



## CASE STUDY

### SMARTtill Solution Cash Shrinkage Reduced by 99% at Gainfort Ltd.

An APG Case Study



**Reduction of cash shrinkage of 99%**



**Cash up in a few minutes**



**Device issues an alert so it can be immediately addressed**

**smarttill® captures data in real-time from the till, updating and reconciling cash balances with every purchase. It eradicates spot checks, minimises cash mistakes at the POS, and eliminates the need for cash reconciliation at the close of business.**

Gainfort Ltd., a family-owned business for over ten years, operates two Nisa Local convenience stores in Cambridgeshire, UK. At the end of employee shifts, owner Sunil Lahal noticed a disturbing trend during cash counts: The totals were off.

“We were using a manual system of counting the cash at the end of each shift and, tallying up sales against the amount of cash that should have been taken, there were always issues with mistakes by some staff members,” Lahal says.

Not wanting to jump to conclusions, Lahal gave his employees the benefit of the doubt that honest mistakes were causing the discrepancies. But he couldn't tell for sure. “When mistakes were made, it took too long of a process to trace them. They were difficult to pinpoint.”

There had to be a better way. He started looking at automated cash systems to replace the manual process of counting bills and coins. Lahal contacted his POS integrator for a solution but didn't get very far. The integrator didn't seem able — or willing — to deliver what he needed. “I didn't feel they were pulling in the same direction as myself in modernizing and embracing smart systems.”



## smarttill® to the Rescue

Gainfort's owner asked around for another integrator and was referred to MSP Systems Ltd in Dunstable. "He was given our number by a satisfied customer," says MSP Systems Sales Director Greg Dockery.

Dockery introduced Lahal to MSP's EPOS (Electronic Point of Sale) cashier system, which integrates with apg's smarttill intelligent cash drawer solution. MSP Systems has been an apg partner for three years and made smarttill "an essential part of the MSP sales toolbox."

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Once introduced to smarttill, Lahal made a quick decision to install two drawers at each Gainfort location. "The installation was very quick. Engineers came out and installed and set up everything," he says.

## Time Savings and Accuracy

Dockery says Gainfort's owner had two primary goals for implementing smarttill — eliminate cash discrepancies and save time on cash counts. Lahal says it was taking 10 to 15 minutes several times a day at each store to reconcile cash — twice as long when mistakes occurred.

Now, thanks to the smarttill, he can cash up in a few minutes, and he doesn't have to wait until the end of a shift. As soon as a discrepancy occurs, smarttill issues an alert so it can be immediately addressed. "We can narrow down mistakes to the minute when they happen and check CCTV at the exact time when they took place to see what has happened," he says.

The functionality benefits both the company and the employees. When cashiers make a genuine mistake, "they can correct it immediately or let us know to solve the error. This has resulted in a reduction of cash shrinkage of 99% at both stores," Lahal says. "Since installing the systems across both shops, we caught three members of staff for theft and have prosecuted one as we had sufficient and accurate evidence to obtain a prosecution."

## Value and Quality

From MSP Systems' perspective, smarttill delivers a perfect combination of value and quality to round out its POS solutions. "When you have a good retailer who uses the POS properly to run their store, having the smart drawer as an add-on takes our system to another level," says Dockery.

For Lahal, the smarttill deployment makes life easier. Cash shrinkage is a thing of the past. "Now I feel comfortable. I can be away from the shop, and come back after a few hours and everything will be in order," he says. "The system has met and exceeded all my expectations."



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**-Sunil Lahal  
Owner  
Gainfort Ltd.**



### About apg® solutions

apg®, with over 45 years of experience, 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's 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 POS. To learn more about our products, visit <http://www.apgsolutions.com/europe>.

### About the smarttill® Cash Management Solution

The smarttill Solution will revolutionize the way you manage cash within your organization, tackling cash handling issues from both sides — the shop floor and the back office — whilst maintaining personal contact with customers. The smarttill® Solution is the next generation in cash drawer technology. It counts the coins and notes within the drawer itself automatically within seconds of the drawer closing and provides powerful back-office reports to optimize and secure your cash management.



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