

GLORY

A GLORY CASHINFINITY™ Case Study

Challenge

Enhance the customer experience and reduce losses associated with manual cash handling.

Solution

GLORY's CI-10 cash recycling solution along with EDGEPoS automates cash handling and delivers an improved customer journey.

Benefits

- 4.7 hours staff time saved per week
- Reduction in cash losses with elimination of discrepancies including Lotto and PayPoint errors
- Increased customer interactions and staff productivity
- Shorter queuing times and speed of service



40 minutes staff time saved per day with faster transaction times and more customer interactions

Spar Daly's Service Station, Eglish, Ireland



THE CUSTOMER

In its fifth year of trading, Daly's Service Station in English was completely revamped in 2018, when Martin Daly, the store owner decided to replace the old building with a brand new forecourt and convenience store. Spar Daly's have won several awards over the years for their dedication in serving their community.



THE CHALLENGE

More than 40% of transactions at the point of sale were made by cash and like many retailers who constantly spend endless time and resources processing cash, Martin was concerned about his store's operational efficiency and profit margin. He wanted to be able to capture data he could act upon, while at the same time reducing queues and eliminating errors, and discrepancies.

Large amounts of time was being spent by staff counting cash at start and end of the day for reconciliation, and sorting notes. There was also occasional issues with accepting counterfeit notes and discrepancies when dealing with scratch and lottery tickets.

It was time to find a more effective solution for the daily cash-handling processes and the challenges they presented. Martin started to hear positive stories from other retailers about their new cash automation solutions and was impressed by the concept.

He reviewed and analysed the store's cash-handling processes and was convinced that one of the best ways to develop and improve his business operations was to invest in new retail technology that would improve the customer experience and deliver efficiency gains.

“Regardless of the amount of cash you are processing per day in your store, you still have to put processes in place that take a little bit of control, drive efficiencies and eliminate errors. GLORY's CI-10 cash recycling solution made it possible for us to reduce time-consuming tasks and errors and take this time to focus on customer interactions. It takes a lot of pain away, saves time and resources.”

Martin Daly, Store owner

THE SOLUTION

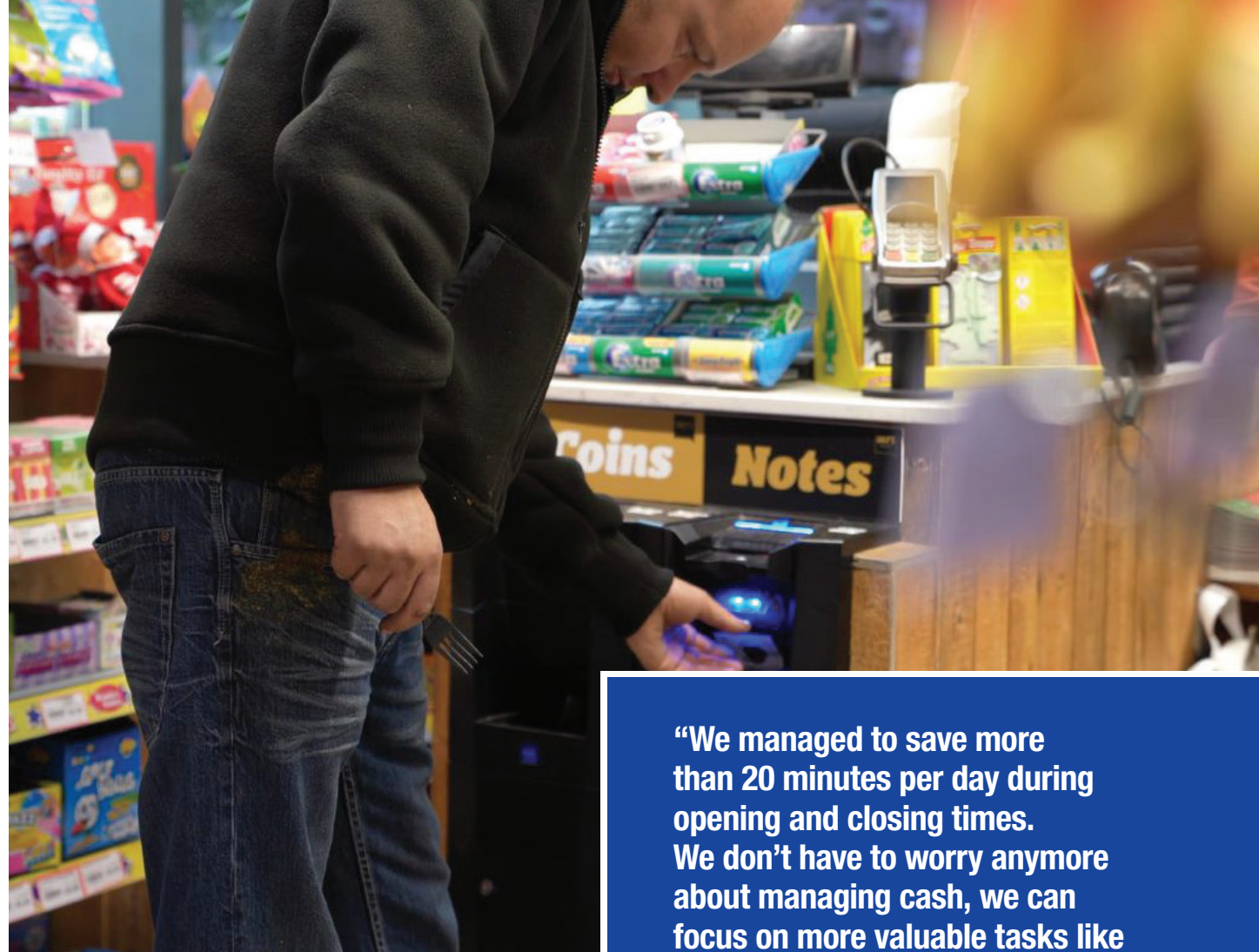
Handling a significant amount of cash per day, Martin realised they needed a secure and efficient way to reduce the time staff spent counting and sorting cash and the GLORY CI-10 compact cash recycler was identified as the best solution.

