Introduction

A Cash Redemption Terminal (CRT) allows Patrons and Venue staff to interact with the device to redeem cash. The advantage of this is to minimise the amount of cash handling performed at the Cashier station. This in turn will provide the venue with operational efficiencies and cash handling security benefits.

This manual will assist venues with the CRT integration for MyCash or Max e-Pay functionalities. For operational assistance please refer to the eCash Operation Guide for Cash Redemption Terminal (available from eCash or the Maxgaming website).

CRT Positioning

The OLGR dictates that the location of the cash redemption terminal is to be a minimum horizontal distance of two meters away from gaming machines, or positioned in such a way as to ensure that patrons must walk to the terminal to collect any winnings unable to be dispensed by the EGM.

Wildcat Help Desk

For any questions regarding the Cash redemption Terminal (CRT), please do not hesitate to call:

THE MAXGAMING WILDCAT HELP DESK (24 Hours)

1800 700 116

Setup and Configuration

When the eCash device is installed at the venue, components will be created and some configuration is required to ensure the correct facility is enabled at site level.

These settings will be completed by a Maxgaming representative on the install day (either on site or from Maxgaming head office).

The amount of money that a CRT can hold is considerable and different at each venue. When calculating cash on hand it is important to think of the transactions that will occur on the CRT each day. An example of a cash breakdown can be found in the Appendix of this manual.

CRT Home Screen

When idle, the CRT home screen displays as below (words have been added to describe the icons):

Depending on the transaction required the patron touches the appropriate icon.
For all Max-epay transactions the employee is to insert and remove their attendant card to display the pending voucher payments.

**External Casing**

- Touch Screen
- Receipt Printer
- Card Reader (Insert and remove card)
- Ticket/Note Validator
- Note/Coin Dispenser
- 4 coin hoppers (inside)
- 4 Note Cassette (Inside)
- Safe Door (open with a key to display PIN pad for safe access)

**Internal Components**

Internal access to the top box is via a key in the side of the touchscreen. It is recommended that the coin hoppers be weighed whilst empty to assist when re-counting coins for reimbursement (similar to EGM Hoppers).

Access to Note Cassette is via front door key and PIN. Note cassettes are configured to each venue’s specific requirements.
Paper Supplier
Maxgaming’s preferred Ticket supplier is:

Stewart Coleman
Business Development Manager

Choice Paper & Imaging

Phone: 02 8850 7992
Fax: 02 8850 1986
Phone: 1300 278 000
Email: stewart@choicepaperandimaging.com.au
Orders: orders@choicepaperandimaging.com.au
Web: www.choicepaperandimaging.com.au

There will be an order form placed on the Maxgaming website for customer convenience.
CRT Configurations

The CRT is a versatile tool that can be used for multiple functions within each venue. All or some of the following configurations can be enabled at the venue.

Note Breaker
With the ability to hold approximately 2000 notes per cash cassette, a separate securely locked compartment for rejected notes and digital time-lock delay controlled safe, the CRT can be used as a convenient, secure and easy-to-use Note Breaker.

The patron will insert notes and the CRT will break the amount into smaller denominations.

Alternatively they can touch the NOTE BREAK icon and the CRT will prompt for notes to be inserted.

When reimbursing a CRT Note Breaker the PRINT AUDIT process will assist in the cash breakdown requirements. Please see the eCash CRT Operation Guide for more information (this is ONLY if the CRT is just a note breaker)

MyCash ATM
With the seamless integration of the MyCash system and the CRT, customers can now use the CRT to withdraw MyCash funds similar to the actions of withdrawing monies from an ATM.

The CRT can display the patrons current balance and with the ability to enter a PIN the CRT is a secure and easy to access tool for MyCash users.

CRT and Max e-Pay (APS)
Max e-Pay is Maxgaming’s virtual voucher system using the latest tablet technology which removes the need to rely on a printer for voucher payments to patrons. Integrating the CRT can mean that staff can stay on the floor at all times without the need to return to a Cashier Station to retrieve money for cancel credits, jackpots or short pays. When used with a CRT this is called the Automatic Payment System (APS).

