

GLORY



Connecting All Front and Back Office  
Cash Handling Processes



# THE CUSTOMER

Wing Yip is the UK's leading Oriental grocer with four sites across the UK - Birmingham, Manchester, Croydon, and Cricklewood.

A family business since the 1970s, Wing Yip is the leading supplier of over 4,500 authentic and quality Oriental ingredients.



# THE CHALLENGE

The Company (Wing Yip) required a solution to effectively manage, streamline, and connect their cash handling processes from front of house to back office in their Birmingham and Croydon stores.

The solution had to provide an improved work environment for colleagues, relieving them of stressful cash handling tasks in a busy wholesale environment, to enable them to focus on providing more value-added activities for customers.

They also wanted to improve security for staff and improve the efficiency of their cash management and operational processes from front of house to back office.

Reducing time spent on reconciliation and end-of-day reporting, as well as enabling visibility of cash processing data was also important for the Company, as well as the solution being able to integrate with their existing EPOS system.



**“Implementing GLORY’s full closed-loop solution in our Birmingham and Croydon stores has been a game changer for Wing Yip and has provided both measurable and immeasurable benefits to our Company.”**

Philip Larmouth, Director, Wing Yip

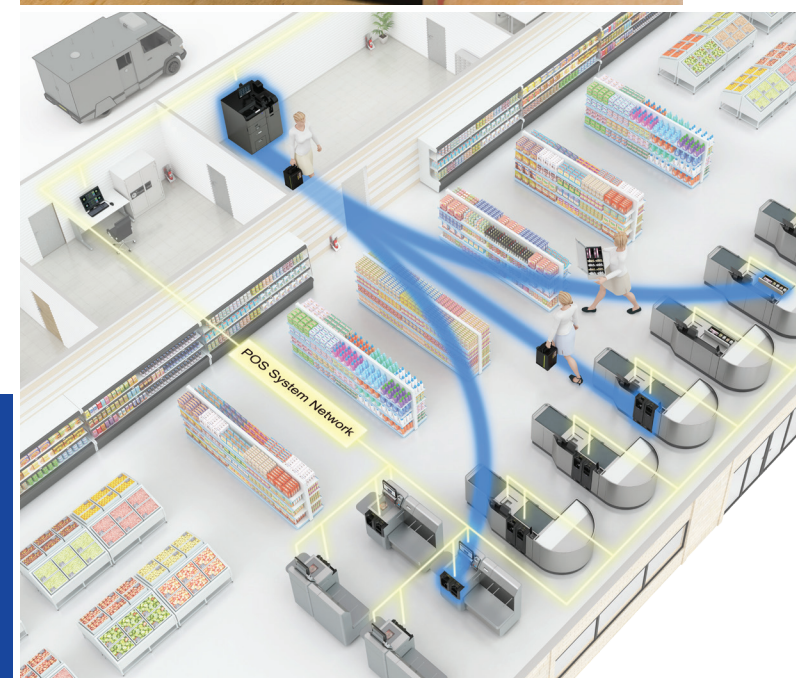
# THE SOLUTION

GLORY's CI-10X solution was chosen to automate cash handling at the point-of-sale, helping to minimise the risk of errors and cash losses, increasing security across the stores. A simple, fast, self-operation process for their colleagues that brings accuracy, efficiency, and safety to the customer experience, as there is no need for staff to handle cash to take payments or provide change.

GLORY's CI-100X cash recycling solution was chosen for Wing Yip's back office not only to accelerate start and end of day processes, but also to deliver increased productivity and security for staff and reduce the risk of cash shrinkage.

Handling banknotes and coins, both solutions are fully integrated and provide full closed-loop cash recycling. Connecting all of Wing Yip's cash processes from point of sale to the bank, eliminating all manual cash handling - as all cash is transported in secure cassettes - overall, increasing efficiency and security across the stores.

As well as providing a seamless checkout experience for the customer, this full closed-loop solution enables Wing Yip to reduce their time spent on internal processes, for example preparing and closing tills, or time to recount during shift changes, as well as reducing cash in transit (CIT) costs.



**“GLORY's front and back office solutions reduce the number of steps required in our cash management process, whilst increasing the confidence colleagues have in the process itself.”**

Philip Larmouth, Director, Wing Yip

# THE BENEFITS



## **Philip Larmouth, Director of Wing Yip said:**

*“Implementing GLORY’s full closed-loop solution in our Birmingham and Croydon stores has been a game changer for Wing Yip and has provided both measurable and immeasurable benefits to our Company.*”

*“We now have a completely ‘touchless’ solution, providing easy and accurate cash transactions that eliminate discrepancies and the stress typically experienced by colleagues who handle and count cash in a dynamic wholesale environment. The efficiencies we experience allow us to redeploy colleagues towards more value adding activities such as serving our customers’ needs.*”

*“A full ‘time in motion’ exercise demonstrated significant improvements and cost savings at both the front-end and back-end of the business operation.*”

