

GLORY



**Optimising cash handling, improving
staff retention, redefining
customer service**

Yue Hwa, Singapore





**ESTABLISHED IN HONG KONG
IN 1959, YUE HWA HAS GROWN
FROM ONE STORE TO ONE OF
THE LEADING RETAIL GROUPS
OFFERING CHINESE AND OTHER
QUALITY PRODUCTS.**

ABOUT YUE HWA

Yue Hwa now has an extensive network of department stores and its subsidiary company TCM Ltd manages over a dozen specialist stores in the Hong Kong region.

Yue Hwa has opened five stores in Singapore (the first in 1994) being the only department store there that specialises in providing Chinese food, tea, silk, cheongsams, gifts and antiques. It delivers a one stop shop for authentic Chinese goods. The company has also expanded into property investment as far afield as Beijing and Vancouver.

The flagship store in Singapore is a city landmark, situated in the Chinatown area.



THE CHALLENGE

Cash counting had become a major area of concern for the business and was adversely affecting productivity. More than eight and a half hours a day were being spent on functions such as float preparation, end of day depositing, cash reconciliation, banking and balancing.

End of day discrepancies meant employees frequently had to perform a manual recount. As well as a longer processing time this led to high levels of stress for staff handling cash. The result was high staff turnover and challenges in finding replacements for these positions.

To summarise, Yue Hwa needed to improve productivity in the following areas:

- start of day float preparation
- counting of cash and coins
- reconciliation of points of sale
- end of day deposit

It was also important to improve levels of staff satisfaction to reduce hiring and re-training costs in a difficult environment.

“Before implementation of the CI-100 solution any cash discrepancies meant cashiers had to find the errors and this resulted in wasted time.”

**Tham Yuet Meng, HoD,
Customer Experience**



THE SOLUTION

Yue Hwa has achieved significant productivity gains since introducing Glory's CASHINFINITY™ CI-100 at its flagship Chinatown store.

Yue Hwa needed robust cash automation solution to deal with daily operations as part of a strategic replacement for its existing Enterprise Resources Planning Point of Sale and Web commerce planning suite. Glory's CI-100 was a good fit for this element of the overall solution. CI-100's ease of implementation enabled Yue Hwa to go live in one day at its flagship store.

“After implementation we have more time available to help other departments and other areas like customer service. Now our people are enthusing about being customer centric and driving customer satisfaction. ”

**Eugene Goh, Supervisor,
Yue Hwa Singapore**



CI-100 CASH RECYCLING SYSTEM



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 solution delivers:

- accelerated start of day, shift change and end of day cash processes
- enhanced security through authentication and secure storage of cash
- intuitive user interface for rapid staff adoption
- fast, simple integration

“The CI-100 software is very logical and straightforward. That enabled us to implement the solution and go live in one day.”

Jacob Yu, Director, Yue Hwa Singapore





THE BENEFITS FOR YUE HWA

Since implementing Glory's CI-100 back office cash recycler solution Yue Hwa has achieved an overall cost saving and improvements in productivity. Eight and a half hours spent handling cash has been reduced to just 30 minutes.

Time spent on cash related tasks has been reduced by:

- Float preparation – 3 hours
- Obtaining and depositing float – 1 hour
- End of day reconciliation – 3 hours
- Banking and balancing – 1 hour

The CI-100 was installed in a single day and the intuitive software design ensured it had 'won the hearts' of staff within a week.

The key benefits can be summarised as follows:

- time savings of eight hours a day
- increased staff productivity
- user friendly interface for CI-100 software
- significantly reduced staff stress from handling cash
- enhanced staff morale
- focus more staff time on customer service rather than back office tasks

**“THAT’S EIGHT AND A HALF HOURS OF WORK
COMPRESSED INTO JUST 30 MINUTES. FOR US IT’S EIGHT
HOURS EXTRA OF CUSTOMER SERVICE A DAY.”**

Jacob Yu, Director, Yue Hwa Singapore



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