

GLORY

A hand is shown turning a dial with a scale that includes the word 'MAX'. A glowing blue line graph with an upward-pointing arrow is overlaid on the dial. The background is a dark blue gradient with a faint image of a hand.

HOW TO MAXIMISE YOUR RETAIL PROFITS WITH CASH RECYCLING

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***Maximise.* It's a powerful word in business.**

It captures a philosophy, a drive to improve, to grow, to evolve, that sits at the heart of every successful enterprise. This mission – to make what we do the best it can be – can take many forms, but its presence is an essential element of success.

We can aim to maximise the quality of our product or service. Or maximise the experience we provide our customers. Or maybe maximise the efficiency with which we do our work. But ultimately we have to maximise our profits.

Profits are the engine of our businesses. They are how we incentivise our valued employees, or afford to bring in exciting new talent, or invest in new technologies and branch into new territories.

This book will guide you through a solution which can help your business to maximise profits in a variety of ways, giving you a little more space to breathe, more freedom to evolve and grow your business, more resources to reward your employees and get the best out of them.

Let's look at how cash recycling solutions can help maximise the success of your business.

What exactly *is* cash recycling?

Cash recyclers are devices that automate the cash cycle – accepting and dispensing cash; counting, authenticating and storing money securely; and keeping an accurate accounting of the cash you have in your business.

GLORY's cash recycling solutions can be used individually at the point of sale or in the back office, or they can be used together to create a full "Closed Loop" system in which your employees no longer need to handle cash at any point in the store.

This delivers a range of benefits that include unparalleled security and error prevention, freeing up of significant labour time, savings in cash transport costs and banking fees, and more.

1 MAXIMISE PROFITS MINIMISE COSTS

The only thing you can truly control in business is your costs.

Costs are inevitable. A part of doing business. But too often the amount we spend has little correlation with the profit it generates. And we've all seen how easily costs can run out of control and start devouring our profits.

Handling cash is essential, but it has its costs. These include:

- **Labour time** such as customer transactions, tallying up for shift or cashier changes, start- and end-of-day reconciliation, and preparing for collection or banking
- **Cash-In-Transit (CIT) services** to move your money to and from the bank
- **Banking fees** around deposits and withdrawals of cash

The great news is, all of these costs can be cut, and cut significantly, with the implementation of a cash recycling solution.

*Watch the costs and the profits
will take care of themselves.*

– Andrew Carnegie

GLORY solutions deliver:

Reduce daily cash handling costs by up to **70%** each year

Reduce CIT costs by up to

50%

Significantly reduce bank deposits and withdrawals

What makes
GLORY different?

There is a reason that so many customers around the world trust Glory for their retail cash recycling solutions. Not only because of our reputation for high quality, reliable products, but also the comprehensive depth of our suite of solutions.

2 MAXIMISE PROFITS MINIMISE SHRINKAGE

We need to talk about shrinkage.

It can be a sensitive topic, but shrinkage is a problem that affects up to 95% all businesses, and it hurts everyone (business owners, employees, customers). It eats into profits, it drives wages down and it pushes prices up. A 2020 report by the Association of Certified Fraud Examiners (ACFE) found that “the typical organization loses 5% of its revenues to fraud each year”, and that capital has to be recovered somewhere.

But beyond the direct loss of profits, the threat of shrinkage has wider negative effects. It can create an atmosphere of suspicion and distrust, encourage micro-management from employers, and lead to poor staff relations.

Shrinkage comes in many forms, and it can be cash or inventory that is lost. But focusing on cash (which is where we can help), there are two primary sources: cashier error and employee theft.

Glory’s cash recycling solutions don’t act as surveillance on your employees – they remove the temptation of theft altogether, because staff no longer have contact with the cash as it moves through your business.

And on top of that, errors are virtually eliminated, as well as the risk of taking in counterfeit notes.

It’s time to keep the money you’ve earned.

75%

of employees admit to have stolen from their employer at least once

(Source: U.S. Chamber of Commerce)

GLORY solutions deliver:

Up to

100%

elimination of

Errors



Counterfeit bills



Internal theft



Source: Glory Customer Case Studies

What makes GLORY different?

Glory’s portfolio of cash automation solutions is perhaps the most comprehensive on the market, providing a “Closed Loop” system that includes the point-of-sale, the back office, and a powerful software suite that ensures you get the maximum efficiency out of your cash recycling solution.

