PEACE OF MIND

Security technology helps restaurant operators focus on serving guests

THINKSTOCK

| Identify and Prove Fraud | Relying on Video Technology | Improvements in Cash Management |

New Solutions for an Old Problem

Emerging technologies offer improved cash management

Cash is the original method of payment for goods and services, but the least secure, especially when compared to the safeguards that now exist for credit and debit cards. Often, retailers are handling cash the same way they did decades ago.

Business owners are frequently forced to focus time on micromanaging each step of the cash-handling process. Manually counting cash, preparing and making deposits, and attempting to control cash shrinkage takes away valuable focus from the business.

In addition, large amounts of cash collected each day present a variety of security challenges for retailers. Counting and reconciling cash; risk of theft while the cash is inside the restaurant or on the way to the bank; or waiting for deposits to clear are just a few of their daily concerns.

Making use of data to achieve real solutions that save money and make cash management easier is a challenge for service providers.

Now together as one company, **CSS - FireKing** is one of the largest suppliers of safes and cash-control systems for restaurant environments. CSS-Fire King provides solutions which not only help with the fundamentals of collecting and safeguarding cash, but also capture the detailed operational information that forms the basis for an organization's cash management business intelligence capability. It is the latter that enables companies to reach the next level of systemic improvements in the way they manage and protect their cash.

"We receive a lot of requests for a system that will enable them to mine the data that they can get from their cash handling," says John Rhoads, vice president, product and channel development at CSS-Fire King.

CSS cash management solutions allow employees to safely deposit and validate cash onsite in a secure, closed-safe environment providing accurate, automatic counts of money received. Employees can master the device's simple-to-use touchscreen interface in minutes. It allows employees to enter their secure personal log-in ID, select a deposit icon, and then simply insert bills into the machine. Bills are accepted, verified, and secured, and a cashier is given a printed receipt for the amount deposited. Management can review and reconcile deposits automatically by either cashier or shift. Cash

Pullout

received into the safe is immediately visible and secure until removed to make a bank deposit by either an armored-car service provider or an authorized staff member.

CSS cash management solutions can be networked utilizing an organization's existing communications infrastructure and business systems to enable cash transaction data exchange, remote access management, and broadcast alerts. With individual locations able to exchange information with central offices, organizations now have the business intelligence (BI) to significantly improve their cash management and control capabilities.

Since the organizational data resides in a cloud infrastructure, resident data is immediately available for easy access and mining by the entire organization, similar to the way an airport kiosk

or bill-pay kiosk works today. Information can easily flow from many store fronts to a central repository, and back out again.

With enhanced cash handling BI capabilities, customers can perform trend analysis to prioritize business rule improvements; move from reactive to proactive identification and alerting of out-of-compliance cash handling behavior; and expand leverage of centralized information across operations, finance, loss prevention, and HR.

"With the ability to leverage this information in the cloud, the possibilities are limitless," Rhoads says. "Managers can know what is happening in real time, download it at the click of a button, and can move that data quickly across all platforms."

Managing both cash and checks will be part of developing technology from **Brink's**. Innovative new solutions from Brink's CompuSafe Service are expected to hit the market this summer, pending pilot testing, and offer new options to speed deposits to the bank. This will include check-imaging technology.

"We will be the only safe manufacturer to offer a single technology platform to manage both checks and cash," says Jim Poteet, Brink's senior vice president of strategy, innovation, and engineering.

CompuSafe can already reduce labor costs by eliminating multiple manual cash-handling tasks. Brink's CompuSafe with Check Imaging

THINKSTOCK

m

CorpSafe
pg. S13

provides additional benefits, including accelerated check presentment and streamlined handling of checks. Brink's CompuSafe with Check Imaging adds check-imaging functionality to the CompuSafe Galileo and Vanguard models. Check-imaging functionality is accomplished by adding a USB desktop scanner, along with corresponding software and reporting changes, including an intuitive interface, to make it as easy as possible for the merchant.

