

MAKING DAILY CASH-UP SIMPLER

How Lord Stow's Bakery reduced end-of-day counting time, improved control, and freed staff to focus more on customer service.



RESULTS OVERVIEW

60 min

Saved Per Store,
Per Day

3

Currencies
Counted

30 day

In-Store Trial

THE STORY IN BRIEF

Lord Stow's Bakery is one of Macau's best-known bakery brands, serving both local customers and tourists.

With high cash volumes and multiple currencies handled daily, the business needed a faster, simpler process to reduce manual counting, improve control, and give teams more time with customers.



Manual Counting



Multi-Currency
Handling



End-of-Day
Pressure

THE CHALLENGE

In the busiest outlets, cash had to be counted several times a day. Manual counting was especially time-consuming at end of day, when teams needed to complete cash-up quickly and accurately.

The process was made more complex by the need to handle Macau pataca, Chinese RMB, and Hong Kong dollars. Each currency had to be separated before counting, adding extra time to the routine.

The business needed a solution that could simplify multi-currency counting, improve consistency, and support a clearer audit trail without disrupting daily store operations.

THE SOLUTION

Following a successful in-store pilot, Cashmaster One Max with integrated Cashmaster Printer One was selected for the two busiest outlets, with an additional One Max installed in the office.

The solution gave staff a faster and more accurate way to manage daily cash counts across multiple currencies. The devices were calibrated for the currencies accepted in store, helping teams complete counts faster and with less manual effort.

Integrated report printing provided a reliable audit trail after each register count, while quick training helped staff start using the devices with minimal disruption.



THE OUTCOME

The time savings were immediate. Each store saved almost an hour a day on cash counting, easing pressure during the end-of-day cash-up process.

The routine became simpler and less stressful for staff, with fewer manual tasks and more reliable record keeping.

Printed reports gave the business a clearer audit trail, improving confidence in daily counts and strengthening control around store-level cash handling.

With these gains in place, the business was already preparing to trial Cashmaster Connect to remove even more manual processes from the wider workflow.

AT A GLANCE

Customer: Lord Stow's Bakery

Sector: Hospitality / Bakery Retail

Solution: Cashmaster One Max with Cashmaster Printer One

Currencies: Macau pataca, Chinese RMB, and Hong Kong dollars



Faster
Cash-Up



Clearer
Records



More Time
for Service



"Each store saves almost an hour a day counting cash, but more importantly, the new system has removed from staff the stress of having to do a manual cash count and freed up their time to provide better customer service. Furthermore, printed reports at the end of each till count provide a reliable audit trail."

Eileen Stow, Chief Executive

GET IN TOUCH

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

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