



APG CASH DRAWER®

## THE FUTURE OF CASH MANAGEMENT IN RETAIL

Defining the  
Art of Possible

The *SMART*till® Cash  
Management Solution

The *SMARTtill*® Cash Management Solution

# ACHIEVE CASH HANDLING EXCELLENCE



What are your goals and challenges at the point of sale? Do you have issues managing cash? Or issues with cash shrinkage? Maybe you struggle because of setbacks from rising labor rates, finding qualified labor, and managing operational costs. At APG Cash Drawer, we understand your cash management challenges.

The minutes and hours spent physically counting and moving cash is inefficient. This creates bottlenecks at the Point of Sale, which affects customer service, causes walk-outs and hurts your bottom line. At the end of the day, more often than not, the till count rarely matches the expected revenue.

With all the activities going on in a store it can be difficult to focus

on and resolve the cause of cash discrepancies. But what if you had the data necessary to give you full cash visibility at the POS? What if you could account for all the cash in your store from the time of tender to the time credit is made to the bank?

We have a solution for you: the *SMARTtill*® Cash Management Solution.



## CASH IS HERE TO STAY

Retail payments are changing, yet there is still \$1.5 trillion, €2.1 trillion and £216 billion in cash circulating the U.S., EU and British markets. In fact, cash represents between 30 to 45% of all global transactions.<sup>1</sup> Although there has been a rise of electronic payments, cash is still the most commonly used payment method in the world.<sup>2</sup> In the U.S.,

cash accounts for roughly 40% of all transactions and up to two-thirds of purchases less than \$10.<sup>3</sup> The U.S. Federal Reserve predicts that cash will grow an average of 1.7% per year from 2012 to 2022.<sup>4</sup>

Despite the growing popularity of electronic payments and a preference by many consumers for payments with plastic, cash isn't going away any time soon. Millennials use cash five times more than mobile payment platforms. About 55% of small businesses prefer cash transactions, refusing to

accept payments in plastic so they don't have to pay credit card fees.<sup>5</sup> The San Francisco Federal Reserve Bank Report stated that over seven in ten people use cash for in-store purchases. Among different cash spending categories, food and personal care supplies account for 52% of cash transactions.<sup>6</sup>



# CASH HANDLING CHALLENGES

The cost of cash is more intrusive than you would think. Cash losses cost U.S. businesses \$55 billion annually.<sup>7</sup> While most of that is due to theft, the figure also includes time spent on processing, counting, and transporting bills and coins. Not only do businesses have to pay for time spent on counting, processing and transporting cash, they also lose substantial sums in discrepancies.

Intelligent Cash Drawers integrated with POS systems save businesses substantial amounts of money through automatic reconciliation. That means no more manual cash counts. Instead, you get reliable, accurate data on the cash sums contained in tills at all times. The **SMARTtill**® Cash Management Solution addresses many of the cash handling challenges at a fraction of the cost of other solutions, and can be easily deployed without disruption to the stores footprint.

Retailers need to invest in new cash handling technologies that provide operational efficiency through the automation of cash counting and real-time cash visibility. Intelligent Cash Drawers offer benefits at the POS and across an entire enterprise in operations, loss prevention, treasury and data analytics.



# OPERATIONS



The challenge for handling cash as a payment method has always been the balance between operational efficiency and risk. It is estimated that major retailers spent \$5.9 million per year on cash mismanagement and operational inefficiency.<sup>8</sup> With poor cash handling data, it is easy to get the balance wrong. Businesses deal with cash day in and day out and retailers rely on competent cashiers, store managers and back office staff. It can be difficult to find qualified labor and to identify training issues without proper technology in place.

The quality of service customers receive is an important factor to a retailers bottom line. Today's consumers are looking for improved shopping experience in store. But as retailers face increasing labor costs, it may force retailers to stretch their manpower and skilled associates, often resulting in a negative impact on their customer service.

The time spent on physically moving the cash between the front and the back office, counting the cash between shifts, top offs, security checks or reconciliation, and the general management of the float is significant. It takes seven minutes on average to count out a drawer before and after shifts.<sup>9</sup> The time spent counting cash at the POS

can create bottlenecks that could affect customer service and your bottom line. Depending on the vertical and cash handling procedure, with the **SMARTtill**<sup>®</sup> Cash Management Solution installed, businesses can save typically 15-30 minutes per day, per POS on cash counts. With the **SMARTtill**<sup>®</sup> Cash Management Solution in place, time cut out



After installation save up to  
**15-30 Min.**  
per day, per POS on cash counts

from their procedures can be redeployed to profit-generating activities and an improved shopping experience for your customers.



# LOSS PREVENTION



Do you know  
**how much cash  
is lost in your  
business**  
and what the cause is?

Whether intentional or accidental cash loss is inevitable, researching these losses is time consuming and in some cases not productive. Pressures of counting to match the speed and volume of shoppers during peak hours can lead to unintentional cash loss. In the rush to serve customers and move on to the next transaction, honest mistakes happen — a cashier gives a customer the wrong change or a restaurant staff member miscounts notes from a customer, leaving the till short. Whether cashiers are handling high value notes or small change when serving customers at the POS, or preparing cash for the back office, cash losses are unavoidable.

