

GLORY

A GLORY CASHINFINITY™ Case Study

Challenge

Enhance the customer experience and reduce losses associated with manual cash handling.

Solution

The CI-10 compact cash recycling solution removes the need for staff to handle cash at the point of sale.

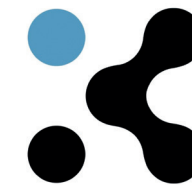
Benefits

- 2 hours staff time saved per day & faster customer transaction time
- Elimination of internal shrinkage and counterfeit notes
- Significant reduction in trips to the bank and associated deposit fees
- 100% accuracy of cash handling between staff and customers



**Two hours of staff time saved per day with less
visits to the bank saving on associated deposit fees**

Instant Karma Retail, London, UK



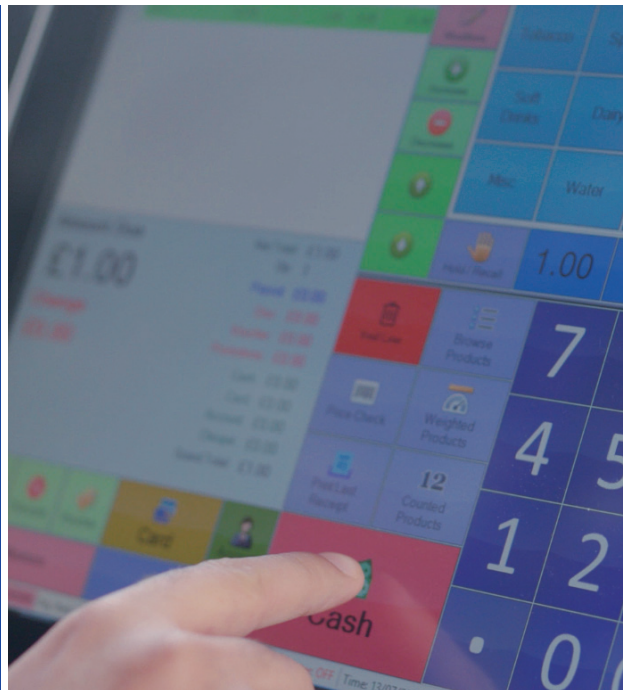
**Instant Karma
Retail Ltd**

THE CUSTOMER

Instant Karma Retail is a small chain of off-licence convenience stores located in Soho, London. Managing Director Chandra Goyal owns two stores on Broadwick Street and D'Arblay Street with plans to expand the chain further in the coming year. The stores stock traditional off licence products and always put their customers first by stocking items that they ask for to meet their changing and evolving needs.

“From an operational point of view the CI-10 saves me two man hours a day of cashing up time. It’s also hygienic as staff aren’t touching the cash anymore. Most of the time I only have need to do a weekly cash withdrawal from the CI-10 rather than daily and its cleverly integrated with our EPOS system. It’s flawless.”

Chandra Goyal, Managing Director,
Instant Karma Retail



THE CHALLENGE

Chandra believes that one of the best ways to develop and improve his business operations is to invest in new retail innovations and technology. After spending long periods of time manually counting notes and coins every day and still finding discrepancies, he knew there had to be a better solution.

The stores regularly experienced cash losses from customers presenting counterfeit £20 and £50 notes to pay for their purchases and from internal shrinkage. The time and cost of regular trips to the bank to deposit takings was also negatively impacting profit margins.

Time, efficiency and minimising costs were key areas for improvement, but Chandra also wanted to improve the customer experience by reducing transaction times and offering cash back services. It was time to invest in a cash automation solution to address all the store’s challenges.

THE SOLUTION

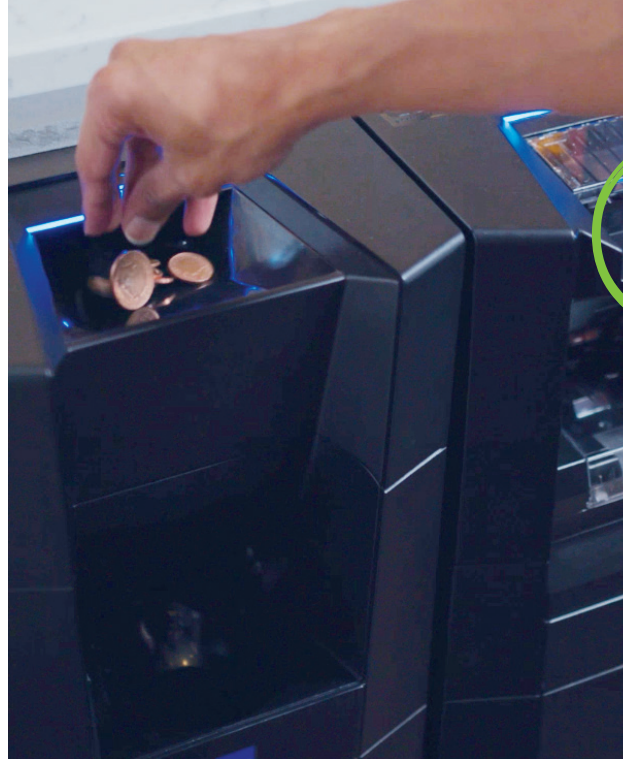
Chandra decided to automate cash handling in both his stores by installing GLORY's CI-10 compact cash recycling solution at the POS counters. Customers place notes and coins directly into the CI-10 recycler which counts, validates and processes the cash and presents the correct change. Manual cash handling is eliminated, replaced with accurate, fast and reliable transactions.

The CI-10 recyclers are seamlessly integrated with the store's EPOS system GloPosNet and can be managed remotely with an overview of cash management in both stores. "The CI-10s is programmed in such a way with the EPOS system that its fully integrated and there is no room for error. It's a flawless machine working hand in hand with our EPOS solution" said Chandra. Installation was quick and straight forward with the CI-10s up and running within an hour or two.

Chandra is in the process of looking at another site for his third store and considers Glory to be an essential part of his expansion plans.

"The CI-10 plays a very important role in our retail environment because it's interlinked between one store to the other store and all our software is integrated into one platform. It definitely makes sense for us to continue to use Glory cash recycling technology for our future store expansion plans."

Chandra Goyal, Managing Director, Instant Karma Retail



THE BENEFITS

The CASHINFINITY solution is now an integral part of day-to-day operations in each of the shops. It's had an immediate impact on the efficiency of their cash management in several areas:

PRODUCTIVITY

Two hours a day reduction in cash handling time by staff no longer having to prepare float in the morning or cash up in the evening.

OPTIMISE MANAGEMENT EFFICIENCY

Often the store owner completes one weekly cash drawing from the CI-10 giving him the option to manage the stores remotely when he needs to.

COST SAVINGS

Significant reduction in trips to the bank and associated deposit fees/charges due to the CI-10 recycling the cash and change. Elimination of internal shrinkage and counterfeit notes.

ENHANCED STAFF AND CUSTOMER EXPERIENCE

Transaction times are quicker with customers receiving the correct change every time making serving less stressful for staff.

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