

Streamlined Cash Management for Singapore Supermarkets

Founded in Singapore in 1903, this leading supermarket chain in Singapore started out as a homegrown merchant of fresh, quality meats and dairy products. From a small cold store to a popular household name and Singaporean icon, the company has introduced numerous innovative retail concepts.

The Challenge

On initial consultation and review of the cash handling process at the supermarket chain, Cashmaster staff came across a number of opportunities for improvement. Working from their on-site cash office, staff in each of the stores were manually carrying out float preparations, till lifts and till counts numerous times every day.

Cashiers were spending long periods of time preparing and reconciling their tills, and the supervisors were then spending further time to verify the numbers (up to an hour a day per store, per till for the full process). Further time would be spent investigating discrepancies and cash reporting errors, completing double counts, and manually recording all of the associated count data.

The company wanted a cash management solution that would reduce the amount of time spent by employees to manually prepare and count their tills, both at the start of the day and throughout. They also wanted to free up further time, specifically for their supervisors, so they could focus on other key activities in the store.



Key Facts: A Singapore based supermarket chain that has been operating for over 100 years.

Stores: 48 locations across Singapore.

Training: Cashmaster provided training workshops that staff from each store attended.

Purchased: Cashmaster One Max devices and integrated Cashmaster One Printer.

CASE STUDY | SINGAPORE SUPERMARKET

The Solution

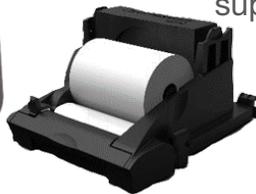
Cashmaster worked together with their management team to develop a new cash management process that could achieve the supermarket's project objectives. Focusing on decreasing manual input and streamlining processes, our flagship product, the Cashmaster One Max device and integrated Cashmaster Printer One, was selected as the best fit for their business needs. This solution would provide each store with the capability of printing and storing all float count details. The printer was a critical part of the solution, removing the need for manual paper record-keeping.



The Results

“Cashmaster’s consultative approach really added value to the project. The Cashmaster One Max devices surpassed all of our customers goals, including significant reductions in the time spent manually recording and entering data - freeing up time for our supervisors to add value in other areas of the store.”

- Process Improvement Consultant,
Cashmaster International



Although there were some difficulties with staff buy-in initially, after using the devices for a short time and undertaking a short on-site training course, employees agreed that the device was a much more efficient and accurate way of carrying out their till counts. The Cashmaster One Max device not only significantly reduced counting times for cashiers and completely cut out the need for supervisors to perform recounts, the solution also will **generate annual cost savings of more than S\$1.5million**. The project was considered a widespread success for all parties involved and further develops on Cashmaster’s business relationships throughout Asia.

Cashmaster One Max™ and Printer One

Counts notes, coins, rolls	✓
Counts non-cash items - coupons, vouchers, other	✓
Manual entry for non-cash items	✓
Display	5.0" Colour
Screen resolution	800x480
Input method	Touch
Multi-language UI	✓
Multi-count modes	✓
ID Entry (Cashier, Till #)	Alphanumeric
Float capability	✓ (Advanced)
Multi-till memory - count storage	✓ (Up to 500)
Built-in reporting system	✓
Currency support	Up to 8
Software update support	USB
Integration/data output capability	✓ including HID output
Connectivity	Serial/USB/Ethernet
Optional integrated printer	✓
Built-in help function	✓