

A sweeter cash management situation

When managing lots of West Coast vibes proved a burden, Nectar switched to a simpler solution.



THE CHALLENGE

When it's your job to help people relax and feel their best, those customers need your full attention. That's the kind of customer service the budtenders at Nectar, an Oregon-based dispensary, deliver on a daily basis. Yet, something got in the way—their cash handling process.

Nectar, like many other dispensaries across the United States, deals in large quantities of cash on hand. And it isn't because their customers prefer paying in cash; it's because federal guidelines limit how cannabis retailers do business with mainstream banks, making it difficult to manage deposits and accept electronic payments like debit or credit cards.

Tara Land, Regional Manager for Nectar, said the sheer volume made accuracy a concern.

"Since we began using the Cash Recycler, it has helped us further automate and streamline our processes," she said. "It ensures seamless transactions and accountability, ultimately allowing our Budtenders to focus on the customer experience."

Minimizing cash on hand is also a priority for the safety and security of the team.

Fortis™ 5



THE SOLUTION

Nectar began looking for alternative cash management solutions like most consumers would, by doing a little research. Joe Ruhoff, Director of Retail Operations, said his team visited traditional retail stores to gauge their experiences with cash recycling technology. That's how Revolution quickly made the short list for a proof-of-concept trial.

Ruhoff said he pitted Revolution against several other options across multiple Nectar locations, but the results were clear: "We just couldn't find the same software and capabilities that we got from Revolution," he said.

Soon, Revolution installed cash recyclers into a higher-volume store in Eastern Oregon, quickly followed by additional deployments in the Portland area. The entire process took a phased, weekly cadence, including breaks for holidays, which lasted between seven to nine months.

Ruhoff said the onsite support and training from Revolution staff made the process smooth and enjoyable, even during new store openings and other hectic timelines.

"They were really helpful getting all the right settings, permissions, and reporting," he said, "including capabilities, viewpoints, FPD, and transmission."

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Tara Land, Regional Manager

THE RESULTS

Once installed, Land noticed several immediate changes, beginning with cash flow. “We’ve seen the process more consistent the longer we’ve had the [cash recycler], and the more we know how much is going to be used at what time weekend versus weekday, morning versus night. The longer the machines are in the store and the employees are better at using them, we see more consistency.”

Land said the training itself proved intuitive for new and legacy employees alike, saying, “You can use this machine whether you’re experienced or not experienced. It’s just a click of a button, and it’s very step by step.”

While cash volume varies by location, the benefits are consistent across any store with a recycler. Overall accuracy has improved, and the streamlined process has expedited shift changes and reconciliation by roughly 30 minutes a day, seven days a week, which quickly adds up in terms of time savings. This means less time and fewer employees in the back office and more availability for customers.

At one location, the response has been so positive that their cash recycler received a name: Johnny Cash.

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Joe Ruhoff, Director of Retail Operations

The Nectar team had one helpful surprise, though. With help from reporting and historical data, the Nectar team discovered they kept too much cash in stores and adjusted accordingly. Now, precise amounts of cash are stored safely in the vault.

“Everything that we expected to be positive was absolutely a positive,” Land said. “And a lot of the negatives we expected actually became positives. For instance, we weren’t sure about the customer service and how responsive people calling the helpline would be. But honestly, (the service) is amazing.”

CONCLUSION

Revolution cash recycler technology helps cannabis retailers:



Streamline shift changes and reduce payroll



Optimize and secure large volumes of cash



Increase accuracy while promoting safety and accountability



Spend less time on cash reconciliation and more time with customers

Contact us at **1-855-616-3827** or **info@rrs360.com** for more information.

ABOUT



Nectar is an Oregon-based cannabis dispensary, specializing in high-quality THC and CBD products and accessories. Founded in 2014, it has since grown to 30+ locations across the state, including the Greater Portland area, Salem, Eugene, and beyond.

Revolution
Retail Systems

Revolution Retail Systems is a Texas-based company with years of experience delivering cash management technologies for retail and business. As a leading innovator of cash automation technology, Revolution currently supports some of the world’s largest retailers. And with over 13,000 cash recyclers deployed in North America, they are not only transforming the way retailers handle cash but are rapidly growing their business base.