

Gambling Administration Guidelines

Ticket-in Ticket-out (TITO) Systems

Cashable Ticket Redemption Terminals (CRT)

Gambling Administration Guidelines

The holder of a gaming machine licence may provide a gaming machine on the licensed premises that may be operated by the insertion of a banknote or by ticket (known as “ticket-in ticket-out” or TITO) subject to various prescribed transactional limits.

To facilitate the approval and installation of equipment required to allow gaming machines to be operated by the insertion of banknotes or TITO, the Gaming Machines Regulations 2020 were amended on 3 December 2020 to include a bank note acceptor and any device that allows the printing or issue of tickets for use in connection with a gaming machine, as prescribed components.

Furthermore, a gaming machine that is intended to be operated in connection with a TITO system must comply with the requirements of and be operated in accordance with Gambling Administration Guidelines issued by the Liquor and Gambling Commissioner under section 17 of the *Gambling Administration Act 2019* for the purpose of regulation 27(2) of the Gaming Machines Regulations 2020.

Consumer and Business Services

For any further information or assistance in relation to the content of these guidelines, contact CBS Gambling and Associations on 131 882 (and select option 6) or by email at gamblingadministration@sa.gov.au.

Alternatively, written enquiries can be made by mail to:

Consumer and Business Services
Gambling and Associations
GPO Box 1719
Adelaide SA 5001.

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1. Preliminary

1.1. Legislation

The technical requirements specified in this document are supplementary to and do not take the place of any of the requirements of the *Gaming Machines Act 1992*.

The *Gaming Machines Act 1992* and the *Gambling Administration Act 2019* are to be read together as a single Act and are referenced collectively as ‘the gambling Act’.

1.2. The Regulator

The Liquor and Gambling Commissioner through the agency of Consumer and Business Services (CBS) exercises a legislated power to approve games, gaming machines and gaming equipment used in hotel and club gaming venues and at the licensed casino in South Australia.

1.3. Gambling Administration Guidelines

The following gambling administration guidelines are used in South Australia (see the Consumer and Business Services website cbs.sa.gov.au for the latest revisions):

- (a) Ticket-in Ticket-out Systems—operated in hotels and clubs
- (b) Ticket-in Ticket-out Systems—operated in the licensed casino.

The following technical standards are also used in South Australia:

- (a) [Australian/New Zealand Gaming Machine National Standard](#) (as revised from time to time)
- (b) [South Australian Appendix](#) to the National Standard
- (c) [QCOM Protocol](#) (version 1.6.6 or any subsequent version)
- (d) [International Gaming Standards ‘System-to-System’ S2S Message Protocol](#).

1.4. Commencement

These guidelines came into effect from 18 February 2021, being the date that the Gambling Administration Guidelines Notice 2021—Gaming Machines Act 1992 (Ticket-in Ticket-out Systems) was published in South Australian Government Gazette.

The Commissioner may by notice in the Gazette vary or revoke these guidelines at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.

A notice published in the South Australian Government Gazette on 24 November 2022, varied the Gambling Administration Guidelines Notice 2021—Gaming Machines Act 1992 (Ticket-in Ticket-out Systems), coming into operation on 5 December 2022.

1.5. Document Revision History

All amendments will be recorded in the Revision History section. Issue dates will be used to indicate document revisions.

2. Introduction

The holder of a gaming machine licence in South Australia may provide a gaming machine on the licensed premises that may be operated by the insertion of a banknote or by ticket (known as “ticket-in ticket-out” or TITO) subject to various transactional limits.

To facilitate the approval and installation of equipment which will be required to allow gaming machines to be operated by the insertion of banknotes or TITO, the Gaming Machines Regulations 2020 have been amended to include a bank note acceptor and any device that allows the printing or issue of tickets for use in connection with a gaming machine, as prescribed components.

Furthermore, a gaming machine that is intended to be operated in connection with a TITO system must comply with the requirements of and be operated in accordance with Gambling Administration Guidelines issued by the Liquor and Gambling Commissioner under section 17 of the *Gambling Administration Act 2019*.

3. Intended audience

These guidelines are intended for use by suppliers of TITO proprietary equipment, cashable ticket redemption terminals, gaming machine manufacturers, Accredited Testing Facilities (ATF), Regulators, and gaming venues to support the implementation of TITO in South Australian hotels and clubs.

