

GLORY



## CASHINFINITY™ & Mach™ 9e WAVE™ – optimised cash handling in the back office

Heide Park Resort, Soltau, Germany



# THE CHALLENGE

Thanks to GLORY's modern cash management solutions, many employees from the cash office can now also be deployed in other areas of the park. And back office workers can perform their tasks much faster and more efficiently. Thus, optimising cash management processes results in enormous productivity gains.

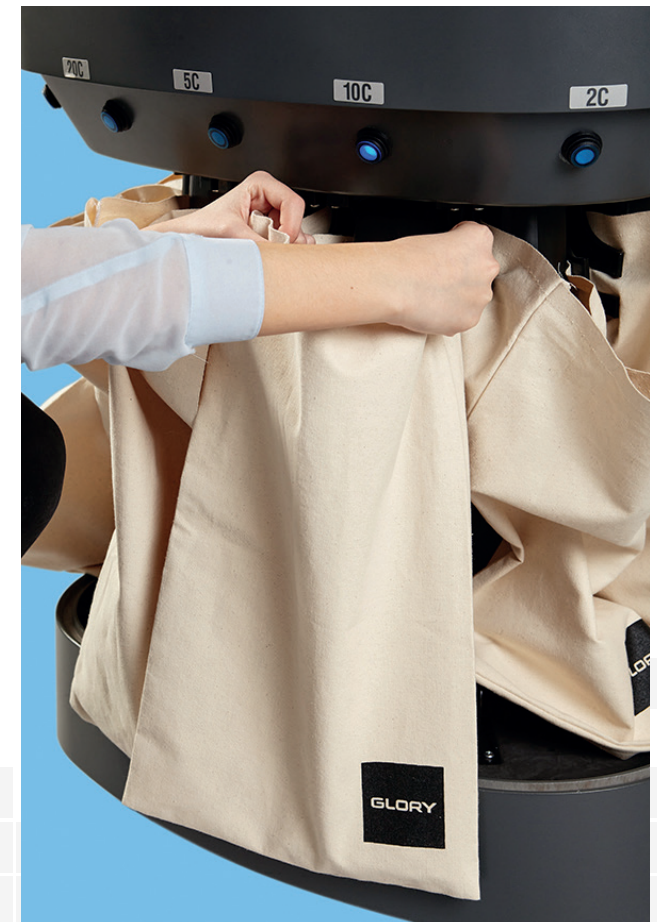
Fast-paced roller coasters, exciting themed shows, culinary delicacies and souvenirs as keepsakes: Theme parks such as Heide Park Resort in Soltau promise fun, action and variety for the whole family – which is why they are so popular in Germany. In 2017, almost one in two Germans (39 million) went to a theme park once a year on average.<sup>1</sup> In 2018, there were over 4 million people in the German-speaking population (aged 14 and over) who even visited theme parks around twice a year.<sup>2</sup> Payment was mostly made in cash at the numerous cash touchpoints, which quickly made cash processing in the back office very time-consuming and consequently generated costs. For theme park operators, the optimal configuration of cash handling processes is therefore enormously important.



With around 90 cash touchpoints, the volume of cash in the Heide Park Resort is extremely high. In the past, manual processing of coins and notes was correspondingly time-consuming. At the end of the day in particular, a lot of staff resources were deployed in the cash office. For this reason, Heide Park Resort (part of the UK-based Merlin Entertainments Group) wanted to significantly improve its cash handling process. To this end, it was decided the existing cash recycling systems should be replaced by new, more powerful and reliable cash handling solutions.

**The following requirements were placed on the systems:**

- Extensive automation of back office cash handling
- Fewer manual processing steps
- Significant time savings for employees related to cash handling
- Avoidance of shrinkage
- Implementation of a cost-optimised, efficient and secure cash handling process



# THE SOLUTION

In 2018 alone, 1.5 million people visited Germany's second-largest theme park.<sup>3</sup> Although visitors were able to pay with a card in shops and restaurants, as well as for accommodation, shows and various attractions in the Heide Park Resort, they usually preferred a cash payment. For park operators, cash handling is therefore very time-consuming and costly. The use of innovative automated solutions has made this complex cash handling process much more efficient and secure.

To optimise cash management, Heide Park Resort chose GLORY's intelligent cash management solutions. The CI-100B cash recycling system from the CASHINFINITY™ series enables the theme park to process banknotes automatically in the cash office. The device handles the complete accounting process and the further processing of banknotes. Two Mach™ 9e WAVE™ coin sorters are used for coin processing. GLORY's high-speed sorting machines are specifically designed to handle large volumes of coins.

