

HOW TE PAPA MADE CASH MANAGEMENT SMARTER ACROSS A LARGE-SCALE VENUE

ABOUT THE VENUE:

Te Papa Tongarewa is New Zealand's national museum, located in Wellington. As one of the country's most visited cultural institutions, Te Papa hosts a diverse range of experiences - from exhibitions and events to retail and hospitality services - all operating within a high-traffic, multi-revenue environment.

With large daily visitor volumes and multiple points of sale, efficient and secure cash management is essential to maintaining smooth operations at both the front and back of house.

THE CHALLENGE:

Managing High Cash Volumes with Inefficient Processes

Prior to installing the Next Payments Cash Recycler, managing cash across a complex, high-volume environment presented several operational challenges.

These included:

- Time-intensive cash handling across multiple departments
- Float preparation and reconciliation delays
- Increased risk of human error and discrepancies
- Limited visibility over real-time cash positions

In a venue like Te Papa, where operational efficiency and visitor experience are equally important, these manual processes created unnecessary work for internal teams and upper management.

THE SOLUTION:

Reducing Staff Workload with Automated Cash Management

In 2023, Te Papa invested in the Cash Recycler (TCR) from Next Payments - a purpose-built solution designed to automate and streamline end-to-end cash management.

By installing the TCR, Te Papa was able to:

- ✓ Automate cash counting, sorting, storing, and dispensing
- ✓ Simplify float management across multiple departments
- ✓ Improve reconciliation accuracy with real-time reporting
- ✓ Enhance cash security through controlled access and traceability
- ✓ Reduce reliance on manual cash management processes



“Changing to the Next Payments Cash Recycler from a manual float system has saved the finance team over 10 hours per week and our customer facing teams handling the cash has saved a combined total a further 15 hours per week.”

Kirsten Matthews
Manager Financial Processing - Te Papa

“With Te Papa operating seven days a week, 364 days a year, and extended opening hours, a large number of front-of-house staff handle cash transactions - often leading to inconsistencies and challenges with accurate record keeping.”

THE RESULTS:

Greater Accuracy, Visibility and Reduced Risk

Over the past three years, the Cash Recycler has become a critical part of Te Papa's operational infrastructure.

- ✔ Significant reduction in time spent on manual cash handling
- ✔ Faster and more accurate float preparation and reconciliation
- ✔ Improved cash visibility across departments
- ✔ Reduced risk of discrepancies and errors
- ✔ Increased operational efficiency across teams

By automating routine processes, staff are now able to focus on delivering better service and supporting the overall visitor experience



"We have full visibility over transactions and have minimal discrepancies and time spent reconciling. This investment has been hugely beneficial to Te Papa not only for time saved but for safety of our cash handling staff. They feel comfortable that their transactions are recorded and visible and their risk is reduced."

THE IMPACT:

A Safer, More Efficient Way to Manage Cash

Today, the Cash Recycler plays an important role in supporting Te Papa's day-to-day operations. Processes that once relied heavily on manual handling visibility, accuracy and accountability across the venue.

With greater transparency over transactions and reduced time spent reconciling cash, teams are able to work more efficiently and with greater confidence. The automation of routine cash management tasks has also helped reduce operational pressure on both finance and front-of-house staff.

"Having full visibility across transactions has made a significant difference to our operations. Staff feel more confident knowing transactions are secure, traceable and far easier to manage than our previous manual processes."

Beyond the time savings and operational efficiencies, the Cash Recycler has helped create a safer and more controlled cash handling environment for the staff across the museum.

Today, Te Papa benefits from a smarter and more connected approach to cash management, allowing teams to spend less time managing cash and more time supporting the visitor experience.

ABOUT OUR CASH RECYCLER

Next Payments TCR is a complete cash management solution built for hospitality venues across New Zealand. It counts, sorts, stores and dispenses notes and coins in one secure on-site system, helping clubs and pubs reduce manual cash handling, improve reconciliation, manage floats, and strengthen cash security. Integrated with Concilio, which provides live cash visibility, POS and gaming reconciliation, transaction traceability and operational reporting, giving venues a smarter, faster and more secure way to manage cash across the business.

See how Next Payments TCR can streamline your cash management and give you complete control over every dollar in your venue. Book a personalised demo at nextpayments.co.nz/cashrecycler/

