GLORY

CASHINFINITY™
GLORY Retail Solution

A GLORY CASHINFINITY™ CASE STUDY

Challenge

A Point of Sale (POS) device was required to improve security, save staff time handling cash and enhance the customer experience.

Solution

Glory's CI-10X cash recycling solution integrated with IT Retail Systems EPOS software, automates cash handling at the point-of-sale minimising the risk of errors and cash losses.

Benefits

- 1.5 hours per day saved on manual cash handling
- Start and end of day processes have been streamlined
- Enhanced customer experience
- Improved security

"Glory's CI-10X has significantly improved and streamlined our cash management processes; since installing we've saved 1.5 hours a day on manual cash handling, enabling staff to dedicate more time to providing exceptional customer service."

Ben Matthews, Director, J&J Matthews

Premier

THE CUSTOMER

J&J Matthews is an independently owned, group of convenience stores based in Nottinghamshire, UK.

Established over 30 years ago, the group operates four stores all trading under the Premier banner.

"Since installing the Glory devices, start and end of day processes have been transformed, becoming a much quicker and more efficient process."

Ben Matthews, Director, **J&J Matthews**

THE CHALLENGE

Preparing till floats and end of day procedures was previously a manual and time-consuming task.

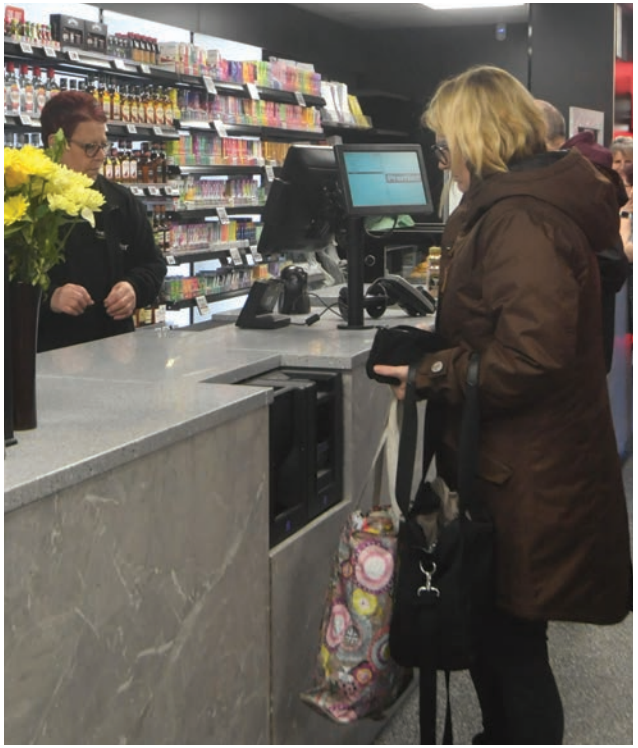
Inaccuracies in cash handing and the need to improve security meant it was time to find a more effective solution to the store's daily cash handling processes and the challenges they presented.

Ben Matthews explains: "As a forward-thinking group of stores, we are continually exploring ways to improve operational efficiency. After a successful roll out of Electronic Shelf Labels (ESLs), we've been exploring further opportunities to drive innovation across the business and enhance the overall in-store experience."

THE SOLUTION

J&J Matthews chose Glory's CI-10X cash recycling device which automates cash handling at the point-of-sale, rolled out across all four stores.

Glory's CI-10X device integrated with IT Retail Systems EPOS software, eliminates manual cash handling and streamlines start and end of day processes, meaning staff can be redeployed to focus on delivering optimal customer service.



THE BENEFITS

Ben Matthews, Director at J&J Matthews, explained: “Implementing Glory’s CI-10X cash recyclers has brought significant benefits. Previously, we relied on using a pod tube system to transport notes to the office, where it was manually counted and sorted for use in the ATM. Preparing the tills and completing end of day procedures was a very time-consuming process for the stores.

“However, since installing the Glory devices, start and end of day processes have been transformed, becoming a much quicker and more efficient process. The tube system is no longer required and all cash deposit are now accurate, and don’t need to be manually checked. £20 notes go directly to the secure deposits box, while surplus £10 notes are transferred to the deposit at the end of day. This system ensures that all £20 notes are presorted and ready for use in the store’s ATM.

“One of the biggest impacts we’ve seen is the time saved on manual cash handling, since implementation the business is saving around 1.5 hours a day in cash processing time, including administration, which is great. Security has been improved, and customers have quickly adapted to putting their money into the machines and receiving change from them. The time saved has allowed us to redeploy staff to more productive tasks, such as helping customers and providing great service.”

Ben concludes, “We’ve been impressed with the low impact on our customers and stores during the installations, and by the quality of Glory engineers and technical support who handled the installation and support us.”

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