

Point of Sale White Paper

COMPARISON

Odoo, Oracle Micros, Shopify, NCR, SAP Customer Checkout,
Square, Clover, Lightspeed



2023

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Introduction

Deliver smooth buying experience for your customers

Back in the day, before advanced POS systems stole the spotlight, the retail and restaurant industry relied on manual processes, which often led to issues like long waiting times, operational hiccups, and limited insights into customer preferences. But with the arrival of advanced POS systems, we've entered a new era. These systems not only make transactions smoother but also provide businesses with valuable data for smart decision-making, ultimately raising the bar for customer satisfaction.

In this paper, we embark on an in-depth comparison between Odoo and other prominent players in the POS app market. Our objective is to highlight the unique features and capabilities of each of these solutions.

To offer a comprehensive comparison of several POS solutions, we've chosen some of the most renowned ones: Odoo, Oracle Micros, Shopify POS, NCR POS, SAP Customer Checkout, Square, Clover, and Lightspeed. We've compiled a table that outlines key features essential to any POS platform, along with integrated business management tools that enhance point of sale functionality.

*But first, let's discover
the different solutions* 



Point of Sale Software



Odoo

Created to disrupt the enterprise world and finally provide a software that covers complex needs with simplicity, Odoo has become one of the most popular business solutions. With more than 82 business apps fully integrated and thousands of community modules, the open-source software caters to every sector and company size, making it a major player in the market. The Belgian software counts more than 20,000 downloads per day, making it the most installed app suite and a direct competitor to companies like Netsuite, Shopify, PrestaShop and Microsoft.

“

Amazing employees deserve amazing software.

”



10+
million users



1 to 6 weeks
to be implemented



40,000+
integrated apps



3,000+
employees

Oracle Micros

Oracle MICROS is a well-known provider of point of sale solutions primarily aimed at improving operational efficiency and customer experiences within the hospitality and retail sectors (restaurants, hotels, resorts, casinos, transportation hubs, retail stores, etc.). Oracle's POS system is recognized for its feature-rich capabilities and adaptability, which have led to their adoption by a diverse array of businesses.

“

Deliver flawless service to your customers at the table, online, and at their front door.

”



No information available
(2,000+ customers)



3 to 10 months
to be implemented



50+
integrated apps



5,000+
employees

Shopify POS

Shopify POS provides a comprehensive suite of tools for retail businesses, facilitating daily operations, payment processing, and customer engagement. Beyond in-store functions, it seamlessly integrates in-store and online sales through an e-commerce solution. This maintains inventory consistency across platforms and offers convenient shopping options. Shopify POS is adaptable for businesses at different growth stages, particularly those operating both online and in-person.

“

Everything you need, out of the box.

”



100,000+
users



3 to 4 days
to be implemented



400+
integrated apps



10,000+
employees

NCR POS

Established in 1884 as the National Cash Register Company, NCR initially focused on manufacturing cash registers, revolutionizing the way businesses handled transactions. Today, NCR offers a range of POS solutions tailored to the needs of both modern retail and restaurant businesses. In the restaurant sector, they provide two options: Aloha Cloud, a cloud-based POS ideal for independent restaurants and emerging chains, and Aloha Essentials, a feature-rich Windows-based POS for more complex restaurant concepts. Both solutions come with a convenient monthly subscription that covers software, hardware, services, and payments. For retail, NCR offers NCR Emerald, an all-in-one solution that manages everything from point of sale to payments and back-office operations.

“

Put retail complexity behind you with one powerful platform.

”



No information available
(2,000+ customers)



6 to 12 months
to be implemented



20+
integrated apps



38,000+
employees

SAP Customer Checkout

SAP Customer Checkout is a POS software designed to enhance operational efficiency and customer interactions, particularly in retail settings. This application supports common POS requirements and can function as a standalone solution or integrate with SAP S/4HANA and other SAP ERP systems. It is suitable for various industries, including retail, sports and entertainment, and catering businesses, providing intuitive and offline-capable POS capabilities. Users have the option for on-premise deployment, and the software can be integrated into existing ERP systems for added versatility, catering to the needs of retail, quick service, and table service establishments.

“

Transforming experiences
at the Point of Sale.

”



No information available
(1,000+ customers)



6 to 10 months
to be implemented



1,000+
integrated apps



100,000+
employees

Square POS

Square is a provider of POS solutions for businesses of all sizes, emphasizing simplicity and efficiency. Initially established to streamline credit card processing, Square has since expanded its offerings to include a range of business tools and fair loans to support a variety of entrepreneurial aspirations. Square provides several plans tailored to specific business types, including restaurants, retail establishments, and appointment-based businesses like salons or construction companies.

“

A Point of Sale for however you sell.

”



26,000+
users



10 to 30 days
to be implemented



300+
integrated apps



7,000+
employees

Clover POS

Clover is a POS system launched in April 2012, swiftly acquired by First Data Corporation after two years of operation. With First Data, Clover introduced popular hardware solutions like Clover Station, a comprehensive POS terminal that simplifies payment processing and business management for retailers, and Clover Go, a mobile card reader that pairs with smartphones, allowing businesses to accept payments on the go. These innovations helped Clover win a substantial market share, processing over \$200 billion in transactions in 2022. In 2019, First Data itself was acquired by Fiserv, but Clover continues to operate independently as a subsidiary, remaining a prominent player in the POS industry.

“

A POS system designed to make things easy.

”



9+
million users



1 to 3 months
to be implemented



600+
integrated apps



1,000+
employees

Lightspeed POS

Lightspeed, a Canadian POS and e-commerce software provider founded in 2005, quickly expanded its services to both retailers and the hospitality industry in 2014. With divisions in Retail, E-commerce, Golf, and Restaurant, it serves over 160,000 customers, processing tens of billions in transactions annually and generating \$600+ million in net revenue. In 2021, it rebranded as Lightspeed Commerce Inc., emphasizing its shift towards comprehensive commerce solutions.

