

A POS built for the whole franchise

One Stop Nutrition outgrew a POS built for a single shop. With 50-plus stores and a goal of 100, they chose NorthStar as their franchise-wide standard: real reporting, the freedom to keep their own card processor, and a rollout designed to repeat at every location.

50+ FRANCHISE STORES TODAY	100 STORES THEY'RE BUILDING TOWARD	1 PLATFORM FOR EVERY FRANCHISEE	1996 FOUNDED, AND STILL GROWING
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OPERATOR One Stop Nutrition, nutrition franchise: supplements, smoothies & retail, founded 1996	WHERE Arizona-based, expanding into Texas, Florida and beyond
MODEL Franchise system, multi-unit operators, customizable smoothies plus supplements	RUNS ON NORTHSTAR Order Entry POS · Customer display · Loyalty, online ordering & delivery via Paytronix · Inventory via SynergySuite

— WHEN A SINGLE-SHOP POS CAN'T RUN A FRANCHISE

Built for one store. They were running fifty and chasing a hundred.

One Stop Nutrition grew from a single location in 1996 to more than 50 franchise stores, with a goal of 100. Their old POS was built for one shop, so as the franchise scaled, the cracks showed: no enterprise-level software, no store-level visibility across the system, and inventory tracked by hand in spreadsheets. In growth mode, with a new CFO and franchise-sales leader on board, they needed a platform built for a franchise, not a corner store, and they did not want to switch systems ever again.

- ✗

No enterprise reporting. No clean way to see store-level data across the franchise.
- ✗

Inventory by spreadsheet. Manual tracking that doesn't scale toward 100 stores.
- ✗

Every franchisee different. No single standard to open and train against.
- ✗

Switching costs. After one rough transition, they couldn't afford another.

— ONE PLATFORM, BUILT TO SCALE ACROSS FRANCHISEES

A franchise-grade POS, and a rollout built to repeat.

NorthStar gave One Stop Nutrition an enterprise POS that fits a franchise, and a rollout designed to standardize every store.

✓ Run on NorthStar ✔ Order Entry POS with store-level and franchise-wide reporting ✔ Customer-facing displays at the counter ✔ Loyalty, online ordering and delivery via Paytronix ✔ Inventory integration via SynergySuite ✔ Kiosk, drive-thru and handhelds supported as they grow	→ Built for a franchise → Keep their own card processor, with dual-pricing support → A corporate lab that becomes the template for every store → NorthStar builds the database and standard menu → A training environment for onboarding new franchisees
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— HOW IT CAME TOGETHER

Build the standard once. Repeat it at every store.

NorthStar set up a repeatable rollout so store fifty and store one hundred go live the same way.

- 01

The requirements
An enterprise POS proven with franchises, room to keep their own processor, and loyalty and inventory integrations.
- 02

Chosen and signed
One Stop Nutrition selected NorthStar as its franchise POS standard, one platform for every owner.
- 03

A lab at corporate
NorthStar stood up a lab at their Phoenix office to serve as the template for every rollout.
- 04

Build once, repeat
The database, menu and workflows are built and validated in the lab, then deployed store by store.
- 05

Franchisee by franchisee
Locations across Arizona, Texas and beyond come online on the same build.
- ✔

One standard, all the way to 100
NorthStar scales with the franchise as it grows. Rollout underway now.

Build once

THEN REPEAT IT, STORE BY STORE

A lab at corporate that becomes the template for every store.

Instead of reinventing each opening, NorthStar built a lab at One Stop Nutrition's corporate office: **the database, the menu and the workflows, validated once** and then repeated at every franchise location. New franchisees train on the same environment they will run. For a brand going from 50 stores to 100, that is how you scale without the chaos.

If you're scaling a franchise, here's the takeaway

✔ A single-shop POS won't scale to a franchise. Buy for where you're going.

✔ Enterprise reporting across every store is the difference at scale.

✔ Keep your own payment processor when that is what your model needs.

✔ Build the rollout once in a lab, then repeat it at every location.

NorthStar

CBS NorthStar is a restaurant POS and order-management platform built for QSR and full-service operators: iPad-based Order Entry POS, payments, kiosk, customer-facing display, loyalty integrations and third-party delivery on one platform, backed by hands-on rollout and support. Operators on NorthStar include One Stop Nutrition, Press Coffee, Hard Eight BBQ, Surcheros Fresh Mex, California Fish Grill, Biscuitville and Wahoo's Fish Taco.

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