



GLORY



**HOW TO MAXIMISE  
YOUR RETAIL PROFITS  
WITH CASH RECYCLING**

# CONTENTS

INTRODUCTION	3
MAXIMISE PROFITS	4
MAXIMISE PRODUCTIVITY	6
MAXIMISE THE CUSTOMER EXPERIENCE	7
MAXIMISE YOUR BRAND REPUTATION	8
MAXIMISE RESILIENCE	9
SOLUTIONS	22
SUMMARY	24

## ***Maximise.* It's a powerful word in business.**

It captures a philosophy, a drive to improve, to grow, to evolve, that sits at the heart of every successful enterprise. This mission – to make what we do the best it can be – can take many forms, but its presence is an essential element of success.

We can aim to maximise the quality of our product or service. Or maximise the experience we provide our customers. Or maybe maximise the efficiency with which we do our work. But ultimately we have to maximise our profits.

Profits are the engine of our businesses. They are how we incentivise our valued employees, or afford to bring in exciting new talent, or invest in new technologies and branch into new territories.

This book will guide you through a solution which can help your business to maximise profits in a variety of ways, giving you a little more space to breathe, more freedom to evolve and grow your business, more resources to reward your employees and get the best out of them.

Let's look at how cash recycling solutions can help maximise the success of your business.

## **What exactly is cash recycling?**

Cash recyclers are devices that automate the cash cycle – accepting and dispensing cash; counting, authenticating and storing money securely; and keeping an accurate accounting of the cash you have in your business.

GLORY's cash recycling solutions can be used individually at the point of sale or in the back office, or they can be used together to create a full "Closed Loop" system in which your employees no longer need to handle cash at any point in the store.

This delivers a range of benefits that include unparalleled security and error prevention, freeing up of significant labour time, savings in cash transport costs and banking fees, and more.

# 1 MAXIMISE PROFITS MINIMISE COSTS

The only thing you can truly control in business is your costs.

Costs are inevitable. A part of doing business. But too often the amount we spend has little correlation with the profit it generates. And we've all seen how easily costs can run out of control and start devouring our profits.

Handling cash is essential, but it has its costs. These include:

- **Labour time** such as customer transactions, tallying up for shift or cashier changes, start- and end-of-day reconciliation, and preparing for collection or banking
- **Cash-In-Transit (CIT) services** to move your money to and from the bank
- **Banking fees** around deposits and withdrawals of cash

The great news is, all of these costs can be cut, and cut significantly, with the implementation of a cash recycling solution.

*Watch the costs and the profits  
will take care of themselves.*

– Andrew Carnegie

GLORY solutions deliver:

Reduce daily cash handling costs by up to  
**70%**  
each year

Reduce CIT costs by up to  
**50%**

**Significantly**  
reduce bank deposits and withdrawals

## What makes GLORY different?

There is a reason that so many customers around the world trust Glory for their retail cash recycling solutions. Not only because of our reputation for high quality, reliable products, but also the comprehensive depth of our suite of solutions.

## 2 MAXIMISE PROFITS MINIMISE SHRINKAGE

### We need to talk about shrinkage.

It can be a sensitive topic, but shrinkage is a problem that affects up to 95% all businesses, and it hurts everyone (business owners, employees, customers). It eats into profits, it drives wages down and it pushes prices up. A 2020 report by the Association of Certified Fraud Examiners (ACFE) found that “the typical organization loses 5% of its revenues to fraud each year”, and that capital has to be recovered somewhere.

But beyond the direct loss of profits, the threat of shrinkage has wider negative effects. It can create an atmosphere of suspicion and distrust, encourage micro-management from employers, and lead to poor staff relations.

Shrinkage comes in many forms, and it can be cash or inventory that is lost. But focusing on cash (which is where we can help), there are two primary sources: cashier error and employee theft.

Glory's cash recycling solutions don't act as surveillance on your employees – they remove the temptation of theft altogether, because staff no longer have contact with the cash as it moves through your business.

And on top of that, errors are virtually eliminated, as well as the risk of taking in counterfeit notes.

It's time to keep the money you've earned.

**75%**  
of employees admit to  
have stolen from their  
employer at least once

(Source: U.S. Chamber of Commerce)

### GLORY solutions deliver:

Up to  
**100%**  
elimination of

Errors



Counterfeit  
bills



Internal  
theft



Source: Glory Customer Case Studies

### What makes GLORY different?

Glory's portfolio of cash automation solutions is perhaps the most comprehensive on the market, providing a “Closed Loop” system that includes the point-of-sale, the back office, and a powerful software suite that ensures you get the maximum efficiency out of your cash recycling solution.