Mini Cashier
The MiniCashier configuration is a ‘cashier assisted’ payment terminal designed to serve up to two cashiers with extensive auditing and cash management features. MiniCashier is ideal for gaming venues where accuracy and speed of payments is necessary. Mini Cashier is typically installed behind the cage or secure cashier area where high value cash payments are transacted.

CRT and MyTicket
My Ticket is Maxgaming’s TITO solution for Queensland. Patrons insert cash into the EGM and play as per normal. When they press COLLECT a ticket will print for the credit value and this ticket can be scanned at the CRT for cash.
MyCash Transactions

MyCash patrons can enjoy the convenience of Account Deposits and Withdrawals via the CRT. As CRTs are bound by venue specific payout limits and will usually not hold a denomination larger than $50 notes, it is recommended that patrons withdraw large amounts via the Cashier station as per normal procedures.

Withdrawals

At the idle screen the patron can touch the CARD TO CASH icon:

Alternatively they can insert and remove their loyalty card and the screen will change to the following (only if the patron has an active MyCash account):

The CRT will ask the patron to enter their PIN and press PROCESS. When the account is validated the CRT will then display the available cash balance. The patron can accept a total amount withdrawal or specify an amount by using the number pad on screen.

The CRT will dispense the appropriate cash and the patron will have the option to print a receipt or ignore the request. The CRT will then return to the idle (home) screen.

Rounding Withdrawal Amounts

If a patron wishes to withdraw an amount that ends in anything other than .05 or zero (i.e. $264.13) the CRT will round the amount down to the nearest five cents. An error message will appear at the bottom of the CRT screen:

Touch PROCEED to continue with the withdrawal process or MODIFY to change the amount.
Deposits
At the idle screen the patron can touch the CASH TO CARD icon:

Alternatively they can insert and remove their loyalty card and the screen will change to the following (only if the patron has an active MyCash account):

The CRT will ask the patron to enter their PIN and press PROCESS. When the account is validated the CRT will then ask the patron to insert the deposit amount (notes only). The CRT will accept the cash (provided it is not damaged in any way) and the patron will have the option to print a receipt or ignore the request. The CRT will then return to the idle (home) screen.

CRT Receipts for MyCash (Simplay)
CRT and Max e-Pay (APS)

Before the CRT can dispense voucher payments each employee is to be assigned an Attendant Card.

At this point ALL employees must have a Wildcat User ID and Password. Please refer to the Wildcat Manual for more information (Security).

Creating Employees

From the Manager Utilities Screen, select Employees.

At the top left click NEW EMP to enter employee details as required — only the first and last screen are compulsory.

Assigning Wildcat User ID

It is very important at this stage that the correct Wildcat Logon is assigned to the employee as Max e-Pay will need this information to process the voucher payments:
Printing Employee Cards
Select an employee by highlighting their name, then select ‘New Card’ (If no employees are visible, press F5 to refresh the screen).

The Employee Card Wizard will appear. Assign the employee to the card required.

Follow the prompts on the screen and print the card as per usual process.

Once the card has been issued, it is ready to be used by the staff member for the functions assigned to that particular type of card.

Processing Payouts
When the patron presses collect the payout will appear on the Max e-Pay tablet. The employee will ATTEND the payout and approach the CRT. At the home screen the employee will insert and remove their attendant card to display the following screen:
The attendant will press APS Payout to move to the next screen:

![Payout Screen]

If more than one payout appears highlight the required voucher and press PAYOUT.

A Payout Breakdown screen is displayed each time an Attendant dispenses funds.

![Payout Breakdown Screen]

This screen provides the ability for users to allocate a denominational break down for each payout dispensed from the Floor CRT. Touching the up or down arrow will adjust the breakdown. This function will auto calculate the remaining funds as the user begins selecting the denominational break down. This functionality ensures that payouts never over or under dispense payout funds.

The attendant can press PAY NOW to dispense the cash for payout.

**Partial Payment**

If the CRT does not have adequate funds for a payout the device will dispense what funds it has and the remaining funds will need to be retrieved from the cashier. A voucher, used for internal record keeping only will print for the remainder.

For Example:
- Funds for a $500 payout are requested from the Floor CRT.
- The Floor CRT only has $200.
- $200 will be dispensed.
- Cashier will need to retrieve the remaining $300 from another till and will use the printed voucher as evidence/ a record that this occurred.

