

Gaming Industry Factsheet

Dealing with expired TITO tickets

Ticket-in Ticket-out

Since February 2021, gaming machine operators in South Australian hotels and clubs have been able to install and operate gaming machines which are able to be operated by the insertion of banknotes or tickets using [ticket-in ticket-out technology](#), commonly known as TITO.

The '**ticket-in**' functionality can be compared to a player inserting coins or banknotes into a gaming machine. Whereas the '**ticket-out**' functionality can be compared to a player pressing collect on a gaming machine and instead of collecting their winnings in coin, being issued with a redeemable barcoded ticket.

Each ticket issued by a gaming machine is numerically unique with the ticket details and monetary value being automatically recorded by the state-wide gaming machine monitoring system, operated under licence by the Independent Gaming Corporation (IGC).

IMPORTANT— when a player presents a TITO ticket for payment, **it is important that the ticket is also redeemed on the site controller, by either scanning the ticket using the IGC provided bar-code scanner or manually entering the ticket details into the site controller.**

This will prevent tickets which have been paid, from continuing to be treated by the site controller as unredeemed.

It is important that gaming machine operators regularly monitor the details of any unredeemed tickets using the Unredeemed Tickets Report, available through the IGC web-portal at igcltd.com.au.

When do TITO tickets expire?

If a gaming machine player is issued with a ticket for winnings from a gaming machine, they are not obligated to immediately redeem the ticket and may in fact choose to not redeem the ticket until a subsequent visit.

A gaming machine player may also choose to not redeem a ticket which has been issued for a small amount, for example when cashing out residual credits from a gaming machine of less than \$1 which are unable to be played off.

After 12 months, a TITO ticket that has not been redeemed by a player, will expire and **will no longer be able to be redeemed** by the ticket holder.

The cash value of the ticket must however be forfeited to the Commissioner and paid to the Gamblers Rehabilitation Fund (GRF).

Changes made to the [Gaming Machines Regulations 2020](#) in December 2021 now only require **expired TITO tickets with a value of \$1 or more** to be forfeited to the Commissioner and paid to the GRF.

