



FINDING YOUR POS MATCH

Addressing Security and Connectivity with Cash Drawer Configuration Options

Introduction

As a new, lighter Point of Sale (POS) approach emerges, POS solutions no longer require PCs to operate. Depending on a system's configuration, the new POS model can leverage thin clients such as tablets and handhelds, and IP-enabled cash drawers, to bring flexibility and convenience to in-store transactions.

The new model frees shopping counters, hotel check-ins and restaurants from the restrictions of PC-centric systems, while allowing businesses to emulate the comfort and convenience of Internet shopping. Retail customers, for instance, can pay for purchases at the point of decision, rather than having to wait at a cashier.

For ISVs, the model opens significant opportunities to design affordable, flexible systems with wireless components. However, because of a multitude of variations and options, ISVs when designing new systems must take into consideration business requirements, connectivity options and security concerns. An important component of any POS system is the cash drawer, and when clients opt for an IP-enabled model, they want assurances the drawer adheres to wireless security protocols and standards to prevent the exposure of private data. ISVs must be ready to address client concerns when matching their needs with the right cash drawers.

Emerging Model

For about two decades, the PC has been at the center of the POS solution, acting as a computerised cash register and controlling various peripherals, such as printers, cash drawers and card readers. Though, popular, this setup is costly, especially for smaller retail shops, and often requires a fair amount of configuration.

A new model that combines thin client, mobile and cloud-based technologies is emerging. Called "Thin-bility™", it provides a more affordable, flexible and manageable approach to POS while significantly improving the end customer's shopping experience. The model allows a sales associate to initiate a transaction at the point of purchase, where the customer decides what to buy. The sale can be completed with cash or credit at a strategically placed cash drawer. Using a tablet, an associate can complete the transaction and then print or email the receipt. Shoppers

seeking convenience and speed are more likely to return for further purchases. This level of service approximates the experience of Internet shopping with an added human touch – an experience that consumers are bound to seek when deciding which retail outlets to give their business to. It explains why a 2019 Boston Retail Partners study found 49% of retailers view the customer mobile experience as a priority, with 66% percent offering mobile POS solutions in their stores.





CASH DRAWER CONSIDERATIONS

Cash Drawer Considerations

Business owners who opt for a Thin-bility solution might not realise just how many cash drawer options are available to them. ISVs, working directly with customers or through dealer partners, should be prepared to step in to help with cash drawer decisions. ISVs, therefore, should familiarise themselves with the various available drawer configurations, as well as connectivity options and potential security issues.

A number of factors can affect a cash drawer selection, including store traffic, types of payment accepted, security, store layout, and budget. Here are some important considerations to help guide ISVs in matching a cash drawer to client needs:



Cash Storage

Tills typically are configured with coin cups and paper note compartments for a specific currency. Different currencies have various sizes and numbers of notes and coins, which affects the number and size of compartments in a drawer.



Non-cash Storage

Businesses that accept cheques, gift cards, coupons and tickets need space for them in the cash drawer. Options include storage under the till or in note compartments on the tray.



Currency Presentation

Counter setup and storage layout affect cash drawer presentation. Be it a lay-flat drawer that slides open at the front, an inclined till or a vertical till with a flip-up top, which model to choose depends on physical space needs, ergonomics, and aesthetics.



Currency Reconciliation

Businesses that transact in high cash volumes may need drawers with weighable cups designed for rapid coin reconciliation at the close of business. Cups can be removed and placed on purpose-built, currency counting devices to calculate how much was collected in coins.



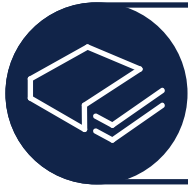
Actuation

Options for opening cash drawers vary depending on a POS system's configuration. IP-enabled drawers can be activated from stationary or mobile POS stations. In addition, drawers can be configured to open manually with the push of a button.



Manual Access

Electronic control is available for businesses that don't want manual access. Drawers can still have key/locks or hidden emergency access points in case of a power or network outage.



Usage and Durability

Standard and heavy-duty drawer options are available. In low-use settings, standard-duty models offer durability and reliability at a lower cost, while high-traffic businesses may require the fatigue-resistant latches and industrial-grade steel ball bearing slides of a heavy-duty unit to provide long life.



Drawer Location

Space requirements and human factors must be considered. Placing drawers on counters works in some settings, but if counter space is limited, under-the-counter placement may be better. Human factors such as whether checkout clerks sit or stand should be taken into account as well.



