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Retail

The Mobile Retail POS Checklist

Considering a move to mobile for your retail point of service? You may have more questions than answers but assessing what you know and what you need to consider will help define your mobile POS strategy and realize your vision for mobile. Before you make the leap, be sure you can answer the following questions with confidence.

Start with the End in Mind

- [ ] What's the goal of going mobile?
    - [ ] Improving the in-store experience
    - [ ] Engaging customers on the sales floor
    - [ ] Reducing store equipment footprint
    - [ ] Increasing flexibility in store design
    - [ ] Empowering store associates with modern technology
    - [ ] Other:
- [ ] Are pop-up stores part of your strategy?
- [ ] During busy times like the holidays, do you add extra capacity or specific return locations?

Define Store Operations

- [ ] How many associates are in-store at any given time? Will you purchase devices for each associate or allow associates to BYOD?
- [ ] How does traffic fluctuate? What are your peak shopping hours? Do you need to think about line-busting strategies?
- [ ] Have you considered the changes to business processes in going mobile?
- [ ] How many transaction types do you need to handle from a single device?

Assess and Reassess Processes

- [ ] What will mobile support?
    - [ ] Front and Back office
    - [ ] Cash management
- [ ] What will mobile devices handle in addition to transactions?
    - [ ] Start of day
    - [ ] End of day
- [ ] What is the impact to order processing and inventory management?
- [ ] Are your typical associates mobile or technology savvy?
- [ ] Will you provide a tablet or handheld device?

Technology Specifications and Considerations

- ☐ What is your current POS technology life cycle?
- ☐ What mobile formats are your associates comfortable with?
- ☐ Is there consistent Wi-fi coverage in-store?
- ☐ Does one network cover the backroom and the store?
- ☐ Is there space to house and connect device chargers?
- ☐ Do the above factors vary greatly between retail locations?
- ☐ Do your warehouse, shipping, finance and other systems interface easily with outside systems?
- ☐ Do you intend to include a fixed device in the store as a backup in the event of a network failure or bandwidth instability?

Security 101

- ☐ Is it important to know which associate completed a given transaction?
- ☐ Is shoplifting a challenge in-store? Who are the culprits? Associates or customers?
- ☐ Do you plan to require passwords, biometrics or other means of verification to make a device actionable?
- ☐ Do you plan to store sensitive data, such as credit card info or pricing details, locally on mobile devices?
- ☐ If the POS device is stolen, what is your recovery plan? What extra precautions are necessary?

READ MORE ABOUT MOBILE RETAIL POS:

3 Mobile Retail POS Pitfalls and How To Steer Clear

5G Accelerates Retail Consumer Experiences to the Next Level

Customers Benefit From a Fully Mobile Store

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