“

Be the best in your business.

”



9,000+
customers



4 to 6 weeks
to be implemented



250+
integrated apps



3,000+
employees



Payments & Checkout

Feature Comparison

Ensuring a seamless and efficient transaction experience for customers is crucial for every business.

Odoo	Oracle Micros	Shopify POS
------	---------------	-------------

Payment Handling

Cash Handling	✓	✓	✓
Credit/Debit Card	✓	✓	✓
Mobile Payment	✓	✓	✓
Digital Wallet	✓	✓	✓
Gift Card	✓	✓	✓
Contactless/NFC Payments	✓	✓	✓
Scan to Pay (QR on Display)	✓	✓	✓
Tap to pay	✓	✓	✓ ¹
Deposit/Layaway	✓	✓	Add-on
Buy Now, Pay Later	✓	✓	✓
Multi-Currency Support	✓	✓	✓
Currency Conversion	✓	✓	✓
Currency Rounding	✓	✗	✓

Invoicing & Order Handling

Invoicing Capabilities	✓	✓	Add-on
Late Invoicing	✓	✓	✗
Invoice Customer Generation	✓ ²	✓	✗
Parallel Order	✓	✓	✓
Sell on the Move	✓	✓	✓
Counter-Scale Integration	✓ ³	✓	✗
Subscriptions Support	✓ ⁴	✓	✓
Cross-session Selling	✓	✗	Add-on

1. Your store must be located in the US with the currency set to USD.

2. Customers can generate an invoice by scanning a QR code or entering a code from the receipt.

NCR POS	SAP Customer Checkout	Square POS	Clover POS	Lightspeed POS
---------	-----------------------	------------	------------	----------------

✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✗	✗	✓	✓	✓
✗	✓	✗	✓	✓
✗	✓	✗	✓	✓
✗	✓	✗	✓	✓

✓	✓	✓	✓	✓
✓	✗	✓	✗	✓
✓	✓	✗	✗	✗
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	Add-on	✓	✓	✓
✗	✗	✓	✓	✓
✓	✗	✗	✗	✗

3. Not certified. Certification may vary based on regional or country standards.

4. Via the Odoo Subscription App.

Odoo

Oracle Micros

Shopify POS

Receipt & Customer Interaction

Digital and Physical Receipt	✓	✓	✓
Customizable Receipts	✓ ¹	✓	✓
Split Tender	✓	✓	✓
Tips Management	✓	✓	✓
Discount Management	✓	✓	✓
Cross-Selling and Upselling	✓	✓	Add-on

Accounting

Accounting Integration	✓	✓	✓
Customer Account Balance	✓	✗	✗
Support for Compound Taxes	✓	✓	✓
Support for Eco-taxes	✓	✗	✗
Support for Recupel	✓	✗	✗
Support for BEBAT	✓	✗	✗
Tax Reporting Capability	✓	✓	✓
Detailed Tax Statement	✓	✓	✗
Integrated Tax Calculations	✓	✓	✓
Tax Exemption	✓	✓	✓
Tax Reconciliation	✓	✓	✗
Real Time Consolidation	✓	✗	Add-on
Fiscal Positions	✓	✓	✗

1. In Odoo, you can tailor the headers and footers of receipts, but font customization and size adjustments are not available.

NCR POS

SAP Customer Checkout

Square POS

Clover POS

Lightspeed POS

✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✗	✓	✓

✓	✓	✓	Add-on	✓
✗	✓	✗	Add-on	✓
✓	✓	✓	✓	✓
✗	✗	✗	✗	✗
✗	✗	✗	✗	✗
✗	✗	✗	✗	✗
✓	✓	✓	✓	✓
✗	✓	✗	✗	✗
✓	✓	✓	✓	✓
✗	✓	✓	✗	✓
✗	✓	✗	✗	✗
✗	✗	✗	Add-on	✗



Products

Feature Comparison

With an optimal product management, businesses can easily update, categorize, and track their inventory.

Odoo	Oracle Micros	Shopify POS
------	---------------	-------------

Product Information & Organization

Product Category	✓	✓	✓
Product Search and Filter	✓	✗	✓
Product Attribute/Variant	✓ ¹	✓	✓
Unit of Measurement	✓	✓	✓
Large Product Range	✓	✓	✓ ²
Product Image and Gallery	✓	✓	✓
Import/Export of Product Data	✓	✓	✓
Bulk Product Editing/Updating	✓	✓	✓
Barcode Generation	✓ ³	✓	✓
Barcode Scanning	✓	✓	✓
Dynamic Barcodes	✓	✗	✗
Seasonal Inventory	✓	✓	✓
Kits Management	✓	✓	Add-on
Multi-location pricing	✓	✓	✗
Product Configurator	✓	✓	✓

Pricing and Promotions

Price List	✓	✓	✓
Discount/ Promotional Pricing	✓	✓	✓
Bundle Pricing	✓	✓	✓

1. You have to create your products the the inventory app in advance.
2. The Basic plan offers 2,500, the Shopify plan 5,000, and the Advanced 10,000.
3. Requires the manual input of the nomenclature, the barcode preview will be auto-generated.

NCR POS	SAP Customer Checkout	Square POS	Clover POS	Lightspeed POS
---------	-----------------------	------------	------------	----------------

✓	✓	✓	✓	✗
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✗	✓	✓	✓	✓
✓	✓	✓	✓	✓
✗	✗	✗	✗	✗
✗	✓	✓	✓	✓
✗	✓	✗	✗	✗
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓

✓	✓	✗	✓	✓
✓	✓	✓	✓	✓
✗	✓	✓	✗	✓

Odoo	Oracle Micros	Shopify POS
------	---------------	-------------

Inventory Management

Inventory Tracking and Status	✓ ¹	✓	✓
Automated Inventory	✓	✓	✓
Multi-warehouse Inventory	✓	✗	✓
Lots / Serial Numbers	✓	✓	✓
SKU (Stock Keeping Unit)	✓	✓	✓
Inventory Transfer and Allocation	✓	✓	✓
Low Inventory Alert System	✓	✓	✓
Stock Replenishment Alerts	✓	✓	✓
Procurement Management	✓ ²	✓ ³	✗
Procurement Visibility	✓ ²	✓ ³	✗

1. Odoo does not offer the feature to block negative inventory quantities.
2. Via Odoo Purchase App.
3. Via Oracle Procurement Cloud - May impact pricing.

