GLORY WELCOME PACK

Cash Management Solutions

WELCOME TO GLORY

Welcome to GLORY and thank you for trusting us with your business needs, helping you deliver a great service to you customers.

Every opportunity is unique, and we'll work with you to transform your capabilities with minimal disruption to existing services

With over 100 years of experience, we are proud to be the global leaders in cash technology solutions. We are confident that you'll be pleased with your decision to work with us, and we look forward to helping you optimize the way you work.

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GLORY AT A GLANCE

A trusted global leader

Deployments in multiple segments
300,000+ locations incl. 110,000+ Retail stores

Founded in 1918
100 years' history as cash handling experts

Presence in over 100 countries
Direct sales & service in 20+ countries

Global Market Leader *
2,000,000+ devices supported worldwide

11,000+ employees worldwide
1,200+ Researchers & Industry Experts

Best advanced market leading solutions
7% of our revenue in R&D investment

* Sources: IDC FinTech 2022 / RBR 2023_Retail

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GLORY RETAIL & HOSPITALITY

CASHINFINITY™

© Glory

HOTEL CASH CHALLENGES

Reduce back office tasks
By automating routine cash operations, back office tasks can be reduced almost to zero for cashiers staff and to minutes for management.

Reduce cash errors
Costs of losses due to errors or discrepancies can be cut by close to 100%. It results in an impact on hotel profitability.

Improve staff experience
The Hotel staff is relieved from high-pressure and laborious tasks and can be more engaged with customers.

Optimise CIT costs
Thanks to recycling, the volume of cash deposited to CITs is reduced, as well as the cost of money processing or the cost of note and coin orders.

Reduce in-house idle cash
The 'time-to-value' of the daily sales is made faster. The idle cash is transferred to the bank account, ready to be invested for the future.

Redeploy staff time and attention to guests
CASHINFINITY™ solutions enable Hotels to save time and thus redeploy their staff to activities that improve the guest service and add value to the business.

Improve security and reduce in-house shrinkage
Cash is safely stored with minimum exposure, which means less risk of losses due to robbery or shrinkage.

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PRIMARY SOLUTION MIX

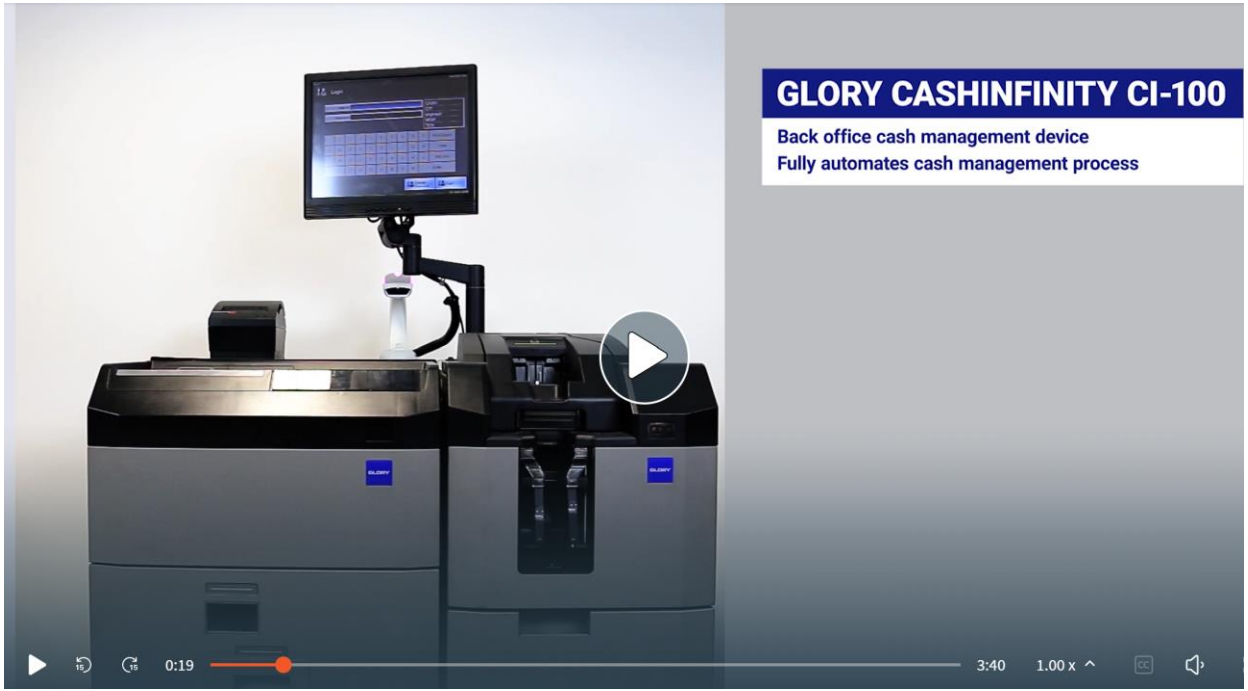
CI-50B + CI-10CX
<150 rooms / <3 outlets

CI-50B + CI-100CX
151-250 rooms / 3-4 outlets

CI-100BX & CX
251-350 rooms / 4+ outlets

GLORY VIDEO DEMONSTRATION (4 MIN)

- **Glory Video Summary**



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CI-100X NOTE + CI-100X COIN

	Banknote Recycler	Coin Recycler
Deposit	8 notes/sec Inlet – 300 notes	15 coins/sec Inlet – 600 coins
Dispense	8 notes/sec Outlet – 200 notes	40 coins/sec Outlet – 100 coins Collection box 5,000 coins
Collection	Selectable collection Cassette – 2,400 notes Safe bag – 3,100 notes	5,000 coins
Total capacity of banknotes/coins	7,900 notes (safe bag / stacking safe bag type) 7,200 notes (collection cassette type)	Depends on a recycle module configuration
Recognition	Full counterfeit detection	Full counterfeit detection
Recycle	RSM: approx. 600 notes x 4/6/8	8 Stackers – approx. 22,700 coins
Safe	UL-291 24 hours/CENIII	N/A
Currency	GBP, EURO Other currencies available upon request	GBP, EURO Other currencies available upon request
Weight	530kg (UL 24 hours) 730kg (CEN III)	250kg
Functions	"Follow me" LED sign Two ways to deposit/dispensing, loose notes and interface cassette	"Follow me" LED sign Direct coin dispensing into manual cash drawer Reject foreign objects

