

Ticket In/Out Technology with Diebold/Toshiba Currency Processor

Client

Cache Creek Casino Resort

Location

Brooks, California

Project

Replace existing Diebold/Toshiba currency processors with the newest generation solution with ticket counting capability.

Service History

Cache Creek Casino has relied on Diebold/Toshiba currency processors for over five years, since it became a Class III casino.



"As the first casino to use the Diebold/Toshiba in a high-volume ticket operation, I'm already getting calls from other casinos asking me what I think of the machine. I told them they'll be amazed. If you have the volume of tickets we do, there is no other way to process them. I absolutely recommend it."

Casinos have traditionally been filled with the clanging and banging of coins tumbling into trays as slot machines paid out winnings to lucky players. But in the late 1990s casinos began to implement ticket in/out coinless technology to simplify their operations and enhance the gaming experience for customers.

Cache Creek adopted the new technology in 2002, and it was a big hit with casino guests. Unfortunately the first ticket counting system they tried couldn't handle the 60,000 tickets created each day. A second system was tried and also failed under the flood of tickets.

"During the more than 14 months that we tried to solve the ticket counting problem, the best solution we often had was someone dedicated full-time to manually keying in tickets," recalls Rita Smith, the casino's finance director. "It was a very cumbersome process. We got ticket in/out right in the front of the house, but at the back end ... in the soft count room ... we had a real problem."

The casino's switch to ticket in/out coinless technology proved popular with guests ... so popular that the Soft Count Room was buried in an avalanche of tickets beyond what their counting systems could handle. Although skeptical at first, casino managers found that latest Diebold/Toshiba currency processor was more than up to the task.

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Ed Steinbarth, the Diebold Currency Systems Group representative who called on Cache Creek, told Smith about the new Diebold/Toshiba currency processor with ticket counting capability. While Smith was a satisfied Diebold/Toshiba user, she was skeptical that the new machine would solve her problem.

"The other systems we tried couldn't handle the volume of tickets, so I had real doubts," says Smith. "In addition, we were in the middle of building a new casino, and I wanted to wait until we were in our new building. But things were approaching crisis stage in the soft count room, so we took delivery of one of the new Diebold/Toshiba machines ... with the understanding that they had to prove that it could do the job or I wasn't paying a penny."

The Diebold/Toshiba far exceeded Smith's expectations. She wasn't surprised that it easily kept up with the heavy currency counting demands, but she was amazed by its near flawless processing of tickets. It takes about four hours, with minimal attention, to process 60,000 tickets each day with an almost zero reject rate.

Based on her experience with the first Diebold/Toshiba 7561, Smith was confident in taking delivery of a second machine for the newly expanded casino.

With over 2,000 slot machines and more than 120 other gaming tables, the recently expanded Cache Creek is Northern California's premiere gaming destination. With the new ticket in/out technology,

Diebold/Toshiba currency processors remain an important part of the casino's back end operations.

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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0504 File No. 70-714

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