Prior to any other payout the Floor CRT must be deactivated, refilled and the reactivated.
MiniCashier
The minicashier function is used instead of a free draw where staff open and close the cash draw when needed. It will dispense the exact amount required for payout vouchers and MyCash Withdrawals.

Note that this function does not allow note breaking or cash breakdowns (where other tills need change).

Dispensing Cash for Payouts
Payouts will appear in Wildcat as Pending Vouchers. Vouchers WILL NOT automatically print (Auto Print) when an eCash device is enabled.

Select the Voucher required for dispensing.

Select Print (F3) to print the voucher and dispense cash OR select Issue (F7) to dispense funds with no printed voucher (this applies to venues that have Max E Pay enabled.

Once selected the ‘Dispensing Cash’ prompt will display indicating the processing of the transaction.

Partial Dispense
If insufficient funds are present in the eCash Mini Cashier the device will dispense what funds are available and display a prompt box indicating what funds were not dispensed.

Note: The remaining funds need to be obtained from an alternative till. Users will need to manually record this for balancing purposes.
Cheque Component
It is possible to manually enter or alter the payout amount into a Cheque and Cash portion through the Cashier screen.

Double click the voucher required for dispensing, enter the cheques portion of the payout and select OK.

MyCash Withdrawal with MiniCashier

MyCash withdrawals can be made as per normal withdrawals process:
Select Finish. After the patron enters their PIN, the ‘Dispensing Cash’ prompt will display indicating the processing of the transaction.

![Dispensing Cash](image1.png)

If insufficient funds are present in the eCash Mini Cashier the device will dispense what funds are available and display a prompt box indicating what funds were not dispensed.

![Prompt Box](image2.png)

Note: The remaining funds will be deducted from the Card accounts and will need to be obtained from an alternative till. Users will need to manually record this for balancing purposes.
CRT Reporting

As part of the reconciliation procedure you will need to print the Operating History from EACH CRT (known as the PRINT AUDIT). Depending on the types of transactions performed over the operating day the CRT will print anywhere from 3 to 6 pages of information. For more information on this procedure please refer to Balancing section of this manual or the eCash CRT Operating Guide (Operating History).

Using the Print Audit tickets and wildcat reports the CRT and Cashier can be balanced accordingly.

eCash Terminal Reconciliation Detail

This report will show each payout in a break down by Device used to dispense:

<table>
<thead>
<tr>
<th>Device: TEST ROOM MINI CASHER</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total for Device: TEST ROOM MINI CASHER</td>
<td>$297.00</td>
</tr>
<tr>
<td>Grand Total</td>
<td>$297.00</td>
</tr>
</tbody>
</table>

---

**eCash Terminal Reconciliation Summary Report**

This report will list the Payouts that have been processed via CRT payments:

- **Floor CRT**: $10.00 (1)
- **Simplex CRT Deposit**: $10.00 (1)
- **Simplex CRT Withdrawal**: $2,097.00 (12)
- **Voucher CANCEL CREDIT**: $17,981.75 (106)

The report above shows that $17,981.75 of payments came from the CRT (per attendant including rounding up). To get a total payout figure for the whole day a Voucher Reconciliation Summary is run for the same period (this report DOES NOT ROUNDUP):

---

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Cancelled</th>
<th>Issued</th>
<th>Pending</th>
<th>Redeemed</th>
<th>Unclaimed</th>
<th>Total (excluding cancelled)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancel Credit</td>
<td>$27,011.87</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$27,011.87</td>
</tr>
<tr>
<td>Hooper Fill</td>
<td></td>
<td>$220.00</td>
<td></td>
<td></td>
<td></td>
<td>$220.00</td>
</tr>
<tr>
<td>Jackpot</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$22,331.87</td>
</tr>
<tr>
<td>Short pay</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$27,331.87</td>
</tr>
</tbody>
</table>

Total payouts are $27,331.87. Minus CRT payouts means $9350.52 was paid through the cashier station (make allowances for rounding).
EGM Float Balance Report
A more efficient report is the newest version of the Float Balance report – currently only available upon request. This report lists CRT transactions (MyCash, APS and MyTicket) and Cashier transactions to assist in balancing CRT and Cashier floats. It also includes rounding values to assist with end of month reporting.

