

Fishbowl Loyalty API Integration

Onboarding Guide

Overview

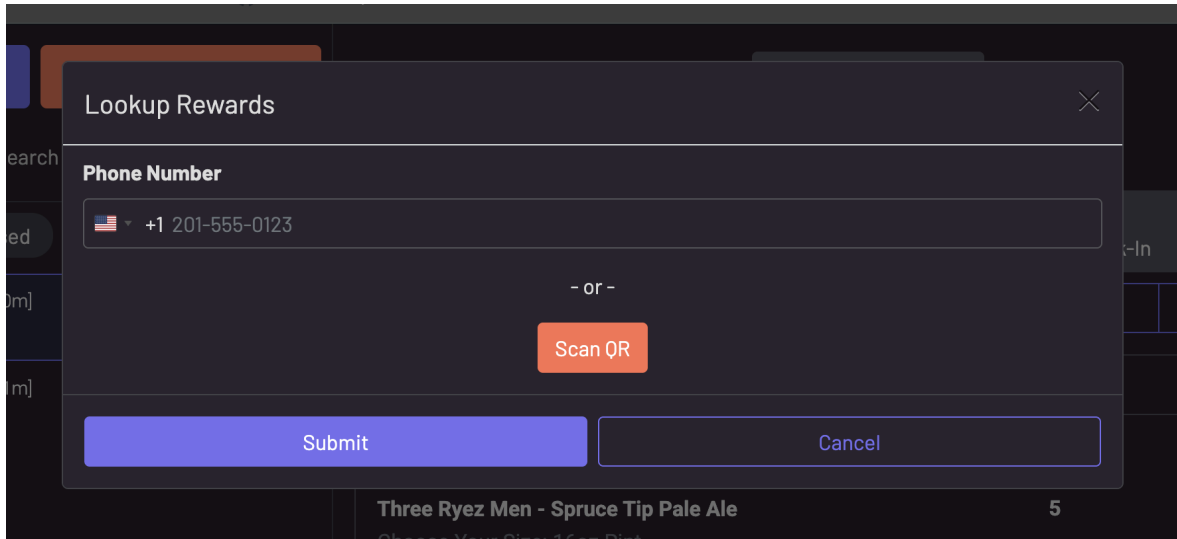
GoTab supports Fishbowl's loyalty program through the **GoTab Third-Party Loyalty API** — an event-driven integration that allows Fishbowl (and other external loyalty partners) to connect to GoTab using a single agent and endpoint. The Loyalty API enables real-time customer lookup and reward redemption directly from the GoTab POS.

How It Works

When a customer is ready to redeem a reward, staff initiate a check-in from the open tab. GoTab reaches out to Fishbowl in real time using the configured Loyalty URL, retrieves the customer's available rewards, and applies the selected reward as a discount on the tab.