Listed capacities dependant on condition of notes

© Glory 2022

GLORY CI-50 NOTE + CI-100X COIN

	Banknote Recycler	Coin Recycler
Deposit	5 notes/sec Inlet – 100 notes (cover opened)	15 coins/sec Inlet – 600 coins
Dispense	4 notes/sec Outlet – 10 notes	40 coins/sec Outlet – 100 coins Collection box 5,000 coins
Collection	Selectable collection Cassette – 2,000 notes Safe bag – 1,300 notes	5,000 coins
Total capacity of banknotes/coins	2,500 notes (stacking safe bag type) 3,200 notes (collection cassette type)	Depends on a recycle module configuration
Recognition	Full counterfeit detection	Full counterfeit detection
Recycle	RSM: approx. 300 notes x 4 App. 300 notes x 3 + dual drum(100 notes+200 notes) x 1 App. 300 notes x 2 + dual drum(100 notes+200 notes) x 2 App. 300 notes x 4 drums	8 Stackers – approx. 22,700 coins
Safe	UL-291 24 hours/CENIII	N/A
Currency	GBP, EURO Other currencies available upon request	GBP, EURO Other currencies available upon request
Weight	Cassette: 315kg (UL 24 hours) / 535kg (CEN III) Safe bag: 400kg (UL 24 hours) / 570kg(CEN III)	250kg
Functions	"Follow me" LED sign Two ways to deposit/dispensing, loose notes	"Follow me" LED sign Direct coin dispensing into manual cash drawer Reject foreign objects

Listed capacities dependant on condition of notes

© Glory 2019

CI-50 NOTE + CI-10X COIN

	Banknote Recycler	Coin Recycler
Deposit	5 notes/sec Inlet – 100 notes (cover opened)	5 coins/sec Inlet – 50 coins
Dispense	4 notes/sec Outlet – 10 notes	4 coins/sec Outlet – 50 coins
Collection	Selectable collection Cassette – 2,000 notes Safe bag – 1,300 notes	1800 coins
Total capacity of banknotes/coins	2,500 notes (stacking safe bag type) 3,200 notes (collection cassette type)	Depends on a recycle module configuration
Recognition	Full counterfeit detection	Full counterfeit detection
Recycle	RSM: approx. 300 notes x 4 App. 300 notes x 3 + dual drum(100 notes+200 notes) x 1 App. 300 notes x 2 + dual drum(100 notes+200 notes) x 2 App. 300 notes x 4 drums	Depends on a recycle module configuration
Safe	UL-291 24 hours/CENIII	N/A
Currency	GBP, EURO Other currencies available upon request	GBP, EURO Other currencies available upon request
Weight	Cassette: 315kg (UL 24 hours) / 535kg (CEN III) Safe bag: 400kg (UL 24 hours) / 570kg(CEN III)	Up to 58.3 kg
Functions	“Follow me” LED sign Two ways to deposit/dispensing, loose notes	“Follow me” LED sign Direct coin dispensing into manual cash drawer Reject foreign objects

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USER ACCESS (UP TO 6 ROLES) – CASHIER

USER ACCESS (UP TO 6 ROLES) – FINANCE / ADMINISTRATOR

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CHEQUES, FX, VOUCHERS AND UNRECOGNISED NOTES

If you have notes that are not accepted by the machine, vouchers or cheques, they need to be entered manually. When placing your deposit click on the detail button at the bottom of the screen.
If it's vouchers, click on the coupon tab and fill in the details.
If the machine will not accept a note, then it will keep rejecting so click on other and type in the details.

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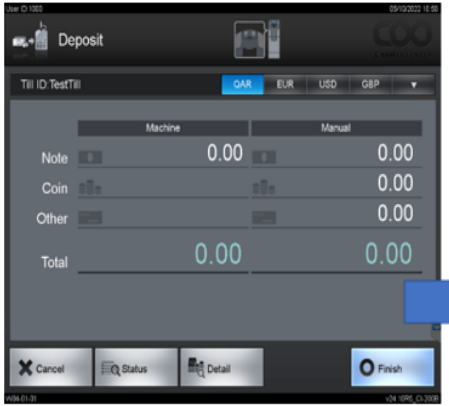
FOREIGN CURRENCY MANAGEMENT

Note

Coin



END OF DAY COLLECT (BANKING)

UBIQULAR – ENHANCED EFFICIENCY

Management Services
For optimum performance

Patch Management
remote updates for Win10 and other SW provide by Glory

Remote firmware/ pattern updates
Maximise device functionality and performance

Data analysis
Enables smarter data-driven decision making based on real-time reporting of your cash

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BENEFITS TO MARRIOTT

Scheduled updates Automatic deployment	Glory takes care of the updates. No additional workload for hotel staff
Ensure the latest security patches are installed	Minimize exposure to software attacks and maintain data security compliance
24/7 Remote monitoring by Glory service desk	Ability to remotely recover systems and avoid engineer visits
Control of software level across Four Seasons estate	Consistency of customer service and operations
Visibility of device estate	Automatic reporting of software levels and update history for audit and compliance
Maintain guest services	Glory manages the devices, so Marriott can concentrate on guests

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IT REQUIREMENTS – PRE-INSTALLATION

The following requirements are to enable the Glory device to push data out **ONLY** to Evention.

