

Automating coin: More efficiency, better service.

An NCR Banking ebook

The **role of coin** in a digital first world

By now, FIs are well aware of the biggest disruption of 2020: the seismic shift to digital. Consumers leaped to online and mobile banking in unprecedented numbers, and digital payments took off.

Interestingly, cash-in-circulation skyrocketed, too. And today, in some regions of the globe, cash and coin use is still at record levels. That means FIs can't afford to ignore it.

But just because coin is physical doesn't mean FIs can't use digital technologies to manage it more efficiently. In fact, it's crucial to do so—especially as FIs look to do more with fewer resources, drive down costs and improve their customer experience.





6 minutes

average teller time it takes to process coin deposits



2x

coins take double the time of other routine transactions



2,000 a month

number of coin-based transactions handled by the average branch teller



6%

of all global teller transactions involve coin

The need to automate coin transactions

In some countries customers are even required to roll or bag their own coins before depositing, and many FIs now enforce a limit of five coin bags per deposit. Managing coin is an arduous process for tellers. In some countries customers are even required to roll or bag their own coins before depositing, and many FIs now enforce a limit of five coin bags per deposit.

For the depositing customer, it's not the best experience. But especially amid the Covid pandemic, it's also not great for the other people in line who have to wait longer for that coin transaction to be completed.

But by automating coin deposit and dispense, FIs can open up a whole new world of efficiency and, by extension, improved customer experience.

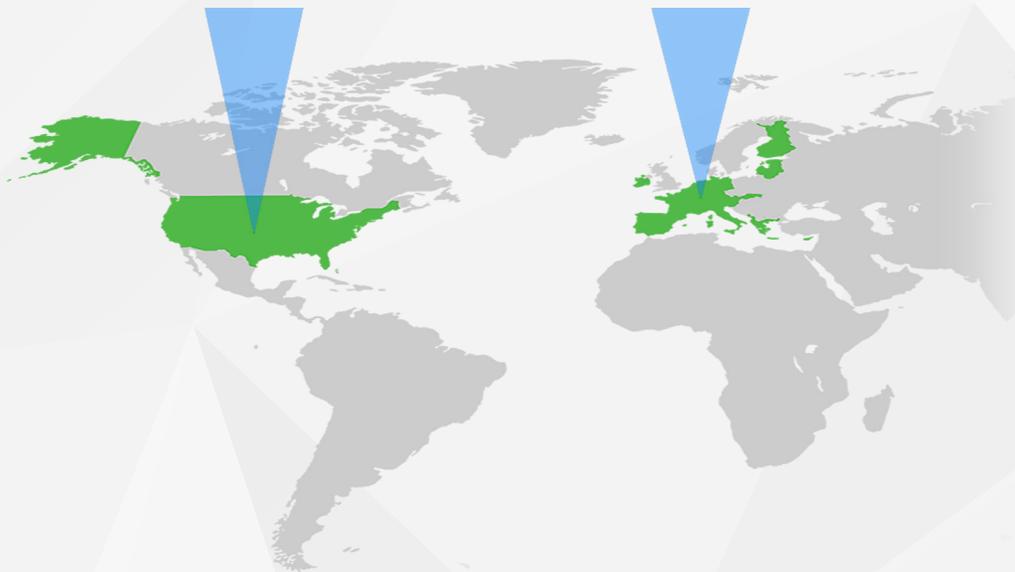
Coin circulation in many markets is increasing

€3 billion

value of coins in circulation in the U.S.

€30 billion

value of coins in circulation in the Eurozone



Indecisive about investing in coin while the payments landscape is in flux? Consider the small business customer and consumer who undertake note remittance or make bill payments and need to be able to access coin to fulfil these transactions at the self-service channel.

In today's era of unprecedented convenience and speed, consumers don't want to trek to a physical bank branch and stand in a long queue to have a teller handle their physical banking transactions.

The case for coin automation



Customer experience



SMB customers



Automated transactions



Convenience



What's important about coin automation?

A lot of people have the perception that digital channels will replace bank notes and coin completely.

But the data says that's not the case. Yes, digital transactions are growing at pace—but cash is still a huge part of the economy. And small businesses and personal banking customers still handle significant volumes of coin.

How can automated coin deposit and dispense help?

Freeing your staff from non-profitable tasks like counting, processing and sorting coins is one of the main benefits of automated coin processing.

But it's not the only benefit. Automating your coin deposit and dispense processes leads to:



More customer satisfaction

Small businesses have a lot of cash and little time. Using cash and coin automated ATM technology for coin deposits means they can transact when it's convenient to them.