Depending on transactions performed during the requested period the report will be multiple pages and emailed to a contact at venue.

Below is a small example of Cashier Payouts only:

<table>
<thead>
<tr>
<th>User</th>
<th>Ticket Count</th>
<th>Cash Amount</th>
<th>Cheque Amount</th>
<th>Metered Amount</th>
<th>Total Ticket Count</th>
<th>Total Cash Amount</th>
<th>Total Cheque Amount</th>
<th>Total Metered Amount</th>
<th>Total Rounded</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACAIN</td>
<td>3</td>
<td>1,746.70</td>
<td>0.00</td>
<td>1,746.70</td>
<td>3</td>
<td>1,746.70</td>
<td>0.00</td>
<td>1,746.70</td>
<td>0.00</td>
</tr>
<tr>
<td>LAUDIE</td>
<td>4</td>
<td>790.00</td>
<td>0.00</td>
<td>790.00</td>
<td>4</td>
<td>790.00</td>
<td>0.00</td>
<td>790.00</td>
<td>0.00</td>
</tr>
<tr>
<td>CASHY</td>
<td>14</td>
<td>2,504.00</td>
<td>0.00</td>
<td>2,504.00</td>
<td>14</td>
<td>2,504.00</td>
<td>0.00</td>
<td>2,504.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Total</td>
<td>20</td>
<td>5,391.70</td>
<td>0.00</td>
<td>5,391.70</td>
<td>20</td>
<td>5,391.70</td>
<td>0.00</td>
<td>5,391.70</td>
<td>0.00</td>
</tr>
</tbody>
</table>

It is anticipated that this report will be available onsite in the very near future (Wildcat and/or Online).
CRT Balancing

As a CRT is first and foremost a ‘float’ machine, reconciliation can be treated in a similar manner to balancing a cashier float or the like.

CRT Cash Transactions Terminology

When reading CRT balance reports these are the type of transactions that may appear:

- **CARD TO CASH** – for use with MyCash this is where a patron has withdrawn money FROM their card. Also known as a MYCASH Withdrawal. In this transaction the amount has been disbursed from the CRT to the patron.
- **CASH TO CARD** – for use with MyCash this is where a patron has deposited money TO their card. Also known as a MYCASH Deposit. In this transaction the amount has been inserted into the CRT by the patron. It will sit in the Note Stacker until the stacker is cleared.
- **TICKET TO CASH** – where Maxgaming’s MyTicket system is activated this will be used for payment where patrons insert a valid ticket (printed from the EGM) into the VRT0.
- **CASH TO CASH** – this is where patrons have used the CRT as a note breaker. The larger denomination note has been inserted into the CRT (into the Note Stacker) and the smaller break down disbursed to the patron.

Reconciliation

As part of the reconciliation procedure you will need to print the Operating History from EACH CRT (known as the PRINT AUDIT). This is found in the Operating History screen under Operator Menu. For more details instructions on this procedure please refer to the eCash CRT Operating Guide (Operating History).

Note that the RESET COUNT button will not enable until the Print Audit report has been successfully printed. Pressing the RESET COUNT button clears the added, dispense, and reject totals. The current quantity and value fields are unaffected.

Depending on the types of transactions performed over the operating day the CRT may print anywhere from 3 to 6 pages of information.

The following examples show the basic CRT balancing reports that will print via the PRINT AUDIT option. These are the standard reports that will print from the CRT even when there are no transactions recorded. Ignore the page number and identify the contents based on the page title (highlighted):
Where there has been MyCash Transactions the following will also print:

![Resumed Transaction Report](image)

Where the CRT has been used as a Note Breaker, the Cash to Cash receipt will also print:

![Resumed Transaction Report](image)

Using these printouts and reports available via Wildcat you can reconcile monies used for MyCash Transactions.

**eCash Terminal Reconciliation Summary Report**

<table>
<thead>
<tr>
<th>Device</th>
<th>Transaction Type</th>
<th>User Id</th>
<th>Amount</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRT 1</td>
<td>Simplay CRT Withd</td>
<td></td>
<td>$369.95</td>
<td>6</td>
</tr>
<tr>
<td>CRT 1</td>
<td>Totals</td>
<td></td>
<td>$596.95</td>
<td>6</td>
</tr>
<tr>
<td>CRT 1</td>
<td>Simplay CRT Withd</td>
<td></td>
<td>$369.95</td>
<td>6</td>
</tr>
<tr>
<td>CRT 1</td>
<td>Totals</td>
<td></td>
<td>$596.95</td>
<td>6</td>
</tr>
</tbody>
</table>

Please note that when reading the Reconciliation Summary Report the TOTAL AMOUNT shown is the total amount for transactions for the CRT for the operating period.