This is not for local members of staff to remotely access Glory CI-Server (locally accessed via Keyboard)

- 1 x physical RJ45 wall socket
- Dedicated port on GUEST LAN (ISM7 maybe required)
- Cash Machine MAC address needs to be whitelisted on the GPNS Guest Network
- DHCP (no Static IP required)

DO NOT INSTALL ON A PUBLIC ACCESS POINT

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EVENTION CASH OPERATIONS SOFTWARE

AUTOMATED CASH RECYCLING & RECONCILIATION

Glory Recycler

Integrated to Evention

micros Infrasys InfoGenesis Opera Concept OnQ infor SpaSofi book4time

Virtually all POS/PMS systems – Integrated to Evention

Automated Integration

Automated Integration

Total Recon

Reopen Day | Resend Workflow | Resend Export | Download Export | Clear Filters

Show rows with no data

Item Name	Debit	Credit	Account Number	Departm
Glory Cash GBP	£11,656.82		101001	0410
Opera Cash Sales		£9,839.40	113001	0410
Micros Cash Clearing		£2,216.90	113001	0410
Micros Cash Clearing Offset	£2,216.90		113001	0410
Trial Balance		£2,216.90	113001	0410
Cash Paid Out	£400.00		113001	0410
Total Cash Variance		£0.52	656003	0410
Total	**£14,273.72**	**£14,273.72**		

- Automated Cash Reconciliation against POS/PMS
- Over/Short Reporting & Management
- Automated "Cash Variance Form"

Integrated Posting to G/L

ORACLE

EPICOR iScala

PeopleSoft

Infor SunSystems Enterprise Financial Management

SAP

Microsoft Great Plains Business Solutions

- Cash Journal is posted to General Ledger directly upon approval

Self-Banking via Cash Recycler → SecureDrop Automated Reconciliation → Over/Short Workflow → Integration to G/L

CASH JOURNALING

- ✓ Daily Cash Journals are automatically calculated overnight.
- ✓ When accounting comes in, the cash journal is already complete and ready for review

Cash Journal/Daily Deposit 12/13/2019

Drops

Name	Dept	Cash Dropped	POS / PMS	Variance
Coffee		**$957.31**	**$958.33**	**($1.02)**
California, Robert (1025)	Coffee	$780.98	$782.00	($1.02)
Hudson, Stanley (1027)	Coffee	$176.33	$176.33	$0.00
Evention Bar		**$900.12**	**$906.00**	**($5.88)**
Flenderson, Toby (1023)	Evention Bar	$900.12	$906.00	($5.88)
Evention Cafe		**$1,255.33**	**$1,255.33**	**$0.00**
Cash, Johnny (1001765)	Evention Cafe	$1,255.33	$1,255.33	$0.00
Front Office		**$1,514.22**	**$1,562.11**	**($47.89)**
Martin, Angela (1024)	Front End	$530.11	$530.11	$0.00
Martinez, Oscar (1028)	Front End	$422.12	$450.00	($27.88)
Lapin, Phyllis (1037)	Front End	$561.99	$582.00	($20.01)
		$4,626.98	**$4,681.77**	**($54.79)**

Item	Debit	Credit	Department	Account
Cash Clearning		$4,681.77	0000	11101003
Total Cash	$4,626.98		0000	11101001
Total Variance	$54.79		0711	64108001
	$4,681.77	**$4,681.77**		

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POSTING TO GENERAL LEDGER

- ✓All Cash Journal is ready for accounting approval.
- ✓Upon approval, the journal will be posted directly to General Ledger

Item Name	Debit	Credit	Account Number	Department
Glory Cash GBP		£1,047.96	101001	0410
Micros Cash Clearing		£1,303.05	113001	0410
Micros Cash Clearing Offset	£1,303.05		113001	0410
Trial Balance		£1,351.95	113001	0410
Paid Out - Cash Deposit Refund	£2,200.00		113001	0410
POS Interface Variance	£48.90		656003	0410
Total Cash Variance	£151.01		656003	0410
Total	**£3,702.96**	**£3,702.96**		

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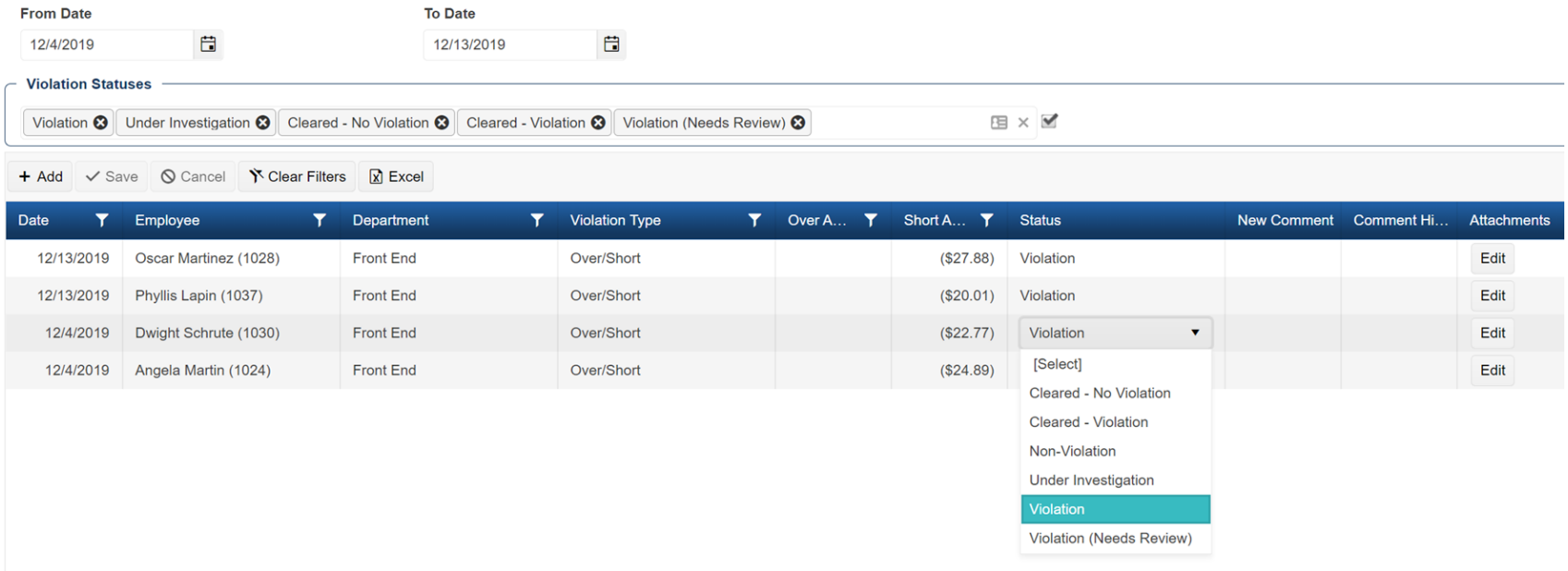
CASH VIOLATION MANAGEMENT