4. Purpose and scope

- 4.1. These guidelines specify the functional and technical requirements for the operation of “Ticket-In Ticket-Out” (TITO) on gaming machines and Cashable Ticket Redemption Terminals (CRT) operating in South Australian hotel and club gaming venues.
- 4.2. These guidelines, together with relevant legislation and regulations ensure that TITO operation in South Australian hotels and clubs is secure, fair, auditable, and complies with legislated harm minimisation measures.
- 4.3. Any matters arising from the evaluation and operation of TITO systems and related devices not covered by these guidelines will be resolved at the discretion of the Commissioner.
- 4.4. These guidelines do not apply to:
 - a. the implementation of facial recognition technology, a legislated harm minimisation measure for South Australian hotels and clubs capable of operating 30 gaming machines or more with at least one machine able to be operated by the insertion of a banknote
 - b. automated risk monitoring systems which must be operated in South Australian hotels and clubs
 - c. account based cashless gaming systems able to be operated in South Australian hotels and clubs, and
 - d. TITO, CRT and any other forms of cashless gaming operations at the Adelaide Casino (which is in place under other regulatory arrangements).

5. Dependencies

- 5.1. The TITO system to be operated in South Australian hotels and clubs is facilitated through the [Independent Gaming Corporation \(IGC\)](#), the holder of the South Australian Gaming Machine Monitor Licence (Licence number 52400426).
- 5.2. The implementation of TITO in South Australian hotels and clubs is based on the adoption of the QCOM Protocol (version 1.6.6 or any subsequent version as implemented in South Australia), being the gaming machine communication protocol, which supports TITO and bank note acceptors. A copy of the QCOM Protocol is available from the [Queensland Office of Liquor and Gaming Regulation \(QOLGR\) publications website](#).
- 5.3. Proprietary components (TITO equipment) to support the implementation of TITO (including banknote acceptors and ticket printers) must not be installed or operated in a gaming machine unless the components:
 - a. comply with the applicable technical requirements defined under the Australian/New Zealand Gaming Machine National Standard 2016 (or any subsequent version) and other applicable technical requirements
 - b. comply with any technical requirements for TITO as listed in the South Australian Appendix to the Australian/New Zealand Gaming Machine National Standard 2016 (or any subsequent version)
 - c. comply with the applicable technical requirements of the QCOM communication protocol
 - d. have been tested for regulatory compliance by an Accredited Testing Facility (ATF), and
 - e. have been approved by Consumer and Business Services (CBS) as part of the gaming machine in which they are to be installed.
- 5.4. When enabled, TITO systems must implement the transactional limits that are prescribed under the Gaming Machines Regulations 2020. Refer to section 13 of these guidelines—South Australia specific TITO and BNA limits.
- 5.5. When enabled, banknote acceptors must implement the transactional limits that are prescribed under the *Gaming Machines Act 1992*. Refer to section 13 of these guidelines—South Australia specific TITO and BNA limits.
- 5.6. The use of third-party systems for the purposes of implementing Ticket-Out (TO) only or both Ticket-In Ticket-Out (TITO) on non-QCOM gaming machines is prohibited.
- 5.7. The implementation of Cashable Ticket Redemption Terminals (CRT) in South Australian hotels and clubs is based on the adoption of the [International Gaming Standards Association \(GSA\) 'System-to-System' S2S Message Protocol](#).
- 5.8. The inter-operability requirements for any third-party CRT to communicate with the South Australian gaming machine monitoring system are defined in the 'S2S Interface Specification for Cashable Ticket Redemption Terminals' which is available from the [Independent Gaming Corporation \(IGC\)](#), the holder of the South Australian Gaming Machine Monitor Licence.

