INSTANT TICKET VENDING MACHINE

EDS-Q

Reference Guide for ITVM Retailers

HOTLINE:
For Terminal Questions and Issues, Call:

1-800-654-2500

VIRGINIA LOTTERY

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EDS-Q ITVM

The ITVM is the lottery's most efficient tool for dispensing a variety of different instant games. Tickets are dispensed quickly and securely. Using a patented bursting technology, GTECH's Interlott ITVMs dispense one cleanly separated instant or scratch-off lottery ticket with every push of the button. For your convenience, the ITVM is able to dispense through the last ticket of every book without the use of taping or special devices. More than one book of tickets may be taped together and loaded as necessary.

GTECH's Interlott ITVMs reduce labor costs and eliminate theft. Highly efficient and easy-to-use software controls all basic functioning. Accurate accounting reports are easily printed. Retail agents recognize productivity gains immediately.

Specifically designed with floor space in mind, the EDS-Q (Expandable Dispensing System – Quad Burster) machine fits in most high traffic areas, yet it stores up to 24 different instant lottery games. The machine features an attractive design and an easy-to-use interface. Customers are attracted to the machine by:

- Bright vacuum fluorescent display (VFD) for all instructions
- Illuminated ticket window push buttons
- Brightly lit price displays
- Highly visible backlit signage

Dedicated sales and service personnel continually solicit customer feedback on the machines. This input is the basis for continuous product refinements.

Specifications

EDS-Q machines are the lottery's most efficient tool for dispensing a variety of different instant games, quickly, securely, and without any problems.

- UL listed and FCC approved

- Stores up to 1000 tickets per game

- Ticket Size Capability:

    Width: Up to 4.25" (10.79 cm)

    Length: Up to 12" (22.86 cm)*

- Accepts $1, $5, $10, and $20 US bills. May be equipped to accept nickels, dimes, quarters, and dollar coins.

- State-of-the-art bill/coin acceptors

Maximum ticket length may vary by machine software version.

The GTECH Difference

Our unique patented burster delivers one cleanly separated ticket with every push of the button. There is absolutely no cutting, tearing, scratching, or mutilating of tickets in any way. No competitor can make these claims.

It's very smart

- Highly efficient, yet simple to understand software controls all accounting functions. The retailer has access to reports such as: Inventory, Audit Trail, Local Events, Local Security, and Status. Sales reports are also available for a variety of time periods including Local Shift, Today, Yesterday, Last 7 Days, This Week, Last Week, Last 4 Weeks, This Month, Last Month, Last 6 Months, This Quarter, Last Quarter, This Fiscal Year, Last Fiscal Year, and Lifetime.

- GTECH's *SmartLoad* feature stores data on each individual game. When the same game is reloaded, *SmartLoad* accesses the game's specifications and loads them automatically.

- A battery backup allows the system to retain all sales and setup data in case of power failure.

Security is top priority

- 14 gauge sheet metal cabinet

- Patented four-point locking system for vault-like security

- Bulletproof Lexan^{TM} ticket windows backed by steel plates

- Separately keyed bill acceptor vault is placed inside the cabinet for added protection

- Audible front door alarm

- 110-decibel tilt alarm

Available options

- LED message display

- Barcode scanner

- Smart modem allowing off-site communication and data access

- Remote shut-off

- Coin acceptor

- Custom painting and labeling

- Electronic signage

The Instant Ticket Vending Machine (ITVM) is designed to dispense lottery scratch-off tickets. This section describes the major components of the ITVM.

Ticket Display & Selection Window

Electronic Price Display

Ticket Tray

Optional LED message display

ITVM Display

One Shot Button

Main Door Lock

Bill Acceptor

Main Door
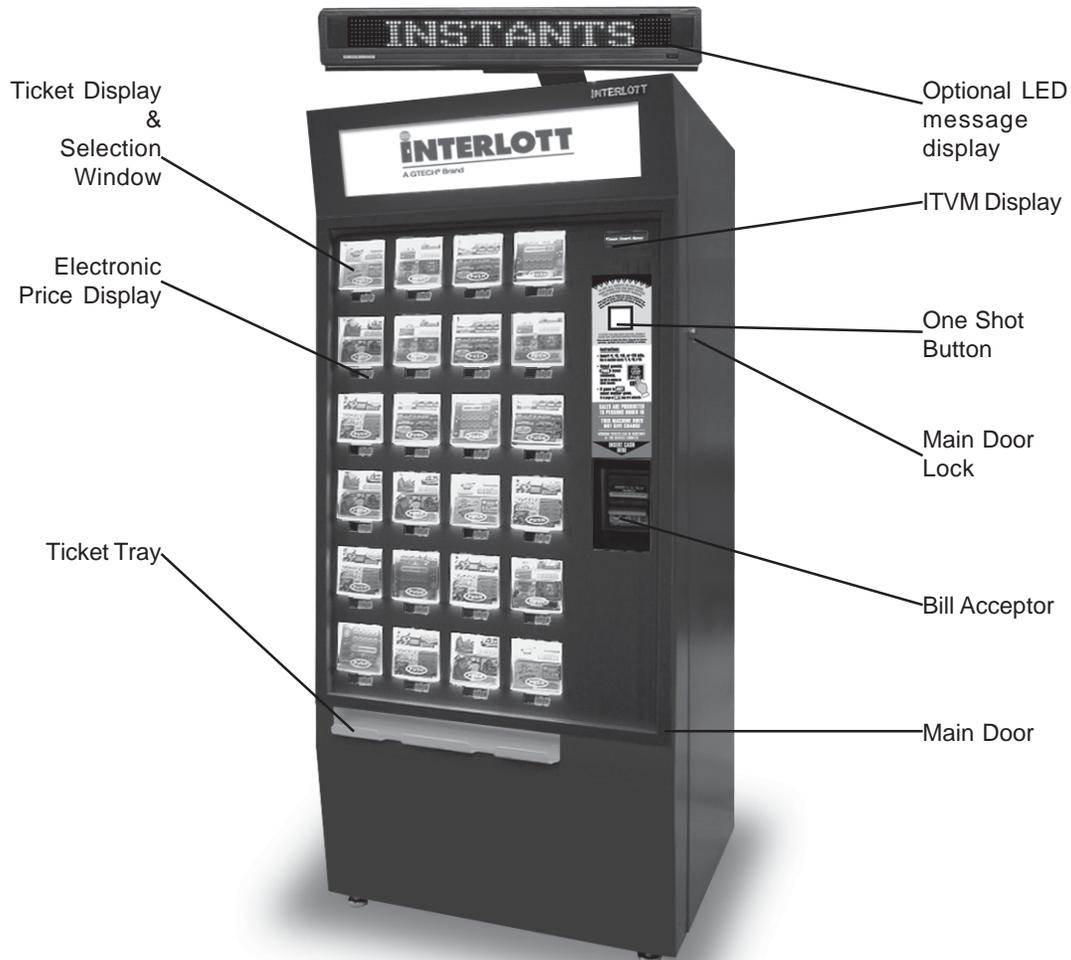
The picture above shows the exterior components of the EDS-Q machine. The components are explained in detail below.

