



# Learn how a cash recycler lets two tellers do the work of three

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Harland + ARCA + You

# You have to have cash.

You don't have to have problems.

Handling and processing cash creates logistical headaches. It's hard to count, easy to lose and reduces everyone's productivity.

Percentage of consumers who feel branches are still a critical and integral channel



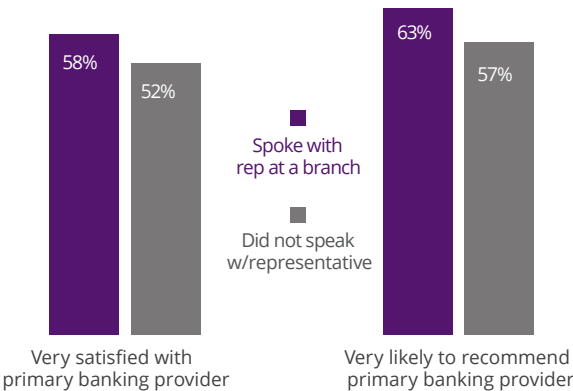
▲ Source: Protiviti © November 2015 The Financial Brand

**Handling cash costs money**

In 2011, the worldwide cost of handling cash exceeded **\$300bn** per year

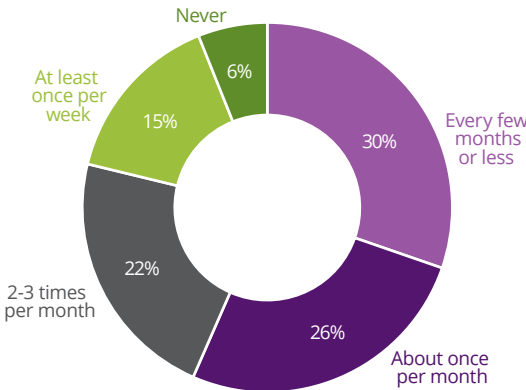
▲ Source: Deloitte.

Consumers who utilize branches are more satisfied and more likely to refer



▲ Source: Market Force © December 2015 The Financial Brand

Frequency of branch visits



▲ Source: CFI Group © June 2015 The Financial Brand



A reduction in daily vault events from 45 to 4

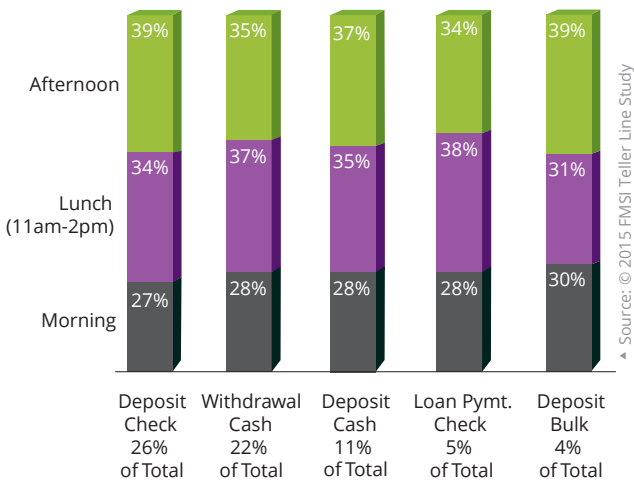


A 20% increase in cross-sell referrals

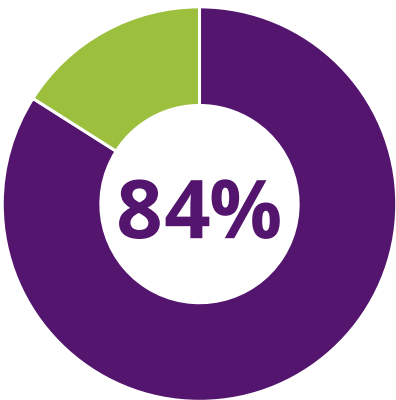


Process improvements which has seen the cost of funds go down and efficiency rates up

Top Five Most Common Branch Transaction Types



▲ Source: © 2015 FMSI Teller Line Study



Percentage of consumers who say they visit their bank's branch at least once a month

▲ Source: Protiviti © November 2015 The Financial Brand



It's a lot faster. Just key in the amount, hit enter and it gives you your money. You don't have to worry about it. We've been open over a year now and we have not had a single teller out of balance.

