# Gemsys WebSafe Ca$h Management Solution Revolutionizes & Increases Efficiency

**Tim Horton's Franchisee Rick Cooper and General Manager Chantal Dallaire speak about the challenges they faced counting cash manually and the benefits they received after switch to Gemsys WebSafe for all 3 of their stores.**

**Jack Lord –** Hi Rick I would like to start with the process that you used before you had the Gemsys WebSafe. What did your staff do in terms of handling cash every day?

**Rick Cooper –** We changed the tills 3 times a day after each shift. The team members, managers or assistant managers would then roll the coin **(by hand)**, count the tills **(by hand)** and the process was very time consuming. The day-shift tills would probably take them (team members/managers/assistant managers) traditionally an hour and a half per shift. The total time spent on doing the tills at the 3 different points in the day were probably 2 and a half hours. Then putting the deposit together would be another half hour to 45 minutes to put all of the money together and put it in the deposit bags.

**Jack Lord –** Did you do a daily deposit back then?

**Rick Cooper –** Yes**.**

**Jack Lord –** So your deposit consisted of bills and coins. Everything that you needed to deposit was placed in the deposit bag.

**Rick Cooper –** All of the money came from all 3 locations to 1 location to count. They were just putting all of their money in a bag but it was still taking that time for them to roll the coin, put their float together and then send everything to us here. Rolling the coin is a big time-consumer.

**Jack Lord –** So your book keeper would then do the balancing of the cash back to the POS totals?

**Rick Cooper –** Yes. She would balance each store separately because we had 8 registers a day, they would all come back in 8 separate bags and with the "X" reading from the POS system. She would balance them off and put all of the money together. She would put all 3 of the stores money together and do 3 separate deposits. By putting all of it (the cash) together we could split the coin

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up (evenly) so that we could minimize the amount of deposit bags we would use.

**Jack Lord –** In a traditional Tim Hortons scenario, if you're a franchisee with multiple stores; each cash is handled individually at each store i.e. they do not centralize the cash? There are a few Franchisees that we know that do centralize so that they can free up the managers time.

**Rick Cooper –** Yes traditionally most Managers are responsible for their own deposit and their own accounting for their money. So they do the tills, they do the deposits and they transport it (the cash) to the bank, for the most part. That's what a traditional store would do.

**Jack Lord –** So in the old system, what were the common problems that you would run into in terms of handling cash, balancing cash, and preparing floats? What were the issues that you faced day to day?

**Rick Cooper –** Well we had cash skims that were taken to the back office, we were skimming as you go because you don't want to leave so much cash in the registers for security reasons. But the money was still being held in the back office and one of the big issues was in the non-peak times there was very little skimming of the registers being done. So the registers over a midnight shift or over the evening shift would have quite a bit of money in the register at any given time. The other big dilemma was rolling coins; all stores were doing it manually.

**Jack Lord –** So needless to say the process was quite labor intensive and security wasn't good because on the midnight shift there was nobody to take the money and put it in the office.

**Chantal Dallaire –** On the midnight shift they (team members) would put excess bills under the coin trays. They would slide it under there. This created two problems. Firstly, the customer would see where the cash was being held. Secondly, sometimes the managers would forget to look underneath the coin trays for the cash and if they didn't remember, we would be short and would be looking for the money.

**Rick Cooper -** The potential for lost bank notes was much more at that point in time, doing it the old way.

**Jack Lord –** So when you did a skim, when there was a manager here, how would the skim process work?

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**Rick Cooper –** The manager would be grabbing all the $20's from the register. It was really only one register we would be skimming, the drive through. But that doesn't mean that all of the other registers didn't need to be skimmed as well. It was just that the only time we really skimmed was during the day shift in the drive through. She would go in and grab loose coin and bank notes and bring them all to the back office.

