



CASE STUDY

Fifth Third Currency Processing Solutions® (CPS)

“Simply put, the wages we save more than pay for the solution”

—Curtis Ramsey, VP Accounting, Goodwill Central Florida

About

Goodwill Industries of Central Florida provides occupational and job placement assistance to hundreds of thousands of people with disabilities and other barriers to employment. With 29 stores throughout the region, the non-profit retailer needed help streamlining their cash management processes.

The Challenge

Goodwill of Central Florida wanted to bridge the gap between labor and efficiency. Like many retailers, managing cash in their stores is a complex process. **Their cash handling process was time-consuming and took managers away from serving customers, supporting staff and other revenue-generating activities.**

The Solution

Having established a trusted, personal relationship with Fifth Third over the course of eight years, Goodwill's VP of Accounting, Curtis Ramsey knew he could count on his banking partner to improve their business operations. **Fifth Third installed CPS cash recyclers with coin counters at each of their Central Florida locations to make Goodwill's cash management process more efficient.** The innovative solution automated the retailer's most labor-intensive cash handling activities, including reconciling, counting, dispensing cash drawers and change orders and preparing deposits.

Benefits of Implementing Currency Processing Solutions®:



Labor savings



Improved working capital



User-friendly interface



The Results

Goodwill of Central Florida found that by employing Fifth Third's smart safe solution across their stores, they were saving upwards of three hours of labor per day. This has not only provided them with additional time to dedicate to customer engagement, but it also translated into substantial financial savings.

In addition to improving labor efficiencies, Goodwill realized valuable ancillary benefits as well. They improved working capital by minimizing change order funds and gaining advanced access to provisionally credited deposits. The solution also allowed them to reduce the frequency of costly armored courier pick-ups. Best of all, the easy-to-follow interface has improved efficiencies without sacrificing employee safety.

Fifth Third's automated solution virtually eliminated manual cash handling activities, freeing up staff to focus on what they do best—serving customers and community.

“CPS 6K earns its way daily, allowing us to deploy staff to income-earning activities”

—Curtis Ramsey, VP Accounting, Central Florida

Discover how Fifth Third can help to streamline your cash management process. To learn more about Fifth Third's currency processing solutions, visit 53.com/CurrencyProcessingSolutions.



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