



Technology Done Better.



Raymond J. Wojtowicz
Wayne County Treasurer

Profile:

Wayne County Treasurer's Office

- Serving Wayne County Michigan, County Seat Detroit
- Established in 1796
- 15 Cashier Stations
- Volume of cash payments = \$250,000 per day

case study

Business Challenge: Improve Customer Service and Operational Efficiencies

In Michigan, the County Treasurer's Office is responsible for collecting delinquent tax payments county-wide and serves as the custodian of the County's funds. As with any large organization that processes thousands of payments per day, the Wayne County Treasurer's Office (WCTO), located in Detroit, was faced with the challenge of improving internal operational efficiencies that would translate into optimal customer service experiences and lower operating costs.

Already a user of the Benchmark CashWare solution as a stand-alone product in conjunction with the Burroughs SmartCash recyclers, they made the decision in 2012 to integrate their cashing software with cash recyclers from Burroughs.

Solution: Burroughs SmartCash Recyclers and Benchmark's CashWare Solution

Two main specifications led the WCTO to select the Burroughs cash automation products. Primarily, the recyclers are shared by two cashiers; therefore the dual output trays allow each cashier to complete his/her transaction without having to stand up to reach the front of the machine. This allows the transaction to be processed more efficiently. Second, the footprint of the recycler when opened to gain access to the currency storage modules was considerably smaller than other recyclers in the market, consuming less work space. They also liked the fact currency storage modules could be lifted with one hand.

WCTO's implementation plan was to install the new machines prior to their busiest week of the year, feeding hundreds of transactions through each recycler in the first week. Cognizant this was the first installation of a recycler in this type of environment; WCTO had numerous questions and concerns with the process, procedures, and general rollout. To ease customer concerns, Burroughs provided on-site support during the initial adoption phase. At least one representative was present every moment of every day until the WCTO staff was fully operational.



"Burroughs has been an excellent service provider. They made a commitment to us to ensure that our needs were met and they continue to maintain that commitment. We are pleased with both the product and the service provided."

Raymond J. Wojtowicz, Treasurer - Financial Services

Due to the large volume of transactions, WCTO initially experienced occasional jams in the recyclers. The large number of bills with sometimes poor quality caused the recyclers to become dirty quickly. As a standard part of the adoption phase, Burroughs resources worked with the WCTO to gather operational data and implement best practices specific to their unique operating environment. After further evaluation, a thorough cleaning process was documented and followed by onsite staff. Burroughs supplied the WCTO with cleaning equipment and operational procedures, which greatly reduced the number of jams and optimized the return on technology investment.

Thanks to this interactive and collaborative approach with the customer, future installations were streamlined and time to value shortened.

Results: More Efficient Cashier Operations and Improved Customer Service

A year after implementation, has the WCTO's expectations been met? Christa McLellan, Deputy Treasurer, Financial Services responds, "We hoped to see decreased transaction time, decreased balancing time, decreased errors and increased cashier safety, due to less access to and visibility of cash. By installing the technology, our expectations were exceeded." Furthermore, according to Cashiering Manager Marvin McGee implementing Burroughs cash recycling technology was, "The best thing we've ever done."

Cash recycling technology provides a compelling ROI for any organization who handles large volumes of cash. WCTO recognized these benefits for their cashiers and their customers.



Cashiers

- Cash recyclers have allowed cashiers to spend more time dealing with taxpayers' needs and less time counting the cash.
- If a cashier makes a mistake, the transaction reporting for the recycler allows them to find their error and correct it immediately.
- Balancing at the end of the day is quick and has greatly reduced overtime.
- Preparation time for deposits has decreased because bills are withdrawn from the recyclers in Fed-ready straps.
- Reduction in the time it takes to process taxpayer transactions.

Customers

- WCTO has received positive comments on the improved process.
- Customers freely share how reduction in wait-times has made a tremendous positive impact.

The impact of installing a cash automation solution resulted in a more efficient cash management process, happier cashiers and greatly improved customer service for Wayne County residents.

"Burroughs has been an excellent service provider. They made a commitment to us to ensure that our needs were met and they continue to maintain that commitment. We are pleased with both the product and the service provided," says Raymond J. Wojtowicz, Treasurer. "I would recommend a Cash Recycler investment for any County Office who handles large volumes of cash."

Future Plans

Regarding the implementation and The WCTO's future plans, McLellan states, "Our recycler project is completed and running well. We are now moving on to a check scanning project which will further increase efficiencies of our cashiering area."

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