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Security Matters



Cash Recycling

WHY HOTELS CAN NO LONGER
AFFORD TO IGNORE IT

+ RETAIL SECURITY

How petrol stations can achieve better security and efficiency

+ ENTRANCE CONTROL

What you need to know about flow rate in office buildings

+ CASH MANAGEMENT

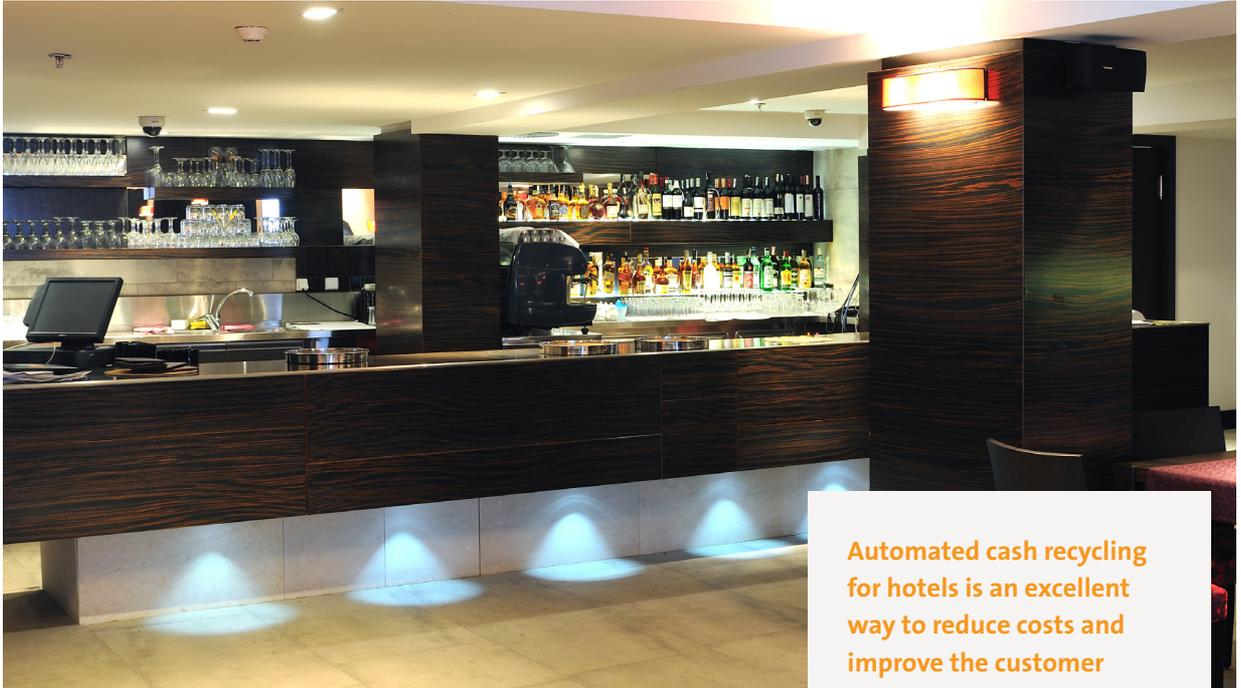
What makes a closed cash management system “closed”?

SECURITY MADE EASY

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*Why Hotels Can
No Longer Afford
to Ignore It*

Cash

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Automated cash recycling for hotels is an excellent way of not only reducing operational costs but also improving the customer experience.