6. General requirements

- 6.1. TITO when implemented in South Australia can be used as a Ticket-Out (TO) only system, or both a Ticket-In and Ticket-Out (TITO) system. TITO supplements the use of cash for the exchange of credits to and from gaming machines using cashable tickets whereby ticket-in may be facilitated by either a dedicated ticket-in device or a banknote acceptor that can read tickets.
- 6.2. A TITO system typically consists of, but is not limited to, the following components:
 - a. a TITO Host that is responsible for the validation and authorisation of tickets, system management and reporting of TITO accounting information
 - b. proprietary components (TITO equipment) installed in gaming machines such as banknote acceptors and ticket printers responsible for validating cashable tickets for ticket redemption and printing cashable tickets for ticket issuance
 - c. cashier terminals that are operated by gaming venue staff to perform tasks such as redeeming cashable tickets
 - d. a help desk operated by a TITO system provider to provide help and support to gaming venues that have implemented TITO, and
 - e. Cashable Ticket Redemption Terminals (CRT) which are used for the automated redemption of cashable tickets without, in most cases, the involvement of venue staff.
- 6.3. TITO equipment installed in gaming machines, such as banknote acceptors and ticket printers, must be installed safely and securely to prevent injuries to customers or gaming staff using the gaming machine.
- 6.4. TITO systems must hold the records of tickets used by the system in a secure and fault tolerant manner.
- 6.5. Each TITO transaction must:
 - a. be allocated a unique sequence number, and
 - b. have a time-date stamp.
- 6.6. Gaming machines and the TITO system must be configured to ensure synchronicity of time-date data used to time-date stamp TITO transactions. Gaming machines should not allow TITO operation until they have time-date synchronised with the TITO system.
- 6.7. The TITO system may have—
 - a. a configurable **maximum ticket out limit** restricting the cash value of tickets that gaming machines can issue (**MAXTO**);
 - b. a configurable **maximum ticket in limit** where tickets having a cash value in excess of the maximum ticket in limit are rejected (**MAXTI**);
 - c. a configurable **minimum ticket out limit** which define the minimum cash value that tickets can be issued by a particular gaming machine (**MINTO**); and
 - d. a configurable **maximum credit limit** restricting a gaming machine from redeeming a ticket if it would cause the credit meter of the gaming machine to exceed this value (**MAXCR**).
- 6.8. Tickets that have a cash value in excess of the prescribed maximum ticket in limit for a gaming machine may be redeemed at a cashier terminal or CRT.

6.9. The TITO system—

- a. must have a configurable **ticket expiry time** which defines the period of time from the time of ticket issue to the time that tickets may be redeemed by the TITO system;
 - b. must have an additional configurable **ticket floor expiry time** which defines the period of time from the time of ticket issue to the time that tickets may be redeemed by a gaming machine or CRT; and
 - c. must ensure that cashable tickets cannot be redeemed more than once.
- 6.10. Tickets may only be used for cash transactions and must not contain any form of promotional information or advertising such as 'non-cashable' credits.
- 6.11. TITO equipment is a prescribed component of a gaming machine under the Gaming Machine Regulations 2020 and as such must only be installed in a gaming machine or serviced by a person licensed in South Australia as an approved gaming machine technician.
- 6.12. Any tickets which cannot be redeemed must be dealt with in accordance with South Australian Legislation.
- 6.13. User Manuals and Operation Manuals must be clear and concise, explaining the details, relevant information and procedures regarding the TITO system for use by system users and venue staff.

7. TITO Host requirements

- 7.1. The TITO Host is responsible for the authorisation and validation of cashable tickets:
- a. redeemed for their monetary value when inserted into a gaming machine to cause the equivalent number of credits to be added to the credit meter
 - b. redeemed from a gaming venue cashier or CRT for the tickets face value, and
 - c. issued in exchange for credits accumulated on a gaming machine.
- 7.2. The TITO Host must be secure, fault tolerant and have redundant data storage.
- 7.3. The TITO Host must be able to recover back to an operational state without loss of TITO data following an interruption or outage.
- 7.4. The TITO Host must provide accountable, transparent and auditable recording and reporting of transactions to enable the accurate calculation and reporting of gaming revenue, player payments, taxation and any other TITO related financial information required for a venue to comply with its regulatory obligations.
- 7.5. The TITO Host must provide reporting and record keeping for liability for unredeemed and expired tickets.
- 7.6. The TITO Host must be able to generate a unique and secure Authentication Number for each individual cashable ticket.
- 7.7. Information generated by the TITO system such as authentication numbers, ticket amounts, and ticket status must be stored securely by the TITO Host with measures to prevent unauthorised access, fraud, and theft of unredeemed tickets.
- 7.8. The generation of Authentication Numbers by the TITO Host must be secure to meet the operating risk of the TITO system.

- 7.9. There must be no possibility of the creation of an orphaned ticket (*a ticket that has been printed with an Authentication Number but does not exist on the TITO system*) and the system must reconcile after any interruption. The TITO Host must report or log such an anomaly should it occur.
- 7.10. The TITO Host must provide a cashier terminal for venue staff to perform ticket redemptions and to obtain information relevant to the operation of TITO in the venue.
- 7.11. A facility to issue tickets from cashier terminals or CRTs is not supported by the TITO system operated in South Australian hotels and clubs through the Independent Gaming Corporation (IGC).
- 7.12. The TITO Host system software must be under version control and under regulatory approval control in line with the *Gaming Machines Act 1992*.
- 7.13. TITO Host system software must be able to be audited by allowing software signatures to be calculated for controlled files.

