



Questions to Ask BEFORE You Purchase a New POS System

Are you planning to upgrade your restaurant's POS or find a more efficient credit card processing system? Whatever the case, it's a significant decision. You want to be certain you're choosing a system that meets your needs without any surprises. We have compiled a checklist of all the questions you should ask BEFORE you make the purchase, covering everything from the physical product capabilities to the quality of customer service.

5:38 pm

#9

\$46.58

Store Front Counter

LOGOUT

Pizzas

Subs

Burgers

Salads

Appetizers & Sides

Drinks

Discounts

Clear

Clear All

Notes

OPERATIONS

CUSTOMER

MENU

ORDERS

DISPATCH

TABLE

Meat Lovers

Cheese Pizza

Ham and Mushroom

Taco Pizza

Spicy Mexican

Everything Pizza

Pepperoni

Hawaiian

Vegetarian

BBQ Chicken

Garlic Chicken

Seafood Pizza

Mini

Small

Medium

Large

Xtra Large

Regular Crust

Thin Crust

Deep Dish Crust

Gluten Free Crust

Whole Wheat Crust

Pizza Sauce

Alfredo Sauce

Marinara Sauce

BBQ Sauce

Cheese Sauce

Full

1st Half

2nd Half

Light

Heavy

On Side

Xtra Cheese

Xtra Sauce

Mozzarella

Feta

Cheddar

3 Cheese Blend

Asiago

Bacon

Chicken

Pepperoni

Italian Sausage

Ground Beef

Ham

Pulled Pork

BBQ Beef

Meatball

Anchovy

Shrimp

Chopped Seafood

Lettuce

Green Pepper

Tomato

Mushroom

Green Olives

Garlic

Pineapple

Red Onion

Onion

Black Olives

Jalapeno

Sun-Dried Tomato

Ticket #9 5:38 pm

Quoted Time: 6:13 pm 35 min

Delivery

(206) 546-7664

CINDY ABBOTT

4B - 400 4TH AVENUE SOUTH

DelZone: 1

Expected Payment

Visa (Balance) 46.58

Large 16.00

All Meat Pizza

Regular Crust

Large 16.00

Hawaiian Pizza

Regular Crust

Large 11.00

Cheese Pizza

Thin Crust

Purchase Subtotal 43.00

Delivery Charge 1.00

Subtotal 44.00

State Tax WA 2.58

TOTAL 46.58

EDIT SUB DELETE DUPL +1

2 3 # Complete



Are You Getting What You Pay For?

Category:

Questions:

Notes:

Training and Ease of Use

- ☐ Is the system easy to use?
- ☐ How long does it take to train a new server or driver?
- ☐ Does the system have a robust set of manager tools?
- ☐ Is there documentation, online help, or training available?

Reliability Response

- ☐ Can the system handle a busy rush?
- ☐ What kind of volume do you do?
- ☐ Does the system keep up? Has the system ever crashed?
- ☐ What happened? How did Support help you?
- ☐ Does the software have any bugs that you know of?

Service

- ☐ Is on-site installation and training available?
- ☐ How long do you wait on hold?
- ☐ How long does it take support to get back to you?
- ☐ How long does it take support to resolve your issues?
- ☐ Are technicians helpful and polite?
- ☐ Can you reach a qualified technician immediately, or do you need to wait for a callback?

Management

- ☐ How does the system help you manage labor?
- ☐ How long do you spend on paperwork at the end of the day?
- ☐ How does the system work with payroll?
- ☐ Does the system have all the reporting you need? Can you access reports from anywhere?



Category:

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Loss Prevention

- ☐ Can you control who sees what in the system?
- ☐ Does the software help you identify where you're having problems with waste or theft?

Enterprise Management

- ☐ Can you review dashboards of key metrics and linked tabular reports for a store, region, or enterprise-wide?
- ☐ How does the system help you manage multiple locations? Do you manage multiple menus? How?
- ☐ Can you get email alerts when a key report value varies from the threshold you set?

Delivery Performance

- ☐ Is it easy to manage deliveries?
- ☐ How easy is it to cash out a driver?
- ☐ Are there live maps to make dispatch more efficient?
- ☐ Can you send delivery instructions to drivers' phones?
- ☐ Does it automatically email customers at order dispatch?
- ☐ How easy is it to track stats like out-the-door and wait times between runs?
- ☐ Can you dispatch orders to third-party delivery services like DoorDash Drive directly from the POS?

Online Ordering

- ☐ Do you use online ordering?
- ☐ How does it work with the system?
- ☐ How much does it cost?
- ☐ Does your cost increase with volume of online orders, or is it a flat rate?

Loyalty

- ☐ Can customers save gift cards in their loyalty app?
- ☐ Can you view reports on loyalty program performance?
- ☐ Does the system have integrated Loyalty programs to drive repeat customers both in-store and online?



Category:

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Payments

- ☐ Does the system make payment processing feel effortless?
- ☐ Can the system securely store credit card information for future use?
- ☐ Does the system allow you to accept mobile payments table-side, curbside, or at the door?
- ☐ Does the system support flexible payment options, including all major credit cards, debit cards, mobile wallets, and contactless payments?

Third-Party Ordering

- ☐ Does the system accept orders directly from third-party marketplaces like DoorDash, Grubhub, and Uber Eats?
- ☐ Does your system allow you to manage all third-party menus from one place?
- ☐ Can you customize pricing to recoup costs for using their service?

Other Factors

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After the call:

1. Call several references. After you've finished, review your findings.
2. Did the references' comments reinforce your gut feeling about the system? About the POS company?
3. Were there any surprises?
4. Were there any negative comments? Try to read between the lines: are these the real issues? Are they deal breakers?
5. After talking to references, do you feel that the system will fit your business?

Notes:

