

GLORY



A GLORY CASHINFINITY™ Case Study from Johannesburg Marriott Hotel Melrose Arch

Challenge

Improve the hotel's cash management, financial reporting and controls across a hotel and residency, to increase security and efficiency related to staff cash handling and financial reporting activities.

Solution

Create an improved cash management process flow by introducing cash recycling and automated cash handling and reconciliation, using Glory's CASHINFINITY™ CI-50B CI-10C technology combined with Evention Cash Reconciliation software.

Benefits

- Issuing and reconciling cash floats reduced by more than 50% per month
- Finance Managers time to produce reports reduced by 85%
- CIT costs reduced by 66%
- Reduction in the time spent on Airline Allowance activities in excess of 50%
- Re-purposing staff to more productive activities



**Increasing cashier, finance team
and operation staff productivity with
automation and recycling technology**

Marriott Hotel Melrose Arch



THE CUSTOMER

The Marriott Hotel Melrose Arch is a new premium business hotel in Johannesburg providing state-of-the-art business facilities within the Melrose Arch Precinct, with its myriad trendy cafés, high-street boutiques, and alfresco restaurants just moments from its doorstep. Featuring 306 Rooms & Suites including a contingent of sharing rooms ideal for groups. Dine in at the Hotel's Keystone Bistro or discover creative mixology at Archer's Bar & Eatery.

“The Glory cash machine has greatly simplified our cash balancing and control processes, and has been a lifesaver in staying ahead of the demand for cash allowance requests from our air crew guests.”

Christelle Terblanche, Director of Finance, Johannesburg Marriott Hotel Melrose Arch | Marriott Executive Apartments Melrose Arch

THE CHALLENGE

Cash management in The Marriott at Melrose Arch and a nearby residency was handled manually by the Finance Team. Like many large hotels, it involved the preparation and reconciliation of multiple floats to cover the reception and food and beverage facilities, as well as the manual preparation for CIT collections and bank drops. In addition, the hotel also manages allowances for airline staff. These daily cash allowances are drawn by the staff who stay at the hotel.

When you step back and really think about it, how you manage cash affects the experience of many different people in your hotel. Your guests, your reception staff, your concierge, your waiting staff, and your finance team behind the scenes.

Marriott Melrose Arch operates three staff shifts in each 24-hour period, spending approximately 51 hours per month in cash processing tasks. In addition, the financial reports took approximately 17 hours per week to complete.



THE SOLUTION

To re-organize and improve its cash management processes within the hotel, Melrose Arch looked for a solution that could integrate with its POS & PMS Systems and automate time-consuming tasks. And to create a more efficient way to issue cash allowances for airline staff. The hotel chose the Glory CASHINFINITY CI-50B and CI-10C recycling devices for their back office that would operate and align with new Evention Cash Reconciliation software. In this way they could create a robust end-to-end solution that improves internal controls and streamlines both cash management and financial reporting.

With the solution in place, hotel staff now have a simple and efficient way to deal with many of their previous day-to-day pain points involving float preparation and reconciliation, CIT preparation and banking, overs and shorts, month-end reconciliation, and dispensing airline staff allowances.

In addition to process improvements the solution significantly increases security in the back office, eliminating the need for individual lockers for employee floats. The CASHINFINITY devices stores cash and coins as well as automating the counting and authentication of cash to eliminate errors and discrepancies.

Float preparation, reconciliation and CIT preparation is now automated. Requests for cash floats from the bank have reduced to once or twice a month. Cash in transit visits have reduced from 3 times a week to once a week. If you are looking for ways to decrease the environmental impact of your business, then this is a real tick in the box.

Cash handling fees on deposits have been reduced significantly, with minimal cash amounts now banked. Cash handling fees on change orders and cash float requests have been minimized. The efficient recycling of cash has reduced the overall cash float on the hotel premises.

Staff can now collect and return their cash floats independently and securely using the recycling devices, all managed with secure individual pin access. Cash exchange for staff on duty can now be processed without the need for a member of the management team to be present.

The float management system for allowances is greatly improved. Instead of using 1 float for allowances, 3 floats were created for the front desk staff. This increased the throughput as the airline staff arrived at reception, delivering a quicker and more efficient process.

Cash reporting activities are now replaced by a review of the weekly cash over and short report. Only Forex banked outside of the devices needs to be updated. Cash balancing activities of the shared financial services team are now replaced by Evention reports with interface reports from Opera and Micros, freeing up time of SSC associate. This has delivered risk reduction around cash controls.

