GLORY

A GLORY CASHINFINITY™ Case Study

Challenge

A Point of Sale (POS) device was required to provide speed of service, whist also delivering a quick, easy to use payment solution for the customer.

Solution

GLORY's CI-10 cash recycling devices integrated with Henderson Technology EDGEPoS retail software. Both companies combined capabilities was the main reason for the store's selection.

"Speed of service is key to the business, and Glory's CI-10 devices enable us to provide this whilst reducing till shortages by mistake and counterfeit notes."

Drummond Miller, Managing Director of R.H. Miller (Leisure) Ltd

Benefits

- Six hours minimum per week in management time saved around cash handling
- Improved loss prevention
- Time saved daily on balancing tills
- Minimised risk of human error in cash processing
- Significantly improved and streamlined process around identifying counterfeits

millers
R.H. MILLER (GROUP) LIMITED

THE CHALLENGE

Based in Dalkeith, Midlothian, Scotland, R.H. Miller (Leisure) Ltd was established in 1978 and has operated a petrol forecourt convenience store in this location since 1990.

Operating under the KeyStore brand, the store is open 24 hours a day and runs three shifts.

Speed of service was crucial for this store, and they required a Point of Sale (POS) device that enabled them to provide this, whilst also delivering a quick, easy to use payment solution for the customer.

In addition, each employee was required to balance their own cash tills for accountability every time a shift was starting or finishing, which was extremely time consuming.

THE SOLUTION

The store installed two Glory CI-10 cash recycling devices integrated with Henderson Technology EDGEPoS retail software.

As Henderson's is a trusted partner of Glory with numerous installations, their combined capabilities in processing fuel, as well as C-store sales, was the main reason for the store's initial selection.

"Prior to installing the Glory devices our cashiers were required to perform multiple manual safe drops and three shift changes a day. The CI-10 has allowed us to move to one shift change and removed the need to perform safe drops. Shift reconciliation is now much simpler and has allowed us to save approximately 6 hours in management time per week."

Drummond Miller,
Managing Director of
R.H. Miller (Leisure) Ltd

THE BENEFITS

Drummond Miller, Managing Director of R.H. Miller (Leisure) Ltd said, "Speed of service is key to the business, and Glory's CI-10 devices enable us to provide this whilst reducing till shortages by mistake and counterfeit notes.

"Installing Glory's devices has meant there is now no requirement for our cashiers to balance their own tills – previously this was extremely time consuming for staff to do manually, as well as increasing the risk of human error.

"Now, any cashier can jump on any till at any time, so it's much more flexible. On average, the saving is about 15 minutes per shift using the Glory cash recycling solution. Our staff love being able to leave promptly at the end of their shifts!"

He adds, "Prior to installing the Glory devices our cashiers were required to perform multiple manual safe drops and three shift changes a day. The CI-10 has allowed us to move to one shift change and removed the need to perform safe drops. Shift reconciliation is now much simpler and which has allowed us to save approximately six hours in management time per week.

"Overall, we have improved loss prevention and provided a safer staff working environment.

"In addition, the store used to receive some counterfeit notes, but since implementing Glory's cash recycling devices, we no longer have to manually check for these. This has significantly improved and streamlined our process around identifying these notes, as we can ensure all bankings have genuine notes, increasing security and staff confidence.

"We are keen to future proof the store and planning to offer a cash back facility. With ATM providers increasingly withdrawing machines due to high operational costs we want to ensure our customers always have access to cash – the Glory CI-10 allows us to do this."

"The store used to receive some counterfeit notes, but since implementing Glory's cash recycling devices, we no longer have to manually check for these. This has significantly improved and streamlined our process around identifying these notes, as we can ensure all bankings have genuine notes, increasing security and staff confidence."

Drummond Miller,
Managing Director of
R.H. Miller (Leisure) Ltd

Glory, Booths Park 5, Booths Park, Chelford Road, Knutsford, Cheshire WA16 8GS

☎ +44 (0)844 209 0174 **Sales enquiries** +44 (0)844 811 2006 ✉ sales@uk.glory-global.com glory-global.com

CS-RHMILLER-1024_1.0

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 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 2024.