8. Ticket details

- 8.1. Tickets must comply with the QCOM Protocol v1.6.6 (or any subsequent version as implemented in South Australia). See sub-clause 8(6) for the preferred ticket layout.
- 8.2. The following information must be printed on each ticket:
 - a. the **venue name** where the ticket was printed, populated by the STEXT field from the QCOM Site Details Broadcast Poll;
 - b. the **Ticket Serial Number**, assigned by the gaming machine printing the ticket, refer to TSER field in the Ticket Out Request QCOM event, preceded by the label "Ticket#:"
 - c. the **identification number of the gaming machine** that printed the ticket, being the QCOM 2-digit EGM Manufacturer ID and 6-digit Serial Number, preceded by the label "EGM:"
 - d. the **time and date** when the ticket was printed, in the format prescribed by the QCOM Protocol: "dd/mm/yyyy hh:mm:ss AM/PM"
 - e. the **18-digit Authentication Number** for the ticket in a machine-readable format (e.g. barcode)
 - f. the **18-digit Authentication Number** for the ticket in human-readable format
 - g. the **words "CASH OUT TICKET"** indicating the ticket is a cash ticket
 - h. the **monetary value of the ticket** in dollars and cents preceded by the label "CASH AMOUNT" or just "AMOUNT" (e.g. "AMOUNT \$1,234.56")
 - i. the **monetary value of the ticket in words** (e.g. "One thousand, two hundred and thirty four dollars and fifty six cents"), and
 - j. support for a **dynamic message field** for an expanded responsible gambling message¹; capable of displaying up to 80-characters of text and populated by the QCOM CTEXT field in the Cash Ticket Out Request Acknowledgement Poll (as indicated by the three lines of numerical text on the ticket template below).

¹ Refer to the responsible gambling messaging requirements as prescribed in the relevant South Australian Gambling Codes of Practice

- 8.3. The following “static” gambling helpline information text must be printed on the ticket:

*“Gambling too much?
For free and confidential advice 24/7 call the Gambling Helpline on
1800 858 858 or visit gamblinghelponline.org.au”*

It is preferable that this “static” information should be pre-printed on the face of the ticket (as per the example in sub-clause 8.6) but may be pre-printed on the back of the ticket if there is insufficient room on the face of the ticket.

- 8.4. If the ticket is vulnerable to damage or deterioration from environmental conditions then applicable warnings must be printed on the rear of the ticket (e.g. “Do not store in direct sunlight”). This can be pre-printed on the back of the ticket if there is insufficient room on the front of the ticket.
- 8.5. The ticket must not contain any form of promotional or advertising information.
- 8.6. Template of a Cashable Ticket:



9. Ticket-in process

- 9.1. The ticket-In functionality is equivalent to a player inserting cash into a gaming machine. Ticket-in may be facilitated by either a dedicated ticket-in device or a banknote acceptor that can read tickets.
- 9.2. The TITO Host is responsible for the authorisation and validation of tickets inserted into a gaming machine, CRT or when presented to a cashier terminal for redemption.
- 9.3. Gaming machines and CRT must only accept a ticket for redemption when they are enabled to accept credit.
- 9.4. Tickets inserted for redemption when a gaming machine or CRT is not enabled to accept credit must be rejected and returned to the player.
- 9.5. The gaming machine or CRT must read the Authentication Number printed on the ticket and send the request to the TITO Host for authorisation and validation.
- 9.6. Tickets must only be redeemed if the TITO Host has authorised and validated the ticket for redemption. If a gaming machine or CRT cannot read the Authentication Number on the ticket, then the ticket must be rejected back to the player.

