

Stripe Terminal (In-Person Payments)

Frequently asked questions

Stripe Terminal module v1.2.1 · Shop → Payment · 2026-07-03

Frequently asked questions

Quick answers about in-person payments with Stripe Terminal.

Payments

How does a cashier take a payment?

The POS sends the sale to the paired reader; the customer taps/inserts/swipes on the device; the result reconciles automatically via Stripe webhooks.

What if the network drops mid-sale?

The POS status self-heals from Stripe, and offline-collected payments are committed to an order when the webhook arrives.

Are retries safe?

Yes — each send uses an idempotency key, so a retry replays rather than double-charging.

Hardware

Which readers are supported?

Stripe Terminal smart readers such as the S700. Pair with a one-time code from the device.

How do I add a reader?

Generate a pairing code on the reader, then add it under POS → Card Readers and (optionally) set it as the store default.

Receipts & display

Can the customer choose how to get a receipt?

Yes — the reader can prompt Print/Email/Text/Done and collect an email or phone.

Can I show the cart on the reader?

Yes, on smart readers during checkout.

Multi-store & security

How do multiple stores work?

Each dealer routes to its own Stripe (Connect) account and its own readers; a cashier can only use readers for their open session's dealer.

Does card data touch our servers?

No — capture happens on the Stripe reader; the platform only stores references (payment intent, reader, amount, status), keeping the PCI footprint small.

How do I rotate the webhook secret?

Roll the secret in Stripe (24-hour overlap), paste the new `whsec_...` into the POS terminal webhook secret, verify deliveries are 200, then expire the old one. See the rotation runbook in this pack.

