

Ticket-In Ticket-Out (TITO) and Card Based Cashless (CBC) Gaming in Gaming Venues

Operational Requirements

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1. Introduction

- 1.1. The objective of the Ticket-In Ticket-Out (TITO) and Card-based Cashless (CBC) Gaming Operational Requirements is to specify sufficient requirements and controls to ensure:
- the integrity and fairness of TITO and CBC transactions
 - security and auditability of the transactions and
 - that the implementation of TITO or CBC gaming in a venue fosters responsible gambling.

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2. Document Purpose

- 2.1. This document specifies operational requirements for cashless gaming – both TITO and CBC – on gaming machines operating in Victorian club & hotel gaming venues. These requirements have been determined by the Victorian Commission for Gambling & Liquor Regulation (the Commission) as operational requirements under section 10.1.5C of the *Gambling Regulation Act 2003* (the Act).
- 2.2. This document is to be used by cashless gaming system providers, venue operators and the monitoring licensee to ensure that the implementation and ongoing operation of cashless gaming meets regulatory requirements.
- 2.3. The document will also be used by the Victorian Commission for Gambling and Liquor Regulation (the Commission) when conducting venue inspections and audits.
- 2.4. The document is supplementary to all other applicable standards, including standards for gaming machine types and games, monitoring system technical standards as well as the technical standards for cashless gaming. See Chapter 14 for a list of relevant documents.
- 2.5. Matters arising from the testing of gaming equipment which have not been addressed in this document (e.g. due to omissions or new technology) will be resolved at the sole discretion of the Commission.

Document Revision

- 2.6. The Commission may issue amendments to sections or clauses in this document to relevant stakeholders. With each amendment, the version number and date on the cover page will be updated, but the VCGLR “TRIM reference number” will remain the same.

Document Ownership

- 2.7. This document is published by the Commission.
- 2.8. Copying or reproducing this document (or any part of this document) for commercial gain, without prior permission is prohibited.

3. Document Scope

- 3.1. The requirements in this document apply to all TITO and CBC gaming facilities implemented in club and hotel gaming venues in Victoria.

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4. Out of Scope

4.1. These operational requirements do not currently apply to:

- cashless gaming at the casino (which is in place under other regulatory arrangements)
- the use of CBC cashless wallets or TITO tickets from one venue in another venue, even if owned by the same venue operator (this would need to be the subject of further arrangements)¹
- use of smart card technology to achieve cashless gaming

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¹ It is expected, as with loyalty cards, that the pre-commitment functionality will be available in multiple venues, but the loyalty or cashless part of the card will only work in the venue that has issued the card.

5. Background Information

Legislation

- 5.1. The enabling legislation is the Act and the associated prevailing regulations. The requirements specified in this document are supplementary to, and do not take the place of, any of the requirements of the legislation. To the extent that anything in these operational requirements is inconsistent with legislation, the legislation prevails.

Components of a cashless gaming system

- 5.2. A cashless gaming system includes, but is not limited to, the following networked devices, some of which are subject to prior approval, and each must be compliant with the relevant technical standards:
- a cashless gaming system Server computer
 - equipment within gaming machines:
 - card readers in the case of CBC gaming
 - Ticket readers (usually bank note acceptors) and Ticket printers in the case of TITO systems and
 - an interface device to facilitate communication between the gaming machine and the cashless gaming Server computer via the monitoring system
 - a cashier terminal²
 - a self-service Credit Redemption Terminal (CRT)
 - system documentation: user documentation (instructions and procedures for technical support and operational staff), baseline document and network policy document
- 5.3. Technical requirements for these components are specified in the relevant technical standards.

