

GLORY



## A GLORY CASHINFINITY™ Case Study

### Challenge

Save time spent on cash handling and reduce cash losses.

### Solution

GLORY's CI-100 cash recycling solution reduces the burden and risk of back-office cash processes.

### Benefits

- Two hours of cash handling time saved a day
- Reduction in cash shrinkage of £60 a week after CI-100 was installed
- Staff no longer share tills, providing complete accuracy of cash handling



**Complete accuracy of cash handling saving  
12 hours a week while reducing cash losses**

G. Bolam Foods Ltd, Sedgefield, UK



# THE CUSTOMER

G. Bolam Foods Ltd is a wholesaler that supplies fresh meat, fruit, vegetables, bakery and delicatessen goods to retail, hotel and catering trade. Based in Sedgefield, County Durham, G. Bolam Foods Ltd is a family business established the early 1970s that focuses on supporting local produce. They have their own abattoir, pride themselves in locally sourced beef, lamb and pork and purchase fruit and vegetables from local markets, produce bakery products on site and also have a delicatessen and restaurant that's open to the public.

**“The CI-100 has given us exactly what we wanted – 100% secure and accurate cash handling that identifies cash discrepancy errors immediately. We used to have £10 or £20 differences every shift change, and now we don't have any.”**

Elizabeth Coney, Store Manager,  
G. Bolam Foods Ltd



# THE CHALLENGE

Every single day Store Manager Elizabeth Coney and her Office Manager Andrea manually cashed up and reconciled eight tills from the shop and restaurant and six tills from delivery vans. It was a hugely time-consuming task that took them two hours every afternoon due to the large amounts of cash involved. There were always discrepancies to resolve with unders and overs occurring repeatedly.

Elizabeth knew that their existing cash handling process was inefficient and prevented them from understanding the full picture of their cash takings and where losses were occurring. It was time to find a more effective solution to manage the business's cash that was secure, 100% accurate and able to identify human error from manual counting.

# THE SOLUTION

Elizabeth decided to install GLORY'S CI-100 cash recycler into the shop's back office instantly eliminating manual counting of notes and coins.

It was important that the chosen solution could be easily used by all staff regardless of age or experience level. Initially some staff were nervous about using the CI-100. Very quickly they all started to confidently pay their tills into the CI-100 at the end of their shift going home for the day in the knowledge that the takings are accurately recorded and stored.

The CI-100 accelerates start and end-of-day processes and shift changes by automating balancing and reconciliation, reducing the risk of cash shrinkage, and enhancing the productivity of the staff. Real time status of inventory and cash takings are monitored at the touch of a button and detailed audit trails are provided with CI-server software.

**“The CI-100 has given me back two hours of my time a day. Now that I don't have to manually count cash, I use this time to work more closely with my Dad and focus on supplier and contractor relationships and deliver exceptional customer service.”**

Elizabeth Coney, Store Manager, G. Bolam Foods Ltd



# THE BENEFITS

## INCREASED PRODUCTIVITY

Two hours a day of cash handling time saved with the CI-100 removing the need for manual labour-intensive note and coin counting. This time is more effectively used by the Store and Office Manager to focus on operations and customer service.

## COMPLETE ACCURACY, VISIBILITY AND CONTROL

Data for the creation of ledgers is generated in seconds by the CI-100 rather than the hours it took to previously prepare them. Real time status and inventory of every note and coin is available at the touch of a button.

## COST SAVINGS

Reduction in cash shrinkage of £60 a week after CI-100 was installed. The new cash recycling solution inspired a process change where staff no longer share tills during breaks. They pay their individual tills into the CI-100 which instantly identifies any errors or unders making staff responsible for their own tills.

## ENHANCED SECURITY

The CI-100 stores all back-office cash securely within the unit enhancing store and staff safety.

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