



G+D  
Currency Technology

## WHITE PAPER

# Three Game- Changing Steps to Streamline Cash

>> A Playbook For Casinos





# Three Game-Changing Steps to Streamline Cash

## A Playbook for Casinos

The way a casino handles cash is a significant marker of success for a gaming property. Undeniably, cash is the lifeblood of a casino and streamlining a casino's cash handling process requires the right tools and partners. From soft count to cage operations, every dollar matters and needs to be maximized to its potential. The three step evaluation process outlined in this document serves as a playbook for casinos to increase their efficiency, security, and reduce cash handling errors.

### STEP 1: UNDERSTAND GAMING GROWTH AND THE ROLE OF CASH

Casino gaming is growing internationally and quickly becoming more accessible to all demographics. Between 2017 and 2021, the worldwide casino gaming market will grow at a CAGR of almost 8% to \$311.87 billion

(Technavio 2016). Worldwide, there are an estimated 5,000 land-based casinos. According to a 2016 Gallup Poll, 26% of Americans visited a casino location in 2016, representing 84.2 million potential customers.

Casinos of all sizes are being welcomed into communities. In fact, some new locations are playing a significant role in urban revitalization. Slot machines, table games, bars, live shows as well as fine and casual dining attract customers of all ages.

**>> 26% of Americans visited a casino location in 2016. <<**

Cash dominates casino transactions and while the appeal and adoption of gaming varies between countries and regions, the infrastructure set in place to manage the funds is universally important. A casino's ability to streamline cash flow will give them a competitive edge in maximizing their revenue.

From a customer's perspective, the unique appeal of cash is that it cannot be hacked or traced to a specific individual. Taxes, personal preference, anonymity and credit constraints are just a few of the reasons that cash continues to be a driving force.

Recognizing and implementing industry best practices in cash handling increases a casino's efficiency and reduces cash errors and shrinkage. G+D Currency Technology is an excellent partner in helping to determine current practices in comparison to industry



standards and implement process and technology improvements.

>> Worldwide, there are an estimated 5,000 land-based casinos.<<

## STEP 2: ANALYZE CASH PROCESSING ON-SITE

Cash revenue from tables, slot machines, kiosks, and non-gaming are counted and verified daily. All sizes of casinos have an inherent need to manage those cash operations effectively. Each location of cash flow requires a tailored process and what works for the count room is not the same solution for the cage operations. For example, the count rooms require processing capacity, speed, precision and reliability. Count rooms usually have larger amounts of space and tighter security to handle the volume of cash. Cashier cage operations have different dynamics that are important to consider. The banknotes are counted and verified by desktop counters and due to space restrictions, the machines need a small footprint. They must also be easy to operate, run quietly in customer environments and should have a low reject and jam rate, while maintaining the same level of precision and reliability as the count room. Handling time and FTE costs can be reduced by optimizing internal operations and removing the risk of error by installing proven

currency processing equipment. As efficiencies are discovered, the process becomes more fluent. Fewer people handling the money improves security and results in fewer mistakes and less shrinkage.



As a complimentary service, G+D Currency Technology can conduct a **Count Room Evaluation** to pinpoint areas for improvement. The basic steps are:

- Identify each task
- Identify the number of employees required to complete each task
- Determine count room layout and space requirements
- Document current count room flow and suggest how to optimize

>> “When we analyze cash handling processes in a casino, we look at the entire process and personnel movements.” <<

MARTIN BAUER,  
VP, COMMERCIAL MARKETS  
G+D CURRENCY TECHNOLOGY

## STEP 3: IMPROVE WORKFLOW AND LEVERAGE NEW TECHNOLOGY

Once the assessment is complete, the information gained in the study is used to implement improvements. Technology to reduce the number of times that cash is handled by employees is an effective solution. Based on the findings, there are key areas to focus on for adjustment in both count rooms and cage operations.

For soft count, most medium to large casinos will need a high-speed system. These systems come with a wide range of options. Here are just a few to consider:

### PROCESSING SPEED

Banknote processing systems are highly efficient today and can reach speeds of 120,000 banknotes per hour. Speeds may be rated in bpm (banknotes per minute), bps (banknotes per second) or, most commonly, bph (banknotes per hour). It is important to distinguish between maximum processing speed and hourly effective throughput. A machine that has a high speed but is prone to frequent jams and stoppages may have a lower throughput than a system whose maximum speed is lower but runs more smoothly.

### NUMBER OF STACKERS

The stackers are where the banknotes are collected after processing. Most high-speed systems are configured with 12–14 stackers but can have up to 20. The number of

stackers you will need depends on volume, denominations and whether you accept multiple currency types.

