

GLORY

A GLORY CASHINFINITY™ Case Study

Challenge

Optimise staff time spent on cash handling and efficiency of the cash office.

Solution

GLORY's CI-100 cash recycling solution reduces the burden and risk of back-office cash processes.

Benefits

- 30 hours of cash handling time saved a week
- Coin orders reduced from three or four bags a week to only one
- Weekend staffing of cash office no longer required



**Cash office efficiency transformed saving
30 hours of cash handling time a week**

SuperValu Portumna, County Galway, Ireland

SuperValu
Real Food, Real People

THE CUSTOMER

Established over 41 years ago O'Meara's SuperValu Portumna is a busy store run by 100 staff. At the heart of their community O'Meara's is dedicated to supporting local businesses and providing convenient shopping to their customers with the best range of products at the best price. SuperValu is part of the Musgrave Group, Ireland's largest grocery and food distributor with over 223 stores throughout Ireland.



“We have 10 tills to take up and down the stairs to our cash office continually every day. The beauty of the CI-100 is that it automates all our cash handling, and we are experiencing time savings of 30 hours a week. The Manager can come in to open up the store at 7:55am rather than 7:00am as the CI-100 makes start-of-day processes fast and easy.”

Yvonne O'Meara, Store Owner

THE CHALLENGE

With their cash office located upstairs O'Meara's staff were continuously walking up and down to process cash from 10 tills throughout the day. The staff were spending large amounts of time running up the stairs for change, counting cash, preparing floats for start of the day, reconciliation at end-of-day and sorting notes for the ATM. It was also difficult to staff the cash office on a Saturday putting additional pressure on the cash office manager.

Yvonne O'Meara the Store Owner started to hear positive stories from other retailers about their new cash automation solutions and wanted to keep in line with larger companies that have placed innovative retail technology in their premises. She reviewed her store's cash handling processes and knew she needed to invest in technology that would save her staff time and help her cash office to be more efficient.

THE SOLUTION

Yvonne decided to install GLORY'S CI-100 cash recycler into the store's cash office instantly eliminating manual counting of notes and coins. Taking only seconds to fill till floats and empty and count tills, the CI-100 takes control of float management and automates balancing and reconciliation, freeing up staff to be productive in other areas.

The CI-100 accelerates start and end-of-day processes and shift changes, reducing the risk of cash shrinkage, enhancing the productivity of the staff.

Real time status of inventory and cash takings are monitored at the touch of a button and detailed audit trails are provided with CI-server software. Knowing how much they have per denomination, O'Meara's control their cash precisely so that they can make room for floats and fill their merchant replenished ATM. When it's filling up they take cash out of the CI-100 and put it into the safe knowing how much to leave in for floats and cashback.



“Not having to empty tills every day is the biggest plus as it’s all automated and counted by the CI-100. Staff needed to wait for a quiet time to get change and now they don’t have to as the machine quickly counts it out for them. Staff are happy as it gives them control and 100% confidence that the float is counted correctly. It definitely makes staff more responsible for their tills and the value for managers is the cash is stored safely and securely.”

Caroline, Cash Office Manager



THE BENEFITS

INCREASED PRODUCTIVITY

30 hours of cash handling time saved a week with the CI-100 removing the need for manual labour-intensive note and coin counting. This time is more effectively used by staff to focus on customer service.

COST SAVINGS

Discrepancies have reduced during reconciliation due to the automation of all cash counting and staff being accountable for their own tills. Coin recycling within the CI-100 reduces coin orders from three or four bags to only one a week.

ENHANCED SECURITY

The CI-100 stores all back-office cash securely within the unit enhancing store and staff safety.

SATISFIED STAFF

Staff feel more comfortable about reconciliation as they are 100% confident that the float is counted correctly. Weekends required staff to manage the cash office but now they can go with two or three days without attending to the CI-100 so staff can take more holidays and time off especially during Christmas.

FULL VISIBILITY AND CONTROL

Every note is visible whenever, wherever – all at the touch of a button.



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