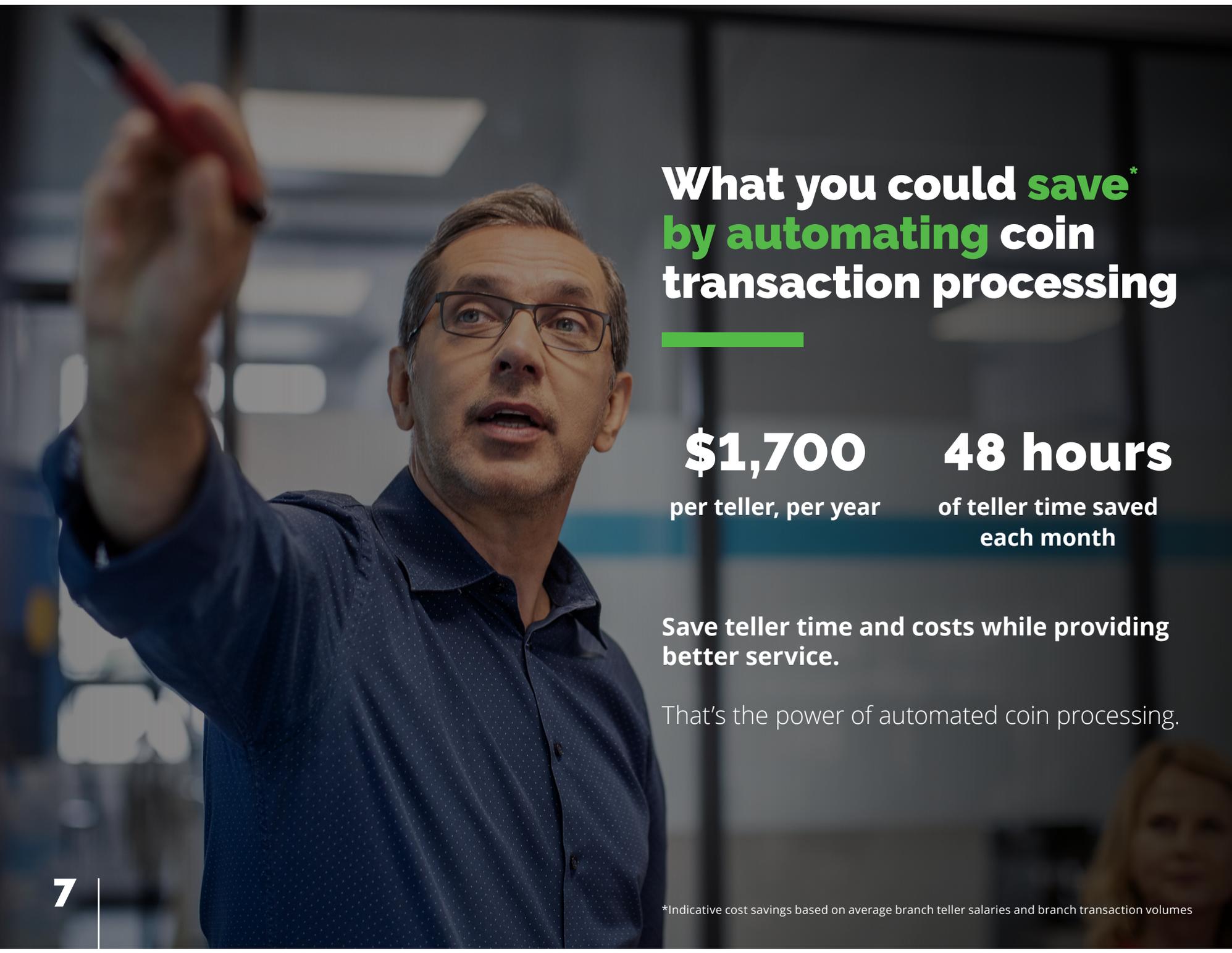
Increased transaction types

Using a bulk coin deposit or rolled coin dispense module with an automated deposited ATM enables more branch-based transactions at the ATM, including bill payment, remittance, account deposit, withdrawals or even talking to a teller via ITM.



Cost efficiency

Automating coin can in effect save the cost of an individual monthly teller salary each year.



What you could **save*** **by automating** coin transaction processing

\$1,700

per teller, per year

48 hours

of teller time saved
each month

Save teller time and costs while providing better service.

That's the power of automated coin processing.



Explore NCR's automated coin solutions at
[NCR.com/INSERT PRODUCT PAGE](https://www.ncr.com/INSERT_PRODUCT_PAGE).
Coin handling, made **simple**.

Why NCR?

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