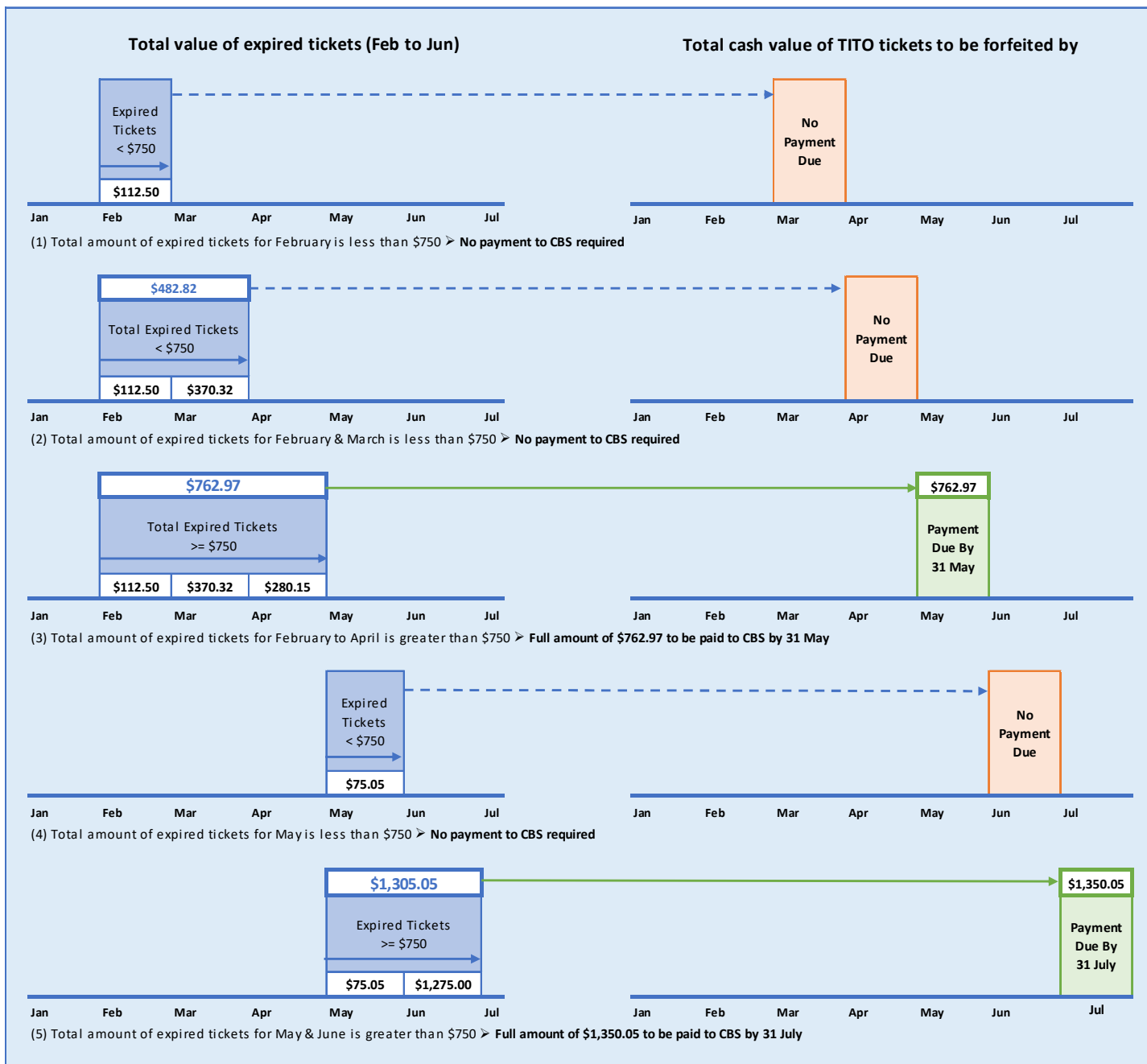
Furthermore, to allow gaming machine operators to better manage these payments, the cash value of these tickets **only need to be paid** to the Commissioner when the total value of expired tickets in a relevant month (excluding tickets with a value of less than \$1) is **\$750 or more**.

Example— if we assume that the total value of expired TITO tickets for a gaming machine venue for the five months between February and June was

- \$112.50 (Feb)
- \$370.32 (Mar)
- \$280.15 (Apr)
- \$75.05 (May) and
- \$1275.00 (June),

the licensee would only be required to forfeit the cash value of these tickets when the total value of expired tickets has reached the \$750 threshold. In this example, payments would need to be made by 31st May and 31st July (see diagram on next page).

Example of the reconciliation and payment of tickets



How do you redeem these expired tickets?

You do not need to do anything to redeem these expired tickets. The IGC monitoring system will automatically change the status of these tickets on the site controller from 'expired' to 'billed'.

IGC will also support compliance with the [Gaming Machines Regulations 2020](#) by providing you with an **Unredeemed Ticket Statement** each month, available from the [IGC web-portal](#). The Statements will provide details of all expired tickets and indicate whether or not the total value of unredeemed tickets meets the \$750 threshold.

The Unredeemed Ticket Statement will also contain instructions on how to make a payment to the Commissioner using the CBS Liquor and Gaming Online (LGO) Portal.

What to do if the value of expired tickets is less than \$750?

If the total value of unredeemed tickets is less than \$750, you will not be required to pay the Commissioner, however those tickets will be carried over and included in the calculation in the following month.