Manage “Violations” over a threshold with statuses, comments, and uploads of supporting documents



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OVER/SHORT MANAGEMENT

- ✓ Over/shorts by day for any date range
- ✓ Filter/Group by department, employee, etc.
- ✓ Metrics include totals, counts, month to date, year to date and more

Total Recon

Evention

Over Short By Date 12/4/2019 - 12/13/2019

Dept	Emp. #	First Name	Last Name	December 4 Amt	December 5 Amt	December 6 Amt	December 7 Amt	December 8 Amt	December 9 Amt	December 10 Amt	December 11 Amt	December 12 Amt	December 13 Amt	Ovr/Shrt Cnt	Amt	MTD Amt	YTD Amt
Coffee				**$0.98**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**($1.02)**	**2**	**($0.04)**	**($1.08)**	**($91.54)**
	1025	Robert	California	$0.98	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	($1.02)	2	($0.04)	($1.08)	($91.54)
Evention Bar				**($5.88)**	**($6.88)**	**($4.88)**	**($5.88)**	**($6.88)**	**($7.88)**	**($8.88)**	**($7.88)**	**($7.88)**	**($5.88)**	**10**	**($68.80)**	**($86.44)**	**($138.84)**
	1023	Toby	Flenderson	($5.88)	($6.88)	($4.88)	($5.88)	($6.88)	($7.88)	($8.88)	($7.88)	($7.88)	($5.88)	10	($68.80)	($86.44)	($138.84)
Front End				**($47.66)**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**($0.88)**	**($7.77)**	**($5.89)**	**($47.89)**	**7**	**($110.09)**	**($142.41)**	**($2,851.41)**
	1037	Phyllis	Lapin	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	($20.01)	1	($20.01)	($20.01)	($62.81)
	1024	Angela	Martin	($24.89)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	($5.89)	$0.00	2	($30.78)	($50.45)	($5,208.07)
	1028	Oscar	Martinez	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	($0.88)	$0.00	$0.00	($27.88)	2	($28.76)	($31.64)	($151.84)
	1030	Dwight	Schrute	($22.77)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	($7.77)	$0.00	$0.00	2	($30.54)	($40.31)	$2,571.31
				($52.56)	**($6.88)**	**($4.88)**	**($5.88)**	**($6.88)**	**($7.88)**	**($9.76)**	**($15.65)**	**($13.77)**	**($54.79)**	**19**	**($178.93)**	**($229.93)**	**($3,081.79)**

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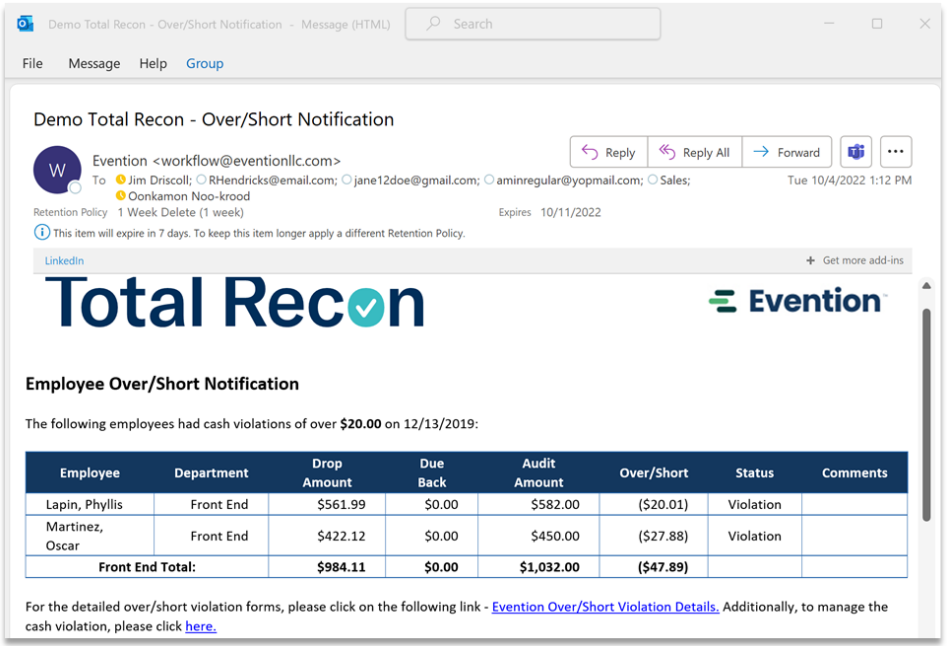
Page: 1

CASH VIOLATION FORM

Cash Violation Emails / Forms – Delivered automatically



Demo Total Recon - Over/Short Notification - Message (HTML)

File Message Help Group

Demo Total Recon - Over/Short Notification

Evention <workflow@eventionllc.com>
To Jim Driscoll; RHendricks@email.com; jane12doe@gmail.com; aminregular@yopmail.com; Sales; Oonkamon Noo-krood
Tue 10/4/2022 1:12 PM

Reply Reply All Forward

Retention Policy 1 Week Delete (1 week) Expires 10/11/2022

This item will expire in 7 days. To keep this item longer apply a different Retention Policy.

