

Office of Liquor and Gaming Regulation

Cash Redemption Terminal Minimum Technical Requirements

Version 1.3



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1 Introduction

A cash redemption terminal is a terminal primarily used to:

1. Redeem Ticket-In Ticket-Out tickets for cash
2. Add cash to card based gaming accounts
3. Withdraw cash from card based gaming accounts
4. Dispense funds for manual payments (e.g. cancel credits, jackpot payouts)

Additional functionality may be considered by OLGR on a case-by-case basis.

Cash redemption terminals are deemed as gaming equipment under the *Casino Control Act 1982* and the *Gaming Machine Act 1991*.

As such, cash redemption terminal hardware and software must be submitted to, evaluated and approved by the Office of Liquor and Gaming Regulation prior to their operation in Queensland licenced Clubs, Hotels and Casinos.

Cash redemption terminals are intended to assist with the processing of venue based transactions. Cash redemption terminals are not intended to be a complete replacement for cashiers but offer a self-service option for patrons.

Cash redemption terminals were first approved for use in the Queensland Casino market in 2012 then subsequently for the Queensland Club and Hotel market in 2013.

Purpose

The purpose of this document is to detail the requirements for the submission, installation and operation of cash redemption terminals within the Queensland Casino, Club and Hotel markets.

Scope

This document is applicable to all cash redemption terminals used, or intended for use, in the Queensland Casino, Club and Hotel markets.

This document is not applicable to note breakers or attendant cash dispensing units.

2 Definitions & Abbreviations

Term or Abbreviation	Description
Artwork	Any form of static or virtual (video) display used to communicate with users.
Approved Evaluator (AE)	An entity declared by the Governor-in-Council as an approved entity for evaluating regulated wagering, lotteries, keno, ID scanners and/or casino equipment under the applicable legislation. Also known as Licensed Testing Facility Operator (LTFO) under the Gaming Machine Act.
ATM	Automated Teller Machine.
BNA	Bank Note Acceptor.
Cashier	Venue Staff tasked with providing gaming transaction services to patrons.
CBGS	Card Based Gaming System.
CCTV	Closed Circuit Television.
CDU	Cash Dispensing Unit.
CRT	Cash Redemption Terminal also known as a Ticket Redemption Terminal (TRT) or a Cash-back terminal. These terminals are used to: <ul style="list-style-type: none"> • redeem Ticket-In Ticket-Out tickets for cash, and/or • top up or cash out card based gaming accounts, and/or • dispense funds for manual payments (e.g. cancel credits, jackpot payouts).
EFT	Electronic Funds Transfer.
Firmware	Program code contained on embedded hardware components within the CRT.
Hardware	Physical componentry associated with the CRT.
Host	Central computer system responsible for the recording and maintenance of patron accounts. This may form part of the monitoring system.
LTFO	Licensed Testing Facility Operator (<i>Gaming Machine Act 1991</i>).
Monitoring System	Computer system tasked with monitoring operation of gaming equipment within a venue or venues.
NAATI	National Accreditation Authority for Translators and Interpreters.
OLGR	The Office of Liquor and Gaming Regulation.
PCB	Printed Circuit Board

Term or Abbreviation	Description
Regulated Network	The network connection between the CRT and the Monitoring System Site Controller in a venue.
Remote Access	Refers to remotely accessing the CRT to conduct maintenance, diagnostics or performance analysis. The CRT must use an approved remote access application and software.
Short Pay Receipt	A voucher issued by a CRT to a patron in the instance where the CRT is unable to pay out the complete transaction. A short pay receipt can only be redeemed at a Cashier.
Software	A program associated with the operation of the CRT.
TITO	Ticket-In Ticket-Out.

3 Related Documents

The following documents contain information relevant to the design, installation and operation of CRTs in Queensland markets.

