



USE CASE: DEPOSIT PROCESSING AUTOMATION

# Solving retail's need for a better deposit balancing solution

# Automating a manual process unlocks hidden savings

With the cost of doing business continually on the rise, how can you maintain or increase profitability without raising prices or cutting back on service? Even if you've done all you can to lower your cost of goods and labor – are there any potential savings opportunities you have overlooked? There may be at least one.

Small to mid-size retail businesses are often unable to negotiate lower costs for goods and services to the extent that large corporations do. They have to be more creative about where and how they “cut back.” The cost of labor can only be reduced so much, but a change in procedures – such as automating a previously manual process, for instance – may unlock hidden savings.

## Manual bank deposit preparation: time intensive, error prone

A retail grocery chain of about 20 stores was manually preparing an average of 125 checks per day, per store for deposit. Six days a week, deposits were transported to the bank via armored carrier. Manual calculations on a 10-key calculator were time-consuming and prone to mistakes. As a result, cashiers were spending valuable time finding and correcting errors instead of helping customers – an all too familiar dilemma for retailers across the country.

Management was looking for the best way to automate more of their process – reducing work for cashiers and improving their results. They wanted an affordable, easy-to-implement solution that would tolerate wrinkled checks and provide check totals as well as images. Time savings that would free up employees to provide better service to customers was a goal as well.

## Multiple pain points in current process

A brief look at the retailer's cash drawer balancing and depositing practices revealed a number of pain points.

- **Inaccurate totals** due to manual processing errors
- **Error correction** doubles processing time
- **Costly daily transport** of checks by armored carrier
- **Delayed notification** of bad or rejected checks
- **Impeded access** to immediate or provisional credit
- **Transmitting large image files** overloads network on central server
- **Limited back office space** for equipment

Some additional issues were factored into choosing a process automation solution. Stores with the largest volumes preferred a solution that offered high-speed processing. In addition, the frequency of low quality items – both cash and checks – at some stores favored the solution most capable of handling documents in poor condition.

## Solution must also prevail over reluctance to change

In spite of the strong potential for process improvement, some store managers were reluctant to embrace wholesale change. Some locations were using newer currency processors in their cash-till systems, and they were hesitant to replace this equipment. Others recalled difficult periods of adjustment to new software interfaces or systems in the past and predicted a long, difficult training phase following implementation.

In addition, scanning checks was completely new to the stores, and there was some anxiety over what challenges that would present and how steep the learning curve would be. This apprehension extended to the electronic depositing of checks, which was perceived by some employees as difficult.

## Faster, better check processing, deposit balancing and more

The proposed solution offered overall ease of operation, efficient processing of large deposits, wrinkle removal by special software, one-step jam removal and full compatibility with the existing cash-till system. A demonstration of the two-pocket JetScan iFX i200 with Deposit Balancing Manager (DBM) software was well-received by cashiers and managers alike.



Cut back on cost by automating your deposit process.



The speed and accuracy of the solution cut the customer's total processing time by an average of 84% by the second day of using JetScan iFX and DBM.

Increase customer satisfaction with greater employee availability.



Faster, more effective multi-item processors enable stores to replace currency counters and improve efficiency.

**Benefits realized with JetScan iFX implementation:**

- Significant reduction of manual calculation errors and deposit processing time
- Banking fees saved due to the near elimination of returned items
- Reduced armored carrier transportation costs
- Less time needed to process deposits on high-volume days and holidays
- Reduce processing costs by encouraging customers to pay with checks, not credit
- Increase customer satisfaction with greater employee availability
- Future processing of WIC checks and other media with JetScan iFX scanner anticipated

**Minimize equipment footprint and service costs with multi-item functionality**

Current system integration was an unanticipated bonus – allowing stores to fit the JetScan iFX scanners into their existing footprint rather than make room for an additional device. It also enabled them to replace their currency counters with faster, more effective multi-item processing machines.

Automated processing on JetScan iFX dramatically outperformed the client's manual process, yielding time savings of 79 to 89 percent – despite unfamiliar equipment, software and a new and untried process. Operators adapted so easily and quickly to the JetScan iFX and DBM software that virtually no time was lost to deployment or training.

**Dramatic trial results using JetScan iFX**

Trials #	Envelopes	Checks	Manual Operation mm:ss	JetScan iFX	Time Savings	Percent Savings
1	29	166	12:42	1:50	10:52	85%
2	15	117	12:08	1:16	10:52	89%
3	35	214	20:46	4:23	16:23	79%
<b>Totals</b>	<b>79</b>	<b>497</b>	<b>45:36</b>	<b>7:29</b>	<b>38:07</b>	<b>84%</b>

In addition to saving precious counter space, processing multiple media on a single device saves purchasing and maintenance costs. One piece of equipment, one vendor and one service contract. Training employees to use one machine greatly reduces the time commitment and effort involved. On-site training, support and service are highly-rated advantages of choosing Cummins Allison solutions.

#### Bottom Line

Retailers can achieve significant savings using a single device that processes cash and checks as well as performing check-imaging, deposit balancing and electronic depositing. Versatile JetScan iFX devices are unique in their ability to process both checks and currency on the same machine. More efficient check imaging and deposit processing saves time, money and labor, improving your bottom line.

Greatly streamlining retail operations, employees' can use their time more productively:

- Reduce errors with fewer steps and a simplified deposit interface
- Process deposits with the fastest scanner available
- Decrease or eliminate rescanning with better image quality
- Increase equipment uptime with on-site training and service

#### Cummins Allison delivers

Step up deposit processing with a faster, higher-quality check-imaging and deposit-processing solution. Smooth, accurate, high-speed operation greatly reduces jams, increasing throughput and efficiency. Optional Image Management Software (IMS) enables retailers to store and archive checks. Add DBM and JetScan iFX is the fastest, easiest deposit processing solution – supported by a single, trusted vendor.

Retail businesses of all sizes, all over the world, choose Cummins Allison for quality, performance and durability.



To learn how to bring greater efficiency to your deposit process with JetScan iFX solutions, please visit [cumminsallison.com/checks](http://cumminsallison.com/checks)



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## Generations of Vision and Excellence

Cummins Allison sets the standard for accuracy and dependability.

Cummins Allison is a global leader in developing solutions that quickly and efficiently count, sort and authenticate currency, checks and coin. With a 125-year heritage of leadership in technology and product innovation, Cummins Allison serves the majority of financial institutions worldwide, as well as leading organizations in retail, gaming, law enforcement and government. Ninety-seven percent of our customers recommend our products and services.

CA holds more than 350 U.S. patents and invests double the industry average in R&D. Our world-class sales and service network includes hundreds of local representatives in more than 50 offices in North America, 4 wholly-owned subsidiaries in Europe and is represented in more than 70 countries around the world.