

How to switch pizza POS without losing a shift

Switching POS is the single scariest operational move a pizza shop can make. Do it wrong and you lose Friday night. Do it right and you gain weeks of your life back within a month. Here is the 10-step plan we use with every shop we onboard.

1. Export everything from the old POS

Menu items with modifier pricing. Customer database (name, phone, address, order history). Employee records. 12 months of sales data. Loyalty balances. Get CSV or Excel exports of each.

2. Audit the exports before you migrate

Half the menu items in your old POS are probably wrong. Prices drifted. Modifiers were duplicated. Cheese pizza has been \$12.99 for 8 years but menu says \$14.99. Fix these before import.

3. Set up new POS in a sandbox

New system running side-by-side, not live. Menu configured. Test tickets from each ordering channel (register, online, phone). Make sure kitchen tickets print + display correctly.

4. Run parallel for one Sunday

Cheapest day of the week. Ring one out of every 5 tickets on both systems. Compare receipts, kitchen tickets, KDS behavior. Find the bugs before they matter.

5. Train the staff

45-minute training with every staff member before the switch. Do it Monday morning before rush. Give them a 1-page cheat sheet.

6. Switch on a Tuesday morning

Not Friday. Not Saturday. Not lunch rush. Tuesday morning is the calmest time to have the new system live in production.

7. Keep the old POS running for 30 days

As a reference only. Do NOT ring on it. But when the new system has a question ('what was Karen's usual?'), you have a fallback to check.

8. Reconcile daily for week 1

Every night for the first 7 days: cash + card totals from POS vs bank deposit. Any discrepancy > \$10, investigate now.

9. Rewire your loyalty + marketing

Points balances transferred. SMS list re-uploaded. Google Business + third-party marketplaces re-linked. This is where 40 percent of shops leave money on the table.

10. Kill the old system on day 31

Cancel the contract. Export final data. Uninstall. Your team should not have the ability to accidentally ring on the old POS after this point.