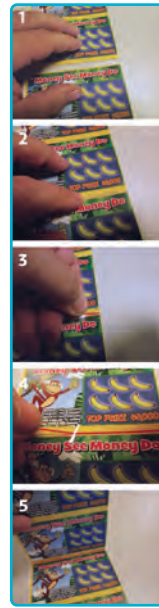# Instant Ticket Inventory Management

LOADING MULTIPLE PACKS

TAPING PROCEDURES

Multiple books of the same game can be loaded by using lottery approved perforated tape to secure the end of one.

- 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.
- Pull both packs together so that the perforations of both tickets touch each other.
- Peel one strip of tape from the roll and place the RED stripe over both tickets perforation.
- Move across the tickets placing the RED stripe so that the perforations of both tickets are in the center of the RED stripe.
- Fold one of the packs over the other, bending the tape at the perforation (Red Line). Packs should stack neatly, one on top of the other.
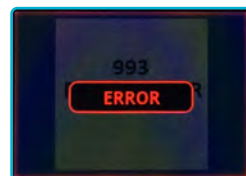
UNLOAD BIN

- Touch **INSTANT TICKET INVENTORY MANAGEMENT**.
- Touch the desired **BIN NUMBER**.
- Touch **UNLOAD TICKETS**, then touch **OK** to confirm.

NOTE: This will zero all of the inventory in that bin and let you reload it by scanning the first and last tickets in the pack.

IN CASE OF TICKET JAM

When a ticket jams, an error message will display on the front of the Lottery Vending Machine screen where the jam has taken place.

- Use the steps discussed above to unload the jammed bin.

NOTE: The inventory in this bin will be cleared and need to be re-loaded upon fixing the jam. (See steps for loading a full pack or partial pack of tickets under the Load Tickets section).

Reprint

Allows you to reprint the Last Transaction, Last Lotto Cash, Last Instant Cash, and Last Wager.

- Touch **REPRINT**. The Reprint menu displays.
- Touch the desired reprint option.

Device Tests

Provides access to operational tests for the Bill Acceptor, Barcode Reader, Printer and Burster.

- Touch **DEVICE TESTS**. The Device Tests menu displays.
- Touch the desired option.

Instant Functions

NOTE: Pack Return and Reprint Last Receipt are to be used by FMRs only.

ACTIVATION

Use to activate packs of Instant Tickets.

- Touch **INSTANT FUNCTIONS** from the Instant Functions Menu; then touch **ACTIVATION**.
- Scan the barcode or manually enter the Book Number using the **KEYPAD**, then touch **SUBMIT**.
- A confirmation screen displays. Touch **PRINT** to print the Activation Receipt or **SUBMIT** to return to the Instant Functions menu.

ORDER CONFIRMATION

Use to confirm delivery of packs of Instant Tickets.

- Touch **INSTANT FUNCTIONS** from the Instant Functions Menu; then touch **ORDER CONFIRMATION**.
- Scan the packing slip, or manually enter the Order Number using the **KEYPAD**, then touch **SUBMIT**.
- A confirmation screen displays. Touch **PRINT** to print the Order Confirmation Receipt

NOTE: All orders must be confirmed upon receipt.

Reports

The Reports Menu provides access to the following machine reports: *Sales, Inventory, Shift, Printer Test, Device Status, Audit, Configuration, Bin Status, Online, Instant Financial, and Instant Inventory*.

- Touch **REPORTS**, and the Reports Menu displays.
- Touch the desired report type to proceed. For each report type, select/enter the requested information.
- Use the **UP** and **DOWN ARROWS** to scroll through text. Touch **PRINT** to print the report. Touch **CURRENT PAGE PRINT** to print the information displaying on the screen, or touch **FULL PAGE PRINT** to print the full report.
- Touch the **BACK ARROW** to return to the Reports Menu.

SALES: Can be configured to provide sales by game or sales by bin. These reports provide Instant and Lotto Game sales for the selected time-frame.