cycling



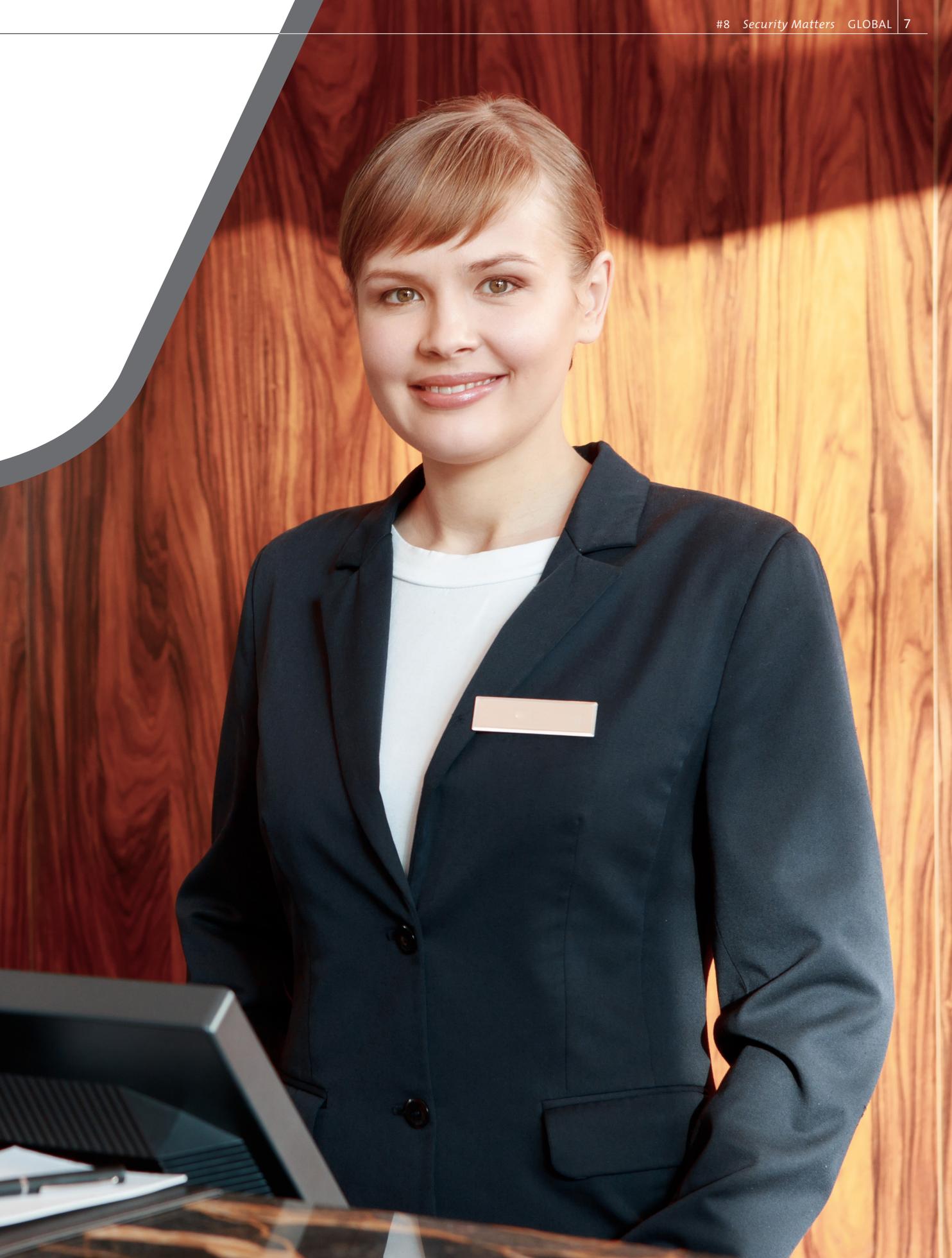
With multiple points of sale (such as bars, restaurants, coffee shops and gift shops) spread across their site, managing and processing cash is a serious business for hotels.

Portioning out cash, keeping cash registers stocked with change and counting up at the end of the day are necessary, functional tasks, but are costing hotels time and therefore a considerable amount of money. As a functional task, manual cash handling is not adding any value to the business and prevents staff from spending time on the floor with the customer.

THE CASH RECYCLING PROCESS FOR HOTELS

- 1** The cash recycler dispenses the required float to the relevant member of staff
- 2** If more change is needed, the staff member can return to the cash recycler during the shift
- 3** At the end of the shift, the entire till tray is deposited into the recycler to be counted and registered
- 4** Cash of lower denominations is recycled to be used for change and floats for other points of sale
- 5** Larger denominations are stored securely in separate cassettes ready for collection







Cash Recycling

What is Cash Recycling?

A cash recycler automates the process of receiving and dispensing cash. It stores money securely at the point of use and keeps an accurate account of cash levels. Hotel staff place banknotes into a feeder which then passes the notes into the machine that checks authenticity, inspects fitness levels, identifies the denomination and registers the amount.

