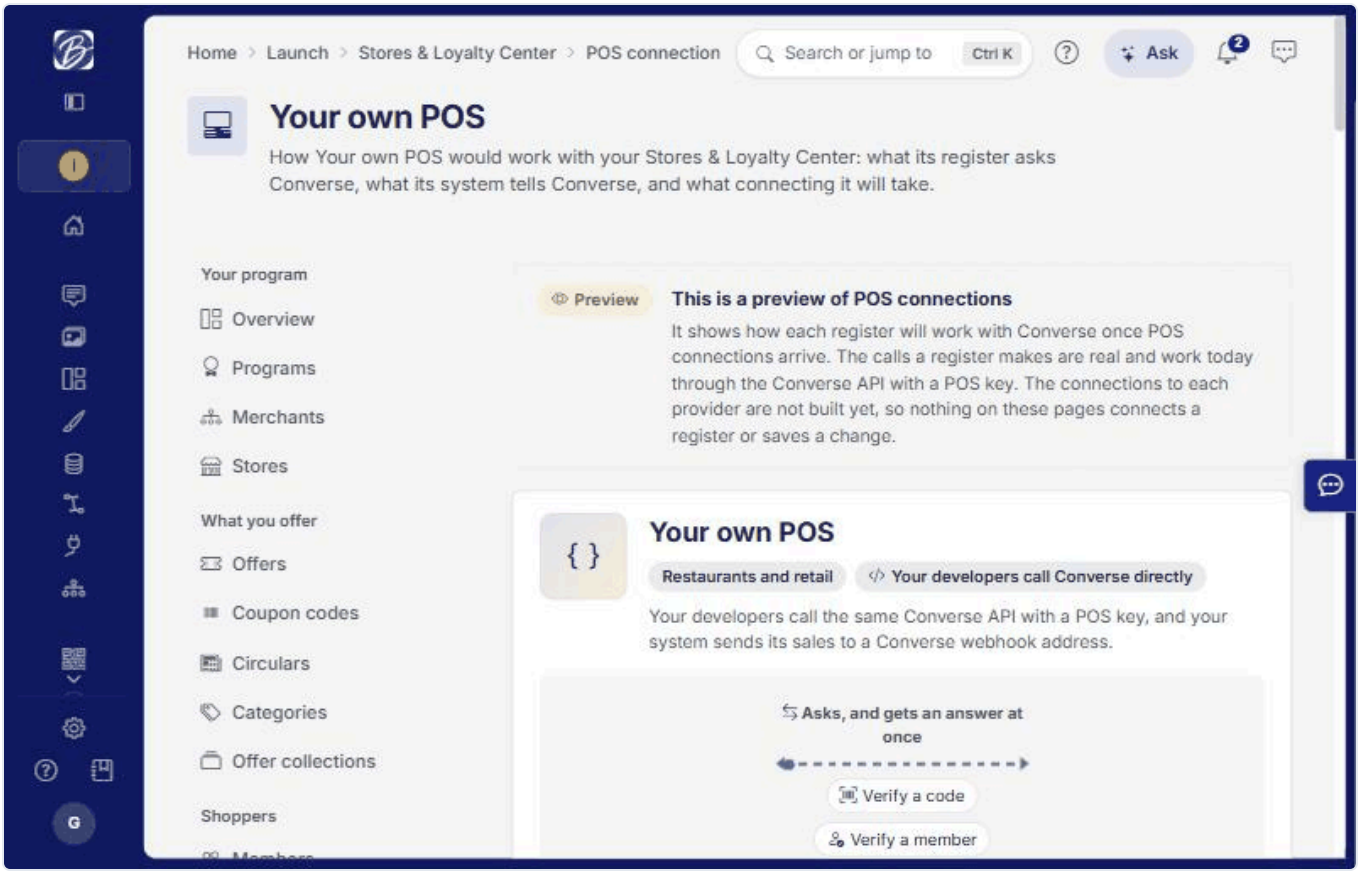


- **Preview.** Every page opens with the preview badge and a short note that says what is real today and what is still to come.
- *The picture.* Your register sits on the left and Listrak Converse on the right. Between them, one line shows what the register asks and gets an answer to at once, and the other shows what its system tells Converse afterwards.

- **POS providers.** A card for each provider, with its name, the kind of business it serves and how it would connect. **Your own POS** is the card for register software your own developers look after.
- **What every register can ask Converse.** The six questions a register asks during a visit, each marked **Live today** or **Coming**.
- *One provider's page.* Select a card to open it. It has three parts:
    - **What their register asks us.** The six questions - **Verify a code**, **Verify a member**, **Check points**, **Verify a coupon**, **Adjudicate a coupon** and **Claim a deal** - each with the Converse call that answers it, the tool an AI agent uses for the same thing, and who may make it.
    - **What their system tells us.** The events the provider's system sends after something happens at the register, and what Converse does with each one.
    - **Connect.** What a registration will record: **The stores it covers**, **The POS key and its roles**, **Their webhook address** and **Idempotency keys**.

What you can do

See how a provider would connect



1. Open **POS connections** in the Stores & Loyalty Center.
2. Under **POS providers**, select the card for the system your stores use, or **See how it connects** on it.
3. Read the provider's page from the top: who it serves, how it would connect, and the picture of its register talking to Converse.

Check what a register can do today

1. On a provider's page, read **What their register asks us**.
2. A question marked **Live today** works now: your developers can make that call with a POS key and get a real answer. **Claim a deal** is marked **Coming**, because deals are bought rather than handed out, and buying arrives with deals.

Try a different action for an event

1. On a provider's page, find **What their system tells us**.
2. In the **Converse does** column, choose a different action for an event - for example, **Do nothing** when an order is completed.
3. The row is marked **Changed in this preview**. Nothing is saved: the badge above the table says **Preview - changes are not saved**.
4. Select **Back to the suggested actions** to start again.

See what a registration will record

1. On a provider's page, go to **Connect**.
2. Under **The stores it covers**, keep **Every store**, or clear it and tick the stores the provider's registers sit in.
3. Read the POS key it will use, its webhook address and how its idempotency keys are written.
4. Select **Register** followed by the provider's name. A message says this is a preview, lists what a registration will record, and confirms that nothing was connected or saved. Select **Close**.

How it fits

Loyalty works best when the register and Converse agree on every coupon, point and visit. Members collect coupons and points in their conversations, and the register checks and uses them at checkout. While the provider connections are being built, a brand can already connect its register through its own developers, using the same calls this page lists, and redeem by hand on **Redeem at the register**. When a connection arrives for your provider, this is where you will register it.

Good to know

- A POS key is an API key that holds only the **Store redeemer** role. It may look members up, check coupons, redeem them and undo a redemption. A key that holds other roles never moves value. Someone who looks after your integrations makes POS keys on the **API Keys** page.
- An idempotency key is a name the register gives each redemption so that a retry never redeems twice. Begin each one with the register's own name, because keys are shared across your workspace.
- A webhook address is where a provider's system sends its events. Converse makes the last part of the address when a registration is real.

- The event names in **What their system tells us** are examples written in plain words. Each provider names its own events.
- Someone who works for one merchant only does not see this page, because a registration belongs to the whole workspace.

Related pages

- Stores & Loyalty Center: your program and the overview, which links here.
- Redeem at the register: look a shopper up and redeem by hand, today.
- Stores: the stores a registration covers.
- Coupon codes: the codes a register scans.
- API Keys: make the POS key a register uses.