NCR POS	SAP Customer Checkout	Square POS	Clover POS	Lightspeed POS
---------	-----------------------	------------	------------	----------------

✓ ⁴	✓	✓	✓	✓
✓	✓	✗	✗	✓
✗	✗	✗	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
Add-on	✓	✓	✓	✓
✗	✓	✓	✓	✓
✗	✓	✗	✓	✓
✗	✓	✗	✗	✓
✗	✓	✗	✗	✓

4. Via NCR Back Office - May impact pricing.



Employee Management

Feature Comparison

Simplify workforce management and scheduling,
ensuring efficient staff coordination and productivity.

Odoo	Oracle Micros	Shopify POS
------	---------------	-------------

Attendance & Time Management

Employee Time Clock	✓ ¹	✓	✓
Scheduling & Roster	✓ ¹	✓	✓
Switch Employee Session	✓	✗	✗

Access & Permissions

Role-Based Access Control	✓	✓	✓
Employee Access Control	✓	✓	✓

Performance & Target Setting

Sales Targets Management	✓ ²	✓	✗
Employee Performance Metrics	✓	✓	✗

Additional Features

Session History	✓	✓	✓
Task AssignmentPricing Options	✓	✗	✗
Chatter	✓	✗	✗
Employee Training	✓ ³	✗	✗
Sales Commission	✓ ⁴	✗	Add-on
Payroll Integration	✓	✗	Add-on
HR Integration	✓	✗	Add-on

1. Via Odoo Planning App.
2. Via the Odoo Sales App.
3. Via Odoo Knowledge App.
4. Via Odoo Reseller Module.

NCR POS	SAP Customer Checkout	Square POS	Clover POS	Lightspeed POS
---------	-----------------------	------------	------------	----------------

✓	✓	✓	✓	✓
✓	✓	Add-on	✓	✓
✗	✗	✗	✗	✓

✓	✓	✓	✓	✓
✓	✓	✓	✓	✓

✗	✗	✗	✗	✓
✓	✓	✗	✓	✓

✓	✓	✓	✓	✓
✗	✗	✗	✗	✓
✗	✗	✗	✗	✗
✗	✗	✗	✗	✗
✗	✗	✗	Add-on	✓
✓	✗	Add-on	Add-on	Add-on
Add-on	✗	Add-on	Add-on	Add-on



Store Management

Feature Comparison

Centralize control of multiple store locations,
inventory, and operations.

Odoo	Oracle Micros	Shopify POS
------	---------------	-------------

Order & Cashier Operations

Order History Tracking	✓	✓	✓
Online Order	✓	✓	✓
E-commerce Integration	✓	✓	✓
Delivery Management	✓	✓	✓
Ship Later (delivery)	✓	✗	✓
Cashier Account	✓	✓	✓

Customer Experience

Custom Storefront Appearance	✓	✓	✗
Multilingual Storefront	✓ ¹	✗	✗
Return Management	✓	✓	✓
Exchange Management	<i>Community module</i>	✓	✓

Additional Features

B2B Quote	✓	✓	✗
Click-and-Collect	✓	✓	✓
Warehouse Preparation Display	✓	✗	✗
Self-checkout Systems	✓	<i>Add-on</i>	<i>Add-on</i>
Inventory Visibility Across Stores	✓	✓	✓
Real-Time Stock Updates	✓	✓	✓
Store Traffic Analytics	✗	✗	<i>Add-on</i>
Digital Signage Integration	✓	✗	✗
Multistore Management	✓	✓	✓
Mobile POS	✓	✓	✓

1. The language adjusts according to the user initiating the session, but direct language changes within the POS are not possible.

NCR POS	SAP Customer Checkout	Square POS	Clover POS	Lightspeed POS
---------	-----------------------	------------	------------	----------------

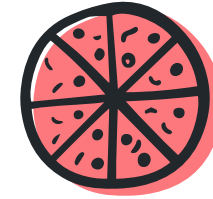
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✗	✓	✓	✓	✓
✓	✓	✓	✓	✓

✓	✗	✓	✗	✓
✗	✗	✗	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓ ²

✗	✓	✗	✗	✗
✓ ³	✓	✓	✓	✓
✗	✓	✗	✗	✓
✓	✗	✗	✗	✗
✓	✗	✓	✓	✓
✓	✗	✓	✓	✓
✗	✗	✗	<i>Add-on</i>	<i>Add-on</i>
✓	✗	✗	<i>Add-on</i>	<i>Add-on</i>
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓

2. Available in five languages: English, French, Dutch, Spanish, and German.

3. Via NCR Freshop - May impact pricing.



Restaurant Management

Feature Comparison

Take control of your restaurant's operations,
from table assignments to order tracking.

