

Casino Adds Ticket In/Out with Diebold/Toshiba Currency Processors

Client

Casino Queen Hotel and Casino

Location

East St. Louis, Mo.

Project

Casino Queen replaced its two existing 6600 Series Diebold/Toshiba currency processors to a pair of 7560 Series with ticket in/out capability.

Service History

Casino Queen has relied on Toshiba currency processors since it began operations over 10 years ago.



When the casino opened its doors in 1993, it equipped its soft count room with a Diebold/Toshiba currency processor. The Casino has returned to Diebold every time it needed to expand or upgrade, including an upgrade to the 7560 Series processors with ticket in/out capability.

“The Diebold/Toshiba currency processors have always done a great job with currency, and my newest processor does just as good with tickets. It just flies!”

Suzie Davis, AVP – Operations Services

Suzie Davis, Supervisor of the Soft Count Room at the Casino Queen, was one of the original members of the management team when it began operations in 1993. Casino Queen’s first currency processor was a Diebold/Toshiba because of its strong reputation at larger casinos in Las Vegas.

Over the years, each time Casino Queen needed to add capabilities or replace a worn out machine, Suzie would look at what the competition had to offer but always returned to the Diebold/Toshiba processor as the right solution for her count room.

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In late 2003, Casino Queen managers were eager to offer customers the new ticket in/out feature, but doing so would require a currency processor able to handle tickets as well. Davis knew immediately that she wanted the latest generation Diebold/Toshiba processor, the 7560 Series. "We'd looked at other equipment before," she said. "With the quality of the machines and the great service Diebold has always provided, I decided to stick with a good thing."

Casino Queen moved quickly to add the ticket in/out feature as soon as it was permitted by legislation. In fact, Davis believes Casino Queen was the first casino in Illinois to offer customers the option of using tickets. She knows for a fact that her count room was the first U.S. casino to install the new Diebold/Toshiba ticket-capable processor.

"Being first has its good and bad points," Davis said. "There were a few bumps in the road, but Diebold/Toshiba processors are excellent and now they are working great."

The only real "bump" was an issue with the optional strapper Davis included with one of her processors.

"When it was originally installed, the strapping unit slowed us down because it wouldn't allow us to continue with the next box of currency until it was done strapping the current box," she said. "I asked the Diebold technicians if they could make some modifications, and now the strapper works almost continuously, with no delays. It's unbelievable."

Davis said that having a strapper simplified the job in the count room because it was used to strap all of the \$20 bills, which is the Casino's highest volume denomination.

A typical goal when purchasing new equipment is to reduce the workload, but it hasn't worked that way in Davis' count room. "There's some additional work that we have to do with handling tickets, but the real increase in workload is because of the pumped up volume in the casino," Davis said.

"Customers love the ticket capability, so we are processing all of those tickets. It seems like having tickets also increased our currency business. Having tickets has really boosted our business out front, and that's made us busier in the count room. But the Diebold/Toshiba units have no problem keeping up."

When you find a product that works great and gives you reliable service, you tend to stick with that product. Casino Queen and Suzie Davis are sticking with Diebold/Toshiba currency processors.

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
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