INVENTORY: The Inventory Report provides the current instant ticket inventory for each bin.

SHIFT: Details sales activity for the current shift and should be used to balance the money in the cash box on a daily basis.

PRINTER TEST: Tests the printer by printing a test ticket.

DEVICE STATUS: This report lists all the peripherals and statuses of the Lottery Vending Machine.

AUDIT: The Audit report provides information on transactions, bills, sales and refunds totals for the last 10 player sessions.

CONFIGURATION: Details terminal information, such as: IGT Serial Number, Accounting Start Day/Time, and Installation Date.

BIN STATUS: The Bin Status Report provides the status of the bins on a single terminal (Jammed, Empty, Low).

ONLINE: Provides access to the following reports: *Online Summary, and Online Invoice*.

INSTANT FINANCIAL: Provides access to the following reports: *Cashing Summary Pack Commission and Invoice Commission*.

INSTANT INVENTORY: Provides access to the following reports: *Summary Inventory, Detail Inventory, Billing Summary, Billing Detail, Pack Status, Settled Pack Report – Current Week, and Settled Pack Report – Previous Week*.
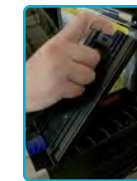

Loading Paper

NOTE: At every change of paper, check inside the printer to locate and remove any scraps of paper.

- Open the machine door. Ensure power to the machine is ON so the printer will be able to auto-feed.
- Pull the printer drawer out from the terminal.
- Place the paper roll into the printer bucket.
- Feed the paper into the printer so the paper is feeding from the TOP of the roll.
- Gently close the door and the printer will auto-feed the paper through the printer and cut automatically.
- Gently push the printer drawer back into the terminal.

Cash Box Unloading

- Open the bill acceptor drawer with the Bill Acceptor key and gently pull out the drawer. This reveals the large cash box.
- To remove money from the cash box, locate the round opening on the top-rear, press the blue tab back towards the direction of the arrow, and open the cash box door. Retract the spring and slide the money out.
- Once the money has been removed, close the cash box door so that it locks; then close the bill acceptor compartment by pushing in the drawer and turning the key to the left to lock it.
- Print and clear a Shift Report.

Bill Acceptor Jams

- Open the bill acceptor drawer with the security key and gently pull out the drawer. This reveals the large cash box.
- To access the bill acceptor, you must remove the cash box first. Simply push the blue release button (on the top-front) towards the back of terminal with one hand, and gently lift the cash box up and out.
- You will now see the bill acceptor below where the cash box sits. Remove the bill acceptor by pushing up the silver latching bar (located on the bottom) and sliding the read head out. Clear any jammed bills.
- To replace the bill acceptor, simply reinsert it back into the groove it came from and slide it in firmly, so that it locks into place.

NOTE: Run a Bill Acceptor Test every time you clear a jam.

Cleaning Bill Acceptor

- Open the bill acceptor drawer and remove the cash box using the procedure detailed above in "Bill Acceptor Jams".
- To clean the bill acceptor, use a soft dry, clean cloth, lightly dampened with clear water and wipe both the top and bottom.
- To replace the bill acceptor module, simply reinsert it back into the groove it came from and slide it in firmly, so that it locks into place.

External Hardware

This Lottery Vending Machine allows players to purchase both Instant tickets as well as all Lotto tickets from the Wisconsin Lottery. The Barcode Scanner can be used by players to scan and/or reinvest their winning Instant and Lottery Tickets.