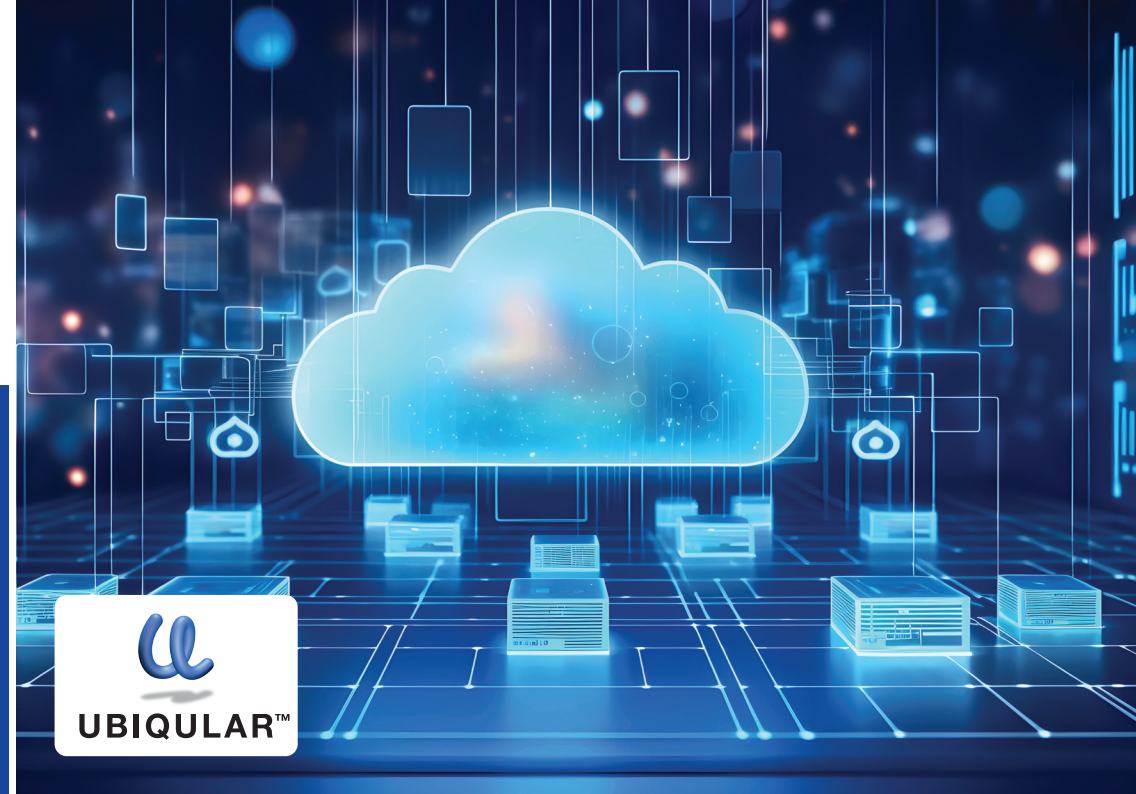
*“In November 2025 we launched our new convenience store in Watford, Wing Yip DiDi – our first small shop format, and GLORY’s solutions have already made a significant impact within this store.*”

**“GLORY’s full closed-loop solution increases the accuracy and security associated with transacting in cash from the point of receipt, through to the point of collection, helping us improve efficiency by reducing the need for reconciliation activities by staff.”**

**Philip Larmouth, Director, Wing Yip**

**“We also needed to have visibility of cash processing data in our Croydon and Birmingham stores, and we chose UBIQULAR™ Inform – GLORY’s cloud-based enterprise reporting solution to enable us to view, compare, and analyse cash processing data from devices at these locations.”**

**Philip Larmouth, Director, Wing Yip**



*“The solution seamlessly integrates with our existing EPOS system and was quickly and easily adopted by colleagues.*

*“GLORY’s front and back office solutions reduce the number of steps required in our cash management process, whilst increasing the confidence colleagues have in the process itself. Colleagues are no longer required to handle physical cash, and we have a full audit log of every colleague interaction with each piece of equipment.*

#### **Philip adds:**

*“We’re very much looking forward to seeing the results and impact of implementing this in due course, which will hopefully include being able to track trends, accelerate end-of-day reporting, and provide visibility to key stakeholders, all helping to streamline operations and provide savings in both time and resources.*

*“At the same time, we also purchased UBIQULAR™ Bridge for remote monitoring and management of our GLORY devices. Once implemented, being able to deploy note currency template updates remotely, will not only ensure security and compliance, but will also reduce the need for manual updates during business hours, helping to minimise employee disruptions through downtime and improve customer experience.”*

# THE RESULTS



**Wing Yip now has a more streamlined and time efficient process around end of day cash tasks such as:**

- ✓ Counting coins and entering details into the back office form
- ✓ Collection of cash from tills and transferal of cash to the cash office
- ✓ Removal of cash uplift bundles from the drop safe
- ✓ Preparation of notes ready for the following day's trading
- ✓ Counting cash takings in the back office using a note counter

**Significant time savings (over 60%) made daily around Wing Yip's cash processes in the morning, and these tasks include:**

- ✓ Removal of cash skim bundles from the drop safe
- ✓ Preparation of notes ready for trade
- ✓ Counting the morning's takings in the back office using a note counter
- ✓ Top up of till floats
- ✓ Completion of banking paperwork
- ✓ Banking check completed by Finance



**“Implementing GLORY’s full closed-loop solution has been a game changer for Wing Yip.”**

Philip Larmouth, Director, Wing Yip





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