Lauren Munn — Customer Service Representative, Trinity Capital Bank

## Estimated cost per transaction by channel

**\$4.25** In person at a physical branch theft

**\$1.30** By phoning a call center

**\$1.25** ATM

**\$0.19** Online banking using a bank or credit union

**\$0.10** Mobile banking

▲ Source: Javelin Strategy 2013 © August 2014 The Financial Brand



Contrary to conventional wisdom, **40%** of 18 – 24 year olds actually prefer cash, the highest percentage of any age group.

▲ Federal Reserve Bank of San Francisco, 2014.

## Free up hours of staff labor each week

Handling, counting and overseeing cash consumes hours of teller and management time — often anywhere from 45 minutes to an hour and a half per person each day. That's as much as a full day every week spent merely dealing with cash.

Cash recyclers automate much of this repetitive labor, potentially halving the time banking staff need to spend on cash drawer floats, coin and note counting, vault buys, and end-of-day reconciliation.

**The numbers prove what every financial institution knows —** consumers still want and need cash to perform every-day transactions.





# How a cash recycler works for banks and credit unions

A cash recycler is an automated, certified safe with all the technology required to accept and distribute banknotes that replaces either teller cash drawers, or the vaults themselves.

It identifies and authenticates cash deposits, sorting notes to secured containers. It will even detect counterfeit notes, or notes unfit to be recirculated.

The recycler accurately counts out cash and retains a deposit and withdrawal audit trail.

It also recycles the bills for teller re-use, reducing the need for so many vault buys each each day. The recycler can also lock down larger denomination notes in one cassette as tellers deposit cash, while enabling the re-distribution of smaller bills through another.

Freed from the need to check and recheck note counts, tellers complete transactions much faster and can focus on upselling services.

Cash Recyclers drive big benefits

Cash exposure down

↓ 90%

Cash handling errors down

↓ 98%

## Seven ways cash recyclers drive down costs and increase profit



**Save time.**  
Automating deposit, validation, denominational sorting, counting, storage and dispensing of cash saves tellers as much as 90 minutes a day.



**Save labor.**  
Recyclers mean two tellers can often do the work of three.



**Use cash more efficiently.**  
Recyclers allow you to maximize note recirculation and operate efficiently with less cash-on-hand in each branch.



**Eliminate shrinkage.**  
Less human handling of cash means less temptation for staff and fewer counting errors.



**Improve productivity.**  
The speed and accuracy of recyclers at counting and sorting cash means improves speed of teller service.



**Focus on high-value work.**  
Branch managers and head tellers can focus on high-value work since many dual custody activities are no longer needed; ordinary tellers can perform more customer service work.



**Reduce vault buy/sells.**  
The need for vault transactions — requiring dual custody — is significantly reduced.



I like the ability to hold 90% of our bank cash and keeping up-to-the-minute tally of the totals of what is inside the machine. We don't have to sell money back to the vault. All we do is turn it off and take the coin to the vault. It takes them two minutes to balance.

*Lisha King, Operations Manager, FirstCapital Bank of Texas*

# The advantages of a cash recycler

**UL291 certified safe** for 100% physical protection of cash.

**Access controls** to designate authorized users.

**6-12 recycling cassettes** hold up to 500 notes each.

**Expandability** allows instant addition of extra cash recycling modules.

**Touch-screen display** uses simple icons, colors and graphics so complex cash functions can be performed with just a few key presses.

**Note reader** immediately detects and rejects counterfeit notes.

**Input slot** accepts up to 200 notes at a time with no need to sort or face notes beforehand.

**Remote monitoring** allows real-time intervention over secure connections.

**Video diagnostics** for error-clearing.

**Balanced cash handling** distributes bills so that if a module fails, cash operations still continue.

**Optional, add-on dispenser** will count, store and dispense coins.

**Robbery hot-key** can dispense a pre-determined bill mix, trigger a silent alarm or even lock the unit.







# The CM18 family of cash recyclers

The CM18 automates cash in, cash out, balancing and inventory, enabling retailers to focus on customers instead of counting bills.

The CM18 securely stores all notes, meeting insurance requirements and covering the major international certifications of UL and CEN.



