

BANKNOTE EQUIPMENT MANUFACTURER SURVEY

NGB\$5 – POST-IMPLEMENTATION REVIEW

Overview

On 1 September 2016, the Reserve Bank issued a new \$5 banknote; the first in a new series of Australian banknotes. From our perspective, manufacturers and distributors of banknote processing equipment responded well to the challenge of preparing a very large and diverse industry.

This is an ideal time to review the processes. So that we have the best opportunity to incorporate your feedback in time for future denominations, we would appreciate your response by the end of January.

In *Section 1* we seek to confirm information about your company; specifically the people we should be talking to in your company and the machines your company manufactures/distributes. We also ask you to broadly classify the equipment into one of the following categories: ATM; teller assist unit; banknote counter; single banknote validator; desktop banknote processor; high-speed processor; self-service checkout.

In *Section 2* we ask for your feedback on the assistance that the Bank provided your company in preparing for the issuance of the new \$5 banknote.

Further information about the Next Generation Banknote program and the new \$5 banknote can be found on our website. For further information about machine preparations for the new banknotes, visit the Machine Readiness Program portal.

If you have any questions about the survey, or our program, please contact the Industry Engagement team via one of the following:

Email: IndustryEngagement@rba.gov.au

Phone: 1800 633 220

1. COMPANY CONTACT INFORMATION

1.1. Provide details of the primary contact for your company in Australia?

Company name	
Contact name	
Contact phone	
Contact e-mail address	

1.2. Provide details of the primary technical contact for your company in Australia?

Company name	
Contact name	
Contact phone	
Contact e-mail address	

1.3. Provide details of the primary global contact for your company?

Company name	
Contact name	
Contact phone	
Contact e-mail address	

1.4. Provide details of the primary global technical contact for your company?

Company name	
Contact name	
Contact phone	
Contact e-mail address	

1.5. What machine types (e.g. ATM, etc.), and models, does your organisation market in Australia?
Please indicate how many of each is currently installed in Australia?

2. PREPARING FOR THE NEW \$5 BANKNOTES

2.1. Providing Information

The Bank has maintained a Machine-Readiness Program Portal on the internet (banknotes.rba.gov.au/machines/) since 2013.

2.1.1. Did you visit the Machine-Readiness Program Portal during your preparations?

Yes	
No	

2.1.2. What was the frequency of your visits?

Never	
When prompted by a Bank email	
Once in a while	
At least monthly	

2.1.3. Did you find the information on the Portal helpful?

Yes	
No	

2.1.4. What information would you like to see on the Portal, but wasn't there for the \$5?

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2.2. Providing Material

The Bank recognised the challenges to the industry represented by the new banknote design and developed a three phase approach that delivered sample notes from three stages of development to assist you to develop solutions.

2.2.1. Did you loan Phase 1 Sample Notes (42 denomination)?

Yes	
No	

2.2.2. If yes, did the Phase 1 Sample Notes assist you with your preparations?

Yes	
No	

2.2.3. Did you test with the Phase 2 Sample Notes (\$5 denomination, but not the final design)?

Yes	
No	

2.2.4. If yes, did the Phase 2 Sample Notes assist you with your preparations?

Yes	
No	

2.2.5. Did you loan Phase 3 Banknotes (final \$5 production banknotes)?

Yes	
No	

2.2.6. If yes, did the Phase 3 Banknotes assist you with your preparations?

Yes	
No	

2.2.7 What further assistance would have been useful to you?

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2.2.8. What is your estimate of the preparation time required for the \$10 banknote?

Less than 3 months	
3 to 4 months	
5 to 6 months	
Other (how long?)	

2.2.9. What is your estimate of the preparation time required for the \$20 banknote?

Less than 3 months	
3 to 4 months	
5 to 6 months	
Other (how long?)	

2.2.10. What is your estimate of the preparation time required for the \$50 banknote?

Less than 3 months	
3 to 4 months	
5 to 6 months	
Other (how long?)	

2.2.11. What is your estimate of the preparation time required for the \$100 banknote?

Less than 3 months	
3 to 4 months	
5 to 6 months	
Other (how long?)	

For the \$5, the Bank pre-packaged banknotes in quantities of 200 and 500. We thought that this provided the best probability of receiving banknotes that reflected production variation while minimising your holdings.

2.2.12. Looking forward, what quantity of \$10 banknotes do you anticipate ordering?

Less than 100	
100-500	
More than 500 (how many?)	

2.2.13. What quantity of \$20 banknotes do you anticipate ordering?

Less than 100	
100-500	
More than 500 (how many?)	

2.2.14. What quantity of \$50 banknotes do you anticipate ordering?

Less than 100	
100-500	
More than 500 (how many?)	

2.2.15. What quantity of \$100 banknotes do you anticipate ordering?

Less than 100	
100-500	
More than 500 (how many?)	

2.2.16. Is your preference to loan and return the banknotes, or purchase them?

Loan and return	
Purchase	
Other:	

2.2.17. If the only option is to purchase the banknotes, would your preferred quantity of banknotes change? To how many?

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On request, the Bank provided authority for manufacturers/distributors to demonstrate their solutions to their customers.

