



Loomis Cash-in-Transit provides a safe, secure, and economical way of picking up deposits and delivering change orders



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*Ben Carter,
Assistant Controller,
Torchy's Tacos*

THE CHALLENGE

Torchy's Tacos restaurant chain, headquartered in Austin, TX, operates 58 restaurants located in Texas, Colorado, and Oklahoma.

The challenge that Torchy's Tacos faced was finding a cash-in-transit vendor that could handle their cash requirements reliably and quickly, and be responsive when those needs changed.

Another challenge was that manager trips to the bank to make deposits or pickup change orders took valuable time away from their restaurants that could have been focused on improving business operations.

Trips to the bank also exposed these employees to the risk of robbery and injury while in transit to make deposits and pick up change orders.

THE SOLUTION

With Loomis armored transport services, Torchy's Tacos could eliminate employee trips to the bank, freeing up staff time to focus on their customers and employees, and create a precise cash transportation schedule for deposit pickups and change orders that reduced costs.

“Our Loomis representative has been very responsive, which helps us tremendously,” explained Ben Carter, the Assistant Controller for Torchy's Tacos, “and the consistency of Loomis’ pickups has been reliable.”

Torchy's Tacos fully appreciated the need for a responsive cash handling partner when their Houston locations were impacted by Hurricane Harvey in late August of 2017. As these restaurants began to reopen after the hurricane, Torchy's banks in the Houston area were still closed. “As some of our restaurants were coming back on line, we needed our deposits picked up as well as change orders processed from our bank,” explained Carter.

The closest bank branch open that could accept deposits and process change orders for Torchy's was over 80 miles away in College Station. “Because Loomis is dedicated to customer service, they made a serious effort to get our restaurants the cash services they needed. Loomis made the trip to College Station in order to get our locations back on line.”

Torchy's Tacos relies on Loomis Cash-in-Transit services to not only perform cash services as needed, they also work to resolve any reconciliation issues that Torchy's may have. “Our Loomis representative is very responsive on those rare occasions when we need assistance resolving an issue, which is tremendously helpful,” Carter pointed out.

“During the course of our day-to-day operations, our needs often change. When they do, we relay them to Loomis, and those changes are put in place with 24 to 48 hours, which is great,” Carter said. “I’ve never had a problem with Loomis.”

THE RESULTS

Safe, secure processing of change orders and cash deposit pickup

Loomis picks up deposits, provides change orders, and also performs emergency cash deliveries on Torchy's Tacos' schedule. In addition, Loomis is quick to respond to any customer service issues that need to be addressed.

Reduction in risk of robbery, theft, injury, and accidents

Using Loomis secure armored transport removes the risks of robbery, theft, injury, and accidents associated with Torchy's Tacos employees transporting deposits and change orders to and from a bank. In addition, the time saved is focused on customers and operations.

CONCLUSION

A partnership with Loomis can help restaurants and retailers achieve the following:

- ❑ Mitigation of risks associated with robbery and injury
- ❑ Increase in profits through the reduction of costs associated with inefficient cash handling processes

Contact us at sales@us.loomis.com or (713) 435-6700 Option 2 for more information on how Loomis Retail Cash Handling solutions can benefit your financial institution.