

FASTER CASH HANDLING FOR FASTER RESTAURANT OPERATIONS

How Wendy's reduced cash counting time, improved dispute resolution, and rolled out Cashmaster across corporate and franchise locations.



RESULTS OVERVIEW

353

Staff Hours
Saved Daily

8,000+

Devices
Purchased

6,711

Restaurant
Locations

THE STORY IN BRIEF

Wendy's, one of the world's largest hamburger chains, wanted a faster and more consistent approach to cash handling across its corporate and franchise restaurants.

With cash still part of daily operations, the business saw an opportunity to reduce manual work, simplify routines, and help teams manage cash more efficiently.

THE CHALLENGE

Cash handling was taking up valuable time for managers and cashiers throughout the day, adding pressure to already busy restaurant routines.

Wendy's needed robust equipment suited to a quick service restaurant environment, with the ability to support future POS integration and national rollout across corporate and franchise locations.

The business also wanted greater control over discrepancies. Managers needed a faster way to verify till counts, resolve short-change claims, and reduce disruption during service.

Wendy's needed a solution that could reduce daily cash handling time, improve consistency, and work reliably across a large restaurant estate.



Time-Heavy
Cash Tasks



Dispute Pressure



Need to Scale

THE SOLUTION

Cashmaster launched a five-store pilot program to identify the right solution for Wendy's and support wider rollout.

Using Cashmaster Sigma 170 and Cashmaster Omega 230, stores were able to count tills faster, improve accuracy, and resolve cash disputes in under a minute.

The solution was simple to train on, easy to adopt, and became part of Wendy's standard equipment package across corporate and franchise locations.

Following the rollout, Wendy's began upgrading to Cashmaster One Plus in 2021, building on a proven cash handling process.



THE OUTCOME

The project delivered significant time savings across daily cash handling routines, with approximately one hour saved per day on cash handling.

Cashiers spent less time counting, registering, and banking tills, while managers could resolve short-change claims quickly and accurately.

Across the business, the time savings added up to 353 staff hours saved every day.

With more than 8,000 devices purchased, Cashmaster became an established part of Wendy's restaurant operations, with Cashmaster One Plus providing a trusted upgrade path.



Time Saved



Faster Dispute Resolution



Trusted Upgrade Path



“The training and functionality of the scales are simple and efficient. Once trained on the use of scales, managers were reluctant to revert back to any type of manual system.”

Procurement Manager, Wendy's

AT A GLANCE

Customer: Wendy's

Sector: Quick Service Restaurant

Restaurant network: 6,711 locations

Devices purchased: 8,000+

Original solution: Cashmaster Sigma 170, Omega 230

Upgrade path: Cashmaster One Plus

GET IN TOUCH

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

 enquiriesasia@cashmaster.com

 cashmaster.com