# 3 MAXIMISE PRODUCTIVITY MINIMISE LOW-VALUE TASKS

Productivity troubles the sleep of every businessperson around the world.

It's a universal challenge that requires us to subject every task, every process, to scrutiny. *Could this be more efficient? Could it be replaced? Should it be eliminated altogether?*

How cash is managed in your business is no different. Mismanaged, it can be a serious drain on productivity. However, with an effective cash management system in place, you could see improvements in your store performance across multiple areas.

The key way that cash handling affects productivity is by keeping staff occupied with low value tasks. By automating the cash cycle you can redeploy those labour hours to higher value work, like assisting the customer on their journey towards a sale.

***For a more sustainable business growth strategy, it is better to bring down cost than increase prices. Because that always gives you more room to improve efficiency and increase productivity.***

– Victor Kwegyir  
Entrepreneur, Author, Business Coach

GLORY solutions deliver:

Time savings of up to

**45mins**  
per cashier, per day

Source: Glory Customer Case Studies

## What makes GLORY different?

To reach the peak of productivity, Glory goes much further than the devices that sit in your store. Our suite of software services provide you full visibility of your estate, giving you the remote management tools and actionable insight to help maximise the availability of your cash where it is needed most.

# 4 MAXIMISE THE CUSTOMER EXPERIENCE MINIMISE ERRORS, LONG QUEUES, AND UNAVAILABLE STAFF

**None of us just want customers.**

We want loyal customers. The ones that come back again and again. The ones that go and tell all of their friends about us. We want *fans*.

And that's no easy task. Clever marketing can get people through the door, but only a great customer experience will bring them back.

Of course, a great customer experience is not a static thing. Customer needs are constantly evolving, faster today than ever, and the experience we provide needs to keep up, which takes innovation and the proper focus.

There's no silver bullet for creating a great experience, but there are some easy wins. Payment errors, long queues, staff tied up for longer at the tills or in the back office counting cash – all of these degrade your customers' experience. They can lead to people walking out or not coming back. And they are easily solved with a cash recycling system.

*Innovation needs to be part of your culture. Customers are transforming faster than we are, and if we don't catch up, we're in trouble.*

– Ian Schafer, CEO, Kindred

**GLORY solutions deliver:**



Customer waiting times can be reduced by up to

**30%**

Transaction errors reduced by up to

**100%**



**What makes GLORY different?**

When instituting new in-store technology, a big concern is always “downtime” in the event of a problem. Glory has invested in support services which are second to none. Our global expertise is supported by a local network of technicians to ensure we can deal with issues swiftly and efficiently with minimum disruption.

# 5 MAXIMISE YOUR BRAND REPUTATION MINIMISE NEGATIVE ASSOCIATIONS

## How do you want people to think about your brand?

Perception matters. People don't just buy products and services – they buy an association with your brand, with your story. It's on you to make it a story they want to be a part of.

Do you want to be seen as a company that is forward thinking? As a leader in technology? A business that is in touch with its customers' needs?

This won't be accomplished by randomly inserting technology into your operation. It's about installing the right solutions in the right places that will make your customer's life easier and their journey smoother.

Automating your cash payments with cash recycling not only makes for faster, smoother transactions and shorter queues – it lets customers know that you are willing to invest in the experience they have in your store.

***A one-star increase in Yelp rating correlates with a 5-9% increase in revenue.***

**– Harvard Business Review**

## GLORY solutions deliver:

*I did see a lot of people coming in, just to use the machines... I'm not even joking... it did excite people.*

**- Front Desk Staff, PB Boulangerie**

*I've been dreaming about having this Glory machine for a long time, I tell you, for us it's like a release. I can really care about my customer when they come to the building. It's cleaner, it's faster, it makes the staff more comfortable.*

**- Owner, PB Boulangerie**

## What makes GLORY different?

If you are going to stake your reputation on something, it had better do the job. Across the globe, the name Glory is synonymous with world-class engineering. That's what we built our reputation on, and we stand by it.

# 6 MAXIMISE RESILIENCE MINIMISE RISK

## The pandemic has put us all to the test.

Many businesses didn't make it. And the ones that did are giving a lot more thought to the resilience of their operation in the face of a crisis.

