

Cash Handling Processes Made Faster, Safer and More Accurate



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Stuart Jamieson, Chief Operations Officer
Wenty Leagues

Background

Wenty Leagues, located in Wentworthville NSW, Australia, is a large-scale entertainment venue which houses multiple restaurants, bars, gaming facilities and event spaces. In 2020, the club had 70,000 registered members making over 1.4 million visits a year.

The Challenge

With a high influx of cash coming into the business every day which was being managed largely manually, Wenty Leagues was subject to a cash handling procedure which was both time-consuming and unsafe. In conjunction with a large refurbishment of its site, Wenty wanted to make its cash processes more efficient, more secure and more accurate.



“We handle large volumes of cash with many daily transactions right across our business so therefore it’s important for us to secure our money”, says Stuart Jamieson, Chief Operations Officer at Wenty Leagues. “Operational

efficiencies are really important here – it's key to the business and also a key part of my role.”

The Solution

In partnership with Gunnebo Cash Management, Wenty Leagues now has a series of [RS8 and R8 cash recyclers](#) installed in the back office which they use to manage the cash flow of their slot machines and to stock the change desk. They also use cash recyclers at their tills.

The RS8 cash recyclers have a capacity of 16,400 notes and 27,000 coins in Australian currency, with a counting speed of 10 notes per second and 12 coins per second. The speed and accuracy that these machines provide



allow Wenty Leagues to reconcile and balance takings in a fraction of the time that manual processes previously took to perform.

State-of-the-Art Cash Monitoring Software

All cash handling units are integrated with [Gunnebo's cash monitoring software](#) – a web-based platform designed to manage and control cash processes. This software provides Wenty Leagues with features such as real-time reporting, auditing trails, a complete overview of the cash cycle, remote access, same-day cash-back, CIT integration and cash management optimisation.

Gunnebo Cash Management has developed this platform over time together with Wenty Leagues' operational team to suit the business' specific needs.



It's a very malleable system...which fits what the customer requires.

“We like to understand how the technology is delivering value to them, how their business is changing over time and how we might need to tweak things, be that through the hardware, the software or the services we offer,” adds Michael Brookes, who runs the Gunnebo Cash Management business in Australia and New Zealand.

Benefits

Through the implementation of Gunnebo Cash Recyclers, Wenty Leagues is saving many hours on reconciliation and balancing, with clearance process times having been cut in half. Real-time reporting and tracking functions eliminate cash differences which also reduces the time spent on back-office administration. And with cash now stored in a certified safe, the risk of theft and losses have been reduced.

“We are able to have such confidence in the money that’s put through those machines and that the figures are accurate,” explains Kathie Bell, Finance Administrator & Strongroom Supervisor, Wenty Leagues. “If I have an issue, I can go back of house and check.”



To have these reports available to me, the visibility that I can tap into anything – it’s so easy for me to do that. It’s not piles and piles of paperwork – it gives me the tools to assist the patrons and the staff. That makes my life so much simpler.

The Result of a Long-Term Relationship

“Wenty Leagues have had a relationship with Gunnebo since 2015”, explains COO, Stuart Jamieson. “That’s a relationship we’re really proud of and looking forward to growing over time and into the future.”

Gunnebo believes it’s equally important not just to have the technology in place, but to understand the change process that needs to happen as a result of that technology being implemented. That is why an ongoing relationship with customers is key to delivering lifetime value to them.



Find the right solution for you!

Gunnebo Cash Management creates a more efficient and secure cash cycle to help you reduce the cost of cash handling.

Cash Monitoring Software

Complete control over your cash handling operations with business analytics, service monitoring, end-to-end cash reconciliation and multi-device connectivity.

Cash Deposit Solutions

Save time and money with smart cash deposit solutions for retail front and back office.

Cash Recycling Solutions

Optimise your cash flow and keep cash circulating efficiently with cash recycling solutions for retail.

SafePay Closed Cash Management

SafePay replaces traditional tills with a smart recycling system which protects cash from payment all the way to the cash-counting centre.

Bank Solutions

Cash automation solutions which support bank branch transformation and cut the time staff spend working with cash.

Service

Expert support ensures that your systems run smoothly and efficiently with minimal disruption to your business.



Talk to one of our experts:
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