· The customer pushes the *ticket display and selection window* to purchase a ticket. If the bin is out of service, *the electronic price display* will show a series of dashes across the middle of the display. If the ticket bin is empty, "Out" will appear on the electronic price display.

· The *One Shot button* allows customers to purchase tickets in bulk from any selected bin.

· Instructions are given to the customer via the *ITVM display*.

· The *bill acceptor* accepts and validates the customer's cash. An optional *coin acceptor* accepts and validates the customer's coins.

· The customer retrieves the purchased ticket from the *ticket tray*.

· The *main door* provides access to the ticket drawers, keypad, printer, and all other internal components.

· Locks protect components inside the main and bill acceptor doors.
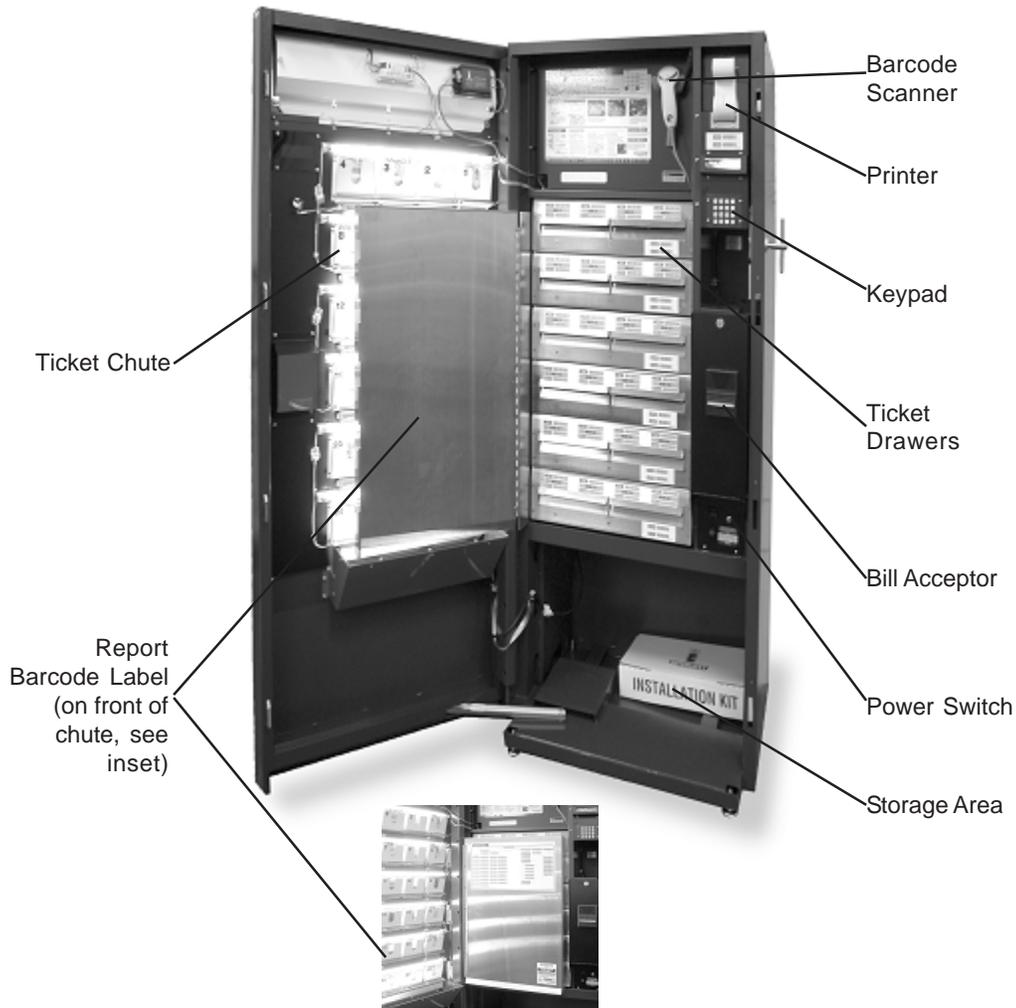
The picture above shows the interior components of the ITVM. The components are explained in detail below.

- The barcode scanner enables the retailer to maximize the benefits of SmartLoad ticket loading software. In addition, it simplifies ticket activation, running machine reports and bin-loading.

- The *keypad* enables you to navigate through menus, which you use when loading tickets and printing reports.

- Mounted within the ticket drawers, the bins hold and dispense tickets available for purchase.

- The printer is used to print several types of reports. A full explanation of reports is given in the Reports section of this manual.

- The bill acceptor is a device that validates and holds the cash the customer deposits to purchase a ticket. The coin acceptor (optional) is a device that validates the coins the customer deposits to purchase a ticket.

- The power switch turns the machine on and off.

- The door open switch (not pictured) triggers an audible alarm. See "Access Alarm" for more information.

- The QuadBurster™ (not pictured) is the dispensing mechanism.

- The storage area of the machine is designed to hold packs of tickets and other lottery items in a secure environment.

The Main Menu (Administrator)

> **Note!** **In all menu commands shown in this manual, *n* designates the ticket bin selected, and *X* designates a value to be entered.**

When the door is closed, the ITVM Display provides instructions to the customer. When the door is opened and the password is entered the Main Menu displays. As you press the plus (+) sign, each of the menu options will display, in the order below.

```
Select Bin:     n
(Bin n selected)
```

```
Print/View Reports
(Bin n selected)
```

```
n:   Load inventory
(Bin n selected)
```

```
n:   Unload bin?
(Bin n selected)
```

```
Options?
(Bin n selected)
```

Press the **plus (+) sign** or **minus (–) sign** to scroll through all menu options.

Press **ENTER** to select a menu option.

The Options Menu

The Options Menu is accessed from the Main Menu and provides access to terminal functions and configurations that may be used in the Retailer Location.

The choices from this menu include the following:

```
Zero inventory?    XXX
(Bin n selected)
```

Use the **ZERO INVENTORY** function to zero out the selected bin's inventory count when tickets have been unloaded from the bin.

```
Zero Credit?  $X.XX
(Bin n selected)
```

Use the **ZERO CREDIT** function to clear customer credits from the machine. To clear credits, press **ENTER**. When this function is used, it is recorded on the Events Report along with the login ID.

```
Load Paper?
(Bin n selected)
```

Use the **LOAD PAPER** function to load paper into the printer.

```
n:   Test bin?
(Bin n selected)
```

Use the **TEST BIN** function to verify that the selected bin is functioning properly. The display will read either *Bin Tests Good* or *Bin Tests Bad*. To select a different bin, key in the Bin number at the Test Bin? prompt and press **ENTER** twice.

```
Change Time?
(Bin n selected)
```

Use the **CHANGE TIME** function to change the machine time. Enter the new time using the 24-hour clock with decimal points. For example, 5:00 PM would be entered as 17.00.00. Press **ENTER**.

```
Autoprint report of
sales at acct. time
```

Use the **AUTOPRINT REPORT** function to print the Yesterday's Sales Report at the preset accounting time, which is 12:01 AM and can only be changed by a GTECH Field Service Technician. To enable this function, press **ENTER** and then press **ENTER** again to disable.

```
Test bill acceptor?
(Bin n selected)
```

Use the **TEST BILL ACCEPTOR** function to verify that the bill acceptor is working properly. Perform this test by pressing **ENTER** and inserting a bill.

```
Change passwords?
(Bin n selected)
```

Use the **CHANGE PASSWORDS** function to change Retailer passwords.

