

Notified Requirements Ticket-In Ticket-Out (TITO)

Effective 30 July 2020

Gaming Machines Act 1992

The following notified TITO (ticket-in ticket-out) requirements have been published by the Liquor and Gambling Commissioner for the purposes of Schedule 4 of the Gaming Machines Regulations 2020.

1. Introduction

- 1.1. From 3 December 2020, 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 transactional limits.
- 1.2. 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.
- 1.3. Furthermore, a gaming machine that is intended to be operated in connection with a TITO system must be able to be operated in accordance with any requirements prescribed by the Gaming Machines Regulations 2020, and until 3 December 2020, be able to be operated in accordance with notified TITO requirements notified by the Commissioner on a publicly available website.
- 1.4. From 3 December 2020 these notified TITO requirements will be replaced with Gambling Administration Guidelines issued by the Liquor and Gambling Commissioner in accordance with section 17 of the *Gambling Administration Act 2019*.
- 1.5. The Commissioner has reviewed and used portions from the Queensland TITO Minimum Technical Requirements v1.1.6 when developing these technical requirements. We acknowledge and thank the Queensland Office of Liquor and Gaming Regulation (QOLGR) for providing the basis for the development of these guidelines.
- 1.6. The Commissioner wishes to recognise and thank Gaming Laboratories International which assisted with the drafting of Technical Standards which with their consent were adapted for these purposes.



2. Purpose and Scope

- 2.1. These notified TITO requirements 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.
- 2.2. These technical requirements, 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.
- 2.3. Any matters arising from the evaluation and operation of TITO systems and related devices not covered by these technical requirements will be resolved at the discretion of the Commissioner.
- 2.4. These guidelines do not apply to:
 - 2.4.1. 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;
 - 2.4.2. automated risk monitoring systems which must be operated in South Australian hotels and clubs;
 - 2.4.3. account based cashless gaming systems able to be operated in South Australian hotels and clubs; and
 - 2.4.4. TITO, CRT and any other forms of cashless gaming operations at the Adelaide Casino (which is in place under other regulatory arrangements).

3. Intended Audience

- 3.1. 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. Dependencies

- 4.1. 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).
- 4.2. 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](#).
- 4.3. 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:

- 4.3.1. 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;
 - 4.3.2. 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);
 - 4.3.3. comply with the applicable technical requirements of the QCOM communication protocol;
 - 4.3.4. have been tested for regulatory compliance by an Accredited Testing Facility (ATF); and
 - 4.3.5. have been approved by Consumer and Business Services (CBS) as part of the gaming machine in which they are to be installed.
- 4.4. When enabled, TITO systems must implement the transactional limits that are prescribed under the Gaming Machines Regulations 2020. Refer to section 12 of these technical requirements—South Australia specific TITO and BNA limits.
- 4.5. When enabled, banknote acceptors must implement the transactional limits that are prescribed under the *Gaming Machines Act 1992*. Refer to section 12 of these technical requirements—South Australia specific TITO and BNA limits.
- 4.6. 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.
- 4.7. 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.
- 4.8. 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.
- 4.9. CRTs must not be operated or installed in a South Australian hotel or club gaming machine venue unless its components:
- 4.9.1. comply with the applicable technical requirements defined under the Australian/New Zealand Gaming Machine National Standard 2016 (or any subsequent version);
 - 4.9.2. have been tested for regulatory compliance by an Accredited Testing Facility (ATF);
 - 4.9.3. comply with any technical requirements for CRTs specified by IGC;
 - 4.9.4. comply with the applicable technical requirements of the QCOM communication protocol;
 - 4.9.5. have been tested for functional compliance and certified as fit for purpose by IGC; and
 - 4.9.6. on application by IGC, approved by Consumer and Business Services (CBS).

