

Ticket In/Out Technology with Diebold/Toshiba Currency Processor

Client

Belterra Casino Resort & Spa

Location

Belterra, Ind., midway between Cincinnati, Ohio and Louisville, Ky.

Project

Replace existing Diebold/Toshiba currency processor with the new Single Pass 7560 (ticket in/ticket out capability) model, equipped with a barcode scanner that automatically reads the serialization of each paper ticket – even when mixed with currency – all in a single pass and forwards that information on to a casino's slot accounting system for reconciliation.

Service History

The casino installed two Diebold/Toshiba currency processors when it opened in 2000. Diebold Professional Services installed the new the new ticket in/out software and provides ongoing service.



"The ticket in/ticket out capability on the Diebold/Toshiba is absolutely wonderful. It couldn't be any better. It makes the process a lot quicker and more accurate."

Matt Bauer, Casino Operations Controller

Even though the four-year-old Diebold/Toshiba currency processor continued to provide reliable service, Belterra Casino replaced one of the machines with an upgraded model in July 2004.

"We were perfectly happy with the old machines," said Belterra's Casino Operations Controller Matt Bauer. "They were still running great, but we had to upgrade one of them to support ticket in/ticket out transactions."

When Belterra Casino Resort opened its doors in 2000, it equipped the soft count room with a pair of Diebold/Toshiba currency processors. Although the machines were still providing good, reliable service, in 2004 the casino upgraded one of the units with the next generation Single Pass 7560 Currency System to add ticket in/ticket out capability.

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The older processors scanned the mixed currency and rejected the tickets, which then had to be processed in a separate operation. "It was an arduous process, and a real nuisance in the soft count room," said Bauer, who was pleased to have the opportunity to upgrade to the latest model of Diebold equipment.

Bauer knew the Diebold processor and Belterra's casino management system could directly interface without requiring middleware. From his experience at other casinos, Bauer knew running data through middleware could be problematic.

In addition to the productivity gain from ticket processing, Belterra further cut processing time by including the optional online strapper that automatically binds the currency once it's counted and sorted.

"It's a real time saver," said Bauer. "In the past, we had to pull the cassette out and run the currency through a strapper. Now it's all automatic, and that gets the currency in and out of our soft count room quicker with less work."

Bauer also relies on Diebold for installation and service. "We count cash and pay taxes everyday," said Bauer. "When soft count equipment goes down, it has to be fixed as soon as possible. The Diebold service people clearly understand the urgency of the situation and immediately respond to our service requests."

During his career, Bauer has worked at several different casinos and inherited a variety of currency processors. In his current

position, he's responsible for selecting equipment for a new casino being built in Louisiana. "This will be my first chance to set up a soft count room the way I want," said Bauer. "That's definitely going to include the Diebold/Toshiba Single Pass."

Diebold/Toshiba 7560 Series Features

- Counts, detects, orients, sorts and straps all in a single pass
- Optional strappers (up to 4) with dual detectors band six 100-note serialized straps/minute
- Authenticates, totals and proves notes in up to six denominations at 40,000 notes/hour
- Ticket in/out feature and coupon capable
- Touch-screen technology
- Windows-based Pentium Processor software
- Automatic jam clearing
- NexGen currency ready

CASE STUDY

Diebold/Toshiba Currency Processing System

The Diebold Total Solution
Hardware
Software
Installation
Service

Diebold Incorporated
Post Office Box 3077
Dept. 9-B-16
North Canton, Ohio
44720-9077

800.999.3600 USA
330.490.5000 International
330.489.4272 Fax
www.diebold.com

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