Odoo

Oracle Micros

Shopify POS

Table Management

Floor plans	✓	✓	✗
Table Transfer	✓	✓	✗
Online Table Booking	✓	✓	Add-on
Wait List Management	✓	✓	✗
Table Status Tracking	✓	✓	✗
Split Bill Capability	✓	✓	✗

Order Management

Delayed Order Processing	✓	✓	✗
Takeout & Delivery	✓	✓	✓
Online Ordering System	✓	✓	✓
Order Status Updates	✓	✓	Add-on
Bar Tabs	✓	✗	✗
Order Queues	✓	✗	✗
Kitchen Order Tickets	✓	✓	✗
Preparation Status Display	✓	✓	✗

Menu Management

Digital Menu Management	✓	✓	✗
Customizable Menu	✓	✓	Add-on
QR Code Menu	✓	✓	✗
Menu Deals	✓	✓	✗
Seasonal Menu Rotation	✓	✓	✗

NCR POS

SAP Customer
Checkout

Square POS

Clover POS

Lightspeed
POS

✓	✗	✓	✓	✓
✓	✗	✗	✓	✓
Add-on	✗	✓	✓	Add-on
Add-on	✗	✓	Add-on	Add-on
✓	✗	✓	✗	✓
✓	✓	✓	✓	✓

✓	✗	✓	✗	✗
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✗	✓	✓	✓
✓	✗	✓	✓	✓
✓	✓	✓	✗	✗
✓	✓	✓	✓	✓
✓	✓	✗	✓	✓

✓	✓	✓	Add-on	✓
✓	✓	✓	Add-on	✓
✓	✗	✓	Add-on	✓
✓	✗	✓	✗	✓
✓	✗	✓	✗	✓

Odoo	Oracle Micros	Shopify POS
------	---------------	-------------

Kitchen Management

Kitchen Printing System	✓	✓	✗
Kitchen Display	✓	✗	✗
Ingredient Tracking	✓	✓	✗

Customer Self-service

Self-Order Kiosks	✓	✓	✗
Self Order at Table	✓	✓	✗
Self Payment at Table	✓	✓	✗

Additional Features

Food Allergen Alerts	✗	✗	✗
Integration w/ Food Delivery Platforms	✗	✓	✓

NCR POS	SAP Customer Checkout	Square POS	Clover POS	Lightspeed POS
---------	-----------------------	------------	------------	----------------

✓	✓	✓	✓	✓
✓	✗	✓	✓	✓
✓	✗	✓	Add-on	✓

✓	✗	Add-on	Add-on	✓
✓	✗	✓	Add-on	✓
✓	✗	✓	✓	✓

✗	✗	✗	Add-on	✗
✓	✓	✓	✓	✓



Customer & Loyalty

Feature Comparison

Build customer loyalty, and enable personalized promotions and rewards for your valued customers.

Odoo	Oracle Micros	Shopify POS
------	---------------	-------------

Customer Management

Customer Details Management	✓	✓	✓
Customer Interaction History	✓	✓	✓
Business Customer Handling	✓	✓	✓
Customer Contact Tools	✓	✓	✓
Customer Tagging	✓	✓	✓
Customer Receivable/Credit Limit	✓	✓	✓
Pop-Up Notes (Customer Details)	✓	✓	✗
Marketing Preference	✓ ¹	✓	✓

Customer Engagement and Communication

Custom Promotional Messaging	✓	✓	✓
Customer Insight & Analytics	✓	✗	✓
Customer Segmentation	✓	✗	✓
Personalized Campaigns	✓ ²	✓	✓
Birthday Reminders/Discount	<i>Community module</i>	✗	<i>Add-on</i>
Omnichannel Experience	✓	✗	✓
Feedback Collection	✓	✓	✗
Customer Satisfaction Tracking	✓	✓	✗

NCR POS	SAP Customer Checkout	Square POS	Clover POS	Lightspeed POS
---------	-----------------------	------------	------------	----------------

✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✗
✗	✓	✓	✗	✓
✗	✓	✗	✗	✓
✗	✗	✗	✗	✗
✓	✓	✓	<i>Add-on</i>	✓

✓	✓	✓	✓	✓
✓	✗	✓	✓	✓
✓	✓	✓	<i>Add-on</i>	✓
✓	✓	<i>Add-on</i>	<i>Add-on</i>	✓
✗	✗	<i>Add-on</i>	<i>Add-on</i>	✓
✓	✓	✓	✗	✓
✓	✓	✗	✓	✓
✓	✓	✗	✓	✓

1. You can leverage filters to craft targeted campaigns based on distinct attributes.
2. You can use filters to create personalized campaigns based on specific attributes.

Loyalty & Rewards Programs

Loyalty Card Management	✓	✓	✓
VIP or Membership Programs	✓ ¹	✓	Add-on
Loyalty and Discount Program	✓	✓	✓
Coupon Management	✓	✓	✓
Loyalty/Discount Usage Limit	✓	✓	✓
Discount Validity Period	✓	✓	✓

✓	✓	✓	✓	✗
✗	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓

1. Via Pricelists or Loyalty Program.



Reporting & Analytics

Feature Comparison

Access insightful reports and analytics to make data-driven decisions and enhance your business strategy.

Odoo

Oracle Micros

Shopify POS

Sales & Revenue Reporting

Real-Time Sales Data	✓	✓	✓
Sales Reports	✓	✓	✓
Cash Flow Reports	✓	✓	✓
Revenue Trend Analysis	✓	✓	✓
Time-Based Sales Reports	✓	✓	✓
Gross Margin Reports	✓	✓	✓

Inventory & Product Analytics

Inventory Reports	✓	✓	✓
Product Performance Reports	✓	✓	✓
Inventory Turnover Reports	✓	✓	✗
Category-Wise Sales Reports	✓	✓	✓

Transactional Reporting

Session Reports	✓	✓	✗
Discount Reports	✓	✓	✓
Refund & Returns Reports	✓	✓	✗

Operational Analytics

Cash Control Reports	✓	✓	✓
Employee Performance Reports	✓	✓	✗
Peak Hours Identification	✗	✗	✗

NCR POS

SAP Customer
Checkout

Square POS

Clover POS

Lightspeed
POS

✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓

✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✗	✓	✓	✓
✓	✓	✓	✓	✓

✓	✓	✓	✗	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓

✓	✓	✓	✓	✓
✓	✓	✗	✓	✓
✓	✗	✗	✗	✓

Odoo	Oracle Micros	Shopify POS
------	---------------	-------------

Dashboard & Customization

Dashboard Overview	✓	✓	✓
Custom Reports	✓	✓	✓ ²
KPI Tracking	✓ ¹	✗	✗
Predictive Analytics	✗	✗	✗
Data Export/Import Capability	✓	✓	✓

