

# Checklist: What to Consider Before Purchasing

Before choosing a payment platform, evaluate your current needs and workflows. Use this checklist to ensure you're fully prepared to find the right solution.

## Understand Your Current Challenges:

- Are manual invoicing processes causing delays in cash flow?
- Do you have trouble reconciling payments across systems (e.g., PSA, accounting tools)?
- Are late payments affecting your ability to maintain steady revenue?
- Is it difficult to track customer balances or overdue invoices?
- Do clients frequently request more flexible payment options, such as financing or partial payments?

## Assess Your Transaction Volume:

- How much do you process monthly?
- Do you expect significant growth in transaction volume over the next 1-3 years?
- Are current systems struggling to handle the volume efficiently? Do you need funds sooner?

## Review Your Integration Needs:

- What tools do you rely on for billing operations (e.g., PSA, accounting software)?
- Are these tools integrated seamlessly with your current payment process?
- Do you need dual-syncing to ensure data consistency across ConnectWise and Quickbooks?

## Evaluate Your Current Payment Processes:

- How do clients currently pay (e.g., credit cards, ACH, checks)?
- Are there gaps in the payment options you offer?
- Is your payment processing system fast and reliable? Can you receive funds same-day?
- Are you offering recurring payments or subscriptions?
- How long does it take to process and reconcile payments?

## Consider Your Clients' Needs:

- Are clients asking for self-service options like a portal to manage invoices and payments?
- How often do clients need payment reminders or assistance with billing questions?
- Would flexible payment options improve client satisfaction and retention?

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## Identify Security & Compliance Gaps:

- Are your current payment processes PCI-DSS compliant?
- How do you ensure the security of sensitive client payment data?
- Are fraud detection and prevention tools part of your payment workflow?

## Analyze Your Financial Visibility:

- Do you have accurate reporting on cash flow, late payments, and revenue?
- Are you leveraging analytics to identify patterns in client payment behaviors?
- Can you forecast revenue and cash flow to support strategic planning?

## Understand Your Budget & Costs:

- What are the direct costs of your current payment process (e.g., fees, transaction costs)?
- Are there hidden expenses in your current system, such as fees for higher transaction volumes or additional users?
- How much time and money are spent on manual payment reconciliation or chasing overdue payments?

## Analyze Your Financial Visibility:

- How effective are your payment reminders and notifications?
- Are late payments common because clients aren't properly notified?
- Is the communication process automated, or are you relying on manual outreach?

## Consider Scalability & Future Needs:

- Can your current solution handle business growth, such as higher transaction volume or new service offerings?
- Are you planning to offer new payment options, like financing or same-day ACH?
- Does your current process limit your ability to scale effectively?

## Evaluate Support & Reliability Gaps:

- Does your current provider offer responsive support for payment issues?
- How often do you experience downtime or disruptions in payment processing?
- Do you have a contingency plan for addressing payment issues quickly?

## Plan for Implementation:

- How much time and effort would it take to implement new software?
- Will your team need training to use a new system effectively?
- Are there clients who would need extra support transitioning to a new payment process?