



## Customer Spotlight - RKJL Foods Ltd.

*Owner and operator of 7 McDonald's® restaurant franchises*

In a highly competitive marketplace, quick serve restaurant owners like RKJL Foods Ltd. which operates McDonald's® franchises in the Kingston and Gananoque area, need an efficient cash management process. Brink's CompuSafe® Service improves the accuracy of their cash management procedures, boosts staff accountability, increases safety for managers who no longer need to make cash deposits at the bank, and reduces the time needed to reconcile registers.

AT A GLANCE

**Company Name:** RKJL Foods Ltd.  
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**Location:** Kingston & Gananoque, Ontario  
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**Industry:** Quick Serve Restaurants  
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**Solution:** Brink's CompuSafe® Service with Daily Credit™  
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**Benefits:**

- Deposit accuracy increases, deposit losses drop to less than 0.01%.
- Eight-hour till shift no longer needed, allowing managers and supervisors to focus on guests and crew.
- Travelling to the bank for deposits is eliminated, improving staff safety and saving time.
- Staff is accountable and responsible for till balances at the start and end of each shift reducing errors.



### Challenges and Solutions

RKJL Foods Ltd. purchased the McDonald's franchise locations in 2000 and depended on managers and staff to travel to the bank with deposits in locations where the Brink's armoured transportation service wasn't being used. The process took two staff members out of each restaurant up to an hour and a half each time a deposit was made.

Director of Operations, Greg Dye, also needed to get on the phone regularly with the bank to clarify deposit discrepancies or to get a full report of bills the bank identified as counterfeit.

To improve cash flow, deposit accuracy and security, RKJL Foods selected Brink's CompuSafe Service with Daily Credit to improve and automate its cash management. The solution provides the combination of services RKJL Foods needs including armoured transportation, electronic daily credit, deposit processing and visibility of cash totals for all stores through the CompuSafe Dashboard, an online management and reporting tool. CompuSafe technology instantly verifies, authenticates and guarantees all cash inserted into the accepters.



# Brink's CompuSafe Serves up Cash Management Security, Accuracy & Efficiency for Kingston-area Franchise

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## Improved Accountability

For Dye, one of the biggest improvements facilitated by CompuSafe has been staff accountability.

"Each crew member is completely responsible for their individual till from start to finish and no one else ever touches their money. CompuSafe moved the counting and balancing of registers from the managers to the crew members, removing excuses when a till doesn't balance," explains Dye, noting staff can no longer blame others for inaccurate float counts if a till is out \$20 or \$30.

"There's greater accountability so our cash management has greatly improved."

## Better Time Usage

Reducing the amount of time that the crew, supervisors and managers spend managing cash at the registers, counting floats and making deposits means they can focus on delivering the best possible experience for the guests.

"We are in a very competitive market and our customers have a lot of choices so we need to do everything we can to keep our guest coming back. We need to focus on the customer experience and make sure we go above and beyond so we can be a little different from our competitors," says Dye.

CompuSafe eliminated eight-hour till shifts during which managers would count everyone's registers. Since every crew member is responsible for balancing their till at the beginning and end of each shift, managers aren't as involved in the process so they can focus on service, the crew and the restaurant guests.

"We are not taking the manager off the floor to count tills anymore so we are saving time for people that have better things they could be doing than counting money."

With rapid-count bill accepters, counting cash and depositing it into CompuSafe is also significantly faster and more accurate than before. And, the accepters easily handle Canada's new polymer notes.

Additionally, since deposits are recorded and credited to RKJL Foods' bank account daily, Brink's only needs to come into the restaurants once a week.

"That is a huge benefit in terms of time and cost savings," says Dye, adding that the service keeps staff in the restaurant, serving customers.

## Staff Safety Enhanced

In addition to the time saving, having Brink's manage all transportation of cash removes safety risks for staff who previously would have to travel from the restaurant to the bank to make deposits.