Customer Insights

Customer Behavior Reports	✓ ¹	✗	✓ ²
Customer Segmentation Reports	✓ ¹	✗	✓ ²
Loyalty Program Reports	✓ ¹	✓	✓

1. Via Odoo Dashboard App.

2. Only with Advanced Shopify or Shopify Plus plan - May impact pricing.

NCR POS	SAP Customer Checkout	Square POS	Clover POS	Lightspeed POS
---------	-----------------------	------------	------------	----------------

✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✗	✗	✗	✓
✗	✗	✗	✓	✗
✓	✓	✓	✓	✓

✓	✗	✓	✗	✓
✓	✗	✓	✗	✗
✓	✓	✓	✗	✓



Hardware Integration

Feature Comparison

Seamlessly connect and use various
peripheral devices.

Odoo	Oracle Micros	Shopify POS
------	---------------	-------------

Device Compatibility

Desktop Support	✓	✓	✓
Tablet Support	✓	✓	✓
Mobile Device Support	✓	✓	✓
Touch Screen Compatibility	✓	✓	✓

Peripheral Integration

Barcode Scanner Support	✓ ¹	✓	✓
Receipt Printer Integration	✓ ¹	✓	✓
Cash Drawer Integration	✓ ¹	✓	✓
Customer Display	✓ ¹	✓	✗
Card Reader/EMV Reader	✓ ¹	✓	✓
Mobile Card Reader Support	✓ ¹	✓	✓
Weighing Scale Integration	✓ ¹	✓	✗
Kitchen Printer	✓ ¹	✓	✗
Employee Login Card/Rfid Tag	✓ ¹	✗	✗

Hardware Management

Multiple Device Support	✓	✓	✓
-------------------------	---	---	---

NCR POS	SAP Customer Checkout	Square POS	Clover POS	Lightspeed POS
---------	-----------------------	------------	------------	----------------

✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓

✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✗	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✗	✗	✓	✓	✓
✓	✗	✓	✓	✓
✗	✗	✗	✓	✗

✓	✓	✓	✓	✓
---	---	---	---	---

1. For more info: <https://www.odoo.com/app/point-of-sale-hardware>.



Compliance and Security

Feature Comparison

Rest easy with robust compliance and security features, keeping your business and customer data safe and compliant with industry regulations.

Application
and Data Security

SOC ¹	ISAE3402 SOC 1 Type I, SOC 2 Type I, ISAE3402 SOC 1 Type II & SOC 2 Type II	SOC 1 & SOC 2 Type II	SOC 3
PCI DSS	✓	✓	✓

Additional Features

Multi-Factor Authentication	✓	✓	✓
User Access Control	✓	✓	✓
Data Backup and Recovery	✓	✓	✓

N/A	ISAE 3000 SOC 2	SSAE-18 SOC1 and SOC2	N/A	SOC 2
✓	✓	✓	✓	✓

✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓

1. Service Organization Control (SOC) reports evaluate an organization’s measures related to security, privacy, processing integrity, availability, and confidentiality. These reports are formulated based on the Trust Services Criteria (TSC). To gain access to the detailed report, kindly proceed to sign a Non-Disclosure Agreement (NDA) at the following link: <https://www.odoo.com/sign/document/mail/65533/069dc75d-abcd-48a8-bff2-4a3d3fc24d09>



Integration Ecosystem

Feature Comparison

Offer endless possibilities for your business
with third-party integrations.

Odoo	Oracle Micros	Shopify POS
------	---------------	-------------

General

eCommerce Integration	✓	✓	✓
Repairs Integration	✓	✓ ¹	Add-on
Marketing Integration	✓	✓	✓

Payment Processors

Adyen	✓	✓	✓
Vantiv (US & Canada)	✓	✓	✓
Ingenico (BENELUX)	✓	✗	✗
Stripe	✓	✗	✓
Six	✓	✗	✗
Worldline	✓	✓	✓
RazorPay	✓	✗	✓
Paytm UPI	✓	✗	✓
3C Payment	✗	✓	✓
Elavon	✗	✓	✓

Customer Loyalty Programs

Gift-it	✗	✗	✗
Loke	✗	✗	✗
TapMango	✗	✗	✗
One4Later	✗	✗	✗
Ritual	✗	✗	✗
Paytronix Loyalty	✗	✓	✗
Pej Loyalty	✗	✓	✗

1. Via Oracle Depot Repair - May impact pricing.

NCR POS	SAP Customer Checkout	Square POS	Clover POS	Lightspeed POS
---------	-----------------------	------------	------------	----------------

✓	✓	✓	✓	✓
✗	✗	✗	✗	✓
✓	✓	✓	✓	✓

✗	Plugin	✓	✗	✗
✓	✗	✓	✗	✗
✗	✗	✓	✗	✗
✗	✓	✗	✗	✗
✗	✗	✗	✗	✗
✗	✓	✗	✗	✗
✗	✗	✗	✗	✗
✗	✗	✗	✗	✗
✗	✗	✓	✗	✗
✓	✗	✓	✗	✗

✗	✗	✗	✗	✓
✗	✗	✗	✗	✓
✗	✗	✓	✓	✗
✗	✗	✗	✗	✓
✗	✗	✓	✗	✓
✓	✗	✓	✗	✗
✗	✗	✓	✗	✗

Odoo

Oracle Micros

Shopify POS

Ordering and Delivery Part. 1

QikServe	✗	✓	✗
Aigens	✗	✓	✗
Beverage Ordering Service	✗	✗	✗
Bluedot	✗	✓	✗
Call2Kitchen	✗	✗	✗
Deliverect	✗	✓	✓
xDine	✗	✗	✗
Grubhub Marketplace (USA)	✗	✗	✗
itsaCheckmate	✗	✗	✗
Olo	✗	✓	✗
Bite	✗	✗	✗
Bopple	✗	✗	✗
UberEats	✗	✓	✗
DoorDash	✗	✓	✓
Skip The Dishes	✗	✓	✗
Grubhub	✗	✗	✗
Deliveroo	✗	✓	✗
doshii	✗	✓	✗
Hey You	✗	✗	✗
The Ordering.App	✗	✗	✗
Loke	✗	✗	✗