Implementation requirements

- 5.4. Venue operators must not install and operate a cashless gaming system unless:
- The system provider has shown evidence that the system has been independently tested and compliance certified by an Accredited Testing Facility (ATF)
 - Intralot has confirmed that interconnectivity between the cashless gaming system and the Central Monitoring Control System has been certified by an ATF
 - The in-venue components of the system are installed and maintained by a licensed Gaming Industry Employee technician working for a company listed on the Roll of Manufacturers, Suppliers and Testers
 - Contractual arrangements are in place to ensure that Commission inspectors have access to all cashless gaming system components for audit and investigation purposes, and

² The cashier terminal is expected to perform a similar function (for TITO tickets) to that currently performed by the Microlot terminal in respect of non-TITO tickets, as well as functionality currently performed by terminals connected to back of house systems.

- Contractual arrangements ensure that system variations are only carried out following independent testing and certification of the changes by an ATF.
- 5.5. Any part of a cashless gaming system that is intended for installation in a gaming machine, must also be submitted to the Commission for approval as a variation to the particular gaming machine type pursuant to section 3.5.5 of the Act. Suppliers must show evidence of such an approval before venue operators authorise any variation to a gaming machine.
- 5.6. Other relevant standards, including the *Central Monitoring and Control System Requirements* for the Intralot monitoring system, the *Commission Standards for Gaming Machine Types and Games*, and the TITO and CBC gaming technical standards are published on the VCGLR's website at www.vcglr.vic.gov.au on the *Technical standards for gaming industry* page.

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6. General Operational Requirements

Venue operator and cashless system provider obligations

- 6.1. Cashless gaming systems – both TITO and CBC – must be auditable and operate in a way that fosters responsible gambling.
- 6.2. Cashless gaming systems are entrusted with patron's funds. It is therefore important that access to the system is restricted to appropriate staff, and that access controls are maintained.
- 6.3. Cashless gaming system Servers must be located in a secure environment (with PIN, card or key access). Cashier terminals must be located behind a counter. Venue operators must develop documented access controls to ensure only appropriate, authorised personnel have access to the Server and other relevant equipment. This includes processes for granting and revoking access to the Server and/or the cashier terminal. Access levels must be the subject of regular review. Appropriate, authorised personnel includes Commission Inspectors.
- 6.4. Maintenance of cashless gaming systems must be carried out by technicians holding a Gaming Industry Employee's (GIE) licence. If specialist technicians without a GIE licence are required, access to the system must be under the direct supervision of, and accompanied by, a technician with a GIE licence. All work should be recorded in a log.
- 6.5. Ticket Readers (including bank note acceptors), Ticket Printers and card readers must be installed safely and securely to prevent unauthorised access as well as to prevent injuries to patrons or attendants using the device.
- 6.6. Cashless gaming systems must protect the privacy of player funds, and keep TITO ticket Authorisation Codes confidential. Staff must not attempt to over-ride controls in the system.
- 6.7. Venue staff must not ask patrons to reveal their PINs, and must not actively observe input of patron PINs.
- 6.8. Technical standards require that transactions must be auditable and be able to support the resolution of customer disputes. Patrons must have access to at least one venue staff member or manager who can investigate the basic or common cashless gaming complaints. Documented escalation processes/instructions must exist for more complex complaints.
- 6.9. Cashless gaming system suppliers and venue staff must cooperate with any audit, review or investigation carried out by the venue operator or the Commission in order to effectively resolve any dispute in relation to TITO or CBC gaming transactions or funds.
- 6.10. Cashless gaming systems must not be used for promotions, "Free Play", bet reimbursement or similar products. If a cashless gaming system shares infrastructure with a loyalty system, this requirement is not intended to prevent legitimate promotional activities by the loyalty system itself, such as promotional messages.
- 6.11. Before entering into an arrangement or purchasing a cashless gaming system, venue operators must ensure that cashless gaming system providers:
 - have entered into agreements with the monitoring licensee to facilitate interconnection of the cashless gaming system to EGMs via a secure interface to the monitoring system
 - show evidence of end to end testing of the cashless gaming system by an ATF, and

