

Stripe Terminal (In-Person Payments)

User Manual — every screen & setting

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

Working with Stripe Terminal

How cashiers take in-person payments, how readers and locations are managed, and how sales reconcile.

Concepts

- **Reader** = a Stripe hardware device (e.g. S700) paired to a dealer/location.
- **PaymentIntent** = the Stripe payment the POS pushes to the reader; the customer pays on the device.
- **Terminal Action** = the local audit row tracking a reader action / payment intent (status, idempotency key, dealer, Stripe account).
- **Location** = a Stripe Terminal location auto-created per store from the dealer address.

Taking a payment (cashier)

- 1 Ring up the sale in the POS and choose the card reader.

- 2 The POS **sends the payment to the reader**; the reader prompts "insert, tap, or swipe" (the cart/total can show on the reader).
- 3 The POS shows progress while the customer pays; if the network blips, the status **self-heals** from Stripe.
- 4 On approval, optionally offer a **receipt** (Print / Email / Text / Done) and capture the customer's email or phone.
- 5 If the customer backs out, the POS can **cancel** the reader action.

Managing readers

Task	How
Pair a reader	Generate a pairing code on the device, add it under POS → Card Readers.
Set default	Mark a reader as the dealer's default for quick selection.
Branding	Apply a branded splash screen (Terminal Configuration).
Location	Auto-created/synced from the dealer address when the store is a POS location.

Offline sales

If a payment is collected offline (on mobile), it's queued and **committed to an order automatically** when the `payment_intent.succeeded` webhook arrives. The **Offline Audit** admin grid lists these sales and whether each is committed to an order or still pending.

Troubleshooting

- **Reader Active but POS can't reach it:** confirm the reader's dealer matches the cashier's open POS session, and the store is a POS location with a Terminal Location id.
- **"No Location" error:** the store isn't marked as a POS location / the Terminal Location wasn't created.
- **Sale completed on the reader but the register is stuck:** the status self-heals from Stripe; check webhook deliveries are 200.
- **Pairing code expired:** generate a new one (they last ~30s).

