

GLORY

# Cash withdrawal convenience through cash recycling

Sheng Siong, Singapore



## THE CHALLENGE

Sheng Siong is a major local supermarket group with over S\$991 million in annual sales revenue. To continue enhancing customer experience, Sheng Siong has adopted the use of technology to help improve their retail processes. Their retail stores are mainly located among residential areas and provides customers with an assortment of groceries and household products.

On a normal day of operation, big supermarkets such as Sheng Siong must supervise a large volume of cash to the bank for their daily earnings. These transfers are usually facilitated by banks and CITs. In an effort to reduce operational costs like this, Sheng Siong began exploring alternatives.

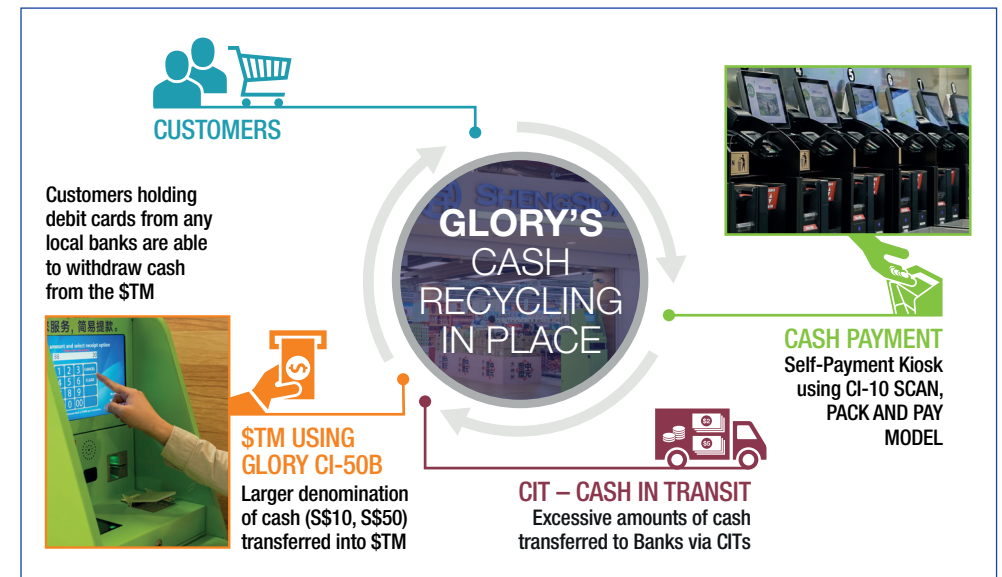
**“The entire cash handling is integrated as a complete solution.  
We get a clearer accountability of the cash movement.”**

Lim Hock Chee, CEO, Sheng Siong Group

## THE SOLUTION

To reduce the amount of cash on hold, Sheng Siong came up with the concept of releasing the cash to their customers, opening another loop for the release of cash to better facilitate its cycle.

Sheng Siong's Management Team came up with the idea of a cash recycling machine, the \$TM, which functions similarly to a traditional ATM. Through this measure, Sheng Siong is also able to reduce their reliance on transit trips.



**\$TM – To further remove the need for purchasing bank notes, Sheng Siong also implemented the \$TM, a cash teller machine which recycles the cash within the CI-10 units**

# THE BENEFITS

With similar functions to the traditional ATM, the \$TM has brought about numerous benefits in-store:

- By helping to recycle cash in-store, Sheng Siong is able to reduce the amount of cash it holds before sending it to the bank, reducing its transfer costs
- The solution allows customers to withdraw from local banks regardless of which bank they're under.
- Customers are able to withdraw cash, regardless of local banks.



With its security features and an increased cash capacity, the CI-50 functions as an effective cash dispenser for Sheng Siong customers. Designed to support numerous retail chain operations, the CI-50 can be easily integrated into the existing POS system, to perform real-time cash balancing.



## OPTIMISING THE RETAIL CASH CHAIN

Automate | Authenticate | Secure | Accelerate

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