

Big Things, Small Packages



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CountR's micro ticket redemption and issuing device for table games saves players time and hassle while bringing major benefits for casinos

EVERY time a casino player has to convert cash to gambling credit and gambling credit into cash, it creates a challenge for the casino operator.

The challenge is that the process involves a certain amount of time and effort (possibly lining up at the cashier or rummaging around in a wallet for an unrumpled bank note). That can create a disincentive for the customer and a barrier preventing the operator from getting access to the full economic potential of that player. A similar barrier is created for players who start their casino visit by playing slots and then want to move to the

tables. At present, they must take their slot-issued TITO (ticket-in, ticket-out) voucher and either go to an automated kiosk and convert it to cash and then buy chips at the table, or take the TITO ticket to the cashier and pick up chips there.

CountR GmbH, a leading developer of cash handling and cash management solutions for casinos that's headquartered in the Technic-Innovation-Science Parc close to Berlin, has already been helping to smooth the cash-credit conversion process for over a decade via its CashIO (Cash It Out) kiosk.

CashIO is the smallest footprint kiosk in the market, according to CountR CEO Rainer Seyer, and offers a versatile, flexible system with all the features needed to support casino operators at every level—right up to cashless gaming. It even allows the simultaneous use of banknotes, coins, and cashless media such as TITO tickets and cards.

CountR's latest innovation, a device that can redeem tickets at table games, further streamlines the process. Dubbed TITA (tickets at table games), it's a micro ticket redemption and issuing device for table games which, when used in conjunction with CashIO, marries the convenience of the payment kiosk process with the seamlessness of ticket-in, ticket-out play. "With the help of TITA, traffic between slot and table gaming will increase, thereby growing revenue while reducing cost," states the company. And true to CountR's ability to place technically robust solutions in small packages, TITA's compact size allows it to fit neatly on even the most cramped gaming tables.



It was a natural step for CountR to develop TITA. “Since we were already supplying kiosks, we already have the interface with the online systems from the major slot machine manufacturers. So for us it’s a small step to move over to table games and to use the interfaces we have and redeem the tickets. So we said we had to come up with a small solution for tickets at table games and that’s how we created the TITA device,” explains Mr Seyer.

The bundle acceptor came later, allowing the acceptance of tickets as well as banknotes. “So the player comes with banknotes to the table, the dealer enters the notes into the device, it’s counted and he can immediately hand the chips to the customer and there’s no possibility of fraud anymore, no fake banknotes. Casinos are still fighting an issue where they have counterfeit money at tables. With a bill validator that’s really not possible.”

Another big advantage of TITA, according to Mr Seyer, “is the chips are not leaving the tables anymore, because when the player finishes playing he returns the chips to the dealer, the dealer counts them and enters the amount and prints a ticket and hands it to the player, and that ticket can be taken to any of our kiosks and can be redeemed for cash.” The obvious advantages of that from the casinos’ point of view is that players are no longer carrying chips to cashiers and they don’t have to replenish the tables with chips.

“You know that many casinos are facing the issue where they would like to have a redemption machine for chips. With TITA they don’t need it anymore because they have the redemption machine with the CashIO kiosk,” adds Mr Seyer.

The list of benefits for casinos continues: “Many of the casinos have two count rooms at the moment. They have one count room for slot machines and one for table games. This is due to the fact that table games have all these drop boxes where they lose banknotes and they have to hand-sort the banknotes and finally count them. Here they are getting the same stacker box they are getting from the slot machines and they can immediately count them.

“And in addition to that we have our remote monitoring tool here

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where you can consolidate all these devices and here you can see in a heartbeat the fill level of the TITA device and you know exactly how much money you have at the table game. At the moment most of the casinos are relying on the dealer counting by hand how many notes he has and that’s really not very reliable. So here they know exactly by denomination what they have at the table.” *iag*

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