

GLORY

## Retail Cash Automation

Greater efficiency, higher customer satisfaction, every time.



# REINFORCE YOUR STORES AS THE KEY DRIVER FOR PROFITABILITY

In today's omnichannel world, people come to your stores to find everything they simply cannot get online. They come for the shopping and social experience, hands-on viewing and testing of a product, face to face advice, reassurance, guidance and building trust through real world contact with a professional, high quality retailer.

Today's consumers do many of their routine transactions online, but when they come into your store, that's when you have your best chance to establish a relationship, nurture it, build loyalty and grow the value of your customer base.

Yet with global cash usage being around half of all purchases by value, and in more than 85% of all transactions, there is a real challenge to face here. With cash payments, as with all payments, you want to have your staff focus all their attention on customer interaction, on upselling, cross-selling and ensuring loyalty – essentially delivering service.

To support those same cash transactions, so much, too much, of their time is spent on counting cash, giving change, checking notes and coins to ensure they are valid and add up to the right total, then transferring cash to the back office and getting it to the bank.

How can you make the most of the priceless opportunity that having customers in store gives you if so much time and attention is spent on validating, counting and moving cash?

## THE RIGHT BALANCE BETWEEN EFFICIENCY, CONFIDENCE AND PERFORMANCE

What if you could have it all? The value of all the cash sales your customers still want to make, backed by higher levels of productivity for your sales personnel, real security across the value chain and faster time to the bank, with no losses?

**Glory's CASHINFINITY™ solution gives you exactly that.**





# UNLOCKING THE POWER OF AUTOMATION

**The CASHINFINITY solution automates many of the key activities linked to cash handling, improving employee productivity, speeding the transit of cash, reducing shrinkage and releasing time for customer focus.**

CASHINFINITY transforms the efficiency, security and speed of the retail cash chain through automation at key points along the path from point of sale to bank.

A highly configurable, modular system, CASHINFINITY can bring benefits at the point of sale, in the cash office or, as a complete “closed loop” solution, can ultimately eliminate manual cash handling in the store altogether.

When the complete solution is in place, customers place their own cash into a recycling unit at the point of sale. Cash is validated automatically, while notes or coins that are not valid are rejected without embarrassment or difficulty.

Cash is lifted from the recycler using secure cassettes and slotted into the secure back office system to be prepared for banking or reuse in store. Notes and coins can be automatically recycled, reducing the need for Cash in Transit (CIT) collections and deliveries.

Counting and handling is automated in the back office, cutting out both the human errors and potential theft that lead to cash shrinkage.

The result? Fewer staff members in the back office, less time required to open and close the store and administer the shift change. More focus on the all-important customer experience. Faster throughput, less shrinkage, greater value.

# HOW CASHINFINITY MAKES THE DIFFERENCE

## **MAKING TIME TO FOCUS ON PROFIT-GENERATING ACTIONS.**

With CASHINFINITY in your stores, major benefits are delivered at once, right across the retail cash chain.



**EFFICIENCY.** CASHINFINITY automates virtually every part of the cash management process in the store. From counting the cash tendered by customers, to validating the coins and notes, dispensing the right change, moving cash in store and preparing cash ready for transfer to the bank.

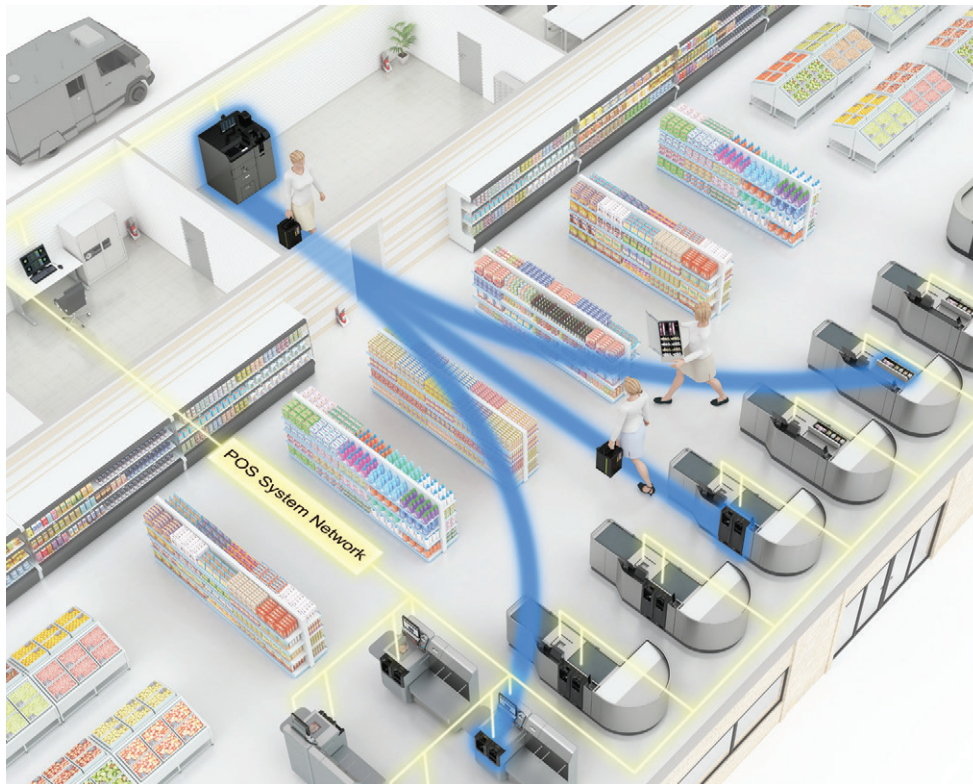
**CONFIDENCE.** CASHINFINITY solutions are highly secure and potentially offer self-service options anywhere that you need to take cash and give change. By using secure cassettes, security is greatly enhanced because there is no need to touch or manually count cash at any point from when it is tendered by the customer.