- have provided appropriate operating systems, documentation and operating procedures, including a help desk and patron complaint handling methodology.
- 6.12. Venue operators must ensure that any variation to an EGM to enable it to be connected to a cashless gaming system has been approved by the Commission. Such an approval is usually obtained by the supplier.
- 6.13. Cashless gaming system providers may or may not be responsible for the ongoing operation of a turnkey cashless gaming system. Whether the back of house system is operated by the venue operator or the cashless gaming system provider is a commercial and contractual matter between those parties.
- 6.14. Venue operators must:
- not operate cashless gaming systems and components that have not been certified by an ATF and (where necessary) approved by the Commission, including if a system becomes faulty or is varied from the original design
 - implement procedures to ensure operational integrity of gaming transactions and conduct regular reconciliation of cash/TITO/CBC/monitoring reports
 - implement measures that foster responsible cashless gaming and are also consistent with the venue's responsible gambling code of conduct
 - post signage or otherwise provide instruction (e.g. digital screens) in the venue clearly indicating rules and information about cashless gaming (e.g. how long a TITO ticket can be validly inserted in another machine before it must be taken to a cashier or CRT for redemption).
- 6.15. Cashless gaming system providers must
- enter into agreements with the monitoring licensee to facilitate interconnection of TITO/CBC gaming systems to EGMs via a secure interface to the monitoring system
 - enter into arrangements with the monitoring licensee and an Accredited Testing Facility to ensure end to end testing of the cashless gaming system, and
 - develop appropriate operating systems, documentation and operating procedures, including a help desk and patron complaint handling methodology.

Monitoring licensee obligations

- 6.16. The monitoring licensee must:
- provide and publish specifications for an interface between cashless gaming systems and the monitoring system
 - facilitate the development of cashless gaming systems by third parties through provision of appropriate information and assistance
 - enter into agreements with cashless gaming system providers and venue operators to facilitate end to end testing for the purpose of ATF certification and to support the ongoing monitoring of transactions to and from cashless gaming systems
 - connect only with those cashless gaming systems which have been subject to end to end testing and certified compliant with technical standards by an ATF
 - provide standard and ad hoc reports to the Commission, venue operators and cashless gaming system providers to enable them to monitor, control and audit cash-in and cash-out transactions, and
 - keep logs of all transactions that transfer across the monitoring system.

7. TITO-specific requirements

TITO-specific operational requirements

- 7.1. TITO systems must provide for accountable, transparent and auditable recording of transactions so as to enable the accurate calculation and reporting of gaming revenue, player payments, and any other TITO-related financial information required for a venue to comply with its regulatory obligations (e.g. remittance of unclaimed winnings to the State Revenue Office and to assist with banking requirements). Venue operators must ensure that gaming room staff are trained in use of the system, and follow documented procedures that ensure:
 - Tickets are handled with integrity
 - regulations are followed in respect of payout limits
 - before payment, tickets are validated on the system
 - paid tickets are redeemed on the system, and hard copies of paid tickets kept as records (in the same way that non-TITO ticket-out tickets are handled), and
 - patrons are discouraged from exchanging high value tickets for cash with other venue patrons.
- 7.2. Venue operators must have documented cashier processes that determine under what circumstances (if any) a Ticket will be redeemed if the cashier terminal or TITO system are inactive. If venue operators redeem Tickets under such circumstances, they must implement a procedure for subsequently validating the paid Ticket on the system, when the system becomes available.
- 7.3. Venue Operators must establish an auditable and transparent process for refunding funds for a lost TITO ticket in cases when the identity of the patron and the patron's claim to the funds can be established.
- 7.4. Venue operators must establish suitable training procedures to ensure venue staff can operate cashier terminals, give instructions to patrons about how to use the CRT, and must ensure that staff are familiar with error messages.

Ticket requirements and details

- 7.5. Venue operators must use Tickets that are durable and are legible for as long as they are required to be retained. TITO tickets must resist fading or smudging, through the use of appropriate technology such as top coated thermal paper. Venue operators must have regard for:
 - recommendations of the bank note acceptor supplier, and
 - IGT³ standards for TITO ticket paper.
- 7.6. Tickets must be stored to avoid deterioration (e.g. thermal paper tickets must be kept out of direct sunlight).
- 7.7. Venue operators must include a dynamic Responsible Gambling message on the front of each TITO Ticket, e.g. "Keep gambling enjoyable, gamble responsibly".