3 MAXIMISE PRODUCTIVITY MINIMISE LOW-VALUE TASKS

Productivity troubles the sleep of every businessperson around the world.

It's a universal challenge that requires us to subject every task, every process, to scrutiny. *Could this be more efficient? Could it be replaced? Should it be eliminated altogether?*

How cash is managed in your business is no different. Mismanaged, it can be a serious drain on productivity. However, with an effective cash management system in place, you could see improvements in your store performance across multiple areas.

The key way that cash handling affects productivity is by keeping staff occupied with low value tasks. By automating the cash cycle you can redeploy those labour hours to higher value work, like assisting the customer on their journey towards a sale.

For a more sustainable business growth strategy, it is better to bring down cost than increase prices. Because that always gives you more room to improve efficiency and increase productivity.

**– Victor Kwegyir
Entrepreneur, Author, Business Coach**

GLORY solutions deliver:

Time savings of up to

45mins
per cashier, per day

**What makes
GLORY different?**

To reach the peak of productivity, Glory goes much further than the devices that sit in your store. Our suite of software services provide you full visibility of your estate, giving you the remote management tools and actionable insight to help maximise the availability of your cash where it is needed most.

4 MAXIMISE THE CUSTOMER EXPERIENCE MINIMISE ERRORS, LONG QUEUES, AND UNAVAILABLE STAFF

None of us just want customers.

We want loyal customers. The ones that come back again and again. The ones that go and tell all of their friends about us. We want *fans*.

And that's no easy task. Clever marketing can get people through the door, but only a great customer experience will bring them back.

Of course, a great customer experience is not a static thing. Customer needs are constantly evolving, faster today than ever, and the experience we provide needs to keep up, which takes innovation and the proper focus.

There's no silver bullet for creating a great experience, but there are some easy wins. Payment errors, long queues, staff tied up for longer at the tills or in the back office counting cash – all of these degrade your customers' experience. They can lead to people walking out or not coming back. And they are easily solved with a cash recycling system.

Innovation needs to be part of your culture. Customers are transforming faster than we are, and if we don't catch up, we're in trouble.

– Ian Schafer, CEO, Kindred

GLORY solutions deliver:



Customer waiting times can be reduced by up to

30%

Transaction errors reduced by up to

100%



What makes
GLORY different?

When instituting new in-store technology, a big concern is always “downtime” in the event of a problem. Glory has invested in support services which are second to none. Our global expertise is supported by a local network of technicians to ensure we can deal with issues swiftly and efficiently with minimum disruption.

5 MAXIMISE YOUR BRAND REPUTATION MINIMISE NEGATIVE ASSOCIATIONS

How do you want people to think about your brand?

Perception matters. People don't just buy products and services – they buy an association with your brand, with your story. It's on you to make it a story they want to be a part of.

Do you want to be seen as a company that is forward thinking? As a leader in technology? A business that is in touch with its customers' needs?

This won't be accomplished by randomly inserting technology into your operation. It's about installing the right solutions in the right places that will make your customer's life easier and their journey smoother.

Automating your cash payments with cash recycling not only makes for faster, smoother transactions and shorter queues – it lets customers know that you are willing to invest in the experience they have in your store.

A one-star increase in Yelp rating correlates with a 5-9% increase in revenue.

– Harvard Business Review

GLORY solutions deliver:

I did see a lot of people coming in, just to use the machines... I'm not even joking... it did excite people.

- Front Desk Staff, PB Boulangerie

I've been dreaming about having this Glory machine for a long time, I tell you, for us it's like a release. I can really care about my customer when they come to the building. It's cleaner, it's faster, it makes the staff more comfortable.

- Owner, PB Boulangerie

What makes GLORY different?

If you are going to stake your reputation on something, it had better do the job. Across the globe, the name Glory is synonymous with world-class engineering. That's what we built our reputation on, and we stand by it.

6 MAXIMISE RESILIENCE MINIMISE RISK

The pandemic has put us all to the test.

Many businesses didn't make it. And the ones that did are giving a lot more thought to the resilience of their operation in the face of a crisis.

During the worst of the pandemic, the companies that were agile in implementing the necessary technology were both the most profitable and most likely to survive.

Today, a labour shortage across many industries is continuing to cause immense challenges, as are isolation periods for the employees we do have.

But how can cash recycling solutions help with resilience?

The reality is, many operations are being forced to operate with less staff at the moment, and the customer experience suffers for it. By automating your cash cycle you can take a huge load off of your employees, lowering their stress and allowing them to focus more on your customers and meeting their needs.

