

GLORY

# Enhancing Cash Processes with Back-Office Cash Technology

Foy's SuperValu Cootehill, Cootehill, Ireland

SuperValu

## THE CHALLENGE

SuperValu is part of the Musgrave Group, Ireland's largest grocery and food distributor. With 223 stores throughout Ireland, SuperValu has served the people of Ireland for the last 40 years and has become a well-established landmark across Irish communities.

Foy's SuperValu Cootehill is based in Cootehill, Ireland and is run by John Foy, who has been in the retail business for over 45 years, and his family including his daughter.

Foy's SuperValu were burdened by a lot of cash procedures which were taking a long time, and all done by the management team. Their challenge was to try and streamline the processes and reduce the amount of time that it was taking to manage their cash.

- Reduce resources required for counting cash, and in turn reducing cash handling costs
- Eliminate cash reconciliation issues at the end of each day
- Streamline their cash processes at beginning and end of day

**“WHAT CAN I SAY, WE HAVE WASTED TIME AND MONEY COUNTING COINS AND CASH FOR THE PAST 25 YEARS AND ALONG CAME OUR GLORY MACHINE. I CAN HONESTLY SAY IT IS BY FAR ONE OF THE BEST DECISIONS WE HAVE MADE IN OUR BUSINESS FOR TWO VERY SIMPLE REASONS:  
1) TO SIMPLIFY THE CASH HANDLING PROCESS AND  
2) SAVE SUBSTANTIAL EXPENSIVE MAN HOURS AT THE SAME TIME.”**

John Foy, Owner, Foy's SuperValu Cootehill

## THE SOLUTION

The GLORY CI-100 cash recycler automates back office processes, taking control of float management and automating end of day balancing, freeing up staff to be productive in other areas.

The CI-100 allows for the handling of both notes and coins, automate float dispense, end-of-day reconciliation and deposit preparation for CIT collections and ATM machines, as well as detailed audit trails via the CI-server software.

The solution offered improved security with large denomination notes stored within the safe while allowing for lower denomination notes and coins to be recycled.



# THE BENEFITS for Foy's SuperValu Cootehill

Since implementing the machine, the store is now benefiting from:

## PRODUCTIVITY

Less time is now spent manually counting and recounting cash. The store has seen savings of up to 35 hours a week, allowing management time to be re-purposed to meet the needs of the business elsewhere.

## COST SAVINGS

The CI-100 is now an integral part of day-to-day operations at the store, management and staff can rely on the machine to carry out work every day without disruption. Discrepancies have reduced during reconciliation due to the automation of all cash counting.

## CUSTOMER ENGAGEMENT

The management team responsible for counting cash now have more time to do other important work for the business, including more focused interaction with customers. Automation of the back-office cash processes has reduced staff stress and improved morale.

## SECURITY

The CI-100 reduces the requirement for manual cash handling. It stores all back-office cash securely within the unit enhancing store and staff safety.

## EASE OF USE

Intuitive design and speedy implementation meant staff could use the machine almost immediately with no disruption to the day to day activities of running a very busy store.

**“ALL OUR EMPLOYEES HAVE ADAPTED TO THE NEW CASH MACHINE AS IT IS VERY SIMPLE TO OPERATE. THEY HAVE ALSO COMMENTED THAT THEY LOVE THE FACT THAT MANAGEMENT ARE NOW ABLE TO SPEND MORE TIME OUT ON THE SHOP FLOOR ENGAGING WITH CUSTOMERS.”**

John Foy, Owner, Foy's SuperValu Cootehill



Glory's CI-100 reduces the burden and risks of back office cash processes. Automated processing of cash accelerates start and end of day processes as well as shift changes. It reduces the risk of cash shrinkage, enhances staff productivity and enables provisional credit where available.



## OPTIMISING THE RETAIL CASH CHAIN

Automate | Authenticate | Secure | Accelerate

Glory, Block 13 Unit H, Blanchardstown Corporate Park 1, Blanchardstown, Dublin 15, D15 KW27, Ireland

+353 1 571 3990 sales@ie.glory-global.com [glory-global.com](http://glory-global.com)

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