

CONNECTING CASH PROCESSES at NHS Trust Sites

Cash is still a preferred method of payment for many people, but the way you process, sort, count, validate and store that cash has a significant impact on your operational efficiency and bottom line. It makes sense to reduce the complex, repetitive and time-consuming tasks staff face by using automation as a tool to support them. When used strategically, cash automation technology will transform your staffing and operations model for good.

Newcastle NHS Trust

Newcastle NHS Trust decided to automate their cashiering process and the lengthy administrative data entry tasks that occurred as a result of processing the cash that was received into the trust from parking, customer travel funds, Royal Voluntary Service shop, staff canteen and on-site café.

Working with Glory (the equipment manufacturer) and Cashtec (the distributor) the Trust installed two CI-100 high-speed, large-capacity cash recyclers at two sites within their cashier offices. The guidance and training provided by Glory and Cashtec enabled the Trust's cashier team to use the machine with ease from the 1st day of installation. Since then the Trust have experienced huge operational benefits that have reshaped the way they process cash onsite.

Securing the cash cycle – All users of the CI-100 are provided with their own profile and assigned specific tills/floats appropriate to their role. Only super users and senior cashiers can change the assigned tills, floats and limits providing stricter control, security and authority over cash processes.

Fast and accurate cash processing – Depositing cash is quick and easy using the coin hopper and note counter. The counting process is completely accurate and much faster at counting high volume coinage income from restaurants and car parks than our previous processes.

Automated reconciliation reporting – Daily reports are produced by the CI-100 server software detailing income and floats/withdrawals for each till. The report provides receipts and transaction data which are automatically coded to the relevant cost centre so the Trust saves a significant amount of data inputting time and eliminates the possibility of human error. The time saved from moving away from a manual process has been diverted into other more valuable staff activities.

“We are currently designing bespoke rooms for the CI-100 machines at both hospital sites, initially trialling this at one hospital site. The room will serve as an access point to deposit and withdraw floats for an out of office service. Doing this we hope to provide flexibility to departments to control their own cash needs, whilst allowing cashiers to put patients first and focus on delivering the highest standard of patient services.”

Robert Brumpton, Assistant Financial Accountant
Newcastle upon Tyne Hospitals NHS Foundation Trust



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