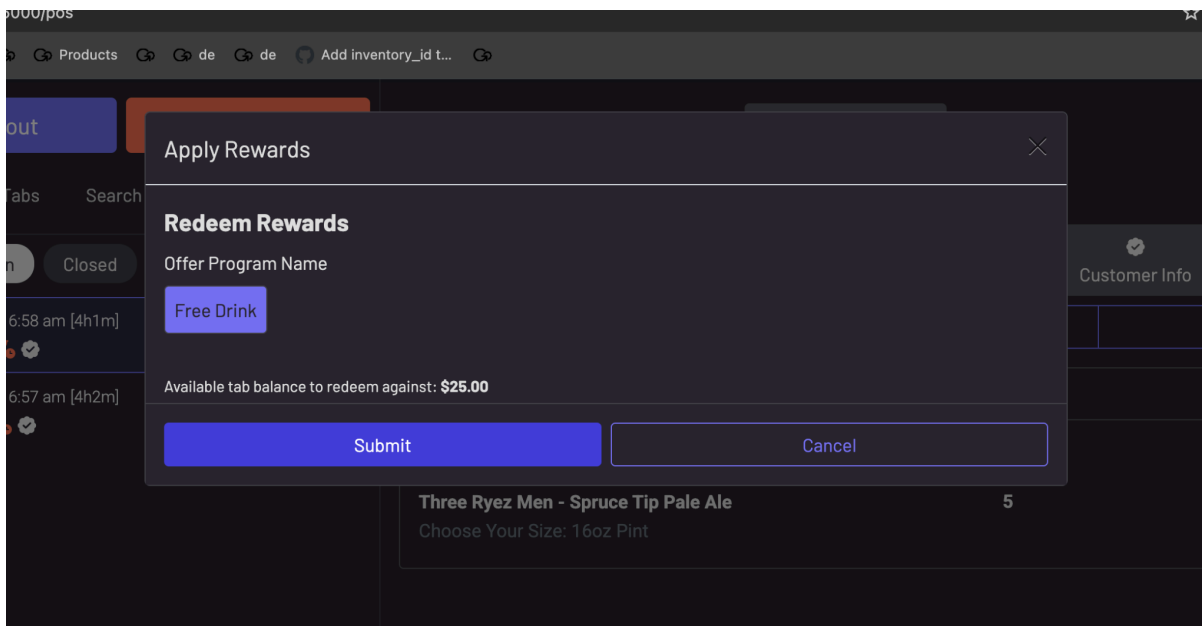
Customer Flow at the POS

1. **Staff taps the Rewards button** on the open tab screen.
2. **The "Lookup Rewards" modal appears** — the customer enters their phone number or scans a QR code.



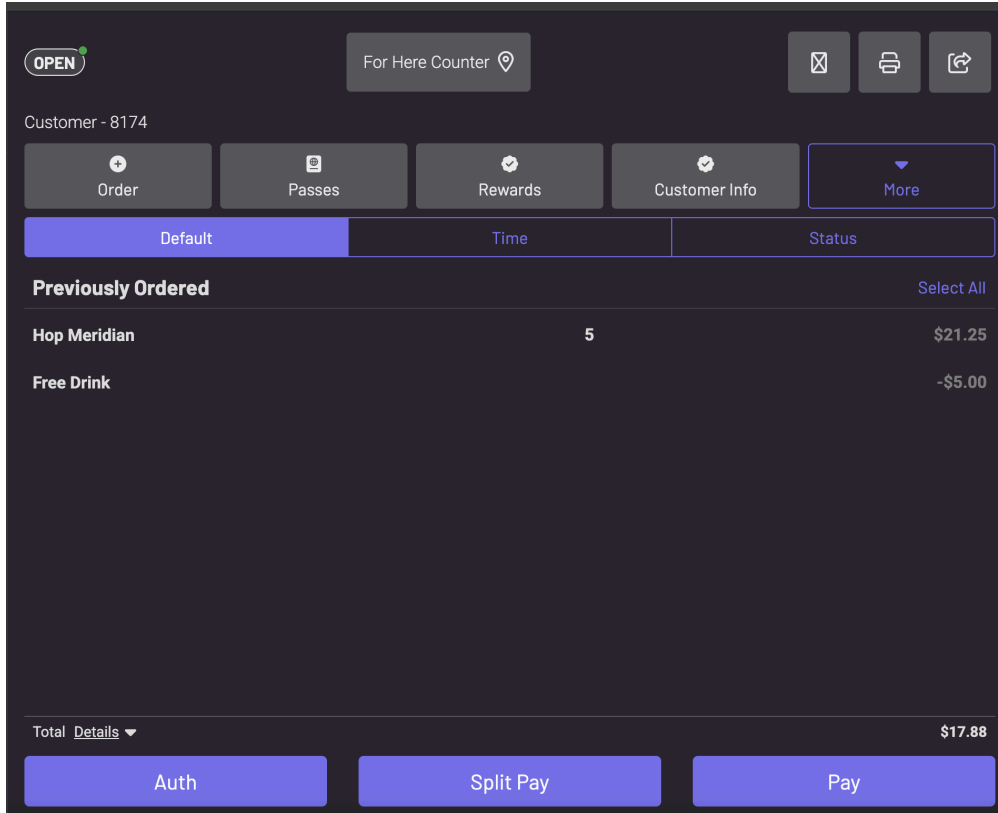
The customer enters their phone number or scans a QR code. Hit Submit to look up their account in Fishbowl.

