

GLORY



Hotels trust
Glory's expertise



HOW DOES MANUAL CASH HANDLING **IMPACT HOTELS?**

HOTEL CASH MANAGEMENT PROCESSES ARE IMPACTED BY:

- 24/7 operating model
- Multiple staff shift changes
- Shared till process or/and multiple cash float management
- Multiple balance & reconciliation processes
- Multi currency management

WHAT ARE THE EFFECTS ON THE BUSINESS?

Guest Experience Skilled people spend a lot of their working day managing cash rather than being customer facing.

Efficiency Handling cash is a long and intensive labour process. It involves many process steps and human interaction. It's time consuming and can be unproductive.

Working Capital Moving cash from point of sale to the bank account can be a long and complex process. The value of the cash cannot be released as working capital until this process is complete.

Security Actual cost of losses (shrinkage, counterfeit, discrepancies) can add-up to a significant amount and severely impact hotel profitability.

“It's very easy to use and once everyone was fully trained we've not experienced any problems with it. Everyone is happy with it and associates/managers comments are very positive. Everyone likes it.”

“Ordering change is easier as it's much easier to check the balance of the machine. No need to count the safe anymore (3 times a day) – time saving of around 45 minutes per day.”

Operations, Hilton

HOW AND WHERE AUTOMATED SOLUTIONS CAN **IMPROVE YOUR DAILY PROCESSES:**



FRONT OFFICE SOLUTION

BACK OFFICE SOLUTION

CASH MANAGEMENT SOFTWARE

CIT PARTNERSHIP

RESTAURANT / CAFÉ / BAR

AUTOMATED POS RECONCILIATION

24/7 AUTOMATED SHOP



**INCREASE
STAFF
PRODUCTIVITY**



**REDUCE START
AND END OF DAY
RECONCILIATION**



**AUTOMATICALLY
IDENTIFIES
COUNTERFEITS**



**OPTIMISE
CIT
COSTS**



**REDUCE CASH
LOSSES AND
SHRINKAGES**



**ENHANCE
HOTEL
SECURITY**



**MANAGE
FOREIGN
CURRENCY**

CASHINFINITY™ — FRONT OFFICE SOLUTIONS

CASHINFINITY Front-Office solutions optimise the payment processes and reduce the risk of shrinkage and discrepancies at the front-end.

Automated processing of cash removes the need for staff to handle cash at the point of sales. It accelerates start and end of day processes as well as shift changes; reduces the risk of cash shrinkage, enhances the productivity of your staff and the customer service.

The CASHINFINITY Front-Office range fits to every needs, surface areas and cash volumes of hoteliers.

“With GLORY’S state-of-the-art technology, we can now manage cash much faster and without incidents, which has enabled us to reduce our costs and increase the productivity of our personnel.”

**Joel Segura,
Director, Hotel Olympus Palace**



**1. Mid volume of cash
CI-10X**



**2. Large volume of cash
CI-50B/CI-10CX**



**3. Small volume of cash
with integrated kiosk C27**

CASHINFINITY – BACK OFFICE SOLUTIONS

CASHINFINITY Back-Office solutions reduce the burden and risk of your back-office cash processes.

Automated processing of cash accelerates start and end of day processes, as well as shift changes; reduces the risk of cash shrinkage, enhances the productivity of your staff and enables provisional credit (where available).

The CASHINFINITY Back-Office range can fit the needs of the hotelier, whether that be volumes of cash or available surface area:



**1. Small volume of cash
CI-10X**



**2. Small volume of cash
CI-10CX/CI-50B**



**3. Mid volume of cash
CI-100CX/CI-50B**



**4. Large volume of cash
CI-100X**

“Especially on a Monday this saves us at least a few hours due to not needing to count and check pay ins.”

“It saves Finance a lot of time – simply by not having to count the cash daily – on average around 30 minutes up to an hour per day, more time saved on Mondays (no need to count 3 days worth of cash).”

Finance, Marriott International

FAST FINANCIAL REPORTING

Utilising Glory's back-office solutions in conjunction with point-of-sale automation, secures your hotel's cash and results in end-to-end traceability of your cash.

CI-SERVERX Cash management software

CI-SERVERX cash management software optimises cash handling activities throughout the front and back-office. This web-based reporting tool provides customised dashboard layouts to show specific reports and data. Integrated with CASHINFINITY™ cash recyclers, CI-SERVERX supports a wide range of user operations that allow your hotel managers to receive real-time device updates, status information and manage devices remotely.



The UBIQULAR™ software solution alleviates your staff of the additional work hours required for float management, shift changes, reconciliation and reporting, thanks to the continuous outlook of Glory's UBIQULAR.

You can gain a clear view of cash activity and inventory and remote device management across your hotel with UBIQULAR's reporting and analytics.

TRUST THE EXPERTS

GLORY

Glory is a global leader in cash technology solutions, helping businesses in more than 100 countries optimise the handling, movement and management of cash.

Yet despite our broad reach, we're committed to helping you address your unique challenges and goals – enhancing staff efficiency, reducing operating costs and enabling a more rewarding customer experience.


Safe and secure transactions are critical to your business, and your customers. We deliver secure, efficient payment systems and instant, highly accurate identity verification and authentication solutions that enable confidence in transactions and other interactions between businesses and people.

Our innovative technologies, our experienced professionals and our commitment to the success of our customers, partners and communities create a safe, confident path forward. We are Glory. We enable a confident world for a better tomorrow.

Confidence Enabled.