NCR POS

SAP Customer
Checkout

Square POS

Clover POS

Lightspeed
POS

✗	✗	✓	✗	✗
✗	✗	✓	✗	✗
✗	✗	✓	✗	✗
✗	✗	✓	✗	✗
✓	✗	✓	✗	✗
✓	✗	✓	✓	✗
✗	✗	✓	✗	✗
✗	✗	✓	✗	✗
✓	✗	✓	✗	✗
✓	✗	✓	✗	✗
✗	✗	✗	✗	✓
✗	✗	✗	✗	✓
✗	✗	✓	✓	✓
✓	✗	✓	Add-on	✓
✗	✗	✓	Add-on	✓
✓	✗	Add-on	Add-on	✓
✗	✗	Add-on	Add-on	✓
✓	✗	✗	✗	✓
✗	✗	✗	✗	✓
✗	✗	✗	✓	✗
✗	✗	✗	✗	✓

Odoo

Oracle Micros

Shopify POS

Ordering and Delivery Part. 2

MOBI	✗	✗	✗
Mr Yum	✗	✗	✗
Order Up!	✗	✗	✗
Postmates	✗	✗	✗
Ritual	✗	✗	✗
me&u	✗	✗	✗
Chowly	✗	✗	✗

Restaurant Management

Fresh	✗	✗	✗
QSR Automations Inc.	✗	✗	✗
Now Book It	✗	✗	✗
Menuu	✗	✗	✗
OpenTable	✗	✗	✗
Peachworks	✗	✗	✗
Restaurant 365	✗	✗	✗
SEVENROOMS	✗	✓	✗
TableCheck	✗	✓	✗
Tacit	✗	✓	✗
Tapin2	✗	✓	✗
Yellow Dog Inventory	✗	✓	✗

NCR POS

SAP Customer
Checkout

Square POS

Clover POS

Lightspeed
POS

✗	✗	✗	✗	✓
✗	✗	✗	✗	✓
✗	✗	✗	✗	✓
✗	✗	✓	Add-on	✗
✗	✗	✓	✓	✓
✗	✗	✗	✗	✓
✓	✗	✓	✗	✗

✗	✗	✗	✗	✓
✓	✗	✗	✗	✓
✗	✗	✗	✗	✓
✗	✗	✗	✓	✗
✓	✗	✓	✗	✓
✗	✗	✓	✗	✗
✓	✗	✓	✓	✗
✓	✗	✓	✗	✓
✗	✗	✓	✗	✗
✗	✗	✓	✗	✗
✗	✗	✓	✗	✗
✓	✗	✓	✓	✗



Usability, Pricing & Conditions

Feature Comparison

Odoo	Oracle Micros	Shopify POS
------	---------------	-------------

Usability

Ease of Setup	8.9 / 10	8.0 / 10	8.0 / 10
Ease of Use	8.6 / 10	8.0 / 10	8.0 / 10
Meets Requirements	8.6 / 10	7.0 / 10	8.0 / 10
Works offline	✓	✓	✓

User Satisfaction

Ratings on g2Crowd	4.3 / 5	4.8 / 5	4.4 / 5
Ratings on GetApp	4.1 / 5	4.2 / 5	4.6 / 5
Ratings on Capterra	4.1 / 5	4.2 / 5	4.6 / 5

Pricing & Conditions

Pricing	Free ¹	55\$ and 75\$ for more advanced edition	24€ for the basic plan, and 79€ for the pro plan
Free Plan	✓	✗	✗
Free Trial	✓	✗	✓
Quality of Support	7.2 / 10	6.3 / 10	8.7 / 10
Open-Source	✓	✗	✗
Hosting Mode	On-premise/Cloud	Cloud	Cloud

1. Odoo is free for unlimited users, as long as you use solely one app. Access ALL Odoo Apps for only 24.90€/user/month

NCR POS	SAP Customer Checkout	Square POS	Clover POS	Lightspeed POS
---------	-----------------------	------------	------------	----------------

6.5 / 10	7.6 / 10	9.4 / 10	7.8 / 10	8.1 / 10
8.2 / 10	7.6 / 10	9.5 / 10	8.4 / 10	8.6 / 10
8.3 / 10	8 / 10	9.4 / 10	8.0 / 10	8.2 / 10
✗	✓	✓	✓	✓

3.8 / 5	4.5 / 5	4.6 / 5	3.8 / 5	4 / 5
3.7 / 5	4.2 / 5	4.7 / 5	3.9 / 5	4.1 / 5
3.7 / 5	4.2 / 5	4.6 / 5	3.9 / 5	4.1 / 5

Free, Pro (\$175 for 1 user) or Custom	Custom Plan (request a quote)	Free subscription + percentage for processing fees	From \$60 per month up to \$310	From 89.00€ up to 189€
✓	✗	✓	✗	✗
✗	✗	✓	✓	✓
7.0 / 10	8.2 / 10	8.7 / 10	7.3 / 10	8.0 / 10
✗	✗	✓	✗	✗
On-premise/Cloud	On-premise/Cloud	Cloud	Cloud	Cloud

User Interface

The user interface (UI) often takes a backseat. Many solutions tend to channel their focus into core functions and back-end development, often leaving the design of an effective UI by the wayside. Unfortunately, this oversight can lead to less-than-ideal user experiences, which, in turn, impact the efficiency of operations and overall customer satisfaction.