Reconciliation powered by:



THE BENEFITS

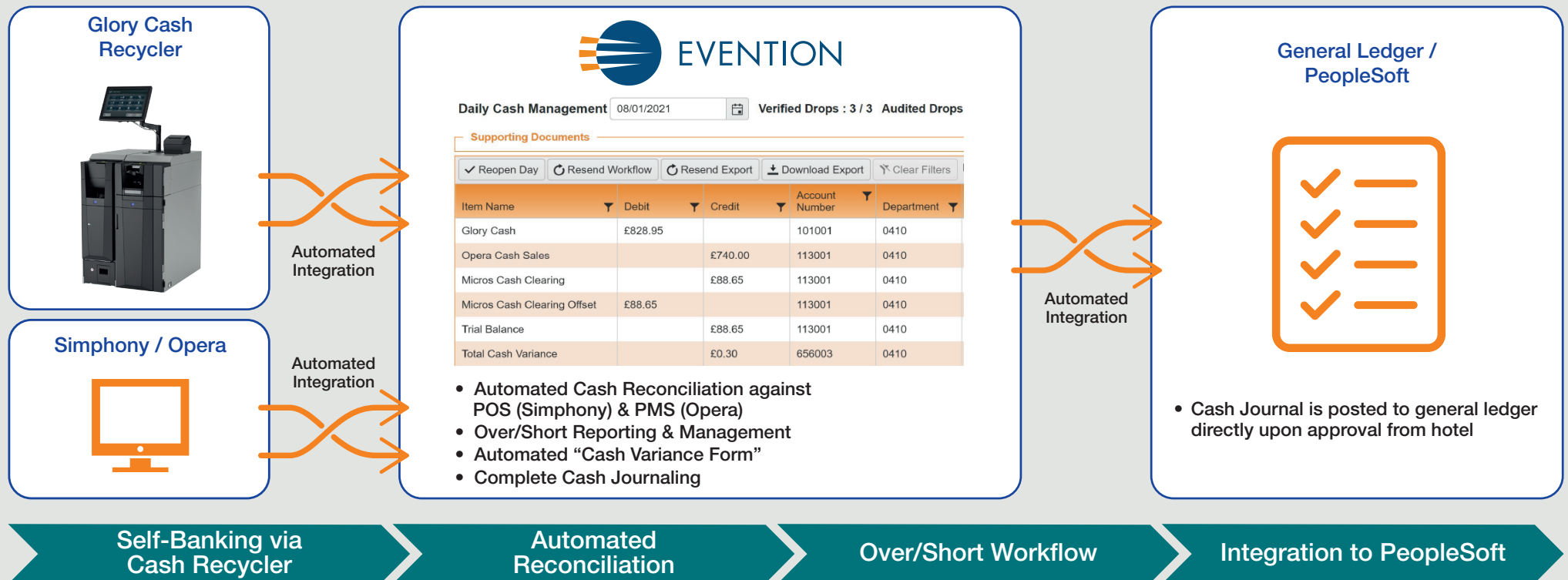
The CASHINFINITY CI-50B and CI-10C back-office solutions, combined with the Evention financial software has brought immediate and impactful benefits to the Hotel and its staff. Both the cashiers and Finance Manager are released from the burden and stress of manual cash processing and reporting. They can now allocate more of their time to value added tasks.

- Improved cash controls
- Cashier hours for cash handling tasks reduced by more than 50% each month
- Finance Team hours to produce reports reduced by 85% each month
- CIT costs reduced by 50%
- Hotel Cash float reduced by 38%, reducing risk and insurance costs
- Happier staff, relieved of the burden of manual cash counting, to create a less stressful working environment and to improve staff retention
- Easy to use interface and quick integration means minimum disruption to business



Fully integrated cash management

The solution provides a completely integrated solution from the cash drop on the device to the posting to the general ledger in PeopleSoft. Glory and Evention digitized the cash process so that reconciliation against Opera & Symphony is automated. The hotel benefits from increased internal control, complete cash visibility, robust over/short management, and full integration.





AllCash – Johannesburg

7 Monza Close, Kyalami Business Park, Midrand, Gauteng

South Africa

+27 (0)11 049 9500

+27 (0)82 578 5065

info@allcash.co.za

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

 +44 (0)1256 368000 **Sales enquiries** +44 (0)844 811 2006  info@uk.glory-global.com  **glory-global.com**

CS-MELROSE-0323_1.0

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, CASHINFINITY and their associated graphical representations are each a trademark or a registered trademark of GLORY LTD. Group of Companies in the EU, the U.S. and other countries. © Glory Global Solutions (International) Limited 2023.