



CASE STUDY

Enhanced Customer Service Through Productivity Savings

An apg® Case Study in Partnership with Grupo Compostelana



30 Euros Cash Loss Per Day Eliminated



1 Hour Each Day Saved Thanks to Automatic Cash Count



Complete Cash Visibility and Traceability



Cash Assets Secured

Globally, cash represents between 30% and 45% of all transactions. According to the European Central Bank, cash is used across 59% of transactions in the EU and is by far the largest payment instrument in terms of volume.

Grupo Compostelana is a family-owned restaurant chain on the Canary Islands providing excellent food and hospitality to its customers.

Some of the restaurants specialize in pizza or fish whilst others provide a variety of food in a very warm, contemporary environment.

The restaurants are usually busy serving customers at lunchtime and in the evenings; some stay open until the early morning.

Cash Loss Concern

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The owner of the six Grupo Compostelana restaurants has been running his successful business for many years but, at the end of day, cash loss was a concern as the till did not match the expected revenue.

With multiple cashiers operating from a single Point of Sale (POS), it was impossible to identify the cause of the problem.

The restaurant owner welcomed the smarttill® Cash Management Solution, which ensured that his sales were protected by eliminating a €30 of daily cash loss. In addition to the reduction of cash losses, the smarttill Cash Management Solution also helped to improve the operational efficiency of the restaurant. This operational efficiency led to an improved quality of life for cashiers and managers who could go home earlier after their shift was completed.

The solution was provided by POS solution supplier, Tecnireg, and after the first trial in one of the restaurants, it was quickly rolled out in the others too.

Tecnireg integrated the smarttill Cash Management Solution, from apg, into their software providing a very sophisticated EPOS solution for its hospitality customers.



Profit Protection

Puerto de la Cruz in Tenerife is a tourist destination and Compostelana is a very popular restaurant and bar serving a wide selection of foods in a prime location. Providing the best customer service, the waiters at the restaurant use a single POS station after the bills have been paid by the customer at the table.

Supporting multiple waiters on a single till leads to a lengthy manual reconciliation process. The totals did not balance, and the till was short on a regular basis. The problem was that after a busy day it was not clear when, where, and by whom the loss was generated, and whether it was because of genuine human error or cashier fraud.

Investigation proved impossible with a standard cash drawer, as the only information the manager had was the starting and closing float balances. The actual physical cash movements in between were unknown. There was also no CCTV installed at the premises to check. The issue with the lost revenue disappeared as soon as the smarttill solution was installed and cash loss became a thing of the past. The owner and restaurant managers now rely on smarttill, which has become a very important part of running the restaurant smoothly.

Cashier Accountability

The smarttill Intelligent Cash Drawer tracks all cash movements, whether it is removing or adding money. smarttill reconciles the contents of the till against the POS system at the completion of every transaction.

If a cashier rushes to the till to add the customer's money and removes the incorrect change, the system will flag the error immediately and a warning will appear on the POS screen. Additional alerts can be sent to the back office or to a manager's mobile device.

This is a reliable way of controlling every coin and note the restaurant takes; as the discrepancy has been reported on the system with the related transaction number and cashier ID.

There could be a situation where the waiter returns to the customer without noticing the warning message on the screen. This cannot happen in Compostelana. If a discrepancy has not been resolved, the next cashier cannot operate the POS. Compostelana has implemented an additional layer of security which requires each waiter to wear a wristband with a unique identification, which communicates via radio frequency identification (RFID) with the POS system. Cashiers are able to log in and out very quickly, ensuring cashier accountability and efficiency all day long.



End of Day and Shift Reconciliation

Reconciliation is no longer classified as a time-consuming task as it is carried out quickly and easily by the smarttill Solution. With smarttill, the whole process only takes a few minutes, and the actual counting is completed instantly as the system automatically provides the till count by denomination. Accuracy is ensured to the last cent.

Related reports are automatically generated by the system eradicating the need for manual form filling.

Staff utilization is also improved. At the afternoon reconciliation, more time is spent focusing on the customer and in the evening, more time is dedicated to tasks related to the closure of the restaurant.

