

## » customer case



## Principality initiative leads to improvements for customers and staff.

*When Wales' leading building society invested in automated cash depositing it wasn't only the customers who benefited. Branch staff no longer had to count and handle bulk coins once SCAN COIN's CDS systems were installed. They appreciated the opportunity to spend more time helping customers who, in turn, welcomed a reduction in queuing.*

### **About Principality**

Principality Building Society is Wales' largest building society. It is a mutual organisation owned by its membership of more than 420,000. The society has 50 branches and employs over 600 staff across Wales and the Borders. It is customer focused and firmly committed to a high street presence while extending customers' access to services through the telephone and internet.

### **The challenge**

The proposed introduction of a Children's Savings account raised the prospect of young customers depositing large quantities of coins collected in home saving piggy banks. This would involve staff manually counting and sorting the coins for each transaction. Possible delays at the counter prompted the society to review alternative methods of handling bulk coin deposits for all customers.

“An alternative method of handling bulk coin deposits for all customers.”

Julie Evans, Head of Retail,  
Principality Building Society



# A simple solution with many benefits

## » the result

*Principality was the first building society in the UK to install a SCAN COIN CDS680. Although the idea of using automated customer cash depositing grew out of a project targeting young savers, the society immediately recognised the wider appeal of such a system. An initial evaluation of available systems lead to discussions with SCAN COIN. 'Cost, features, ease of use and reliability, were, of course, all key considerations,' explains Jane Kelly, Principality's Queen's Street Manager. 'But we also wanted an experienced supplier who understood the way we worked and could provide the back up and technical support needed to roll out the programme of installations to our branches.'*



*The CDS 680 has enabled Principality to deliver on both its original aims – to improve customer service, and to increase the number of people visiting branches.*

The CDS 680 has enabled Principality to deliver on both its original aims – to improve customer service, and to increase the number of people visiting branches. Queuing, particularly during busy periods has been reduced because counter staff no longer have to count bulk coin manually. Eliminating this time-consuming process releases staff to help customers in other ways.

During the first 12-months, at the Cardiff Queen's Street branch, customers used the machine to deposit more than £125,000.

'Staff love the machine,' says Julie Evans, Head of Retail at Principality. 'It lets them focus more on face to face contact with customers instead of getting tied down with coin handling. They get more satisfaction and customers get a better service.'

## » the journey

In seeking a coin handling solution, the society had two aims - to enhance customer service and increase footfall in the branches. Experience of an automated system at a local supermarket encouraged one of the society's marketing team to pursue enquiries that lead to an initial meeting with SCAN COIN.

Their initial research had already established that no other company had the experience, product range or support infrastructure to meet their needs.

A SCAN COIN CDS680 coin deposit machine was initially installed in the society's Cardiff

head office and subsequently transferred to a nearby branch for a three-month trial. This provided hands-on experience in a typical working environment and provided valuable transaction data on which future decisions could be based.

On completion of the trial, a CDS680 was purchased for the Queen Street, Cardiff branch and the loan machine moved to

the branch in Whitchurch, a suburb of Cardiff, for staff familiarisation before they took delivery of their own machine.

Machines were subsequently installed in Wrexham, Caerphilly, Llanelli, Ebbw Vale and Canton in Cardiff.

**"No other company had the experience, product range or support infrastructure."**

## » the solution

The CDS680, selected by Principality, was the latest in a series of self-service cash depositing solutions that first emerged in the 1980s. These and subsequent models are now used by banks, retailers and transport operators with more than 15000 units installed worldwide. Models have been developed to meet the specific needs of each market sector.

Principality customers simply tip their mixed coins into the CDS680 and press the start button. Coins first pass through a cleaner and then a sensor that counts the total value by denomination. Counterfeits and foreign currency are automatically detected and separated from the rest of the coins. On completion, customers take a printed receipt to the counter with their passbook where the deposit is recorded.

Although a feature not used by Principality, the machine can be programmed to restrict access by first requiring an account number.



The modular design of SCAN COIN cash deposit systems offers exceptional flexibility. Customers can select modules that meet their immediate needs confident that in the future they can adapt the system as their business grows and requirements change.

# » quick facts

**Customer:** Principality Building Society  
**Location(s):** Installations in Cardiff, Queen Street, Whitchurch and Canton, Wrexham, Caerphilly, Llanelli, Ebbw Vale.

**Key information:** Principality Building Society is Wales' largest building society, with 420,000 customers, 50 branches and over 600 staff.

**The challenge:** Principality wanted to eliminate coin handling at the counter, enhance customer service and increase footfall in the branches.

**The solution:** Mixed coin is automatically cleaned, counted and a receipt issued for manual entry into the customer's passbook. Counterfeits and foreign currency are automatically detected and separated.

**The result:** Principality was able to reduce queues at the counter, release staff for more productive duties and increase the number of people entering the branches.

**The product** SCAN COIN Cash Deposit Systems offer:

- Modular construction – future proof design
- Flexible software – tailored solutions
- Exceptional accuracy – electronic sensor technology
- Ease of use - customer friendly design
- Total reliability – proven technology
- Systems interface – network connectivity

## your complete partner



Banking



Retail



CIT/Cash centres



Public transport



Gaming/Amusement

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- **SCAN COIN is the leading and most accurate partner for banks all over the world, from smaller branches to central banks.**

The banking sector is highly demanding in terms of security for both hardware and software, and in both these areas SCAN COIN is world leading. SCAN COIN pioneered within self-service as early as in 1987, and today we are once again first in launching tomorrow's solutions for banks

and financial institutions. Our patented sensor technology provides superior accuracy and speed for both coin and note processing, with full software support. The versatility and high performance of our solutions draws on the experience from other industries with very specific demands, such as CIT, public transport, retail and gaming/amusement, that daily provide us with key insights for tomorrow's technology.

Founded in 1966, SCAN COIN is one of today's leading suppliers of cash processing equipment, system solutions and services. Our worldwide customer base is served through a network of SCAN COIN companies and distribution partners covering some 120 countries. SCAN COIN develops, manufactures and markets equipment and integrated solutions for handling banknotes and coins, and has become a world leader in the automatic cash processing market.



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