Press the **plus (+) sign** or **minus (-) sign** to scroll through all menu options.
Press **ENTER** to select a menu option.

The Keypad

The keypad is mounted inside the machine, behind the main door.

The display guides you through the menus needed to maintain the ITVM.
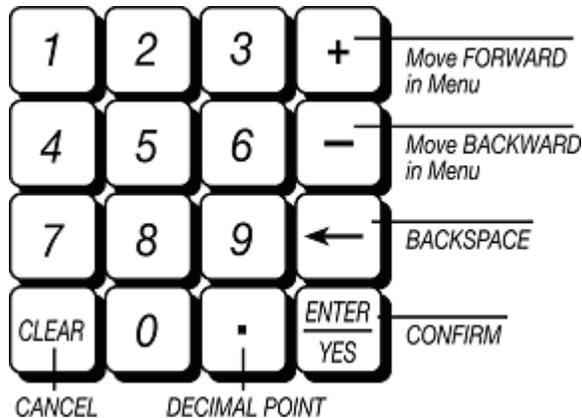
- The **plus** sign **(+)** moves you forward in the menus.
- The **minus sign (–)** moves you backward in the menus.
- The **back arrow (←)** functions as a backspace key.
- **CLEAR** erases your entry and takes you back to the previous menu option.
- When you press **ENTER/YES** you answer "yes" to the questions on the display, or you enter your input into memory.

Alarms

Access Alarm

The ITVM is protected from unauthorized entry by an audible door open alarm. The alarm sounds continuously until a valid password is entered.

To silence the alarm:

1. Immediately upon opening the door, enter a valid password. Note: This is required only in systems where the full menu is password protected.

2. Absence of any keypad activity causes the system to emit periodic alert tones. Press any key to reset the keypad inactivity monitor.

Power Fail Alarm

The power fail alarm is activated when the machine is unplugged or loses power.

To disarm the alarm:

1. Open the main door.

2. Flip the toggle switch (located above the bill acceptor) to the down position.

Tilt Alarm

The tilt alarm is activated when the machine is suddenly jostled.

To disarm the alarm:

1. Open the main door.

2. Flip the toggle switch (located above the bill acceptor) to the down position.

Remote Disable (If Installed)

Remote disable is an optional feature on the ITVM and is intended to discourage underage use. This feature allows store personnel to "shutdown" the machine via remote control.

To disable the machine, press the button on the remote transmitter. To reactivate, press the button on the remote transmitter again. The remote does not require careful aiming or close range.

Locking System

GTECH's Interlott ITVMs include a patented high-security locking system.

The main door provides access to the keypad, printer, and ticket bins. The bill acceptor is housed in a separately keyed vault behind the main door.

The primary locking system consists of a removable locking barrel and an inserted "T" handle.

Each set of keys has 2 keys, one that opens the removable lock cylinder from the main door and a different key for the lock on the bill acceptor vault.

Opening the ITVM

1. Remove the lock barrel:

   a. Insert the key.
   b. Rotate the lock one-quarter turn (in either direction) to the unlocked position.
   c. Pull the barrel out.

2. Insert the "T" handle.

3. Push in and rotate the handle counterclockwise one-half turn.

4. Open the main door.

Closing and Locking the ITVM

To close and lock the ITVM:

1. Push the door closed.

2. Rotate the "T" handle one-half turn clockwise. When the latch is secure, the ITVM Display shows the prompt:

> Please Insert Money

3. Remove the "T" handle from the barrel.

4. Insert the lock cylinder.

5. Rotate the key until the machine is locked.

6. Remove the key.

Loading Tickets

Interlott's *SmartLoadPlus* feature makes loading tickets quick, accurate, and hassle-free. The EDS-Q stores individual game data (pack size, ticket size, and price) so this information will not have to be reentered every time tickets are loaded.

To load tickets:

1. Open the hinged ticket chute and remove the barcode scanner from its holder. The display reads:
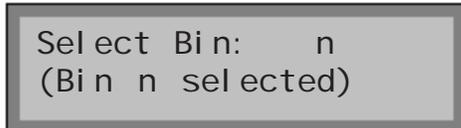
```
Select Bin:    n
(Bin n selected)
```

2. Scan the **LOAD** label on the bin you wish to load.

3. If this bin already has inventory, the old inventory amount will be displayed. Press **0** and **ENTER** to clear this inventory or scan or press **ENTER** to add it to the new inventory. The display reads:

```
ProductID:   XXXXXX
(Bin n selected)
```

4. Scan the barcode on the next ticket pack.

> **Note!** If you have loaded the current product into this ITVM before, the machine may recognize the product ID from the games that it has stored in memory. The machine has the ability to store up to 100 games in memory and will do so each time that you load a full pack. If you have loaded this game before, the machine will populate the product data (Product ID, Pack Size, Unit Length, and Unit Value). The steps that follow describe how to proceed with loading if it recognizes the game and if it doesn't.

If the system recognizes the Product ID:

5. The display reads:
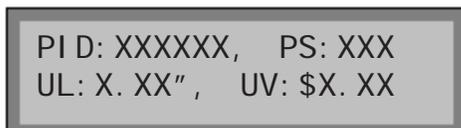
```
PID: XXXXXX,  PS: XXX
UL: X.XX",  UV: $X.XX
```

6. To accept these values, scan the **ENTER** barcode or press **ENTER** on the keypad and proceed to Step 12.

7. To change one or more of these values, scan or press **CLEAR**, then press **ENTER** to continue. Follow the instructions on the following page for entering new values.

If the system does not recognize the Product ID:

5. The display reads:
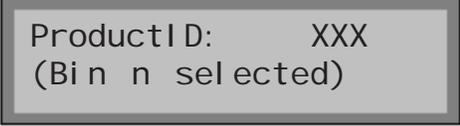
```
ProductID:     XXX
(Bin n selected)
```

6. The Product ID is populated from when you scanned the barcode on the ticket pack.
    Press **ENTER**.

7. The display reads:

```
Pack size      XXX
(Product IDxxxxxx)
```

8. Scan or press **ENTER** to accept the displayed value, or key in the number of tickets you are
    loading and press **ENTER** on the keypad twice. The display reads:
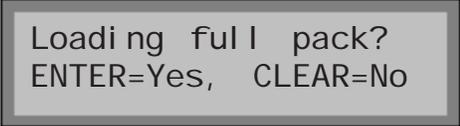
```
Loading full pack?
ENTER=Yes,  CLEAR=No
```

> **Note!** Answering **YES** to this question will store this value as the pack size for the Product ID. If
> you are loading a partial pack, be sure to press **CLEAR** to avoid affecting future loads.

