


Video Transcript

Metropolis – An Introduction to TITO

This document supports the **Metropolis – TITO at the Cashier** training video and includes a word for word account of each screen captured and its supporting text.

Venue staff may find this document useful to reference if they want to review the content of the training video.

It is recommended that the training video be watched as it does include videos of various activities that cannot be viewed in this document.

SLIDE	IMAGE	VIDEO SCRIPT
1	 The image shows a title slide for the 'Metropolis Training Video'. On the left, there is a graphic of a grid of lines in shades of blue and purple, forming a curved, funnel-like shape. To the right of this graphic, the text 'Metropolis Training Video' is written in a purple font. In the bottom right corner, there is a small red logo that says 'MAX'.	Welcome to the Metropolis Training Video .

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> Disclaimer

This document should be read in conjunction with any government or regulatory guidelines to ensure all requirements are met.

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No script available for this slide.

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Metropolis
An Introduction to TITO



With the introduction of **Ticket in Ticket Out** into your venue this session will focus on:

- What is TITO and its benefits?
- As well as the journey of the ticket from the EGM to the time of redemption



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> Introduction

Ticket In Ticket Out (TITO) technology works with the EGM to **print a barcoded ticket for payouts** when the **collect button** is pressed.

These tickets can be:

1. Inserted into a compatible EGM for credit OR
2. Presented at the Cashier for processing OR
3. Inserted into a Cash Redemption Terminal (CRT) for the player to retrieve their funds



Ticket In Ticket Out or TITO technology works with the EGM - so when the patron is ready to cash out their remaining credit, they will press the **collect button**. The EGM will then print a ticket with a barcode to the amount of the credits.

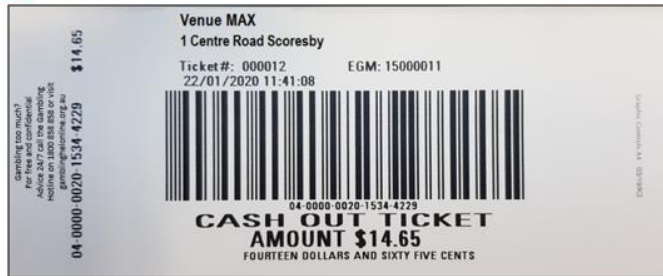
TITO replaces the need for a hopper, or a book pay.

When the ticket is printed, the patron can then:

- **Insert the ticket** into the note acceptor of another TITO enabled machine and the credits will be added to the credit meter of that machine
- or - they can present their ticket to the cashier and **redeem** cash
- or finally - they can insert the ticket in at the **Cash Redemption Terminal** and **redeem** cash

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> Introduction



Note details on the ticket:

- Venue details
- Venue address
- Numerical part of the EGM's GSI/G2SID number
- 18-digit Barcode Number including IGS venue ID > 04-0000-0020-1534-4229
- Ticket amount



This is a sample of a TITO ticket that has been printed from an EGM.

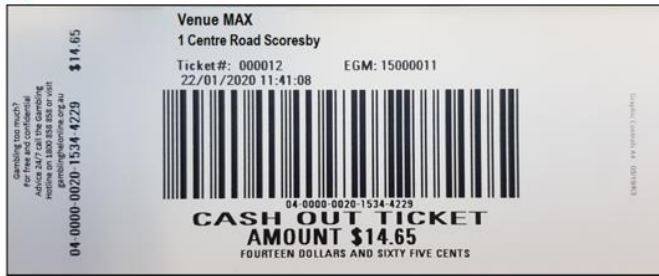
Some details to note on the ticket are

- Your **venue name**
- Your **venue address**
- The numerical part of the **EGM's Intralot GSI number** - which in Metropolis **Game** is referred to as the **G2SID number**
- The **date and time** the ticket was printed
- The **Ticket Barcode**
- The **Barcode number** – this is a unique 18-digit number that is printed below the barcode image. Included in this number is your **IGS Venue ID number**. You will find that all tickets printed from your venue will have the same four digits in this field. This number is useful to identify that this ticket was printed at your venue and not another.
- and lastly - the **value** of the ticket.