GLORY IS THE PARTNER OF MAJOR HOTEL BRANDS

GLORY 

A GLORY CASHINFINITY™ CASE STUDY

Challenge
Automate banknote and coin payments and processing to deliver secure cash management in the hotel front of house.

Solution
GLORY'S CASHINFINITY solution enhances efficiency, security and cash flow through automation at key points within the hotel.

Three hours less per day in float preparation and reconciliation
Hotel Olympus Palace, Salou

Benefits

- Less than 10 minutes to cash up
- 100% accuracy in cash transactions between employees and customers
- Increased staff productivity by 20%
- Improved level of security

HOTEL ★★★★★ SALOU
OLYMPUS PALACE

GLORY 

A GLORY CASHINFINITY™ Case Study

Challenge
Reduce the substantial time, effort and related costs that employees spend managing cash in each of their hotels.

Solution
GLORY'S CASHINFINITY cash recycling solution reduces the burden and risk of back office cash processes.

Staff time spent on back office tasks reduced by 22 hours per week
Marriott International, Europe

Benefits

- Cashier cash handling time reduced from 40 minutes down to 8 minutes per day
- Finance Managers are now saving in excess of 2.5 hours per day
- ROI achieved in under 2 years

Marriott INTERNATIONAL

GLORY  

A GLORY CASHINFINITY™ Case Study from Dubai

Challenge
Improve cash management processes to reduce the significant time, resources and costs related to staff managing cash in the hotel.


Solution
An automated cash recycling and reconciliation process using GLORY'S CASHINFINITY back-office cash recycling device combined with Evention Cash Reconciliation software.

Increasing cashier and operation staff productivity
Sheraton Jumeirah Beach Resort

Benefits

- Cashier cash handling time reduced by 29 hours per month
- Finance managers time to produce reports reduced by 75%
- CIT costs reduced by 50%

Marriott INTERNATIONAL

GLORY 

A GLORY CASHINFINITY™ Case Study from Johannesburg Marriott Hotel Melrose Arch

Challenge
Improve the hotel's cash management, financial reporting and controls across a hotel and residency, to increase security and efficiency related to staff cash handling and financial reporting activities.

Solution
Create an improved cash management process flow by introducing cash recycling and automated cash handling and reconciliation, using GLORY'S CASHINFINITY™ CI-500 CI-100 technology combined with Evention Cash Reconciliation software.

Increasing cashier, finance team and operation staff productivity with automation and recycling technology
Marriott Hotel Melrose Arch

Benefits

- Issuing and reconciling cash floats reduced by more than 50% per month
- Finance Managers time to produce reports reduced by 85%
- CIT costs reduced by 66%
- Reduction in the time spent on Airline Allowance activities in excess of 50%
- Re-purposing staff to more productive activities

MARRIOTT JOHANNESBURG MELROSE ARCH

GLORY 

How did the Biltmore Mayfair transform their cash processes?

CHALLENGE
Only one staff member controlled and audited cash at the hotel, but when that person was unavailable or away there was risk of the cash being mishandled. Tyson Kloepper, Finance Supervisor describes how GLORY'S CI-100 cash recycling solution transformed the hotel's cash process flow while maximizing staff productivity.

ENHANCED CUSTOMER EXPERIENCE
"The CI-100 enables staff to securely handle cash any minute of the day with complete flexibility which helps tremendously to support any guest request, especially when the on-site finance team has left for the day."

STREAMLINED OPERATIONS EFFICIENCY
Eliminating manual errors, enabling cash reconciliations and establishing a solid trail for all cash related transactions, while significantly reducing cash processing times.

INCREASED STAFF PRODUCTIVITY
Taking the pressure off staff members by no longer feeling responsible for holding on to cash floats for an unknown amount of time and giving better control to finance teams.

"Any hotel that is accepting large amounts of cash will benefit from the CI-100. What used to take hours now requires us to only review cash balances for a few minutes each day."
Tyson Kloepper, Finance Supervisor

THE BILTMORE MAYFAIR

GLORY 

How did The Barcelona EDITION transform the way they handle cash at the hotel?

THE CHALLENGE
One of their main pain points was to maintain enough notes and coins in each cash drawer. Similarly, taking the manual cash counting were very time-consuming and it was crucial to optimize them as much as possible. Marc Quintana, CFO at The Barcelona Edition, describes how GLORY'S CI-100 cash recycling solution streamlined cash management and greatly enhanced the productivity of their staff.

IMPROVED CUSTOMER EXPERIENCE
"The CI-100 allows staff to process cash with unrivalled security and flexibility. Customers' demand for cash can now be met 24 hours a day, seven days a week, which improves their overall satisfaction."

EFFICIENT CASH AUTOMATION
Our cash automation technology accelerates float preparation and end-of-day reconciliation at the hotel, reducing discrepancies and turning it into a seamless process. Cash is automatically monitored at all times, so employees can focus on higher-value customer service.

INCREASED STAFF PRODUCTIVITY
Perhaps most importantly, the head cashier doesn't need to constantly check if there is enough cash in each register to ensure they have enough change. Now that they don't have to worry about floats or cash reconciliation, the operations team is freed to focus on other tasks that increase sales and long-term growth. Every time they start their shift, the cash drawer is balanced and ready to use.

"The efficiency of GLORY'S CI-100 system provides more flexibility to our employees, from the finance department to the point of sale. This means over three hours a day saved in all cash-related tasks."
Marc Quintana, Chief Financial Officer

THE BARCELONA EDITION

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