LinkedIn + Get more add-ins

Total Recon

Evention

Employee Over/Short Notification

The following employees had cash violations of over **$20.00** on 12/13/2019:

Employee	Department	Drop Amount	Due Back	Audit Amount	Over/Short	Status	Comments
Lapin, Phyllis	Front End	$561.99	$0.00	$582.00	($20.01)	Violation	
Martinez, Oscar	Front End	$422.12	$0.00	$450.00	($27.88)	Violation	
Front End Total:		**$984.11**	**$0.00**	**$1,032.00**	**($47.89)**		

For the detailed over/short violation forms, please click on the following link - Evention Over/Short Violation Details. Additionally, to manage the cash violation, please click here.

Total Recon

Evention

Demo

Cash Violation Management Form

DATE ISSUED: _____ DATE TO BE RETURNED: _____

CASH HOLDER's NAME: Phyllis Lapin

DATE OF VARIANCE: 12/13/2019 AMOUNT OF VARIANCE: ($20.01) SHORTAGE

REASON FOR DISCUSSION: CASH VARIANCE BANK VERIFIED VARIANCE: _____

All cash variances must be investigated by the Employee and Department Head within 72 hours.

This report must be completed and returned to the Accounting office within (3) working days from the issue date of this form. Any non-compliance or failure to respond on time with this form, will result in notification to Human Resources, and disciplinary action will be taken in accordance to the Cash Handling Policy and Procedures.

REASON FOR VARIANCE: Responsibility was $582.00 -- employee dropped $561.99 resulting in a ($20.01) shortage.

PLAN FOR FUTURE: _____

EMPLOYEE COMMENTS: _____

IF ASSOCIATE COMPLETES THREE CONSECUTIVE MONTHS WITH NO CASH VARIANCE IN EXCESS OF 20, THE ASSOCIATE WILL BE REGARDED AS HAVING RETURNED TO THE PRIOR WARNING OFFENSE.

- ☐ First offense -- Counseling Date: _____
- ☐ Second offense -- First Written Warning Date: _____
- ☐ Third offense -- **Second Written Warning Date: _____ **MUST SEE HUMAN RESOURCES FOR DISCIPLINE
- ☐ Fourth offense -- **Final Written Warning Date: _____ **MUST SEE HUMAN RESOURCES FOR DISCIPLINE
- ☐ Fifth offense -- **Separation of Employment Date: _____ **MUST SEE HUMAN RESOURCES FOR DISCIPLINE

***** ANY CASH VARIANCE OF $100 OR MORE, OR ANY ACCUMULATION OF VARIANCE EQUALING OR EXCEEDING 100 WITHIN A THIRTY (30) PERIOD MAY RESULT IN SUSPENSION OR TERMINATION.

I understand the Open Door Policy and Peer Review process. I understand my Peer Review program rights and responsibilities.

EMPLOYEE SIGNATURE: _____ Name: _____ Date: _____

DEPARTMENT HEAD: _____ Name: _____ Date: _____

HUMAN RESOURCES: _____ Name: _____ Date: _____

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MACHINE RECONCILIATION

- The Machine Reconciliation shows
  - Daily Cashier Activity
  - Bank Deposits (money extracted)
  - Change Orders (money added)
  - EOD Balances
- Easily reconcile Activity to Inventory over any date range
  - Daily Activity + Bank Deposit + Change Order = Net Balance
  - Ending Balance – Starting Balance = Net Balance

Daily Cashier Activity

+

Bank Deposits (money extracted)

+

Net Balance

Total Recon — Evention

Machine Reconciliation Report 26/09/2022 - 02/10/2022

Daily Activity

Date	Vfd Tot
	£31,786.10
26/09/2022	£2,737.70
27/09/2022	£6,342.20
28/09/2022	£3,721.00
29/09/2022	£8,824.05
30/09/2022	£2,647.00
01/10/2022	£2,197.85
02/10/2022	£5,316.30
	£31,786.10

Bank Deposit

Date	Trans Itm Tp	27 September Trans Itm Tot
27/09/2022	eventCollectRemoved 20 - GBP	-£5,560.00
27/09/2022	eventCollectRemoved 50 - GBP	-£25,000.00
27/09/2022	eventCollectRemoved 5 - GBP	-£5.00
		-£30,565.00

Balances

Date	1. Starting Balances Tot	2. Ending Balance Tot	3. Net Balance Tot	Daily Trans Totals Tot
30/09/2022	£29,037.94	£31,684.94	£2,647.00	£2,647.00
29/09/2022	£20,213.89	£29,037.94	£8,824.05	£8,824.05
26/09/2022	£37,977.99	£40,715.69	£2,737.70	£2,737.70
01/10/2022	£31,684.94	£33,882.79	£2,197.85	£2,197.85
02/10/2022	£33,882.79	£39,199.09	£5,316.30	£5,316.30
28/09/2022	£16,492.89	£20,213.89	£3,721.00	£3,721.00
27/09/2022	£40,715.69	£16,492.89	-£24,222.80	-£24,222.80
	£210,006.13	**£211,227.23**	**£1,221.10**	**£1,221.10**

