

GLORY



Connected Cash Recycling
– Point of Sale to Back Office

WING YIP DIDI



THE CUSTOMER

Wing Yip is the UK's leading East Asian grocer, operating four sites in Birmingham, Manchester, Croydon, and Cricklewood.

Founded as a family business in the 1970s, Wing Yip now supplies more than 4,500 authentic, high-quality East Asian ingredients.

The Company launched a new convenience store in December 2025, its first convenience format, Wing Yip DiDi – which translates from Chinese into 'younger brother' – located in Watford. As well as stocking Wing Yip's product range of Chinese, Japanese and South Korean groceries, snacks and soft drinks, the shop also offers 'food to go' with a self-serve noodle bar, hot drinks, and a bakery.

THE CHALLENGE

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

In a busy 'food to go' and convenience store environment, the solution needed to ease the burden of manual cash handling for colleagues, enabling them to focus on higher-value customer activities. It also needed to enhance staff security and improve the efficiency of cash management and operational processes across the store.

Other priorities for the Company included reducing time spent on reconciliation and end-of-day reporting and ensuring seamless integration with their existing EPOS system.





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Philip Larmouth,
Director at Wing Yip DiDi

THE SOLUTION

Wing Yip DiDi selected GLORY’s CI-10X point-of-sale cash recycler, integrated with the CI-100X back office cash recycler, to create a fully connected, touchless cash handling process and complete closed-loop solution.

GLORY’s CI-10X automates cash handling at the point of sale, helping to reduce errors, minimise cash losses, and strengthen in-store security. It’s simple, fast self-operation process improves accuracy, efficiency, and customer safety, while removing the need for colleagues to handle cash when taking payments or providing change.

For the back office, Wing Yip DiDi chose GLORY’s CI-100X cash recycling solution to accelerate start and end-of-day processes, improve staff productivity and security, and reduce the risk of cash shrinkage.

Philip Larmouth, Director at Wing Yip DiDi said:

“Having GLORY’s full closed-loop solution already installed at our larger Wing Yip stores in Birmingham and Croydon is a huge benefit for us. We already understand the significant value GLORY’s closed-loop solution delivers for Wing Yip and our colleagues, so implementing the same solution at our new Wing Yip DiDi Watford store was an easy decision.”

Together, the two fully integrated solutions handle both banknotes and coins, providing closed-loop cash recycling from the point of sale through to the bank. By transporting cash in secure cassettes and removing manual handling, Wing Yip DiDi increases efficiency and strengthens security across its stores.

In addition to creating a smoother checkout experience for customers, the full closed-loop solution reduces the time Wing Yip DiDi spends on internal processes such as preparing and closing tills, recounting cash during shift changes, and reducing cash-in-transit (CIT) costs.



“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 at Wing Yip DiDi



THE BENEFITS

“Although GLORY’s full closed-loop solution has only been installed a short time in Wing Yip DiDi – it’s already made a significant impact within the store.”

Philip Larmouth,
Director at Wing Yip DiDi

Philip adds

“Implementing GLORY’s full closed-loop solution in our Birmingham and Croydon stores has been a game changer for Wing Yip – a big reason why we wanted our Wing Yip DiDi Watford store to experience the same benefits.

“A fully ‘touchless’ solution makes cash transactions simple and accurate for our colleagues, eliminates discrepancies, and removes the stress they can experience when handling and counting cash in a busy ‘food to go’ and convenience store environment.

“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. The solution not only seamlessly integrates with our existing EPOS system, it also allows us to redeploy colleagues towards more value adding activities to benefit our customers.

“GLORY’s front and back office solutions simplify our cash management process while giving colleagues greater confidence in how it works. The solutions were adopted quickly and easily, removing the need for colleagues to handle physical cash, providing a complete audit trail of every interaction with each device.

“Although GLORY’s full closed-loop solution has only been installed a short time in Wing Yip DiDi – it’s already made a significant impact within the store.”

THE RESULTS

- ✓ Morning and end-of-day cash tasks are now faster and simpler
- ✓ Over 50% daily time savings on cash handling activities
- ✓ Improved work environment and security for colleagues
- ✓ Connected cash recycling – point of sale to back office – improving efficiency, productivity, and accuracy

WING YIP DIDI

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Philip Larmouth,
Director at Wing Yip DiDi





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