- [Gaming Machine Act 1991](#)
- [Gaming Machine Regulation 2002](#)
- [Casino Control Act 1982](#)
- [Casino Control Regulation 1999](#)
- [Australian / New Zealand Gaming Machine National Standards](#)
- [OLGR – Card Based Gaming Minimum Technical Requirements](#)
- [OLGR – Ticket-In Ticket-Out \(TITO\) Minimum Technical Requirements](#)
- [OLGR – Submission Requirements](#)
- [OLGR – Witness Build Guidelines](#)
- [OLGR – Hash Algorithms](#)

4 Policy

- 4.1 Venues installing and operating CRTs must continue to provide cashier services.
- 4.2 In Queensland, CRTs are approved to perform the following functions: redemption of TITO tickets for cash and/or top up or cash out CBGS accounts and/or dispense funds for manual payments (e.g. cancel credits, jackpot payouts). Additional functionality may be considered by OLGR on a case-by-case basis.
- 4.3 The provision of additional functionality in CRTs that is not covered in legislation or any of OLGR's published minimum technical requirements must be discussed with OLGR prior to implementation to ensure it is suitable for the Queensland market.
- 4.4 The integration of EFT or ATM services into CRTs is prohibited in all Queensland markets.
- 4.5 Conditions and requirements for CBGS functionality in CRTs are detailed in the OLGR Card Based Gaming Minimum Technical Requirements document.
- 4.6 Conditions and requirements for TITO functionality for CRTs are detailed in the OLGR Ticket-In Ticket-Out (TITO) Minimum Technical Requirements document.
- 4.7 The conditions and requirements for banknote acceptance, and the Bank Note Acceptor hardware used in CRTs must comply with the applicable requirements detailed in the relevant Australian / New Zealand Gaming Machine National Standard.
- 4.8 Operation of a CRT in a Queensland Club or Hotel must comply with all prevailing regulations including Schedule 3 s16 of the Gaming Machine Regulation 2002.

Operation of a CRT in Queensland Casinos must comply with all prevailing legislation including s62 (8) of the *Casino Control Act 1982*.

- 4.9 CRTs must only perform authorised and legitimate transactions when dispensing cash, accepting tickets, dispensing funds for manual payments or transferring funds to/from player CBGS account. All these transactions at the CRT must be authorised by the Monitoring System, and applicable data reported back to the Monitoring System for record keeping.
- 4.10 The use of an LTFO/AE for the evaluation of a CRTs is at OLGR's discretion. Please contact OLGR Technical Unit prior to engaging an LTFO/AE to ensure the submission is suitable for LTFO/AE evaluation.
- 4.11 The CRT manufacturers are responsible for ensuring that all equipment complies with relevant product and electrical safety statutory requirements under the Queensland State and Commonwealth laws.

Health and safety matters and legislative requirements administered by other regulatory bodies such as for electrical safety and of radio frequency emission, etc. are the responsibility of the CRT manufacturer, purchaser and operator. Each of these parties are required to assure themselves of such matters.

5 Submissions

- 5.1 Refer to the OLGR Submission Requirements document for submission requirements for CRT hardware and software.
- 5.2 Appropriate certifications must be submitted indicating that CRTs have undergone testing against applicable requirements for electrical safety, electromagnetic, electrostatic and radio frequency.
- 5.3 CRTs supplied for evaluation should be accompanied with a system to enable full functional testing of the terminal. Where it is not feasible to submit a system, a simulator that will allow testing of all CRT functions may be supplied.
- 5.4 A submission to OLGR is required for all changes or updates to approved CRTs.
- 5.5 CRT submissions must contain applicable user / operational manuals, service manuals and installation manuals.

6 Requirements

6.1 Hardware

- 6.1.1 All CRTs must have a permanently attached identification plate which clearly identifies the manufacturer, model, build date and unique serial number of the machine.
- 6.1.2 The design and construction of the CRT is to be of a sufficient standard to withstand limited abuse, vandalism, or fraudulent activity without compromising the integrity of the equipment.
- 6.1.3 The CRT shall be of a sturdy construction with a locking system which resists any kind of unauthorised entry and protects internal components from any abuse. The

CRT banknote storage area must be located and attached in such a manner so that it cannot be easily removed by physical force.