³ IGT Standards have become widely accepted since IGT introduced the first TITO system.

7.8. TITO Tickets must not contain any other venue promotional or advertising information.

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8. CBC-specific requirements

Cashless wallets

- 8.1. Venue operators must set up an account or “cashless wallet” for casual or registered players before they are able to use CBC gaming facilities.
- 8.2. The cashless wallet/account must be stored on the CBC system and linked to the CBC gaming card.
- 8.3. The venue operator may only register a player for a registered card if the venue operator is satisfied of the player’s identity and place of residence, the player is at least 18 years of age and the player is not an excluded person.
- 8.4. An anonymous account may only be set up by a non-excluded person who is at least 18 years of age, and, if there is any doubt, has provided proof of age.
- 8.5. Registered players cannot have multiple registered cashless wallets in any venue, and cannot have more than one active card linked to the registered cashless wallet at any time (this does not prevent de-activation of a lost card and issue of a new card).
- 8.6. Access to a registered cashless wallet or account must be by PIN, password, or other secure means. Processes must be implemented to reset PINs or passwords if they are forgotten. Players must be able to reset their own passwords.
- 8.7. Documented venue operator processes must support a procedure for adequately identified players to retrieve funds from a lost CBC card.
- 8.8. Funds in a cashless wallet may be used to purchase food and beverages, but the CBC gaming system must register this as a form of cash-out. On the other hand, if a gaming venue offers a bar tab, or any other account (e.g. specific to food and beverage), patrons must not be forced to use a cashless (gaming) wallet for this purpose if they do not wish to partake in gaming.
- 8.9. Registered players must have access to account statements to show cash-in and cash-out transactions, including:
 - Time and date of transaction
 - Device identification (EGM identifier, operator terminal and operator identifier, or CRT identifier)
 - Amount deposited or amount withdrawn from cashless wallet
 - Cheque details where payment has been made by cheque (which must be the case for any withdrawal of \$1000 or more)
- 8.10. Cashless wallets that have not been accessed for more than 12 months on 31 March each year, must be closed and the funds returned to the player, if possible, or deposited with the State Revenue Office as unclaimed money. Players must be warned about this when they open a cashless wallet account.
- 8.11. Venue operators may contact registered card holders after a lengthy period of inactivity to remind them of their cashless wallet balance, and the opportunity to collect the funds before the funds become unclaimed money. Such warning letters must be informative and not promote further game play.

- 8.12. Cashless wallets may be topped up by cash following a separate EFTPOS withdrawal at the gaming venue. Cashless wallets must not be linked to a bank account in such a way as to provide funds transfer from a credit card, bank account or smart phone app.
- 8.13. Cashless wallets must not be allowed to have a negative balance.
- 8.14. Venue operators must be prepared to refund any or all cashless wallet balances if and when requested. This may mean keeping the average balance of all cashless wallets in a trust account or a similar documented process that ensures adequate funds remain available to pay out any or all cashless wallets.

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9. Credit Redemption Terminals (CRTs) and cashier terminals

