

VIVIPOSTM

AUSTRALIA

The Point of Sale Buyer's Guide



What's the right POS System for me?

Small to medium business owners often find themselves on steep learning curves as they negotiate the demands of setting up and running a modern business. Sure, the principals of customer service, staffing and profitability remain the same, but changes to technology, regulations and compliance march on.

Often, retail & hospitality businesses are born out of passion, be it for great food, a love of service, providing entertainment or fashion items we are yet to find one that was started by an IT technician. With that in mind we realised most owners might find choosing the right POS System tricky. Without a friend's recommendation you will need to weigh up various options and choose the one you think is best for you. **POS is our passion**, so to help you make the right POS System choice, we've put together this **FREE POS Buyer's Guide & Checklist**.

Why do I need a POS System?



Why are you thinking of buying a POS System? Maybe you're starting a new business, bought a business without a POS, updating an Electronic Cash Register or perhaps your current POS is broken. **The real reason** any business needs a POS System is actually to streamline workflow, maximize great customer experiences and most importantly to help **build ongoing profitability**.

If you've decided that you need more than a shoebox and a docket book to help run your business then insist the new POS System can be easily tailored to your workflow, has customer loyalty features to build retention and can run useful reports to help plan for the future

What are my POS System requirements?



Keep an open mind. We sometimes find business owners focus on features they've used previously. This is of course a natural thing to do, but as technology advances some features are improved or replaced. Make sure you are looking at the long term solution when choosing your new POS System. Of course your list will be different to the ones below. They're just examples to get you started.

Some of the Basic Requirements

- Hardware to match the business layout
- POS Software (preferably with no ongoing cost)
- Initial product menu configuration
- User training for admin & staff
- Hardware warranty & Software support

Advanced or Specialised Features

- Seat allocation for fine dining
 - Online ordering for Takeaway cafes
 - iPad Ordering at tables for table service businesses
 - Cloud reporting for multi-store chains
 - Integrated EFTPOS for speed & accuracy
-

How much should I spend on a POS System?



This is something only you can really answer. It will depend on your POS System requirements and your budget. Ultimately invest in a solution that represents **excellent value for money**. There are plenty of options available that will suit your needs. Once you find one you're happy with, make a decision and get back to your passion/business.

Discuss cash flow options like Rental or Hire Purchase with your accountant to see if you are better off preserving your working capital. Look for a system that you can build on to minimise initial outlay and make sure you are aware of any ongoing costs for licensing or support as this will add up over time. Finally, compare 'like POS Systems' to find the one that offers the best value, remembering a good POS *should help you make money*.

When can the POS System be delivered?



It might seem obvious, but before you commit to purchasing a new POS System make sure you check **availability and current expected delivery time**. The last thing you want is to open a new business without a POS System... *handwritten dockets are so 'last year'*