

# TCR Twin Safe

## Teller cash recycler

### Technical specification

#### Roll storage system

4, 6 or 8 roll storage modules

#### Capacity

Over 600 notes per module

#### Safe

Available as UL291 or CEN (WG) III

#### Noise level

<58 dB (A)

#### Power supply

Voltage:

115 V AC (88-132 V)

230 V AC (187-264 V)

Frequency: 47-65 Hz

Maximum power consumption: 450 W

#### Interfaces

Two RS232 C serial ports

#### Users

1-2 users; multiple users in standalone mode

#### Authenticity detectors

Visible

Infrared

Ultraviolet

Magnetic ink

Authenticity Detectors are configured by De La Rue to the specific currencies required

#### Options

Safemaster for foreign currencies and cheques

Journal printer

Uninterruptible power supply

Additional RS232 C interfaces

Connectivity to all open network architectures

Two drop deposits

LAN network interface unit

Connectivity software

#### Dimensions

	Reduced height		Standard height	
	UL291	CEN (WG) III	UL291	CEN (WG) III
Height	807mm 31.7"	807mm 31.7"	952mm 37.5"	952mm 37.5"
Length	1070mm 42.1"	1110mm 43.7"	1070mm 42.1"	1110mm 43.7"
Width	480mm 18.9"	510mm 20.0"	480mm 18.9"	510mm 20.0"

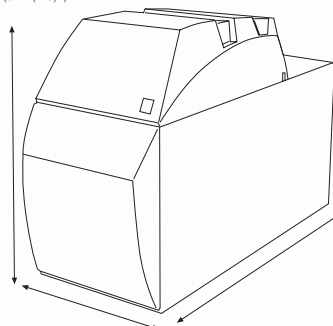
#### Weight:

400kg - 750kg dependent on configuration

#### Reduced height

807mm (UL291)

807mm (CEN (WG)III)



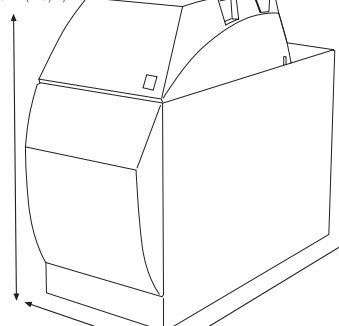
**Width**  
480mm (UL291)  
510mm (CEN (WG)III)

**Length**  
1070mm (UL291)  
1110mm (CEN (WG)III)

#### Standard height

952mm (UL291)

952mm (CEN (WG) III)



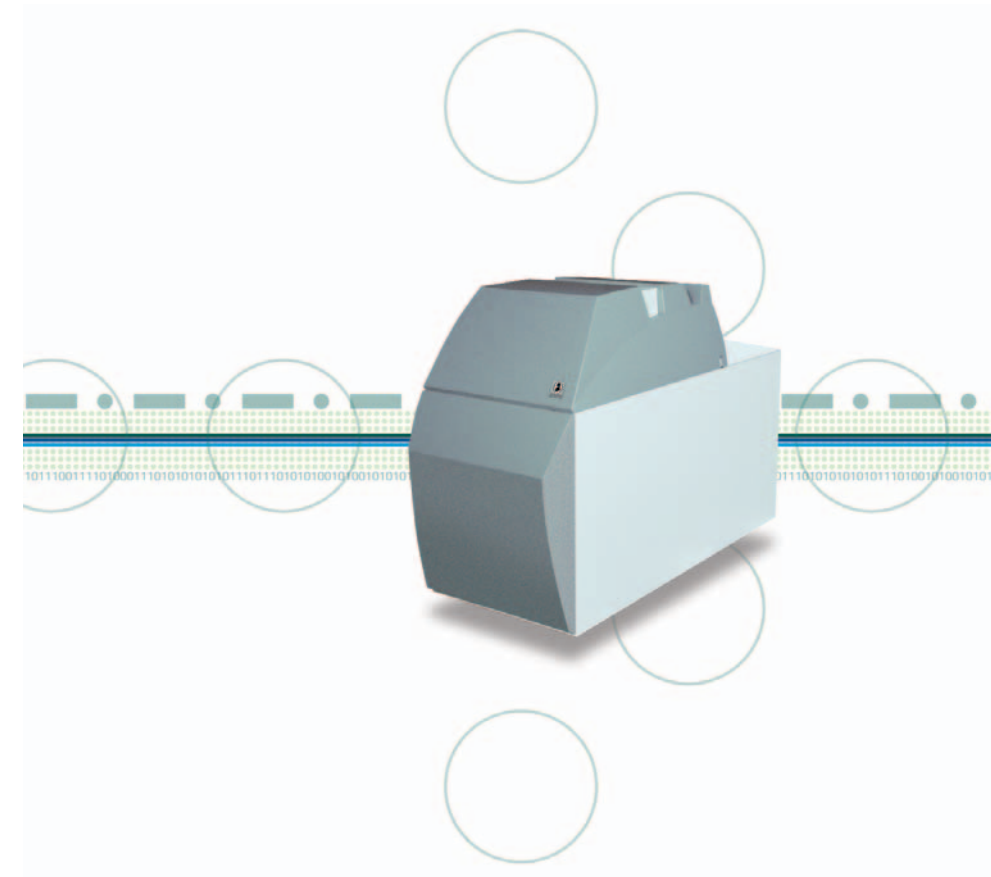
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As the cash solutions experts, over 5000 retail banks already trust De La Rue's solutions and expertise. The global market leader in Branch Teller Automation solutions, De La Rue's unrivalled knowledge of the complexities of cash management enables us to understand individual customer requirements, to propose a quantified value proposition and compelling business case to help achieve commercial, operational and financial goals.