By using the CI-100B and the two Mach 9e WAVES, Heide Park Resort in Soltau has been able to significantly reduce the workload and risks involved in cash handling in the back office. The processes at the start/end of the working day as well as during shift changes are now carried out much faster. In addition, the systems reduce the risk of errors and increase employee productivity. In total, Heide Park saves 2 to 3 working hours per day in the back office thanks to GLORY's solutions.



# CASHINFINITY SOLUTION CI-100B and Mach™ 9e WAVE™



**CI-100B** – The CI-100 reduces the burden and risk of your back office cash processes. Automated cash handling speeds up the start-of-day and end-of-day processes and shift changes, reduces the risk of cash shrinkage and increases employee productivity.

**Mach™ 9e WAVE™** – The Mach 9e WAVE is a high-speed coin sorting machine that can be used to process large amounts of coins. It is specially designed for coin processing centres where throughput and reliability are the primary concerns. The Mach 9e WAVE is ideal for finance offices, vending machines, transport companies and casinos. It offers the highest levels of precision and productivity for cash offices in the leisure industry.



Mach™ 9e WAVE™



CI-100B

# THE BENEFITS

The cash management systems offer a number of advantages, both to the park operator and the employees in the cash office of Heide Park Resort.

## **REDUCED COSTS AND MAXIMUM BENEFITS**

In combination with the Mach 9e WAVE coin sorters, the CASHINFINITY CI-100B solution enables efficient and secure handling of cash management. Thanks to the automated further processing of the cash, Heide Park Resort can take maximum advantage of the cash. The devices are also directly connected to accounting software, with which the data from the count can be retrieved in real time when the cash drawer is cashed up. This also makes it possible to optimise the cash-in-transit process.

## **INCREASED PRODUCTIVITY AND REDUCED LOSSES**

GLORY's systems enable accurate authentication and the fast recycling of banknotes and coins. With the Mach 9e WAVE's automatic coin feed, the throughput of coins can be implemented faster, more accurately and without interruption. Because the Mach 9e WAVE is mounted on rollers, the heavy coins are easy to transport. The CI-100B banknote recycler has an input/output speed of 4 or 5 notes per second, which promises additional time savings. Automating cash handling also reduces the risk of errors compared to manual cash handling. This reduces shrinkage and increases productivity in the cash office.

## **ENHANCED SECURITY AND SATISFIED EMPLOYEES**

With GLORY's solutions, largely automated cash handling makes it easier for employees at the Heide Park Resort to supply and remove all cash and perform the cashing up of the cash drawer. The systems detect counterfeit money and reject suspicious banknotes and coins. Cash is safely stored in cassettes and closed safe bags in order to protect against unauthorised access. At the end of the day or when the shift changes, employees in the back office can go home at the end of the day much faster – even on stressful days with particularly high visitor numbers. In addition, the park operator has been able to free up staff who now work in other areas of the amusement park.

With the Mach 9e WAVE coin sorter, cash handling has been greatly simplified. Other systems related to coin processing are often noisy, inefficient and the transportation containers are too heavy. With the previous system, due to the high volume of coins in the park, handling them was a problem for employees. In addition, many work steps still had to be carried out manually, so that employees often had to recount money long into the night.

Sources:

- 1 <https://de.statista.com/infografik/10363/immer-mehr-besucher-freizeitparks/>
- 2 <https://de.statista.com/statistik/daten/studie/171453/umfrage/in-den-letzten-2-jahrenbesuchte-freizeitparks/>
- 3 <https://www.heide-park-world.de/de/baublog/blog/92-historie/statistiken/151-besucherstatistik>

The logo of Heide Parks Resorts is a trademark of Heide-Park Soltau GmbH and is protected by copyright.

Photos p. 2, 4 and 7: Source: Heide Park Resort 2020



## OPTIMISED AND SECURED CASH MANAGEMENT

Automate | Authenticate | Secure | Accelerate



Scan or click to  
get in touch

### Glory Global Solutions

 <https://www.glory-global.com>

CS-HEIDEPARKRESORT-0525\_1.1

Glory Global Solutions is part of GLORY LTD. This document is for general guidance only. As the Company's products and services are continually being developed it is important for customers to check that the information contained herein includes the latest particulars. Although every precaution has been taken in preparation of this document, the Company and the publisher accept no responsibility for errors or omissions. The Company and the publisher accept no liability for loss or damages resulting from the use of the information contained herein. This document is not part of a contract or licence save insofar as may be expressly agreed. All capabilities and capacity and throughput figures are subject to note/coin size, note/coin quality and process used. GLORY, CASHINFINITY, Mach, WAVE and their associated graphical representations are each a trademark or a registered trademark of GLORY LTD. Group of Companies in the EU, the U.S. and other countries.  
© Glory Global Solutions (International) Limited 2025.