The banknotes are sorted into separate cassettes ready to be used later. So — true to its name — the machine recycles cash by dispensing the same notes it receives.

Unfit notes are stored in a special cassette to make sure they are not re-used. Where legislation requires it, counterfeit notes experience the same fate or are rejected by the recycler.



“ For hotel managers, it’s all about efficiency, spending more time with customers and saving money

What Difference Does Cash Recycling Make?

Significant time spent reconciling and auditing cash handling operations becomes a thing of the past. For a member of hotel staff who usually counts cash manually, a cash recycling machine can easily save them 30 minutes or more. This means being able to spend more time on guest services which, in the hospitality industry, is invaluable.

A cash recycler allows staff to simply deposit their cash and in a matter of seconds, receive their receipt and move on instead of sitting counting and double-counting cash to make sure everything adds up.

Reconciliation is often a responsibility many hotel workers dislike and they reportedly feel anxiety about making mistakes. Using a cash recycler removes this burden as well as human error.

A cash deposit unit saves cost, but cash recyclers go further. They optimise the flow of cash which means more efficient cash processes and ultimately improved profitability for hotels.

Cash Recycling: Beyond Cost Savings

- ✓ Significantly reduces time spent on functional tasks
- ✓ Gives staff more time to spend with the guests
- ✓ Reduces administration and operational costs
- ✓ Eliminates cash-counting errors
- ✓ Less stress and burden for hotel staff
- ✓ Delivers a return on investment from savings on time, cash collection and bank charges
- ✓ Increases security

RETAIL SECURITY

Closed Cash Management

and the Benefits for Petrol Stations



Handling cash exposes petrol stations to security risks as well as added costs. A closed cash management system can help address these and other challenges.

Fuel and Food: The Modern Convenience Store

Petrol stations can no longer rely on selling fuel alone. According to bizfluent, filling stations in the US make little money on the petrol itself and need to provide additional services just to turn a profit.

“Shrinking profit margins and increasing competition means service stations can’t survive just by pumping gas.”

This has led to the increase in filling stations running on-site mini-marts to bolster earnings. The USA’s National Association of Convenience Stores, for example, reports that four in five petrol stations in the country have some kind of store.

Managing the Cost of Handling Cash

The proportion of customers who spend money on food and drink in addition to refuelling has increased dramatically over the years. And although payment options are changing, cash is still a dominant force.

A traditional cash register can be relatively inexpensive to purchase but costly in use and entails unnecessary security risks. A closed cash management system, however, ensures that cash is never exposed and has a big impact on the efficiency of cash processes.



RETAIL SECURITY

What is Closed Cash Management?

Closed cash management is a method of dealing with cash which not only addresses store security concerns, but also the efficiency of retail cash processes.

The key characteristic of a closed cash management system is that it keeps cash locked away for the entire duration of its lifecycle in a store.

In other words, from the moment a customer pays to the point at which it is collected by cash-in-transit services and taken to a cash-counting centre.

WHAT MAKES A CLOSED CASH MANAGEMENT SYSTEM 'CLOSED'?

To create a truly closed system inside a store, the following units are typically combined:

- 1** A payment station at the checkout for notes and coins which recycles cash as change and stores larger denominations in separate cassettes.
- 2** A sealed cassette (sometimes ink-protected) which can be removed from the payment station once filled with cash and taken to the back office.
- 3** A back-office deposit safe into which the cassette is inserted and from where cash-in-transit services securely collect the cash.
A closed system like this ensures that cash is never exposed or handled manually once it has left the customer's hand. As well as the obvious security benefits, other advantages include the elimination of cash differences, automatic reconciliation and the utilisation of staff for jobs other than counting cash.





RETAIL SECURITY

5 Benefits

of a Closed Cash Management System for Petrol Stations

1. Security
2. Cost Savings
3. Customer Contact
4. Hygiene
5. Efficiency

1. Security

By using a closed cash payment system, you create a safe environment for both your staff and your customers.

