



CASHTECH
CURRENCY PRODUCTS

HOW WE HELPED UNCLE TETSU'S
**MINIMIZE CASH HANDLING AND
REDUCE WAIT TIMES**



Our client is a globally known sweets shop that serves the world famous Uncle Tetsu's Cheesecake. What was once just a small cake shop in Japan is now a recognized brand and an international dessert phenomenon.

Our client was preparing to open a new location and needed a new approach to cash management. CashTech Currency Products Inc. worked with them to reduce cash handling, decrease wait times, and manage their cash flow accurately and safely.

The shop is located in a booming residential mall in the Toronto suburb of Markham. They are open seven days a week with long operating hours. In a business like this, it is not possible for the owner to be on site at all times. Therefore, there was a business requirement to automate certain processes—namely, cash management.

THE PROBLEM

- The client's staff was spending too much time on daily cash handling tasks.
- Long operating hours meant owner oversight was not always possible. The client needed a simple automated cash management system.
- With a packed store seven days a week and a large staff, security and efficiency were important. Daily sales were taking too much time to count and secure. These cash handling delays compromised sales and customer service.
- Limited space in the store demanded a compact and customer-friendly solution.
- The client needed a new refined system that was efficient, fast, easy to use, and would keep costs low and security high.



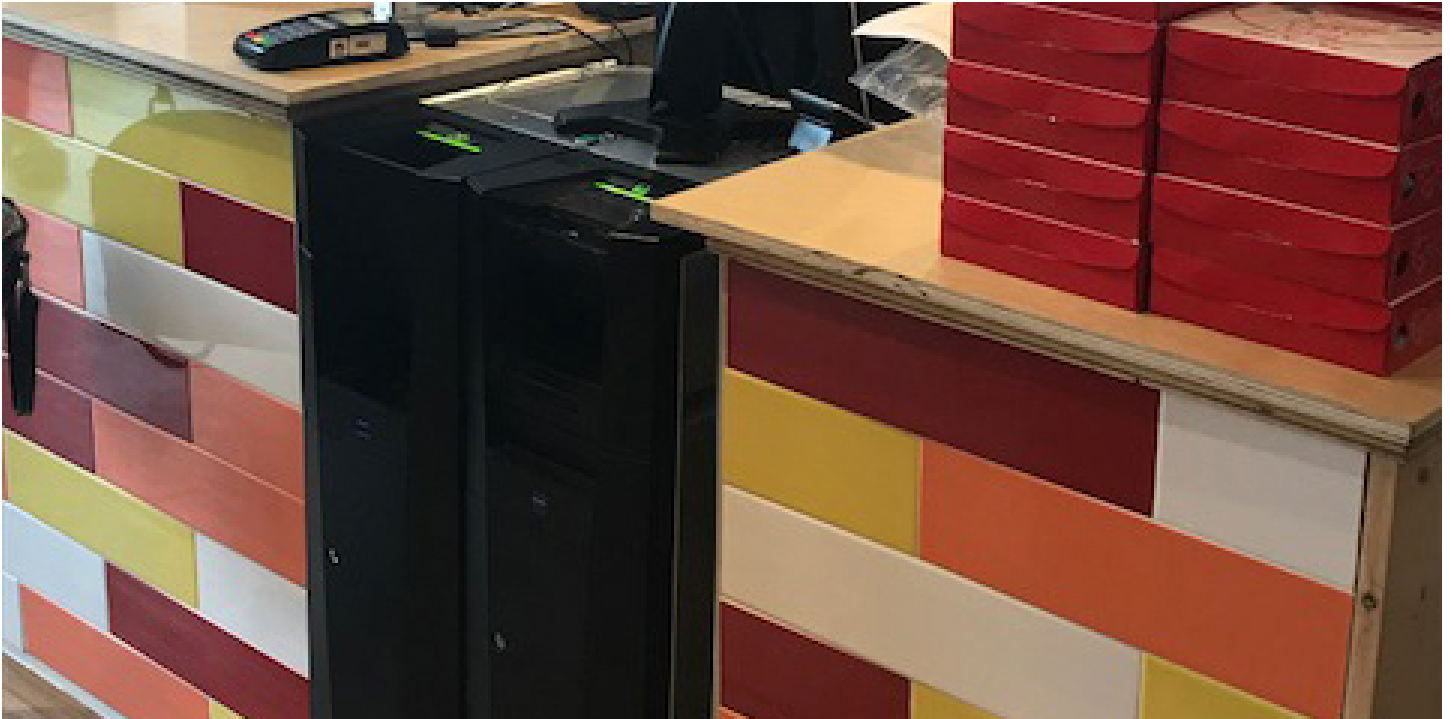


OUR SOLUTION

Uncle Tetsu's needed to perform error-free cash management processes with accuracy, efficiency, and security. We determined it was also important for the business to prevent employees from handling cash to increase security and hygiene, and better serve customers.

Due to the limited space, we suggested a compact design that could be easily integrated into the shop's layout. Our design gives greater comfort to users and increases profitability.

Working closely with CashTech Currency Products Inc., an assessment was performed and it was determined that the CASHINFINITY CI-10 compact coin and note recycling solution from Glory would best meet their needs, offering proven reliability and performance. The CI-10 solution was retrofitted to sit under the counter, facing the customer.



BENEFITS

CashTech Currency Products Inc. continues to work with Uncle Tetsu's to make sure their management and staff are fully trained and supported on the new technology. We are happy to hear the new system continues to speed up cash processing and has led to even higher levels of success for Uncle Tetsu's.