Connectivity Options

A key step in planning a POS deployment is deciding how to connect the various components. In PC-centric solutions, everything is either run from a PC or a server, but the Thin-bility model offers multiple connectivity possibilities. There is no industry standard or obvious connectivity preference; how the POS stations, printers, card readers and cash drawers are connected hinges on specific business requirements.

Factors to consider include technology capabilities, budget, store layout, number of cash drawers, and drawer control. IP-enabled drawers linked wirelessly to tablets, printers and card readers can be operated from the tablets. IP drawers are especially well suited to systems with thin-clients as POS workstations – with no ports for peripherals or where a physical connection limits the truly mobile transaction.

Under this model, businesses can achieve maximum flexibility, completing transactions at the point of purchase, rather than making shoppers queue up at checkout counters. In some cases, businesses might eschew printers altogether, opting instead to email or text receipts to customers.

APG Cash Drawer LLC is a strong supporter of the Thin-bility™ model and leads the industry in IP-enabled cash drawer innovation, offering multiple cash drawer configurations and connectivity options. Clients can choose between standard and heavy-duty models, and a wide range of till configurations, currency storage, and drawer formats, such as lay-flat, flip-top, vertical or inclined.

In addition to innovation and durability, APG also delivers peace of mind by addressing physical and network security. On the physical side, APG builds its cash drawers with integrated physical security features, such as electronic control and biometric scanners. On the network side, APG follows wireless security protocols to ensure IP-enabled drawers can be operated safely in wireless networks.



SECURITY MATTERS

Security Matters

As a new, lighter Point of Sale (POS) approach emerges, POS solutions no longer require PCs to operate. The need for physical security is well understood by all stakeholders in a POS system – ISVs, dealers and business owners. Depending on how many employees access cash drawers and whether the units are ever left unattended, physical security is assured through lockable lids, locking tills, hidden compartments and electronic controls. Sophisticated models offer barcode-based controls, and even biometric fingerprint scanners, requiring that a sales associate be close enough to the drawer before it can be opened electronically.

With Thin-bility™ solutions, where components communicate through wireless connections, business owners often also voice concerns about network security. Retailers have good reason for wanting to secure their wireless POS systems, considering the number of high-profile data breaches that have occurred over the years at large retailers. According to a study by KPMG, 19% of consumers said they would completely stop shopping at a retailer after a breach, and 33% said they would take a break from shopping there for an extended period.

Preventing such disasters is a serious responsibility for any business using POS technology. When handling cash, the potential for credit card-related mischief is nonexistent, but that doesn't mean business owners don't fret about it, especially when cash drawers are IP-connected. In addition to communicating with other POS-related components, a cash drawer can interact with non-POS, IP-enabled devices on a retailer's network, such as IP cameras.

It's important that ISVs understand the drawer itself poses no added risk to the network's integrity. ISVs must be able to explain to clients that introducing an IP-enabled cash drawer into the subnet produces no adverse impact on network security. APG's IP-enabled drawers support any of a number of strategies a network professional deploys to enhance network performance, device stability, and cash-handling practices.

ISVs, therefore, can assure their clients their security needs are being addressed. It's one of the ways they add value when developing Thin-bility solutions with IP-enabled cash drawers.





SERVICE OPPORTUNITIES

Service Opportunities

The Thin-bility™ model is opening significant service opportunities for ISVs. Built-in functions in the cash drawers can be turned into new revenue-generating services for clients. Functions include monitoring and remote control capabilities that enable exception management by alerting managers about unusual events. If a clerk opens a drawer manually, when it is supposed to be opened remotely from a workstation, the system captures the unusual activity and notifies a manager.

Data also is generated on when a drawer is unplugged, moved or opened by someone who is assigned to a different drawer. When used for reporting and analysis, the data can help improve operations and correct bad habits. ISVs looking for recurring revenue can build services around these functions by taking data and delivering it as reports to clients periodically to help them run the business. There are opportunities to offer periodic system checkups, reviews of the data, and recommendations for business improvements.

Cash drawers also can benefit ISVs in the following ways:

- Help them serve as trusted advisors, becoming the go-to provider when clients need services
- Improve customer satisfaction and strengthen loyalty
- Edge out the competition in an emerging market
- Increase value-add opportunities
- Find new revenue streams and improve the bottom line

Conclusion

As the Thin-bility™ model emerges, providing businesses with new levels of POS affordability and flexibility, ISVs have new opportunities to work closely with clients to design systems that best suit their business goals and requirements. A key part of that is to walk clients through the various available cash drawer choices, their functionality and connectivity options, and to put them at ease regarding any security concerns clients might have.





CASH DRAWER CONSIDERATIONS

There are a few important factors to take into consideration when deciding which cash drawer to select for your business. Use the guide below to help determine what features are needed based on the operational requirements & environment.

