

GLORY

# CASHINFINITY™ ROARING IN SHENG SIONG

## The Business



Established in 1985, Sheng Siong is one of Singapore's top three supermarkets with 61 locations and almost 1 billion Singapore dollars in annual sales revenue.



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

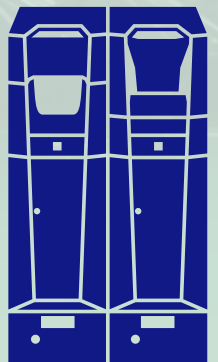
Ong Wai Tick  
Outlet Manager, Sheng Siong

## The Challenge

Staff members spent too much time counting cash and not enough time with customers. Cash is still the preferred payment method for Sheng Siong customers, and as the business grew, so did the queues. Coin shortages were also an issue, and buying coins from the bank was creating a high operating cost.

## The Solution – CI-10

- Reduced reliance on and costs for coin exchange services with banks
- Cashiers no longer handled physical cash
- Customer waiting time reduced by 30 seconds
- CI-10s reduced transaction times by 37%



# RETAIL TRANSFORMATION: CONTACTLESS AND CLOSED-LOOP CASH AUTOMATION

## The Business

Founded by Thomas Jin and his wife Karen Xue in 1997, Tong Li is now the largest Asian grocery chain in Sydney with 17 stores across major shopping centres and business districts.



“ *The CASHINFINITY solution stood out for its remarkable security and scalability, which aligned with our strategy to monitor our operations and cash flow across a growing fleet of stores.* ”

Mr Thomas Jin  
Managing Director, Tong Li

## The Challenge

At store level, they needed a solution to save time and money on nonproductive tasks and focus on the all-important customer experience. Across the stores, they saw the potential to improve security and cash handling operations through digitalisation.

## The Solution – CI-10 & CI-100

- Halved the number of CIT visits required
- Improved customer wait time by 20%
- Eliminated cash discrepancies by over 99%
- Saved 20 mins per cashier, per day in EOD reconciliation
- Saved up to 100 mins per store daily in back office cash handling



# CASHINFINITY™ – CASH OFFICE EFFICIENCY TRANSFORMED

## The Business

Established over 41 years ago, O'Meara's SuperValu Portumna is a busy store run by 100 staff. SuperValu is part of the Musgrave Group, Ireland's largest grocery and food distributor with over 223 stores throughout Ireland.



**“ The beauty of the CI-100 is that it automates all our cash handling, and we are experiencing time savings of 30 hours a week.**

Yvonne O'Meara  
Store Owner

## The Challenge

O'Meara's staff were continuously walking up and down to process cash from 10 tills throughout the day. The staff were spending large amounts of time running up the stairs for change, counting cash, preparing floats for start of the day, reconciliation at end-of-day and sorting notes for the ATM.

## The Solution – CI-100

- Coin orders reduced from three or four bags a week to only one
- More efficient refilling of on-site ATM
- Weekend staffing of cash office no longer required
- 30 hours of cash handling time saved a week



GLORY

# CASHINFINITY™ – ENHANCED CUSTOMER EXPERIENCE

## The Business

Instant Karma Retail is a small but growing chain of off-licence convenience stores located in Soho, London.



Instant Karma  
Retail Ltd



*The CI-10 saves me two man-hours a day of cashing up time. Most of the time I only have need to do a weekly cash withdrawal from the CI-10 rather than daily and its cleverly integrated with our EPOS system.*

Chandra Goyal  
Managing Director, Instant Karma Retail

## The Challenge

The time and cost of regular trips to the bank to deposit takings was negatively impacting profit margins. While time, efficiency and minimising costs were all key areas for improvement, Chandra also wanted to improve the customer experience by reducing transaction times and offering cashback services.

## The Solution – CI-10

- Significant reduction in trips to the bank and associated deposit fees
- 100% accuracy of cash handling between staff and customers
- Elimination of internal shrinkage and counterfeit notes
- 2 hours staff time saved per day and faster customer transaction time

