

GLORY

Pharmacy's cash management transformed with point-of-sale solution

APOTHEEK
GOOSSENS

THE CHALLENGE

A large pharmacy with seven pharmacists, Apotheek Goossens, located in Wommel, Belgium, was established in 1965 and is run by the second generation of the founding family.

Balancing the tills every day and preparing them for the following day was a time-consuming, manual process for the pharmacy. Inevitably, errors occurred, which led to further time rechecking and verifying the counts.

During opening hours, larger denomination banknotes needed to be removed from the tills to limit cash levels in all cash registers. This process, although discreet, was visible to customers and meant cash was exposed to theft and shrinkage.

Time did not always allow for running larger denomination banknotes by a counterfeit detector, and hence there were instances when fraudulent banknotes were accepted.



“Managing the pharmacy and all the associated responsibilities takes up much of my day. A solution to automate the cash payment system was a must – not only to save me time, but also to improve our cash management processes and security.

“We also needed a solution to increase hygiene and the reliability of the correct change being dispensed for both the pharmacists and customers.

“The solution needed to interact directly with our existing point of sale (POS) application to automatically and seamlessly control all our cash payment operations.”

Annie Vanderhaegen,
Owner and Lead Pharmacist

THE SOLUTION



Two Glory CI-10 coin and banknote cash recycling devices were installed, and each connected to two cash registers.

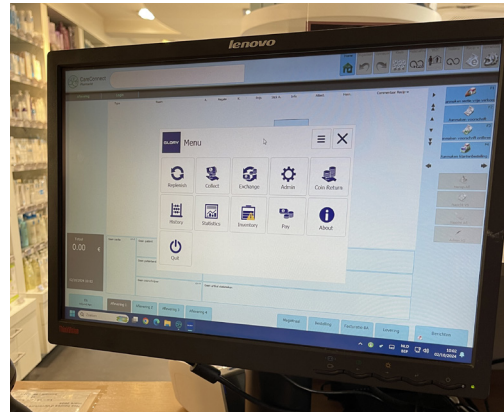
The four cash registers were integrated with the cash recycling devices using CI-ACTIVATE™ – Glory's POS connectivity software which provided simple and effective deployment, facilitating almost immediate access to secure cash transactions and comprehensive administrative functions.

THE BENEFITS



Annie says:

“The CI-10 cash recycling devices eliminate the need for the pharmacists to handle cash at the POS, providing a higher level of hygiene during transactions, whilst ensuring counterfeit money is rejected. As the devices are integrated with the POS via CI-ACTIVATE, the automatic transactions minimise the risk of errors and shrinkage, enhance efficiency, and improve the customer purchase experience.”



Annie continues:

“The CI-ACTIVATE features have made a significant impact on the administration of cash.

“When the POS application is open, a button appears on the payment screen – it’s easily visible and intuitive for every employee in the pharmacy. Once a payment transaction begins, the customer can pay, and the exact change is returned, providing peace of mind for my employees and our customers alike.

“Prior to installing the system, visits to the bank were far more frequent. In one click, there’s an overview of the daily transaction history, as well as the coin and banknote inventory. The end-of-

day reconciliation is now a much quicker and cost-efficient process, with numerous hours saved weekly. There’s also an alert when the quantity of coins or notes are low. Thanks to the alert and real-time information, the whole team can manage cash more proactively.

“The cash automation system has reduced manual cash intervention to a minimum. Time is no longer wasted controlling the cash registers, and so allows the team to focus on customer service and the tasks in hand. Automated transactions are proving to be very popular with customers as a fast and easy way to make payments.”



OPTIMISING THE RETAIL CASH CHAIN

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CS-APOTHEEK-GOOSSENS-1224_1.0

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