Intelligent Cash Drawer solutions provide cashier accountability for lane accountability models and an improved audit trail between the front of house and back office. Problems involving a specific individual in cases of dishonesty can be tough to prove. This is especially difficult at sites where multiple employees share cash drawers. Intelligent Cash Drawer software keeps a transaction record of all activity at each drawer so it's easy to spot a reoccurring problem with an individual, or identify where more training is needed. Managers can use data captured to address areas needing improvement.

When a large discrepancy is discovered, going through hours of CCTV footage usually ends up with non-conclusive results, if it is done at all. Imagine; if you could significantly reduce time spent looking through CCTV footage, electronic journals, interviewing staff, and researching a trend analysis. Imagine what you could do with the hours of labor saved.

Store managers, LP professionals, or the corporate video center does not have time to sift through hours and hours of surveillance footage. Now they don't have to. The **SMARTtill**® Solution can send instant alerts to the back office at the exact time a discrepancy occurs. When tied to CCTV, time and date stamped footage pinpoints transaction errors decreasing the time it takes to complete a cash loss investigation. Cash losses can be reduced by up to 90% because it's possible to identify losses by transaction and cashier. Management can provide more training to employees who require it, while honest employees don't have to fear being unfairly blamed for losses.



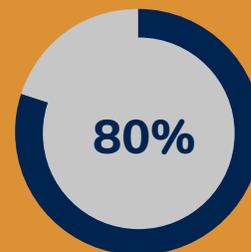
# TREASURY



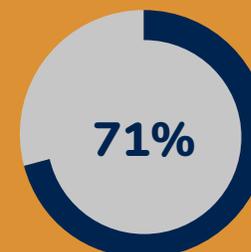
Another challenge retailers face is cash visibility within treasury. The amount of cash that is sitting in cash drawers or in a smart safe at the POS, or in the back office 24 hours a day, is “dead” cash for the retailer. If the chain has hundreds or thousands of stores, the problem gets magnified. This is cash that could be accounted for in the bank or invested somewhere else. According to a 2017 Global Corporate Treasury Benchmarking survey of finance executives, on average they have daily visibility on 71% of all bank accounts and 80% of their total cash balances.

The *SMART*till® Solution reduces the amount of dead cash and delivers cashier accountability electronically, eliminating the need to have spare tills full of cash kept in back office safes.

When properly paired with data analytics, retailers can also utilize the cash data gathered to minimize the frequency of armored car services (CIT) pick up costs. By reducing the number of cash pickups and deliveries, retailers can save as much as \$300 per month per location.<sup>10</sup>



Finance executives have daily visibility on 80% of their total **cash balances**



Finance executives have daily visibility on 71% of all **bank accounts**



# SMARTtill®

by **APG CASH DRAWER**

The **SMARTtill®** Solution is a new revolution in cash management, enabling retailers to reduce cash losses, minimize the cost of cash handling, improve in-store productivity and data analytics while allowing re-investment of “dead cash” into the business. No longer does a retailer need to keep a safe of spare tills for shift changes.



The **SMARTtill®** Solution is integrated into your POS solution enabling the **SMARTtill®** Intelligent Cash Drawer to capture, in real-time, all cash activity at the POS location, and reconcile the actual cash movement to the expected cash movement each time the drawer is closed. The data is collected without impact on the sales transaction process and time.

The real-time data sent from the **SMARTtill®** Device provides instant cash visibility at the POS, enabling intelligent management of cash handling activities and the creation of vital reports and alerts. These can be delivered via



## SECURE

Reduces the cost of investigating discrepancies and cash losses



## EFFICIENT

Redeploys labor for an improved shopping experience



## INNOVATIVE

View actual cash content in real-time without service interruptions

your back office system allowing managers to get real-time cash on hand information and full cash visibility at the POS. It can be viewed anywhere from tablets and mobile devices.

The **SMARTtill®** Technology transforms how businesses manage cash — at the POS and in the back office — and delivers valuable information to managers about chronic issues that may indicate a need for further cashier training.

## ABOUT APG

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APG Cash Drawer, established in 1978, manufactures a wide range of highly durable and reliable cash drawers that are delivered quickly to the marketplace. APG has built a reputation as the supplier of choice for cash management solutions for retail, grocery, hospitality, and quick serve for thousands of customers throughout the world.

Whether it is our general application cash drawer, custom designed solutions, or the **SMARTtill**® Intelligent Cash Drawer, our products and brand are differentiated by our ability to deliver innovative technologies that globally enhance efficiency and security at the point of sale.



# APG BY THE NUMBERS



**11**

LOCATIONS WITH  
GLOBAL SUPPORT



**43**

TEST BEDS  
FOR PROVEN  
PERFORMANCE



**70**

COUNTRIES  
SHIPPED TO  
WORLDWIDE



**99**

PERCENT  
SHIPMENT  
ACCURACY

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