Improving cash handling processes and customer satisfaction

Peter Fox, totalhealth Pharmacy, Birr, Co. Offaly

THE CHALLENGE

Peter Fox totalhealth Pharmacy is an Irish independently owned and community-based pharmacy in Birr, Co. Offaly. The pharmacy, which is part of the totalhealth Pharmacy group, has been serving the health needs of the local community for over 80 years. Peter and his wife Patsy have been running Peter Fox Pharmacy since 1994.

Peter Fox wanted to find a solution to minimise cash handling from the start to the end of the business day. The pharmacy is open 6 days a week, 9 hours a day, employing several staff across different shift patterns. Therefore, there was a business requirement to automate certain processes, such as cash management. Cash handling processes can be labour intensive, and the pharmacy wanted to improve on processes such as:

- Save time on the making up of floats
- Reduce time for reconciliation at the end of the day
- Eliminate discrepancies in cash handling and counting
- Improve hygiene with staff not handling cash at the point of sale

Other key factors were for the solution to fit easily into the shop layout and be integrated with the pharmacy POS software while allowing for social distancing.

THE SOLUTION

Peter Fox was looking for a quick and efficient way to automate cash processes within the store, something that could be easily integrated into the pharmacy with little disruption and easy to use. It was important to allow his customers the ability to pay in cash in a secure and safe way. It also had to be integrated with their POS software solution.

Glory's CASHINFINITY™ CI-5 was the right solution for this pharmacy. Its compact design could easily be integrated in to the existing counter. The customer facing solution allows for customers to manage their cash transaction at the point of sale thereby releasing the need for staff to handle the cash – good for social distancing and hygiene.

THE BENEFITS for Peter Fox totalhealth Pharmacy

The objective for Peter Fox was to install a cash automation solution quickly and efficiently in the current climate and allow their customers to take cash transactions in a safe and secure way for both staff and customers.

CUSTOMER CHOICE

We have seen the volume of cash transactions regain levels of normality over the last six months now we are giving customers the choice to safely pay while socially distancing using the CI-5.

TIME SAVING

End-of-day reconciliation time has been reduced drastically from one hour down to five minutes with no counting of cash needed.

ENHANCED HYGIENE

Due to staff no longer having to handle cash at the point of sale.

HIGHER STAFF MORALE

Released from the burden of counting and dealing with cash, they can simply focus on the customer experience.

"Installing GLORY'S front-office CI-5 was simple and effective. The customers love having the ability to pay by cash in a safe and secure way. It has benefited the business by reducing time to manually count cash at the end of the day and reducing human error. It's certainly proved quickly to be a good investment for the business."

Peter Fox, Owner & Pharmacist,
totalhealth Pharmacy

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