Report created: 04/10/2022 19:24 Page: 1

= Ending Balance − Starting Balance

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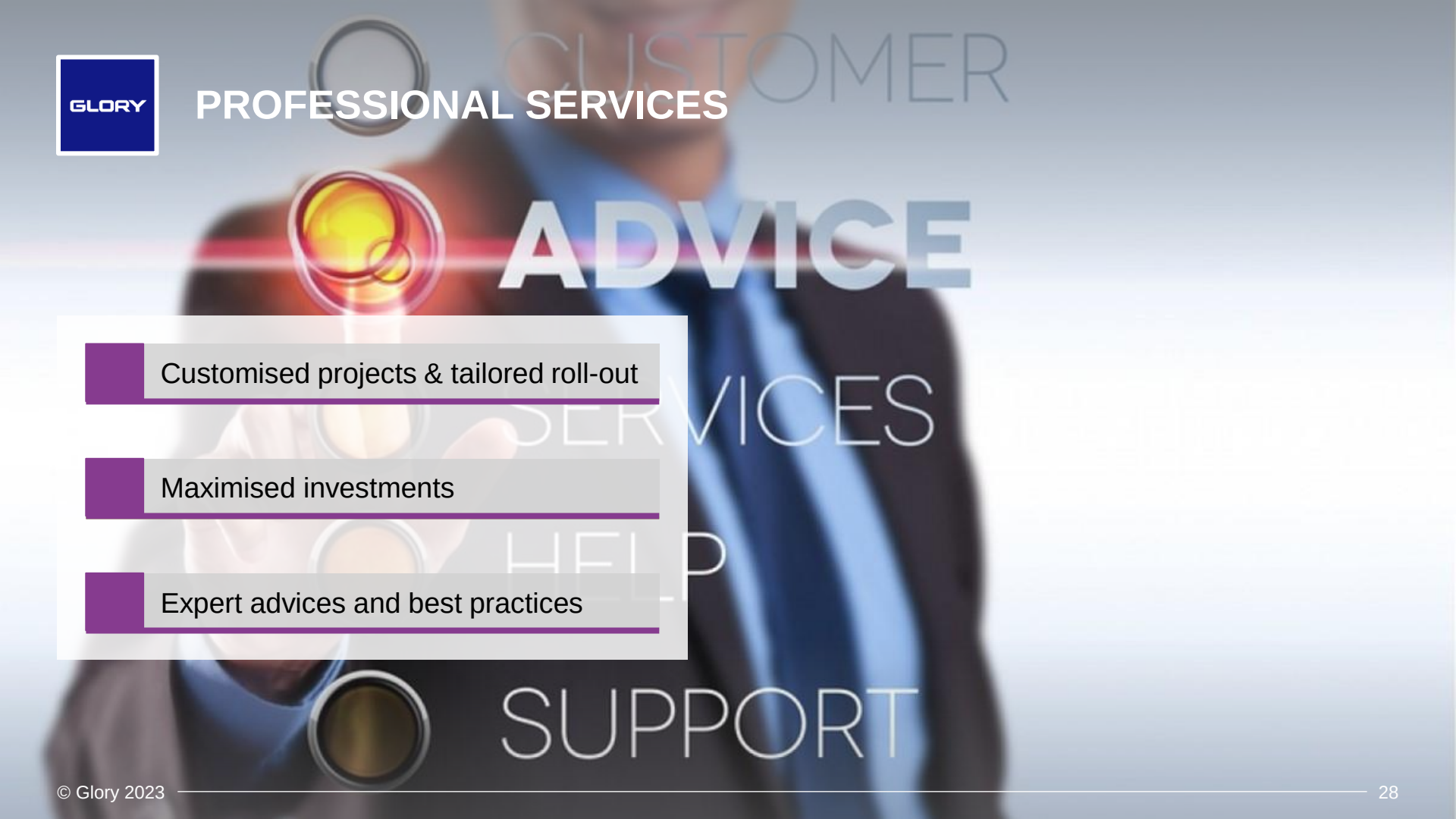
GLOBAL SOLUTIONS & SUPPORT

PROFESSIONAL SERVICES



- Customised projects & tailored roll-out
- Maximised investments
- Expert advices and best practices

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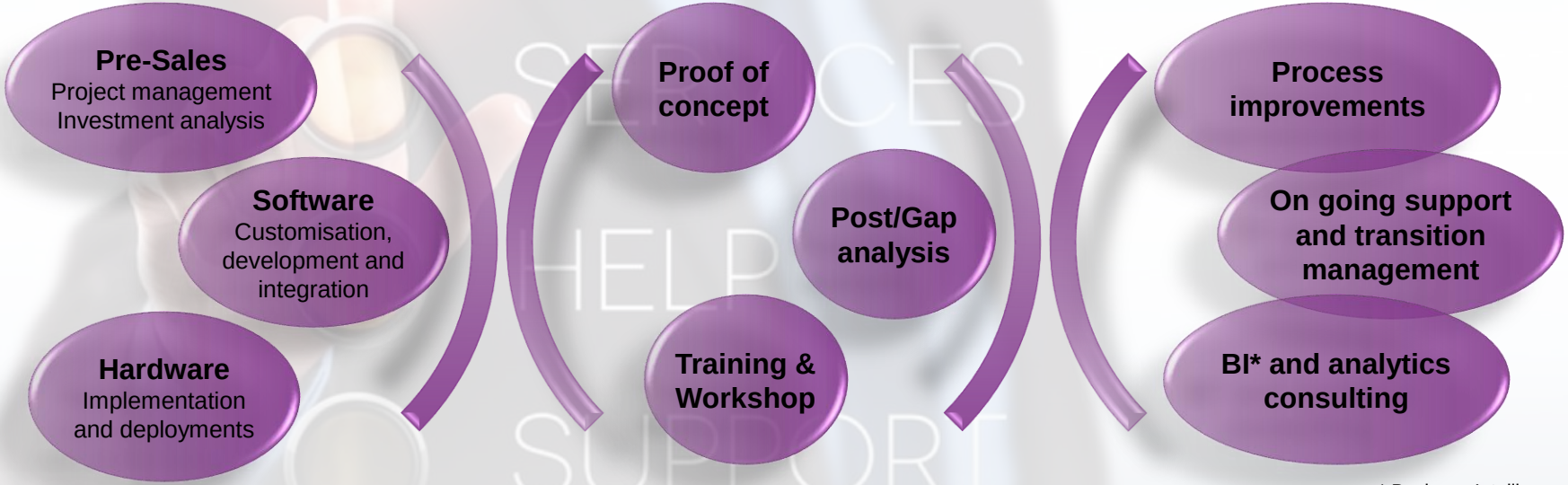
PROFESSIONAL SERVICES