5. General Requirements

- 5.1. 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.
- 5.2. A TITO system typically consists of, but is not limited to, the following components:
 - 5.2.1. a TITO Host that is responsible for the validation and authorisation of tickets, system management and reporting of TITO accounting information;
 - 5.2.2. 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;
 - 5.2.3. cashier terminals that are operated by gaming venue staff to perform tasks such as redeeming cashable tickets;
 - 5.2.4. a help desk operated by a TITO system provider to provide help and support to gaming venues that have implemented TITO; and
 - 5.2.5. Cashable Ticket Redemption Terminals (CRT) which are used for the automated redemption of cashable tickets without, in most cases, the involvement of venue staff.
- 5.3. 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.
- 5.4. TITO systems must hold the records of tickets used by the system in a secure and fault tolerant manner.
- 5.5. Each TITO transaction must:
 - 5.5.1. be allocated a unique sequence number; and
 - 5.5.2. have a time-date stamp.
- 5.6. 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.
- 5.7. The TITO system may have—
 - 5.7.1. a configurable **maximum ticket out limit** restricting the cash value of tickets that gaming machines can issue (MAXTO);
 - 5.7.2. a configurable **maximum ticket in limit** where tickets having a cash value in excess of the maximum ticket in limit are rejected (MAXTI);
 - 5.7.3. a configurable **minimum ticket out limit** which define the minimum cash value that tickets can be issued by a particular gaming machine (MINTO); and
 - 5.7.4. 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).

- 5.8. 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.
- 5.9. The TITO system—
 - 5.9.1. 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;
 - 5.9.2. 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
 - 5.9.3. must ensure that cashable tickets cannot be redeemed more than once.
- 5.10. Tickets may only be used for cash transactions and must not contain any form of promotional information or advertising such as 'non-cashable' credits.
- 5.11. 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.
- 5.12. Any tickets which cannot be redeemed must be dealt with in accordance with South Australian Legislation.
- 5.13. 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.

6. TITO Host Requirements

- 6.1. The TITO Host is responsible for the authorisation and validation of cashable tickets:
 - 6.1.1. 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;
 - 6.1.2. redeemed from a gaming venue cashier or CRT for the tickets face value; and
 - 6.1.3. issued in exchange for credits accumulated on a gaming machine.
- 6.2. The TITO Host must be secure, fault tolerant and have redundant data storage.
- 6.3. The TITO Host must be able to recover back to an operational state without loss of TITO data following an interruption or outage.
- 6.4. 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.
- 6.5. The TITO Host must provide reporting and record keeping for liability for unredeemed and expired tickets.
- 6.6. The TITO Host must be able to generate a unique and secure Authentication Number for each individual cashable ticket.

- 6.7. 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 unauthorized access, fraud, and theft of unredeemed tickets.
- 6.8. The generation of Authentication Numbers by the TITO Host must be secure to meet the operating risk of the TITO system.
- 6.9. 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.
- 6.10. 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.
- 6.11. 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 \(IGC\)](#).
- 6.12. The TITO host system must be under version control and under regulatory approval control in line with the *Gaming Machines Act 1992*.
- 6.13. TITO host system software must be able to be audited by allowing software signatures to be calculated for controlled files.

7. Ticket Details

- 7.1. Cashable tickets will use the physical format and content as specified in the QCOM Protocol v1.6.6 (or any subsequent version as implemented in South Australia).
- 7.2. The following information must be printed on each cashable ticket:
 - 7.2.1. the venue name where the ticket was printed, populated by the STEXT field from the QCOM Site Details Broadcast Poll;
 - 7.2.2. 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#:";
 - 7.2.3. 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:";
 - 7.2.4. 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";
 - 7.2.5. the 18-digit Authentication Number for the ticket in a machine-readable format (e.g. barcode);
 - 7.2.6. the 18-digit Authentication Number for the ticket in human-readable format;
 - 7.2.7. the words "CASH OUT TICKET" indicating the ticket is a cash ticket;
 - 7.2.8. 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");
 - 7.2.9. the monetary value of the ticket in words (e.g. "One thousand, two hundred and thirty four dollars and fifty six cents");

7.2.10. 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;

7.2.11. the following static gambling helpline information text:

"Gambling too much?

