Shoppers Drug Mart has been a Tellermate customer for over 10 years, and they know the value of cash counting technology. They turned to Tellermate to upgrade all of their cash counters to a future-proof solution.

SHOPPERS DRUG MART

The Challenge

Shoppers Drug Mart is Canada's leading pharmacy retailer, with a network of more than 1,300 pharmacist-owned locations across the country. The company has been serving customers since 1962, by delivering choice, value and convenience to help Canadians *Live Life Well.*

Their cash management systems consisted of multiple providers, out-of-warranty hardware and manual counting of tills and safes, which created inconsistencies across their enterprise. The senior director of operations challenged Tellermate to develop and provide a state-of-the-art enterprise solution that could be implemented in phases across the provinces, including their Pharmaprix pharmacies in Quebec.

The Approach

The Tellermate team began with an in-depth discovery of the cash management processes by meeting with field managers in the pharmacies. Through the process, it was determined that a variety of solutions were needed to accommodate Canadian paper banknotes and the new polymer bills, as well as accounting for "negotiables," such as lottery tickets, bus passes and stamps. They also needed the user interface to have the option of English or French and the ability to generate printed receipts for the count tasks.

The Solution

Shoppers Drug Mart decided to move forward with the Tellermate Touch cash management solution with a customised software configuration, along with bluetooth printers, for an initial rollout to 765 pharmacies across the Shoppers and Pharmaprix enterprise. The Touch solution provided an immediate upgrade to the user experience with its 7"-inch touchscreen design and special count tasks to manage the different Canadian currencies and report the negotiables. This solution also provided WiFi and Ethernet connectivity options and remote upgrade capabilities, along with API integration availability for future enhancements. Tellermate coordinated the shipping and deployment to the 10 Canadian provinces, including customised training materials and incentives for the environmental disposal of obsolete hardware.

Stop Wasting Time
Reduce manual tasks and spend more time on the things that matter

Keep More Cash
Through highly accurate and more efficient processes, profitability is improved

Eliminate Shrink
Through robust audit processes, lose less money to shrink and inaccuracies

Tellermate
Count | Control | Connect

Shoppers Drug Mart was able to reduce the time involved with closing and daily reporting processes and complete 8-10 till counts per location each day.

Touch

The Results

The Tellermate Touch is now providing an easy to use, "future-proof" solution across the Shoppers Drug Mart and Pharmaprix network. The deployment was completed within 8 weeks, with almost no logistical or operational issues. The speed and accuracy of the counts and accompanying documentation has reduced the time involved with the pharmacy closing and daily reporting processes. The Touch hardware is also supported by Tellermate Platinum Service, which minimises any downtime by providing next-day delivery for any service issues that may arise.

Tellermate Touch

The Tellermate Touch quickly and accurately counts a drawer of coins and notes in under a minute, saving you valuable time. The devices assist you with your 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.

With the Tellermate Touch's cloud based analytics and reporting platform, Touch Viewer, you have a complete view of your cash from anywhere in the world. This gives instant access to your audit trail and store counts. Other features include customisable alerts and reporting options.

Reduce time spent cashing up, and cash losses

Gain better visibility and reporting of cash metrics

Free up employees to spend more time on the shop floor

"Over the past 10+ years, we have seen the value of cash counting technology in our stores. We knew it was something we wanted to keep as part of our strategy when building for the future and preparing for changes in the retail space. Upgrading our cash counters and adding the connectivity and visibility will help us develop standard procedures across our stores and gain information about our cash that we have not had before. "

– Senior Director of Operations, Shoppers Drug Mart

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