

GLORY

Cash Management for stress-free staff

Fonk's Backwaren, Belgium



CUSTOMER INTRODUCTION

Mario Fonk is part of the third generation of Fonk managers. Fonk's Backwaren A.G. was founded just after the war in 1947 and has no fewer than nine bakeries in Belgium and the Grand Duchy of Luxembourg.

Until December 2019, their cash management process was performed manually. Wasted time, cash register errors and the stress of handling cash were becoming increasingly more problematic. Every day, an average of one and a half hours was spent managing cash, not including the time spent investigating errors.

So, Mr Fonk decided to contact Glory for information on note and coin counters, not realising that he would discover much more sophisticated cash automation technology.

“The morning after installing the CI-10 in our bakery we had no cash discrepancies.”

Mario Fonk, Director General of Fonk's Backwaren AG.

GLORY'S SOLUTION

Mr Fonk was invited by Glory to its Customer Briefing Centre, in Zellik (Belgium), to learn about the CASHINFINITY™ range of payment automation and cash management solutions, namely the CI-10 and the CI-100.

The CI-10 front-office system automates payments at the cashier, ensuring accurate, fast and contactless change provision back to the customer. This solution is permanently connected to the CI-100 back-office solution, which prepares the cash floats for each store and closes each checkout in less than a minute.

The CI-100 has an overall view of the cash inventory of each CI-10 in the store, allowing replenishment of cash floats to be prepared based on what is already at the point-of-sale. Combining the two solutions allows a closed and secure loop.

“I didn't expect to see what I saw today,” says Mr Fonk. The closed-loop system was the answer to all of their problems:

- Time wasted handling cash
- Frequent cash register errors
- Staff stress during order processing.

“The Glory CASHINFINITY solution was my best investment in the last 5 years.”



THE BENEFITS FOR FONK BAKERIES

A CLOSED LOOP SOLUTION WITH NO CASH HANDLING

It was important for the Fonk family that the solution they deployed was high quality and extremely reliable. Glory therefore suggested they try the CASHINFINITY Back Office CI-100 and the Front Office CI-10 solutions, as well as the CI-Server management software, for one month.

Mr Fonk chose the busiest store to rigorously put Glory's solutions to the test. As soon as the solutions were installed, the Cash Management managers were immediately on board.

By automating cash management, staff no longer needed to handle money and cash floats were automatically prepared and closed, by CI-100. Time spent managing cash reduced 6-fold, from 1.5 hours per day, to just 15 minutes.

As an additional benefit, with the CI-Server software, Mr Fonk and his IT team were able to remotely monitor all operations on each installed device.

STRESS-FREE STAFF, NOW FOCUSED ON CUSTOMER SERVICE

The CASHINFINITY pilot took place at a fortunate time for the Company. Testing began in December, the most busy time of year, when a surge in customers and a

higher turnover results in increased processing of notes and coins.

Furthermore, in previous years, the team had noticed that at this time of year, there was an increase in cash register discrepancies. Sometimes this could amount to as much as EUR 1400 per day of sales.

After training and stream-lining transaction procedures with the CI-10, staff very quickly adapted to the new system.

"I enter the order directly onto the screen, prepare it for the customer and send the instruction to pay in cash to CI-10. It's easy, quick and I feel less stressed as I don't have to handle cash anymore," says Ms Fonk, HR manager.

A RELATIONSHIP BASED ON TRUST

"All cash register discrepancies disappeared overnight and our turnover increased by up to 10% in some stores. It goes without saying that it was the cash management system we were looking for, and it's the right one for us."

The testing period for the CI-10 and CI-100 was originally planned to last one month. However, after

just a few days, Mr Fonk and his team had been won over and placed an order for their nine subsidiaries in Belgium and the Grand Duchy of Luxembourg.

"From the very beginning, I have greatly appreciated the Glory representative being on hand and checking in on the system, as well as the hard work of the administrative teams which enabled the solutions to be rapidly rolled out. Throughout the whole process, Glory accompanied us every step of the way, providing product specialists and supporting us with their after-sales service during the learning phase," said Mr Fonk.



OPTIMISING THE RETAIL CASH CHAIN

Automate | Authenticate | Secure | Accelerate

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