For free and confidential advice 24/7 call the Gambling Helpline on 1800 858 858 or visit gamblinghelponline.org.au"

7.2.12. 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").

7.3. The ticket must not contain any form of promotional or advertising information.

7.4. Example of a Cashable Ticket:



8. Ticket-In Process

- 8.1. 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.
- 8.2. 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.
- 8.3. Gaming machines and CRT must only accept a ticket for redemption when they are enabled to accept credit.
- 8.4. Tickets inserted for redemption when a gaming machine or CRT is not enabled to accept credit must be rejected and returned to the player.
- 8.5. 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.

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

- 8.6. 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.
- 8.7. 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 12 of these technical requirements—South Australia specific TITO and BNA limits.
- 8.8. 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.
- 8.9. If a validation timeout, ticket jam or fault occurs during the ticket-in process, the gaming machine or CRT must log the appropriate events and send notification of the fault to the TITO Host.
- 8.10. If a ticket is validated, the redeemed ticket must be retained by the gaming machine or CRT.
- 8.11. A gaming machine and CRT must provide a form of audio and visual notification when a ticket is successfully redeemed.
- 8.12. The gaming machine or CRT must update its logs and accounting meters when a ticket is redeemed.
- 8.13. 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:
 - 8.13.1. “Ticket System Unavailable”
 - 8.13.2. “Ticket Expired”
 - 8.13.3. “Ticket Amount Too Large”
 - 8.13.4. “Ticket Invalid”
 - 8.13.5. “Ticket Not Found”
 - 8.13.6. “Ticket Already Redeemed”
- 8.14. 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.
- 8.15. The TITO system must have a provision to log all attempted ticket-in requests instigated on the system for a period of at least 37 months. This is known as the “cash ticket-in log”. This 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:
 - 8.15.1. Time and date
 - 8.15.2. Amount
 - 8.15.3. Authentication Number
 - 8.15.4. Machine identification
 - 8.15.5. Status (e.g. awaiting approval, denied or approved)

9. Ticket-Out Process

- 9.1. The ticket-out functionality is equivalent to a player pressing collect and collecting credits from a gaming machine. 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.
- 9.2. 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 \(IGC\)](#).
- 9.3. 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.
- 9.4. 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 12 of these technical requirements—South Australia specific TITO and BNA limits.
- 9.5. 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.
- 9.6. The gaming machine must display the pending status of the ticket-out transaction (e.g. “Processing Ticket... Please Wait”).
- 9.7. The TITO Host must either authorise or reject the ticket-out request in a timely manner.
- 9.8. The gaming machine must remain in this pending state until an authorisation or rejection is received from the TITO Host.
- 9.9. The gaming machine must only print the ticket after the TITO Host has approved the ticket-out request.
- 9.10. 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.
- 9.11. 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.
- 9.12. The TITO system must have a provision to log all attempted ticket-out requests instigated on the system for a period of at least 37 months. This is known as the “**cash ticket-out log**”. This 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:
 - 9.12.1. Time and date
 - 9.12.2. Amount
 - 9.12.3. Authentication Number
 - 9.12.4. Machine identification
 - 9.12.5. Status (e.g. awaiting approval, denied or approved).

