



Is your POS keeping pace?

A modern store experience checklist

A practical checklist to assess whether your current POS solution is delivering the store experiences today's shoppers demand.



In-store expectations have evolved — are you ready?

Despite years of rapid channel proliferation, shoppers have made one thing abundantly clear: The physical store still matters. But the bar for what a great in-store experience looks like has never been higher.

Today's consumers arrive in your stores well informed. They've browsed your app, saved items to their wish list, checked availability online and shopped

your competition. When they walk through your doors, they expect store associates who know who they are, understand what they want and can help them complete their journey seamlessly on any device without friction.

At the center of all of this sits your point of sale system. For years, POS was viewed simply as the device that processed transactions. But modern

retailing demands something far more powerful: a platform that unifies commerce, empowers associates, personalizes the shopper experience and connects your store to every other channel your brand operates.

The question — is your current POS solution up to the challenge?

Why this checklist exists

This resource gives retail technology, store operations and marketing leaders a practical, structured framework for evaluating whether their current POS is truly fit for purpose in today's unified commerce environment — or whether it's holding them back.



Your POS Evaluation Checklist

Use the checklist below to audit your current POS solution against each capability area. For each item, ask yourself, “Does our current system fully support this – or are we compensating with workarounds, manual processes or bolt-on tools?”

Be honest. Workarounds have a cost – in associate time, in customer experience and in your ability to scale.

1. Associate experience and workforce tools

- Deep and configurable core POS selling tools
- Visibility to robust product details, ratings and reviews
- Intuitive UX designed to minimize training time
- Consistent UX across devices and platforms
- Highly configurable transactions, workflows and capabilities
- Guided selling and product recommendation prompts
- Numerous receipt and e-receipt options
- Multi-language interface support

2. Unified omnichannel support

- Real-time inventory visibility across all stores, warehouses and online channels
- BOPIS and ROPIS supported at POS
- Add to existing orders during store pickup
- Ship-from-store and endless aisle ordering
- Editable order history across channels
- Cross-channel returns and exchanges
- Integrated store fulfillment tools

3. Payment and transaction flexibility

- Support for all major payment types (credit/debit, BNPL, digital wallets, gift cards)
- Split tender and split payment capabilities
- Contactless and mobile payment support
- PCI-DSS and GDPR-compliant integrated payment processing
- Offline mode for network outages

4. Promotions and pricing management

- Complex promotion engine (BOGO, tiered discounts, mix-and-match)
- Centralized price and promotion management across all stores
- Coupon, discount code and loyalty offer redemption
- Offers based on customer group, employee group or membership
- Role-based discount controls and permissions
- Real-time promotion sync across channels
- Associate notification as customer approaches promo thresholds within a transaction

5. Customer engagement and loyalty

- Access to 360° customer profile at POS
- Loyalty enrollment, accrual and redemption at POS
- Real-time points accrual and redemption, including calculation for next reward
- Visibility into entire visual purchase history
- Customer lookup by name, email, phone or loyalty ID
- Marketing opt-in/opt-out management (GDPR compliant)
- Age validation and terms and conditions for CRM/loyalty programs

6. Inventory and order management

- Real-time inventory updates at POS
- “Find Nearby” inventory search capabilities
- In-store stock lookup and inter-store transfer initiation
- Customer order creation from POS (special orders, pre-orders)
- Integrated receiving, transferring and counting apps
- Integration with a distributed order management system

7. Hardware and mobility

- Mobile POS support (tablets, handhelds) for line-busting and assisted selling
- Compatibility with modern peripherals
- Ability to share peripherals like receipt printers and cash drawers
- Flexible payment hardware options, including Tap to Pay on iPhone
- Cloud-native or thin-client architecture for easy hardware updates
- Seamless switching between fixed and mobile devices
- Multiple outside-the-store connectivity options for pop-ups and events

8. Cloud architecture and scalability

- Cloud-native deployment
- Rapid scalability across new store locations
- Dynamic scalability for peak periods by location
- Centralized configuration with local execution
- High availability and disaster recovery
- Robust offline resilience mode and seamless recovery when network is restored
- 24/7/365 observability and monitoring

9. Regular, easy-to-deploy updates

- Five or more releases per year
- Ability to deploy only desired enhancements and fixes (feature flags)
- Centralized and streamlined update management
- Minimal cost, minimal impact on stores

10. Integration and ecosystem connectivity

- A library of open APIs for ERP, e-commerce, WMS, inventory, CRM, etc.
- An Integration Services Layer to decouple integrations
- Prebuilt connectors to major retail ecosystem partners
- Integration with tax calculation engines (Avalara, Vertex)
- Third-party loyalty, payment and analytics platform support

11. Security and compliance

- PCI-DSS Level 1 compliance
- Role-based access controls and employee permission management
- Full audit trails for transactions, voids and overrides
- Data privacy compliance (GDPR, CCPA)
- Internal and external vulnerability scanning
- Regular penetration testing

12. Reporting and analytics

- Real-time sales dashboards by store, region and chain
- Associate performance and productivity reporting
- Available in the cloud to stakeholders across the enterprise
- Built-in AI exploration and analysis
- Integration with enterprise BI/analytics tools

13. Global and multi-banner readiness

- Multi-currency and multi-language support
- Country-specific tax, fiscal and e-invoicing compliance
- Multi-brand/banner configuration from a single platform
- Regional pricing, promotions and catalog management

14. Vendor and implementation considerations

- Proven deployments with midsize-to-large retail chains
- Clear implementation methodology, timeline and resource plan
- Proven track record of getting to live quickly and effectively
- Defined support SLAs and dedicated account management
- Transparent product roadmap and innovation cadence
- Total cost of ownership analysis completed

Scoring your results

Once you've completed the checklist, take stock of where the gaps are. Not all gaps are equal, however, so here's a simple framework for prioritizing what you find.

Gaps in sections 1–7

(Associate Tools, Omnichannel, Payments, Promotions, Loyalty, Inventory, Mobility)

These are customer-facing capabilities. Gaps here directly impact shopper experience, basket size and retention. These should be treated as urgent priorities.

Gaps in sections 8–10

(Cloud, Updates, Integration)

These are your operational and architectural foundations. Gaps here limit your agility and your ability to scale. They may not be visible to shoppers today — but they will be tomorrow.

Gaps in sections 11–14

(Security, Analytics, Global Readiness, Vendor Considerations)

These represent your long-term risk profile. A POS vendor without a clear roadmap or with a platform with security gaps is a liability that will compound over time.

How to use your results

If you found gaps in three or more sections, it's time for a candid conversation about whether your current POS is still the right long-term platform — or whether it's accumulating technical debt that's costing you more than a POS modernization project would.

If your gaps are concentrated in one or two sections, there may be a path to closing them through targeted enhancements, integrations or configuration changes. But be honest about whether those are genuine solutions or temporary fixes.

In either case, the most important step is to move from informal awareness to structured evaluation. The checklist you've just completed is your starting point.

A modern POS for modern store experiences

Delivering the unified commerce capabilities that shoppers demand may require migrating to a proven, cloud-ready POS platform built specifically for the complexities of the modern store.

Some of the world's most recognized retail brands leverage Aptos ONE POS to deliver exceptional in-store experiences, streamline store operations and safeguard their retail business for the future.

To learn more about how we can close the gaps in your store experiences, check out our comprehensive guide: [Power the Modern Store](#).



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