

Custom API Access - Partner Guide

What are custom integrations & custom API access?

Merchants who develop their own in-house solutions often benefit from custom API access to enhance and tailor their product. At Lightspeed, we provide read-only API access for these merchants, enabling them to build integrations that meet their specific needs. These custom integrations are designed for a single customer and cannot be offered to others.

Custom integration	Public integration
<ul style="list-style-type: none">• Built specifically for a merchant's business. Allows tailoring connectivity to their unique workflows, systems, and operational model• Requires development knowledge and are to be maintained by the merchant themselves	<ul style="list-style-type: none">• Pre-validated integrations available through Lightspeed's Integration Hub• Lightspeed offers over 200 validated apps across PMS, Reservations, Inventory Management, etc.

A custom integration, built specifically a merchant's business, is not listed or distributed through the Lightspeed Integration Hub. Custom integrations are designed to meet a merchant's internal workflows and operational needs, without being shared or used by other merchants.

Custom integrations are:

- Exclusive to the business they are built for. They may also be used by franchise locations, if applicable.
- Not permitted to be resold, commercialized, or offered to other Lightspeed merchants unless the business has a formal partnership agreement with Lightspeed. If the goal is to build an integration that will be used by multiple merchants, or to commercialize or publish the solution, the business should speak to Lightspeed about joining our [Partner Program](#).

Pricing:

Custom API access is available as an **add-on** priced on a **/per business location basis**.

Please reach out to your Lightspeed Partner Growth Manager or Account Manager for more information.

Available API endpoints for custom integrations:

At this time, custom integrations built on the K-Series platform can access the following two [read-only](#) API endpoints. Merchants should review the capabilities in detail to ensure they meet their integration needs before requesting API credentials:

1. Financial API

The Financial API provides complete accounting export data, including revenue summaries, taxes, discounts, payments, and accounting period breakdowns. This endpoint is typically used for integrations with accounting, financial reporting, and ERP systems.

Read the Financial API documentation [HERE](#).

2. Items API

The Items API allows you to retrieve menu item data, including item names, pricing information, identifiers, and configuration details. This endpoint is commonly used when synchronizing product catalogs with online ordering, inventory, or eCommerce platforms.

Read the Items API documentation [HERE](#).

What “read-only” endpoints mean:

- Custom integrations can retrieve (read) data from Lightspeed, but it cannot make changes to the data stored in the Back Office.
- This means:
 - You can request and download information such as items, sales totals, or payments.
 - You cannot create, edit, or delete items, menus, receipts, orders, customers, or configuration settings through the API.

Why do we only offer 2 endpoints:

- Straightforward and simple, read-only data reduces complexity and makes integrations easier for a merchant’s developers to implement and maintain. Lightspeed does not provide development or troubleshooting support for custom integrations.

How can your merchants get custom API access?

- 1. Merchant expresses interest:**
The process begins when a merchant reaches out to inquire about a custom API integration.
- 2. Merchant reviews relevant documentation:**
Share the [Lightspeed K-Series Custom Integration Access Overview](#) document, which outlines the capabilities of the K-Series API, with the merchant for them to review.

Note: Merchants are responsible for determining whether their desired integration is feasible, as well as building and maintaining the integration themselves. Ensure that the merchant fully understands what is/isn't possible to access via the API.

- 3. Merchant completes [API request form](#):**
Once a merchant has reviewed the documentation and confirmed they want to go ahead, they need to complete the [API request form](#). Share the [form link](#) with them and ask them to complete it.
- 4. API access add-on sale is processed:**
At the same time, the Lightspeed Account Manager will send the merchant an eSign outlining the terms of the add-on sale. The merchant will need to complete the eSign before their request can be approved.
- 5. Partner Services review:**
Partner Services reviews the submitted request.
- 6. Approval or rejection:**
 - If approved: Partner Services sends the API credentials to the technical contact listed on the form.
 - If denied: Partner Services notifies the merchant via email and may advise them to follow up with their Account Manager.