See the example on the next page:
This shows the total transactions for CRT is $1530.40 – but the CRT will be holding $60 of this amount as it was part of a MyCash Deposit transaction. Therefore, the amount to be reimbursed will be $1410.40 (total withdrawals minus total deposits).

Site Reconciliation Summary
Used in general MyCash balancing the Site Reconciliation Summary has been modified to show the total MyCash transactions on Cash Redemption Terminals. The figures shown in this report is a total across the venue – regardless of the amount of CRTs.

Multiple CRTs
The Site Rec Summary will give a total dollar amount for CRT reimbursement. Where there is more than one CRT at venue, the eCash Reconciliation Summary will give the values to be reimbursed PER CRT.

This information can also be reconciled with the PRINT AUDIT reports from EACH CRT. Note the CRT name at the top left of the ticket:
Performing CRT Reconciliation

It is important to ensure all the information mentioned above has been gathered prior to starting reconciliation on a Cash Redemption Terminal. The remaining cash inside the CRT should be counted.

The total amount to be repaid back into a CRT is the difference between Cash Inserted and Cash Dispersed.

Reimbursing Cash

MYCASH Transactions

Money is taken from the Net Cashless amount shown in the Site Reconciliation Summary. If there is not enough money in the net cashless to reimburse the CRT this would mean Maxgaming will be paying the balance into the nominated bank account. Venue will access this money via cheque or otherwise. The total to be reimbursed back into the CRT is shown on the Site Reconciliation Summary:

This example shows that $2812.35 of the Net Cashless amount will be returned to the CRT (denomination breakup is set by each venue). This amount is calculated by CRT WITHDRAWALS minus CRT DEPOSITS.
APS Payouts
Total amount can be taken from the Cash Clearance, as per normal (in a similar fashion to restocking a cashier float). APS values are found in the Float Balance Report, shown below:

**EGM Float Balance Report**

<table>
<thead>
<tr>
<th>CRT Assisted - EGM Transactions</th>
<th>Total Ticket Count</th>
<th>Total Cash Amount</th>
<th>Total Cheques Amount</th>
<th>Total Metered Amount</th>
<th>Total Round Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>Ticket Count</td>
<td>Cash Amount</td>
<td>Cheques Amount</td>
<td>Metered Amount</td>
<td>Round Amount</td>
</tr>
<tr>
<td>Note</td>
<td>8</td>
<td>2,689.71</td>
<td>0.00</td>
<td>2,689.71</td>
<td>0.00</td>
</tr>
<tr>
<td>Visa</td>
<td>12</td>
<td>1,689.71</td>
<td>0.00</td>
<td>1,689.71</td>
<td>0.00</td>
</tr>
<tr>
<td>Mastercard</td>
<td>4</td>
<td>334.32</td>
<td>0.00</td>
<td>334.32</td>
<td>0.00</td>
</tr>
<tr>
<td>Visa</td>
<td>15</td>
<td>493.52</td>
<td>0.00</td>
<td>493.52</td>
<td>0.00</td>
</tr>
<tr>
<td>Totals</td>
<td>46</td>
<td><strong>4,616.55</strong></td>
<td>0.00</td>
<td><strong>4,616.55</strong></td>
<td>0.00</td>
</tr>
</tbody>
</table>

This value can also be reconciled with the CRT Print Audit ticket. Look for the APS Total amount found on the Item Summary ticket or the APS ticket.

