Efficiency and Security at Point of Sale

Tobacco Station Group (TSG), Australia

THE CHALLENGE

The Tobacco Station Group (TSG) is the leading tobacco retailer in Australia with a network of over 500 independent franchises across the country.

For decades, the tobacco retail category has seen challenges from changing consumer demands and regulatory pressures such as banning displays of tobacco merchandise as well as significant tax increases. TSG has made a huge investment in technology and innovation to help its franchisees remain competitive.

At the recommendation from a fellow owner in the franchise network, Mr Dennis Orlando, a multi-store franchisee, rolled out a contactless cash payment solution at point of sale at TSG Lisarow store. With GLORY's core expertise in cash management, the solution has yielded tangible results in time and costs savings within months. Plans have already been made to leverage the contactless cash technology at all their new and upcoming stores to continue to enhance operational efficiency.

> **"THE GLORY CI-10 CONTACTLESS CASH PAYMENT TECHNOLOGY IS ALLOWING MY STAFF TO FOCUS ON EFFICIENTLY SERVING MUTIPLE CUSTOMERS, WHILST MAINTAINING SAFETY AND MINIMISING SHRINKAGE IN THE STORE."**
>
> **Mr Dennis Orlando,** Multi-Franchise Owner, **TSG**

THE SOLUTION

After installing the CASHINFINITY™ CI-10 solution in the store, TSG has seen improvement in:

Customer, staff and store security – Cash payments still make up at least 20% of total sales in TSG stores. With self-payment into the CI-10, staff no longer have access to cash once it leaves customers' hands, which means the elimination of errors and theft, and increased security in cash processes. The solution provided much needed peace of mind for Mr Orlando who is not usually present at the store.

Staff efficiency – Waiting time has been shortened – staff are able to multitask and move onto serving the next customer or be reassigned to other activities. Onboarding for new hires has also been made simpler as they are no longer required to be trained on cash handling.

Monitoring of cash flow – The CI-10 software suite has enabled comprehensive real-time reporting of transaction activities and cash inventory. The dashboard has been set up to provide real time cash inventory, reconcile daily takings with the POS and automation of the cash float for next day's trading.

THE BENEFITS FOR TSG

Since implementing the machine, the stores are now benefitting from:

CONTACTLESS CASH PAYMENT

The CASHINFINITY CI-10 solution has enabled self-payment at the point of sale – employees do not touch money at any point in time, which has greatly reduced risks of theft, shrinkage and errors. The payment process in TSG has been made more efficient and frictionless.

STAFF PRODUCTIVITY

Staff efficiency has been significantly enhanced by eliminating the need for end-of-day counting, preparation of change funds and reconciliation. By relieving cashier staff from manual cash handling, employees are less stressed and could be redirected to high value activities. The owner performed weekly, instead of daily bank visits, greatly reducing the number of manhours spent.

SIMPLIFIED ONBOARDING

With the streamlined store operations, staff training has been reduced considerably. The new workflow has allowed TSG to hire and retain our staff more effectively.

Easily integrated with your existing POS, Glory's CI-10 is a highly secure device designed to accept cash payments directly from the customer – including counting and authentication. CI-10 also automatically dispenses change directly to the customer to complete the transaction. By introducing technology that automates payments, significant efficiency gains can be realised. Virtually all cash transactions can be handled automatically, allowing staff to concentrate on customer service and delivering a better experience in the store.

OPTIMISING THE RETAIL CASH CHAIN

Automate | Authenticate | Secure | Accelerate

CASHINFINITY™
GLORY Retail Solution