- 9.1. Venue operators must provide ATF-certified cashier terminals to enable players to redeem TITO tickets for cash or withdraw funds from their CBC cashless wallet.
- 9.2. Venue operators may also provide ATF-certified CRTs. CRTs are self-service terminals, at which players may:
 - redeem TITO tickets for cash
 - insert cash to obtain a TITO ticket
 - withdraw funds from a cashless wallet
 - deposit funds in a cashless wallet
 - check cashless wallet balances and/or print statements.
- 9.3. A loyalty programme kiosk may also be used as a CRT for cashless wallets, but the kiosk must continue to comply with pre-commitment requirements.
- 9.4. The maximum ticket value redeemable at a CRT must not exceed MAXTCASHIER. Venue operators may set their own limits above which players must attend a cashier, but those limits must not exceed MAXTCASHIER in accordance with regulations.
- 9.5. All CRTs must be under closed circuit TV surveillance, as per requirements for cashier terminals, and must be located in an area allowing adequate supervision by venue staff.
- 9.6. If a CRT becomes non-operational, the venue operator must place an “out of order” sign on the CRT as soon as practicable. The sign must refer patrons to the cashier or a nearby CRT. There must be no encouragement for patrons to return to a gaming machine if a CRT is out of order.
- 9.7. Venue staff must familiarise themselves with the operation of CRTs, so assistance can be given to patrons. In particular, they must be familiar with using basic fault diagnosis and understand fault messages. This includes checking logs of previous transactions to assist with patron queries, complaints or difficulties.
- 9.8. Venue procedures should provide for CRTs to be regularly topped up with sufficient notes and change. Venue operator procedures must aim to minimise the provision of Short Pay Receipts by CRTs, particularly lower denomination Short Pay Receipts that are able to be reinserted in an electronic gaming machine.

10. Reporting Requirements

- 10.1. TITO systems are to be designed with the following reports, and venue operators must have staff familiar with these reports to enable appropriate accounting processes to take place:
- list of tickets printed over any specified period of time by venue, by EGM, by self-service terminal or cashier terminal
 - list of tickets redeemed over any specified period of time, by each EGM, by self-service terminal and each cashier terminal (this can be reconciled with tickets retrieved from EGMs or terminals or tickets retained at the cashier terminal)
 - a report showing all transactions on the CRT over any specified period of time to enable reconciliation with cash and tickets retrieved from the CRT
 - list of tickets redeemed over a specified amount over any period of time (in particular, amounts over \$1000 in order to demonstrate that payment was made by cheque)
 - a report showing all expired tickets at a given time
 - an audit trail report of transactional level logs to assist in dispute resolution
 - a ticket liability report at a given time
 - a list of unclaimed tickets that are more than 12 months old as at 31 March each year, to enable funds to be provided to the State Revenue Office (SRO) (NB: this report must include **all** unclaimed tickets, not just those over \$20)
- 10.2. CBC gaming systems are to be designed with the following reports, and venue operators must have staff familiar with these reports to enable appropriate accounting processes to take place:
- balance of all accounts at a specified point in time (venue liability)
 - for any CBC cashless wallet, an audit trail report of transactional level logs to assist in dispute resolution (to be generated by patron)
 - a list of CBC accounts that have been inactive for more than x months (where x is specified by the venue operator), to enable funds to be identified that may need to be provided to the SRO (NB: this report must include **all** inactive accounts, not just those with a balance over \$20) The ability to configure the period of inactivity enables venue operators to attempt to contact patrons with inactive accounts before the funds are due and payable to the SRO. This report should be restricted to senior staff.

11. Other requirements

Additional legislative obligations

11.1. In conducting cashless gaming, venue operators must also be aware of other legislative obligations, including but not limited to:

- *Financial Transactions Act 1988 (Cth)*
- *Privacy Act 1988 (Cth)*
- *Unclaimed Money Act 2008 (Vic)*

Change of service provider

- 11.2. Venue operators and cashless gaming system providers must enter into termination arrangements that include arrangements for the venue operator to switch cashless gaming system provider without loss of data.
- 11.3. Should the venue operator decide to adopt a different cashless gaming system, the service provider must provide all cashless gaming data held on behalf of the venue operator to the new service provider, to enable continuity of service by the venue operator, particularly the ability to pay out funds that are owed to players.

Change of venue operator

- 11.4. Venues may change hands, but patrons expect the provision of gaming services will be seamless between the venue operators. As per current processes, venue operators must have in place arrangements and agreements in relation to cashless wallets and unclaimed TITO Tickets, that enables venue patrons to easily access their cashless wallet funds or their unclaimed TITO Ticket value after the venue has changed hands, at the same venue. Cashless gaming system providers must support this.

