



# Dunkin' Donuts® Franchisee in New Hampshire

## Has the Need for Speed . . .

### T-Flex™ Coin Dispenser

Dunkin' Donuts® is the largest coffee and baked goods company in the world. With 15,000 shops in over 30 countries and territories, Dunkin' Donuts® has been providing high quality coffee, bagels, donuts, and other baked goods since 1950. In 2008, Dunkin' Donuts® ranked 9th on "The QSR 50" report from QSR Magazine.

The Dunkin' Donuts® in Portsmouth, NH, owned by Mike Welsh is one of the busiest in New Hampshire, and is a showcase location for the introduction of new food products and often experiments with special promotions and innovation technology. That is why Mike Welsh, Franchisee, agreed to re-design the store with the new Dunkin' Donuts® look and implement state-of-the-art technology – of which Telequip® Coin Dispensers play a key role.

The T-Flex™ Coin Dispenser automates the process of providing change faster than a cashier can.

Other QSR operations have found they can save 5 to 7 seconds per transaction, increasing the number of customers serviced during peak periods. Popular throughout the Quick Serve Restaurant (QSR) market, this product has shown to pay for itself in 4 to 6 weeks – a very quick return on investment.

"This step in automation – implementing coin dispensing – has had a huge affect on our operation", say Mike Welsh, Franchisee. "We can service up to 20 more customers per day more efficiently, which results in a significant increase in revenue. We've installed them at all three registers, as well as at the Drive-Thru window. We have seen a great improvement in speed of service."

A pleasant surprise was the unexpected benefit of freeing up time for the Store Manager, Anthony Capone. "We now have coin canisters that can service over 200 transactions and

because we keep pre-filled canisters waiting to swap out, there is far less running for rolls of coins when cashiers run low. This is a great help during busy hours in the early morning," says Anthony. "That means I can spend more time on the floor managing the operation."

Another great benefit was the time saved during shift changeovers. Counting coin from the cash drawers is the last thing anyone wants to do after a long shift. "Now, we just read the calibration strips to register the balance of each coin column in the "virtual" drawer. Cashing out is so much easier, and opening each shift is so much faster. We estimate we save 3 minutes per cashier – that's a savings of 40 minutes per day, which is huge!"

"We are thoroughly pleased with Telequip®," says Mike. "We would recommend Telequip® Coin Dispensers to any cash-centric operation that wants to increase revenue while providing a higher level of customer service."



### About Crane Payment Solutions

Crane Payment Solutions delivers a full suite of automated money handling solutions, including bill and coin validators, bill and coin recycling, and coin dispensing equipment aimed at the broad retail, self-service, transportation, gaming and vending markets. Crane Payment Solutions now offers the widest range of components for integrated payment systems available today, including Telequip® branded products. Designed to provide years of trouble-free operation, the Telequip® brand of coin dispensing products is synonymous with quality, reliability, and longevity, delivering products that are second to none.



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