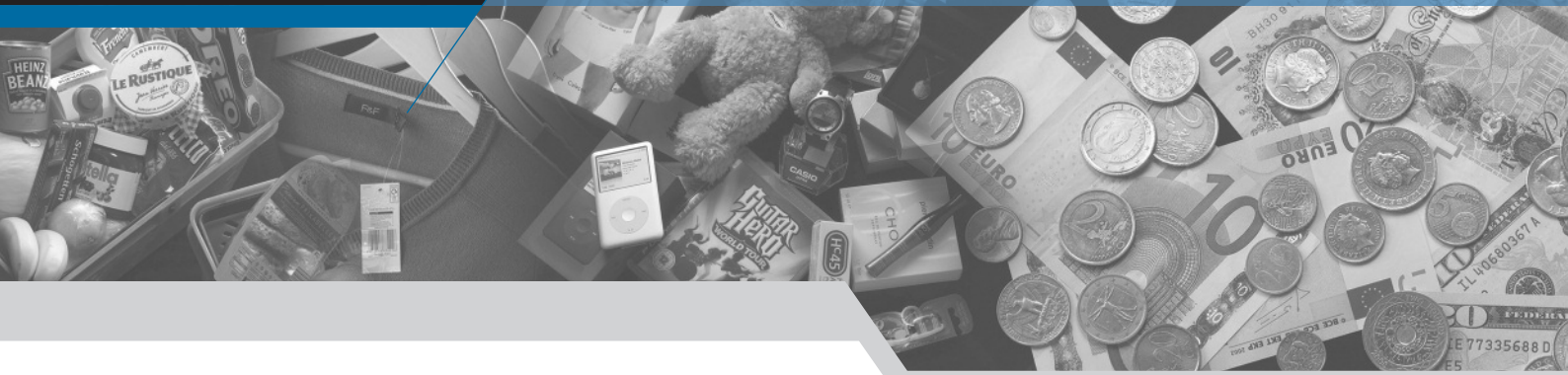


## RETAIL CASE STUDY



### MARK STEVENSON THE NATIONAL LOSS PREVENTION MANAGER OF TATES LIMITED AND TELLERMATE HAVE COME TOGETHER TO INCREASE AWARENESS ABOUT CASH HANDLING AND LOSS PREVENTION WITH AN AIM TO PROTECT STAFF AND PROFITS.

Mark Stevenson has used his experience over the last 20 years to establish tight processes in order to reduce the amount of cash lost throughout 250 Spar convenience stores.

Seven years ago Mark and Tellermate worked on a solution to save time, cost and also to reduce the problem of cash loss within the business.

There is pressure in this time of austerity to protect your business. Losing money through human error, lengthy and out-dated procedures or in the worse case, staff theft. Taking steps to safeguard your assets is essential. Mark has taken on the challenge to minimise all sorts of loss within his business and protect his company assets.

Loss of cash is often hidden by fake refunds, overwrites, staff discounts and many other cloaking transactions. In addition to the difficulties of identifying Cash Loss it is also crucial to acknowledge the importance fast movement of cash within a business.

Like in so many other areas there is no unique solution to erase the loss of money for any business, but there are ways to control, reduce and prevent a large amount of this. Spar and Tellermate have been collaborating on this for several years now and the equipment and procedures in place enable a Loss Prevention team to create an audit trail of cash related transactions in every store, at every stage of the Cash Management Cycle. According to Mark Stevenson, *"Tellermate delivers a solution to simplify this job, producing a cash counting audit trail which allows my team to concentrate on a concrete investigation."* The management information provided delivers him all the information needed to investigate the right areas. A positive side effect of tight controls and procedures is the signal sent to every employee. *"Staff know that there are procedures in place to monitor cash handling, therefore the motivation to follow these procedures is higher and staff are less likely to try to be dishonest."*



The economic situation is putting pressure on business and staff dealing with large amounts of cash might be faced with an opportunity to ease the pressure of a tight financial situation. Not everyone is a thief of course but several studies conclude that a large number of people are tempted into committing a crime if they find themselves in a situation where they feel they can get away with it. So it is the employer's responsibility to eliminate the opportunity. Tight procedures and the right equipment are the best way to ensure your cash, your profits and your staff are protected.

