

GLORY

## A GLORY CASHINFINITY™ Case Study

### Challenge

Reduce the cash losses and wasted time associated with cash handling.

### Solution

GLORY's CASHINFINITY Solution transforms the efficiency, security and speed of the retail cash chain through automation at key points along the path from point of sale to bank.

### Benefits

- 20-month payback of ROI
- Three hours a day sorting cash reduced to minutes
- Over €2,000 of unders saved annually



**Instant elimination of cash losses while  
saving staff time and boosting revenue**

Roscrea Centra, Tipperary, Ireland

**Centra**

# THE CUSTOMER

The Roscrea Centra store and Circle K filling station is located in Tipperary, Ireland and run by John Carroll. The busy store draws in local customers who enjoy its friendly service and wide range of products and services including a deli, off-license and ATM. Centra is part of the Musgraves Group, Ireland's largest convenience retail group, with over 450 locations throughout the country.

**“Before we got the closed loop cash handling system from Glory, we suffered from cash losses but now we’re saving approximately €2,000 a year because customers are always given the correct change. The automated system has more than paid for itself in the first 20 months of ownership.”**

John Carroll, Owner, Roscrea Centra



# THE CHALLENGE

Like many retailers who constantly spend endless time and resources processing cash, John Carroll was concerned about the negative impact on his store's operational efficiency and profit margin.

With staff and management manually handling cash on a daily basis the store was experiencing losses due to human error relating to counting change and floats, fuel filling overs that weren't paid for in full by some customers, counterfeit notes, scams and shrinkage.

Hours of time were being spent by staff counting cash, preparing floats for start of the day, reconciliation at end-of-day, sorting notes for the ATM and dealing with unders and overs.

It was time to find a more effective solution to the store's daily cash handling processes and the challenges they presented.

# THE SOLUTION

**John decided to fully automate his store's entire cash handling activities with Glory's CASHINFINITY solution.**

Two CI-10 compact cash recyclers were installed in the POS counter. Staff receive notes and coins from the customer then place them straight into the CI-10 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.

The CI-10 recyclers were installed with minimum fuss and disruption to the store and its customers. The units fit neatly under the counter with the extra required power and data points added with ease.

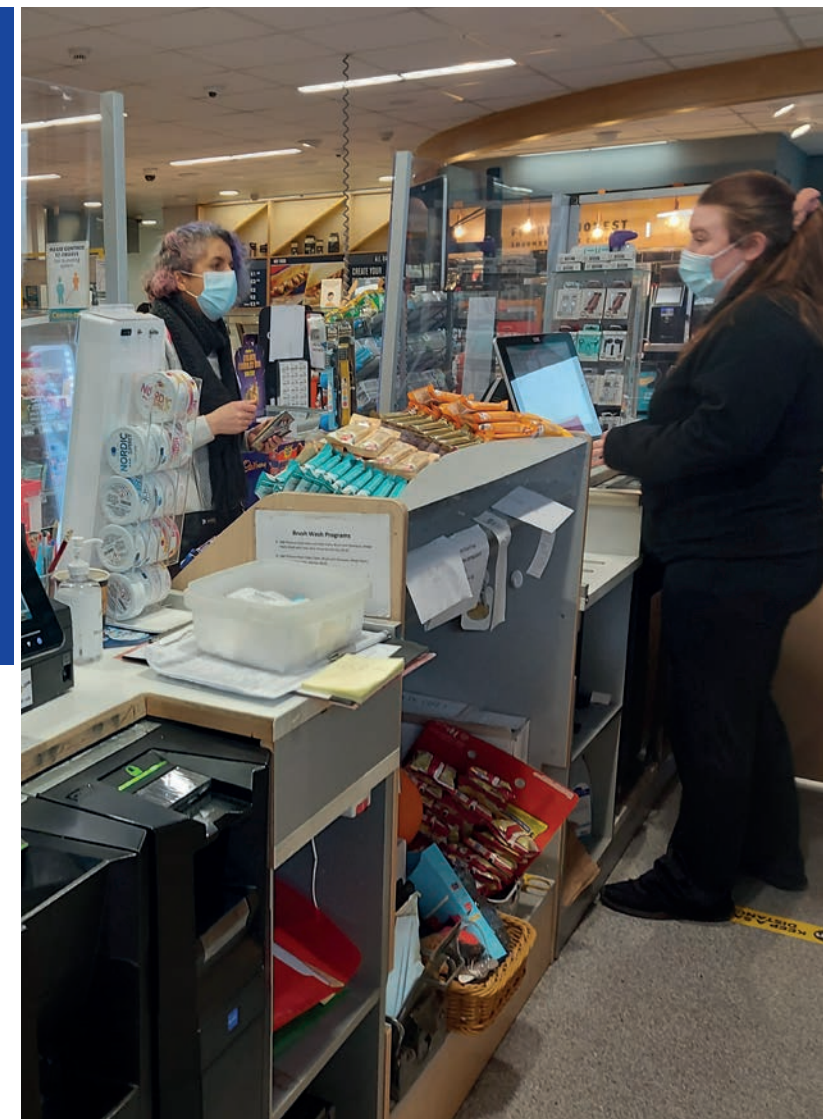
A CI-100 cash recycling system was installed in the store's back office to complete the closed loop cash handling solution. The cassettes holding the notes in the CI-10 recyclers are cleverly designed to be removed then placed straight into the CI-100 machine for processing without any staff member having to touch the notes at all. The notes move securely from the CI-10 point of sale in the store to the CI-100 in the back office and vice versa providing 100% confidence in cash inventory and management.

Glory Engineers were on site for two days to conduct installation and training of staff ensuring the CASHINFINITY solution setup went smoothly.



**“The store has never been busier and instead of spending hours on end in the back office counting and reconciling cash I can now be present on the shop floor supporting my staff and engaging with our customers. The Glory cash handling solution has taken the difficulty and stress out of handing cash and hugely improved the day-to-day running of my store.”**

**John Carroll, Owner, Roscrea Centra**



# THE BENEFITS

## PRODUCTIVITY

Three hours a day sorting cash has been reduced to minutes with management able to spend more time on the shop floor supporting staff and engaging with customers.

## COST SAVINGS

The closed loop system has eliminated thousands of Euros worth of over and unders, massively decreased shrinkage and not one single counterfeit or suspect note has been accepted since.

## SECURITY

Only one staff member and the manager have access to large amounts of cash. Cash is only accessible when filling the ATM or doing a cash lodgement. Cash can always be tracked and traced and is held securely in the back office.

## RETURN ON INVESTMENT

The elimination of inaccurate cash processing and the associated cost savings enabled John to pay back his CASHINFINITY solution within 20 months of installation.

## ENHANCED STAFF AND CUSTOMER EXPERIENCE

Staff are released from the burden of counting cash with more time to focus on the customer and the opportunity to upsell more products.



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