

GLORY

# Enhancing cash handling security and employee satisfaction

SuperValu Bagenalstown, Ireland

SuperValu

## THE CHALLENGE

SuperValu is part of the Musgrave Group, Ireland's largest grocery and food distributor. With 223 stores throughout Ireland, SuperValu has served the people of Ireland for the last 40 years and has become a well-established landmark across Irish communities.

Cash handling had become a burden and was very time consuming for the team.

They needed to:

- Reduce resources required for counting cash, and in turn reducing cash handling costs
- Eliminate the storage of change in a non-secure environment to increase staff safety and security
- Eliminate cash reconciliation issues at the end of each day

**“THE MACHINE DOES WHAT IT SAYS ON THE TIN, ONCE IT WAS TUNED TO THE NEEDS OF THE BUSINESS. WE WOULD NOT TAKE IT OUT”**

Michael Connolly, Operations Manager, SuperValu Bagenalstown

## THE SOLUTION

The GLORY CI-100 cash recycler automates back office processes, taking control of float management and automating end of day balancing, freeing up staff to be productive in other areas.

After a recommendation and demonstration of the machine from a colleague in a neighbouring store, Bagenalstown SuperValu decided to purchase one for themselves.

The team were quickly trained in using the machine and welcomed the efficiency of day to day operations that came with the new addition. It was also reported that the machine contributed significantly to staff security.



# THE BENEFITS FOR SUPERVALU BAGENALSTOWN

Since implementing the machine, the store is now benefiting from:

## COST SAVINGS

The CI-100 is now an integral part of day-to-day operations at the store, staff can rely on the machine to carry out work every day without disruption. ATM cash is now prepared efficiently through the machine, integrating well with their ATM provider and reduced cash being held in the store safe. Discrepancies have reduced during reconciliation due to the automation of all cash counting.

## SECURITY

The CI-100 reduces the requirement for manual cash handling. It stores all back office cash securely within the unit enhancing staff safety. Conversion of notes to coins is now automated eliminating overages and shortages associated with restocking tills with change.

## STAFF PRODUCTIVITY

Less time is now spent manually counting and recounting cash. This store has seen savings of up to 20 hours a week, allowing staff time to be re-purposed to meet the needs of the business elsewhere as well as each individual skills.

## CUSTOMER ENGAGEMENT

The staff that were counting cash now have more time to do other important work for the business, including more focused interaction with customers. Automation of the back office cash processes has reduced staff stress and improved morale. All of this has resulted in a better experience for SuperValu's customers.



Glory's CI-100 reduces the burden and risks of back office cash processes. Automated processing of cash accelerates start and end of day processes as well as shift changes. It reduces the risk of cash shrinkage, enhances staff productivity and enables provisional credit where available.



## OPTIMISING THE RETAIL CASH CHAIN

Automate | Authenticate | Secure | Accelerate

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