As the restaurant manager explained: "In the past, three people were allocated to tasks such as general tidying and bringing the chairs and tables in. Now I have four people as one has now been relieved from the manual cash counting process thanks to the smarttill technology."

A waiter from another restaurant commented: "I am very happy as I can actually close the restaurant early and go home to see my family."

Complete Cash Visibility

The smarttill Solution records all cash movements, allowing the manager to view the transaction history at the POS or in the back office. The transaction history can be for a specific period of time or cashier. Now the owner or the manager of the restaurant can have a full picture of what really happened at the till on that day without physically being there.

The manager of this restaurant, Francisco Rodriguez Castellano, explained: "The smarttill Solution provides both safety and peace of mind. I don't even have to think about cashier dishonesty anymore like I did in my previous job at a different restaurant. All of my cashiers are doing a perfect job here; my cash loss is ZERO."

Productivity Savings

The driving force behind Grupo Compostelana's decision was the reduction in cash loss seen with the smarttill Intelligent Cash Drawer. Another benefit to the restaurant was that they no longer need to spend time counting cash.

Previously, staff counted the coins and notes by hand, which was a laborious job even with only one till, and accuracy was never guaranteed. In the past, staff spent 30 minutes each time they had to reconcile; once after the morning shift at around 4:00 pm and once after closure at around 2:00 am. This time savings has improved the staff's quality of life allowing them to go home earlier.



Morning Reconciliation

The smarttill Solution allows the restaurant to leave a fixed float in the till overnight. This means that the previous night's float is the starting float the following morning, eliminating the time-consuming process of counting out the till to begin the day's trading.

The smarttill Intelligent Cash Drawer provides the value of the till immediately and ensures that this figure stays the same until the start of business due to its complete cash monitoring.

As the manager explained: "The person who is setting up the till in the morning is no longer under pressure to count the cash quickly when we open up the restaurant as the smarttill Solution does it quickly for them."

Pinpoint Accuracy

Other restaurants in the Grupo Compostelana chain have seen similar benefits. At the Compostelana Pizzeria, Grupo Compostelana, one of the waiters mentioned that when they used to do the afternoon reconciliation, which took 15-20 minutes, they had to stop taking payments from the customers.

Now it is so quick that customers do not even notice that the procedure is happening.

Calculating Tips

Staff used to count the tips manually, this too took time especially when they accidentally dropped the money or had to recount it.

The new procedure uses the smarttill Intelligent Cash Drawer to calculate the tip value. Coins and notes are dropped into the proper compartment and the value is calculated within seconds, saving valuable staff time for the manager.

Paying the Suppliers

Another added benefit of the new cash management system is that when staff pay the suppliers from the till, the money taken out is automatically counted and recorded, encouraging staff to give the exact sum and discouraging employee fraud and related disagreements.

With complete cash visibility at the till and full cashier accountability, the smarttill Cash Management Solution protects honest employees and allows non-managers to pay suppliers directly from the till without any supervision.

Cash Lifts

In La Cazuela restaurant, the smarttill Cash Management Solution was implemented and within just four weeks the new system has been adopted by all the staff who talk very highly about the main advantage; that it is not necessary to count the coins and notes anymore.



The cash handling procedure of lifting excess notes has also been enhanced. Now the value of the lift can be printed instantly and put in an envelope with the money, eradicating manual counting and form filling which are susceptible to human errors.

Cash Management Solutions

The cash management solutions available today will inevitably cut cash losses and maximize revenue growth. Restaurateurs and retailers like Grupo Compostelana who invest in new cash handling technologies will provide operational efficiency through the automation of cash counting and real-time cash visibility at the POS. For the restaurant chain in the Canary Islands, the Intelligent Cash Drawers offered many benefits at the POS. Larger businesses who have implemented the smarttill technology have seen benefits across the entire organization in operations, loss prevention, treasury and data analytics.

References

1. European Central Bank, Eurosystem. (2022, December). Study of the payment attitudes of consumers in the euro area (SPACE) - 2022. https://www.ecb.europa.eu/stats/ecb_surveys/space/shared/pdf/ecb.spacereport202212~783ffdf46e.en.pdf

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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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