

The Future Cannabis Dispensary Checklist

Executive Tradeshow Edition

Is Your Dispensary Ready for the Next 5 Years of Cannabis Retail?



The cannabis industry is evolving rapidly into a modern retail ecosystem focused on operational efficiency, customer experience, technology integration, scalability, and convenience. The dispensaries preparing today for kiosks, online ordering, integrated payment systems, customer loyalty ecosystems, and scalable infrastructure may become tomorrow's industry leaders. This executive checklist was designed to help cannabis operators identify operational blind spots, evaluate readiness, and prepare for the next phase of cannabis retail growth.

1. Customer Experience



Checklist Item	Score (1-5)
Is ordering fast and intuitive for customers?	_____
Are menus visually organized and easy to navigate?	_____
Is online ordering mobile-friendly?	_____
Are wait times optimized during peak hours?	_____
Are kiosks available or being evaluated?	_____
Does the store feel modern and welcoming?	_____
Are employees trained consistently?	_____
Do customers understand promotions clearly?	_____
Is checkout friction minimized?	_____
Do customers return regularly?	_____
Are loyalty systems easy to use?	_____
Does the customer experience feel scalable?	_____

Questions Your Leadership Team Should Be Asking

- Are our systems scalable for future growth?
- Are we creating operational friction without realizing it?
- Could our current technology support another location?
- Are customers experiencing unnecessary delays or confusion?
- Are we preparing for where cannabis retail is heading — or where it used to be?

Need help evaluating this area?

Salespoint Solutions LLC works with cannabis operators to evaluate retail operations, kiosks, payment systems, customer experience, and technology infrastructure.

Notes Section

2. Payment Systems



Checklist Item	Score (1-5)
Do you have backup payment systems?	_____
Are transactions fast and reliable?	_____
Are payment outages minimized?	_____
Is reporting accurate and accessible?	_____
Are systems integrated with POS?	_____
Are customers offered flexible payment options?	_____
Are transaction fees understood?	_____
Is cash handling optimized?	_____
Are payment workflows documented?	_____
Can payment systems scale to multiple locations?	_____
Are terminals modern and customer-friendly?	_____
Do customers trust the payment experience?	_____

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3. Technology Infrastructure



Checklist Item	Score (1-5)
Is your POS system scalable?	_____
Are inventory systems synchronized?	_____
Are loyalty systems integrated?	_____
Can systems support multiple locations?	_____
Are reporting dashboards modern?	_____
Is remote access available?	_____
Are backups and redundancies in place?	_____
Do systems communicate effectively?	_____
Are updates performed regularly?	_____
Can your systems scale rapidly?	_____
Is your network secure and reliable?	_____
Are you leveraging automation effectively?	_____

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4. Operational Scalability



Checklist Item	Score (1-5)
Are workflows documented clearly?	_____
Could operations support rapid growth?	_____
Can management monitor operations remotely?	_____
Are onboarding systems standardized?	_____
Are operational redundancies in place?	_____
Can your current staff scale effectively?	_____
Are operational KPIs being tracked?	_____
Do managers have visibility into issues quickly?	_____
Are systems repeatable across locations?	_____
Can training be replicated efficiently?	_____
Are support systems clearly defined?	_____
Could your business scale 5x today?	_____

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5. Delivery & Convenience



Checklist Item	Score (1-5)
Do you offer online ordering?	_____
Is delivery integrated operationally?	_____
Do you offer curbside or drive-thru services?	_____
Is mobile ordering optimized?	_____
Can customers reorder quickly?	_____
Are pickup workflows efficient?	_____
Are convenience features improving retention?	_____
Can convenience systems scale?	_____
Are customers informed during fulfillment?	_____
Is order accuracy consistently high?	_____
Do systems reduce customer wait time?	_____
Are convenience offerings competitive locally?	_____

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6. Data & Customer Retention



Checklist Item	Score (1-5)
Do you track customer purchasing behavior?	_____
Are loyalty systems effective?	_____
Do you personalize promotions?	_____
Do you analyze customer trends?	_____
Is customer data actionable?	_____
Do you monitor repeat customer rates?	_____
Are retention KPIs measured?	_____
Do you use customer segmentation?	_____
Is marketing data centralized?	_____
Can leadership access analytics quickly?	_____
Do insights improve decision-making?	_____
Are retention systems scalable long-term?	_____

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Final Scoring & Recommendations

0–40 Points: High Risk — Your dispensary may struggle to compete as the industry evolves.

41–70 Points: Operationally Stable but Vulnerable — Improvements are needed to scale effectively.

71–90 Points: Positioned for Growth — Your systems are future-focused and scalable.

91–100 Points: Future-Ready Retail Operation — Your dispensary is operating at a highly optimized level.

Prepare Today. Lead Tomorrow.

Salespoint Solutions LLC helps cannabis businesses optimize operations, payment systems, kiosks, customer experience, retail technology infrastructure, and long-term scalability.