IGC will reconcile these tickets on the 2nd day of each month. If the total value of all expired tickets for your venue meets the \$750 threshold, the total value of these tickets must be paid to CBS by the last day of the month (see below).

| Expired TITO Ticket Redemption Schedule | | | |
|---|--------------------------------|------------------------------|----------------|
| Tickets Issued | Unredeemed Tickets Will Expire | Notified by IGC (if > \$750) | Payment Due By |
| Feb 2021 | 28 Feb 2022 | 2 Mar 2022 | 31 Mar 2022 |
| Mar 2021 | 31 Mar 2022 | 2 Apr 2022 | 30 Apr 2022 |
| Apr 2021 | 30 April 2022 | 2 May 2022 | 30 May 2022 |
| May 2021 | 30 May 2022 | 2 Jun 2022 | 30 Jun 2022 |
| Jun 2021 | 30 Jun 2022 | 2 Jul 2022 | 31 Jul 2022 |
| Jul 2021 | 31 Jul 2022 | 2 Aug 2022 | 31 Aug 2022 |
| Aug 2021 | 31 Aug 2022 | 2 Sep 2022 | 30 Sep 2022 |
| Sep 2021 | 30 Sep 2022 | 2 Oct 2022 | 31 Oct 2022 |
| Oct 2021 | 31 Oct 2022 | 2 Nov 2022 | 31 Nov 2022 |
| Nov 2021 | 31 Nov 2022 | 2 Dec 2022 | 31 Dec 2022 |
| Dec 2021 | 31 Dec 2022 | 2 Jan 2023 | 31 Jan 2023 |
| Jan 2022 | 31 Jan 2023 | 2 Feb 2023 | 28 Feb 2023 |

How to make a payment to the Commissioner

If your IGC Unredeemed Ticket Statement indicates that the \$750 threshold has been met, you will need to pay the total cash value of these tickets to the Commissioner by the last day of the month.

Payments are to be made online using the [CBS online payment portal](#).

Payment options have been expanded to allow for these payments to be made online more simply using VISA, MasterCard or by BPAY.

What are the penalties for not complying?

It is an offence if you fail to pay the total cash value of any expired tickets to the Commissioner by the last day of the month. Penalties of up to \$20 000 can apply.

It is also now a gaming machine licence condition that these payments are to be made online using the CBS online payment portal on the CBS website or by using [Liquor and Gaming Online \(LGO\)](#). The Commissioner has determined that any contravention of, or failure to comply with such a condition may constitute an expiable offence of \$1 200.

What will CBS do?

The Commissioner will pay these forfeited amounts to the [Gamblers Rehabilitation Fund \(GRF\)](#). The GRF funds programs and initiatives which aim to minimise problem gambling and offer services to those affected by gambling harm including prevention, early intervention, and counselling and treatment programs for problem gambling.

CBS will also audit IGC ticket data to ensure that gaming machine operators which meet the \$750 threshold forfeit the total value of tickets to the Commissioner in accordance with the regulations.

Further information

CBS Online

Further information about gaming machine licences, running a licensed gaming venue, wagering and lotteries in South Australia is available at sa.gov.au/gambling.

For any queries relating to liquor and gaming licensing, please contact CBS liquor and gambling on 131 882 (option 5) or by email at liquorandgambling@sa.gov.au.

For any queries relating to gambling regulation, using BOEN or LGO, forfeiting monies, barring orders, lotteries or to contact a CBS Barring Officer, please contact CBS gambling administration on 131 882 (option 6) or by email at gamblingadministration@sa.gov.au.

Independent Gaming Corporation (IGC)

For any queries concerning the monitoring of gaming machines, TITO tickets and CRT operations, please contact the IGC Support Team.

[IGC](#) – 8394 2222

Industry assistance

For industry advice, representation or advocacy, please contact your relevant industry body.

[Gaming Care](#) – 8100 2499

[Club Safe](#) – 8290 2200

Problem Gambling Assistance

The Office for Problem Gambling (OPG) provides free resources to gaming venues and gambling services funded by the GRF to help people understand gambling harm, the resources that are available and how to access them at problemgambling.sa.gov.au

National Gambling Help Line – 1800 858 858

Gambling Help Online - gamblinghelponline.org.au