

9 Questions to Ask About POS Software Before You Buy

Restaurant point of sale (POS) systems have come a long way since the days of humble cash registers. Modern POS systems are a central management hub for restaurants and crucial to helping owners manage and operate their business efficiently. But how do you choose the right one?

Here are nine questions to ask when evaluating a POS for your restaurant:

1. How can this POS help you address your restaurant's short- and long-term goals? Will its features contribute to business growth and help you avoid bottlenecks?
2. How can this POS help you solve day-to-day operational problems? Want to have an easier time clock system? A better way to manage delivery? Think about your day-to-day pain points and how a POS addresses them.
3. What's your budget and does the POS system fit into it? Clearly, POS software is a long-term investment. But also be wary of "free" POS systems (where they hold the good features for the paid users) or systems with pricing that feels too good to be true.
4. Does it scale? You may only have one location now, but your choice of POS software should take into account future growth.
5. Does it match your vertical? Certain verticals such as bars and nightclubs can place strenuous demands on transaction load. Consider whether the POS system has the reliability to handle your needs.
6. Which features do you need, and does this POS offer them? Most restaurants and bars will want ease of use, data reporting, and integrated EMV. But what about integration capabilities, or the ability to be adapted to franchisees? Make a list of the features that are important to you as you search and evaluate.
7. Is data stored in the cloud, or locally? Cloud-based POS systems are web-hosted and store data on remote servers accessible online. The advantage of having a local server is ensuring your business can stay running smoothly even when you're offline, whether that's due to unreliable Internet, weather, or some other reason.
8. How's the customer service? Look for two things: does your POS answer the phone when you call and do they continually come out with new updates to the software? Both are a good sign the company is responsive to customer needs.
9. Do they have industry expertise? Even within the hospitality industry, restaurants can be extremely diverse in their needs and day-to-day workflow. A provider that knows your industry can help pinpoint future needs and identify solutions for problems you may not know how to solve.

Want more detail about how to choose the right POS system for you?
Download our [Restaurant POS Buyers Guide](#).