

Clean up in the cash management department!

ShopRite grocery stores opt into seamless cash recycler technology.



THE CHALLENGE

Grocery stores aren't known for changing their ways. In fact, beyond adding self-checkout lanes and online shopping, it could be said that many consumers think grocers aren't progressive. But the reality couldn't be farther from the truth. Behind the scenes is a robust cash management ecosystem that requires intuitive management.

For a select number of ShopRite stores, one of the largest co-op grocers in the United States that's owned by the Wakefern Group, any cash management solution meant having hardware that worked seamlessly with their current software, VeriBalance, which they rely on for enhanced reporting and other bookkeeping features.

Until now, ShopRite's cash management process had been largely manual, which Michele Roane, Guest Services and Home Shopping Manager at ShopRite, said would lead to many inefficiencies. Before adding a recycler solution, total deposit prep time could take 45 minutes, with up to two or three per day. And daily tills counting averaged about 4.7 hours.

Roane described a situation that was familiar but insecure.

"We would have a cashier running on a cash control lane, and they would verify their beginning till amount at the beginning of their shift," she said. "Then if there were any discrepancies, the till would have to be recounted by the courtesy person and given back to the cashier to be recounted again. The problem is, if the cashier was due in at a certain time, it could take at least 15 minutes or more of till counting before they even started ringing up customers. Then the same scenario at the end of their shift: the cashier needing to get off the register 15 minutes early to count their till and have it verified by the bookkeeper.

"With Revolution, we have eliminated this whole process. The safe dispenses the money and counts it with minimal intervention. Cashiers now spend their entire shift serving customers."

Paragon 4S



The reliance on a manual process and the lack of optimization also posed a security issue. ShopRite went from having pre-made tills stacked in the back office to having money secured inside a biometric Revolution safe that can only be accessed by an authorized team member. Roane said the extra security is one of her favorite features.

THE SOLUTION

The ShopRite team first experienced Revolution cash recyclers at a demo and fell in love with their versatility instantly. Ultimately, they chose a Paragon 4S, a cash recycler with a mid-range storage capacity.

Roane was convinced right from the installation, making special mention of the onboarding and customer service team.

"It's just flawless, and I loved it," Roane said. "It was also good because the trainers that came were just really patient. You could ask them questions. We spent a lot of time together. They just really made the process seamless."

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**Michele Roane,
Guest Services and Home Shopping Manager**

THE RESULTS

Roane noticed incredible time-savings right away, saying “It made our lives so much easier.” The automated functionality decreased the amount of time to reconcile and deposit, slashing both by more than 75%. Deposits went from a repetitive procedure to a once-daily occurrence that took about ten minutes. Till counting also dropped to under one hour.

BEFORE

Time to Complete

Multiple daily deposits:
45 minutes

Total daily till counting:
4.7 hours

AFTER

Time to Complete

Single daily deposit:
10 minutes

Total daily till counting:
45 minutes

She also noted fewer mistakes. Plus, with the seamless integration with VeriBalance, stores could better optimize their tills and make better use of the cash they have on hand—a high amount Roane hopes to lower in the future. Until then, though, she feels much better knowing cash is safe and secure rather than out in the open.

Operating costs also went down, even eliminating the need for daily loans and a podium change drawer from the sales floor. Roane said this let teams focus more on customer-facing tasks rather than back-office work.

“I like to call it customer service with a side of bookkeeping,” she said.

CONCLUSION

Revolution cash recycling solutions help food retailers to:



Store cash in a secure safe



Reduce cash counting mistakes



Reduce time counting cash



Reduce time spent processing deposits and back-office work



Increase customer service bandwidth

ABOUT



From a small, struggling cooperative with eight members—all owners of their own grocery stores—Wakefern Food Corp., the merchandising and distribution arm for ShopRite, has grown into the largest retailer-owned cooperative in the United States and the largest employer in New Jersey. The cooperative is comprised of 50 members who individually own and operate supermarkets under the ShopRite banner. Today, Wakefern and ShopRite together employ more than 50,000 people throughout New Jersey, New York, Connecticut, Pennsylvania, Delaware, and Maryland.

Revolution Retail Systems

Revolution Retail Systems is a Texas-based company with years of experience delivering cash management technologies for retail and business. As a leading innovator of cash automation technology, Revolution currently supports some of the world’s largest retailers. And with over 15,000 cash recyclers deployed in North America, they are not only transforming the way retailers handle cash but are rapidly growing their business base.