

# Case Study

## Organization

Wayne County Treasurer's Office  
Wayne County, Michigan

## Solution Spotlight

- *CashWare® cash automation application*
- *Cash recyclers*

## Critical Issues

- *Time-consuming manual processes for balancing drawers to the PTAS*
- *A more than six-hour process for manager to validate cash transactions*
- *Lack of efficient reporting and auditing capabilities*

## Results

- *A more than 50% reduction in time required for cashiers' end-of-day closing*
- *Greater accuracy and control of cash transactions*
- *Seamless reporting capabilities for greater visibility into cash flow and efficient audits*
- *More time to focus on activities that improve tax payers' experience*



## Wayne County Enhances Operations With the CashWare® Solution

### Overview

Wayne County, the largest county in the State of Michigan, is home to more than 1.8 million residents and 900,000 property parcels. The Treasurer's Office oversees the receipt, custody, investment, and disbursement of all county funds with an emphasis on the collection of delinquent property taxes.

### Challenge

For years, the collecting, counting and management of delinquent property taxes was completely managed by hand. This process required an additional 30 to 45 minutes a day per cashier at the close of business plus the management time required to validate the funds the following day. The Treasurer's Office soon realized it needed a better way to balance cash payments to the property tax administration (PTA) system — specifically one that would improve the control and accuracy of cash transactions between cashiers and taxpayers.

"Our office closes at 4:30 p.m. each day," explained Marvin McGhee, Manager, Counter Services/Cashiers, Wayne County Treasurer's Office. "Following our close, each of our cashiers would manually count their cash

and ensure that they are in balance, which was added time to their workday. In turn, I would arrive the next morning and retrieve the day's prior count from the safe to double check the count. This process would take an average of about six to six and a half hours every day."

It soon became clear to Wayne County that they needed an automated process to reduce staff time spent balancing tills to provide faster, more efficient service for taxpayers.

## Solution

The introduction of cash automation to the Treasurer's Office brought about the change that was needed. The county purchased recyclers that came with pre-installed cash automation software. However, the Wayne County Treasurer's Office soon realized they needed a more robust application to handle the department's complex transactions.

Wayne County Treasurer's Office selected the CashWare® cash automation solution from Avivatech to drive their cash recyclers. With the CashWare solution, Wayne County gained quick and easy visibility into cash flow and transaction history per till and reporting capabilities that facilitate easy audits. Additionally, the solution efficiently counts and secures cash. As a result, staff has more time to serve taxpayers and perform other vital tasks that improve the taxpayer experience.

"During implementation, our programmers and IT team worked with the Avivatech technician, who was helpful throughout the process," said Carl Stafford, Interim Deputy-Financial Services Treasurer, Wayne County Treasurer's Office. "Today, the CashWare® solution continues to integrate well with our PTA system, and we cannot imagine our jobs without it. We love it!"

## A Win Win

Since the introduction of the CashWare® solution, the Wayne County Treasurer's Office has streamlined and automated the cash counting and balancing process and utilized staff time for more strategic functions.

A reduction in staff due to automation was never part of Wayne County's goal. Rather, the county sought to free its staff to perform other duties that were often pushed to the back burner. With the CashWare® solution, cashiers cut the time needed to balance their cash drawers by more than 50%. As a result, McGhee spends less time on cash management, and more time interacting with taxpayers.

"I enjoy having the ability to speak with our taxpayers," said McGhee. "Before, I basically was confined to my office all day. Now, I'm able to leave no later than 10 to 15 minutes after we close our office, and our counts are balanced and secure in the safe. Having the time to explore the additional areas of my role, support my team of amazing cashiers and wrap my day to spend more time with my family in the evening means so much to me."

The high availability of the Avivatech support team gives Wayne County peace of mind about software upgrades or installations.

"In the beginning, I was skeptical because I had grown so accustomed to our manual counting process," said McGhee. "Having used CashWare for over 12 years now and seeing how much time I've gained to perform the other duties my role entails, I would strongly suggest any others looking into CashWare for their organizations."

For additional information on the CashWare® solution, contact your Avivatech representative or email us at [marketing@avivatech.com](mailto:marketing@avivatech.com).