

GLORY

# Optimising business performance with cash automation

IGA Mills St Xpress, Australia



## THE CHALLENGE

IGA is one of the largest Australian supermarket chains with a network of over 1,300 independent family-owned businesses across the country.

A seasoned investor, Mr Danny Kashyap is an owner of a chain of IGA stores across Melbourne. His franchised stores pride themselves in providing superior customer service as a differentiator. Along with attractive layouts, well stocked shelves and competitive pricing, the stores often attract more shoppers than other stores in their locality.

The stores remain open 365 days a year with 9-10 staff on rotation across different shifts.



**“This automation now allows my Store Manager to focus on customer service and store presentation, saving almost an hour a day in cash handling activities. No longer is he spending time on unproductive tasks such as till prep, reconciliations and daily banking.”**

Mr Dharmender Kashyap,  
Director and IGA Franchise Owner

## THE SOLUTION

After installing the GLORY CASHINFINITY™ solution in the store, IGA has:

**Eliminated shrinkage** by at least \$10,000 per year, including losses from staff errors in cash handling.

**Reduced manager's time** on manual cash reconciliation from eight hours per week to just one hour per week.

**Increased traffic** by offering customers a choice of payment.

**Enabled 'contactless' cash payment** for customers' ease of mind.

**Freed up staff time** to focus on customer service and engagement.



# THE BENEFITS

## CONTACTLESS CASH PAYMENT

The CASHINFINITY CI-10 solution has enabled self-payment at the point of sale – employees do not touch money at any point in time, which has increased the level of hygiene in the shop and allowed customers to enjoy a greater peace of mind.

## RISK MANAGEMENT

With the CI-10, the payment process in IGA Mills St Xpress has been made fully automated and error free. The elimination of shrinkage, discrepancies, theft risks as well as counterfeit banknotes has helped IGA prevent potential losses.

## STAFF PRODUCTIVITY

Staff efficiency has been significantly enhanced by eliminating the need for end-of-day counting, preparation of change funds and reconciliation. By relieving cashier staff from manual cash handling, employees are less stressed and could spend more time engaging with customers. Store managers perform weekly, instead of daily bank visits, greatly reducing the number of manhours spent on banking.

## CUSTOMER ENGAGEMENT

Customers are also more satisfied, as the payment process is now seamless and the waiting time considerably reduced.



## OPTIMISING THE RETAIL CASH CHAIN

Automate | Authenticate | Secure | Accelerate

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