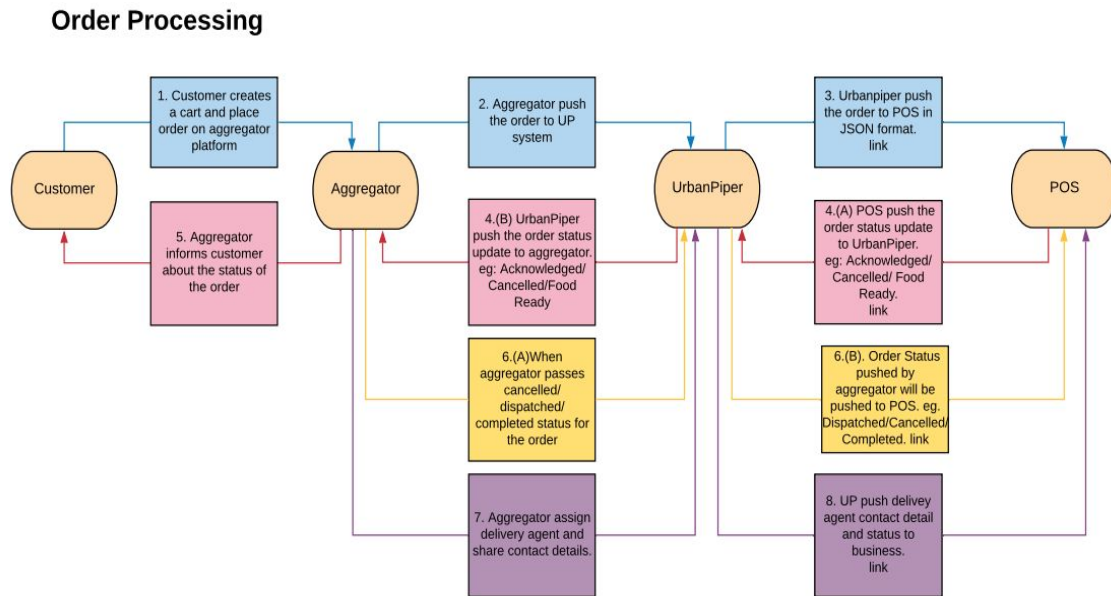


FAQ's On Technical Aspects Of Integration for POS Partners

1. How is the integration flow structured?



2. How the APIs are defined at Urbanpiper end?

All our API's are built on RESTful resources with the HTTP protocol.

3. What is the content-type used for integration?

We communicate with the POS in JSON format only. If your system uses any other content-type, you will have to make necessary developments at your end to parse the data from JSON to your system readable format.

4. What type of integration is it?

The integration is web-hook based.

5. What does Webhook based integration mean?

A webhook is a way for a web service to provide other services with near real-time information using HTTP POST method.

6. Which integration model does UrbanPiper support preferably?

UrbanPiper pushes the orders to one central system of POS through webhook endpoint and from thereafter the POS will have to push the orders to respective stores based on store ID. It is ideal to have the Hub and Spoke model in place to get the integration seamlessly.

7. Can you relay orders to my restaurants directly?

This is not possible. We only relay orders to your central server.

8. What is the Scope of Integration?

The scope of the integration involves

- a. Order Relay - pushing orders from aggregators to POS system
- b. Order Status Update - updating the status of order from POS to UP and vice-versa
- c. Catalogue Management - populating the menu from POS to Aggregator via UP.
- d. Inventory Control - realtime toggling the items availability.
- e. Store Management - creating the store of brand in UP system.
- f. Rider Status Update - where-about the details of the delivery rider of an order.

9. My POS works on offline Method. How do I get it integrated with your system?

We expect you to run the web services, and host the web-hook endpoints on the cloud to push the data to your system on a real-time basis.

10. I Am currently using windows framework/Android application, Can I get the integration done?

Yes, its possible to get integrated with us. But you need to run web services and host the web-hook endpoint to get the data from our system. Please read more about Web-hook mechanism.

11. Do you support Order Polling mechanism?

No, We strictly don't support order polling mechanism, the integration is web-hook based only.

12. What are the HTTP Methods used in API?

POST, PUT are the two Http methods used in API.

FAQ's On Support for Integration:

1. What is the time frame of integration?

It should not take more than **6 weeks** time ideally.

2. Who will provide the integration support?

As soon as the payment is made and you sign up with us for the integration, a concerned person from the integrations team shall be introduced, who will guide you through the steps that follow.

3. How is the integration Support provided?

Support will be provided from 11AM - 7PM on all 5 working days as per the SLA, and the integration support is strictly provided over **E-mails** only.

4. What if the integration could not be completed within 6 weeks time? Do you still provide support?

Yes, in case you have certain developments to be made and given that takes you longer than 6 weeks, we provide an additional support period of 10 days which should be notified about minimum 3 days prior.

5. When does the expiry apply?

Expiry applies right after 6 weeks of signing up for the integration. But, given that, the integration is completed within the 6 weeks time frame, the expiry period ticks in right from the day of completion of integration.

6. Will there be a testing environment provided?

Yes, there will be a testing environment provided during the development phase.

7. Will the testing orders be deducted from the purchased set of orders?

No testing orders are for free.

8. What are the processes that follow after integration?

Post the completion of integration, you can on-board the clients to use the same. We will share the flowchart with you on how the onboarding starts post integration.

9. What happens after the client is taken live with integration on the food aggregators?

The orders processed for them, will be automatically deducted from the upfront amount of orders you had purchased.

10. Do we need to assign PoC for taking care of the clients onboarded to UP<>POS integration?

You need to assign one PoC at your end to help the clients for resolving the queries they have. Your PoC can reach out to our support team for any help required.