



## POST OFFICE CASE STUDY



# The Post Office is counting on Tellermate after agreeing cash system contract.

THE POST OFFICE HAS AGREED A CONTRACT TO EQUIP WITH NEWPORT-BASED CASH SYSTEMS DESIGNER AND MANUFACTURER TELLERMATE TO SUPPLY ITS AUDIT DIVISION WITH PORTABLE WEIGHT-BASED CASH COUNTING DEVICES.

The Post Office is the biggest cash handler in the UK, with 14p of every £1 in circulation being processed through its 12,000 strong network of branches. It is also the UK's largest foreign currency provider as well as having become the UK's largest independent travel insurer.

Tellermate has been providing specialised cash counting equipment to individual Post Office branches across the UK for more than 15 years and has evolved the model that is offered to them over this period. Helen Pilkington, Marketing Manager for Tellermate says **"When we were manufacturing Tellermate units for the Post Office 10 years ago they were physically very heavy and were simple, single currency machines with a very limited capacity for coupons or tokens. As our technology has improved and to compliment the expanding Post Office customer offering, we have included three currencies and made the unit much more compact and portable. There is now also a coupon wizard, to allow customers to set up their unit to count items like scratch cards and books of stamps. We have also found that the Post Office are normally amongst the first to be affected by changes in the currency, because of the amount of cash that they process, as well as being a central point of the community for financial services and payment of bills. This is why we have included the TellerCover service as an optional part of the discounted package that we offer in order to minimise the disruption that customers experience."**

Ian Booth, Business Development Manager for Tellermate commented about the recent contract win: **"Many of our clients have diverse structures and estates that provide specific challenges and in the case of Post Office we were able to provide a solution that was robust but also cost effective."**



### TECHNOLOGY BENEFITS :

- Compact, attractive and silent for front counter use. Notes and coins are counted rapidly and accurately, saving time and increasing efficiency at the cashier window, enhancing customer service through shorter transaction and queuing times without additional labour costs.
- The ability to check a bundle of notes or a bag of coins without splitting them open means that customer deposits can be easily checked. This facility can also aid stock control as cash held on site or being prepared for secure collection can be quickly counted and verified.
- Coupon wizard for configuring settings to enable the counting of items like stamps and lotto cards. The wizard means that changes are easily made to accommodate new versions or seasonal variations.
- Three currencies (GBP, USD and EUR) available in one unit to assist with the management of foreign exchange desks in terms of customer transactions and till balancing.
- Full telephone helpline access ensures faults are resolved quickly and with minimal disruption. The swap-out service covers any unit that requires repair, to ensure business continuity and currency cover means that the unit is compatible with all relevant currency releases.

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