9. Press **ENTER** to load a full pack or **CLEAR** to indicate you are loading a partial pack.

10. The display reads:

```
Ticket Length X.XX
(Product IDxxxxxx)
```

11. Scan or press **ENTER** to accept the displayed value or key in the ticket length and press ENTER on
the keypad twice. The display will read:

```
Unit Value   $X.XX
(Product IDxxxxxx)
```

12. Scan or press **ENTER** to accept the displayed value or key in the ticket unit value and press **ENTER** on the keypad twice. The display will read:

```
Load another pack?
(Product IDxxxxxx)
```

13. Scan or press **ENTER** to load another pack in this bin or press **CLEAR**.

14. The display will read:

```
Load bin n now
(Product IDxxxxxx)
```

15. Pull out the appropriate ticket drawer for the bin to load the tickets.

16. Insert the ticket pack into the bin so that the lowest numbered ticket feeds first.

17. Feed the first ticket over the roller.

18. Insert under the ticket guide until the leading edge firmly touches the black rubber feed rollers. This will activate the ticket sensor switch and the tickets will load automatically.

19. Multiple ticket packs can be loaded by taping the end of one pack to the beginning of another pack. To connect two packs, use GTECH's perforated tape (Part number 10-205-00007-01) and follow the instructions on the following page.

Basic Operation

Loading Multiple Packs

1. Lay ticket packs up against each other on a flat surface so that the last ticket of one pack is against the first ticket of another pack. Leaving no space between the tickets, align the edges of the packs carefully and do not overlap them.

TOP VIEW

Pack 1   Pack 2

SIDE VIEW

Tape

Pack 1   Pack 2
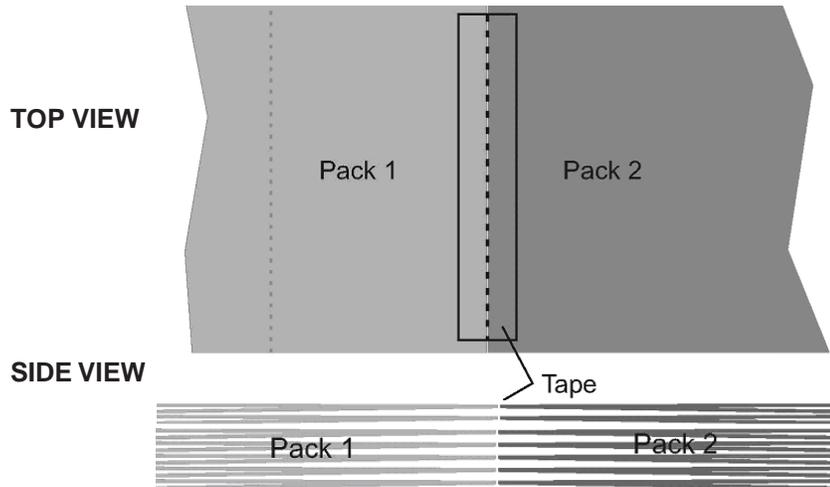
2.   Take a tape strip from the sheet and carefully position it so the perforation is in line with the junction of the two tickets. Take care that the tape does not hang off of the edge of the tickets.

Pack 2

TAPE

Pack 1
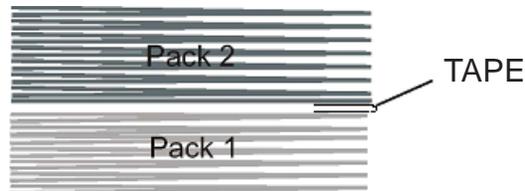
3.   Fold one of the packs over the other, bending the tape at the perforation. Packs should stack neatly, one on top of another.

Take care to avoid these problems:

Edges of packs misaligned

Tape hanging off of edge of tickets

Tape perforation not aligned with ticket junction

Tickets not tightly butted against each other
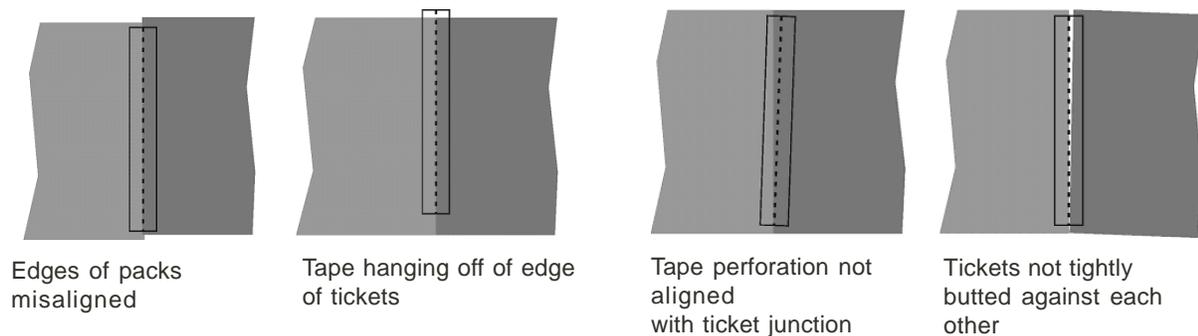
Unloading Tickets

Use the *Unload Tickets* function to remove tickets without damaging the bursters. GTECH's SmartLoadPlus feature allows tickets to be unloaded in one easy step.

From the **Select Bin** prompt, scan the **UNLOAD** label on the bin to unload. The burster reverses feed and the tickets unload.

The Screen displays:

```
Reload or Clear
(Bin n selected)
```
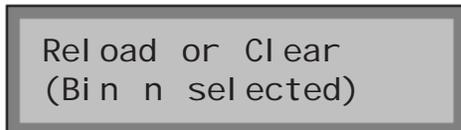
Press **ENTER** to reload the tickets and restore the game to active. Select **the CLEAR** option to clear the inventory in the bin and set to zero.

Loading Printer Paper

Make sure the new roll of paper has a straight edge (if necessary, re-cut the paper so the edge is straight.)

1. From the Select Bin prompt, press the **minus sign (–)** once, or press the **plus sign (+)** four times. The display reads:
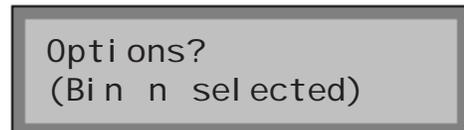
2. Press **ENTER**.