- 9.7. A ticket inserted into a gaming machine must be rejected by the TITO Host if it would cause the credit meter of the gaming machine to exceed the transactional limits prescribed in the Gaming Machines Regulations 2020. Refer to section 13 of these guidelines—South Australia specific TITO and BNA limits.
- 9.8. A gaming machine or CRT must reject all other ticket insertions until the current ticket has been accepted or rejected. The current ticket is to be held in escrow while processing takes place as per the QCOM Protocol.
- 9.9. If a validation timeout, ticket jam or similar fault occurs during the ticket-in process, the gaming machine or CRT must be able to log the fault.
- 9.10. If a ticket is validated, the redeemed ticket must be retained by the gaming machine or CRT.
- 9.11. A gaming machine must provide a form of audio and visual notification when a ticket is successfully redeemed.
- 9.12. A CRT must provide a form of visual notification and if fitted with a speaker, an audible notification, when a ticket is redeemed.
- 9.13. The gaming machine or CRT must update its logs and accounting meters when a ticket is redeemed.
- 9.14. When a ticket is rejected by the TITO Host, the gaming machine or CRT must display a message indicating why the ticket was rejected. The message must be displayed for a reasonable amount of time and be legible. Examples include:
 - a. "Ticket System Unavailable"
 - b. "Ticket Expired"
 - c. "Ticket Amount Too Large"
 - d. "Ticket Invalid"
 - e. "Ticket Not Found"
 - f. "Ticket Already Redeemed"
- 9.15. Gaming machines and CRT must be able to recover from interruptions that occur during the ticket-in process and complete the ticket-in transaction by either aborting the transaction and returning the ticket to the player or completing the ticket-in transaction and paying the player the cash amount of the ticket.
- 9.16. The TITO system must have a provision to log all attempted ticket-in requests instigated on the system for a period of at least 13 months. This is known as the "**cash ticket-in log**".
- 9.17. The "cash ticket-in log" can be in any format but must be able to be viewed or printed and must include every new entry that has been validated by the TITO system including the following details as a minimum:
 - a. time and date
 - b. amount
 - c. authentication Number
 - d. machine identification
 - e. status (e.g. awaiting approval, denied or approved).

10. Ticket-out process

- 10.1. The ticket-out functionality is equivalent to a player pressing collect and collecting credits from a gaming machine in coin. The ticket will include a unique identifier and additional information including the value of the ticket and responsible gambling messages. Tickets printed by a gaming machine can be redeemed for cash by presenting the ticket to a venue staff member at a cashier terminal or at a CRT.
- 10.2. Ticket-out functionality from a CRT or cashier terminal is not supported by the TITO system operated in South Australian hotels and clubs through the [Independent Gaming Corporation \(IGC\)](#).
- 10.3. The TITO Host is solely responsible for the authorisation and allocation of an authorisation number when a ticket-out is requested by a gaming machine. Validation of a ticket will be through the use of this identifier—**Authentication Number**.
- 10.4. A ticket can be redeemed for cash or, subject to transactional limits as detailed in the *Gaming Machines Regulations 2020*, inserted into a gaming machine to transfer the monetary value of the ticket. Refer to section 13 of these guidelines—South Australia specific TITO and BNA limits.
- 10.5. The ticket-out transaction is only to be initiated when the player presses ‘**Collect**’ on a gaming machine. The gaming machine must send a request to the TITO Host requesting authorisation for the ticket-out request.
- 10.6. The gaming machine must display the pending status of the ticket-out transaction (e.g. “*Processing Ticket... Please Wait*”).
- 10.7. The TITO Host must either authorise or reject the ticket-out request in a timely manner.
- 10.8. The gaming machine must remain in this pending state until an authorisation or rejection is received from the TITO Host.
- 10.9. The gaming machine must only print the ticket after the TITO Host has approved the ticket-out request.
- 10.10. If the ticket-out request is rejected by the TITO Host, the gaming machine must return to the state prior to the ticket out request.
- 10.11. Gaming machines must be able to recover from interruptions that occur during the ticket-out process by returning to the state before the interruption or aborting the ticket-out transaction.
- 10.12. The TITO system must have a provision to log all attempted ticket-out requests instigated on the system for a period of at least 13 months. This is known as the “**cash ticket-out log**”.
- 10.13. The “cash ticket-out log” can be in any format but must be able to be viewed or printed and must include every new entry that has been validated by the TITO system including the following details as a minimum:
 - a. time and date
 - b. amount
 - c. authentication Number
 - d. machine identification
 - e. status (e.g. awaiting approval, denied or approved).

