

GLORY

Improving cash handling processes and customer satisfaction

Farmacia Gran Vía, Spain



THE CHALLENGE

Farmacia Gran Vía was trying to find a solution to minimise cash handling from the start to the end of the business day.

The pharmacy is open for 12 hours a day and during these long operating hours, it is not possible for the owner to be on site all the time. Therefore, there was a business requirement to automate certain processes, such as cash management.

Cash handling processes are time consuming therefore it was important to:

- Reduce time required to prepare change funds
- Eliminate discrepancies in cash counting
- Detect counterfeit banknotes
- Create a quick reconciliation process (reduce overall reconciliation time from 120 minutes to 5 minutes)

Security was also important with the pharmacy being located in downtown Valencia and with long opening hours, Farmacia Gran Vía needed a solution that minimised security risks.

Another key factor was that the solution to be implemented had to be easily and fully integrated into the pharmacy's software.

“The most important benefits were that the cash balancing process was simple and efficient and also the ability to fully integrate the machine into our pharmacy's software. That's why I chose Glory; they are a company with a wealth of experience in cash management.”

Anna Beltrán, Pharmacy Owner, Farmacia Gran Vía

THE SOLUTION

Farmacia Gran Vía wanted to have very quick and effective modern technology that allowed it to carry out cash management processes with accuracy, efficiency and securely.

In addition, Farmacia Gran Vía was seeking a machine with a compact design that could be easily adaptable to the pharmacy's layout, giving greater comfort to users and leading to greater profitability.

Farmacia Gran Vía found the CASHINFINITY™ CI-10 from Glory was the ideal solution to meet their needs, in terms of providing trusted and proven reliability and performance.

The solution was installed with minimal disruption to the store and staff, training was also provided by our team during the installation.



THE BENEFITS FOR FARMACIA GRAN VÍA

Farmacia Gran Vía's objective was to install a reliable solution in their pharmacy in order to significantly improve cash handling processes.

COST SAVINGS

With the introduction of cash handling automation, Farmacia Gran Vía has noticed a significant 1 hour and 55 minute per day reduction in its reconciliation process.

Previously, the pharmacy had to perform 5 cash balances a day. Now, with the CASHINFINITY solution, they carry out cash balancing just once a day. Discrepancies are totally eliminated bringing immediate and real cost savings for the company.

SECURITY

The CASHINFINITY solution reduces cash exposure in-store, helping to minimise the risk of theft.

Counterfeit banknote detection and foreign object/counterfeit coin detection helps the pharmacy to significantly reduce losses. In addition, the modern technology ensures staff manage cash accurately, securely and with confidence.

STAFF PRODUCTIVITY

Staff productivity has significantly improved, increasing customer interaction time and enabling up-selling opportunities. The staff are motivated by the added value they are able to provide the pharmacy and stress levels are kept to a minimum.

CUSTOMER ENGAGEMENT

With the CASHINFINITY solution, employees are better able to satisfy customer needs. They can assist them quickly and offer a more personalised service.



The Farmacia solution is part of the overall retail offering from Glory – an offering that addresses the breadth of cash management requirements throughout the Retail Cash Chain. Glory's specialist knowledge and expertise ensures any retail organisation can optimise its entire cash chain to improve its bottom line – transforming cash from its customer's pocket into a healthy profit.



OPTIMISING THE RETAIL CASH CHAIN

Automate | Authenticate | Secure | Accelerate

Glory, Infinity View, 1 Hazelwood, Lime Tree Way, Chineham, Basingstoke, Hampshire RG24 8WZ, UK

+44 (0)1256 368000 info@uk.glory-global.com glory-global.com

CS-FARMACIA-0517_2.0

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 is a registered trademark of GLORY LTD. in Japan, the United States of America, and EU. All trademarks are owned by the GLORY Limited Group of companies. CASHINFINITY and its associated graphical representation are each a registered trademark of GLORY LTD. in Japan, the European Union, the USA and other countries. © Glory Global Solutions (International) Limited 2017.