

"Our staff knows that the cash counting process is now rapid, accurate and straightforward - one less thing to worry about at the start and end of each shift." Carli Schrader, Owner/Operator



The Challenge

The Golden State Restaurant Group is a locally owned and operated family-run McDonald's operator with 45 restaurants in San Joaquin, Sacramento, Stanislaus, and Amador counties.

With tills overflowing with coins and the restaurants undertaking all cash counting manually, which could take up to 30 minutes at a time, the Group identified a need to consider how to automate this process in each of its restaurants. The implementation of a smart safe was already saving time associated with counting and preparing deposits, however, the restaurants still had a major bottleneck with their till counts.

The Group's aims in resolving this challenge were to provide a supportive cash processing structure for staff to operate in, taking away opportunities for error and reducing pressure, and importantly achieve considerable time savings. It wanted to create a better employee experience to also reduce labor turnover and give more time to satisfying its guests.

The Approach

In discussing solutions with other McDonald's operators, Tellermate was referred as an approved and proven provider of cash management solutions in McDonald's restaurants globally.

Tellermate collaborated closely with the Group's team to understand their business to propose a cash management solution that would add real value. **Firstly, a discovery session was undertaken to review existing cash management processes and to identify the right solution.**

The proposed solution, the Touch cash counter, assists with daily cashing up and cash management tasks, ensuring that till reconciliations are correct the first time while providing an instant view of daily cash takings across a network of restaurants.

It was piloted in a restaurant in Sacramento to establish its suitability and confirm the return on investment it would bring in terms of time savings. **Immediately, the team found it extremely easy to use and quickly integrated it into their cash management processes due to its speed and accuracy.**

In evaluating Touch, the restaurant's team liked its enhanced user and touchscreen interface, which **could be easily configured to their specific cash management processes and tasks.** For example, the team use different float amounts at the counter and drive-thru, and the operator could easily toggle between the two options when counting cash. It gave the restaurant the flexibility it required.



Saved Significant Time

Through quick and accurate cash counting processes and tools.



More Focused on Customer Service

By giving employees and managers more time to satisfy every guest 100% of the time.



Reduced Labor Turnover

By creating a better employee experience and being part of a winning team.



"The Touch saves time and reduces anxiety related to cash counting responsibilities. A great solution for creating in-restaurant efficiencies."

The Implementation

Forty-five Touch cash counters and Bluetooth printers were distributed from the Group's head office out to all the restaurants. Tellermate then conducted a Train the Trainer program with the Group's Director of Operations to facilitate in-house roll-out and training to ensure all were using as per agreed restaurant cash management processes and maximized the streamlining of the cash counting tasks quickly.

As cash is only counted in a restaurant's cash office, the cash counter was located alongside the safe for convenience and security. During the roll-out, Tellermate supported with technical advice to ensure a smooth implementation, achieved with minimal support requested.

"Our restaurant staff are incredibly happy with the introduction of Touch into our cash management processes. We were surprised at how easy the solution was to implement and how quickly it was embraced by our teams."

The Results

Touch is now an integral part of cash counting at the start and end of each shift throughout all the restaurants and its implementation has resulted in considerable time savings, reduced stress at the start and end of shifts, and enhanced focus on both the customer and employee experience. Now the restaurants' overflowing tills can be quickly and accurately counted in 60 seconds instead of 30 minutes.



Reduce cash losses
& time spent
cashing up



Gain better visibility
& reporting of
cash metrics



Free up employees to
spend more time on
the shop floor

Tellermate Touch Solution

Touch gives you all the help you need to cash-out, prepare start-of-day and bank deposits and reduce discrepancies. The intuitive touchscreen interface makes it easier to enter balances, reference numbers and media items, so you can reconcile your cash drawer in under one minute. It is a fully connected device. Print using USB, Bluetooth, or Wi-Fi to your chosen printer. Combined with Touch Viewer software means you have instant cash visibility across multiple locations.



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