



# CI-X SERIES

Connecting your cash processes



# THE CHALLENGE FOR RETAILERS



The world of retail has fundamentally changed in recent times and the “new normal” is set to be with us for the foreseeable future. Consumer behavior has transformed, with many now relying more on online retailers than ever before. With that, comes higher expectations; for both choice and convenience.

Retailers need to find new strategies to compete, as well as ensuring the experience and offer online, is surpassed when they come into a store. A service-driven in-store experience is a must.

How can you retain those customers and engage them with your brand, to maintain and increase store profitability?

Offering unique services that attract new customers, and retain existing ones, can increase revenue and gain competitive advantage over online competition. But building opportunities for engagement in today’s climate is a challenge.

*All retail businesses are transforming to adapt to the new normal and looking for ways to become more efficient.*

# RETAILERS ARE AT THE FRONTLINE OF A NEW ECOSYSTEM

Today's consumers do many of their routine transactions online, but when they come into your store, that's when you have your best chance to establish a relationship, nurture it, build loyalty and grow the value of your customer base.

In the face of digital disruption and increased competition, retailers must create an engaging brand and use technology to enhance customer experience.

Customers still prefer shopping in-store as they know they will receive high-quality, one-to-one customer service. And with the expansion of traditional activities into more innovative services such as "click and collect" and "curb-side" pickups, the role of physical retailing is dynamic and ever-changing.

## WHAT ARE YOUR CHALLENGES?

-  Competing with online retailers?
-  Retaining loyal customers?
-  Providing a seamless in-store experience?
-  Loss of human interactions?
-  How to stand out and be unique?
-  Transforming your business to be more efficient?



## THE CASH CHALLENGE STILL REMAINS

But one thing has not changed. Many of your customers still choose to use cash, and for others it's the only payment method available to them. How many retailers can afford to turn away over 20% of potential sales because they find cash handling tedious or too difficult to handle?

Cash still has to be accepted at the point of sale, but it needs to be handled efficiently, so payment transactions do not impact on customer experience. Cashiers need to be equipped with the right tools and processes to be ready to deliver an outstanding customer experience.

The choice retailers have, therefore, is simply this: how can they optimize the way they handle and manage cash in their store to reduce their own costs and risks while increasing their efficiency and profitability?

# CONNECTING YOUR CASH PROCESSES

Cash is a physical item, which means the way it moves from one place to another has to be managed. As we look at the retail cash supply chain, the points at which loss may take place are clear:



- **Point of sale:** Is the cash tendered as payment valid or counterfeited? Has the correct change been given, ensuring that the right net payment is safely stored?
- **Transfer to back office:** Does cash received remain absolutely secure as it is moved from the point-of-sale terminal to the back office? Has no interference taken place at any point?
- **Storage in the back office:** When cash arrives from the store front, can the possibility of cash being touched or interfered with be eliminated, while it remains in the back office?
- **Counting in the back office:** As cash is reconciled before being transported to the bank, what can be done to ensure that no human contact is required and there is no need to take cash out of secure storage and be physically touched? How can the cash float preparation be simplified and secured?
- **Cash in transit:** From point-of-sale to being credited to the retailer's account, how can the integrity of cash be maintained, by eliminating touch-points and human contact?

Each of these points can be protected through proven, reliable techniques. By cutting loss in each of these areas, the true value of cash received is preserved and a retailer's net profit increases.

*So how can Glory help deliver this transformation?*

# HOW CASHINFINITY™ CAN TRANSFORM YOUR STORE

Glory's CASHINFINITY solution automates many of the key activities linked to cash handling in a store, to improve employee productivity, increase customer engagement and reduce cost to your business.

CASHINFINITY transforms the efficiency, security and speed of the retail cash chain through automation at key points along the path from the point-of-sale right to your bank.

A highly configurable, modular system, CASHINFINITY brings multiple benefits to the point-of-sale and in the back-office. As a complete “closed loop” solution, CASHINFINITY ultimately eliminates manual cash handling in the store.

## FOR YOUR STAFF

**Provide reassurance when serving customers and improve job satisfaction:**

- Staff are relieved from non-productive and stressful activities
- Eliminate the stress of counting cash
- Engage more with customers

## FOR YOUR CUSTOMERS

**Allow customers to confidently shop in a safe and secure environment:**

- Reduce lines at the checkout
- No errors made when giving change
- Customers can choose to continue to pay in cash

## FOR YOUR BUSINESS

**Deliver efficient and secure improvements that impact bottom-line profitability:**

- Improve efficiency in order to manage lines quickly
- Reduce training time and onboarding of new employees at the checkout
- Eliminate all errors/discrepancies
- Improve in-store security



# THE RIGHT SOLUTION FOR YOUR STORE



Whatever the volume of cash flowing through your stores, Glory has a retail cash automation recycling solution to accelerate cash transactions and enhance customer service. Glory can help you optimize cash management at both the point-of-sale and the back-office, and can help secure the loop between the two.

## POINT-OF-SALE

With Glory's compact cash recycler at the point-of-sale, CI-10X fits seamlessly into virtually any retail environment and can accommodate any cash handling capacity. By handling both note and coin, there's no need for a cashier to touch cash to take payment or provide change.



GLORY CUSTOMERS  
HAVE REPORTED  
**SAVING 45 MINUTES  
PER CASHIER\***

EVERY DAY THROUGH THE  
**RELIABILITY AND ACCURACY**  
OF RECYCLING SOLUTIONS



- Compact cash recyclers
- Handles both note and coin
- Closed-loop cash recycling
- Auto verification
- Streamlined cash management
- Easy and versatile deployment
- Streamline connections with your partners

CI-10X

\*Data from recent Glory customer testimonials, actual savings will vary depending on usage and store type

## BACK OFFICE

Automating back-office processes with recycling technology dramatically accelerates all cash related tasks. Reconciliation is fundamentally changed, the eradication of discrepancies and reduced time spent on end-of-day reconciliation can have significant results for productivity. Glory's back office solutions are available with a variety of safe types, capacities and collection methods, meaning there's a solution for any back-office operation.



- Large capacity note and coin recycler
- Note and coin interface cassette
- Note auto-verification
- Cash management
- Variety of security levels

CI-100X – standard capacity  
CI-300X – large capacity  
CI-500X – extended capacity

GLORY CUSTOMERS  
HAVE REPORTED  
**SAVING 20 HOURS  
PER STORE\***



EACH WEEK AS A RESULT OF  
**DEPLOYING CASH RECYCLING  
IN THEIR BACK OFFICE**

\*Data from recent Glory customer testimonials, actual savings will vary depending on usage and store type

## Related solutions...

### CI-10X

Compact and high capacity solutions enabling automated cash handling at point of sale positions.



### CI-100CX

A high speed, flexible coin recycler that meets the demands of retail and gaming organizations.



### CI-SERVERX

Centralized management of cash throughout a store in the front and back office.



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