

Fact Sheet

Ticket In - Ticket Out Pilot Test

What is TITO?

TITO is an acronym for Ticket In -Ticket Out. It refers to a ticket/voucher produced by a slot machine instead of cashing out coins. Tickets are cashed out from a slot machine and can be taken to a cashier or a TITO self-redemption kiosk for payment of the dollar value of the ticket. Tickets can also be inserted into the bill acceptor of another slot machine and the value appears as credit on that machine.

What is EZ Pay®?

EZ Pay® is a brand of TITO technology.

Why the change in Alberta?

TITO technology has become the standard and is in approximately 80 per cent of the casinos in North America and in Canadian jurisdictions such as British Columbia, Saskatchewan and Ontario.

What is the pilot test?

AGLC is testing TITO technology on 100 slot machines at Palace Casino in Edmonton. Phase II, consisting of changing the full slot network, will start in the summer.

Is there a benefit to slot players?

Players will not need buckets for their coins or have to wait for slot machines to be filled when they run out of coins. Players will no longer need to carry coin buckets to a cashier line. In addition, there may be added security for players as they are no longer required to carry and redeem cash. Instead, they have up to 30 days to claim their ticket at the casino.

Does TITO make slot machines just like VLTs?

No, slot machines are in casinos and VLTs are in bars and lounges. Slot machines have many different themes, prize amounts and denominations. They can be video or mechanical reel. VLTs are strictly video and have multiple game themes with a \$0.25 denomination on a single terminal with a maximum prize of \$1,000. VLT tickets are paper but can not be cashed out and inserted into another VLT for redemption.

Can tickets be redeemed at a different casino?

No, the ticket can only be redeemed at the casino where the play took place.

How long are the tickets valid?

Tickets are valid for up to 30 days from the cash out date.

How are tickets cashed in or redeemed?

There are three ways for a TITO ticket to be cashed in or redeemed:

1. Players can take tickets cashed out from one slot terminal to another slot and insert it into the bill acceptor. The value of the ticket will appear in the credit window of the slot just as if a bill had been inserted.
2. Players can take tickets to the casino cashier window. Casino staff will scan the ticket's bar code and the player will receive payment for that ticket's dollar value.
3. Players can take their tickets to a TITO self- redemption kiosk. Similar to a bank machine, the redemption kiosk will accept the player's ticket and cash out the dollar value indicated.

What if a ticket is lost or stolen?

Lost or stolen tickets are a police issue. Players who experience a lost or stolen ticket will be urged to report it to police.

What if there is no ticket printed when cashing out from a slot?

Players should contact casino staff for assistance.