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> Introduction



- Static gambling helpline information text, which can be displayed on the left hand end of the ticket (on either the thermal printed side or the reverse side) or any other message by agreement with the VIC Commission as follows:
Gambling too much?
 For free and confidential advice 24/7 - call the Gambling Helpline on 1800 858 858 or visit gamblinghelpline.org.au



The static gambling helpline information text is also printed, which can be displayed on the left hand end of the ticket (on either the thermal printed side or the reverse side) or any other message by agreement with the VIC Commission as follows:

Gambling too much? For free and confidential advice 24 hours a day 7 days a week - call the Gambling Helpline on 1800 858 858 or visit gamblinghelpline.org.au

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> Introduction

TITO specification information is listed below:


- The **maximum value** of a Ticket Out transaction from an EGM is **\$1999.99**
- The **maximum value** of Ticket In transaction is **\$1000**
(Note that the credit meter on an EGM cannot exceed \$1000)
- The legislative **maximum time for re-insertion into an EGM** is **30 days**. After **30 days** the ticket must be presented at the cashier for redemption
- All **payouts over** the value of **\$1999.99** must be processed as a hand pay and paid by cheque or EFT



The following is key information that refers to how TITO will function within your venue.

- The **maximum value** of a **ticket** that prints **OUT** from an EGM is **\$1999.99**. All payouts **over the value of \$2000** will be treated as a **book pay** and must be **paid by Cheque or EFT**.
- The **maximum value** of a **ticket** that can be **INSERTED** into an EGM is **\$1000** this is because the **credit in meter** for an EGM can only go to the total value of **\$999.95**. If a patron is currently playing a machine that has credits on it, the patron will only be able to insert a TITO ticket that will not exceed the total credit on the EGM of \$1000.00 - for example – if EGM 1 has \$200 on the credit meter, then they will only be able to insert a ticket with a value of no more than \$799.
- As per legislation, a **TITO ticket** removed from an EGM can **remain active** for re-insertion into an EGM or CRT for **up to 30 days**. After 30 days the ticket must be presented to the cashier for redemption. This time frame can be customised - so if you would like it to be set for a lesser time period – for example 5 days – then please advise the MAX Team at the time of your TITO



		implementation or alternatively you can contact MAX Support for assistance at any time.
7	<p>> Benefits</p> <p>Ticket-In Ticket-Out, or TITO, is designed to enhance service and improve your patrons experience by eliminating the wait for hand-pays or refills.</p> <p>Benefits of TITO include:</p> <ul style="list-style-type: none"> • Patrons are in control They can quickly cash out, cash in, or keep playing on another machine without having to wait for assistance from a gaming attendant. • User friendly Patrons just print a ticket and go. • Transportable Patrons can use their TITO ticket across all machines with this functionality within your venue. • Reduction of coin Eliminates the need for HOPPERS and coins being transferred from one machine to another. 	<p>There are many benefits with introducing TITO functionality into your venue. TITO is designed to enhance and improve your customer experience.</p> <ul style="list-style-type: none"> • With TITO the patron is in control. At their convenience they can quickly and easily cash out, cash in, or move to another TITO enabled machine where they can continue to play. No longer do they need to page for a gaming attendant and then have to wait for a hand pay or a refill. • TITO is user friendly. The patron simply has to press the collect button for a ticket to print before they are on their way. • TITO Tickets are transportable. The patron can use their TITO ticket across any TITO enabled machines within your venue. • and finally - with the introduction of TITO - it will now eliminate the need for hoppers to be refilled and coins being transferred from one machine to another.



> Floor Operations

Patron's simply:

1. Insert money into the **Bank Note Acceptor** (BNA) or **coin validators** and play.
2. When ready to cash out they press the **Collect** button, a ticket will be generated with a barcode for the amount of the credits.
3. The payout will appear in **Pay > Payout Entry** screen.
4. A patron can then redeem the ticket:
 - a) for cash at the **cashier**
 - b) in the **BNA** of a **TITO enabled machine** and the credits will be added to the credit meter of the machine
 - c) in at the **Cash Redemption Terminal** (CRT)
5. The payout will be removed from the **Payout Entry** screen once the ticket has been redeemed.