11. Cashable Ticket Redemption Terminals

- 11.1. A CRT, also known as a 'Credit or Cashable Ticket Redemption Terminal' must not be operated in a South Australian hotel or club gaming machine venue unless its components:
- a. comply with the applicable technical requirements defined under the Australian/New Zealand Gaming Machine National Standard 2016 (or any subsequent version)
 - b. comply with any applicable technical requirements for CRTs specified by IGC
 - c. have been tested for functional compliance and certified as fit for purpose by IGC, and
 - d. on application by IGC, approved by Consumer and Business Services (CBS).
- 11.2. Additionally, an Accredited Testing Facility (ATF) must certify that a CRT complies with the following sections of the *Australian/New Zealand Gaming Machine National Standard 2016* (or any subsequent version):
- a. Cabinet Hardware and Security
 - b. Software Verification
 - c. Retention of non-volatile memory, and
 - d. EMC and Electrical Safety requirements.

The ATF certification must be provided to IGC before a CRT can be certified as fit for purpose. IGC will assess all other regulatory and functional compliance requirements.

- 11.3. To assist licensees with the introduction of TITO technology, CRTs may be installed in gaming venues prior to CBS approval. The CRT may be powered on temporarily for the purposes of training staff and conducting installation testing, but must otherwise remain powered down until IGC has completed its evaluation and approval has been granted for the CRT to be connected to the monitoring system.
- 11.4. A CRT is intended to assist with the processing of gaming machine transactions by redeeming TITO tickets. It is not intended to be a complete replacement for cashiers but offers a self-service option for customers. Additional functionality may be considered by Consumer and Business Services on a case-by-case basis.
- 11.5. A CRT must not provide any additional functionality relating to banking transactions (e.g. ATM or EFTPOS functionality).
- 11.6. A CRT may (if provided as a supported feature) implement a permissible transaction threshold for the redemption of tickets for an amount of winnings during the hours prescribed by the Commissioner as a condition of a gaming machine licence. Refer to section 13 of these guidelines for South Australia specific CRT limits.
- a. Where provided as a supported feature, authorisation by venue staff through a key-off procedure or similar like authorisation is required for the ticket redemption to be completed.
 - b. Any modification to approved CRT software to allow for a transaction threshold feature to be supported, must be tested for functional compliance and certified as fit for purpose by IGC.
 - c. A CRT must maintain a log of all changes to any operational parameter and be able to retain those records indefinitely to support auditing of a CRT's configuration by IGC or an inspector appointed under section 23 of the Gambling Administration Act 2019.

- 11.7. All communications between the CRT and TITO Host must be secure, authenticated, and S2S protocol-based.
- 11.8. A CRT must have a secure means to configure:
 - a. ticket redemption limits for the CRT, and
 - b. the denomination of banknote and coin able to be issued by the CRT.
- 11.9. A CRT must maintain a log of the last 35 redeemed or rejected tickets that must include the following information for each ticket transaction at a minimum:
 - a. whether the ticket was redeemed or rejected
 - b. the ticket amount
 - c. that the transaction was a ticket redemption
 - d. the date and time of the transaction, and
 - e. the details of banknotes and coins dispensed.
- 11.10. A CRT is permitted to provide note breaking functionality.
- 11.11. The CRT must at a minimum, maintain a log of the following meters for accounting purposes:
 - a. the number and monetary value of tickets redeemed
 - b. the number of tickets rejected, and
 - c. the details of banknotes and coins dispensed.
- 11.12. A CRT must use a form of non-volatile memory to store critical TITO data, such as, its configuration, accounting meters, and transaction logs.
- 11.13. The CRT must be able to recover and return to normal operating conditions following a TITO system outage, fault, or an interruption on the CRT.
- 11.14. A CRT must, at a minimum, be able to detect and display a visual alert for the following conditions:
 - a. a failure that prevented a transaction from being completed
 - b. a fault or a failure with the CRT
 - c. communication has been lost with the TITO System, and
 - d. inserted ticket exceeds the maximum amount able to be redeemed during prescribed hours.
- 11.15. A CRT must be able to detect and sound an audible alert following a security breach into the physical cabinet or secure area of the CRT.
- 11.16. A CRT must display clear and meaningful messages when a fault or error condition occurs.
- 11.17. A CRT must have system-based security provisions that detect tampering or misuse. Such controls are expected to complement physical supervision.
- 11.18. A CRT must have the facility to display device software and firmware version identifiers and appropriate software validation for critical software and firmware used in the terminal.
- 11.19. A CRT must provide instructions in plain English. CRTs may be programmed to toggle to an alternate official language but must default to English after 60 seconds of inactivity. Testing of such CRTs must include certification that the alternative language is a true translation of the English message.

