



12 QUESTIONS TO ASK BEFORE YOU BUY A NEW POS

As an independent grocer, selecting the best point-of-sale (POS) system is crucial for the success of your business. Not only can the wrong system lead to dissatisfaction among your team and wasted finances, it can also give your competitors an upper hand by slowing down your operations. To ensure you make an informed decision and gain a competitive advantage, it is important to consider the following 12 questions before purchasing a POS system.

It is common for grocers to make the mistake of choosing a vendor based solely on name recognition or cost, only to later realize the system was not suitable for their needs. This can result in wasted resources, dissatisfaction among employees and lost time that could have been spent on a more efficient solution. To avoid these issues, it is important to take the time to research and ask the right questions when choosing a POS system for your store. This will help you make an informed decision that will ultimately benefit your business.



- 1 **How will the system handle updates and upgrades?**
The system should have a regular schedule for updates and upgrades to ensure that it stays current with the latest technologies and features. It should also have a clear process for implementing these updates with minimal disruption to your business operations.
- 2 **How does the system handle inventory management and reporting?**
The system should have robust inventory management capabilities, including the ability to track stock levels, reorder points, and sales history. It should also provide detailed reporting on inventory, sales by time, compare sales to previous years or days, performance, and trends.
- 3 **What is the cost of the system, and what does it include?**
The cost of the system will depend on the specific features and capabilities it offers. It should be clearly outlined what features are included in the cost and any additional costs for additional features or support. Make sure your pos system has commercial hardware and software that will last and not break the next year.
- 4 **What is the cost of training for employees?**
The cost of employee training should be included in the overall cost of the system. The vendor should also offer ongoing training and support to ensure that employees are fully trained and able to use the system effectively.
- 5 **Do I need multi-store or omnichannel capabilities?**
This will depend on the size and scope of your business. If you have multiple locations or plan to expand in the future, it may be beneficial to choose a system with multi-store or omnichannel capabilities.
- 6 **Does the system have mobile capabilities for in-store or curbside pickup?**
Mobile capabilities will allow customers to place orders online and pick them up in-store or curbside. This will increase convenience for customers and help drive sales.
- 7 **Does the system integrate with loyalty, online, and analytic data platforms?**
The system should integrate with online platforms to allow customers to place orders and track deliveries, as well as analytic data platforms to allow businesses to gain insights into customer behavior and preferences.
- 8 **What kind of tech support is offered by the vendor, and is it included in the cost?**
The vendor should offer ongoing support, including troubleshooting and technical assistance, and it should be included in the cost of the system or monthly ongoing. Your preference on 24/7 support, emergency support installed on-site or remote support.
- 9 **How customizable is the system, and can it be tailored to your store's specific needs?**
Open API, we believe we can not have all the features we want to work with you and help support your customization where no other pos solution does. The system should be highly customizable to meet the specific needs of your business. It should also be able to adapt as your business evolves and expands.
- 10 **Does the system comply with data security and privacy regulations?**
The system should comply with all relevant data security and privacy regulations to ensure that customer data is protected and kept confidential.
- 11 **What are the references and case studies of similar retailers using the system is this the best solution for your business model?**
The vendor should be able to provide references and case studies of similar retailers that have successfully implemented the system.
- 12 **How will I transfer all of my current data to a new POS system?**
The vendor should provide a clear and easy process for transferring all of your current data to a new POS system. This should include data migration tools and support to ensure a smooth transition.

IT Retail's POS software offers a comprehensive solution for independent grocers, with features such as inventory management, reporting, mobile capabilities, online integrations, and data security compliance. With its cloud-based, future-proof architecture, it is designed to keep up with the ever-changing demands of the retail industry. We encourage attendees to scan the barcode provided to set up a demo and see how IT Retail's POS software can benefit your business by increasing efficiency and driving sales. **Don't miss out on the opportunity to gain a competitive edge and take your business to the next level. Visit us at booth 1645 to learn more.**