What the customer will experience on the floor is the following process

- They simply insert their money into either the **Bank Note Acceptor** or the coin validator and then begin to play.
- When they have finished playing, they press the **Collect** button, and a ticket will be printed with a barcode for the amount of the credits.
- At the Cashier's workstation and when using the Metropolis **Pay** application the payout transaction will appear.
- The patron can then redeem the ticket
 - For cash at the **cashier**
 - In the **Bank Note Acceptor** of a **TITO enabled machine** and the credits will be added to the credit meter of the machine
 - or in the Cashier Redemption Terminal
- Once the ticket has been flagged as being redeemed at any of these locations - the transaction will be removed from the **Payout Entry** screen.

However - it is **IMPORTANT TO NOTE**:

- The majority of EGM's will accept the ticket all 4 ways – for best practice we recommend to have the 'barcode up'. This way the ticket will always be accepted.

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> TITO at the EGM



This video demonstrates TITO at the EGM.

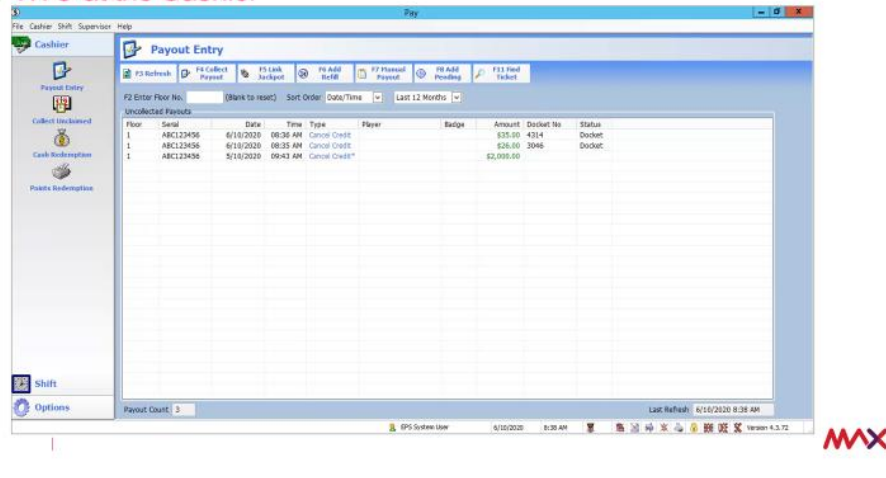
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> TITO at the CRT



This video demonstrates TITO at the CRT.

➤ TITO at the Cashier




Refer to the **Video 1 – Metropolis – An Introduction to TITO – TITO at the Cashier – Supporting Document**. This document provides a detailed account of each screen and the supporting text as detailed below.

The following will demonstrate what the cashier will experience when using the Pay application to process a TITO ticket.

- The patron will present their TITO ticket to the cashier
- From the **Payout Entry** screen, scan the TITO ticket
- Check the payout details and press **OK**
- The cashier will have the option to verify the amount prior to taking the funds out of the cashier till. By default – the dollar amount will be set to auto populate – however if required – this can be customised and can be changed to be a manual process. Once the value is entered or checked select **OK**.
- When the ticket has been paid, the ticket will be removed from the **Payout Entry** screen leaving only unpaid tickets.
- Moving to the **Shift** menu –
- **Shift Totals**
- and then **Payout Totals - Ticket Out** will now include the ticket that was paid by the Cashier and the relevant **Cash Totals** will also be updated.
- In the **Float Reconciliation** tab
- the float values will also be updated. This information can be reviewed and printed as part of the end of shift procedures.
- In addition to the **Shift Totals** and under **Transactions**
- and then the **Payouts** tab, the cashier will be able to view details of ALL payouts that have been processed as part of their shift. This screen is also able to be printed for reconciliation requirements.

For safe practice, we recommend that the barcode scanner be positioned to face the patron which will allow them to scan their ticket. Once the ticket is scanned, the patron can then place the ticket in a tray located next to the

		<p>scanner for the venue to process later during reconciliation and reduce the need for additional manual handling.</p>
<p>12</p>	 <p>If you have any questions, please email: ebettraining@tabcorp.com.au</p> <p>Tabcorp MAX</p>	<p>This brings you to the end of the Metropolis – An Introduction to TITO training video.</p> <p>If you have any questions regarding the content of this training course - please email - ebettraining@tabcorp.com.au.</p>