1. Touch Screen for Lotto Game Quick Picks and 20 Instant Game Selections
2. Antenna and Beacon Light
3. Bill Acceptor
4. Door Handle located on Side of Door
5. Ticket Checker
6. Door Lock
7. Lotto Game Ticket Retrieval
8. Instant Ticket Retrieval

Instant Game Purchase

- The player inserts money into the bill acceptor ($1, $5, $10, $20, or $50). The bill acceptor does not give change.
  NOTE: The maximum credit amount is $100.
- The player selects a ticket by touching the corresponding Instant Ticket dispense button. To purchase Instant Tickets the player selects the preferred game on the Touch Screen and the desired quantity of the game and the tickets dispense to the ticket retrieval area.
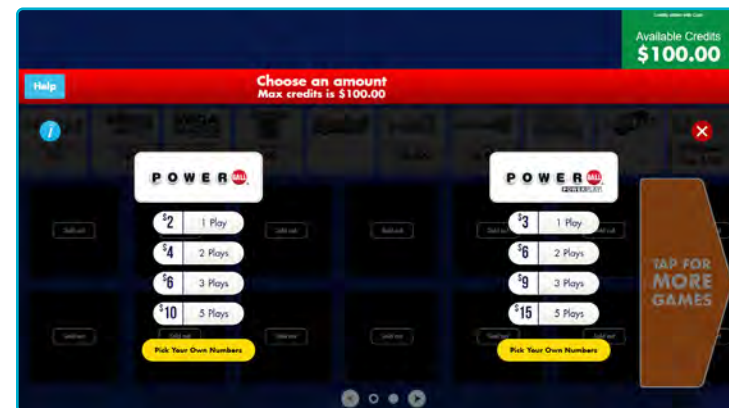
Lotto Game Purchase

QUICK PICKS

- The player inserts money into the bill acceptor ($1, $5, $10, $20, or $50). The bill acceptor does not give change.
- The player selects the desired Lotto Game, number of plays and play amount. Touch the **RED X** to exit the game screen. For more information about game play, touch the (i) **INFORMATION ICON**.
- Once all options have been selected, the Lotto Game ticket prints and is dispensed into the ticket retrieval area.
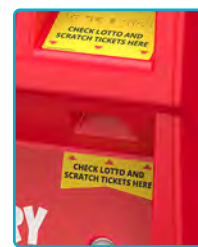
NOTE: The player also has the option to choose their own numbers by touching **PICK YOUR OWN NUMBERS,** selecting the desired options/numbers, and touching **PURCHASE.**

NOTE: Wisconsin Lottery tickets CANNOT be canceled.

Ticket Checker

- Players can check both Lotto Game Tickets and Instant Tickets to see their winning status by scanning a ticket using the Barcode Scanner.
- If the ticket is a winner, players have the option to reinvest the winnings directly into the vending machine.

Opening the Door

- Insert the Main Door key into the main lock, located on the right, just above the ticket shoot.
- Insert your hand into the lever on the right-side of the door and lift up; then pull to open.
- An audible alarm begins sounding as soon as the door is open. To silence the alarm, you must sign-on to the terminal.
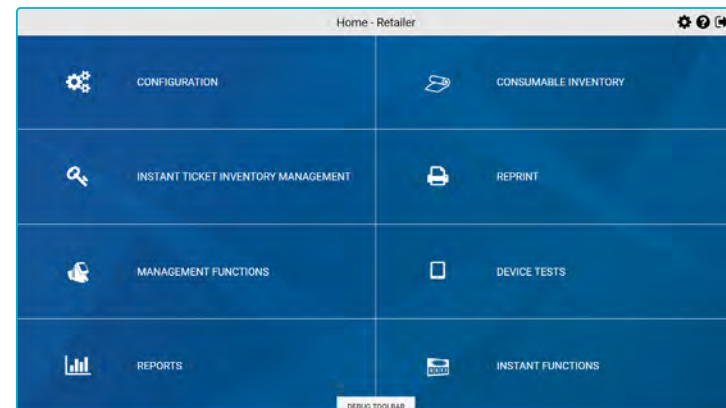
Retailer Sign On

- Open the main door.
- The display prompts you to sign on.
- Enter the 6-digit User ID number.
- Enter the 4-digit Password.
- Touch **SUBMIT**. After a successful sign on, the Manager Functions menu displays.