Everyday, De La Rue's branch automation solutions enable 12 million transactions all over the world. De La Rue brings its extensive experience to configure the right solution from its world leading technology portfolio. With true global sales and service coverage; wherever our customers do business, De La Rue is there to provide value-added, proactive and flexible solutions.

**DE LA RUE  
CASH SYSTEMS**



## TCR Twin Safe®

### Teller cash recycler

Reliable and efficient automated banknote dispensing and acceptance at the teller position



UL291  
CEN (WG) III



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DeLaRue

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## Reliable and efficient banknote recycling with the TCR Twin Safe®

Given that 70% of financial service sales still take place within the bank branch, it is clear that this channel is key to selling your products and your brand. It is therefore essential that time spent by your customers in the branch reinforces your objectives of delivering the highest quality customer experience. In an increasingly competitive environment, the challenge is to use this time to create competitive advantage and strengthen customer loyalty through service excellence.

The problem is an old one. Not unusually, the solution lies in the application of technology. When cash is part of the equation, more than 5,000 of the world's leading financial institutions look to the teller automation solutions from De La Rue to provide the answer.



### Improving customer service

By automating cash handling at the teller position, branch staff can actively engage customers in dialogue while reducing cash transaction time and increasing productivity. This allows tellers to focus on activities that offer value to the customer, rather than counting, verifying, storing and managing cash. By freeing tellers from routine administration tasks, staff can feel valued and more motivated in their day-to-day jobs. An empowered and satisfied employee means reduced staff turnover, which in turn improves customer service levels in the branch.

### Increased efficiency and reduced costs

Time is money for a bank. Time saved on repetitive activities such as start or end-of-day balancing and cash management processes not only lower operational costs and improves efficiency, but provides an opportunity to reallocate resources to higher value activities.

The productivity and efficiency gains provided by teller automation can be used to manage queues at peak times in the branch. The teller is able to offer mass

services to the customer who does not want to be kept waiting, again, improving customer satisfaction.

### Effective security

Teller automation enables innovative branch design concepts and customer environments without the need for intrusive security arrangements. Removing the need for expensive glass barriers, high counters or additional security personnel, whilst maintaining appropriate levels of security, allows staff and customers to interact more informally as occurs in shopping and other retail environments.

Tellers move more freely in the branch to greet customers and more easily learn about their needs. In the process, tellers are able to cross-sell more effectively and naturally. It is less about handling single transactions and more about initiating conversations that create opportunities to strengthen the customer relationship with the bank's principal interface – the teller.

### Proven banknote recycling technology

With the De La Rue TCR Twin Safe teller cash recycler, delivering a fast, efficient and secure service to your customers has never been so easy. The TCR Twin Safe's market-leading and well-proven technology offers the ability to reliably and efficiently automate dispense, acceptance and authentication of banknotes at the teller position, whilst maintaining the necessary levels of security.

### Ergonomic design

The TCR Twin Safe is available in two height options which provides greater flexibility for branch design and offers a more comfortable working environment for seated, standing or multi-position teller operations.

### Reliable processing

Through banknote roll storage module and transport design, the TCR Twin Safe offers best-in-class reliability and availability, with auto recover capabilities in the rare instance a note jam or mis-feed occurs.

### Enhanced security

All critical note transport parts are situated outside of the machine's safe, meaning access to the safe is kept to a minimum. Through the note transport design, note jams are minimised meaning less cash exposure in the branch. With the machine's cabinet manufactured to recognised international safe standards, the TCR Twin Safe provides a secure daytime and overnight storage facility, in many cases eliminating the need for a central vault.

### Increased accuracy

With superior authenticity detection and variable configurations to suit your requirements, the in-built note-detection module helps avoid accepting counterfeits at the teller position. The TCR Twin Safe removes the concern of cash handling from the teller and cash shortages or balance discrepancies due to human error are virtually eliminated.

### Reduce cost and improve efficiency

By eliminating the need to manually count and authenticate cash deposits and withdrawals at the teller position, the TCR Twin Safe reduces the cost of and time taken to perform individual transactions.

### Improves customer service

The TCR Twin Safe simplifies cash handling at the teller position and also significantly reduces the time taken to perform start and end-of-day balancing processes. Therefore, a teller's time can be directed to higher value activities and delivering enhanced customer service and cross-selling activities.

### High capacity

Up to 8 roll storage modules, each holding over 600 notes, provide highest capacity levels. This both increases the up-time of the machine and also enables a variety of currencies and denominations to be processed on a single machine.

### Flexibility

The TCR Twin Safe can facilitate flexible open plan branch formats, as well as suiting more traditional or space constrained banking environments. With a choice of machine heights, the TCR Twin Safe is suitable for tellers who work in either a seated or standing position.

### Improves information

The TCR can provide real-time updates of balances, allowing better management of cash stocks within the branch and evaluation of transactions to further improve business processes. An optimised cash flow will also reduce the cost of having unproductive cash in the branch.

### Improves processes

With the TCR Twin Safe, manual counting of cash at the teller position can be eliminated. The TCR can also help speed and simplify cash handling routines at the start and end-of-day and therefore these processes become less time consuming.



- ✓ Reduce time taken to perform cash transactions by up to 59%
- ✓ Cash discrepancies can be reduced by over 90%
- ✓ Cut the time taken to perform start and end-of-day balancing processes by more than 50%
- ✓ Automating cash transactions can release over 2,000 teller hours per year
- ✓ Reduce customer waiting time at the teller position
- ✓ Minimise the amount of time cash is exposed by over 50%
- ✓ Reduce staff threats and abuse by up to 96%
- ✓ Cash stocks held at the teller position can be reduced by up to 50%