Cash Drawer Considerations Checklist

<p>What POS Software are you using? <i>Different verticals have specific software designed for their requirements.</i></p>	
<p>Has the cash drawer been tested for compatibility with the POS Software?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>How will the cash drawer connect to the POS system?</p>	<p><input type="checkbox"/> Printer, if so which one? _____ <input type="checkbox"/> Single or dual drawer set up? <input type="checkbox"/> Single drawer <input type="checkbox"/> Dual drawer <input type="checkbox"/> USB <input type="checkbox"/> Serial <input type="checkbox"/> Manual only (not connected electronic)</p>
<p>What is the cash environment?</p>	<p><input type="checkbox"/> Economical (mostly credit card, infrequent cash transactions) <input type="checkbox"/> Standard (even split between credit card and cash transactions) <input type="checkbox"/> Performance (heavy cash transactions, quick serve environment)</p>
<p>What loss prevention features does the drawer require to help prevent cash shrinkage?</p>	<p><input type="checkbox"/> Drawer status switch <input type="checkbox"/> Enable security camera activation & mobile exception alerts <input type="checkbox"/> Intelligent cash drawers that count the contents of the drawer and identifies theft, & cash loss <input type="checkbox"/> Keyed randomly vs. keyed alike: no lock version for highest security <input type="checkbox"/> Locking till covers</p>
<p>What is the environment the cash drawer will be used in?</p>	<p><input type="checkbox"/> Flexibility for indoor/outdoor environments? <input type="checkbox"/> Mobile footprint (<i>Food truck/kiosk</i>) <input type="checkbox"/> Need to withstand spills/food <input type="checkbox"/> Used to facilitate mPOS transactions</p>

What size (footprint)?	<input type="checkbox"/> Needs to fit into the available POS counter space: W_____ D_____ H_____ <input type="checkbox"/> No space constraints <input type="checkbox"/> Requires under counter mounting brackets
Where will the other POS peripherals be positioned?	<input type="checkbox"/> What type of peripherals will be on top of the cash drawer? _____ <input type="checkbox"/> Platform needed to help organise and secure peripherals <input type="checkbox"/> Requires cable routing within the cash drawer itself for hiding cables <input type="checkbox"/> Requires charging of other peripheral components (USB) <input type="checkbox"/> Right/Left Side <input type="checkbox"/> Underneath
What do you want your cash drawer to look like?	<input type="checkbox"/> Cash drawer appearance: <input type="checkbox"/> Black <input type="checkbox"/> White <input type="checkbox"/> Custom Colour: _____ <input type="checkbox"/> Custom logo (<i>Your customer's logo</i>) <input type="checkbox"/> Other branding or graphics: <input type="checkbox"/> On cash drawer <input type="checkbox"/> On packaging
Drawer configuration?	<input type="checkbox"/> Additional tills required for expedited cashier turnover. How many? _____ <input type="checkbox"/> International installations, if so, what country? _____ <input type="checkbox"/> Installations in different countries? (<i>Different currencies = different till configurations</i>)
Where do you want to acquire your cash drawer?	<input type="checkbox"/> Authorised reseller _____ <input type="checkbox"/> Lease _____ <input type="checkbox"/> Online merchant _____ <input type="checkbox"/> Other _____ <input type="checkbox"/> Financing options: <input type="checkbox"/> HaaS <input type="checkbox"/> SaaS
Level of support needed?	<input type="checkbox"/> Continued support after installation <input type="checkbox"/> Troubleshooting <input type="checkbox"/> On site installation <input type="checkbox"/> Website download instructions <input type="checkbox"/> Phone support

Client Information

Company	
Address	
Telephone #	
Email	
Main Contact	



APG CASH DRAWER®

ABOUT APG CASH DRAWER

APG Cash Drawer is a privately held corporation based in Newhaven, UK. In over 90 countries worldwide, we provide high quality cash management solutions at the point of sale. APG manufactures the most complete industry-leading portfolio of high performance cash drawers and cash management solutions, enabling our partners to grow sales and market share.

We offer reliable, competitively priced solutions with a high level of channel integrity and responsiveness, giving our partners the confidence to better serve their customer's evolving needs. APG Cash Drawer works with industry-leading distributors, OEMs, software developers, payment processors and integration companies to deliver our customers the ultimate experience.

CONTACT US!

www.cashdrawer.com ☎ 44 (0) 1273 616300 ✉ sales@eu.cashdrawer.com
🏠 APG Cash Drawer LLC (EMEA) Unit 4/The Drove, Newhaven East Sussex, BN9 0LA United Kingdom