



KEEPING CASH HANDLING MOVING IN HIGH-TRAFFIC LOCATIONS

How a global travel retail operator improved traceability, reduced shift handover time, and achieved ROI in just five weeks.



RESULTS OVERVIEW

5 hrs

Saved Per Unit,
Per Week

4

Locations
In-Store Trial

5

Weeks ROI
Achieved

THE STORY IN BRIEF

Operating restaurants, bars, cafés, and retail outlets across busy travel hubs meant managing cash across a wide range of locations and store formats.

As the business looked to improve efficiency, cash handling stood out as an area where a more reliable and consistent process could better support teams day to day.



Slow Handovers



Aging Equipment



Poor Traceability

THE CHALLENGE

Cash handling had become harder to manage consistently across the estate. Many sites were still relying on older mechanical counters, and when those devices broke down, staff often had to return to manual counting.

Shift changes were a particular pressure point. Repeated handovers throughout the day meant staff were regularly balancing drawers and passing responsibility between teams, with discrepancies sometimes difficult to trace.

The business needed a solution that could improve consistency, reduce dependency on aging equipment, and create a clearer audit trail without disrupting existing procedures.



THE SOLUTION

The customer selected Cashmaster One Max with integrated Cashmaster Printer One to support more consistent cash handling across its travel retail locations.

The solution gave teams a faster way to manage start banks, register counts, and deposit preparation across different outlet formats.

Software was configured around the customer's operating procedures, with each count traceable by airport, unit, and cashier.

Integrated report printing strengthened record keeping and accountability, helping create a clearer daily cash handling process.



THE OUTCOME

The improvement was immediate. The business saved almost five hours per unit each week, while reducing time spent on handovers and daily cash tasks.

Discrepancies were reduced, and when shortages needed investigation, the audit trail made the process quicker to manage.

Stronger process control also helped reduce cash shrink across the operation.

ROI was achieved in just five weeks, with staff spending less time on repeated counting tasks and more time supporting daily outlet operations.

AT A GLANCE

Customer: Global travel retail operator

Environment: Restaurants, bars, cafés, and retail outlets

Solution: Cashmaster One Max with Cashmaster Printer One

ROI: 5 weeks



Faster Handovers



Lower Shrink



Clearer Traceability



“Cashmaster has earned the status of our ‘go-to’ provider for our cash handling equipment, and following the success of the original project, supported our growth into a number of new airport locations across the US.”

Senior Operations Manager

GET IN TOUCH

Ready to make cash handling faster, more accurate, and easier to control?

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