**GLORY**

**A GLORY CASHINFINITY™ Case Study**

**Challenge**
Deliver fast, accurate and safe transactions while improving the customer journey.

**Solution**
Glory's CI-10 cash recycling solution along with POWER EPOS securely automates cash handling at the point-of-sale minimising the risk of errors and cash losses.



**CASHINFINITY**
GLORY Retail Solution

# Faster transactions while staff reduced reconciliation time from hours to minutes

Santa Nata, UK

**Benefits**
- Reduced end of day reconciliation time from hours to minutes
- Improved hygiene and staff job satisfaction
- Shorter queuing times and speed of service
- 100% accuracy of cash handling between staff and customers

**SANTA NATA**
LONDON

# THE CUSTOMER

Santa Nata is a privately-owned bakery which specialises in the traditional Portuguese custard tarts Pastels de Nata. The tarts are handmade by their artisan pastry chefs, every day using the finest quality ingredients.

Following an 89% increase in UK supermarket sales of the famous Portuguese custard tarts, Santa Nata's co-founder decided to open two stores in London and most recently a third store in Oxford, building on this family's success in Portugal where they have been running seven shops since 1900.

# THE CHALLENGE

Like every other food retailer, the hygiene implications of staff handling both products and cash were uppermost in the mind of Santa Nata's owners. Equally their London stores are staffed by a diverse, international team. The fast-paced nature of the stores leaves no room for errors.

Transactions are quick and constant. It was important to ensure the customer experience was efficient, accurate and friendly by enabling staff to feel confident in their work. The combination of handling food products and cash payment transactions can be cumbersome and Santa Nata's owners wanted to address this issue through cash automation technology.

"We saw huge benefits to the operation of our new locations from automating cash transactions at the point of sale with Glory's CI-10. After an initial trial in the first shop, it was clear we would deploy the solution in our second and third location."

Francisco Oliveira, Owner

# THE SOLUTION

"The biggest benefit for me is that at the end of the day I don't need to worry that the cash amounts are correct. I don't need to rely on staff to count the cash at the end of the day. They can clear down the store and go."

Francisco Oliveira, Owner

**Based on their awareness of Glory from their home country Portugal, the owners approached Glory to understand how they could help at the beginning of their journey. They were looking for a front-office cash recycling solution with an integrated POS system.**

At this stage, Santa Nata did not have a POS provider in place but with Glory's guidance they chose POWER EPOS for their locations. Glory's CI-Activate software is fully integrated with POWER EPOS providing enhanced service, costs reduction and peace of mind.

It was clear that the Santa Nata shops would take a reasonable amount of cash and the owners didn't want staff to feel uneasy or stressed by handling cash. Following in-depth requirements discussions, the CI-10 compact cash recycler was identified as the best solution.

Deployed outward facing, the CI-10 enables customers to pay cash directly into the machine and receive their change in the same way. The design of the CI-10, together with the together with the POWER EPOS transactional software integration allowed Santa Nata to easily deploy the full solution within their counters.

# THE BENEFITS

**Santa Nata immediately saw tangible benefits to the operation of their new locations. Installing Glory's CI-10 cash recycling solution with POWER EPOS provided them with security, efficiency, and peace of mind in several areas:**

## END OF DAY RECONCILIATION

Cash accounts for around 30% of all transactions in the new Santa Nata stores. Implementation of the CI-10 solution has reduced the time taken to reconcile the locations from in excess of half an hour to a matter of minutes.

## MAINTAIN HIGH LEVELS OF HYGIENE

By enabling customers to pay their cash directly into, and automatically receive change from the CI-10 at the counter, staff never come into contact with the cash. This has removed the need for staff to constantly change gloves to maintain hygiene standards.

## SHORTER QUEUING TIMES

During busy times many food retailers can end up with long queues as a result of the need to maintain hygiene standards while accepting cash. These processes are eliminated with the CI-10 point of sale cash recycler.

## HAPPY CUSTOMERS/HAPPY EMPLOYEES

Quick service times and no issues with the cash transactions make for happy customers. Employees are also released from the burden of counting cash and providing change. They can simply focus on serving customers. "Taking time to create a relationship with the customer is important to us, especially with our regular customers". **Francisco Oliveira,** Owner.