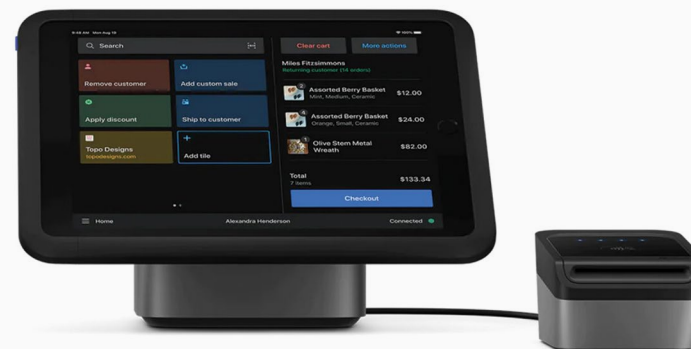
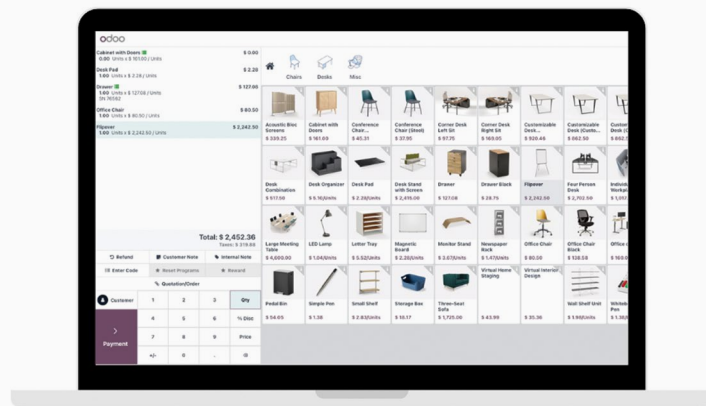
Efficiency and customer satisfaction are crucial in the POS area. To excel, POS software must seamlessly align with the unique needs and aspirations of businesses, enabling them to serve their customers effortlessly. The UI plays a pivotal role here. It acts as a bridge, translating user preferences, habits, and skills into a software experience that functions harmoniously.

A meticulously designed UI plays a central role in diverse facets of POS operations. It ensures swift and precise transactions, reduces the learning curve for staff, enriches customer engagement, facilitates efficient data collection, accommodates changing needs with ease, and mitigates the risks of costly errors. All of these contribute to enhanced operational efficiency and customer satisfaction.

To delve deeper into this matter, let's discover the back-end world of eight different POS products. We'll observe their interface designs, all with the aim of evaluating their usability and efficiency.

Odoo

Shopify POS

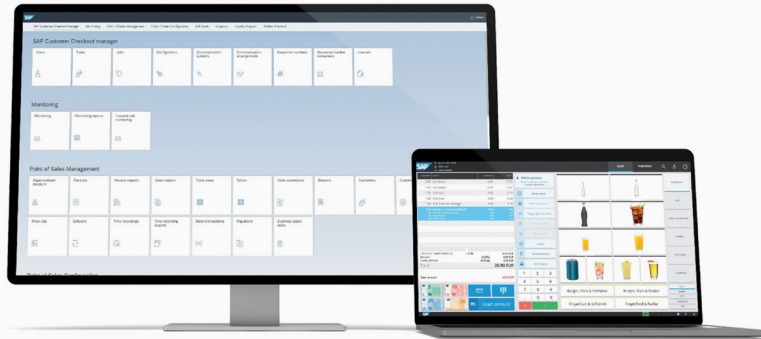


Oracle Micros

NCR POS



SAP Customer Checkout



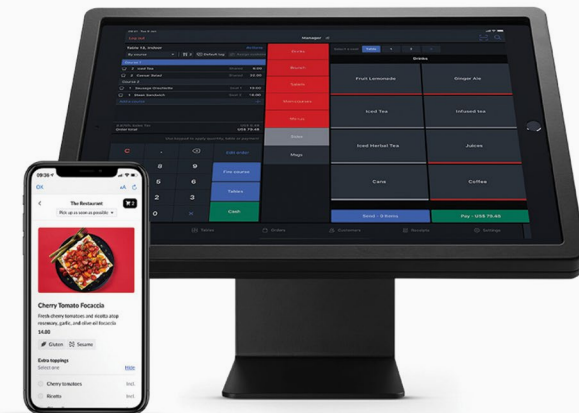
Clover POS



Square POS



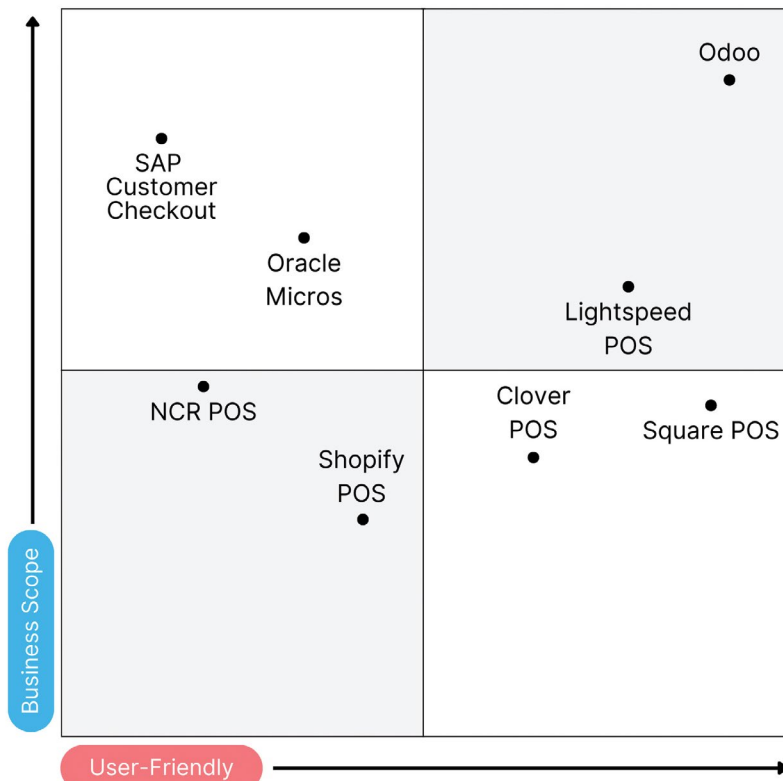
Lightspeed POS



Different solutions, Different needs

When choosing the right software for your business, it is important to assess several criteria based on your specific needs.

