Get Ahead of Competition

Achieve Productivity, Traceability and Security

Safe Family

Integrated Cash Processing Solutions

ICB SOFTWARE & CONSULTING

The Bulk Cash Handling Process

THE CHALLENGE

Processing of large volumes of notes and coins is complex, costly and time-consuming which forces an increasing number of banks, major retailers and other handlers of cash in bulk to find solutions to optimize the process and to reduce the operational costs and resources.

"*In the past it was acceptable to keep large amounts of cash in stock in the branches in order to serve the customers' needs. The cost of keeping money in stock is progressively increasing so banks are struggling to reduce the time for converting the physical cash in cashless transactions*", points out Ivan Raichkov, Director of Operations Department in Unicredit Bulbank.

CASH DISPOSAL PROCESS
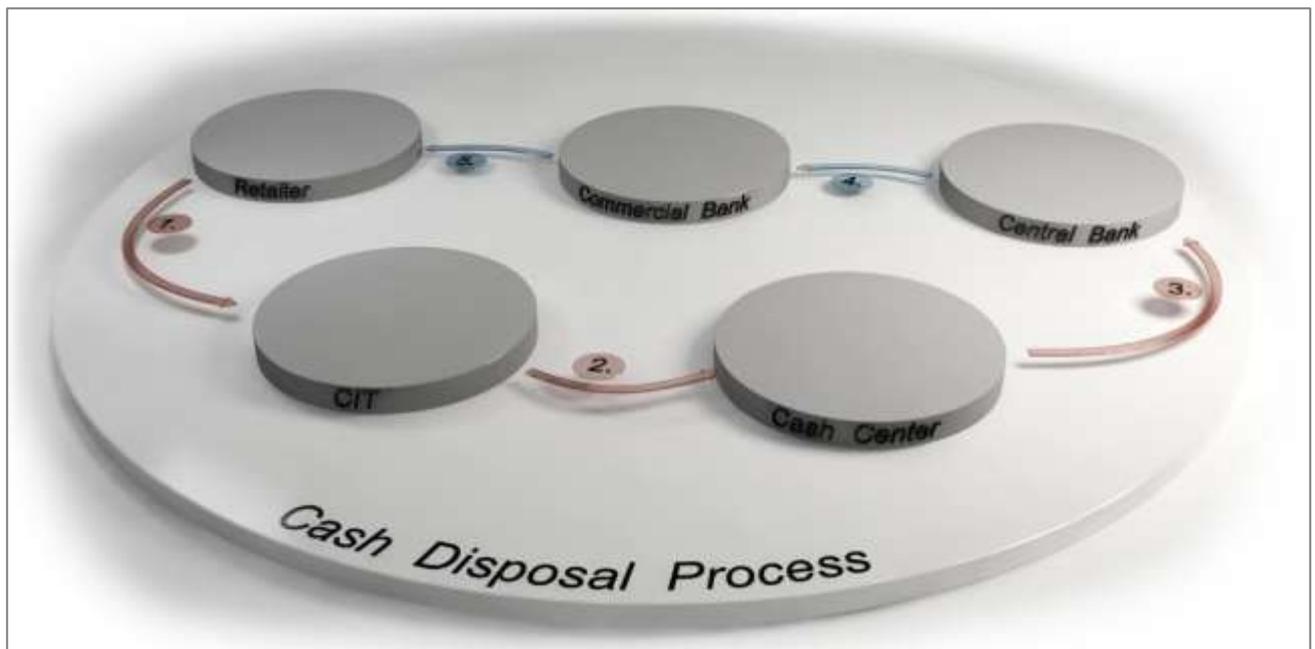
Retailers usually operate with large amounts of cash. In order to safely deposit their cash the Retailers use CIT companies to transport the cash shipments (1) to the Cash processing centers, where the cash is counted and safely stored (2). After being processed and repackaged the cash is deposited to the vaults of the Central bank (3) where the Settlement account of the Commercial Bank is credited (4). Then the Commercial Bank credits the accounts of the Retailer (5) thus closing the cycle between the initial cash order and the final financial transaction between the Commercial Bank and the Retailer.

CASH WITHDRAWAL PROCESS

When a Retailer needs money in cash a cash order is placed to the Commercial Bank (1). The Commercial Bank debits the Retailer's bank account and transfers the money to the bank's Settlement account (2). The Cash processing center withdraws the money from the Central Bank's vault and prepares the money for transportation (3). Finally, the CIT company transports the cash to the Retailer completing the cash order (4,5).

THE SOLUTION

ICB has designed and developed **SAFE Family,** an integrated software package that addresses the needs of the bulk cash handling industry. ICB's software implements best practices thus enhancing the security and productivity of cash centres, bank branches and retail stores.

