

# Seamless Cash Handling: How D&B Properties Utilized Loomis Smart Safes



*D&B Properties automates cash management processes at their Sonic Drive-In franchise locations with the SafePoint Titan smart safe. The safe cuts cash handling costs, increases efficiency, and protects employees.*

## THE CHALLENGE

D&B Properties, a restaurant management group located in Dyersburg, TN, operates a Sonic Drive-In franchise with 27 quick service restaurants throughout Tennessee, Missouri, Kentucky, and Illinois.

The challenge that D&B Properties faced at their quick service restaurants involved managers contending with a time-consuming cash management process coupled with risky bank runs. Managers would have to devote hours every day to counting cash collected from the Sonic Drive-Ins' multiple car hops, and when there were cash shortages, the managers would spend additional time determining who was accountable for the missing cash. Providing accurate cash balancing and assigning accountability for missing cash were goals that were difficult to achieve.

Managers would also have to make bank runs to get cash and coin, and at the end of the day count the cash, prepare deposit slips, and transport the deposit to their bank's night deposit. The risk of robbery or vehicle accidents while transporting the cash were considerable, as were the costs associated with such an event.

## THE SOLUTION

At the suggestion of their bank, D&B Properties partnered with Loomis in early 2010 to install smart safes at their Sonic Drive-In locations. The partnership continued in 2016 when D&B Properties renewed their contract and upgraded their current safes to the SafePoint Titan smart safes, part of the SafePoint by Loomis cash management ecosystem.

"The reason why the Loomis safes were first installed was to get the money out of the managers' area of responsibility," explained Angie Covey, Human Resource Manager at D&B Properties. "They would have to count down the car hops' cash at every shift, so a lot of time was spent on cash handling. We recognized that the SafePoint solution was an effective way to minimize cash inefficiencies and theft." The Sonic Drive-In managers also quickly recognized the benefit of having the SafePoint solution.

While the first generation Loomis safes served their purpose, they were not always easy to use. "The older safes were less reliable," Covey explained. "You couldn't update their software, they weren't user friendly, they would get jammed, and they weren't big enough to handle our volume of cash."

When their contract expired in 2016, D&B Properties entered into a new contract with Loomis that utilized the newer Titan smart safes. "We've had the new safes for over a year," stated Covey. "We love the new Titan smart safes. The newer technology has made day-to-day business so much easier for us." The newer Titan safes also allow for the software to be updated remotely from Loomis, and the hardware is predictably reliable. Service calls for malfunctions are rare and the safes can accommodate the Sonic Drive-Ins' high volume of cash.

D&B Properties recognized that Loomis had established partnerships with multiple banks across the United States, enabling integration of the smart safes with many of their customers' banks so that Loomis can provide provisional credit within one day for cash deposited into the Titan smart safes.



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Angie Covey,  
Human Resources Manager, D&B Properties

“The great thing about Loomis is that they have relationships with the banks so that we didn’t have to do the research to find out if the safes will integrate with the bank. Loomis works directly with the banks to process the deposits and change orders,” Covey said.

If there ever are any service issues, D&B Properties praises Loomis’ responsiveness. “We know who to call at Loomis and they respond quickly,” Covey noted, “but again, since we’ve installed the new safes, we rarely have to contact them. It’s been a nice, smooth transition to the new safes.”

While Loomis provides online account management with Loomis Direct, D&B uses their own reconciliation process with their banks. “We don’t usually go to the Loomis account management site, but it’s a nice back-up to have if we ever need it.”

**THE RESULTS**

**Reduction of cash shrinkage and internal theft**

With SafePoint by Loomis, D&B Properties’ Sonic Drive-In employees do not collect and count cash at the end of their shifts, they deposit it into the smart safe as needed. At the end of the cashier’s shift, managers generate an end-of-shift report which details how much money each employee deposited into the safe. By closing the loop where cash shrinkage occurs, cash loss and internal theft are deterred.

**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 D&B Properties’ Sonic Drive-In employees transporting deposits and change orders to and from a bank. In addition, the time saved is focused on customers and operations.

**Easier to maintain smart safes**

Loomis’ Titan smart safes require few service calls. Removable bill readers in the Titan safes reduce the need for service calls by allowing store management to easily clear bill jams and clean the bill readers.

**Better safe tutorials**

D&B Properties noted that Loomis’ smart safe tutorials are helpful when training new staff. For D&B Properties, having years of experience with Loomis’ smart safes also played a big role in getting up to speed on the new safes.

**Return on investment**

The cost of the SafePoint by Loomis is offset by the savings D&B Properties realized through the reduction of direct labor involved in handling and counting cash. D&B Properties achieved the following results:

- 80% reduction in time spent by management handling, counting, and/or depositing cash.
- .5% reduction in direct labor costs.
- 90% reduction of cash theft, loss, and shortages.

**CONCLUSION**

SafePoint by Loomis can help quick service restaurants and retailers achieve the following:

- Mitigation of risks associated with robbery and injury
- Increase in profits through reduction of costs associated with inefficient cash handling processes and cash shrinkage
- Streamlining of account management with responsive support service