During the worst of the pandemic, the companies that were agile in implementing the necessary technology were both the most profitable and most likely to survive.

Today, a labour shortage across many industries is continuing to cause immense challenges, as are isolation periods for the employees we do have.

But how can cash recycling solutions help with resilience?

The reality is, many operations are being forced to operate with less staff at the moment, and the customer experience suffers for it. By automating your cash cycle you can take a huge load off of your employees, lowering their stress and allowing them to focus more on your customers and meeting their needs.

And when things are really stretched, it allows you to keep your basic functions in place and keep serving customers, even on a skeleton crew.

***At the organisations  
that experimented with  
new digital technologies  
during the crisis...  
executives are twice as  
likely to report outsize  
revenue growth than  
executives at other  
companies.***

– McKinsey

## GLORY solutions deliver:

Up to  
**2 hours**  
of staff time saved per day

*We're spending more one-on-one time with the customers, versus being back in the cash office dealing with money.*

*We've freed up between \$35-\$40,000 per store for our cash flow.*

– CFO, Price Chopper

## What makes GLORY different?

At Glory, we see our customers as partners. Our team can work together with your own, first to understand your needs, and then to meet them. Collaboration is at the heart of our ethos. For us, it's not simply about selling products, it's about creating solutions.

Source: Glory Customer Case Studies

GLORY

# CASHINFINITY™ ROARING IN SHENG SIONG



## The Business



One of the largest supermarket chains in Singapore.

- Established in 1985
- 60+ locations
- Annual turnover is more than one billion Singapore dollars



*Reducing time and cost for daily cash replenishment and collection, cashiers were re-branded to **CUSTOMER SERVICE OFFICERS.***

Ong Wai Tick  
Outlet Manager, Sheng Siong

## The Challenge

- Reduce cash discrepancies
- Highest level of quality, reliability and mobility needed
- Minimise cash security risks
- Reduce cost of in-store cash handling

## The Solution – CI-10

**More than 450 CI-10 devices were installed, improving both customer and staff experience:**

- Cashiers no longer handle physical cash
- Customer waiting time reduced by 30 seconds
- **Reduced transaction times by 37%**



# CASHINFINITY™

## OPTIMISING CASH HANDLING



### The Business

- The flagship store in Singapore is a city landmark
- Expanded operation to serve tourist and travellers
- Delivers one-stop-shop for authentic Chinese goods



*Before implementation of the CI-100 solution any cash discrepancies meant cashiers had to find the errors and this resulted in wasted time.*

Tham Yuet Meng  
HoD, Customer Experience

### The Challenge

Cash counting had become a major area of concern for the business and was adversely affecting productivity through:

- Counting cash & coins
- Reconciliation of points of sale
- End of day deposit

### The Solution – CI-100

**GLORY CASHINFINITY CI-100 has delivered:**

- Time savings of **eight hours per day**
- Increased staff productivity
- Significantly reduced staff stress from handling cash
- Focus more staff time on customer service rather than back-office tasks





GLORY

# CASHINFINITY™ – STREAMLINING DAILY OPERATIONS AT DECATHLON



## The Business



- International sports giant with 6 stores and over 300 employees in Australia
- Strong customer focus, with a mission to 'make sports accessible to all'



*The intuitive cash automation solution from GLORY has allowed our teammates to focus more on our customers.*

Anthony Montoya  
Decathlon Omni-Channel Project Manager

## The Challenge

- Reduce time spent in the back office manually counting daily cash floats & takings
- Reduce time spent by cashiers at start and end of their shifts
- Eliminate mundane, time-consuming and stressful tasks for staff
- Allow staff to focus on creating value for customer

## The Solution – CI-100B & RCS-400

**GLORY CASHINFINITY provided the ideal retail solution**

- 2 labour hours saved in daily back office reconciliation in each store
- Up to \$30,000 saved per year on back office labour costs
- 100% of cash secured in UL 291 rated safe
- Reduced CIT and banking costs



GLORY

# CASHINFINITY™ – ELIMINATING \$10K IN SHRINKAGE AND COUNTERFEIT NOTES



## The Business

- An owner-operator of three IGA stores in Melbourne; part of the IGA network of 1,300 independent grocers
- IGA is the 4th largest Australian supermarket chain



*I have noticed a marked increase in footfall and average spend by new and existing customers because I have chosen to implement GLORY technology swiftly in order to continue to offer cash payments in a safe 'contactless' manner.*