3. Press the **plus sign (+)** once. The display reads:

```
Options?
(Bin n selected)
```

```
Load Paper?
(Bin n selected)
```
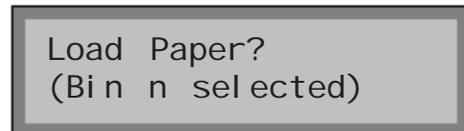
4. Load the paper as shown.

   a. Remove the empty spool. Slide the white spool holder up and toward you.

   b. Install a new roll of paper on the white spool holder. Paper feeds from the back of the roll.

   c. Pull the black platen forward to the open position.

   d. Slide the clean, straight edge of the new paper into the printer feed opening.

   e. Return the platen to the closed position.

   f. Press **ENTER**. The paper begins to feed through the roller.

   g. Press and hold down any key to stop feeding.

Removing Money from the Bill Acceptor

1. Open the bill acceptor door.

2. Lift the cassette door to expose currency.

3. Remove the bills from the acceptor.

4. Print a Shift Report to reset the system's cash counters.

Removing the Bill Magazine from the Bill Acceptor

Rather than removing the money at the machine, the entire bill magazine may be removed.

To remove money from the bill magazine:

1. Press the small black button at the end of the bill stacker and lift out the bill magazine.

2. Remove the bills from the magazine. Replace the magazine by reinserting it into its holder and sliding it toward the bill acceptor until it locks into position.

Purchasing Tickets

Typical Purchase

A typical purchase takes place as follows:

When the customer approaches the machine, the ITVM display reads:

```
Please Insert Money
```

The ITVM takes cash only ($1, $5, $10, or $20 bills) and does not give change.

If equipped with a coin acceptor, nickels, dimes, quarters, and dollar coins may be used.

1.   The customer inserts the bill into the bill acceptor.

2.   The display reads:

```
X.XX Credits
```

3.   As the customer selects a ticket, the ticket is burst, and then dispensed in the ticket tray. The ITVM display reduces the number of credits by the cost of the ticket. (The number of credits reflects the amount of money the customer deposited. Some games cost $1 [1 credit]. Others may cost more.)

4.   Once all credits have been used, the display reads:

```
Credit Used.  Thank
You and Good Luck!
```

Then returns to the prompt:

```
Please Insert Money
```
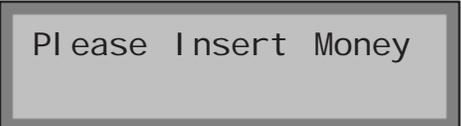
Purchase Using the One Shot Button

A typical purchase using the One Shot Button takes place as follows:
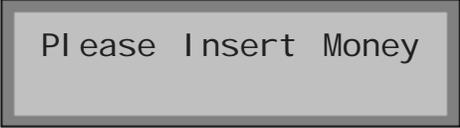
When the customer approaches the machine, the ITVM display reads:

```
Please Insert Money
```

The ITVM takes cash only ($1, $5, $10, or $20 bills) and does not give change.

If equipped with a coin acceptor, nickels, dimes, quarters, and dollar coins may be used.

1. The customer inserts the bill into the bill acceptor.

2. The display reads:

```
X.XX Credits
```

3. The customer pushes the One Shot Button (button is now flashing).

4. The customer pushes the preferred ticket display and selection window. The tickets are burst and then dispensed continuously into the ticket tray until all credits are used.

> **Note!** To stop One Shot dispensing before all credits are used, push the One Shot button again. Dispensing will stop and the credits remaining will appear on the display. The customer can then continue making purchases until all available credits are used.

5. Once all credits have been used, the display reads:

```
Credit Used.  Thank
You and Good Luck!
```

Then returns to the prompt:

```
Please Insert Money
```

Reports

The Print/View Reports function on the ITVM allows you to print and/or view the following ITVM Accounting Reports.

Sales Reports

Sales information can be reported for a variety of different time periods as described below. Each sales report states, by bin, the quantity and value of tickets sold in the given time period as well as the total quantity and value of all tickets sold in that period. These reports also show the product number loaded into each bin and an estimate of sales lost due to bin-out-of-stock time.

Today's Report

Today's Report summarizes all of the transactions that have taken place for the current day (from the previous midnight, or a time you select, to the time the report was printed).

Yesterday's Report

Yesterday's Report summarizes sales data for the previous day. This 24-hour reporting period is selected by you (typically from last midnight to the previous midnight, or a preset accounting time).

Last 7 Days Report

The Last 7 Days Report summarizes sales information for each of the past seven days, providing daily totals for each bin as well as daily totals for these days. Note that Day 7 sales are for the current day, and each previous day is listed in reverse-chronological order.

This Week's Report

This Week's Report offers you access to sales information for the current week (typically Monday 12:00 AM to 11:59 PM Sunday, unless programmed differently by your service agent). This Week's Report can be obtained as many times as necessary during the current week and reflects sales beginning Monday 12:00 AM through the time that the report is taken.

Last Week's Report

Last Week's Report reflects sales for the previous seven-day reporting week (typically Monday 12:00 AM to 11:59 PM Sunday, unless programmed differently by your service agent). This report enables you to obtain a weekly sales report. For example, a report taken on Monday morning will reflect the previous week's (seven days') sales.

Last 4 Weeks Report

The Last 4 Weeks Report summarizes sales information for each of the last four weeks. Week 4 is the current week and reflects sales up until the time the report is taken. Each previous week is listed in reverse-chronological order. Start and end dates for each week are shown on the report.

This Month's and Last Month's Reports

This Month's Report reflects sales for the current month to the time the report is taken. Last Month's Report reflects sales for the last month.

Last 6 Months Report

Similar to the Last 4 Weeks and Last 7 Days reports, the Last 6 Months Report summarizes sales information for each of the last six months. Month 6 is the current month to date, and each previous month is listed in reverse-chronological order with start and end dates for each listed under the month heading.

This Quarter's and Last Quarter's Reports

This Quarter's Report reflects sales for the current quarter to the time the report is taken. Last Quarter's Report reflects sales for the last quarter.

This Fiscal Year's and Last Fiscal Year's Reports

The This Fiscal Year's Report reflects sales for the current fiscal year to date. The Last Fiscal Year's Report reflects sales for the last fiscal year. The fiscal year start date can be programmed into the machine by your service representative.

Lifetime Sales Report (LIFETIME)

The Lifetime Sales Report provides sales information over the life of the machine. Because this report does not follow the standard sales report format.

Sample Sales Report

While the reporting period may differ between the sales reports that are available from the ITVM, the report format is basically the same. Each report is divided into 4 sections: the report header, the Product ID listing, sales data and site management statistics. The sample that follows applies to all Sales reports listed on the previous page.

Report Header & Product ID Listing
The Header of each report states the name of the report and the time period reflected in the report. Following the header, every sales report has a section listing the product IDs and values of the tickets loaded into each bin.

