



ACME FRESH MARKET, HUDSON, OHIO

Expenses reduced, customer service enhanced by cash drawer processing system and self-service coin counter

Acme Fresh Market of Hudson, OH, uses a Cummins Allison Cash Drawer Processing System as an invaluable tool for productivity. Complimented by a Cummins Allison self-service coin machine, Acme has also eliminated the expense of purchased coin. Realising an improved way to manage overall cash distribution, increased efficiency has translated into more time to devote to their main priority, providing outstanding customer service.

“It’s all about customer service,” says Chris Stephanoff, head cashier for Acme Fresh Market. “Customer service is the edge we have over our competition, so things that can improve our face-to-face time with customers pay off in a big way.”

For Acme, one way to keep their edge came from the Cummins Allison Cash Drawer Processing Systems they installed in the back offices of their 16 stores.

Acme initially tried a single Cash Drawer Processing System in one of its stores, paying close attention to resulting productivity gains. They found those gains in the form of significant time savings and quickly recognised an opportunity to spend more time with customers and positively influence their perception of the store.

“It used to take two people to handle the drawer processing,” Stephanoff remarked. “Now one person can handle in minutes what used to take hours, so we have a lot

more time to spend up front. The added benefit is the accuracy of the count for each cash drawer. We know right away what the tally is for each drawer, and we count



Taking up very little backroom space, the Cash Drawer Processing System is fast, efficient and easy to learn and operate.

down 12 to 15 drawers at least twice per shift, sometimes more,” Stephanoff says.

In Acme’s case, all cash drawers are counted by their office staff at each lunch break and at the end of shifts. This allows departing cashiers the ability to simply turn in their drawers and finish for the day.

To count down a drawer, banknotes and coupons are removed from the drawer and the change is dumped into the coin hopper and then the cash drawer positioned beneath the coin machine.

The JetSort® coin sorter counts coins by denomination, providing separate and combined tallies, and directs the coins



Chris Stephanoff of Acme Fresh Market single-handedly manages and tracks deposits and floats within their small back office.

back into their respective cups for the next day’s float. Notes are counted in a single pass on the JetScan® currency scanner and that total is added to the coin amount. Coupons and credit/debit card amounts are entered into the terminal separately. Finally, a record for each drawer count is printed for comparison to the register tape, or totals can be transmitted to a store’s POS system.

“We take the coins from the self-service machine and as a result, we don’t need to buy coins anymore.”

While cash drawer processing was the key purpose for acquiring the systems, Acme uses the equipment to do a lot more.

“The two-pocket JetScan makes it easy for us to strap our large notes for deposit,” Stephanoff noted. “It faces the notes and stops at the right strap count so that we can make sure our currency is bank-ready. Since the machine operates so fast, we often recount strapped bundles to make sure nothing was compromised between the time it was first counted and the time of the deposit.”

“The JetSort coin sorter might be even more important to us, since we use that to count our coin. At our other stores we have a contract with another company for self-service coin redemption, but here we have a Cummins Allison machine, and we get to redistribute the coins for our own operation. It’s more trouble-free than the other machines, and it sorts the coins into bags by denomination, making it easier for us to handle it ourselves.”

“We take the coins from the Cummins Allison self-service machine and as a result, we don’t need to buy coins anymore, and we sometimes have a bag or two of pennies that we turn over to our armored car service to haul away.”

Stephanoff can easily calculate exactly how much money is saved each month by recycling redeemed coin from the front of the store. Clearly the system has proven to be a tool that Acme is using to achieve their objective of providing great customer service while favorably impacting their bottom line.

To learn more about how to improve your store’s bottom line through fast, efficient cash office and self-service coin systems visit www.cumminsallison.co.uk



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Generations of Vision and Excellence

Cummins Allison sets the standard for accuracy and dependability.

Cummins Allison is a global leader in developing solutions that quickly and efficiently count, sort and authenticate currency, cheques and coin. We also offer a complete line of full-function automated teller machines (ATMs). Our leadership in technology and product innovation spans more than 125 years. Cummins Allison serves the majority of financial institutions worldwide, as well as leading organisations in retail, gaming, law enforcement and government. Ninety-seven percent of our customers would recommend our products and services.

The company holds more than 350 patents and invests double the industry average in R&D. Our world-class sales and service network includes hundreds of local representatives in more than 50 offices in North America, wholly-owned subsidiaries in Canada, the United Kingdom, Germany, France, Ireland and Australia and is represented in more than 70 countries around the world.

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