

What carries over when you change your POS

AIQ holds your customer profiles, loyalty program and campaign history in a layer that sits above the register. When the register changes, AIQ connects to the new system and matches incoming transactions to your existing profiles by phone number or email.



WHAT STAYS IN AIQ

Your customer history moves with you



Customer profiles

Purchase history, contact details and opt-in status stay attached to each shopper. Sales from the new register merge into that history when the new POS records the same phone number or email, so it's worth confirming contact fields carry over in the migration.



Loyalty members and balances

Points and member status live in AIQ, so customers keep what they have earned and your team never has to restart the program.



Audiences and segments

Saved audiences keep their rules and start reading transactions from the new register once the integration is live.



Campaign history and results

Past sends, automations and their results stay on record, which keeps your year-over-year reporting and the history Astro reads intact.

BEFORE YOU SIGN WITH A NEW POS

Bring your Customer Success Manager in early

1

Tell us while you are evaluating

Your CSM can confirm what the integration supports for the system you are considering before a contract is signed.

2

Compare integration depth

Every POS on the map syncs shoppers and sales. Register-side loyalty features vary by system, and page two shows which ones each POS supports.

3

Set the cutover date together

Planning the date with your CSM keeps the gap between the last sale on the old register and the first sync from the new one as short as possible.

4

Walk your budtenders through it

Signup and redemption look different on every register, so a short walkthrough before go-live keeps checkout moving on day one.

What your team can do at the register, by POS

Every system below syncs shoppers and transactions into AIQ customer profiles. The columns show which loyalty steps your staff can complete directly at the register, so a customer never has to leave the checkout flow to join or redeem.

POS	Loyalty signup at the register	Rewards redeemed at the register	Loyalty status shown at the register	Connects to AIQ Ecommerce
Alleaves	✓	✓	—	✓
BioTrack	—	✓	✓	—
Blaze POS	✓	✓	✓	✓
Cova	—	✓	✓	✓
Dutchie POS	✓	✓	✓	✓
Flourish	✓	✓	—	✓
Flowhub	✓	✓	—	✓
Greenline	—	✓	✓	—
Jane POS	✓	✓	—	—
Meadow	✓	—	✓	✓
POSaBIT	✓	✓	✓	✓
Treez	✓	✓	—	✓

✓ Supported by the integration — Not currently listed for this POS

Source: AIQ Integrations Matrix at help.aiq.com. The map shows what each integration supports, and your CSM can confirm which features are turned on for your account. For a system not shown here, see the full list at aiq.com/integrations or ask your CSM.



Redemption that stays at the counter

On systems where rewards redeem at the register, a budtender applies the reward as a discount inside the POS during checkout. If your team is still trading texts or codes to redeem points, ask your CSM whether register-side redemption is available on your POS.

Thinking about a new POS?

Talk to your Customer Success Manager before you sign, and we will map out what carries over and what your team needs on day one.

[Contact your CSM](#)