Danny Kashyap  
IGA Franchise Owner

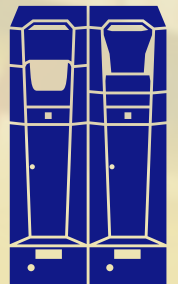
## The Challenge

- Eliminate losses including staff errors in cash handling
- Provide customer choice in payment methods with contactless cash payment
- Free up staff time to focus on customer service & engagement

## The Solution – CI-10

**After installing the GLORY CASHINFINITY solution in the store, IGA has:**

- Eliminated shrinkage by at least \$10k per year
- Saved one hour of manager's time on manual cash counting
- Increased traffic by offering customers a choice of payment
- Enabled 'contactless' cash payment for customers' ease of mind



GLORY

# CASHINFINITY™

## LABOUR, SECURITY & CASHFLOW



### The Business

- Largest Italian marketplace in the world
- Awarded “International Retailer of the Year” at NRF in 2016
- 37 locations worldwide, in 12 different countries



**“ At the end of any given week we are saving up to 7-10 hours (per day in manual cash processes). ”**

Peter Mutino  
GM of Retail Operations at Eataly's NYC World Trade Center

### The Challenge

Eataly needed a new approach for managing cash drawers for all cashier stations. Staff were burdened with the manual counting of cash at the end of each shift.

### The Solution – CI-300

**Eataly significantly improved their cash processes with Glory's CASHINFINITY CI-300 Cash Recyclers**

- Increased end-to-end traceability
- Added security and counterfeit detection
- Detailed reporting



GLORY

# CASHINFINITY™ – CHOPPING TIME AND COST AT MCKEEVER'S PRICE CHOPPER

## The Business

- Family owned business since 1976
- 60,000 sq.ft. high-end grocery stores
- Operates more than 10 stores in the greater Kansas City area



**“GLORY machines have become the new normal, our people like the new normal. It works and it works well.”**

Jeff Blobaum  
McKeevers Price Chopper CFO

## The Challenge

**In the grocery store industry, very low margins and cost are major concerns. McKeevers needed to:**

- Streamline cash management
- Improve till reliability
- Reduce or eliminate cash counting at the end of shifts
- Reduce cash handling labour costs
- Increase the efficiency and accuracy of bank deposits

## The Solution – CI-300

**GLORY CASHINFINITY provided the ideal retail solution**

- Staff freed for customer engagement
- Labour time savings of one shift per day, per store
- **\$400k in savings** and increased cash flow



GLORY

# CASHINFINITY™ – EASY TRANSITION TO CASH RECYCLING

## The Business

- Large grocery / convenience store chain
- 84,000 employees
- 240 stores across the Midwest USA



**“ This GLORY [CASHINFINITY device] is the first for our company, and hands down, I love it!**

Kristi Tennill  
Accounting Manager, Hy-Vee, Inc.

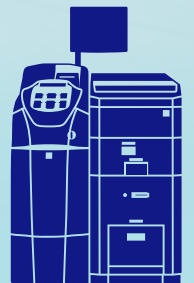
## The Challenge

Hy-Vee required an effective and easy-to-deploy solution that would improve cash processes, including eliminating human error, reducing time counting, and reducing cashier stress.

## The Solution – CI-300

**GLORY CASHINFINITY CI-300 installed for the opening of one of Hy-Vee’s new stores**

- Provided easy transition to cash recycling
- **Saves 30-45 mins per day**, counting cash
- Cashiers love the transparent cash accountability and increased security



# CASHINFINITY™ – OPTIMISING THE CASH MANAGEMENT PROCESS

## The Business



- More than 100 stores
- Next generation shopping centre, dedicated to food and designed as urban centres



*Glory's complete CASHINFINITY solution was the perfect solution to improve efficiency and give new dimension to the store.*

Kristi Tennill  
Accounting Manager, Hy-Vee, Inc.

## The Challenge

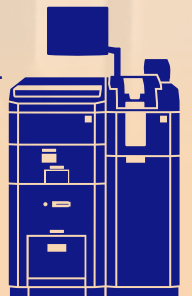
E.Leclerc wanted to modernise and improve the cash management process as well as staff productivity.