> ➢ *SAFE Family improves the performance in the cash handling processes with real-time information traceability, high level of security and excellent operational efficiency.*

WHY IMPLEMENT ICB CASH HANDLING SOFTWARE?

The Safe Family solutions deliver a unified communication environment that boosts the user's productivity and makes the customers satisfied with the bank's services. The ICB software provides available and accurate information for the cash handling operations. It enhances the control and end-to-end security of the entire process.

Key benefits delivered by the SAFE Family solutions are:

> ➢ **Up to 10 times improvement in productivity**;
> ➢ Significant **decrease in the amount of hardware needed** for cash processing;
> ➢ **Enhanced security** and **complete audit trail** delivery;
> ➢ **Error elimination**;
> ➢ **Significant risk minimization** and **fraud prevention**;
> ➢ **Better informed management decisions**;
> ➢ **Improved customer service**;
> ➢ **User-friendly interface**.

SAFE Family – Professional Cash Processing Solutions

The Safe Family software package helps all participants in the cash value chain efficiently to handle their respective processes. It applies additional security and control over the process:

➢ The Retailer can *e*lectronically order and monitor online its **Cash** using the **eCash** software;
➢ The Cash Center **Safe**ly and quickly counts and sorts the **Cash** using the **Safe Cash** software product;
➢ The Commercial bank "as **Safe** as **Bank**" manages the cash flows between its offices and between branches using the **Safe Bank** product;
➢ All parties involved are **Safe**ly **Link**ed and communicate with each other, using the **Safe Link** secure communication environment.

All products included in *Safe Family* are completely integrated with each other, but each of them could also work as individual solution. The SAFE Family systems are based on proven practices in the cash processing industry and incorporate cutting-edge Microsoft technologies.

All Safe Family solutions are multilingual and multicurrency systems that are suitable for both local and international financial service suppliers.

Safe Family provides solutions for various business scenarios such as:

• Cash Center counting, sorting and processing management – Safe Cash;
• Commercial bank branches and ATMs cash distribution management – Safe Bank;
• Retailer cash orders management – eCash.

Safe Cash – Professional Bulk Cash Counting and Processing Solution

Safe Cash is designed to track and manage the flow of cash within the bulk cash handling centers while improving information security and operational efficiency. The software controls the processing, recording, tracking and reporting of cash movements inside the cash center as well as the outside communication with customers, banks and CIT companies.

Safe Cash covers every aspect of the cash handling process in the cash centre from the cash delivery point and going through the cash registration, counting and customer account balancing. Safe Cash also handles the delivery of cash to customers including orders handling and vault control. The system has an open architecture that easily integrates with external software systems of banks and customers thus providing unified communication environment that enhances the productivity and delivers extended security.

SAFE CASH KEY BENEFITS

Safe Cash is a scalable software solution that is suitable for both companies with single and multiple cash center. The main advantages of the system include:

➢ **Up to 350% optimization in the cash center throughput**
Safe Cash is designed and developed to provide complete automation of the cash entering point delivering easy-to use interface for registration and manipulation of the initial cash bags. The system also provides a barcode scanning integration that facilitates the order processing by eliminating manual work and reducing almost to none data entry mistakes.

➢ **Significant reduction in the cash processing hardware**
By providing process automation and information integration Safe Cash helps cash centers increase the productivity of each operation which leads to utilization of the cash counting machines and decreases the spending for new hardware.

Safe Cash Facts&Figures:

• Average number of banknotes processed by a cashier per month: 1,953,000

• Average number of deposited banknotes processed by a cash center per month: 11,950,000

• Average number of vehicles serviced at cash receiving bay per day: 175

- Money counting

- Money storing

- Tracking cashier's responsibilities

- Vault management

- Bags and seals materials track and trace

- Customer contract templates

- Automatic customer fees calculation

- Cash module incl. integration to fiscal printers

- Graphical management reporting

- Cash counting machines integration

➢ **Total control and audit trails**

Safe Cash controls each aspect of the cash handling process. The system gives the supervisors the possibility to trace certain events or units in the history modules. This helps improve the security of the process and establishes good fraud prevention policies.

➢ **Data Synchronization throughout the entire organization**

Delivering an integrated working environment Safe Cash provides consistent and up to date operational data.

➢ **Almost no data entry mistakes**

The easy-to-learn and easy-to-use interface guides the user through the processes. In addition the system supports information validation policies and alarms that prevent the users from making unnecessary mistakes.

➢ **Improved Management Reporting**

Safe Cash records all deposits, reconciliation and order processing operations. This gives the cash center managers the relevant and accurate data they need to build strategies, plans, budgets, capacity and staffing levels. The up to date information helps the management to achieve a tighter control over all processes within the cash centers while enhancing the security levels.