For example, each night at a predetermined time, the safe automatically transmits the check images and data to Brink's. An electronic deposit ticket is then automatically created for each merchant's check deposit, and the electronic deposit is forwarded to the customer's bank. In most instances, the merchant receives credit for the deposit the following day; however, credit timing depends on the bank's clearing and float relationship with the customer. Brink's is working with a number of major bank customers and will release the complete list of participating banks as launch approaches.

"We're focused on understanding our customers' needs so we can provide them innovative solutions," Poteet says. "In order to recommend a particular solution—whether it is a CompuSafe or not—we will want to discuss a business's cash and check-handling practices: What is the risk of internal theft or external robbery? How much cash is accepted? How many checks? All of these

factors—and many others—are important."

Several other options are also available for customers using Brink's CompuSafe. These include daily credit for cash while it is still in the safe; a bulk note feed bill validator that allows the feed up to 30 notes at a time into the validator; and large capacity cassettes to store more cash in the safe between pickups, saving delivery costs.

Garda Cash Logistics recently introduced several new and ongoing enhancements to its CashLINK offering, a closed-loop system that controls cash from the POS to the bank. The new CashLINK CMS 9520 smart safe provides wireless connectivity utilizing a data network to quickly and securely transmit information. The system gives customers greater flexibility in the placement of these smart safe units within their restaurants and also features sealed electronics that protect the unit from liquid spills.

"One of the most important factors that separate successful quick-service restaurants from their competitors is the speed and efficiency with which they manage cash," says Michael McSpadden, vice president and group head for product management and optimization at Garda Cash Logistics. "Today, with the use of cash increasing due to the high cost and reduced use of credit, the velocity and accuracy of cash management becomes even more imperative. Meeting that increased demand requires superior customer service and meticulous attention to every detail, not the constant distraction of managing all that money."

Garda's new CMS 9620 model provides a number of configuration options, such as Bulk Note feed and XL Cassettes, designed to meet the unique or different challenges customers are faced with in regard to cash management. In addition, Garda has greatly enhanced its service and support capabilities through its partner FireKing, the manufacturer of the CashLINK smart safe units.

The CashLINK system gathers the financial information by denomination, time of day, and shift. Garda collects the information daily, and the client's headquarters has secure

LOOMIS

Internet access to retrieve sales audit and banking reconcilement reports.

In addition to CashLINK, Garda also provides customers with secured armored transportation, deposit consolidation, equipment maintenance, and reconciliation information, as well as equipment with full service and support for all locations.

SafePoint by **Loomis** is an integrated cash management solution for retail and commercial customers that routinely handle cash. It includes an intelligent safe, armored transportation, and deposit processing. An end-to-end, one-source solution, SafePoint saves money while providing more control over cash and more security for employees and customers.

"We're not a cookie-cutter approach, as we do a ROI analysis on each customer," says Robert Lynch, senior vice president, national accounts at Loomis. "It's not just about the safe, but is truly about information and a total solution to cash-handling needs"

With SafePoint, managers no longer count cash at every touch point or need to visit the bank with deposits throughout the day. Cash is counted and validated as it is deposited within the SafePoint safe. This increases security for employees and customers, because there is less access to cash available to internal or external thieves.

Further, SafePoint provides a variety of information, such as when deposits were made, who made them, and other activity that is precisely tracked and counted. Gaps where robbery, theft, or loss can occur are eliminated, with every step controlled, protected, and streamlined. This reduces or eliminates cash shrinkage.

In addition, SafePoint users often enjoy ready access to funds minimizing the fees they may have been previously paying to individual banks. Loomis has provisional credit relationships with more than 90 financial institutions, so clients are not required to change banks to take advantage of the Loomis offerings.

Also, once the funds deposited into the safe are validated, they are guaranteed against loss. Fires or natural disasters such as hurricanes or earthquakes can limit access to the safe. In those cases, many operators simply can't get to their stores at all, rendering the cash inside useless.

"This is no small thing," Lynch says. "It recently came into play during Hurricane Sandy."

SafePoint solutions include shipping, installation, use, and maintenance of the electronic safe; regularly scheduled pickups of the cash by armored car; and deposit processing in a single monthly fee. **SC**