*"From a safety point of view there's a phenomenal difference. With CompuSafe our managers and crew don't need to travel to the bank for deposits, eliminating that health and safety concern."*

"It is a lot safer for our managers. We don't have to worry about people getting robbed or money getting lost," says Dye, adding

***"If you were to ask me to give up CompuSafe, I wouldn't... and neither would my managers. It works really well for us."***

Greg Dye, Director of Operations  
RKJL Foods Ltd.

they can also monitor how often during each shift crew members remove excess cash from their tills and make deposits into CompuSafe. The CompuSafe Dashboard has reporting features that let Dye track deposits by crew member so that he can alert supervisors of any issues so they can work proactively to improve the process.

“Having too much money up front in our tills can be a safety issue so we need to make sure our crews are making deposits regularly during busy shifts, and keeping minimal cash on hand.”

### Accuracy Improves

Through the CompuSafe Dashboard, Dye can quickly and easily verify that end of day deposits match the restaurant’s closing point of sale records.

“We were having issues with the bank telling us we had shortages in our deposits even though we double counted everything. It was our word against theirs,” recalls Dye, noting with CompuSafe, Brink’s guarantees the cash deposited into the CompuSafe unit matches bank deposits. It is also easy for Dye to check CompuSafe against his point of sale system to confirm all his records are accurate and consistent, giving him peace of mind.

In August the restaurants recorded 336,523 transactions and despite the high volumes, Dye says their reconciliation was out less than 0.01%. Before CompuSafe, it was not unusual for Dye to find out that single deposit was out by \$100. “It is a huge improvement. Working with CompuSafe makes staff more accountable which improves accuracy.”

### Management Visibility

The CompuSafe also provides Dye with a range of management reporting tools and alerts which gives him much greater visibility into the operations of all seven locations – all from his office. Since Kingston is growing rapidly, their internet access is not always reliable. He has programmed an instant message alert to come to his smartphone if the CompuSafe internet connection is interrupted so he can immediately call the store to check the modem.

*“If I told my managers we were going to stop using CompuSafe, they would find ways to cut costs elsewhere in their P&Ls so that they could keep it. I think that tells you how much they love and support this system.”*

CompuSafe with Daily Credit has reduced the cost of armoured transportation pick-ups which is saving money for RKJL Foods, and since he can see cash volumes online, he can adjust the pick-up schedule based on the specific needs of each location.

“CompuSafe is a much more clean system (than bringing envelopes of cash to the bank), and more efficient,” he said, noting for small retailers and franchises, CompuSafe Service with Daily Credit would be very beneficial to improve cash flow without requiring daily trips to the bank to make deposits. ■

## About RKJL Foods Ltd.

Since 2000, RKJL Foods Ltd has owned and operated McDonald’s franchises in the greater Kingston and Gananoque areas. The company operates seven quick serve restaurants, many of which serve customers 24 hours a day.





### CompuSafe Series 3

#### Standard version

Weight 88 lbs.  
 Height 27.25"  
 Width 10.2"  
 Depth 15" vault only  
 Depth 23" overall



### CompuSafe Series 4

#### Standard version

Weight 96 lbs.  
 Height 18"  
 Width 12.25"  
 Depth 19" vault only  
 Depth 23" overall

#### XL version

Weight 121 lbs.  
 Height 18"  
 Width 12.25"  
 Depth 24.5" vault only  
 Depth 28.5" overall



### CompuSafe Series 4 with storage vault

#### Standard version

Weight 149 lbs.  
 Height 30.75"  
 Width 12.25"  
 Depth 19" vault only  
 Depth 23" overall

#### XL version

Weight 174 lbs.  
 Height 30.75"  
 Width 12.25"  
 Depth 24.5" vault only  
 Depth 28.5" overall

To learn more about Brink's CompuSafe Service, visit [www.brinks.ca](http://www.brinks.ca) or call 1-800-570-2867

