

GLORY

Self-payment Solution through Leasing Scheme – for retail stores of any size

Wan Siang TCM Pte Ltd, Singapore

萬翔中藥
WANSIANG TCM

THE CHALLENGE

Established in 1998, Wan Siang Chinese Medical Hall has been serving its neighbourhood with Traditional Chinese Medicine (TCM) dispensary and treatments such as Acupuncture and Tuina.

With growing awareness of alternative medicine and interest in health and wellness amongst the younger generation, tech savvy owner, Neo Hwee Siang, who now manages the expansion of the brand was looking to modernise the second retail outpost of Wan Siang Chinese Medical Hall to cater to a wider age group.

An accountant by training, Neo was evaluating options to automate end-of-day reconciliation prior to opening the new store in order to simplify, ensure accuracy and and free up his time used in troubleshooting this process when discrepancies occur.

“HAVING TO JUGGLE MULTIPLE BUSINESSES, THE GLORY CASH AUTOMATION SOLUTION WHICH IS CLEVERLY INTEGRATED INTO THE POS SYSTEM HAS TAKEN A LOAD OFF MY MIND AND ALLOWED ME TO HAVE REAL-TIME VISIBILITY OF ALL TRANSACTIONS IN THE STORE.”

Neo Hwee Siang, Entrepreneur, Wan Siang TCM Pte Ltd

THE SOLUTION

The Glory team, together with Wan Siang’s POS provider, integrated the CI-5 in the 300 square foot store as a customer-facing, self-payment solution at the cashier point. The CI-5 with its compact footprint meant little to no modification to the existing store or counter layout. As a result, customers now have the option of hygienic contactless payment in both cash and card.

The intuitive design of CI-5 meant customers of all ages knew what to do almost immediately. Without having to deal with the stress associated with manual cash handling, Wan Siang has a staff turnover rate well below retail industry benchmark.



THE BENEFITS FOR WAN SIANG

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

CUSTOMER CHOICE

Customers are given the choice to safely pay in their preferred payment modes using the CI-5. As a retail store catering to a wide age group, Wan Siang has chosen not to risk alienating groups that rely on cash.

ENHANCED HYGIENE

Due to staff no longer having to handle cash at the point of sale, which is especially important for the clinic and pharmacy business.

TIME SAVING

Wan Siang staff can now provide change to customers faster and without errors. Daily reconciliation time and staff stress level decreased significantly without the need to count, authenticate and balance cash proceeds at the start and end of day.

SECURITY

With the CI-5 system, cash exposure has been reduced in Wan Siang, therefore minimising the risk of cash shrinkage and discrepancies.

LEASING

Relieved of the burden of software integration, maintenance and replacement, HaaS or leased hardware is a flexible, affordable way for small and medium-sized businesses to implement advanced IT infrastructure.

“I RECOMMEND THE GLORY CASHINFINITY™ RETAIL SOLUTION FOR RETAIL STORES OF ANY SIZE. IMPLEMENTING CASH AUTOMATION MIGHT SEEM LIKE A DAUNTING TASK TO SOME, BUT THE LEASING SCHEME BY GLORY OFFERS LOW UPFRONT COSTS AND MINIMAL INTEGRATION EFFORTS TO GET EVERYTHING UP AND RUNNING IN NO TIME.”

Neo Hwee Siang, Entrepreneur, Wan Siang TCM Pte Ltd



OPTIMISING THE RETAIL CASH CHAIN

Automate | Authenticate | Secure | Accelerate



Easily integrated with your existing POS, Glory's CI-5 is a highly secure device designed to accept cash payments directly from the customer – including counting and authentication. CI-5 also automatically dispenses change directly to the customer to complete the transaction. By introducing technology that automates payments, significant efficiency gains can be realised. Virtually all cash transactions can be handled automatically, allowing staff to concentrate on customer service and delivering a better experience in the store.

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