- 11.20. The display of advertising on a CRT, other than the display of manufacturer logos, venue name and prescribed responsible gambling messaging in accordance with the South Australian Gambling Code of Practice is prohibited.
- 11.21. If a CRT has insufficient funds to completely pay out a TITO ticket, the CRT may issue a “Short Pay Receipt” (for the balance of the funds) for redemption from a cashier only. These receipts must not be able to be inserted into a gaming machine and used for credits.

12. Cashier terminals

- 12.1. Cashier Terminals must communicate in a secure and approved manner with the TITO Host using an integrated application installed on the Site Controller.
- 12.2. IGC may provide a barcode scanner, keypad or other device which when attached to the Site Controller facilitates the validation of a cashable ticket.
- 12.3. Access to the TITO functions provided by Cashier Terminals must be restricted with account and password control.
- 12.4. The TITO System must be able to record all ticket-in transactions performed at each Cashier Terminal. The record must include every new entry that has been verified by the TITO Host and include the following details as a minimum:
 - a. time and date;
 - b. amount; and
 - c. unique ticket identifier.

13. South Australia-specific transaction limits

13.1. SA TITO Limits (Gaming Machine Licence)

Prepaid Tickets	Not Supported
The TITO system must not redeem the value of a ticket inserted into a gaming machine which would cause the machine's credit meter to exceed this value (MAXCR)	\$149.99
Maximum value of a ticket printed by a ticket-out device (MAXTO)	\$5,000.00 ²
Maximum time a ticket is redeemable for use in a gaming machine	30 Days
Expiry of unredeemed tickets from date of issue	12 Months

13.2. SA Banknote Acceptor Limits (Gaming Machine Licence)

The maximum credit balance which may exist on a gaming machine beyond which a note acceptor must be disabled due to a High Credit Balance condition (BKNTLIM)	\$100
Maximum banknote denomination limit	\$50

13.3. SA CRT Transaction Limits (Gaming Machine Licence)

The maximum value of a TITO ticket able to be redeemed at a CRT on the licensed premises during prescribed hours without intervention by venue staff at the CRT	Less Than \$500
Prescribed hours	2am to 8am
Maximum value of a TITO ticket able to be redeemed at a CRT outside of prescribed hours	Subject to CRT software configuration - operator defined

14. References

[Australian/New Zealand Gaming Machine National Standards](#) (as revised from time to time)

[South Australian Appendix](#) to the National Standard

[QCOM Protocol](#) (version 1.6.6 or any subsequent version)

[International Gaming Standards Association \(GSA\) 'System-to-System' S2S Message Protocol](#)

[Independent Gaming Corporation \(IGC\) 'S2S Interface Specification for Cashable Ticket Redemption Terminals'](#)

[Gambling Administration Act 1997](#)

[Gaming Machines Act 1992](#)

[Gaming Machines Regulations 2020](#)

² A gaming venue should be able to request IGC to set a venue specific limit up to MAXTO

15. Acknowledgments

The Commissioner has reviewed and used portions from the Queensland TITO Minimum Technical Requirements v1.1.6 when developing these guidelines. We acknowledge and thank the Queensland Office of Liquor and Gaming Regulation (QOLGR) for providing the basis for the development of these guidelines

The Commissioner wishes to also recognise and thank Gaming Laboratories International which assisted with the drafting of Technical Standards which with their consent were adapted for these purposes.

16. Revision history

Version	Date	Comments
1	27 July 2020	Original document published as notified technical requirements.
2	3 December 2020	System requirements re-issued as Gambling Administration Guidelines following the commencement of the <i>Gambling Administration Act 2019</i> .
3	11 February 2021	<p>Clause 5(9) deleted to remove duplication.</p> <p>Clause 9(9) and 9(11) amended to resolve technical issues identified during the initial testing of CRTs for approval to operate in the South Australian market.</p> <p>Clause 11(2) amended to clarify ATF certification requirements.</p> <p>A new clause 11(3) inserted to allow for the installation and temporary powering on of CRTs while approval is pending.</p> <p>Clause 11(14) amended and 11(15) inserted to resolve technical issues identified during the initial testing of CRTs for approval to operate in the South Australian market.</p>
4 (Current)	5 December 2022	<p>Guidelines re-issued with revised format and numbering style.</p> <p>Clauses 11.6, 11.14 and 13 amended to limit the permissible operation of a CRT during prescribed hours.</p>