How Glory can help

Industry experts ensuring successful change management



* Business Intelligence

SERVICE MANAGEMENT

How Glory can help

Support

- Help desk and advanced remote assistance

Repair services

- Expert repair centres for both Glory and third-party systems

Maintenance

- Fast and reliable preventive and corrective on-site maintenance

Managed services

- Wide range of managed support from installation management, functional upgrades and refurbishments, spares and consumables supply, removal and disposal services

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3 OPTIONS TO DEPLOY OUR SOLUTIONS

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MARRIOTT FRAMEWORK AGREEMENT (CHECK LIST)

1. Glory Cash Management Solution (As per tier pricing)
    Included:
        - External Printer
        - 5 x Power lead (Country Specific)
        - Wireless keyboard – Locally sourced
        - 20 x Safe Collection Bags
        - 2 x Coin Drawers (CI-100C only)
        - CI-Server (Standard KO6) – Co-Resident installation

2. Evention Software (As per tier pricing)
    Included:
        - SecureDrop Subscription with regular updates
        - Annual Support

3. Delivery & Installation – As per country SLA and pricing

4. On-Site user training – As per country SLA and pricing

5. Five Year Software, Service & Maintenance (As per country pricing)

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PURCHASE INFORMATION

1. Purchase Order for hardware to be raised directly with your local Partner (Copy in Glory Account Manager) to include the Marriott International reference.
   Address:
   Email:

2. New Customer Account – Sign and return the Hardware & Supply Agreement and KYC form along with;
   - Company headed paper
   - Copy of the Company registration document
   - On-Site point of contact; email and telephone number

   Email: ……

3. Evention LLC – Sign and return Participation Agreement

   Email: mike.baldinger@eventionllc.com

4. Services and Maintenance agreement raised with local region – Contact details to be provided by your Account Manager

5. Ubiqular Bridge Plus (Windows Patch Management) Agreement to be sent to Customer by Glory

6. Conference call to discuss internal cash management process and reporting (Glory/Partner to set up call with all parties and provide details)

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7. Confirm configuration requirements (these will be discussed during the initial conference call)
    - User list based on roles – Provided by Hotel
    - Float denomination requirements – Provided by Hotel
    - Collection Cassette/Pouch limit – Provided by Hotel
    - IT requirements (Connectivity to Evention) – Confirm with local Hotel IT Manager
    - Space and Power requirements – See pg. 11, 13, 15
    - Evention Requirements – see “Steps to Implement Evention at Your Hotel”

8. Plan and confirm Delivery Site Survey, Delivery, Installation and training dates – 1.5 days (This is organised by your dedicated Project Manager and our local Glory/Partner office)

9. The Project Manager will handover the project to your local service team following a successful delivery and install.

Additional Go-Live support date to be agreed with your local representative

For all general enquiries please contact your Account Manager.

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PROJECT IMPLEMENTATION PLAN

- Consultation meeting to determine configuration requirements and process
    - Customer to provide
        - List of employees including EID Number & Role
        - Float list by user
- Site Survey – Confirm delivery access and final location of where the hardware will be situated
    - Dimensions & Connectivity requirements will be provided by Glory representative
- Confirm Delivery, Installation and Training dates (Support hours may vary by country)

Action	Timeline
Delivery & Installation	1 Day
User Training	Half Day (4 Hours)

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BUSINESS CASE OF CURRENT INSTALLATIONS

IMPROVEMENT RESULTS
FOUND IN CURRENT INSTALLATIONS

Occurrence on discrepancies	Up to 100% reduction
Occurrence on shrinkage	
Occurrence on counterfeit	
Cash handling costs	From 50% up to 95% reduction
Time for counting cash	
Time for cash reconciliation / inventory	
Time for CIT process	
Money Processing and cash orders costs	Up to 50% reduction
Volume of cash in store	
Annual premium	

ROI for implementation **<18 months**

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IMPROVEMENT RESULTS
FOUND IN CURRENT INSTALLATIONS

- **Cashier**

Current process		Process with GLORY CI-100	
Float preparation	10 minutes per day	Float preparation	3 minutes per day
End of day tasks	30 minutes per day	End of day tasks	5 minutes per day
CASHIER TIMESAVING: **30 MINUTES** PER CASHIER PER DAY			

- **Finance Manager**

Current process		Process with GLORY CI-100	
Safe inventory (3 per day)	45 minutes per day	Safe inventory (3 per day)	6 minutes per day (2mins for each report)
EoD reconciliation	120 minutes per day	EoD reconciliation	5 minutes per day
FINANCE MANAGER TIMESAVING: **155 MINUTES** PER DAY			

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CUSTOMER CASE STUDIES

THE CUSTOMER

The Sheraton Jumeirah Beach Resort is a five-star beach resort in Dubai and part of the Marriott International hotel group. Set in the middle of 10,000 square meters of landscaped gardens shaded by palm trees, the hotel features 256 spacious rooms and suites with excellent views, a wide selection of restaurants and leisure facilities including a spa, pool and gym.

THE CHALLENGE

Cash management at the Sheraton was handled manually by the Finance Team. Like many large hotels, it involved the preparation and reconciliation of multiple floats to cover the reception, food and beverage and leisure facilities, as well as the preparation for CIT collections and bank drops.

The Sheraton operates three shifts in each 24-hour period, spending approximately 51 hours per month in cash processing tasks. In addition, the financial reports took approximately 17 hours per week to complete.

