

GLORY



## Improving cash handling processes and customer satisfaction

Kerrigans Butchers, Malahide





# ABOUT KERRIGANS

**“The recent installation of GLORY’S CI-5 cash recycler has had numerous benefits on Kerrigans as a business and also the customer. Our customers are delighted for a number of reasons, including the ability to still be able to pay in cash while socially distancing and maintaining hygiene levels. For me the solution has made my daily business life easier with floats prepared in seconds, less room for human error and enhancing the customer experience. I expect to see ROI within 24 months based on performance so far.”**

Barry Kerrigan, Owner,  
Kerrigans Malahide

Kerrigans was established in 1973 by Brendan Kerrigan when he opened a store in newly built Donaghmede Shopping Centre, located in the North of Dublin. Over the years, the business went from strength to strength and in 2007 the brand went through a massive overhaul which propelled them into the modern age of butchery, becoming “Kerrigans Craft Butchers”. The business is now being run by his three children Shane, Barry and Brenda, with a new Malahide store opened in 2012.



# THE CHALLENGE

Any business handling and selling food takes the subject of hygiene very seriously – butchers in particular require a high level of store hygiene at all times. Kerrigans wanted to make sure they were working to the highest possible standards to protect both staff and employees, whilst also looking at ways to increase speed and efficiency of transactions, to serve more customers, and enhance their shopping experience.

The combination of handling food products and cash transactions can be burdensome, and Kerrigans owners wanted to address this issue through cash automation technology.



# THE SOLUTION

Kerrigans were looking for something to enable contactless cash transactions for their customers, and through the customer facing CI-5 customers are able to pay cash directly into the machine and receive their change without staff having to handle cash at the point of sale.

The store handles a lot of cash on a daily basis, and it was also important to owners to streamline the cash management strategy to allow staff more time with customers, without having to worry about floats or counting cash at the end of the evening – reconciliation is done automatically and staff can simply clean down the shop and leave after their shift.



# CI-5 COMPACT CASH RECYCLING



**Processing both notes and coins, the CI-5 removes the need for staff to handle cash at the point of sale. When integrated into an existing point of sale system it securely automates cash handling at payment positions.**

The solution authenticates cash at the point of presentment eliminating the risk of counterfeit acceptance, minimises the risk of shrinkage and reduces errors. while improving staff productivity and enhancing customer service. The compact cash recycling system is designed for easy integration into cash desks and checkouts to fit seamlessly into any retail store design.





# THE BENEFITS FOR KERRIGANS BUTCHERS

**Kerrigans wanted a point of sale solution with full cash recycling capability, accepting notes and coin whilst automating change dispensing. This would ultimately remove the need for staff to handle cash, enabling them to focus on customer service, and maintaining high hygiene standards.**

## **CASH RECONCILIATION**

Implementation of the CI-5 solution has reduced the time taken to reconcile the cash in store, and ensures the float is ready in seconds each morning.

## **MAINTAIN HIGH LEVELS OF HYGIENE**

Enabling customers to pay by cash directly via the CI-5 machine and receive their change in the same way; staff never need to come into contact with cash and can maintain a social distance.

## **SHORTER QUEUING TIMES**

During busy times many food retailers can end up with long queues as a result of the need to maintain hygiene standards while accepting money. These processes are eliminated with the CI-5 point of sale cash recycler.

## **HAPPY CUSTOMERS/HAPPY EMPLOYEES**

Speedy and efficient transactions along with the option to pay in cash have enhanced customer satisfaction and kept them coming back. Employees are happier at work having been released from the burden of counting cash – they have been able to get back to what they're best at, customer service.



## OPTIMISING THE RETAIL CASH CHAIN

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