Name of Report

Date & Time the report was printed

Time set as beginning of accounting day

Retailer's ID # assigned by Lottery

"+" indicates a change in the product ID has occurred during this sales interval

```
                SALES THIS WEEK
                   Sales Since
                   03/03/2003
               Fri 03/07/2003 17:54

Acct Week Start:                    Mon
Acct Time:                          00.01
Agent:                              40444
Machine:                         87654321
Door Open Today:                        2
*******************************************
               Product ID & Value
*******************************************

B01:            #437281            $  1.00
B02:            #655209            $  5.00
B03:            #844763            $ 10.00
B04:           +#288543            $  2.00
```

Current selections loaded listed by bin#, product ID#, and ticket value

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Sales Data

The Sales Data section of the report contains sales data for the reporting period shown in the header. Ticket quantity sold and the dollar value of that quantity are listed for each bin and are summarized to show total sales for the specified period.

These lines appear only on summary reports (Last 7 Days, Last 4 Weeks, Last 6 Months). Reporting period is stated for each listing, with the most recent period listed first

Quantity & Dollar value of tickets sold from Bin4 for this reporting period

Total number of tickets dispensed during this reporting period

These lines appear only on summary reports (Last 7 Days, Last 4 Weeks, Last 6 Months). Note that listings are in reverse chronological order

Total dollar amount value of tickets dispensed during this reporting period

```
*********************************************
                Sales Qty & Value
*********************************************
                ------Week 4------
                (From 02/24/2003) ---
                (Thru 02/25/2003) ---

Bin#01:
                   125        $           250.00
Bin#02:
                   142        $           142.00
Bin#03:
                    63        $           315.00
Bin#04:
                    50        $           100.00
Bin#05:
                    58        $           580.00
                -----    ---------------

                   438        $          1387.00
                CheckTotals:
                   438        $          1387.00

                ------Week 4------
                (From 02/24/2003) ---
                (Thru 02/25/2003) ---
```

Site Management Statistics

The Site Management section of the report provides an estimate of revenue lost during the reporting period due to bins being out of stock. This estimate is derived from actual machine sales and the percentage of out of stock time during the reporting period.

```
******************************************
                Site Management
******************************************
              ------Summary------
OutOfStockFactor:                    13.7%

LostSalesEstimate:
                               $    220.37

              ------TimeLostDetail------

QOS_Samples:                          125
NotAcceptingCash
                                     2.0%
BinsOutOfStock:
01:                                  4.0%
02:                                 35.0%
03:                                  2.8%
04:                                  6.0%
******************************************
              ---- end report ----
```

Number of times in reporting period that system checked for out-of-stock conditions

Estimate of sales lost by this machine during the reporting period based on actual sales and bin-out-of-stock time

Percent of time in the reporting period that Bin 1 was out of stock

Other Reports

In addition to Sales Reports, you may access other reports from the ITVM to view/print inventory, transactions, event history, and set up information. These additional reports are described below.

Inventory Report

The Inventory Report shows, by bin number, the value and quantity of tickets presently in the machine. The software lowers the inventory count each time a ticket is dispensed; therefore, the report reflects the most up-to-date inventory reading. The report also displays the total number of tickets in the machine and their total value.

The inventory report reflects the numbers entered when tickets were loaded. Be sure to enter the correct inventory at the Pack Size prompt.

Name of Report ——————

Date & Time the report was printed ——————

Time set as beginning of accounting day ——————

Retailer's ID # assigned by Lottery ——————

"+" indicates a change in the product ID has occurred during this sales interval

Number of tickets on hand for Bin 1

"*" indicates the bin is out of service

Total number of tickets in the machine

```
               INVENTORY REPORT
             Fri 03/07/2003  17:54


Acct Week Start:                      Mon
Acct Time:                          00.01
Agent:                              40444
Machine:                         87654321
Door Open Today:                        2
*********************************************
             Product ID & Value
*********************************************

B01:            #437281            $  1.00
B02:            #655209            $  5.00
B03:            #844763            $ 10.00
B04:           +#288543            $  2.00


*********************************************
           UnitsOnHandQty&Value
*********************************************
01:             175        $        175.00
02:              97        $        485.00
03:*            111        $       1110.00
04:             225        $        450.00
                -------        ------------
                608        $       2220.00
*********************************************

              --- end report ---
```

Current selections loaded listed by bin#, product ID#, and ticket value

Value of tickets on hand for Bin 1

Total value of tickets in the machine

Reports

Local Shift Report

The Local Shift Report reflects sales since the last time this report was taken. For example, if you take a Shift Report at 9:00AM, and another one at 5:00PM, the second report will include only sales for that eight hour period. **Money should be removed from the machine every time a Local Shift Report is printed.** Failure to do so will result in inaccurate system cash counters.

Date & Time the last shift report was printed

Date & Time this Shift Report was printed

```
          LOCAL SHIFT REPORT
            14:37  03/06/2003


Acct Week Start:                Mon
Acct Time:                      00.01
Agent:                          40444
Machine:                        87654321
Door Open Today:
*******************************************
            Product ID & Value
*******************************************

B01:          #437281          $  1.00
B02:          #655209          $  5.00
B03:         +#844763          $10.00


*******************************************
            Sales Qty & Value
*******************************************

            ------Week 4------
            (From 02/24/2003) ---

Bin#01:
            125      $         250.00
Bin#02:
            142      $         142.00
Bin#03:
            63       $         315.00
Bin#04:
            50       $         100.00

-----    ----------------
438      $         1387.00
         CheckTotals:
438      $         1387.00
*******************************************
*******************************************
           ---Cash Collected ---
*******************************************
#Bills:
            $20                  6
            $10                  32
            $5                   124
            $1                   327
BillTotal:        $          100.00
```

"+" indicates a change in the product ID has occurred during this sales interval

Current selections loaded listed by bin#, product ID#, and ticket value

Quantity and dollar value of tickets sold from Bin 1 this shift

Total number of tickets dispensed this shift

Total sales this shift

A difference between these values will result from only from erroneous unit values or an overload of the SmartLoad buffer (use of more than 100 different products within the reporting period)

Total value of all bills collected this shift

Report continued on next page...

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Reports

```
*********************************************
                Site Management
*********************************************
             ------Summary------
OutOfStockFactor:                      13.7%

LostSalesEstimate:
                            $        220.37

          ------TimeLostDetail------

QOS_Samples:                             125
NotAcceptingCash
                                        2.0%
BinsOutOfStock:
01:                                     4.0%
02:                                    35.0%
03:                                     2.8%
04:                                     6.0%
*********************************************
             ---- end report ----
```

Number of times in reporting period that system checked for out-of-stock conditions

Estimate of sales lost by this machine during the reporting period based on actual sales and bin-out-of-stock time

Percent of time in the reporting period that Bin 1 was out of stock

Security Report

The Security Report describes when the door was opened and closed and by whom during the current shift.

```
             SECURITY REPORT
             Fri 03/07/2003 17:54
Acct Week Start:                         Mon
Acct Time:                             00.01
Agent:                                 40444
Machine:                            87654321
Door Open Today:                           2
*********************************************
                Agents Key
*********************************************
a=AdminAgent
r=RetailAgent
s=ServiceAgent
l=LotteryAgent
u=Unknown
*********************************************
                Events Key
*********************************************
CLS=DoorClosed
OPN=DoorOpened
*********************************************
           Security Events Detail
*********************************************
sOPN03/26/2003                         10:30
sCLS03/26/2003                         10:33
sOPN03/26/2003                         17:12
*********************************************
             ---- end report ----
```

Date & Time the report was printed

Key showing password login used for each event

Listing of Events that can be recorded

Times door opened and closed listed by agent, event type, date, and time

Reports

Audit Trail Report

The Audit Trail Report gives you an up-to-the-minute description of the ITVM's last ten transactions. All transactions are time- and date-stamped on the transaction header. In particular, this report provides you with details of the last or pending transaction, should a customer dispute the status of the machine during current play.

