Retail & Multi-Location Evaluation Checklist

Use the same requirements with each provider. Check an item only after you have evidence, a named owner and an agreed next step.

Business / locations: _____ **Date:** _____

Provider / reviewer: _____

☐ **1. Map revenue-critical workflows**

List checkout, ordering, shipping and e-commerce dependencies. Record what staff can do during an outage and which services must recover first.

☐ **2. Compare connectivity by location**

Verify carrier options and installation timelines at every address. Confirm backup connections, failover behavior and central monitoring responsibilities.

☐ **3. Review store network access**

Map POS, office, guest and connected-device traffic. Have qualified teams confirm access boundaries, permissions and responsibilities for updates.

☐ **4. Test calls and customer messaging**

Try local numbers, store transfers, queues and after-hours routing. Review texting consent, opt-outs, reporting and who follows up with customers.

Evidence / open questions: _____

_____

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☐ 5. Verify integrations and scope

Confirm exact POS, CRM and ordering workflows rather than relying on a vendor logo. Document connectors, licenses, data access and maintenance owners.

☐ 6. Plan repeatable rollouts

Use a site checklist for circuits, equipment, numbers and training. Pilot one location, record lessons and confirm who approves each subsequent cutover.

☐ 7. Compare complete contract costs

Include per-store and per-user fees, devices, installation, backup service, support and exit terms. Check whether adding or closing stores changes pricing.

☐ 8. Validate recovery and ownership

Test outages and escalation paths at a representative store. Record acceptance criteria, local contacts and who coordinates network, POS and phone vendors.

Decision / next action: _____

Owner: _____ **Target date:** _____

Need help comparing your options?
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Schedule a free technology assessment

Consultation: www.usacommunications.us/schedule-a-meeting/
Planning worksheet. Each supplier's scope must be verified in writing. Use qualified teams to review applicable security, legal and operational requirements.