



## MANGAN'S CENTRA AND G4S CASH SOLUTIONS: A PARTNERSHIP TO COUNT ON

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Ciaran Mangan, Mangan's Centra

**For Mangan's Centra, a busy retailer with tight margins, managing cash throughout the business was an ongoing challenge. Working with G4S Cash Solutions, Mangan's Centra has been able to transform its cash management.**

Mangan's Centra in Edenderry, Co Offaly is a thriving retail business with an Esso petrol forecourt. This busy service centre welcomes footfall of over 10,000 each week and employs 14 full-time staff and 12 part-time staff.

Like any business in the retail space, margins are tight and cash control is an ongoing challenge. After analysing his business in 2013, store owner Ciaran Mangan, identified the management of cash through his business as a "time sink" with a significant amount of employees' time spent simply counting up cash floats and balancing tills. He needed a solution that would not only reduce the time spent on cash management but would also help to streamline the flow of cash through his business.

In November 2013, Mangan's Centra partnered with G4S Cash Solutions who installed the CASH360 solution on site. In just three months, CASH360 has become an integral part of Ciaran's business delivering clear benefits.

### **Delivering operating efficiencies**

With 14 full-time and 12 part-time staff, organising floats for each member of staff was a time-consuming task which typically took three hours each day, equating to around 20 hours each week. With the CASH360 solution, floats are automatically dispensed to each member of staff at the beginning of their shift. For Ciaran, this means that the staff member whose task it was to count up the floats daily has now been re-designated to a money-generating role. "We moved the staff member out on to the floor to manage margins and promotions in the shop. Since then we have seen an increase of 15% in off-licence sales." The introduction of CASH360 has also helped Ciaran and the store manager, Brendan Quinn, significantly reduce the amount of time they spent simply counting up cash, following up on till balances, checking and counting coin and general cash management. This frees them up to focus on the core business of generating revenue and enhancing customer care.

Pictured above Brendan Quinn, the store manager at Mangan's Centra, Edenderry.

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### What is CASH360?

**CASH360 is a combination of hardware, software and services from a single source in G4S which provides the customer with reduced costs, increased security and increased efficiency.**

#### Coin management helps reduce coin purchasing

In such a busy retail store, the management of coin was an ongoing issue. Ciaran had to purchase coin regularly from the bank in order to ensure change was readily available to staff. Without a way of tracking the coin needs, there was often excess bags of coin stored in safes and drawers in the cash office. This practise has changed dramatically since the introduction of CASH360. Staff can now “buy” coin from the system in any denomination they need it, rather than in the pre-defined bags of coin. This means staff are using less change, as they buy only what they need. “Because each member of staff is now more accountable for their tills they have started to manage their notes and coin better and are simply not using as much coin. I am now buying 20% less coin from the bank, which is a direct saving to us,” adds Ciaran.

#### Full visibility of cash and coin on site offers peace of mind

Before the introduction of the CASH360 solution, cash and coin was stored in numerous safes and drawers in the cash office. Float drawers were pre-stacked ready for staff members coming on shift and at any given time there could be thousands of euro dotted throughout the cash office. This proved an ongoing headache for Ciaran who had to count the cash regularly to understand exactly how much was on the premises at any given time. With the CASH360 system, all cash and coin is now stored in one secure, managed location. In addition, daily management information reports, which can be broken down by person, till, shift and day, are available directly from the machine, online via the CASH360 customer portal and are emailed directly to Ciaran each day, giving him clear visibility and tighter control of all cash and coin on site. And because he no longer needs to ensure that float drawers are pre-stacked Ciaran says he keeps approximately 30% less cash on site now, which provides added peace of mind.

#### Dedicated verification codes and detailed reports increase traceability

At the beginning of each shift staff members need to key in their own unique PIN to the CASH360 system to access their float. At the end of each shift they lodge the takings from their tills back into the system, which reconciles the till to their unique PIN. In addition, every time a member of staff uses the system during their shift, whether to buy coin or to make a lodgement, they also have to enter their

unique PIN. Ciaran explains how this has changed employees’ attitude to their tills. “Because the system logs all of their transactions and reconciles their tills to them, they feel more responsible for the management of their tills. Previously, at the end of their shifts they would simply drop their till drawers in the cash office and go home; it became the cash office manager’s problem to balance the till. That’s now no longer the case and staff have become more responsible for what happens during their shift in terms of coin usage, shortfalls, etc.”

#### Cash management has been transformed with CASH360 solution

The combination of all the benefits being delivered by the CASH360 solution has meant a complete transformation in the control and management of cash at Mangan’s Centra. In December, just one month after installing the system, the store’s tills balanced within €6. According to Ciaran, balancing the tills to this level of accuracy had simply never happened before. He credits the system’s effect on staff’s accountability as one of the key reasons for this dramatic change. “Now that staff are directly responsible for their till they follow up on any discrepancies or issues and we can resolve them instantly.”

The introduction of the CASH360 solution to Mangan’s Centra has heralded significant changes at the store and it has now become a solution the store simply could not operate without. “The CASH360 solution has been a revelation to our business. The staff feedback has been excellent, they have found it so simple to use. And it is robust and reliable providing that added reassurance for a busy retail operation like us. It’s a winner all around!” concludes Ciaran.

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**For further information about our Cash Solutions or any other G4S service please contact us at:**

Head Office  
51 Bracken Road,  
Sandyford Industrial Estate,  
Dublin 18.

**t 1890 447447**  
**e [info@ie.g4s.com](mailto:info@ie.g4s.com)**  
**w [www.g4s.ie](http://www.g4s.ie)**