There is a lot of theoretical knowledge available in the area of Loss Prevention, but there is little information about best practice and practical advice available within the industry. An explanation for this is the competitive nature of this sector. Companies are keeping their cards close to their chest, as the pressure is very high in this competitive environment. It would be beneficial for retailers to work in the same direction when faced with Loss Prevention. Mark Stevenson puts it this way; *"it is a fight against crime, not a fight against each other."* Tellermate offers more than 30 years of experience to any business that wants to tackle this issue with confidence.

Tellermate can help you to protect your staff and your profits. In the case of Tates Ltd and many other companies across the globe we have successfully implemented equipment and procedures to verify this statement. Loss Prevention is a discipline that requires constant control and adaption to the latest developments. Tellermate can provide you with the required knowledge and the suitable solution. Our consultative approach enables us to deliver you a customised solution based on your needs and requirements, resulting in a seamlessly integrated solution.

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 **Tellermate**  
Integrated and Intelligent  
Cash Management Technologies



## “WITH ACCURATE DATA IT IS EASY TO CHALLENGE CASH LOSS WITH CONFIDENCE”

This is a quote from Karen Scott, who is working in Operations and Loss Prevention for Scotmid. A company with more than 300 outlets in Scotland, the North of England and Northern Ireland, which makes it the largest independent co-operative in Scotland. Scotmid runs several store formats, such as Scotmid Food Stores, the beauty chain SemiChem and The Fragrance House. All stores are equipped with integrated Cash Counting solutions provided by Tellermate.

Karen’s expertise lies in the field of task removal and improving operations throughout their estate. She also liaises closely with the Loss Prevention department of the business. According to Karen [“integration is fundamental in ensuring to streamline and improve cash handling processes.”](#)

The cash ratio of her business is above 70%, this high percentage is reason enough to put cash protection on top of the priority list. It is crucial to have processes in place to secure cash at all time. Improved and streamlined processes reduce manual input and the risk of human error, it increases accuracy and efficiency. Furthermore an integrated solution delivers valuable management information for the business. All this enables Karen and her colleagues to challenge cash discrepancies with confidence.

Scotmid has the strong belief that processes and discipline in dealing with cash feed into other parts of the business and therefore increase accuracy and productivity in various parts of their operations and not only in the area of cash management.

Scotmid and Tellermate started more than 5 years ago to tackle the issue of cash loss, since then the company was able to reduce its losses by 25%. The fully integrated and customized solution in place enabled the company to minimise the value of cash lost to 0.05% of their turnover, with the aim to reduce this number further to 0.02%.



In addition to that figure there are more factors to consider in terms of savings for Scotmid. Due to the simplicity and efficiency of the processes in place every branch is saving staff hours needed to process cash, which results in a considerable Return on Investment solely based on the streamlined operations, thanks to Tellermate.

Scotmid rates the difficulties and procedures needed around cash loss very high, both from an operations and Loss Prevention point of view. Challenges to reduce cash loss are the same throughout the sector and Scotmid is encouraging everybody facing these challenges to have a healthy and sophisticated discussion about it in order to identify solutions that minimise the criminal element of cash loss. A recent survey stated that one in ten employees will steal from their employer in some way, this is alarming and the industry should do everything in its power to get rid of this criminal element of the sector. Different business experience the same threads of employee theft and Scotmid is working hard to communicate and challenge cash discrepancies, which helps to minimise the opportunity.

Tellermate is a strong partner for Scotmid and many other brands all over the globe rely on our 30 years of experience. Our highly consultative and personalised approach can help every business to reduce the risk of theft, cash loss as well as challenging discrepancies and also improve management information to further streamline operations and processes.

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