



When time is money: Hutch's convenience stores find faster cash management solutions

THE CHALLENGE

For years, daily cash deposits in Elk City, OK, were made by none other than Ross Hutchinson, the founder of Hutch's convenience stores. That's because it was too disruptive to have store managers leave their facilities and drive back and forth to the banks during the busiest time of day. Not only that, but at each of their 21 locations, staff spent significant time preparing tills for opening/closing and shift changes, counting cash, and bundling it—up to three times a day, by multiple associates—which took time away from serving customers.

“Closing out and starting a shift was a big problem in our stores,” said the founder's son and current CEO David Hutchinson. “When a shift change happens, you've got two cashiers at a register that's shut down, and you could see customers waiting in line at another register getting impatient. That was a frustration of mine from a customer standpoint.”

THE RESULTS

After fully integrating the cash recyclers in seven of the stores, Justin Robinson, COO of Hutchinson Oil, said the biggest change came in labor savings. Before the solution was in place, it took two people 15 minutes each to start a shift, totaling 30 minutes in labor costs every time a new cashier counted and verified a new drawer. Now, the cash recycler dispenses pre-counted drawers, so the switch happens much faster, cutting register downtime during shift change to just one person taking two minutes at most. And with less time spent counting cash, teams can focus on serving customers that much more.

“It saves so much time and effort from the older safes,” said Robinson. “And freeing the manager from making deposits so they can remain in the store during the busy times is just a huge difference.”



Titan RX

In addition, because 20–30 percent at some Hutch's location transactions were in cash, waiting for a weekly pickup from an armored car service wasn't an option—there simply wasn't space to safely store the money night after night. The smart safes they had didn't have enough capacity.

Another benefit: drawer balances in the tills can be lower because it's easier to retrieve money from the cash recycler. Cashiers no longer have to worry about making change for large bills—even if they've just put a quantity of fives in the recycler.

The Loomis solution even had an effect beyond cash management. Saving time turned out to be a factor in job satisfaction as well, which is critical in a rural environment.

“In the labor market we're in today, anything to help somebody be more satisfied with their job is a win,” Robinson said.



CONCLUSION

With such positive results, Hutchinson said they have plans underway to roll out the Loomis solution into another seven Hutch's stores in the coming months.

Loomis cash recycling solutions helped Hutch's convenience stores:

- Eliminate trips to the bank
- Increase customer service bandwidth
- Optimize tills for shifts
- Reduce time counting cash
- Reduce time spent verifying deposits

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ABOUT HUTCH'S

Hutchinson Oil Company (Hutch's) currently operates 21 convenience stores and truck stops, along with providing bobtail and transport fuel deliveries across Oklahoma and the southwest corner of Kansas.

ABOUT LOOMIS SOLUTIONS

Loomis offers secure and effective comprehensive solutions for managing payments, including the distribution, handling, storage, and recycling of cash and other valuables. Loomis customers are mainly financial institutions and retailers. Loomis operates through an international network of around 400 branches in more than 20 countries. Loomis employs around 25,000 people and had 2022 revenue of more than SEK 25 billion. Loomis is listed on Nasdaq Stockholm Large-Cap list.