Date & Time the last shift report was printed

All bills accepted during this transaction, listed by denomination and in order of insertion

Bins selected for play

Number of tickets dispensed from Bin 3 during the transaction

```
              AUDIT TRAIL REPORT
              Last 10 Transactions
            Fri 03/07/2003      17:54

Acct Week Start:                    Mon
Acct Time:                          00.01
Agent:                              40444
Machine:                            87654321
Door Open Today:                    2
***********************************************
              Transaction Detail
***********************************************

          ------Transaction 1------
Fri 03/07/2003                      14:05
Bills:
    5+1+1
Bill Total
                        $           7.00
Coin Total
                        $           0.00
Money Total
                        $           7.00
UnitsSoldByBin:
Bin#01:
                        2 ($        2.00)
Bin#02:
                        1 ($        5.00)
    -----    ---------------
                        3 ($        7.00)
Check Total:
                        3 ($        7.00)

  ┌─────────────────────────────────────┐
  │ Transactions  2-10 have been omitted for │
  │ the purpose of simplifying the illustration │
  └─────────────────────────────────────┘

***********************************************
            ---- end report ----
```

Transactions are listed with the oldest transaction first

Total Credits accumulated for this transaction

Dollar value of tickets dispensed from Bin 1 during this transaction

A difference between these two values will result only from erroneous unit values or an overload of the SmartLoad buffer (use of more than 100 products within the reporting period)

Local Events Report

The Events Report tracks all events that have occurred since the current shift began. Events are all activity related to the machine except the dispensing of tickets. The report is limited to the newest one hundred events.

Date & Time the report was printed

Key showing password login used for each event

Listing of Events that can be recorded

```
        LOCAL EVENTS REPORT
          Fri 03/07/2003 17:54
Acct Week Start:                    Mon
Acct Time:                         00.01
Agent:                             40444
Machine:                        87654321
Door Open Today:                       2
*******************************************
              Agents Key
*******************************************
a=AdminAgent
r=RetailAgent
s=ServiceAgent
l=LotteryAgent
u=Unknown
*******************************************
              Events Key
*******************************************
CLD=ColdStart
CLS=DoorClosed
CZR:CreditZeroed
LOD=LoadInventory
LOI=LowInventory
OPN=DoorOpened
RAC=RAC_CallAttempt
RDC=RDC_CallAttempt
SHT=ShiftStart
STL=SettlementStart
SWR=SoftwareReset
ULD=UnloadInventory
UKN=UnknownEvent
WDR=WatchdogRest
WRM=WarmStart
*******************************************
aSHT3/26/2003                      10:09
uWRM03/26/2003                     10:21
uLOI03/26/2003                     10:25
  3:LowInventory
sOPN03/26/2003                     10:30
sLOD03/26/2003                     10:31
  3:LowInventory  100            $100.00
sCLS03/26/2003                     10:33
sOPN03/26/2003                     17:12

*******************************************
          ---- end report ----
```

Events listed by agent, event type, date, and time

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Status Report

The Status Report describes the machine's set-up and configuration. This report will be used primarily by your GTECH service representative.

Date & Time the status report was printed

Retailer ID (assigned by the Lottery)

Machine Serial Number

Software version installed in the System Controller Board

Maximum amount of money the machine will accept for one transaction

Number of tickets dispensed over the life of this machine (this value may not be reset)

Credits currently on the machine

Indicates if a Yesterday's Sales Report will print automatically at the set accounting time

Total cash collected by this machine

A difference between these two values indicates that $130 in credits have been keyed in over the life of the machine (your service rep. may key in credits in order to test the machine)

Status of cash acceptors

Status of Bins

VuLink Settings

```
                STATUS REPORT
          Wed 03/26/2003        17:13


  Acct Week Start:                   Mon
  Acct Time:                       00.01
  Agent:                           40444
  Machine:                      87654321
  Door Open Today:                     2
  ********************************************
                System Configuration
  ********************************************
  SW Release                    v.9.999.99
  BootLoader:                          1.2

  ********************************************
                Accounting Settings
  ********************************************
  Acct Week Start:                   Mon
  Acct Time:                       00.01
  CreditLimit:              $       40.00
  Credit:                   $        0.00
  Autoprint:                         OFF
  ********************************************
                Lifetime Totals
  ********************************************
  VendsQty:
                            #     6587876
  VendsValue:
                            $  12503192.00
  SalesValue:
                            $  12503062.00
  ********************************************
                Error Registry
  ********************************************
  BillAcceptor:                     PASS
  CoinAcceptor:                     PASS
  NumBillsOvrLimit:                   NO
  CashOverLimit:                      NO

  BinsLowInventory:
     6  7  14
  BinsJammed:
     None
  BinsMute:
     None
  ********************************************
                VuLink Settings
  ********************************************
  MessageFormat:                       3
  AddressOffset:                       0
  ActivateOnLoad:                  Enbld
  SolicitationT0(s)                    5
  LoadNoLink:                     Proceed
```

Report continued on next page...

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... Report continued from previous page

```
*********************************************
                 Bin Status
*********************************************

              ------ Bin 1 ------
ProductID:                          437281
Status:                             BinOK
SWRelease:                          1.000
UnitLength[in]:                     2.00
UnitValue[$]:                       1.00
Inventory:                          175
EdgeGap:                            257
TickPitch:                          150.25

              ------ Bin 2 ------
ProductID:                          655209
Status:                             BinOK
SWRelease:                          1.000
UnitLength[in]:                     2.00
UnitValue[$]:                       1.00
Inventory:                          175
EdgeGap:                            257
TickPitch:                          150.25

              ------ Bin 3 ------
ProductID:                          844763
Status:                             BinOK
SWRelease:                          1.000
UnitLength[in]:                     2.00
UnitValue[$]:                       1.00
Inventory:                          175
EdgeGap:                            257
TickPitch:                          150.25

*********************************************
              ---- end report ----
```

Status of Bin 1 any problems with bin will be reported here

Factory-Set values for this bin's dispenser

ID number of ticket loaded in Bin 1

Software version in this bin's control board

Size and value of tickets loaded in Bin 2

Current ticket inventory for this bin

Accessing Reports

Printing Reports

The QuickPrint feature allows immediate access to sales and inventory data with just a click of the barcode scanner.
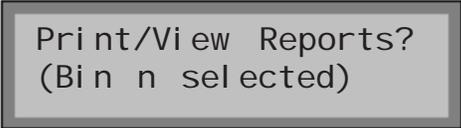
To print reports:

1. Make sure you have enough paper in the printer.

2. From the Select Bin prompt, scan the barcode of the desired report on the Report Barcode Label located inside the machine on the hinged ticket chute. The report will begin printing.