3. GoTab sends a request to Fishbowl's loyalty endpoint.
4. Fishbowl responds with the customer's available rewards.
5. **The "Apply Rewards" modal appears** — the customer selects a reward and hits Submit.



Available rewards from Fishbowl are shown as selectable options. The available tab balance is shown for reference.

6. The reward is applied as a discount line item on the tab.



The applied reward shows as a negative line item on the tab, reducing the total accordingly.

Enrollment Flow — Customer Not Found

If the phone number entered doesn't match any account in Fishbowl **and** Enable Customer Enrollment is turned on, the POS automatically shows a sign-up form.

Lookup Rewards
✕

We could not find an account for that phone number.

Please enroll in Demo Loyalty Program by submitting the form below.

First Name

Last Name

Email

Phone Number

Submit

Cancel

"We could not find an account for that phone number." The customer can enroll in the Fishbowl loyalty program directly from the POS. GoTab sends the enrollment event to Fishbowl.

What Data Is Shared

Direction	Data Sent
GoTab → Fishbowl	Customer lookup value (phone number), enrollment info if signing up (name, phone, email, opt-in)
Fishbowl → GoTab	Available rewards / discount details for the customer

Supported Features

Feature	Supported
Phone number lookup	<input checked="" type="checkbox"/>

QR code scan at POS	✓
Real-time reward lookup	✓
Customer enrollment via POS	✓ (when enabled)
Location-specific loyalty URLs	✓
Auth headers	✓ (rarely needed)
Multiple lookup methods simultaneously	✗ One lookup type per integration
Native GoTab loyalty + Fishbowl simultaneously	✗ GoTab native loyalty takes priority

How It's Set Up

Each location must first be authenticated for Fishbowl before configuring the integration—**please reach out to Austin for authentication.**

Navigate to the **THIRD_PARTY_LOYALTY** agent in the GoTab dashboard and fill in the configuration form.

THIRD_PARTY_LOYALTY ☑

Permissions

permission:export Save

Third Party Loyalty Configs properties

Loyalty URL

myloyaltyprogram.com

Enter the 3rd Party Loyalty URL to subscribe to loyalty events.

Loyalty program display name

Demo Cafe Loyalty Program

The name of the loyalty program as it appears in the UI.

How will customers look up their 3rd Party Loyalty Account?

Phone Number ▼

Save

The Third Party Loyalty Configs screen. The toggle in the top right enables/disables the integration.

Loyalty URL *(required)* Provided by Fishbowl. Enter the URL they provide for subscribing to loyalty events. *Ask for a URL per location being onboarded, as it may be location-specific.*

Loyalty Program Display Name *(required)* The name shown to customers in the POS UI — e.g., **Fishbowl Loyalty Program**. Use whatever name Fishbowl uses for the program.

How will customers look up their 3rd Party Loyalty Account? *(required)* Confirm with Fishbowl prior to setup. Expected to be **Phone Number**, but this is determined by how Fishbowl has built their system.

Enable Customer Enrollment *(optional)* Toggle **On** if Fishbowl supports new customer sign-ups from the POS. When enabled, customers not found in Fishbowl will be shown an enrollment form directly in the POS.

Once all fields are filled, click **Save**, then toggle the agent **On**. Refresh the page to confirm the integration is active.

FAQs for CS Teams

Q: The Rewards button isn't showing on the POS — what do I check? Confirm the Third Party Loyalty agent is toggled on and the location has the correct permissions assigned (`permission:export|permission:loyalty`). Refresh the POS after making any changes.

Q: Who provides the Loyalty URL? Always comes from Fishbowl. If you don't have it, loop in their technical contact before attempting setup.

Q: Can a location use GoTab native loyalty and Fishbowl at the same time? No. GoTab native loyalty takes priority. Disable native loyalty if the location is using Fishbowl.

Q: What if the customer lookup method needs to change after setup? The lookup method is determined by what Fishbowl supports and cannot be mixed (e.g., phone and email simultaneously). Any changes should be confirmed with Fishbowl first.

Q: Can a location use both the Fishbowl Promo API and Loyalty API at the same time? This is not a tested or intended configuration. Flag to the product team if a location requests this.
