



REDUCING COUNTING TIME ACROSS BUSY SUPERMARKETS

How a Singapore supermarket chain simplified daily cash handling, reduced manual record keeping, and delivered annual savings of more than S\$1.5 million.



RESULTS OVERVIEW

48+

Locations

S\$1.5M

Annual Savings

60

Minutes Process Time Per Register

THE STORY IN BRIEF

This Singapore supermarket chain has operated for more than a century and is a well-known name in the local grocery market.

As part of its focus on improving store efficiency, the business identified cash handling as an area where a faster, more structured process could make a meaningful difference.

With cash still important in daily operations, the goal was to reduce repetitive counting tasks and better support store teams.



Manual Counts



Supervisor Recounts



Paper Records

THE CHALLENGE

Cash handling across the estate was still highly manual. Teams were preparing floats, completing till lifts, and counting tills several times each day.

Cashiers spent significant time preparing and reconciling tills, while supervisors then had to verify the figures.

Discrepancies added further pressure, with double counts, reporting errors, and paper records creating extra steps.

The business needed a solution that could reduce counting time, cut manual input, and make the process easier to manage across stores..



THE SOLUTION

A new cash handling process was introduced in collaboration with the management team.

Cashmaster One Max with integrated Cashmaster Printer One was selected to help stores count more efficiently, while printing and storing float count details.

Integrated report printing removed the need for manual paper records and gave stores a clearer process to follow.

Training was delivered through store workshops, helping teams adopt the new process quickly and confidently.



THE OUTCOME

The project delivered clear operational gains. Counting times were significantly reduced for cashiers, and supervisors no longer needed to carry out recounts.

The solution also reduced time spent manually recording and entering data, freeing supervisors to focus on other areas of the store.

Annual cost savings are expected to exceed S\$1.5 million across the business.

The result was a simpler, more controlled process with less manual work and more time for teams to support daily store operations.



Time Saved



Fewer Recounts



Lower Manual Input



“Cashmaster’s consultative approach really added value to the project. The Cashmaster One Max devices surpassed all of our customers goals, including significant reductions in the time spent manually recording and entering data, freeing up time for our supervisors to add value in other areas of the store.”

Process Improvement Consultant, Singapore Supermarket

AT A GLANCE

Customer: Singapore supermarket chain

Sector: Grocery retail

Locations: 48+

Solution: Cashmaster One Max with Cashmaster Printer One

Annual savings: S\$1.5M+

GET IN TOUCH

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

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