**PERFORMANCE.** CASHINFINITY accelerates the movement of cash from the customer right the way through to the bank. Customer transactions become quicker, shift changes and store reconciliations take less time and shrinkage is greatly reduced.

# TRANSFORM THE RETAIL CASH CHAIN

## UNLOCK THE BENEFITS OF CASH FASTER THAN EVER

**CASHINFINITY accelerates and secures the process of transferring cash tendered by customers to the bank, and this delivers measurable benefit to retailers. After all, the faster we carry out this journey, and the less money that is lost along the way, the greater the profit to retailers.**



Manual cash management is slow, costly and error-prone. CASHINFINITY will greatly reduce cash losses at point of sale, by automatically rejecting invalid cash and by always dispensing exactly the right amount of change. Human error disappears and each transaction is as fast and efficient as possible.

CASHINFINITY reduces the cost, time and effort needed to process cash from collection at the point of sale to the back office. Use of secure cassettes means cash can be “lifted” quickly and losses at this stage are cut out entirely. Instead of spending valuable customer service time each day at the points of sale collecting, counting and moving cash, the process is now fast, efficient and secure.

CASHINFINITY stores cash in the back office within a safe that is certified to recognised industry-standards. The system prepares banknotes for pickup by the CIT supplier in a variety of ways, enabling the retailer to design and manage a process that is exactly right for their needs.

CASHINFINITY reduces CIT costs, partly by cutting out the need for special trips to deliver change and partly because the proven security of CASHINFINITY back office safes make it unnecessary to deliver cash to the bank every day.

Speed and efficiency across the retail cash chain lead to cost savings and elimination of losses. Retailers can potentially gain greater benefits still, as banks and CIT’s extend the availability of provisional or same day credit (taking the secure transaction data from the CASHINFINITY system to credit the retailer account before cash is actually received).

# MAXIMISING CUSTOMER CONTACT

**CASHINFINITY solutions deliver assured cost savings right across the retail cash chain, yet the benefits go much further than that.**

Tests in the market, across multiple countries and retail segments, suggest that investment in CASHINFINITY solutions is likely to deliver a return on investment within two years – often much sooner. Savings in personnel costs, reduced or eliminated losses and reductions in CIT requirements feed into greater store profitability.

And that is not the whole story.

When customers come into a store, this is a special, perhaps unique opportunity to engage with them more closely and build relationships that are richer and more profitable.

With automation and advanced operational efficiency from CASHINFINITY, staff in store are now free to deliver superior service. They will no longer even need to handle cash and give back change.

Now your people can connect with customers, give them expert advice, understand their needs in greater depth and make sure that every bit of value is discussed, explored and secured.

We believe that customer contacts in store are too precious to waste. CASHINFINITY helps make sure that each time your people interact with your customers, they will be free to make a real and positive difference.

Every retailer needs to make their stores stand out, look, feel, be different from the rest. CASHINFINITY frees you to do what you do best.





# EFFICIENCY, CONFIDENCE, PERFORMANCE IN RETAIL

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.

We offer peace of mind. We enable transformation. We generate options. We empower people. We do all this by releasing companies from the burden of cash management, putting cash to work, and helping customers enhance the value that their staff and facilities add to their business.

**We are Glory. We secure the future.**

To learn more, visit [www.glory-global.com](http://www.glory-global.com).

## Related solutions...

### CI-10

Compact cash recycling solution, enabling automated cash handling at point of sale positions.



### CI-100

Fast secure cash processing and storage in the back office.



### CI-SERVER

Centralised management of cash throughout a store in the front and back office.



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