## Features of the CM18 Family

- › Recycling cassettes
- › Deposit/dispense transactions in batches of up to 200 notes
- › Note bundles can contain any supported currency/denomination in any order/orientation
- › Simple note count; standard note count; denomination fit note sort; ATM count
- › Full image sensors for visible, UV & IR light plus magnetic and ultra-sonic sensors
- ›
- › Reader can be loaded with up to 4 active currencies and 16 in total
- › Reader can be loaded with up to 32 denomination definitions per currency
- › RS232, USB 2.0 or TCP/IP for application communications
- › RS232 for coin and optional peripherals
- › USB 2.0 or TCP/IP for service updates / service monitoring
- › Optional embedded XP PC enabling integral cashier application support

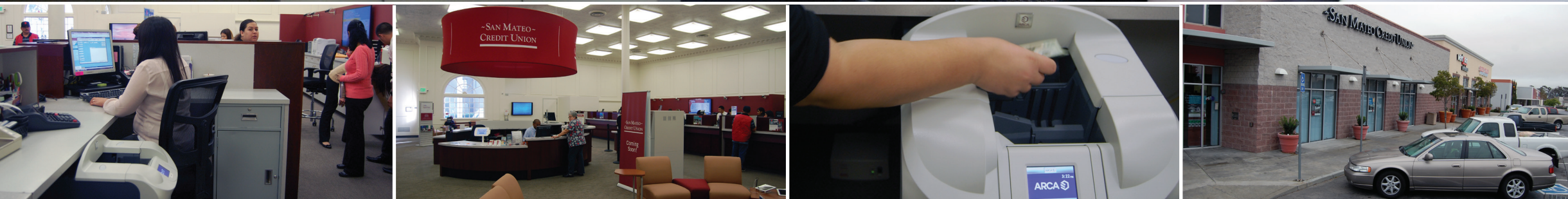
CM18: available with 6 or 8 cassettes.  
CM18T: available with 8, 10 or 12 cassettes.  
CM18b: bagging system, 6 cassettes w/bag.

CM18 Evo: 12 cassettes, able to transition to assisted self service machine.  
CM18 Solo: Personal cash recycler designed for a universal banker.



# San Mateo Credit Union

was concerned with customer experience and vault trips



## The Problem

Until 2013, San Mateo Credit Union's eight branches used teller cash dispensers and cash drawers. But they knew they but needed a more comprehensive and robust cash management strategy.

The number vault trips tellers were making — especially on Fridays — was particularly wasteful.

"A teller might go to the vault five times on a Friday," says branch manager Jennifer Srabian. "Dual custody would pull people off the line. If I have nine tellers and I have five buys a day, that is 45 postings just for the vault teller to do on her own, not including cash shipments in, the cash out to all of the ATMs and anything else." Plus using teller cash dispensers made it difficult to track cash during the day.

## The Solution

Investigating SMCU's cash challenges revealed that CM18 cash recyclers would solve many of the daily issues that branch managers like Srabian faced.

To handle cash operations more efficiently, SMCU installed 10 CM18 cash recyclers in three branches. These automate essential cash functions and eliminate the need for employees to count cash. Cash recyclers not only cut down on transaction time, they also slashed the number of vault trips.

"Now I might have four postings a day to the vault," said Srabian. "We've gone from 45 vault events down to four."

## The Results

Automating cash operations has also allowed employees to engage more members and build stronger client relationships.

"We have more time to interact with our members," says Srabian. "We're keeping the cost of funds down while keeping our efficiency ratios high. That's what every financial institution is looking to achieve."

Employees spend their time listening to members needs. This has measurably improved cross-sell referrals.

"I can look at files for cross-sell referrals from tellers prior to installation and after and see a steady incline of referrals," said Srabian. "It's an increase of as much as 20 percent."

# Washington Federal stops counting cash and puts customer engagement top

Washington Federal operates more than 240 branches across the western part of the United States. It offers retail and commercial banking, as well as mortgage lending.

It also maintains a strong personal and community banking focus. Counterintuitively, technology, in the form of cash recyclers, has helped strengthen this.

Washington Federal Tim Vo, Project Manager reveals cash automation has changed how their branches operate and reduced operational overheads.

He's found that, when a teller is out of balance, recyclers quickly resolve the situation. Tellers have less responsibility for the specific dollars and cents, since the recycler tracks it for them.

Tellers also no longer have to count cash three separate times, speeding up the process and allowing them to focus interact with the client.

Washington Federal plans to use this to transition the traditional teller into more of a personal banker.

Tellers won't simply cash checks and dispense cash, they'll have the time to engage with clients, connecting with them and ensuring that they understand that the bank's primary goal is to meet their financial needs.

Washington Federal now operates several CM18 cash recyclers across their branches, and plan to add more.





## Find out more today

We'd love to demonstrate how a cash recycler can really make a difference to your retail operations. We think that once we've helped you crunch the numbers, you'll be more than a little excited at the potential time and money savings.



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