And when things are really stretched, it allows you to keep your basic functions in place and keep serving customers, even on a skeleton crew.

At the organisations that experimented with new digital technologies during the crisis... executives are twice as likely to report outside revenue growth than executives at other companies.

– McKinsey

GLORY solutions deliver:

Up to
2 hours
of staff time saved per day

We're spending more one-on-one time with the customers, versus being back in the cash office dealing with money.

We've freed up between \$35-\$40,000 per store for our cash flow.

– CFO, Price Chopper

What makes GLORY different?

At Glory, we see our customers as partners. Our team can work together with your own, first to understand your needs, and then to meet them. Collaboration is at the heart of our ethos. For us, it's not simply about selling products, it's about creating solutions.

Source: Glory Customer Case Studies

GLORY RETAIL SOLUTIONS



CI-10 – Compact Cash Recycling System

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, minimising the risk of errors and shrinkage while enhancing staff productivity and customer service.

- Front office automated note and coin handling of customer transactions
- Improves hygiene in locations where cash and food are handled
- Secure closed cash management between the front and back office



CASHINFINITY™ CI-100 – Cash Recycling System

The CI-100 reduces the burden and risk of your 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, enhances the productivity of your staff and enables provisional credit where available.

- Back office automated note and coin handling of takings and change funds
- Reducing day-open, shift change and day-close operations
- Secure closed cash management between the front and back office



S22 – Retail Self Checkout

Designed for smaller stores, the S22 Lite Compact Self-Checkout Solution gives your customers control without sacrificing selling space. Cash, card and mobile payment options mean all your customers will benefit from the enhanced checkout experience however they choose to pay.

- Operations that want to grow their revenue, even where space is at a premium
- A variety of implementations, from self-checkout to self-service and more
- Flexible configuration: use wall mounted, free standing or on the counter

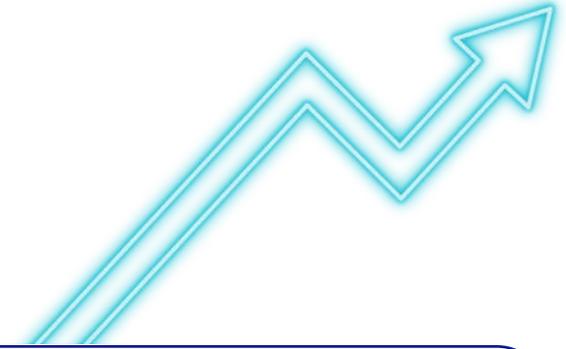


For Glory's full range of retail solutions, visit glory-global.com, or get in touch with the details below.

GLORY SOFTWARE SOLUTIONS



UBIQULAR™



UBIQULAR™ Bridge

Continuous performance monitoring and remote device management improve the operational efficiency of your stores with UBIQULAR Bridge, Glory's remote device management solution for your automation devices.

- Remote updates for less business interruption
- Improving device uptime and availability
- All devices – it can be managed from a smart phone or tablet



UBIQULAR™ BridgePlus



UBIQULAR™ Inform

UBIQULAR Inform is Glory's reporting and analytics solution that provides a wide variety of options for utilising data from various sources and delivering meaningful insights to our customers.

- Provides answers to how your devices are being used and if are you getting the value you anticipated
- Inventory management tools for optimal effectiveness to identify excess cash holdings in the machines
- Provides key performance measures on your devices which ensure optimal use and maximum satisfaction



UBIQULAR™ Manage

Glory's UBIQULAR Manage service takes in-store cash automation solutions to the next level and allows store cash technology to drive value across the extended Retail Cash Chain, from consumer to bank and back again, ultimately allowing Glory's Digital Services team to manage your cash deposits and transform Cash into an Electronic Payment.

- Retailers who want to improve their safety and security
- Improved staff efficiency whilst reducing cash costs
- Saves retailers time as it removes day-to-day cash labour tasks

The cash cycle is often overlooked as just a necessary expense.

And it is, but it's an expense that doesn't need to be so... *expensive*.

If you are reading this, then that drive to maximise profits, and the success of your business overall, is clearly part of your ethos. Don't let cash handling be an unnecessary drain on your productivity, your workforce, and your bottom line.

Get in touch with Glory today to discuss a tailored set of cash recycling solutions that can **maximise** your profits today, and better prepare you for the challenges of tomorrow.

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