

GLORY

A GLORY CASHINFINITY™ Case Study

Challenge

Deliver fast, accurate and safe transactions to customers while removing routine non-value added tasks from staff.

Solution

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

Benefits

- 2-3 hours staff time saved per day
- 8 lanes of tills take only 8-10 minutes to be closed and reconciled at end-of-day
- 100% accuracy of cash handling between staff and customers



**2-3 hours of staff time saved per day
redeployed to enhance customer experience**

Henderson Retail ViVOXTRA Store, Newry Road, Banbridge, Northern Ireland

EDGEPOS® Powered by:
By Retailers, For Retailers **HENDERSON
TECHNOLOGY**

THE CUSTOMER

Henderson Retail owns and operates 95 SPAR, EUROSPAR and ViVOXTRA stores in Northern Ireland. Many of these are petrol forecourt sites, affiliated with the major oil brands. Henderson Retail is one of the top players in the UK independent market and Northern Ireland's largest independent fuel site operator. The business continues to receive industry recognition for its achievements.



“Having the new Glory cash system in my store I have seen man hour savings of 2-3 hours per day versus the previous store I was in. The Glory system means that staff don't handle cash, is more hygienic and the accuracy of cash handling between staff and our customers is 100%.”

John Fox, Store Manager,
Henderson Group

THE CHALLENGE

Henderson Retail are focused on streamlining in-store administrative tasks and removing inefficiencies in their processes to allow stores to focus on the customer experience. The challenges presented by COVID-19 further heightened their interest in new technologies to remove pressure on their store teams.

They wanted a way to facilitate fast, accurate and safe transactions for their customers while removing routine non-value added tasks from staff such as float replenishment, till uplifts, safe counting and lodgement preparation.

It was clear Henderson Retail needed an in-store cash recycling solution to drive enhanced efficiency across all their cash processes including cash handling, cash management and CIT/banking processes.



THE SOLUTION

Henderson Retail chose Glory's CASHINFINITY solution for its ViVOXTRA store in Banbridge to automate the store's entire cash handling activities from Point-of-Sale to the Back Office.

Glory's CI-10 compact cash recyclers were placed in three locations throughout the store, at the checkout area, self-checkout and Daily Deli counter.

At the checkout customers place their notes and coins straight into the CI-10 recycler which counts, validates and processes the cash and presents the correct change. Manual cash handling is eliminated, replaced with accurate, fast and reliable transactions.

At the Daily Deli counter staff no longer need to change their gloves to handle cash when customers pay for their food. Instead, staff keep on serving and change gloves when only needed to for good hygiene reasons, saving on time and the cost of additional gloves.

The Banbridge store is the first Henderson Retail site to have the CI-10 recyclers as part of the stand alone self-checkout area. An average of 33% of customers now use the self-checkouts with 30% using cash for their purchases.



“Tills only need to be taken off once per day and even after this there is no counting done. Management remove the cassettes each night and place into the back office Glory system which will count each cassette for you. All eight lanes of tills in my store can be completed within 8-10 minutes.”

**John Fox, Store Manager,
Henderson Group**

A CI-100 cash recycling system was installed in the store's back office to complete the closed loop cash handling solution.

The cassettes holding the notes in the CI-10 recyclers are cleverly designed to be removed then placed straight into the CI-100 machine for processing without any staff member having to touch the notes at all. The notes move securely from the CI-10 point-of-sale in the store to the CI-100 in the back office and vice versa providing 100% confidence in cash inventory and management.



THE BENEFITS

PRODUCTIVITY

All eight lanes of tills take only 8-10 minutes to be closed and reconciled at end-of-day saving staff 2-3 hours of time per day.

COST SAVINGS

Accuracy of cash handling between staff and our customers is 100%. Cash back and refunds are all completed with the GLORY solution, so no discrepancies are made.

INCREASED HYGIENE

Staff serving food at the Daily Deli counter don't have to touch cash so don't have to keep changing gloves which speeds up customer service.

ENHANCED STAFF AND CUSTOMER EXPERIENCE

Transactions are faster and queues are smaller as staff are released from the burden of counting cash.



“The recent introduction of our GLORY cash system has been a real game changer for us. Not only from an accuracy and cash loss point of view but it has delivered huge efficiencies in man hours for both our management teams and our customer advisor teams. We have now been able to redeploy those hours onto the shop floor to further enhance our customer experience.”

Paul McCoy, Area Manager, Henderson Group

Glory, Infinity View, 1 Hazelwood, Lime Tree Way, Chineham, Basingstoke, Hampshire RG24 8WZ, UK

+44 (0)1256 368000 info@uk.glory-global.com [glory-global.com](https://www.glory-global.com)

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