"Our experience with CashTech was seamless. From start to finish, including ongoing service and support, we could not be more satisfied. Both our employees and customers love the experience, and I can rest easy knowing our cash is secure and our staff can focus on the job at hand. Additionally, it has become another attraction for customers at our store as many of them are fascinated by the machine ... They have never seen it before and usually comment on it and tell their friends."

– Roberto Settembrini, President



"Since installing the CI-10 coin and note recycling solution, our staff no longer has to touch cash, which allows them to perform multiple tasks in the bakery. We are a much more efficient operation."

Luca, Store Manager

COST SAVINGS

Since Uncle Tetsu's implemented the CASHINFINITY CI-10 solution, their employees and customers have easily adapted to the new technology. They have decreased their need for armoured car pickups and the labour associated with preparing floats, counting back floats, and reconciling the day's sales. The shop now performs its cash management process faster and without error.

In addition, counterfeit banknote detection and foreign object/counterfeit coin detection has ensured a reduction in losses.

HIGHER LEVEL OF HYGIENE

The CI-10 from Glory offers this additional benefit. Since employees do not touch money at any time, the level of hygiene in the shop increased. This is a key factor for any business that handles food and a priority for Uncle Tetsu's.

STAFF PRODUCTIVITY

In a thriving store such as Uncle Tetsu's, where there is often a long line up, it's important that staff is free to assist customers quickly. The busiest days see over 600 cash transactions!

The CI-10 solution has enabled Uncle Tetsu's new store to significantly increase employee productivity. The staff is now more satisfied and less stressed. They don't have to balance cash or prepare change manually—meaning they can dedicate more time to customers.

CUSTOMER ENGAGEMENT

Customers are more satisfied now that the waiting time has been drastically reduced. Staff can assist them quickly and offer more personalized service.

CASHTech CURRENCY PRODUCTS INC.

For nearly 30 years, CashTech has been helping our customers improve efficiencies, reduce potential currency losses, increase security, and improve cash flow when dealing with frequent or large volumes of cash, coin, or cheques.

Wondering what commercial currency solution is right for you? Our experienced consultants can help you make the right choice for your business needs. We offer trusted, strategic advice on commercial currency machines, and our service and support covers you wherever you may be within Canada.

LEARN MORE

1.800.268.5457
info@cashtechcurrency.com

Sales Inquiries
Sales@cashtechcurrency.com

Mississauga Head Office
1040 Cardiff Boulevard
Mississauga, Ontario
Canada L5S 1P3
Ph: 905.696.8102
Fax: 905.696.0733

Vancouver Office
708 - 1155 West Pender
Vancouver, BC
Canada V6E 2P4
Ph: 604.417.3316
Fax: 604.376.8809

