

Glory Enhances McDonald's Efficiency and Security with Globally Approved Digital Cash Solution



OVERVIEW

Golden State Restaurant Group manages cash operations 43 McDonald's locations across California. As a key franchise partner, the group plays a significant role in delivering the McDonald's brand experience throughout the state.

CHALLENGE

With a high volume of guests paying in cash, Golden State Restaurant Group faced significant operational burdens. Manual cash handling led to:

- Time-consuming start-of-day and end-of-day processes
- Increased risk of errors and theft
- Labor inefficiencies pulling managers off the floor
- Stressful and inconsistent cash reconciliation



SOLUTION

Partnering with Glory, the only globally approved cash automation provider for McDonald's, Golden State implemented a suite of Glory's cash automation solutions:

- UL-certified cash recyclers for enhanced security and peace of mind (Cash Recyclers automate cash acceptance, counting, sorting, and dispensing, while providing counterfeit detection and accurate accounting.)
- Ubiquar™ Manage Software for real-time visibility and provisional credit

Golden State's restaurant operations saw significant improvements with the introduction of cash kiosks, leading to a 14% increase in usage. The implementation of Glory's cash recyclers with UL certified safes brought additional advantages of security and ease. Customers experienced shorter wait times and smoother transactions, enhancing their overall experience.

The Glory Solutions that drove success

- CI-100 for back-office
- CI-10X / CI-15X POS / Kiosk Self-checkout
- Ubiquar™ Software



KEY BENEFITS

- ✓ **Faster shift changes and reconciliations**, allowing the crew to transition seamlessly between shifts.
- ✓ **Managers staying on the floor**, improving service oversight and customer satisfaction.
- ✓ **Instant access to funds**, enabling quicker vendor and payroll payments.
- ✓ **Remote visibility into all cash devices and transactions**, providing managers with a clear financial overview.
- ✓ **Optimized armored carrier pickups and simplified cash logistics**, streamlining cash handling processes.

The crew benefited from reduced stress and increased accountability, as they no longer needed to perform physical safe counts. This saved labor time, reduced errors, and ensured accurate safe counts at the end of each day.

A SUCCESSFUL PARTNERSHIP

Glory's cash automation ecosystem has transformed Golden State's operations—reducing labor strain, improving accuracy, and enhancing both employee and customer satisfaction.

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"I can't picture going back to not having Glory in my restaurant." - McDonald's crew



Carli Schrader, Owner/Operator,
Golden State Restaurant Group

"Glory has been a game-changer. It's not just about saving time—it's about empowering our people, improving our operations, and delivering a better experience for our guests."