- 6.1.4 All protuberances (e.g. buttons, handles, lights) on a CRT that are accessible to patrons, and attachments to a cabinet (e.g. labels and identification plates) must be sufficiently robust to avoid unauthorised removal.
- 6.1.5 All critical internal components must be clearly identified with a unique part and/or model number. Critical components include, but are not limited to, CRT cabinet, PCBs, peripheral devices, looms, hardware assemblies, cables etc.
- 6.1.6 Touch screens must be accurate, and once calibrated must maintain that accuracy for at least the manufacturer's recommended maintenance period. Touch screens must also be able to be re-calibrated by venue staff.
- 6.1.7 Cash handling facilities within the CRT should be able to tolerate power interruptions to the terminal without causing transactional errors or corruptions.
- 6.1.8 Cash dispensing systems used in CRTs should incorporate validation of the dispensed funds to ensure it is of correct value as well as the quantity of notes/coins.
- 6.1.9 Cash accepting systems used in CRTs for the purpose of adding funds to card based gaming accounts should incorporate validation of the accepted funds to ensure it is of correct value.

6.2 Software

- 6.2.1 All software and firmware related to the critical operation of a CRT must be able to be identified and verified using a cryptographic hash algorithm as detailed in the OLGR Hash Algorithms document.
- 6.2.2 Where specific tools are required for the verification of software or firmware related to the operation of CRT, these tools must be supplied as part of the submission.
- 6.2.3 Where facilitated - remote access of CRTs can only be conducted using approved software by the Licensed Monitoring Operators and Casino Operators.
- 6.2.4 In instances where a CRT loses connection to the host and is unable to perform CBGS or TITO transactions, it is permissible for CRTs to continue to operate with non-host functions (e.g. note-breaking or a call attendant button)
- 6.2.5 CRTs must contain sufficient auditing information to reconcile, at a minimum, all transactions initiated in the previous 24 hours.
- 6.2.6 CRT software must contain a test or diagnostic mode which enables the testing of all critical components (e.g. banknote acceptors, printers, hoppers) integral to the operation of the CRT and, where possible, the verification of any associated software and/or firmware.
- 6.2.7 CRT software must have the facility to detect and log faults or errors with any components integral to the operation of the CRT.

- 6.2.8 Access to internal areas of the CRT should be monitored and logged accordingly.
- 6.2.9 Any CRT connecting to a regulated network must be successfully authenticated.
- 6.2.10 All CRT software must be verifiable by the monitoring system.

6.3 **Artwork**

- 6.3.1 By law, gaming-related advertising, including artwork displayed on CRTs, must
- not be indecent or offensive
 - be based on fact
 - not be false, deceptive or misleading
- 6.3.2 Artwork on CRTs must comply with the [Code of Ethics](http://aana.com.au/self-regulation/codes/) adopted by the Australian Association of National Advertisers (<http://aana.com.au/self-regulation/codes/>)
- 6.3.3 Artwork must not give the impression that gambling is a reasonable strategy for financial betterment.
- 6.3.4 CRT display/attract screens are encouraged to have Responsible Gambling messages where possible and must display the following Gambling Helpline contact details:
- “Gambling too much? For free and confidential advice 24/7 call the Gambling Helpline on 1800 858 858 or visit gamblinghelponline.org.au”.*
- 6.3.5 Artwork that contains the word “Casino” will only be permitted to be used in Queensland casinos.
- 6.3.6 Artwork must not promote the consumption of alcohol while gambling.
- 6.3.7 The functions and services provided by the CRT must be clearly communicated to patrons. Written messages must be in English, or other official language. Other language(s) can be made available via a player selectable option. However, the CRT must default to English when a period of 60 seconds has elapsed since the end of the last patron interaction. All available language(s), including words/characters, must be grammatically and syntactically correct. In addition, languages other than English requires NAATI translation or equivalent.
- 6.3.8 Touch screen button icons must be sufficiently separated to reduce chances of the wrong icon being selected due to mis-calibration or parallax errors.
- 6.3.9 The functions of all physical or touch screen buttons must be clearly indicated, preferably on the button. There must be no hidden or undocumented buttons/touch points anywhere on the screen.
- 6.3.10 Artwork which makes use of stickers must use stickers that will not shrink or peel with time or heat. These stickers must not be easily removed.