Viewing Reports

To view reports:

1. Press the **plus sign (+)** once. The screen displays:

```
Print/View Reports?
(Bin n selected)
```

Press **ENTER**.

2. Press the **plus sign (+**) once. The screen displays:

```
View Reports?
(Bin n selected)
```

Press **ENTER**.

4. Use the **plus sign (+)** or **minus sign (−)** to scroll through the report list.   When the correct report is displayed, press **ENTER**. Use the **plus sign (+)** or **minus sign (−)** to scroll through the report line by line.

5. Press **CLEAR** twice to return to the Main Menu.

See page 24 for a description of all reports.

Balancing Sales and Inventory

GTECH ITVMs come equipped with several reports designed to guide the sales agent to accurate daily balancing of sales and inventory. The steps below are designed to provide you with the necessary reporting structure to facilitate all accounting and balancing needs for the ITVM profit center.

1. Set accounting time/day of week (optional). Your GTECH service representative sets this time upon the original installation of the ITVM based on store personnel input. If the set accounting time does not reflect your current needs, contact your GTECH service representative.

Steps 2 through 8 should be performed at the beginning of each ITVM manager's accounting day.

2. Print a **Status Report**.

    The Status Report describes the ITVM setup and configuration. It details any problems that might exist as well as information on the setup of each bin. Also included in this report is the amount of revenue taken in by this machine to date.

3. Print a **Local Shift Report**.

    The Local Shift Report reflects sales since the last time the report was taken. The report will include only sales for that period. Running this report resets all accounting information to zero.

4. Remove money from the bill acceptor. Money should be removed every time a Local Shift Report is printed.

5. Print an **Inventory Report**.

    The Inventory Report shows by bin number the value and quantity of tickets presently on hand in the machine. The report reflects the most up-to-date inventory reading. The date and time of the report are also included.

6. At this point you have enough information to balance the previous day's sales.

7. Add tickets to any bin that is low on inventory.

8. Print another **Inventory Report**, recommended for total security and confidence in accuracy.

Steps 9 through 13 should be performed at the end of each ITVM manager's accounting day.

9. Print a **Local Shift Report**.

10. Remove money from the bill acceptor.

11. Print an **Inventory Report**.

12. Load inventory as necessary.

13. Print another **Inventory Report**.

Using the above procedures will lead to accurate daily balancing of your ITVM. Check the Today's Report and Yesterday's Report.

Maximizing Sales Through Merchandising

GTECH offers marketing support in the form of brochures, historical sales information, retailer demographics, instructional manuals, and various other tools used for recruiting locations for placement of ITVMs. These factors are critical to the success of the ITVM:

- Place the ITVM in a high traffic location. Placement at the entrance or exit of a location provides ideal visibility for customers.

- Keep tickets in all bins at all times.

- Always keep the latest and most popular games loaded in the ITVM.

- Encourage new customers to use the ITVM.

- Let customers know when a significant amount is won on a ticket sold by the ITVM.

- Keep the ITVM clean and operational.

- Understand the importance of exterior and interior P.O.S.

- Understand the importance of selling from a secondary location.

- Use promotional aids and sample ticket display.

- Understand proper game mix and placement (plan-o-gram).

Avoiding Underage Purchasing

GTECH believes that all its machines should be operated in accordance with your state's laws. GTECH recommends the following guidelines to ensure that purchases are not made by those who are underage:

- The ITVM should be located in a controlled environment that is within eyesight of store personnel at all times.

- The ITVM may be equipped with a remote-controlled disable feature (optional). If so, this device should be accessible at all times to store personnel responsible for oversight of the machine. In addition, this functionality is available through the Altura terminal.

- The ITVM should not be placed close to children's rides, children's vending machines, or video games.

- The state laws prohibiting the purchase of lottery tickets by minors should be followed by all store personnel.

- Store personnel should be instructed to ask for ID of any person they suspect of being underage.

Troubleshooting Tips

If you have problems with your ITVM, please check this section of the manual before calling for service.

Machine Lights

All of the lights are out, the display is not lit, and the machine will not take money

·   The ITVM may be unplugged. Check the power cord at both ends.

·   The machine may be turned off. The power switch is located inside the main door below the bill acceptor compartment.

·   The house power may be off. Check the house power.

·   The machine may have blown a fuse. Call for service.

Bill Acceptor

The bill acceptor will not take money

·   The bill acceptor may be full. Empty it and print a Shift Report.

·   A bill may be stuck in the bill acceptor.

   To remove a jammed bill:

   1.   Turn the machine off.

   2.   Unlock and open the bill acceptor door.

   3.   Remove the stacker by pressing the black release latch, sliding down, and lifting out.

   4.   If the jam is not found, remove the scan head by pushing the silver rod forward and lifting out.

   5.   Any jammed bills should now be visible and easily removed.

   6.   After removing the jammed bills, snap the head and stacker back into place, and close and lock the bill acceptor door.

   7.   Turn the machine on.

   8.   Use the *Test Bill Acceptor* function in the Options Menu to determine if the jam has been cleared.

Printer

The printer won't let me load or change ticket values

·   Property Locks or Mixed Overload are in place for this game. Verify that this game is not loaded into another bin. If this product is loaded into another bin, verify the correct values for this game.

The printer won't print

·   Make sure the printer paper is loaded properly.

·   Make sure the platen is in the "closed" position.

Price Display

Price display reads "Out"

- The bin may be out of tickets. Reload it.

Price display reads "——"

- Tickets may be jammed. Un-jam the appropriate bin (see Unloading Tickets). Turn the machine off, then on, and reload the tickets.

- Check to make sure the tickets are under the feeder wheels.

- Ticket inventory may have been entered incorrectly. If inventory shows a number greater than zero and the ticket bin is empty, reset inventory to zero by entering "0" at the Old Inventory prompt in the Load Tickets Menu or by selecting *Zero Inventory* from the Options Menu. Then add and load new inventory.

IF YOU ARE UNABLE TO RESOLVE THE ISSUE

If there is a problem with a bin or machine that you cannot resolve after reviewing the Troubleshooting guide, please contact the Hotline directly at the number on the cover of this manual. Our associates will be happy to assist you.

Please have this information ready before placing a call to Hotline:

- Agent number
- Store name
- Name of manager placing call
- Specific problem
- Troubleshooting techniques already tried
- Key availability and /or ITVM manager availability