- Reduce daily cash processing
- Eliminate manual sorting at registers
- Improve staff efficiency

## The Solution – CI-10s & CI-100

**GLORY CI-10s & CI-100 were integrated, resulting in:**

- **Cost savings:** with cash automation
- **Security:** eliminates cash exposure
- **Staff productivity:** reduced stress caused by manual cash process
- **Customer satisfaction:** faster transactions



GLORY

# CASHINFINITY™ – EFFICIENCY AND SECURITY IN CENTRAL VALENCIA

## The Business

- Fully consolidated pharmacy in the city centre of Valencia
- Physical and mental health space in the Valencian Ensanche



*The most immediate advance we have obtained thanks to Glory's CI-10 has been considerable time savings.*

Anna Beltrán  
Propietaria, Farmacia Gran Vía

## The Challenge

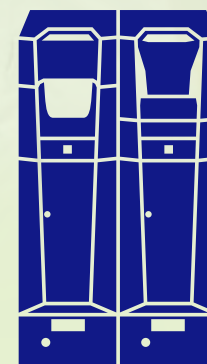
The pharmacy undertook a renovation process and was looking to implement the latest technology to deliver:

- Better safety due to its operating hours in central Valencia
- A solution that would easily integrate to the pharmacy's software
- Automated cash management

## The Solution – CI-10

**CASHINFINITY CI-10 solution significantly improved cash management:**

- Approx. 120 cash handling min. saved a day
- Simple & efficient cash balancing
- Increased employee productivity and improved customer service



# MAXIMISING BUSINESS PERFORMANCE WITH CASHINFINITY™



## The Business

- Grupo Las Palomas first opened in Zaragoza over 50 years ago
- Now expanded to a number of hospitality brands beyond Zaragoza



*We are making a very positive impact in the level of customer service provided in our restaurants. Now customer waiting time has been reduced by 50%.*

Owner  
Grupo Las Palomas

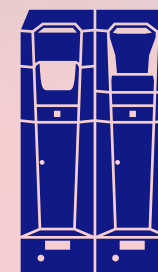
## The Challenge

For those restaurants with high volumes of customers, they needed a solution to automate their cash handling processes for quicker acceptance of customer payments and change provision in order to reduce customer waiting time and offer a more personalised service. They needed a solution with proven reliability, accuracy & efficiency.

## The Solution – CI-5 & CI-10

**Since the installation of CI-5 and CI-10, Grupo Las Palomas:**

- Reduced customer waiting time by 50%
- Saved 30 mins per day, per site, in cash reconciliation
- Eliminated errors and counterfeit notes



GLORY

# CASHINFINITY™ – REDUCED MANUAL CASH COUNTING



## The Business

- John G. Shedd Aquarium is home to 32,000 animals
- 261 employees
- Ranked 1st among its top 10 competitors



*GLORY's machines are a huge time-saver. I don't think we had to show our staff more than once to use them! They are very intuitive and easy to use.*

Jeff Steele

Assistant Director of Box Office Operations, Shedd Aquarium

## The Challenge

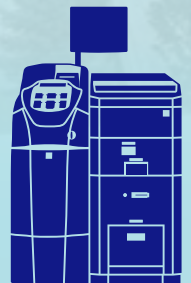
Shedd was in the market for reliable, user-friendly cash automation device that could handle large amounts of cash and would:

- Minimise time counting & securing cash
- Provide accountability for users, while increasing accuracy & efficiency of deposits and audits
- Be user-friendly with trouble-shooting

## The Solution – CI-300

**Two GLORY CASHINFINITY CI-300 note and coin recyclers were installed, delivering:**

- Self-auditing and reporting features
- Counterfeit detection
- User accountability



# ENHANCING CASH HANDLING SECURITY AND CUSTOMER SATISFACTION

## The Business



- Located in a modern business park
- Open for long operating hours each day
- Up to 300 cash transactions per day

**“With the CASHINFINITY solution from GLORY, we can save 30 minutes per day when carrying out cash balancing.”**

Jose Luis Caro  
The Fruits of the World Owner

## The Challenge

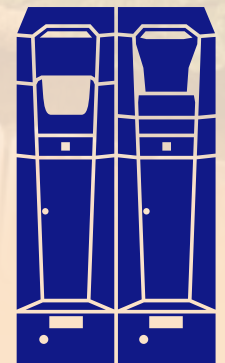
The Fruits of the World shop needed a sophisticated solution to minimise cash handling from the start to end of the business day and improve:

- Cash management
- Security
- Speed & Efficiency

## The Solution – CI-10

**GLORY CASHINFINITY CI-10 was installed in The Fruits of the World resulting in:**

- Improved staff productivity
- Significant cost savings
- Higher level of hygiene
- Better customer engagement



## CI-10 – Compact Cash Recycling System

The CI-10 compact cash recycling solution removes the need for staff to handle cash at the point of sale. When integrated into your existing POS system the CI-10 securely automates cash handling at payment positions, minimising the risk of errors and shrinkage while enhancing staff productivity and customer service.

