



**Shirly Sareyka**  
– Business Development  
Manager  
Neotechnology Business  
Systems.

## Is your POS up to grade?

Point of sale (POS) systems have now been around for a long time, with many businesses using them to better manage their business, sales, staff and stock. There are however many legacy systems out there which could be replaced with one of the many next generation POS systems available – with more functionality, higher reliability and better integration capabilities than before.

### When to upgrade your POS system

So how do you know when it's time to upgrade? If you can say yes to more than half of the points below it might be time to consider upgrading!

- You are spending too much time 'fixing' issues with your current system.
- Your current system is the cause of frustration and inefficiency among your employees.
- Your competitors have already moved to a new system giving them an advantage such as being able to spend more time with their customers and/or offering special promotions.
- You have upgraded other software/peripherals and they no longer integrate with your current POS system.
- You haven't reviewed your business procedure in quite a while and think it might be time – upgrade your POS at the same time to a system which suits your processes.
- Your internal processes are affecting your customer relationships such as taking too long to fulfill orders, process sales or difficulty in answering customer questions.
- You have outgrown the software you currently use – eg., your business is expanding or transaction numbers are growing and/or you are adding more sites/business units.
- You are using multiple applications across the business and think might

be useful to evaluate these and see if there are better integration possibilities.

The main benefits of upgrading your POS are saving time and money through improved customer service, more efficient operations and costs savings such as a reduction in errors and frauds.

### Choosing a POS system

A good POS system can help many businesses run more efficiently and effectively, saving you time and money, through inventory tracking, customer and supplier management and a fast sales process. A POS system suited to your business and business processes will help the business make good business decisions. With all the POS systems available, how do you choose the right one for your business? You look at your business requirements. This includes asking questions like:

- What kind of industry are you in? Different industries will have different business requirements for their POS system.
- What information do you want your POS system to tell you?
- Do you only need basic Z totals (end of day totals) or do you need accurate, detailed reports on your sales, inventory, customers, purchases etc?
- Do you intend to grow your business in terms of more terminals or sites?
- Are you already a multi-site organisation? A system that synchronises sites will reduce your overall administration and allow you to manage prices and stock at all sites.
- How many staff do you have?
- How much training do you want to give your staff? An easy to use system will make the transition much easier.
- What are your security requirements?
- Do your employees have different access levels that you will need to

have reflected in your POS system? Do you have any problems (or suspect you might) with employee theft and/or fraud?

- How important is transaction speed to your business?
- Do you want to incorporate any inventory management functionality?
- Do you have any special requirements like stock components and multiple barcodes?
- Do you need to keep track of customer accounts so that you can provide credit facilities or automated discounts or would you like to?
- How important is the reliability of the POS system to your business?

Review the answers to these questions and you will better understand your POS business needs. The next step is finding the system which will provide the functionality you require. This can entail reviewing many of the systems available through online research, talking to people such as other business owners and your local business/POS supplier or going to an IT company/software vendor directly.

Wait for the next edition of *Convenience World* to learn more about POS systems and other retail technology. **CW**

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### Neotechnology Business Systems

Neotechnology Business Systems is an Australian software development and IT support company that specialises in POS solutions. With nearly 15 years experience in the business software development industry, NBS now focuses mainly on POS software.

It has a POS solution called Amicus Point of Sale and Business Management System. The system has modules for fuel outlets, retail stores, supermarkets, cafes and restaurants and is designed for multi-site business, allowing complete integration of all sites and management and control at the head office.

For more info visit [www.neotechnology.com.au/amicus](http://www.neotechnology.com.au/amicus) or call 1300 880 048.