Business Scope and User-friendliness



Business Scope measures a software's capacity to meet your business needs comprehensively through its features and its flexibility in customizability and integration with other tools.

User-friendliness measures how straightforward and user-friendly a software solution is for your team to navigate, requiring minimal training or complex procedures. Additionally, it evaluates how hassle-free the software is to set up, considering factors like time, effort, and resource requirements for initial configuration within your organization.

Odoo is a robust solution addressing a wide range of business needs, extending beyond point-of-sale functions. The platform is designed to streamline operations and replace the need for disjointed, non-integrated software applications. Odoo shines as a highly customizable, all-in-one solution with a multitude of applications. Its open-source nature empowers a thriving community, resulting in a vast repository of community-contributed applications. In comparison to its competitors, who lack some important features, Odoo offers both high-quality restaurant and retail store management features.

Meanwhile, **Square**, **NCR**, **Shopify** and **Clover** provide specific solutions with advanced point-of-sale features but they might suffer from their customization limitations and limited business scope. Yet, Square and NCR offer their own payment systems.

On the other hand, **Lightspeed** offers a larger scope including e-commerce, inventory management, marketing, and golf dedicated solutions.

Finally, **SAP Customer Checkout** and **Oracle Micros** offer comprehensive solutions going beyond POS features to meet broader business needs. However, SAP Customer Checkout lacks restaurant management, payment, and checkout features, making it unsuitable for every business and limiting scaling possibilities.

When it comes to user-friendliness, **Odoo** offers intuitive interfaces, making the solution suitable for users of varying technical backgrounds. Its straightforward setup ensures a hassle-free experience for every business. Also, its multiple integrations make it easy to implement new features, and employees can easily perform their daily operations without any problems.

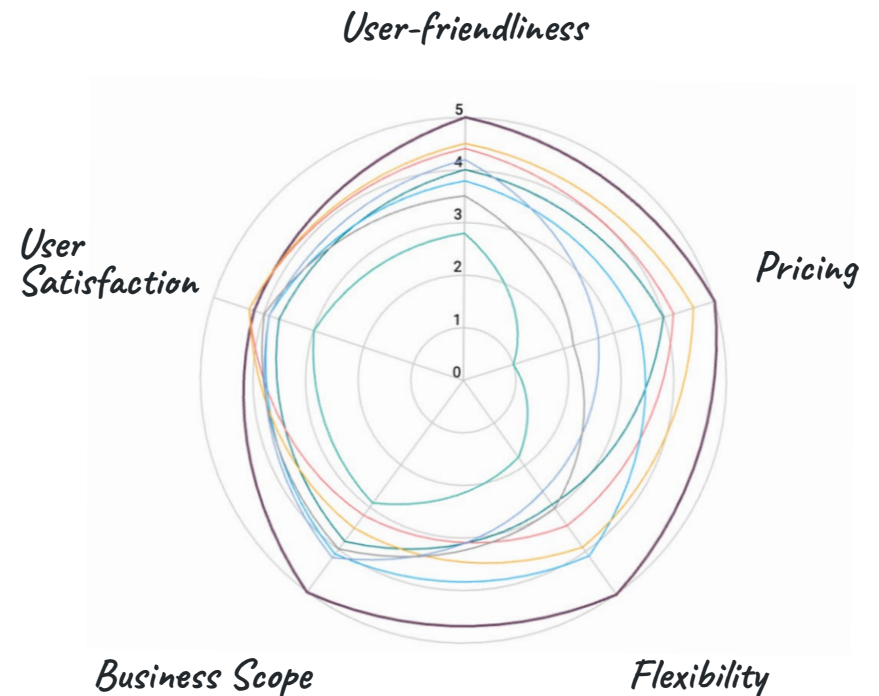
SAP Customer Checkout, **NCR POS**, and **Oracle Micros**, on the other hand, are noted for being less user-friendly and can be challenging to set up. They can require more time and effort for users to become familiar with their interfaces.

Regarding **Shopify**, **Clover**, **Square**, and **Lightspeed**, they are reviewed as more user-friendly and, therefore, easier to use and learn. However, their limitations in customization and limited business scope can make it hard to scale. Furthermore, adding new features to the standard solution could lead to a significant loss of user-friendliness and slower operations.

That's why it's important to consider the specific needs and scale of your business when assessing which solution is the best fit, as the ease of use and setup can vary significantly among these options.



Value Proposition



- Odoo
- Oracle Micros
- Shopify POS
- Lightspeed POS
- NCR POS
- SAP Customer Checkout
- Square POS
- Clover POS

Conclusion

Ultimately, the choice depends on your organization's specific requirements, scale, and the balance between customization, ease of use, and setup.

If you are seeking a specific point of sale solution, then Odoo, NCR POS, Square POS or Lightspeed POS might be a good fit. Thanks to their advanced features, these systems are particularly well-suited for complex environments and provide efficient solutions for every need.

If you have more extensive requirements, you may find Odoo, SAP Customer Checkout or Oracle Micros the most appealing solution. They both offer advanced features and can accommodate any process. Their capabilities in terms of customization and extensive suite of integrated business applications make them good solutions for businesses having needs beyond point of sale. Regarding Odoo, it also offers ease of use and setup, making it suitable for small and medium businesses.

Curious about another app?

Discover Odoo available White papers!



This comparison was compiled by Odoo SA. We did our best to make it objective and fair based on the information available online. If you find mistakes or missing features, please report it to whitepapers@odoo.com and we will update the online version. Our goal is to have a continuously updated comparison of the main competitors to be as accurate as possible.