## Minimum Technical Requirements for Class 4 De-Centralised Off-Line Cash-In-Ticket-Out Systems

## Of the Gambling Act (Class 4 Gambling Equipment) Minimum Standard 2004

1. **General**
	1. This standard comes into effect on 10 June 2016.
	2. For the avoidance of doubt, Ticket-In-Ticket-Out functionality (i.e. TITO) is prohibited.
	3. Any De-Centralised Off-Line Cash-In-Ticket-Out (DOCITO) system must be approved by the Secretary for Internal Affairs (the Secretary) as complying with these minimum technical requirements before it may be used at a Class 4 venue.
	4. Prior to approval, DOCITO systems must be tested by an Accredited Test Facility to provide assurance that the gambling equipment, including any customised interface to the gaming machine hopper connection, specified in this standard complies with this standard. A DOCITO system will only be considered for approval when the Secretary is satisfied that it meets the requirements of the standards. Such approval may be subject to conditions such as completion of a successful trial of the system.
	5. Trials of the system may also be required by the Secretary in the event a model of gaming machine not previously approved is proposed to be used with the system.
	6. For the avoidance of doubt, the Gambling Act (Class 4 Gambling Equipment) Minimum Standard 2004 applies to gambling equipment specified in this standard in respect of all aspects not otherwise detailed in this Standard.

**2. Definitions**

2.1 A De-Centralised Off-Line Cash-In Ticket-Out system (**DOCITO system**) means a system that:

* + 1. includes a **ticket printer** device that replaces a gaming machine’s coin hopper and that comprises a ticket printer for the printing of tickets, a ticket printer controller and an interface physical connection that connects the ticket printer controller interface to the gaming machine hopper interface; and
		2. includes a **cashier’s redemption terminal** device that is operated solely by venue staff who are required to manually insert non-expired tickets for redemption at the venue; and
		3. during normal operation, i.e. when printing, validating or redeeming a ticket, has no direct real-time communication between the ticket printer, the cashier’s redemption terminal or any central controlling server or equipment.

2.2 **The expiry (void)** date printed on a ticket:

2.2.1 is the date at which a ticket can no longer be redeemed at the venue at which the ticket was printed; and

***Note***: it is sufficient to indicate instead of a specific date the number of days before the ticket expires from the date of issue.

2.2.2 is a date that is a maximum of seven days from the date the ticket was issued, with the day of issue counting as the first day irrespective of the time of day of issue.

The seventh or last day as printed on the ticket shall finish at midnight on that day.

2.3 **Unpaid tickets** are valid tickets that can no longer be redeemed at the venue that issued the ticket. An unpaid ticket may be redeemed by application to the relevant corporate society within three months from the date of issue of the ticket.

1. **Operational Requirements**
	1. A DOCITO system must:

3.1.1 only print tickets to the whole dollar value equal to the equivalent value of coins that would have been dispensed if the hopper had not been removed; and

3.1.2 only redeem valid tickets up to a value of less than $999; and

3.1.3 only use machine readable, authenticated tickets; and

3.1.4 only validate and redeem valid tickets at a single, venue-based, secure cashier’s terminal.

* 1. Ticket printers must be uniquely paired and enrolled with the venue’s cashier’s redemption terminal so that tickets printed at that venue can only be redeemed by the cashier’s redemption terminal at that venue.
	2. Ticket printers must not print out a ticket until all “coin-out” data has been successfully received and acknowledged by the ticket printer.
	3. DOCITO systems must have a secure machine-readable method of coding tickets (e.g. barcode) and provide secure encryption for the unique gaming machine serial number, date and time of all tickets printed.
	4. As a minimum, any barcode should be 2-D format (e.g. PDF417) and use strong encryption keys for generating authentication and encrypted ticket information.

**Note:** It is acceptable for encryption keys to be changed on a regular basis to maintain strong and secure ticket printing and authentication.

* 1. A DOCITO system must implement security measures for the authentication of tickets and payments so that only valid tickets will be accepted and redeemed; and non-valid tickets (e.g. counterfeit or duplicate tickets) will be rejected by the cashier’s terminal.
	2. A DOCITO system must be able to recover from any system failure including but not limited to:
		1. a power failure (by automatically restarting); and
		2. the loss or corruption of configuration, historical or other data needed to re-enable the system. Any such data must be stored in fault redundant format or off-site to provide for recovery of the system.
	3. The cashier’s redemption terminal must clearly indicate for a reasonable period of time a legible message showing the reason that any ticket is not accepted for payment i.e. that is considered non-valid. These messages may include the following (or words to the same effect):
		1. Ticket expired;
		2. Ticket has a value of equal to or more than $999;
		3. Ticket already redeemed; and/or
		4. Ticket system unavailable.
	4. At a minimum, a DOCITO system must be able to report on the following ticket activity:
		1. number of tickets redeemed; and
		2. details of each ticket redeemed, such as the date and time each ticket was issued and redeemed, gaming machine ID and amount of payment; and
		3. date and time rejected tickets were presented and the reason they were rejected.

**4. Gaming Machine Ticket Printer**

4.1 The ticket printer must be installed securely so that access to the ticket printer and/or interface device is only possible when the main door of the gaming machine is opened.

* 1. The gaming machine must be configured with a ‘HOPPER COLLECT’ limit less than or equal to $999.[[1]](#footnote-1)
	2. At a minimum, information that is printed on a ticket must include:
		1. an authentication code (e.g. both barcode and numerical number); and
		2. venue name or identification; and
		3. unique gaming machine serial number or ID; and
		4. date and time the ticket was issued; and
		5. the value of the ticket (in both numbers and words); and
		6. a statement that the ticket is “**CASH OUT”** only; and
		7. the expiry/void date or days to expiry of the ticket; and
		8. details of the local or national problem gambling helpline 0800 telephone number; and
		9. an appropriate responsible gambling message. Appropriate responsible gambling messages may be (but are not limited to) one or more of the following:

4.3.9.1 “Is your gambling affecting others?”; or

4.3.9.2 “Is your gambling hurting others?”; or

4.3.9.3 “Are you hiding your gambling from others?”; or

4.3.9.4 “Are you feeling worried about your gambling”; or

4.3.9.5 “Is your gambling causing you some worries?”; or

4.3.9.6 “Are you feeling guilty about your gambling?”

* 1. The ticket printer must recognise and display an alert for:
		1. no paper;
		2. low paper; and/or
		3. printer jam or failure.
	2. If a ticket printer malfunctions and a ticket is not able to be printed then payment must be made as for an unsuccessful hopper pay-out.
	3. A ticket printer must not print a ticket when the gaming machine is in an error state or disabled for any reason.
	4. A ticket printer must retain a log of the last 25 tickets issued.
	5. The ticket printer log must be accessible to venue staff to assist in the validating of tickets (e.g. in the event of a system failure).

**5. Tickets**

* 1. Tickets must be such quality and size that ensures that the printed information is legible and the tickets are durable for the purposes of their expected lifespan.
	2. If a ticket may degrade under environmental conditions (e.g. sunlight), then an appropriate warning should be printed on the ticket.

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1. A note may be left in a conspicuous place e.g. logic cage to remind technical staff to reset limit as above following a RAM clear. [↑](#footnote-ref-1)