6.4 Short Pay receipts

- 6.4.1 Short pay receipts issued by CRTs must clearly display “Short Pay Receipt” and “Please see Cashier” and contain the following information: terminal identification, venue name, date and time receipt was generated, amount paid, amount owing and a reference or authentication code unique to the transaction.
- 6.4.2 If the Short Pay Receipt is vulnerable to environmental conditions, the receipt must include short storage and handling messages as applicable. E.g. “Do not store with plastic – print may fade” or “Do not store in direct sunlight”, etc.
- 6.4.3 A Short Pay Receipt should also contain the Gambling Helpline details as listed in 6.3.4.
- 6.4.4 In situations where a CRT contains insufficient funds to completely pay out a ticket, the CRT may dispense a Short Pay Receipt for redemption at a Cashier only. These receipts must not be able to be inserted into TITO systems and used for credits.

6.5 Other

- 6.5.1 In Queensland Clubs and Hotels, the location of a CRT is to be a minimum horizontal distance of two meters away from other gaming equipment, or positioned in such a way as to ensure that patrons must walk to the CRT to perform any transactions.
- 6.5.2 The installation location of a CRT must allow for suitable CCTV coverage.
- 6.5.3 All CRT transactions and communications with the host or site controller must be secure and approved, and should follow best industry practices.
- 6.5.4 The maximum ticket value redeemable at a CRT must not exceed MAXTCASHIER as defined in the TITO Minimum Technical Requirements.

7 Product Safety

- 7.1 CRT manufacturers are responsible for ensuring that all equipment they supply is electrically safe and meets the relevant product and electrical standards and State and Commonwealth regulations.

Health and safety matters and legislative requirements administered by other regulatory bodies is the responsibility of the CRT manufacturer, purchaser and operator. Each of these parties are required to assure themselves of such matters. For example, operators must also make sure that equipment is kept in a safe condition as part of their obligations under the *Electrical Safety Act 2002*.

- 7.2 Areas of the CRT which are generally accessible to patrons shall be constructed and finished so as to not have the potential to cause injury.
- 7.3 The CRT must be designed so that any cable routing to and from the terminal is not accessible to patrons.

8 Revision History

Version	Changes	Who	Date
1.0 eDocs# 1666991	Initial Release	BR	5/5/2017
1.1 eDocs# 1712009	Updates made based on industry comments	VS	9/11/2017
1.2 eDocs# 1740189	Released version Further updates based on industry comments - <ul style="list-style-type: none"> • Short pay receipts (section 6.4) and product safety (section 7) requirements are included in separate sections. • Clarifications to sections: 1, 2, 4.2, 4.8, 4.9, 6.1.2, 6.1.3, 6.2.3, 6.3, 7.1 • Addition of new sections: 5.5, 6.1.11, 6.3.1, 6.3.2, 6.3.3, 6.3.6 • Removed 6.4.3 	VS	9/5/2018
1.3 eDocs# 2050979	<ul style="list-style-type: none"> • Amended 6.2.9 by splitting in to 2 requirements • Added 6.2.10 • Amended section 6.3.7 to include requirements surrounding languages other than English on artwork • Updated Definitions table 	AL	14/3/2022