

POS Buyer's Guide

14 Questions To Ask When Choosing The Right POS System

Today's decisions drive tomorrow's results. Your POS system will be your revenue gateway and your POS partner will be your gatekeeper. So, your POS decision is very sensitive. It is as crucial as the location you select and the people you hire. Changing your POS system if you make the wrong decision is a costly endeavour. If you have never purchased a POS system, it may be difficult to begin to understand what you should look for. Imagine if you had never bought or driven a car before, how would you know what you should look for? Do you have to purchase the tires separately or do they come with the car? Who covers the warranty? How much does maintenance cost?

Let's start with the questions you need to ask:

1. Are you a direct POS provider or are you a reseller for the POS company?

Answer: _____

2. Am I calling _____ or am I calling a reseller or agent of the POS company?

Answer: _____

3. Who will provide support? Your or third party?

Answer: _____

4. Who provides the POS software? Are you directly connected to the software developer?

Answer: _____

5. Are you a TRUE ONE-STOP POS provider? Do you offer hardware, software, technical support, warranty, gift/loyalty program, and merchant account services directly?

Answer: _____

6. Do you charge incidental fees or per call fees?

Answer: _____

7. Do you charge for updates or software version upgrades?

Answer: _____

8. Does the company repair or replace hardware if needed?

Answer: _____

9. Can you accommodate with opening additional locations in other cities, states, countries?

Answer: _____

10. Do you support other languages?

Answer: _____

11. Do you offer local installation services?

Answer: _____

12. Do you offer direct integrated merchant account services?

Answer: _____

13. Do you offer a 100% satisfaction guarantee on the POS and technical support?

Answer: _____

14. Are you just a local POS company or do you have global presence?

Answer: _____
