

GLORY



Retail Transformation: Contactless and Closed-loop Cash Automation

Tong Li Supermarket, Australia



TONG LI SUPERMARKET
通利超級市場



About TONG LI SUPERMARKET

Founded by Thomas Jin and his wife Karen Xue in 1997, Tong Li is now the largest Asian grocery chain in Sydney with 17 stores across major shopping centres and business districts. Tong Li Supermarket offers a huge selection of Asian groceries in a modern large format store, catering to shoppers with diverse culinary and lifestyle needs.

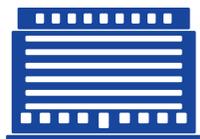
Since opening the first store, Tong Li has grown from strength to strength, from a small supermarket in Ashfield to an Asian grocery chain across metropolitan Sydney. As the business continued to expand, the owners started looking at ways to manage their retail operations more efficiently.

THE CHALLENGE



At store level, they needed a solution to save time and money on non-productive tasks and focus on the all-important customer experience.

The solution: Like most retailers, Tong Li offers customers a mix of cash, cards and digital payment options. Customers continue to choose to pay in cash in their stores, while other modes of payment eat away at their margins with considerably higher merchant fees. Given the large number of daily transactions, cash automation brings about immediate benefits – by accelerating transaction speed, reducing labour costs, minimising shrinkage and increasing overall store efficiency and security.



Across the stores, they saw the potential to improve security and cash handling operations through digitalisation.

The solution: Automating cash handling at key points along the path from point of sale to bank allows Tong Li to monitor their cash inventory in real time for better reconciliation, forecasting and management through the CI-SERVER software. In a closed loop deployment, all cash within the store are transported in secure cassettes, eliminating manual cash handling altogether.



The onset of **the global pandemic** has also compelled Tong Li to take bold steps to reinvent 'the old ways of doing things'.

The solution: Front office cash automation removes the need for staff to handle cash, enabling social distancing to protect staff and customers of Tong Li adequately.

THE CLOSED LOOP SOLUTION

– HOW IT WORKS

A highly configurable, modular system, CASHINFINITY™ can bring benefits at the point of sale, in the cash office or, as a complete “closed loop” solution, can ultimately eliminate manual cash handling in the store altogether.

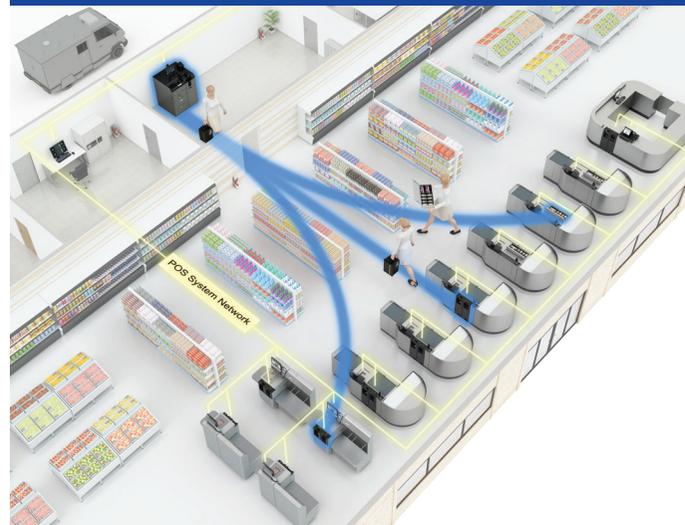
When the complete solution is in place, customers place their own cash into a recycling unit at the point of sale. Cash is validated automatically, rejecting any counterfeit, foreign or damaged currency.

Cash is lifted from the recycler in secure cassettes and easily deposited into the back-office system, cutting out human errors and potential shrinkage. Notes and coins can be automatically recycled, reducing the need for Cash in Transit (CIT) collections and deliveries.

The result? Fewer staff members in the back office, less time required to open and close the store and administer the shift changes. Faster throughput, less shrinkage, greater value. Happier staff, happier customers.

BACK OFFICE

- Reduce administration overhead
- Less time preparing floats for tills and end of day reconciliations
- Faster opening, shift changes and closing of store
- Increase agility with real-time insights from every store
- Reduce cash-in-transit costs



FRONT OFFICE

- Seamless and simple POS software integration
- Eliminate cash errors and shrinkage in-store
- Redeploy staff time and attention to high value customer service
- Secure all cash transactions within the store with zero-touch cash processing

THE BENEFITS FOR TONG LI AT-A-GLANCE

20%

improvement
in customer
waiting
time



HALF

the number
of **CIT visits**
required



20mins

saved
per cashier per day
in end-of-day
reconciliation



eliminates
cash discrepancies by

>99%



up
to **100mins**

saved per store
in daily back-office
cash counting
and float dispensing



View and monitor
cash inventory
REMOTELY and
in real time



CASHINFINITY™ SOLUTION

CI-10 & CI-100



“We were in contact with other cash management brands for a while. However, most could only provide standalone front-office or back-office solutions. The CASHINFINITY solution stood out for its remarkable security and scalability, which aligned with our strategy to monitor our operations and cash flow across a growing fleet of stores.”

**Mr Thomas Jin, Managing Director,
Tong Li**

CASHINFINITY CI-10

As part of our CASHINFINITY solution, the CI-10 compact cash recycling system is stylishly designed for easy integration into cash counters and self-checkouts.

The CI-10 compact cash recycling solution removes the need for staff to handle cash at the point of sale. When integrated into your existing POS system the CI-10 securely automates cash handling at payment positions with terminals to minimise the risk of errors and shrinkage while enhancing staff productivity and customer service.

CASHINFINITY CI-100B AND RCS-400

The CI-100B and RCS-400 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 CI-100B and RCS-400 reduces the burden and risk of your back office cash processes. Automated processing accelerates start and end of day cash activities, reduces overhead and incidents of cash shrinkage, enhances the productivity of your staff and helps your business focus on service.



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CS-TONGLI-0621_1.0

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