

## » customer case



### Automated cash depositing has ensured AVON Buses maintains its competitive advantage

*AVON Buses in Merseyside has cut 75% off the time taken to process driver cash by using a SCAN COIN cash depositing system. Linking the system to its Wayfarer and connecting to the management computer system has given this leading independent operator faster access to operational data and improved financial control.*

#### **About AVON Buses**

The company is on a single depot site at Prenton on the Wirral in Merseyside. Over 25 years, it has evolved from mini-bus contract hire to become one of the largest independent stage carriage operators. The company has a fleet of 40 single deck buses and a dedicated number of vehicles for school services. It employs 80 people and currently operates about a dozen commercial routes.

#### **The challenge**

With lower overheads than many larger competitors, AVON Buses can often consider taking on routes that other operators consider unprofitable. Keeping down these overheads is therefore a priority for Operations Manager George Lewis. "As coin volumes increased, we could see that our cash processing capability was being stretched in an otherwise highly efficient operation," says George. "Automating the process was an obvious move but we needed a cost-effective system that could process the volume of cash typically handled by a smaller operator."

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George Lewis,  
Operations Manager,  
AVON Buses

 **SCAN COIN**

# Tailor made solution for smaller operators

## » the result

Automated cash depositing is no longer the preserve of the large bus operators. A choice of solutions from SCAN COIN means that those handling smaller volumes of cash can enjoy the same benefits. The CDS 800 series of machines has not only extended the coverage of automated cash depositing but allows operators to customise their machine to suit their precise requirements. The modular design of the CDS 800 series particularly appealed to AVON Buses who recognised the benefits of adopting a system that could evolve and grow with their business. "It is reassuring to know that as requirements change, we don't necessarily have to invest in a new machine and can simply add or change the modules," said George Lewis, Operations Manager for AVON Buses.



*The time taken to process cash each day has been dramatically reduced.*

Instead of four hours it now takes less than one hour, which means that cash office staff are free to undertake other duties. Automating the process and transferring data electronically also reduces the opportunity for errors. Such flexibility and savings are always beneficial but particularly important for a small operator with few administrative staff.

Banking cash earlier in the day reduces the security risk of holding cash on site any longer than necessary and avoids visiting the bank at the busiest times of the day. Shorts and overs discrepancies can be quickly identified and rectified. The company also has a much more accurate picture of its cash processing through instantaneous access to transaction data. This is providing AVON Buses with valuable management information that enables it to identify and resolve problems early and therefore avoid any impact on the business.

## » the journey

AVON Buses started their search for an automated cash depositing solution at Coach and Bus Expo 2006. After considering several machine suppliers, George Lewis and his colleagues quickly decided that SCAN COIN was the only company with a system that could meet their requirements. SCAN COIN's reputation within the bus industry, its extensive experience in cash depositing and the customer service infrastructure were also important factors in the decision.

Within a couple of months AVON Buses placed an order for a rear access CDS 830 machine with note acceptor. The company also acquired a portable SC 350 coin counter. Installed in the lobby area of the main offices, the

machine is secure, easily accessible to drivers and adjacent to the cash office. SCAN COIN technicians worked on site with AVON Buses to customise the on-screen menus and link the CDS 830 to the Wayfarer system for reconciling deposits with the ticketing data.

During this initial commissioning, AVON Buses senior staff also received training so that they could support drivers during the transition to automated depositing. Within a day of installation, the machine was fully operational.

**"SCAN COIN was the only company with a system that could meet our requirements."**

## » the solution

The modular CDS 830 selected by AVON Buses is fitted with SCAN COIN's state-of-the-art coin sensor technology and includes an integral note acceptor. Deposit options are selected and data input using a colour touch-sensitive screen.

The machine is fitted with an integral sorting CAM which eliminates the need for a separate coin sorting machine as the coins are collected in separate boxes according to their denomination.

A card reader and encrypted pin pad provide control over access to the CDS 830. Once drivers key in their personal ID number, the machine starts automatically. They then tip their mixed coins into the feed tray and insert notes into the note acceptor. 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. The CDS 830 offers full PC based on-line connectivity and is linked to the Wayfarer system for reconciliation.

Access to the coin and note vaults and for maintenance and routine servicing is through rear of the machine. With space at a premium, this was particularly important for AVON Buses as it allowed them to position their machine against a wall in the entrance hall to the offices.



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:** AVON Buses

**Location:** Prenton, Wirral, Merseyside

**Key information:** AVON Buses is one of the largest independent stage carriage operators.

**The challenge:** To reduce the time spent in cash processing and therefore release staff for other duties. Also, to accommodate continued growth in the business.

**The solution:** Installation of SCAN COIN's CDS 830 modular cash deposit machines .

**The result:** Reduced the time spent processing cash. More productive use of staff. Earlier banking. Improved financial control of the business through instant access to cash processing data.

**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



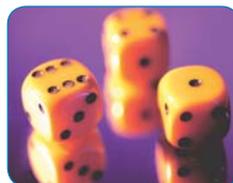
Retail



CIT/Cash centres



Public transport



Gaming/Amusement

- SCAN COIN is a leading partner for the public transport market, all over the world.

SCAN COIN has been pioneering self-service systems for the public transport market since the late 1980s. The key to our success is close co-operation with the operators, listening and responding to their needs. Together, we have initiated the leap from stand-alone cash deposit machines

to PC-based CDP (Cash Deposit Point) systems with wide area networking for both cash data and machine status. The versatility and high performance of our solutions draw on the experience from other industries with very specific demands, such as banking, CIT, 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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