

CHAPTER 16

KIOSK (SELF-SERVICE TICKET REDEMPTION MACHINE)

SECTION 1 DEFINITIONS

- A. A *currency cassette* or *financial instrument storage component* is a compartment that contains a specified denomination of currency. Currency cassettes or financial instrument storage components are inserted into kiosks, allowing them to dispense currency.

SECTION 2 DROP AND COUNT STANDARDS

- A. Controls must be established and procedures implemented to ensure that currency cassettes or financial instruments storage components are securely removed from kiosks.
- B. Such controls must include the following:
 - 1. Surveillance must be notified prior to the financial instrument storage components or currency cassettes being accessed in a kiosk.
 - 2. At least one individual independent of the cage and security departments must be involved in the collection of currency cassettes and/or financial instrument storage components from kiosks and at least one agent should be independent of kiosk accountability.
 - 3. Currency cassettes and financial instrument storage components must be secured in a manner that restricts access to only authorized personnel.
 - 4. Redeemed vouchers and pull-tabs (if applicable) collected from the kiosk must be secured and delivered to the appropriate department (cage or accounting) for reconciliation.
 - 5. Controls must be established and procedures implemented to ensure that currency cassettes contain the correct information and have been properly installed.
 - a. Access to stored full kiosk financial instrument storage components and currency cassettes must be restricted to:
 - (1) Authorized personnel;
 - (2) In an emergency, authorized persons for the resolution of a problem.
 - b. The kiosk count must be performed in a secure area, such as the cage or count room.
 - c. If counts from various revenue centers and kiosks occur simultaneously in the count room, procedures must be in effect that prevent the commingling of funds from the kiosks with any revenue centers.
 - d. The kiosk financial instrument storage components and currency cassettes must be individually emptied and counted so as to prevent

the commingling of funds between kiosks until the count of the kiosk contents has been recorded.

- (1) The count must be recorded in ink or other permanent form of recordation.
 - (2) Coupons or other promotional items not included in gross revenue (if any) may be recorded on a supplemental document. All single-use coupons must be cancelled daily by authorized personnel to prevent improper recirculation.
- e. Procedures must be implemented to ensure that any correction to the count documentation are permanent, identifiable, and the original, corrected information remains legible. Corrections must be verified by two count team members.
6. Controls must be established and procedures implemented to safeguard the use of, access to, and security of keys for kiosks.
 7. The operation must establish, approved by the TGRA, the threshold level at which a variance must be reviewed to determine the cause. Any such review must be documented.

SECTION 3 SURVEILLANCE SYSTEM

- A. The surveillance system must monitor and record a general overview of activities occurring at each kiosk with sufficient clarity to identify the activity and the individuals performing it, including maintenance, drops or fills, and redemption of wagering vouchers or credits.