- Front office automated note and coin handling of customer transactions
- Improves hygiene in locations where cash and food are handled
- Secure closed cash management between the front and back office



## CASHINFINITY™ CI-100 – Cash Recycling System

The CI-100 reduces the burden and risk of your back office cash processes. Automated processing of cash accelerates start and end of day processes as well as shift changes, reduces the risk of cash shrinkage, enhances the productivity of your staff and enables provisional credit where available.

- Back office automated note and coin handling of takings and change funds
- Reducing day-open, shift change and day-close operations
- Secure closed cash management between the front and back office



## S22 – Retail Self Checkout

Designed for smaller stores, the S22 Lite Compact Self-Checkout Solution gives your customers control without sacrificing selling space. Cash, card and mobile payment options mean all your customers will benefit from the enhanced checkout experience however they choose to pay.

- Operations that want to grow their revenue, even where space is at a premium
- A variety of implementations, from self-checkout to self-service and more
- Flexible configuration: use wall mounted, free standing or on the counter



# GLORY SOFTWARE SOLUTIONS



UBIQULAR™



## UBIQULAR™ Bridge

Continuous performance monitoring and remote device management improve the operational efficiency of your stores with UBIQULAR Bridge, Glory's remote device management solution for your automation devices.

- Remote updates for less business interruption
- Improving device uptime and availability
- All devices – it can be managed from a smart phone or tablet



## UBIQULAR™ BridgePlus



## UBIQULAR™ Inform

UBIQULAR Inform is Glory's reporting and analytics solution that provides a wide variety of options for utilising data from various sources and delivering meaningful insights to our customers.

- Provides answers to how your devices are being used and if are you getting the value you anticipated
- Inventory management tools for optimal effectiveness to identify excess cash holdings in the machines
- Provides key performance measures on your devices which ensure optimal use and maximum satisfaction



## UBIQULAR™ Manage

Glory's UBIQULAR Manage service takes in-store cash automation solutions to the next level and allows store cash technology to drive value across the extended Retail Cash Chain, from consumer to bank and back again, ultimately allowing Glory's Digital Services team to manage your cash deposits and transform Cash into an Electronic Payment.

- Retailers who want to improve their safety and security
- Improved staff efficiency whilst reducing cash costs
- Saves retailers time as it removes day-to-day cash labour tasks

# The cash cycle is often overlooked as just a necessary expense.

And it is, but it's an expense that doesn't need to be so... *expensive*.

If you are reading this, then that drive to maximise profits, and the success of your business overall, is clearly part of your ethos. Don't let cash handling be an unnecessary drain on your productivity, your workforce, and your bottom line.

Get in touch with Glory today to discuss a tailored set of cash recycling solutions that can **maximise** your profits today, and better prepare you for the challenges of tomorrow.

 [www.glory-global.com](http://www.glory-global.com)

 [info@sg.glory-global.com](mailto:info@sg.glory-global.com)

 +65 6837 2813

**Glory, Regional Headquarters - Singapore, 438A Alexandra Road, #08-01/02, Alexandra Technopark, Singapore 119967**

**+65 6837 2813** **info@sg.glory-global.com** **glory-global.com**

EBOOK-MAXIMISE-0322/SG\_1.0

Glory Global Solutions is part of GLORY LTD. This document is for general guidance only. As the Company's products and services are continually being developed it is important for customers to check that the information contained herein includes the latest particulars. Although every precaution has been taken in preparation of this document, the Company and the publisher accept no responsibility for errors or omissions. The Company and the publisher accept no liability for loss or damages resulting from the use of the information contained herein. This document is not part of a contract or licence save insofar as may be expressly agreed. All capabilities and capacity and throughput figures are subject to note/coin size, note/coin quality and process used. GLORY, ACRELEC, CASHINFINITY, UBIQULAR and their associated graphical representations are each a trademark or a registered trademark of GLORY LTD. Group of Companies in the EU, the U.S. and other countries. © Glory Global Solutions (International) Limited 2022.