➢ **Centralized administration**

Safe Cash comes with an administrative module where central data (such as customer database, operator information and services) is stored. The administrative module also provides a multi-lingual and multicurrency support of the system that can be adjusted for the needs of each particular location.

Safe Bank – Optimized Branch and ATMs Cash Processing

Commercial banks need to administer and process large quantities of cash in order to deliver efficient and secure services to the bank end customers. As profit making organisations, they are continually working to extend the value in the services given to the business but at the same also struggle to keep a low level of the operational costs.

Safe Bank is a professional cash handling software that offers a cost-effective solution which immediately improves the processing efficiency in your bank branches and provides a powerful tool for synchronized cash flow management in the bank headquarters. The system is designed to automate and facilitate the daily cash operations while seamlessly improving the security and integrity of the processes.

SAFE BANK KEY BENEFITS

➢ Centralized cash handling process within the bank branch network
Safe Bank provides a set of functionalities that help the automatic distribution and dispatch management of cash deposits and withdrawal requests between bank branches and between bank headquarters and cash service center.

➢ ATMs fill in optimization
Safe Bank provides advanced ATM's fill in management that helps the bank to keep the optimal level of the ATM stocks while minimizing the expenses for cash transportation and security.

➢ Cash handling cost reduction by process optimization
One of the main purposes of Safe Bank is to provide cash managers with tools that help transparent monitoring of the cash demands within the bank and guides them to distribute the cash in a proper manner that satisfies the customer demands while saving money. The system also has an optimization functionality that eases the cash managers in order to take the best cash order distribution decisions.

Safe Bank Main Features

- Branch deposits and withdraws management (Safe Branch)

- Cash requests dispatching

- Automatic requests generation based on branch limits and net cash

- Automatic services fees calculation

- Customer, branch and ATMs templates

- Automatic accounting transactions generation

- Generating requests for refilling ATMs (Safe ATM)

- Graphical management reporting

- Integration with core banking software

- Integration with ATM's monitoring software

➢ **Information traceability and control**

The Safe Bank system keeps history of each action and transaction made thus ensuring complete audit trail of the operations.

➢ **Integration benefits**

Safe Bank is designed in an open-architecture way that allows seamless integration with the bank's core system thus eliminating double data entry and providing complete information integration and traceability. In addition, Safe Bank could be linked to the other participants in the cash handling cycle.

eCash – Secure Way to Trace your Retail Cash

- Submitting orders for depositing and withdrawing notes and coins

- Monitoring of the money transfer status (money arrival, money counting, differences, etc.)

- Graphical management reporting

- Integration to retailer's legacy systems (e.g. Accounting system, ERP)

- Integration to CIT company and Commercial Bank cash processing systems

Retailers usually operate with large amounts of cash that needs to be processed, managed, tracked and traced in a proper way in order to ensure efficiency and security of the process. Having a large chain of retail stores, petrol stations or other cash collecting points makes it difficult to control and to prevent from frauds in the cash handling process.

ICB has developed an easy-to-install and easy-to-implement web-based solution **eCash** that helps the front cashiers in the retail points to easily register and trace the status of the cash orders placed to CIT companies. The eCash system allows a real-time monitoring and traceability of the status of the cash containers thus ensuring full transparency and control over the process.

eCash provides a user friendly web interface for registration and monitoring of the cash order status that requires no additional time for staff training. In addition, the system supports a graphical management reporting tool that delivers up-to-date information concerning the cash distribution and turnover amongst the different sales points in the entire retail chain.

eCASH KEY BENEFITS

➢ Complete traceability and real time information of the cash transaction processes
➢ Improved security and audit trail concerning each cash bag operation
➢ Value-added management reporting and statistics

About ICB

ICB - InterConsult Bulgaria Ltd is a leading Bulgarian software and consulting provider with more than 14 years of market presence. The company offers high quality services in the fields of management and IT consulting, software design and development, maintenance, support and end customer training. ICB has more than 240 successfully completed projects in leading financial, engineering, utility and government organizations.

> ➢ **ICB has more than 10 years of experience in the development and integration of integrated cash processing solutions**

> ➢ More than 65% of the cash transactions in Norway are processed by solutions developed by ICB. Since 1998 ICB together with the Scandinavian company Gunnebo has been developing a system for cash management called Easy Safe which is operating in the Norwegian cash service company NOKAS

> ➢ ICB was awarded with the Corporate IT Project of the Year 2009 by Computerworld magazine for the project of implementing the Safe Cash system in the Bulgarian Cash Service company DKU

Some of the banks that already have implemented the Safe Family solutions are:

- Raiffeisenbank Bulgaria
- Unicredit Bulbank
- United Bulgarian Bank
- Societe Generale Expresbank
- Emporiki Bank Bulgaria
- Cash Service Company DKU in Bulgaria
- Cash Service Company NOKAS in Norway
- Den Norske Bank