12. Summary of cashless gaming limits

12.1. At the time of publication, the following limits apply to TITO and CBC gaming in clubs and hotels in Victoria. For the latest limits, reference should be made to the relevant regulations.

12.2. Code words for these parameters are consistent with those used in Queensland.

Table 10.1

Parameter	Limit
Maximum TITO ticket value redeemable for cash at the cashier (MAXTCASHIER)	\$999
Maximum Value of a Printed Ticket by a TO device (MAXTO) (higher values to be paid by a hand pay)	\$5000, or lesser amount set by the venue operator.
Minimum Value to be accepted by a Ticket-In device (MINTI)	\$0.01
The TITO system must not redeem the value of a Ticket to a gaming machine which would cause the machine's credit meter to exceed this value (MAXCR)	\$1,000
Maximum value of a Ticket that can be redeemed to a gaming machine or redeemed at a CRT (higher value TITO Tickets must be taken to a cashier for redemption so a cheque can be written)	\$999
Minimum time a Ticket is redeemable for use in a TI device attached to a gaming machine or a CRT (MINTRTIME)	24 hours
Maximum time a Ticket is redeemable for use in a TI device attached to a gaming machine or a CRT	7 days
Minimum time a TITO Ticket is redeemable at the cashier (MINTRCASHIERTIME)	12 months: As at 31 March each year, any ticket that is more than 12 months old must be redeemed at the State Revenue Office.
The CBC card must not credit the EGM that would cause the EGM's credit meter to exceed this value (MAXCR)	\$999
Maximum account balance on a cashless wallet(MAXBAL) after which card cannot be inserted in an EGM or CRT to redeem credits (when MAXBAL is exceeded, card must be taken to the cashier to redeem credits, noting that any balance of \$1000 or more must be redeemed in full as a cheque)	\$999 or a lesser amount specified by the venue operator.
Maximum time that a cashless wallet or card may be inactive before venue operator suspends account.	12 to 24 months: As at 31 March each year, any funds in an inactive account that is more than 12 months old must be paid to the State Revenue Office

Parameter	Limit
Minimum time that a cashless wallet or card may be inactive before the venue may suspend the card and/or account (and direct the player to the cashier) Note: Venue Operators may suspend cards and/or accounts at any time for an excluded or barred patrons.	Registered Card: 6 months Casual Card: 24 hours.
Maximum amount to which a cashless wallet can be topped up other than by downloading credits from an EGM	Registered Card: \$999 Casual Card: \$200

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13. Glossary

Acronyms/Glossary	Description
ATF	Accredited Testing Facility, a Roll Listee with national accreditation for approval of gaming machine types and games.
Authentication Code	A unique number that is printed on a TITO ticket, which is also stored in the TITO Server for validation and redemption.
Cashier Terminal	A TITO validation terminal or CBC terminal operated by a cashier, and connected to the cashless gaming system, usually in a venue's cashier booth.
Cashless gaming	The ability to input and collect credits to or from a gaming machine without using cash – includes TITO and CBC gaming.
Cashless wallet	A cash account linked to a CBC card. It may be registered to a person (Registered Card), or anonymous (Casual Card).
Casual card	A card that is associated with a player whose details have not been registered against the cashless wallet or the card.
CBC	Card based cashless gaming: the use of a card to input and collect credits to or from a gaming machine. The credits are drawn from a "cashless wallet", an account associated with the card.
Commission	See VCGLR
CMCS	Central Monitoring and Control System, the system used by the monitoring licensee to monitor games and machines in Victorian club and hotel venues.
CRT	See Credit Redemption Terminal
Credit Redemption Terminal (CRT) a.k.a. Cash Redemption Terminal	A self-service terminal or kiosk which redeems TITO tickets for cash, or vice versa, or enables a CBC customer to input or withdraw cash to or from their cashless wallet. To do so, it must be connected to, and in communications with, the TITO Server or Cashless Gaming System, and the CMCS must allocate a unique identifier to the CRT. The terminal may also provide note breaking functionality
EGM	Electronic Gaming Machine
MAXTCASHIER	The maximum amount that can be redeemed for cash or for credits on a gaming machine. Amounts equal to or greater than MAXTCASHIER must be paid by cheque
Registered Card	A card that, together with the cashless wallet, is associated with a particular player, whose details are recorded on the CBC system
Server	Central, host computer, responsible for controlling and monitoring cashless gaming transactions. The computer may be located at back of house in a venue, or at a third party's premises.
Short Pay Receipt	A Ticket produced by a CRT when the CRT has insufficient notes or change to pay the whole value of a Ticket that a patron is attempting to redeem for cash. For example, if a patron redeems a Ticket to the value of \$23.50 at a CRT, but the CRT has \$20 notes, and \$2 coins but not smaller change, the CRT may dispense \$22 in cash as well as a "Short Pay Receipt" for \$1.50 which the patron may take to the Cashier.
TI	Ticket-In
TI Device	Ticket-In Device: A device into which a player inserts a TITO ticket. This may be a bank note acceptor with firmware capable of reading TITO bar