Customers place coins and notes straight into the CI-10 cash recycler which counts, validates and processes the cash and presents the correct change. Manual cash handling is eliminated, replaced with accurate, fast and reliable transactions, enabling staff to focus on added-value activities and reducing queues.

The design of the CI-10, together with the EDGEPoS software integration allowed Daly's service station to easily deploy the solution within their counter.

Glory Engineers quickly conducted the installation and training of staff ensuring the set-up went smoothly. "They were knowledgeable, knew what they were talking about and provided a bespoke service by addressing all our questions and concerns. The CI-10 recyclers were installed within a day with minimum fuss and disruption to the store and our customers", Martin admits.

They started seeing the benefits after only a couple of months, as the CI-10 accelerated start and end-of-day processes, reduced the risk of cash losses and errors and enhanced the productivity of the staff. "The staff don't



take cash in and out of the tills and count it in front of the customers anymore. At the end of the day staff just log off and we take out the surplus, providing us with more control and security."

Glory provides real-time inventory status and cash taking reports. When paired with the EDGEPoS reports, Martin can view his entire enterprise position at any time of the day enabling him to keep a complete trail of all transactions including cash.

"We managed to save more than 20 minutes per day during opening and closing times. We don't have to worry anymore about managing cash, we can focus on more valuable tasks like interacting with our customers. GLORY'S CI-10 cash recycling solution together with EDGEPoS have been a one-stop system for our needs – a truly flexible and fully functioning solution and the best single investment we made for our business."

Martin Daly, Store owner

THE BENEFITS

Installing GLORY's CI-10 cash recycling solution along with EDGEPoS provided Daly's service station with security, efficiency, and peace of mind in several areas:

INCREASED PRODUCTIVITY

40 minutes a day saved by introducing cash automation at the point of sale. Time previously spent in the back office preparing tills and cashing up at the end of the day are rededicated to more fruitful tasks focussing on margin, product and range analysis.

COST SAVINGS

Discrepancies and errors have been dramatically reduced including previous issues with Lotto and PayPoint transactions making reconciliation straight forward and stress free.

ENHANCED SECURITY

Safe drops are no longer required as the CI-10 continually recycles and stores the cash securely within the cassettes until the end of the day.

IMPROVED CUSTOMER EXPERIENCE

The CI-10 cash recycling solution reduces long queues at busy times and delivers faster transactions, while staff are relieved from note and coin counting so they can spend more time interacting with customers.



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