Future ticketing technology

The ticketing sector is becoming more streamlined, particularly in the transportation and parking industries

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Right: **SuzoHapp's Intelligent Coin System handles up to eight coin types**

With the world's public transportation networks continuing to grow, the need to overhaul ticketing is more pressing than ever. Ticketing represents one of the best opportunities for innovation. The most visible example is in the smartcard and account-based ticketing systems increasingly overtaking paper tickets in transportation networks. But many obstacles stand in the way of the industry's ability to deliver and deploy an intelligent and integrated fare-collection system that results in loyalty, cost-effective use and a smooth experience for passengers.

Closed-loop systems do not always meet commuters' needs. Robust systems, where information needed to calculate the fare is stored on smartcards, are easy to use and have cut operating costs – but they lack flexibility. Closed-loop systems force passengers to use a smartcard valid only on that transport system. This approach locks up a customer's funds, which remain dormant until needed to buy a ticket, and means users must remember when to add funds to cards. Machines in stations can thus become a barrier to moving commuters through stations efficiently.

A virtual ticket office (VTO) could be the solution. Similar to virtual teller machines in banking, it is an in-station computerized machine and combined ticket office, vending machine and customer contact center. A passenger using the VTO could perform transactions such as account opening and card issue at their own pace. Help could be given by a remotely located agent via video or voice.

VTOs can be equipped to accept all methods of payment – cash, credit/debit cards and digital – and give change when necessary, all while keeping funds and sensitive information secure. They can be interconnected through the back-office system and offer account-based payments. The variety of payment options linked direct to customers' bank accounts eliminates much of the friction around ticket purchasing, adding funds and balance checking. Instead of adding complexity to their customers' commute, transport firms will be offering an effortless ticketing experience. A solution like this has obvious benefits for both commuters and transportation companies.

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The number of different coin denominations SuzoHapp's Intelligent Coin System can handle

Advances in transportation ticketing technology have evolved over time in major markets, but have yet to be rolled out at the same pace in less developed markets.

The purpose of technological innovation in the ticketing process is to simplify the end-user experience while giving operators a competitive edge through increased efficiency, information and profitability.

For years, operators around the world have relied on SuzoHapp's Bill-to-Bill product line to provide a reliable service, reduce operating costs and help travelers complete transactions. As seen in ticketing machines around the world, the new generation of Bill-to-Bill reflects evolving ticketing technology trends and it is best suited for VTOs. In the past, customers who paid for their fare with notes received their change in coins. The Bill-to-Bill banknote recycler has improved the customer experience by not only accepting banknotes, but by paying them back as well. Being inundated with coins was frustrating for customers – Bill-to-Bill has changed that.

SuzoHapp's Intelligent Coin System (ICS) tackles the challenge of optimizing coin payouts from ticketing machines. Often ticket machines have to pay back all denominations. The ICS handles up to eight coin types. They do not need to be pre-sorted into different hoppers, as the system is eight individual coin hoppers and a sorter combined into one product. Multidenomination payouts from one product saves both cost and time. The ICS has a large coin capacity of up to 1,300 coins and a high payout speed, as coins from up to four tubes can be dispensed at once.

In the back office, operators are often faced with large numbers of coins to check, validate, sort and bag for cash-in-transit (CIT) collection, or recycled for further use by personnel. Needs vary, hence SuzoHapp's wide range of solutions.

The CDS-820j is a bulk coin deposit solution that is easy to operate using its built-in 7in (18cm) color touchscreen. It can validate and bag/vault store up to 900 coins per minute. The software allows full and simple customer configuration. The heart of the unit, the coin acceptance module (CAM), ensures that only valid coins can be stored or bagged.

Above: **The CashComplete's Connect software allows to fully monitor cash and generate accurate reporting**

Below: **The CashComplete RCS-400 2.2 enables coins to be dispensed directly to the till**

When customers pay at a manned till, staff need to access coins and deposit them at the end of their shift. The optimal solution is to recycle coins – using those deposited during one shift to create fresh tills. With the CashComplete RCS-400 2.2, coins can be dispensed directly into the till, as the Flexi-Till solution caters to the most common tills on the market. Thus, the exact number of coins is placed in the correct till pockets. At the end of a shift, coins can be entered in bulk. The RCS-400 2.2 Flexi-Till gives exact details of all transactions and is managed using the CashComplete On-Device software, together with the CashComplete Connect platform. ■