## SENSORS

Reliable sensors within a high-speed banknote processing system are essential to your success. Sensors detect fitness level and verify authenticity. Missing counterfeits can be an expensive mistake for casinos. Conversely, sensors that return a high rate of false positives are also expensive and result in time consuming reconciliation. The ability to detect fitness of the currency and out-sort damaged notes can save time and effort because these notes typically will jam in other machines.

## RELIABILITY

It is important to realize the full capabilities of the machines. High quality machines will outlive and outperform low quality machines. Typically, high-end machines will last 10 years compared to 3-5 years for machines with lower quality. Statistics on reentry, false positives, and missed counterfeits are important factors. Casino software compatibility is a key decision maker, as well.

## COMPACT BANKNOTE PROCESSING – CAGE OPERATIONS

While the overall goals of desktop cash processing machine are the same as the larger units, there are additional factors to consider. Space is often at a premium and size, weight, and portability are important. Noise level of the system is also a consideration.

Other features may include:

- Rapid start-up
- Jam rate
- User Friendly interface
- Small Footprint
- Low reject rate

## CENTRALIZED SOFTWARE IS ESSENTIAL

For maximum efficiency, modern casinos need contemporary, centralized software to connect the operations across the facility and provide an overall view of the day's cash picture. The right software also provides the detailed audit and reporting functions so essential to efficient, modern casinos.

## THE IMPORTANCE OF SERVICE

A key consideration for increasing efficiency is ensuring the casino has reliable, always available service to resolve equipment or software issues. There are many service plans offered by vendors including on-site, 24 hour on-call or managed services which include a blend of vendor and casino staff working together to resolve problems, with different personnel needed depending on the severity of the problem. A good technology partner will offer a flexible plan that meets the casino's unique needs balancing cost with uptime and service level requirements.

## GAME-CHANGING BENEFITS

In conclusion, selecting advanced, reliable equipment, streamlining your workflow and having a reliable service and backup plan, is a game-changer for casinos and results in the following benefits:

- Lower processing costs
- Fewer staff and/or shorter shifts
- Reduced losses due to error or theft
- Reduced idle cash
- More accurate cash reporting across your casino
- Improved employee satisfaction

## SELECTING A PARTNER

Worldwide, G+D Currency Technology solutions play an active role in shaping the most important cash ecosystem trends of the future. As the technology leader for banknote processing systems for casinos, we are a trusted partner, and the preferred provider for casinos around the world.

>> "Our goal is to improve efficiency, productivity, and accuracy in every count room, while retaining maximum security." <<

- MARTIN BAUER



# G+D CURRENCY TECHNOLOGY SOLUTIONS FOR CASINOS

From high-speed banknote processing in your Count Room, to compact, quiet solutions for your Cage to software and service that brings it all together, trust G+D to keep your casino running smoothly.

## HIGH SPEED SOLUTIONS



### **BPS M5:**

#### **UNSURPASSED PRODUCTIVITY**

Multi-function sorting up to 120,000 banknotes per hour



### **BPS M3:**

#### **ENTRY TO THE HIGH SPEED WORLD**

Multi-function sorting up to 76,000 banknotes per hour

## COMPACT SOLUTIONS



### **BPS C4:**

#### **SECURE, FLEXIBLE, GREAT VALUE**

Multi-function sorting up to 43,000 banknotes per hour



### **BPS C2:**

#### **COMPACT PERFORMANCE**

Feed rate up to 63,000 banknotes per hour



### **ZEUS:**

#### **REMARKABLY COMPACT**

Feed rate up to 60,000 banknotes per hour

## BPS CONNECT CASINO SOFTWARE

Providing production intelligence for casino soft count room processes, BPS Connect Casino provides out-of-the-box interfaces to all BPS systems as well as other casino management system hardware and software. The software can be implemented with minimal integration effort and offers count room operators, supervisors, and managers a 360° overview of casino count room operations.

## SERVICE EXCELLENCE

Our world-class service team are casino experts who serve as secure trusted partners to casinos around the world. With a flexible set of options from full service to shared service, we will cost effectively meet your needs. Discover why clients say that our service is the best in the industry.

## READ OUR CASE STUDIES

To truly understand how G+D Currency Technology can help you reach new levels of efficiency, read these testimonials from our casino clients:

***"The partnership with G+D has been exceptional."***

Lisa Bonga, Director of Cage and Count Operations,  
[Northern Quest Resort & Casino](#)

***"G+D banknote processing systems are exceptionally high quality."***

Mary Fox, Cage Manager,  
[Rolling Hills Casino & Resort](#)

***"We can leverage BPS Connect Casino in completely new ways right across our operation."***

Al Elder, Count Room Manager,  
[Island View Casino Resort](#)

# Shaping the future of cash together

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