PUBLIC DOCUMENTATION

Pine Labs One MCP Connector

Setup, supported capabilities, example prompts, privacy, and troubleshooting for merchants connecting Pine Labs One to an AI assistant.

Purpose. Use natural-language prompts to review merchant business data, manage service support, and use PineAI workflows through an authenticated Pine Labs One account.

At a glance

- For active Pine Labs One merchants with permission to access the requested business information.
- Uses OAuth sign-in and consent. Credentials must only be entered on the official Pine Labs sign-in page.
- Supports transactions, settlements, payouts, merchant and store data, POS terminals, service tickets, PineAI chats, and schedules.
- Does not initiate payments, refunds, payouts, or transfers of funds.

Document information

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Connect Your Account

The connector authorizes access to the merchant account selected during Pine Labs sign-in. Complete the connection in one browser session so the OAuth redirect can return successfully to your AI assistant.

1. Add Pine Labs One from your AI assistant's connector directory.
2. Select Connect. You will be redirected to the Pine Labs sign-in page.
3. Sign in with your Pine Labs One merchant account and review the requested access.
4. Provide consent. You will be redirected to your AI assistant.
5. Confirm that Pine Labs One is shown as connected, then try an example prompt.

Manual server URL

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https://onemcp.pinelabs.com/sse
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Safe sign-in

Authentication uses OAuth. Enter your Pine Labs credentials only on the official Pine Labs sign-in page. Never paste a password, one-time password, access token, client secret, or authorization code into a chat.

Requirements

- An active Pine Labs One merchant account.
- Permission to access the relevant merchant, store, transaction, settlement, terminal, and support information.
- A supported MCP client with remote connector and OAuth support.

Supported Capabilities

Results are scoped to the signed-in merchant and depend on the data and permissions available to that account.

Area	Available capabilities	Access type
Transactions	Recent transactions, date-range search, status filters, totals, grouped performance, and transaction details.	Read only
Settlements and payouts	Today's payout summary, date-range results, payout status filters, and settlement lookup by UTR.	Read only
Merchant and stores	Merchant profile, store list, store details, store performance, and POS terminals.	Read only
Service tickets	Issue categories, existing tickets, ticket status, and guided service-ticket creation.	Read and create
PineAI	Available agents, activation status, agent enablement, chat sessions, messages, and session history.	Read and update
Schedules	Scheduled or autonomous tasks, active schedules, run history, creation, pause, resume, and permanent deletion.	Read and update

Dates and identifiers

- Enter dates in yyyy-MM-dd format, such as 2026-09-16.
- Use transaction IDs, UTRs, ticket numbers, store IDs, terminal IDs, session IDs, and schedule IDs returned by Pine Labs One.
- Do not invent identifiers. Ask the connector to list available records before selecting one.

Why a request may return no records

A valid request can return no results when the merchant has no matching data for the selected store, date range, status, transaction ID, UTR, or ticket number. Try a wider date range or remove optional filters.

Guided Workflows

Raise a service ticket

The connector collects the required information in order and waits for your selection at each step.

1. List your stores and select the affected store.
2. List available issue categories and select the issue type.
3. List POS terminals assigned to the store and select the affected terminal or terminals.
4. Provide a short subject, issue description, and the name of the person raising the ticket.
5. Review the details and submit the service ticket.

Create an automated schedule

Describe the business task, then provide a title, frequency, start date, delivery channel, and any timing fields required by that frequency. Supported frequencies include hourly, daily, weekly, monthly, and one-time execution.

- Daily, weekly, monthly, and one-time schedules require applicable time or calendar details.
- A schedule can be paused and resumed.
- Deleting a schedule is permanent and requires explicit confirmation.

Use PineAI chat

The connector can list available PineAI agents, check activation status, enable an agent, create a chat session, send a message, and retrieve previous session messages.

Example Prompts

Use direct prompts that specify the information or action you need.

> Show my five most recent transactions.

> Give me my payout summary for today.

> List my stores and show the transaction performance for the first store this month.

> Show my open service tickets.

> I need to raise a service ticket for a POS terminal that is not connecting.

> Show my active PineAI schedules.

Actions and confirmation

Most capabilities only read business information. Some capabilities change the Pine Labs One account by raising a service ticket, enabling an agent, creating or messaging a chat session, or creating, pausing, resuming, or deleting a schedule. Review the supplied details before approving any action.

Privacy and Security

- OAuth authorizes the connector without requiring credentials to be shared in a chat.
- Connector results are scoped to the signed-in merchant and the access granted to that account.
- Request only the business information necessary for the task being performed.
- Disconnect Pine Labs One from the AI assistant's connector settings to stop future access.

For details about data collection, processing, disclosure, security, retention, and privacy rights, read the Pine Labs Privacy Policy.

Important security guidance

- Do not provide passwords, one-time passwords, tokens, secrets, or complete payment-card information in prompts or support requests.
- Verify that the browser is displaying an official Pine Labs domain before entering credentials.
- Review the selected merchant, requested operation, and returned identifiers before completing an action.

> Financial safety. This connector provides business visibility and operational workflows. It does not execute payments, refunds, payouts, or transfers of funds.

Troubleshooting

The connection setup did not complete

1. Return to connector settings and disconnect Pine Labs One if it appears partially connected.
2. Start the connection again and complete sign-in and consent in the same browser session.
3. Allow Pine Labs sign-in and redirect pages if the browser blocks pop-ups, redirects, or cookies.
4. If the problem continues, contact Pine Labs Support with the approximate time of the attempt. Do not send passwords or tokens.

The connector is enabled but appears not installed

Verify that Pine Labs One is both enabled and connected for the current AI assistant account. If necessary, disconnect it, reconnect it, and start a new conversation.

No records were returned

Confirm that the merchant account can view the requested records in Pine Labs One. Check the date format and ordering, try a wider range, and remove optional filters that may exclude all results.

A service-ticket or schedule action failed

Provide every requested field and use identifiers returned by the connector. Correct the specific validation error before retrying.

The connection expired

Reconnect Pine Labs One from connector settings and complete OAuth sign-in again.

Support and Policies

For account, authentication, device, transaction, settlement, or connector support, use the official Pine Labs support channels.

Support

- Website: https://www.pinelabs.com/contact-support
- Email: plutus.support@pinelabs.com

Privacy policy

https://www.pinelabs.com/privacy-policy

Pine Labs One product information

https://www.pinelabs.com/pos-products/pine-one

Never include passwords, one-time passwords, access tokens, client secrets, authorization codes, or complete payment-card information in a support request.