**MYTICKET Transactions**
Reimburse the CRT from the total clearance amount in a similar fashion to restocking a cashier float. APS values are found in the Float Balance Report, shown below:

**EGM Float Balance Report**

<table>
<thead>
<tr>
<th>CRT Assisted - EGM Transactions</th>
<th>Total Ticket Count</th>
<th>Total Cash Amount</th>
<th>Total Cheques Amount</th>
<th>Total Metered Amount</th>
<th>Total Round Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>Ticket Count</td>
<td>Cash Amount</td>
<td>Cheques Amount</td>
<td>Metered Amount</td>
<td>Round Amount</td>
</tr>
<tr>
<td>E1</td>
<td>8</td>
<td>7,551.00</td>
<td>0.00</td>
<td>7,551.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Totals</td>
<td>15</td>
<td><strong>7,551.00</strong></td>
<td>0.00</td>
<td><strong>7,551.00</strong></td>
<td>0.00</td>
</tr>
</tbody>
</table>

This value can also be reconciled with the CRT Print Audit ticket. Look for the TICKET TO CASH Total amount found on the Item Summary ticket or the TICKET TO CASH ticket.

**Note Breaker**
This amount is more an exchange of denomination as the amount you take out is the amount to put back into the CRT. The value is found on the Print Audit receipt titled CASH TO CASH.
Host Configuration

Floor CRT Network Map
The Floor CRT will be located on the gaming floor and connected, via RJ45, to the pre-existing Gaming Network.

Floor CRT Configuration
Prior to activation the device requires set up within Network Device Manager. This element will be performed by TSOs.

To differentiate the eCash devices within the Venue’s Gaming Network a specific category with set sub categories will be created to form the devices within the eCash suite. The category will be titled ‘eCash’ and include the subcategories highlighted in the below images.

Navigation: Manager/ Site Manager/ SC/ CRT (100)

If the component is not present at the venue it will need to be set up reflecting the settings below.
A new Configuration item under the new Cash Dispensing section has been added to Configuration; this provides the ability to ‘exclude’ selected payment types from being dispensed via the eCash Floor CRT.

The Network device has been created with the appropriate category of ‘eCash’ and sub category of ‘Floor CRT’, all other relevant details require for a connection will require input (IP Address and/or Device Description).

**Physical Installation of Hardware**

The Floor CRT requires a physical connection in order to join the venue gaming loop which should be established prior to device arrival.

Connect device network cable (Cat5/ RJ45) to gaming switch. Or Connect device network cable to hub that feeds back to the gaming switch.
Max e-Pay Config
Set up is required to indicate which CRT device attends which payout type.

Auto print will need to be turned off. In the Cashier screen select Tools, then click on Cashier options, select Printer then Dispensing device.

Enable/Disable eCash Device
The ability to Enable or Disable the eCash Mini Dispenser is provided through Wildcat. In the Cashier Window Select Tools from the option bar.

User will have the option to 'Disable eCash Device' or 'Enable eCash Device'.
Select the desired function and then select the device in the drop down box.

Select ok to complete the request.

**Remove PIN from Max e-Pay Process**

When staff insert their attendant card into a CRT it will request a PIN. This can be bypassed by removing the config item (Manager/Configuration):
Appendix

Amending Maximum Cash Limit on CRT

This is done when the OLGR approves a new cash payout limit. As there are other configuration settings to adjust please also contact Maxgaming Help Desk and inform them of the new limit.

Open the CRT main screen by inserting and turning the key at the right of the CRT and pulling out the monitor. The following screen will appear:

Touch the OPERATOR PASSWORD field. A number pad will display. Press 1.

This will highlight other buttons. In the SUPERVISOR PASSWORD press 4. Select SETUP then MACHINE to open the following screen:

Locate the MAX VEND VALUE and select the field. A number pad will appear. Type in the new value. If the new value is $2000 then **2001 MUST BE ENTERED.** The example above shows that the maximum payout limit at this venue is $1500 (hence the 1501 value).

Change the MAX APS VEND VALUE as well to match the Max Vend Value. Touch SAVE CHANGES. Close the CRT door to return the CRT to the working screen.

**NOTE: This will need to be done on ALL CRTs ONSITE.**
Max Cash Dispensed

Due to restrictions on the CRT hardware there is a maximum safe level for dispensing cash. This is to ensure that dispensed notes don’t overload the capacity of the receiving tray. The maximum setting is 40 notes per transactions (for $50 this equates to $2000).

This is usually only an issue where there are large withdrawals and payouts. To locate the following screen, open the CRT main screen by inserting and turning the key at the right of the CRT and pulling out the monitor.