"No more cash count breaks – An integrated system aiming at improving the efficiency of cashiering function and internal controls environment. Furthermore aids in the elimination of the redundant manual cash counting process and increases the general cashiers & other operation staff's productivity."

Ajai Nair, Director of Finance,
Sheraton Jumeirah Beach Resort & Aloft Palm Jumeirah

THE SOLUTION

To improve the cash management processes within the hotel, The Sheraton looked for a solution that could integrate with its POS & PMS Systems and automate time-consuming tasks. It selected the Glory CASHINFINITY back-office recycling device, the CI-100B, that would operate and align with Evention Cash Reconciliation software to create a robust end-to-end solution to streamline both its cash management and financial reporting.

This solution also offered improved security in the back office, with the banknotes being stored within the CI-100B device, as well as automating the counting and authentication of the notes to eliminate errors and discrepancies.

Float preparation, reconciliation and CIT preparation is now automated. A new process for approving petty cash is now in place, giving staff the flexibility and speed to react to day-to-day situations. The solution also generates and posts financial reports, to reduce burden of manual accounting tasks for the finance team.

With the ability to recycle cash, using the CI-100B, the hotel could now drastically reduce CIT visits and reduce its cash holdings on the premises by 38%, bringing significant operational cost savings to the business.

Reconciliation powered by:
EVENTION

THE BENEFITS

The CASHINFINITY back-office solution, combined with the Evention financial software has brought immediate and impactful benefits to the Hotel and its staff. Both the cashiers and Finance Manager can now allocate more of their time to value added tasks, released from the burden of manual cash processing and reporting.

- Cashier hours for cash handling tasks reduced by more than 50% each month
- Finance Team hours to produce reports reduced by 75% each month
- CIT costs reduced by 50%
- Hotel Cash float reduced by 38%, reducing risk and insurance costs
- Speedy petty cash approval process
- Happier staff, relieved of the burden of manual cash counting, to create a less stressful working environment
- Easy to use interface and quick integration means minimum disruption to business to the business

GLORY

CASHINFINITY
GLORY Retail Solution

¿Cómo transformó el Hotel The Barcelona EDITION sus procesos de efectivo?

EL RETO

El problema principal era proporcionar cambio a los cajeros. También era esencial reducir las tareas complejas que consumen mucho tiempo, como el tratamiento manual del efectivo, tanto como fuera posible.

Marc Quintana, Director Financiero, describe cómo la solución de reciclaje de efectivo CI-100 de Glory transformó el flujo del efectivo del hotel y maximizó la productividad del personal.

EXPERIENCIA DEL CLIENTE MEJORADA

"El CI-100 permite al personal gestionar el efectivo de forma segura y con total flexibilidad, lo que contribuye a satisfacer las demandas de efectivo de los clientes en cualquier momento del día, todos los días de la semana".

EFICIENCIA OPERATIVA OPTIMIZADA

La tecnología de automatización de efectivo permite al hotel realizar los procesos de conciliación con máxima rapidez y sin errores, disponiendo de la trazabilidad del efectivo en todo momento, pudiendo así centrarse en la experiencia del cliente.

AUMENTO DE LA PRODUCTIVIDAD DE LOS EMPLEADOS

Lo más importante es que el cajero general no necesita seguir revisando las asignaciones de efectivo de cada cajero, para asegurarse de que todos tengan suficiente cambio. El equipo de operaciones dispone de más libertad, ya que no necesita preocuparse por las dotaciones de caja. Cada vez que comienzan el turno, disponen del fondo de caja completo.

"El eficaz sistema CI-100 de GLORY brinda máxima flexibilidad a los empleados del hotel, desde el Departamento Financiero hasta los puntos de venta, permitiendo ahorrar más de 3 horas al día en las tareas de procesamiento de efectivo."

Marc Quintana, Director Financiero

THE BARCELONA EDITION

GLORY

A GLORY CASHINFINITY™ Case Study

Challenge
Reduce the substantial time, effort and related costs that employees spend managing cash in each of their hotels.

Solution
GLORY's CASHINFINITY cash recycling solution reduces the burden and risk of back office cash processes.

Staff time spent on back office tasks reduced by 22 hours per week
Marriott International, Europe

Benefits
- Cashier cash handling time reduced from 40 minutes down to 8 minutes per day
- Finance Managers are now saving in excess of 2.5 hours per day
- ROI achieved in under 2 years

Marriott INTERNATIONAL

THE SOLUTION

To meet the varying needs across their portfolio of hotels, Marriott International selected GLORY's CASHINFINITY range of back office cash recycling solutions. CASHINFINITY offers the flexibility to choose the best solution for each hotel based on size and volume of cash received. Handling both notes and coins, the cash recyclers automate float dispense, end-of-day reconciliation and deposit preparation for CIT collections as well as detailed audit trails via the CI-server software.

The solution offered improved security with large denomination notes stored within the safe while allowing for lower denomination notes and coins to be recycled, reducing the number of CIT visits and associated costs. The CI-100B stores up to 3,500 notes and the CI-50B up to 2,400 respectively.

Both the CI-100 and CI-50 solutions also count, authenticate and recycle multiple currencies which was a further benefit to Marriott International given the global nature of their customer base.

To date more than 60 CI-100 note and coin cash recycling solutions have been installed across Marriott International hotels in the UK and Europe. Including the brands; Sheraton, Renaissance, Ritz Carlton, St Regis and The W.

THE BENEFITS

The CASHINFINITY solutions have had an immediate, measurable impact on efficiency within the Marriott International hotels releasing more time to focus on higher value activities such as the guest experience:

- Cashier cash handling time reduced from 40 minutes down to 8 minutes per day
- Finance Managers are now saving in excess of 2.5 hours per day
- Reduced CIT visits
- Significantly less time spent on rectifying cash discrepancies
- Intuitive user interface resulting in fast staff adoption
- Ease of implementation and rapid deployment has meant little interruption to the business

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