POS Providers Webinar FAQ

1. **Is there a limit to the volume of data sent in each POST API call?**
   - No, there is no limit to the size of batches. However, larger volumes of transactions may affect performance and result in a slower push.

2. **Do hash keys ever change? Can they be deleted?**
   - Currently, hash keys are fixed to the retailers. In the future, retailers will be able to generate new hash keys.

3. **Hash Keys are specific to the CRSA, so when the locations CRSA changes, will the retailer need to get a new hash key?**
   - Whenever there is a new CRSA issued, a new hash key will be issued as well.

4. **Will access to the portal be done per retailer location or retailer company?**
   - Access to the portal will be done by CROL which is a retailer company.

5. **Can stores set up more than 1 email to get the reconciliation emails?**
   - No, during the initial phase of the project, all CRSAs belonging to the same CROL can only have 1 e-mail to receive the reconciliation e-mails.

6. **Is there an expected deployment timeline for providers that are not in the pilot groups?**
   - It is expected that retail stores will be required to use a POS system that is configured and integrated with the new platform by the completion of the pilot program (target completion date: Spring 2023). For POS providers to be ready for this timeline, they must complete the pilot program and have transitioned (either fully integrated or in the process of integrating) to the POS data platform by pilot program completion (Spring 2023). To participate in a pilot program, POS providers can contact OCS by e-mailing dataplatform@ocs.ca.

7. **How does it work when a store is moving from one POS Provider to another?**
   - If a store is using POS System A on Day 1 and changes to POS System B on Day 2 and there is no interruption to the data feed, then there are no concerns from the OCS perspective. This is assuming that inventory position, and transactions are not duplicated. If any changes to previous transactions need to be made, POS Provider's will need the previous transaction IDs.