**Jack Lord –** The cashier wouldn't know what was being taken? It would just be a grab and go?

**Rick Cooper –** Yes, Well the cashier never knows that because they're not directly accountable to that register. It is the whole team on that particular shift that is accountable

**Jack Lord –** What were the reasons you decided to look at the Gemsys WebSafe?

**Rick Cooper –** Well I had been looking for a system for a long time. We started to modify your WebSafe program to accommodate our needs and we kind of worked on it together to satisfy the needs of saving time for my managers because it was going back into their hands to do the deposits, making it a more secure transition; having less big deposits going to the bank. When I say big deposits I mean heavy deposits with a lot of bank notes. So in other words when you have the coin and the bank notes in there which is $6,000 to $7,000 in a deposit bag it is very easy for someone on the outside to see what you are carrying. So when we are only moving the coin it is a lot less risk. When we are only changing a pouch it is something that can be put into a purse, or put in a jacket pocket. It is not evident when you walk out the door that you have a deposit on you. The motivating factor was security and time – manager's time, and holding a minimum amount of people responsible for those registers.

**Jack Lord –** So since you have put the system in all 3 stores what would you say that the main benefit are and to whom do you see the main benefit going to? Is it going to the managers, is it going to you as a franchisee?

**Rick Cooper - T**here are different benefits for everyone involved. It has simplified the process for the managers to count and roll the coin and do the daily deposits to the point where it has reduced their time by two thirds. If they were spending 3 hours and 15 minutes, they are saving more than 2 hours in time a day. You can now do all 8 registers and the deposit in about an hour, when they are not disturbed.

**Jack Lord -** In your business interruptions and distractions are a fact of life, you can't really do anything about that.

**Rick Cooper –** The time saved is not dollar value for me; it is giving the managers a chance to fulfill their other obligations, not the least of which is taking care of the customers. So they can spend more time on the floor. Don't forget that it wasn't only managers dealing with the cash it was managers, assistant managers, and supervisors. All of those people were doing the tills at different times. Now I have a manager, or an assistant manager dealing with the cash. We have less people with their hands on the money. As far as time savings; it saved them time so that they can focus their efforts on the front instead of in the cash office. From the security side of it, not having bank notes come back into the office is a big plus. Bank notes can now go immediately into the safes at the point of sale; I can't even put a value on what that means. It also deters theft from team members at the front cash.

**Chantelle Dallaire –** Before we went with the system, when the managers used to do their own deposits they would make mistakes and we would then have to make corrections to the bank deposits.

**Jack Lord –** Would that then increase your bookkeepers work with regards to reconciling bank deposits each month?

**Chantelle Dallaire –** Yes it would.

**Jack Lord –** In terms of user acceptance by the managers in each store, how long would you say that it took them to accept the changes in the process and are they comfortable now with using the system?

**Rick Cooper –** Well I did the training with mostly everybody that was initially trained. One manager in particular who doesn't like change understood it after the second time she did it. The managers saw the benefit and they couldn't believe just how much time they were saving. Within a couple of days they knew how to do it without any reservations. Another supervisor that we trained (who doesn't have ANY computer experience whatsoever) took about three nights before she felt comfortable. It probably took her the longest because she doesn't deal with computers at all on a daily basis at home or at work.

**Chantelle Dallaire -** The longest team member that we had to train was probably Anna, in which there was a language barrier there. She is an older lady who also has zero computer experience and it took her about 6 shifts until she felt comfortable.

**Rick Cooper –** The comfort level is a no brainer.

**Jack Lord -** Everyone was very happy?

**Rick Cooper –** Yes. It is very intimidating when you see it for the first time. You don't really appreciate just how easy it is to use until you do it yourself. Well today I did the day tills which are the longest to do and it took me roughly ten minutes. Once you get into a routine it's just second nature. The team members have adapted what I originally showed them and now do the tills even quicker.

**Jack Lord –** Would you recommend this system to any other quick service restaurants?

**Rick Cooper –** Yes I would. Anybody who is interested in better security and control over their money would benefit from using this system. Like many people in a cash business I have been worried for years about security when dealing with cash on a daily basis. I now feel comfortable that we are secure and have more control over dealing with cash. I wouldn't have any reservations in recommending the system to anybody.