

CASE STUDY | Canadian Grocery Chain

Automated Cash Management for Canadian Grocery and Fuel Chain

Key Stats:

- Over 23,000 hours saved per week, over the initial 300+ outlets, with further roll outs to take place.
- Over \$17.9 million saved annually across the business.

“The Cashmaster One Max has greatly reduced the amount of time spent on cash management and created a more efficient and accurate process for our staff to follow when carrying out their counts. Our employees quickly took to the new devices and how easy they were to use. Company-wide there have been huge time and monetary savings and the solution has helped us to progress with our goal of operational excellence and efficiency”.

—POS Technical Expert, Canadian Grocery Chain

The Challenge

With ambitious growth plans and a drive for operational excellence by improving instore processes and technology, they needed a robust solution for streamlining their cash management process.



Key facts: One of the largest and fastest growing grocery and fuel chains in Canada.

Stores: Operating over 1,500 locations across all 10 Canadian provinces.

Results: Saved the business over 77hrs per week, per location.

Solution: Cashmaster One Max with integrated Cashmaster One Printer

CASE STUDY

For many retail and grocery businesses, manual counting and record keeping is still the most common way of managing cash. Staff were spending considerable amounts of time manually counting and reconciling their cash drawers and safes, with the amount of time increasing considerably when discrepancies or miscounts occurred.

The grocery giant needed a solution that would ensure staff were counting accurately, quickly, and following a standardized process across all locations, that then would also provide an audit trail for management and their loss prevention teams.

Overcoming the Challenge

The trial began with our flagship product, the Cashmaster One Max initially in three of its stores. We firstly trained the POS Technical Expert, who then went on to train other store managers, proving the ease of use of our devices. Our Cashmaster One Max went through rigorous testing to ensure the solution was a good fit for their day-to-day operations. At the end of the trial, the opinion was unanimous – none of the users wanted to give the devices back.

The Solution

After the trial, the business decided to invest in the Cashmaster One Max, with multi-lingual functionality, in particular French, English and Chinese. One of the our Cashmaster One range is the flexibility and customization that is possible in the software, which was setup to match their cash handling processes. Cashmaster developed and introduced a feature that would allow their staff to quickly count bulk boxes of rolled coins that are stored in the safe until needed in the shop floor, reducing their count times even further. The integrated Cashmaster Printer One can automatically generate reports that meant employees were no longer required to manually complete paper records and ensure a high level of accuracy in all of their work.



CASE STUDY

The Result

Not only had the solution decreased the time spent on counting cash and saving over 23,000 hours per week across the business (11 hours per day per store). It also virtually eliminated the need to perform recounts when discrepancies occurred, creating a quick win for the business. The ability to store count data within the device created an opportunity for improved audits – meaning store managers can easily recall previous counts for spot checks. The integrated Printer One promotes accountability and contributes to improved loss prevention across the business.

Our Cashmaster One Max will be rolled out across further locations and we have continued to build our relationship with the business, with Cashmaster attending our customers own retail conference in Quebec, to showcase our products and technology.

Customer Profile

Founded in 1907, originally as a meat delivery service - the business has grown to become one of the largest foods and fuel retailers in Canada. The Canadian Grocery and Fuel chain operates over 1,500 locations across all 10 Canadian provinces, and with accumulated sales of more than \$25 billion in 2019 – they also accept a large volume of cash every year, with around 50% of their transactions being paid with cash.

Cashmaster One Max

Counts bills, coins, rolls	✓
Counts non-cash items - coupons, vouchers, other	✓
Manual entry for non-cash items	✓
Display	5.0" Color
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	✓