

TN Table Needs

Point of Sale *Switching* Playbook

The No-Panic Guide to Changing Your
Restaurant's Point of Sale System



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What's really going on (and why you're not alone).

You already know something is off. The fees keep climbing. The support line goes to voicemail. Your staff has invented three workarounds just to get through a Saturday rush, and you've stopped questioning whether that's normal.

Here's the thing: it's not normal. And you're not the only operator who feels stuck.

Most independent restaurant owners have switched POS systems at least once. The ones who waited too long all say the same thing: the cost of staying was worse than the cost of switching.

This guide will help you figure out:

- what kind of trap you're in
- what to look for in your next system
- why the switch can be a whole lot smoother than before

Ready? Let's go.



The 3 most common POS vendor traps...



#1. The Contract Trap

You signed a multi-year deal. The pitch was great, the first few months were great, and then things started to unravel.

- Fees showed up that weren't in the original conversation.
- Support tickets go unanswered for days.
- And when you asked about cancelling? That's when you found out about the early termination clause lurking in the fine print.

The worst part? Every month that autopay hits, you're funding a system and a relationship that stopped working for you a long time ago.

The 3 most common POS vendor traps...



#2. The "Free" Trap

The system was free to start, and that felt like a win. But then came the add-ons.

- Online ordering takes a big cut.
- Hardware upgrades cost a fortune.
- And that feature you actually need lives behind yet another paywall (or doesn't exist at all).

Most of the time, these systems work fine for a lemonade stand but start breaking down the minute your operation gets real volume or complexity.

You've outgrown it, and you can feel it every time you try to pull a report that should take two clicks.

The 3 most common POS vendor traps...



#3. The Hardware Trap

You're only able to run on proprietary devices that you don't own. The tablet, the printer, the card reader — all locked to one vendor's system. If you want to leave, you're looking at replacing every single piece of equipment on your counter.

The switching cost feels so high that staying put seems like the safer bet.

There's got to be a better way!

A transition plan that doesn't leave you guessing

If your last POS switch was painful, that says more about your old vendor than it does about switching.

A good transition has three things going for it:

1. A real person guiding you through it
2. A timeline you can plan around
3. Zero downtime during service

That means someone builds your menu with you, not a help article and a "good luck." It means your staff gets trained before day one. When something feels off at 1am on a Saturday, a real person with real restaurant experience picks up the phone.

The whole process should take days, not weeks.

And here's the part that surprises most owners: your staff will actually thank you. A faster, cleaner system means fewer errors, shorter ticket times, and less frustration on both sides of the counter.

The checklist that helps get you what you really need.

Before you commit to a new POS, put every vendor through this checklist. The answers will tell you everything you need to know.

1. "Do you require a contract?"

If the answer is yes, ask why. If the reason is "industry standard," that's a red flag and typically means hidden fees and terrible support.

The right answer here is simple: no contract, and you can walk away anytime. A company that keeps your business should earn it every month.

2. "Who picks up the phone at 1am on a Saturday?"

A chatbot and help articles aren't support; they're a deflection strategy. You want a real human, based in the US, who has actual restaurant experience.

Bonus points if the support team has people who've owned or operated restaurants themselves. That's the difference between someone who can read a troubleshooting script and someone who understands that your kitchen is backing up and you need an answer right now.



3. "Can I bring my own devices?"

If the answer is a flat out, "No," with no room for discussion, you're walking into the same lock-in you're trying to leave. Your next POS should be able to be accessed on standard iOS and Android devices, or any browser if needed. Bring your own device, buy or lease new hardware, use a combination – it's your choice – and that's what matters.

4. "What happens when I open a second location?"

Multi-location operations have special requirements in order to run efficiently, manage menus, gather useful reports, and run efficiently and profitably. So, if the answer is wishy-washy or requires a totally new product environment, it's a red flag.

The right POS system handles one location today and ten tomorrow: same platform, centralized menu management and reporting, and no migration headaches.

5. "Has your CEO actually used this product?"

This one's the sleeper. If the people who built the software don't run restaurants on it, how would they know what a Saturday night rush actually demands? You want a company where the product gets tested in real kitchens, during real service, before any update ships to your location.



Every month on the wrong system is costing you.

Every month you stay on the wrong system is another month of fees you shouldn't be paying, workarounds your staff shouldn't be inventing, and reports you can't pull when you need to make a real decision.

The switching fear is understandable. Your last experience probably earned that fear. But the math doesn't lie: the longer you wait, the more it costs. And switching today is genuinely easier than it was three or five years ago, especially when the new vendor takes responsibility for getting you live without disrupting a single service.

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I have had several
POS systems.
**None compare to
Table Needs!**



06

One Conversation, Zero Pressure

Choose the POS System that works best for YOU.

You don't have to decide today. But if any of this hit close to home, one conversation is all it takes to find out whether Table Needs is the right fit.

Ask the five questions. See how Table Needs answers. Bring the toughest objection you've got. We can't wait to hear from you!

[Schedule a Demo](#)

No contracts or bogus pricing. Pinky promise.

TN Table Needs
Restaurant Operations Platform

TableNeeds.com

