

HOTEL *Chocolat.*

LiveDrawer

Presentation for Hotel Chocolat

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A global leader in cash management

Tellermate is a leading provider of cash management solutions to the retail, grocery, food service and financial industries.

Our cash management solutions help businesses all over the world count and manage their cash quickly and accurately. Tellermate systems process over £1 billion daily in over 20 currencies and across 30 countries.

As cash volumes decrease the cost of cash transactions will inevitably increase. Our solutions and technology will allow companies to combat this threat and ensure efficient cash handling.



Introducing Hotel Chocolat to real-time cash counting

LiveDrawer builds Tellermate count-by-weight technology into the drawer itself, providing a wide range of powerful benefits.

- Reduce cash shrinkage
- Streamline processes
- Save time



LiveDrawer is a bespoke cash management solution that would be deployed into Hotel Chocolat stores after a consultative and supportive process



Virtually eliminate cash loss in stores

By reconciling the cash within the drawer with what the POS expects in real-time, discrepancies are flagged instantly, removing the opportunity for internal theft. LiveDrawer has the power to virtually eliminate cash loss at the POS.

£37bn

The annual cost of internal theft to global retailers with the majority of this loss occurring at the POS
- Global Retail Theft Barometer, 2015

Complete cashier accountability

LiveDrawer provides a transaction-to-transaction audit trail for multiple operators who share the same till ensuring that the correct cashier can be associated with a cash discrepancy, event or incident.



Every single transaction for a particular cashier is tracked allowing LiveDrawer manager to autonomously flag up any reconciliation errors in real-time and provide clear line-of-sight for management



Reduce labour hours

Real-time cash counting saves considerable time and reduces labour hours related to cash handling activities.

35mins

Pilots of LiveDrawer have averaged a labour time saving of 35 minutes per lane, per day

Real-time cash visibility in stores

By providing real-time cash inventories by denomination and transaction-to-transaction data, LiveDrawer keeps a running total of the actual cash in your drawer.

This real-time visibility of cash totals and events is revolutionary, giving you control over your in-store cash transactions like never before

ROI across the entire organisation

LiveDrawer will have a powerful affect on multiple internal and external stakeholders.

Loss Prevention



Improve LP initiatives by placing the store manager on the floor (and providing real-time alerts)



Empower more and faster audits



Drive adherence to process



Harvest tribunal proof data

European pilots have demonstrated that LiveDrawer deployment virtually eliminates cash loss at the point of sale

Retail Operations



Reduce labour hours or redeploy staff to revenue generating tasks



Improve accuracy



Reduce operational costs

LiveDrawer will allow retailers to drive efficiency by automating manual cash handling. Staff will spend less time with cash activities and more time where it matters – with your customers

Other internal stakeholders

IT Systems

- Multiple connectivity options
- Little or no maintenance
- Software tools for easy integration to existing systems
- On-premises-based solutions available

Finance

- Reduce banking fees
- Decrease deposit discrepancies
- Increase cash visibility at both store and estate level





Your cashiers

LiveDrawer has been developed with the user in mind so the stress of handling cash is almost completely removed. With real-time alerts and supporting data to eliminate disputes, your cashiers will feel protected.

- Protects cashiers at the point of sale
- Real-time alerts straight to your phone
- Addresses notes tendered disputes



Your customers

By removing shift changeover delays, improving point-of-sale efficiency and ensuring that customers are no longer short-changed – it gives them another reason to return.

- Eliminates shift change-over delays
- No more running out of change
- Alerts when incorrect change is given

The real-time cash counting solution

Intelligent Cash Drawer



Integration

LiveDrawer will integrate seamlessly
with your existing EPOS system



Cashier Alerts

Cashiers will be instantly alerted if the
incorrect change has been given that
protects profits



Eliminate Errors

With overs/shorts instantly highlighted,
cash handling errors and cash loss at
the POS is virtually eliminated



Automated Counting

LiveDrawer never sleeps and never
loses count of the cash inside thanks to
real-time counting

LiveDrawer Manager



Real-Time Data

All cloud-based data is available and updated in real-time providing management with the insight to make instant decisions



In-depth Insight

The Intelligent Cash Drawer provides in-depth insight into in-store cash like never before



Clear Line-of-Sight

The software platform allows powerful analysis, reporting & insight into transaction-to-transaction data and in-depth cashier analysis



Close-Loop Solution

Connecting LiveDrawer, Tellermate Cash Counters and Drop boxes provides a complete end to end cash management solution

Mobile features

Discrepancy Alert

If a discrepancy occurs at any lane,
management can be made aware
immediately



Change Low Alert

LiveDrawer is aware of how much
cash is inside, pre-set thresholds can
be set to trigger alerts



Pick-up Alert

If LiveDrawer is almost full, immediate
alerts can be sent to management to
take action

We're Tellermate, People you can count on.

We are a team who think a bit differently about cash
management.

Tellermate process



Trusted by global brands



World class service

From understanding your specific needs, to providing world class customer service; when you partner with Tellermate, our people are there to help you every step of the way.

- Average tenure of 10 years or longer
- Multilingual support
- Average resolution time of 5 minutes
- Call answered in less than 30 seconds



How Tellermate is different from the others

What really sets us apart are our people. We care about our customers and this shows, through our customer service, openness, consultative approach and commitment to finding tailored solutions that really work for your business.

- Global presence with Global HQ in the UK
- We're with you every step of the way, from pilots through to after sales support
- We sell direct to you rather than through 3rd parties



TellerMate

People you can count on