Touch the OPERATOR PASSWORD field. A number pad will display. Press 1. This will highlight other buttons. In the SUPERVISOR PASSWORD press 4. Select SETUP then DENOMINATION to open the following screen:

To change the maximum number of the denomination that can be dispensed during a single transaction (i.e. MAX PAY), the following needs to be done:

1. Select the Max Pay field corresponding to the denomination
2. Press the CLEAR VALUE button
3. Enter a new value by using the numeric buttons on the lower-left of screen (MAXIMUM 40)
4. Press SAVE CHANGES button.
Cash Breakdown (examples only)
The dispenser contents for a Cash Redemption Terminal are set by the venue. There is no hard and fast rule on amounts or the denomination breakdowns.

The following cash breakdown was used for a single CRT at a 25 machine hotel with MyCash enabled. Note that this breakdown was prior to $50 & $100 notes being enabled at venue.

<table>
<thead>
<tr>
<th>Denomination</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>$20</td>
<td>$8000</td>
</tr>
<tr>
<td>$10</td>
<td>$5400</td>
</tr>
<tr>
<td>$5</td>
<td>$1000</td>
</tr>
<tr>
<td>$1</td>
<td>$500</td>
</tr>
<tr>
<td>20c</td>
<td>$88</td>
</tr>
<tr>
<td>5c</td>
<td>$2</td>
</tr>
<tr>
<td><strong>Total CRT Cash</strong></td>
<td><strong>$15 000</strong></td>
</tr>
</tbody>
</table>

This breakdown is for a 40 machine site with MyCash and APS functions activated:

<table>
<thead>
<tr>
<th>Denomination</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>$50</td>
<td>$25000</td>
</tr>
<tr>
<td>$20</td>
<td>$16000</td>
</tr>
<tr>
<td>$10</td>
<td>$2000</td>
</tr>
<tr>
<td>$5</td>
<td>$750</td>
</tr>
<tr>
<td>$1</td>
<td>$209</td>
</tr>
<tr>
<td>20c</td>
<td>$28</td>
</tr>
<tr>
<td>5c</td>
<td>$13</td>
</tr>
<tr>
<td><strong>Total CRT Cash</strong></td>
<td><strong>$44 000</strong></td>
</tr>
</tbody>
</table>
Basic CRT Daily Procedure (example only)

Print Off Data

- Open front door of CRT terminal
- Enter Code 1 2 3 4 5 6 (this can be changed at any time)
- Once entered you will hear a beep - Turn handle to the right to open door.
- The CRT will sound an alarm - pull the white button out gently on the top right hand side to stop.
- In the operator menu – touch the field and the hash # symbol will be in the box.
- Enter 1.
- Then touch the supervisor password box and enter 4.
- Then choose operating history - This will give you the current balance of the CRT of all canisters and hoppers.
- Then press Print Audit.
- This will print a receipt of the previous days figures.
- Then press reset count (all canisters need to be in the CRT for you to be able to reset the figures from the previous day).
- Then YES - this will reset the terminal, waiting for the reimbursement amounts to be entered.

You can now remove all canisters, stacker and hoppers.

- To remove canisters-Lift canisters slightly and pull from the CRT terminal
- To remove the hoppers and stacker box- remove the centre silver plate that is inserted in the centre of the hoppers- this will make it easier to remove the hoppers
- To remove stacker box- unlock with the key on the right side of the CRT
- The cash from the stacker is to balance to the original print out
- Each canister has a barcode- weigh the barcode and ensure that you have the scales on the correct denomination
- The scanned amount for each canister should be the same as the print out from the CRT.

Balance the CRT Starting Cash Amount.

To enter cash amounts to the CRT

- Place all canisters, hoppers and stacker in their correct positions
- When replacing the stacker, use the key to lift the little lever for the stacker to slot into place

Once all canisters, hoppers and stacker are in place

- Click on previous
- Cash Replenishment - Enter cash as per amounts. The figure on the screen should equal total cash.
- Save updated quantities
- Previous/Operating History
- This will now give you the start of day balance of X Amount.
- Print Audit
- Previous
- Previous
- Exit Maintenance
- Lock the CRT and remove the keys

Check ticket supply.

If tickets need replacing they need to have the black marking facing upwards for the tickets to print.