Acronyms/Glossary	Description
	codes as well as bank notes, or it may be a separate input device designed just to read TITO bar codes.
Ticket	See TITO Ticket
Ticket-In	The process of a player inserting a TITO ticket into an EGM via the barcode reader.
Ticket-Out	The process of an EGM printing a ticket rather than presenting a player with cash when the player presses the collect button. This may or may not be a TITO ticket. A non-TITO ticket out ticket must be taken to a cashier to redeem for cash.
TITO	Ticket-In Ticket-Out, a form of cashless gaming.
TITO Server	The computer that controls and logs all TITO transactions in a venue. It is responsible for generating and recording the unique Authentication Code on each TITO ticket.
TITO System	The combination of relevant equipment and software in an EGM, the monitoring system, and third party systems involved in TITO transactions, monitoring and control.
TITO Ticket	A ticket printed by a gaming machine when a player presses "collect", or by a CRT or cashier terminal. TITO tickets can be redeemed for cash at the cashier terminal, or at a CRT. TITO tickets can be redeemed for machine credits by inserting them in another gaming machine. All TITO tickets have a bar code and a unique Authentication Code.
TO	Ticket-Out
VCGLR	Victorian Commission for Gambling and Liquor Regulation

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14. Reference material

Bibliography	Author	Location
<i>Gambling Regulation Act 2003</i>	State Government	www.legislation.vic.gov.au/
<i>Commission Standards for Gaming Machine Types and Games</i>	The Commission	www.vcglr.vic.gov.au (see technical standards page)
<i>Victorian Central Monitoring and Control System Requirements Document 31 January 2012</i>	The Commission	www.vcglr.vic.gov.au (see technical standards page)
<i>Ticket-in Ticket-Out (TITO) and Card-based Cashless (CBC) Gaming in Gaming Venues – Technical Standards (Ref CD/17/15718)</i>	The Commission	NB: Draft Standard being developed in parallel to this document.

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15. Document information

Document details

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V0.1	26/07/17	Supersedes previous document which included both Technical Standards and Operational Requirements (Ref CD/17/9927) Incorporates stakeholder feedback on previous document	Steve Thurston

Document approval

This document requires the following approval:

Name	Title	Organisation
Jason Cremona	Manager, Licence Management & Audit	VCGLR
Alex Fitzpatrick	Director, Licensing	VCGLR
XXXXXXXX	Commissioner or Full Commission	VCGLR

NB: This standard is determined by the Commission pursuant to section 10.1.5C of the *Gambling Regulation Act 2003*.

Audience

The audience for this document includes venue operators, ancillary service providers, gaming equipment manufacturers and the Monitoring Licensee to guide the implementation of TITO and CBC gaming.