**ERP/EPOS Integration** User Device **Cloud Software** Till **ERP WEBSHOP** 1. Transfer product master data Store product master data <u>Transfer product master data</u> 2. Transfer product movement data Store product movement <u>Transfer product movement data</u> 3. Transfer product groups Store product groups <u>Transfer product groups</u> 4. Transfer orders **Provide orders Import orders** 5. Transfer order status **Store order status Transfer order status** 6. Create voucher **Store voucher Create voucher** 7. Redeem voucher Redeem voucher Redeem voucher 8. Cancel voucher **Cancel voucher Cancel voucher** 9. Cancel in-store purchase Cancel in-store purchase **Cancel in-store purchase** 10. Order management (optional) **Order management** LOYALTY / ERP 1. Member Registration Registration Fill out registration form Member registered **Continuously requesting queue Event member registration found** Exists? No Mapping Create member member Valid loyalty card? **Activate for revenue** transmission 2. Loyalty card validation Loyalty card validated **Customer area** 2-Factor-Auth **Continuously requesting queue Event loyalty card validation** <u>found</u> **Activate for revenue** transmission 3. Change member data **Profile** Change profile data Member data changed **Continuously requesting queue Event member data change** <u>found</u> **Update member data** 4. Transfer existing loyalty **Export existing loyalty card** Store loyalty card owners card owners <u>owners</u> Store in-store purchases 5. Transfer in-store **Export in-store purchases for** for activated loyalty card purchases activated loyalty card owners owners Store revenues, 6. Transfer revenues, **Export revenues, bonus/points** bonus/points for activated bonus/points for activated loyalty card owners loyalty card owners 7. Transfer coupons Store coupons **Export coupons** 8. Transfer rewards Store rewards **Export rewards** 9. Transfer digital receipts Store digital receipts **Export digital receipts** 10. Transfer bonus voucher Store bonus voucher **Export bonus voucher** 6. Transfer revenues, bonus/points 11. Scan QR-Code Show loyalty card **QR-Coded generated** Scan QR-Code **Continuously requesting queue Event purchase completed** Analye QR-Code <u>found</u> Loyalty card owner Coupons Rewards 6. Transfer revenues, bonus/points Gift cards Digital receipt Bonus payment Payment 9. Transfer digital receipts Gift cards redeemed Redeem gift cards Payment performed Perform payment Loyalty card bonus/points **Transfer bonus/points** updated Trigger events coupons, rewards redeemed Trigger event purchase Invalidate cache **Event triggered** completed 12. Resolve duplicated **Duplicated member created** member **Change loyalty card** number and member Merge members number Merge members

