A GLORY CASHINFINITY™ Case Study

Challenge
Eliminate manual cash counting and improve the efficiency of cash management and CIT collections.

Solution
Glory’s CI-100 reduces the burden and risks of back-office cash processes. Automated processing of cash accelerates start and end-of-day processes as well as shift changes, reduces the risk of cash shrinkage and enhances staff productivity.

Benefits
• Saving 12 hours a week in cash handling time
• Huge time saving on Mondays when weekend takings are processed at speed
• Discrepancies minimised at end-of-day

Cash processing and handling time reduced by 12 hours per week
St Andrews Links Trust®, St Andrews, Scotland
THE CUSTOMER

St Andrews is the Home of Golf. Each year, visitors from around the globe play over 230,000 rounds of golf across the seven public courses managed by St Andrews Links Trust. They operate a diverse portfolio, including a golf academy, three clubhouses and four shops.

“GLORY has supported us 100% throughout trialling the solution for it to be a success for the business. Since implementing the solution across our organisation, we have been saving around 12 hours per week in manual cash processing.”

Paul Cree, Head of Finance, St Andrews Links Trust

THE CHALLENGE

St Andrews iconic status has seen it strike commercial relationships with brands like Allianz, Rolex and Callaway as well as having a retail presence in Japan and South Korea. All revenues assist the preservation of the historic golf links and the wider community of St Andrews.

Despite the relative simplicity of its product, it is a complex organisation. The Trust incorporates four wholly-owned subsidiaries, and manages a multitude of cost centres, sales channels, and revenue streams across golf, hospitality, merchandise and licensing. St Andrews Links Trust were looking to replace their existing cash recycling solution with one that would improve the efficiency of their cash management and CIT collections. The Trust needed a robust solution to reduce the need for manually counting and processing cash.
THE SOLUTION

St Andrews Links Trust approached Glory to trial their CASHINFINITY™ cash management solution. The key deliverables included ease of implementation into their existing business and CIT processes, and also the automation of the complete cash handling process. Glory mapped out The Trust’s cash processes to accurately determine the correct solution and the CI-100B & C (note and coin) recycling solution was installed for a trial period.

Following a successful trial the Trust purchased three CI-100B & C units to be installed in their retail shops. The machines were seamlessly integrated into their existing CIT processes, and the solution offered a fully functional, reliably fully managed cash solution.

Glory’s CI-100 reduces the burden and risks of back office cash processes. Automated processing of cash accelerates start and end-of-day processes as well as shift changes. It reduces the risk of cash shrinkage, enhances staff productivity and enables provisional credit where available. The CI-100 can be deployed standalone, with manual cash drawers, or as part of a secure closed cash management solution, accepting cassettes from Glory’s CI-10 point of sale recyclers.

THE BENEFITS

The CASHINFINITY solution is now an integral part of day-to-day operations in each of the shops. It’s had an immediate impact on the efficiency of their cash management in several areas:

COST SAVINGS
Float management processes are much more efficient, and discrepancies have reduced at end-of-day due to the automation of the cash.

STAFF PRODUCTIVITY
Less time is now spent manually counting and recounting cash. This is particularly important on Mondays where the weekend takings are counted.

CUSTOMER ENGAGEMENT
Automating the back-office cash process has reduced manual tasks and improved morale amongst the team, which reflects in other key deliverables within the department.