2.2.18. Did you take advantage of this arrangement?

Yes	
No	

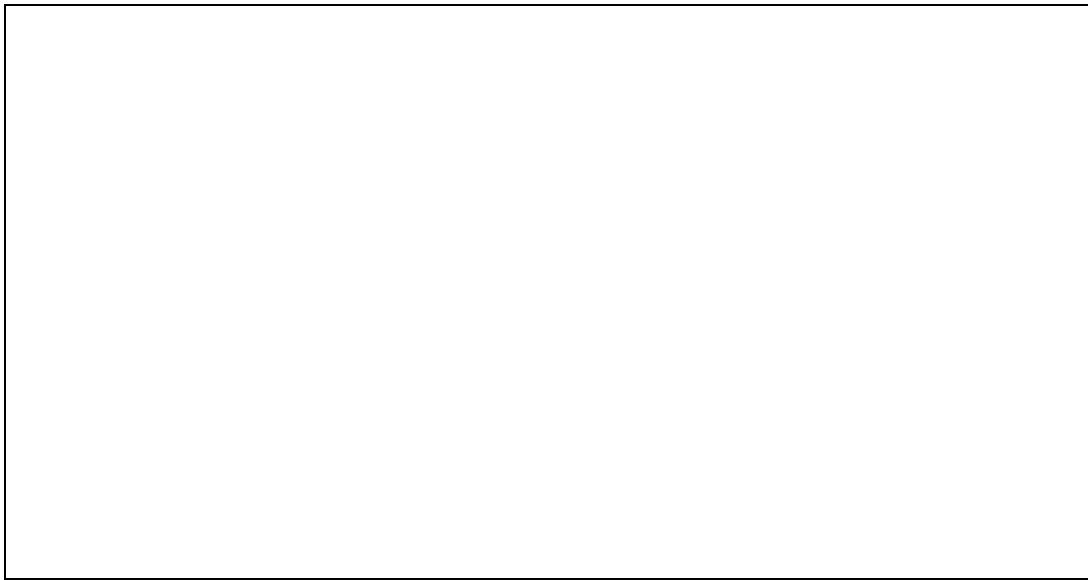
2.2.19. Were your customers satisfied with this arrangement?

Yes	
No	

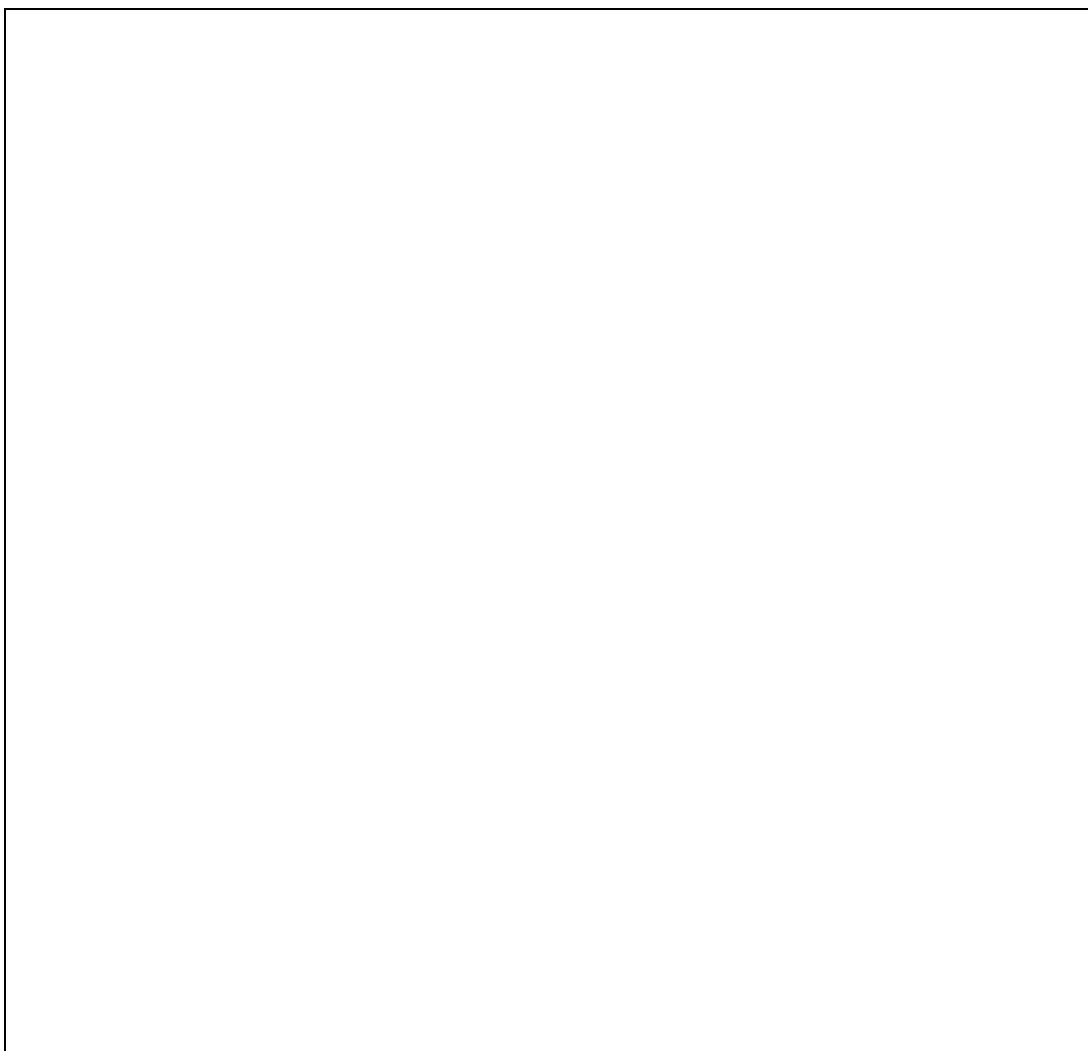
2.2.20. If you didn't take advantage of this arrangement, why not?

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2.2.21. Please provide details of any comments made by your customers in this respect?

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2.2.22. We are open to your suggestions for improving the assistance we provided during your preparations.

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