Compared to a traditional cash register, no one can simply remove the cash as it is completely secured inside the system. This has proven to reduce robbery and internal fraud to zero. In addition, a safe workplace makes recruitment easier

and employees do not have to bear the responsibility involved with cash counting. Secured cash also affords the following benefits:

- Extended opening times of the store without having to use a security hatch
- No need for extra staff to keep an eye on cash after busy hours
- Staff can leave the counter unattended to help customers inside the store



2. Cost Savings

Through the automation of the entire cash handling process, fuel retailers save on administrative costs.

Counting cash manually is prone to inaccuracy and trying to chase down those cash differences is a time-consuming, costly job.

Since closed cash management systems have an effectively faultless rate of accuracy, cash differences are eliminated altogether. As a result, service stations experience a serious reduction in the staff hours required for cash-related processes.

4. Hygiene

Cash in a petrol station also presents challenges from a hygiene point of view, particularly when fresh goods such as sandwiches, fast food or fruit juices are being sold.

Coins and notes are notoriously dirty and staff seldom have the time or inclination to wash their hands in between customers.

Closed cash management systems can be configured as self-service units so that customers enter the coins or notes themselves and their change is automatically returned. This means staff do not even have to touch cash and customers can be assured that proper food hygiene is maintained.

3. Customer Contact

With manual processes, cost is not just reflected in the hours employees spend on counting cash but also in the money lost from taking staff away from more value-driven activities.

Petrol stations focus on convenience, comfort and quality as much as any retailer. Good service is central and managers want staff to be dedicated to the customer — not to collecting and counting cash.

A closed cash management system automates all the functions of the cash office, from preparation of floats to counting back at the end of the business day. This allows staff to spend more time interacting with the customer instead of handling transactions.

5. Efficiency

Filling stations with a closed cash management system increase their efficiency through time saved on cash processes such as cash counting and reconciliation.

Staff do not have a personal cash drawer during the working day and can be flexibly deployed on the work floor. And at closing time, the takings do not have to be laboriously counted — an error-ridden process and one which often requires a manager for quality control.

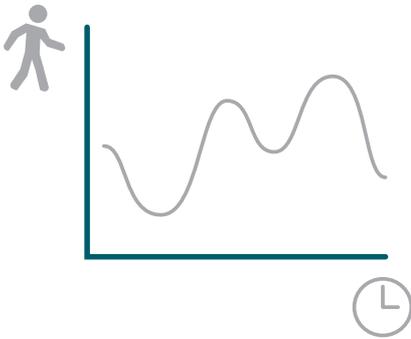
A closed cash management system does more than automate existing business processes, it also improves them. The payment system is linked to POS systems and cash management software provides direct insight into the cash flow.

OFFICE SECURITY

What You Need to Know About

Flow Rate

Understanding the flow patterns for your office building when selecting an entrance system will eliminate bottlenecks and prevent queues.



What is Flow Rate?

When you are given the flow rate for an entrance system, this states – on average – how many people would be expected to pass through that system during a certain period of time.

The flow rate is normally given in terms of people per minute.

This is useful when comparing one entrance system with another. A security revolving door, for example, has a much better flow rate than a security booth, but half the flow rate of a speed gate.

How to Calculate Flow Rate

Critical to selecting the right entrance solution for your site is knowing how many people enter and exit your building – and at what times.

Analyse the flow patterns and understand how the throughput rises and falls during the day. The peaks come at the start of business, at the end of the day and during lunch hours.

This will ensure that you install enough entrances with the right flow

rate to cope with the number of people moving into and out of your building.

Getting this wrong will result in queues and complaints.

Measure Under Real-Life Conditions

You should also consider that the speed at which people pass through an entrance security system is impacted by the type of identification method chosen and the ease with which individuals can authenticate themselves. That is why it is smart to measure flow rate in real-life, rather than preparing a team of testers to use the entrance system.

In reality people take time to find their ID, sometimes stand blocking the gate while they search for their badge and can fumble with their pass.

Also take into account how you will provide extra space for disabled access. For standard entrance lanes there is an accepted width of 50–66cm and 90–94cm for wheelchair lanes.



“ Miscalculating throughput negatively impacts on efficiency

OFFICE SECURITY

Comparing Flow Rate by Entrance System

Once you know the volume of people your entrance control system is required to cope with, you can select a suitable solution.

