

GLORY

Optimise cash handling process and improve staff productivity

Leclerc Levallois-Perret, France



THE CHALLENGE

This store is located in the west of Paris, in “So Ouest” mall. So Ouest is one of the latest big urban and stylish shopping malls (53,000m² and more than 100 shops). In particular, So Ouest is a new generation of shopping centre which is designed to offer visitors a digital and multi-sensory journey, using the five senses.

Leclerc Levallois-Perret was previously located in another area of Paris. As part of its new implementation in So Ouest shopping mall, Leclerc chose a modern store concept dedicated to food and designed like a city centre.

To complement the modern store concept, Leclerc decided to implement the latest technologies to simplify and optimise their processes. For example, their 45,000 product references are equipped with NFC tags and 2 SCO areas and self-scanning systems are implemented within the store. As part of this project, Leclerc wanted to modernise and improve the cash handling process as well as the checkout lanes. Staff productivity (120 cashiers and 5 managers) was also a concern for them.

“The “End to End” CASHINFINITY™ solution from Glory was the perfect solution to improve our efficiency and to give a new dimension to the store.”

THE SOLUTION

The first objective for Leclerc was to reduce daily cash handling processes as they are time-consuming and prone to discrepancies. The second objective was to eliminate all manual cash counting in the front office to improve staff efficiency and minimise the stress of employees.

After careful analysis of the store operations and to meet customer needs and issues, Glory proposed to implement an “end-to-end” system including CASHINFINITY front office and back office; plus the CI-SERVER to monitor all cash transactions. Glory worked with Leclerc’s POS provider to integrate our front office solution into their POS software and to develop FTP communication files between our CI-SERVER and their server.

14 CI-10 units were integrated into checkout lanes, 7 CI-10s into peripheral areas (welcome desk, self-scanning desk, pharmacy, snacking, jewellery shop, multimedia and travel agency) and 1 CI-100 was installed into the back office to handle cash coming from the CI-10s and SCOs.



THE BENEFITS FOR LECLERC

With a return on investment of less than 16 months, CASHINFINITY™ 'End to End' solution has been the solution to all cash issues of Leclerc Levallois Perret...

COST SAVINGS

By introducing automated cash handling in the front and back office, Leclerc Levallois-Perret has improved its store efficiency. By eliminating all manual cash counting, Leclerc has significantly reduced time spent preparing change funds, end-of-day counting and reconciliation. CASHINFINITY also eliminates discrepancies found during counting and reconciliation.

With the CASHINFINITY solution, Leclerc Levallois-Perret saved 30 minutes per day per cashier – totalling 58 hours per day for all (120) staff and 2 hours per day in the back office.

SECURITY

CASHINFINITY solutions eliminate cash exposure in-store and improve security. Cash handling automation allows Leclerc to reduce losses from both counterfeit banknotes and internal shrinkage. CASHINFINITY solutions have significantly reduced the stress and risk of daily cash management for Leclerc.

STAFF PRODUCTIVITY

Staff efficiency has been significantly enhanced with CASHINFINITY eliminating the need for end-of-day counting, preparation of change funds, reconciliation and cash discrepancies. By relieving staff from manual cash handling, employees are less stressed and can spend more time engaging with customers.

CUSTOMER ENGAGEMENT

CASHINFINITY front office helps keep cash transactions flowing through the checkout process. As the speed of transactions is faster, the volume of transactions is higher.



The Leclerc Levallois-Perret 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

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