10. Cashable Ticket Redemption Terminals

- 10.1. A CRT, also known as a 'Credit or Cash Redemption Terminal' is 'gaming equipment' for the purposes of the *Gaming Machines Act 1992* and must not be operated or installed in a South Australian hotel or club gaming machine venue unless its components:
 - 10.1.1. comply with the applicable technical requirements defined under the Australian/New Zealand Gaming Machine National Standard 2016 (or any subsequent version);
 - 10.1.2. comply with any applicable technical requirements for CRTs specified by IGC;
 - 10.1.3. comply with the applicable technical requirements of the QCOM communication protocol;
 - 10.1.4. have been tested for regulatory compliance by an Accredited Testing Facility (ATF);
 - 10.1.5. have been tested for functional compliance and certified as fit for purpose by IGC; and
 - 10.1.6. on application by IGC, approved by Consumer and Business Services (CBS).
- 10.2. For the purposes of 10.1.1, a CRT must at a minimum comply with the applicable requirements of the following sections of the Australian/New Zealand Gaming Machine National Standard 2016 (or any subsequent version):
 - 10.2.1. Cabinet Hardware and Security;
 - 10.2.2. Software Verification;
 - 10.2.3. Retention of non-volatile memory; and
 - 10.2.4. EMC and Electrical Safety requirements.
- 10.3. 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.
- 10.4. A CRT must not provide any additional functionality relating to banking transactions (e.g. ATM or EFTPOS functionality).
- 10.5. A CRT may optionally implement a threshold for ticket redemption over which authorisation by venue staff through a key-off procedure or similar authorisation is required for the ticket redemption to be completed.
- 10.6. All communications between the CRT and TITO Host must be secure, authenticated, and S2S protocol-based.
- 10.7. A CRT must have a secure means to configure:
 - 10.7.1. ticket redemption limits for the CRT; and
 - 10.7.2. the denomination of banknote and coin able to be issued by the CRT.

- 10.8. 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:
 - 10.8.1. the ticket Authorisation Number, with the upper digits of the Authorisation Number hashed out;
 - 10.8.2. whether the ticket was redeemed or rejected;
 - 10.8.3. the ticket amount;
 - 10.8.4. that the transaction was a ticket redemption;
 - 10.8.5. the date and time of the transaction; and
 - 10.8.6. the details of banknotes and coins dispensed.
- 10.9. A CRT is permitted to provide note breaking functionality.
- 10.10. The CRT must at a minimum, maintain a log of the following meters for accounting purposes:
 - 10.10.1. the number and monetary value of tickets redeemed;
 - 10.10.2. the number of tickets rejected; and
 - 10.10.3. the details of banknotes and coins dispensed.
- 10.11. A CRT must use a form of non-volatile memory to store critical TITO data, such as, its configuration, accounting meters, and transaction logs.
- 10.12. 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.
- 10.13. A CRT must, at a minimum, be able to detect, display and sound an audible and visual alert for the following conditions:
 - 10.13.1. a failure that prevented a transaction from being completed;
 - 10.13.2. a security breach into the physical cabinet or secure area of the CRT;
 - 10.13.3. a fault or a failure with the CRT; and
 - 10.13.4. communication has been lost with the TITO System.
- 10.14. A CRT must display clear and meaningful messages when a fault or error condition occurs.
- 10.15. A CRT must have system-based security provisions that detect tampering or misuse. Such controls are expected to complement physical supervision.
- 10.16. 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.
- 10.17. 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.
- 10.18. 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.

- 10.19. 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.

11. Cashier Terminals

- 11.1. Cashier Terminals must communicate in a secure and approved manner with the TITO Host using an integrated application installed on the Site Controller.
- 11.2. IGC may provide a barcode scanner, keypad or other device which when attached to the Site Controller facilitates the validation of a cashable ticket.
- 11.3. Access to the TITO functions provided by Cashier Terminals must be restricted with account and password control.
- 11.4. The TITO System must be able to record all ticket-in transactions performed on 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:
- 11.4.1. time and date;
 - 11.4.2. amount; and
 - 11.4.3. unique ticket identifier.

12. South Australia-specific TITO and BNA limits

| 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 |

| 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 |

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

13. References

Australian/New Zealand Gaming Machine National Standards

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

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

[Gaming Machines Act 1992](#)

[Gaming Machines Regulations 2020](#)

14. Revision History

| Version | Changes | Release Date |
|---------|---------|--------------|
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