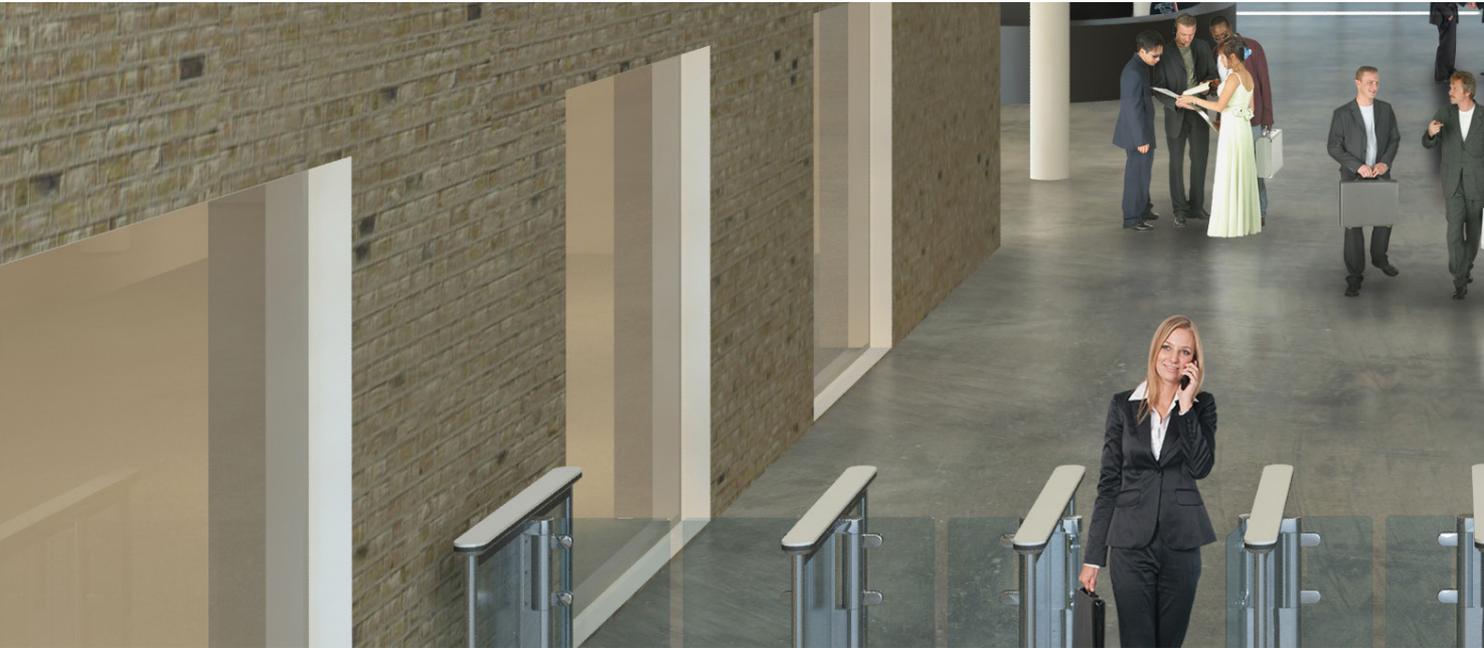
There are six main entrance security alternatives for office buildings – ranging from tripod turnstiles to security booths – and each manages a different level of throughput.

Often there is a balance to be struck between flow rate and level of security as typically, the solutions providing the highest levels of security will also let people through at a lower rate.

Just comparing on flow rate, speed gates allow the highest flow rate – anywhere up to 60 people per minute – and security booths the lowest.

The illustration on the right shows the relative flow rate security level, for each type of entrance system.

There are other factors to consider of course, including detection capabilities, footprint, design and return on investment, but flow rate is crucial making it a great place to start.



“ *There is a balance to be struck between flow rate and level of security* ”



Speed Gate
High Flow Rate



Security Revolving Door
Medium-to-High Flow Rate



Tripod Turnstile
Medium Flow Rate



Full-Height Turnstile
Medium Flow Rate



Entrance Gate
Low-to-Medium Flow Rate



Security Booth
Low Flow Rate

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