Home Screen

The Lottery Vending Machine Home Screen is available once you are signed on. This menu provides you with access to various terminal functions. You may access this menu from any screen by touching the **HOME ICON**.
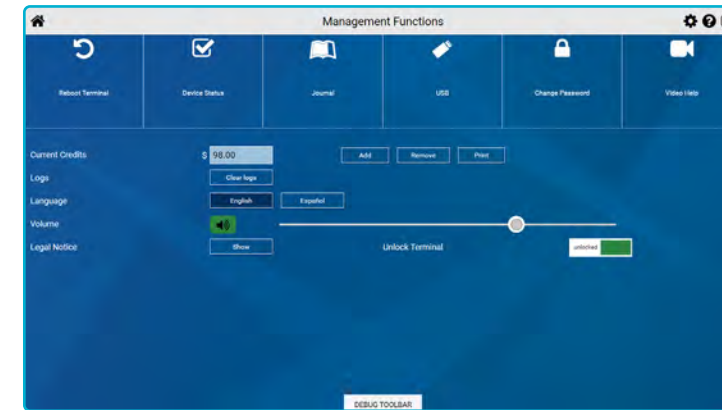
Top Menu Buttons

THE TOP MENU BUTTONS ARE LOCATED AT THE TOP OF EACH SCREEN:

- Touch **HOME** 🏠 to return to the Home Screen.
- Touch the **BACK ARROW** ← to return to the previous screen.
- Touch **SETTINGS** ⚙ to access Management Functions menu.
- Touch **PRINT** 🖶 to print the Current Page or Full Page.
- Touch **HELP** ❓ on any screen to view related help information.
- Touch **SIGN OUT** ↦ to sign out of Management Functions.

Management Functions

- Touch **MANAGEMENT FUNCTIONS** from the Home Screen.
- The Management Functions screen displays.
- Touch the desired option.

REBOOT TERMINAL:
Use to reboot the terminal.

DEVICE STATUS:
Displays all of the components in the terminal and their current operational status. Touch a specific **BIN** Number to view the status of a particular bin.

JOURNAL:
Provides access to the Cash Log, Security Log, and System Event Log.

CHANGE PASSWORD:
Use to view change your password.

VIDEO HELP:
Use to view help videos.

CURRENT CREDITS:
Displays the player's credits currently available. Touch **ADD** to add credits, touch **REMOVE** to remove credits, and a Refund Slip prints.
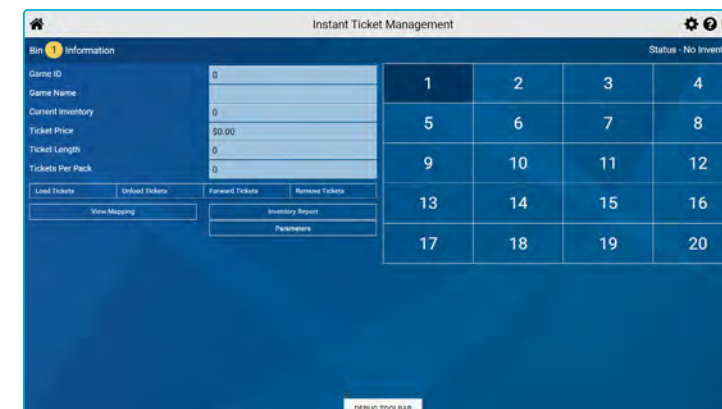
LOGS:
Use to clear the logs.

VOLUME:
Use to adjust the terminal volume.

Instant Ticket Inventory Management

THE MENU SCREEN BELOW IS USED FOR LOADING AND UNLOADING INSTANT TICKETS:

Instant Ticket Inventory Management

LOAD TICKETS

Full Pack IN AN EMPTY BIN
The light indicator beacon will display **RED** when there is no longer inventory in a bin.

- Touch **INSTANT TICKET INVENTORY MANAGEMENT**.
- Touch the desired **BIN NUMBER**, then touch **LOAD TICKETS**.
- Scan the **FIRST TICKET** in the pack; *or* enter the **FIRST TICKET** number in the pack using the **KEYPAD**, then touch **SUBMIT**.
- Touch **FULL PACK**, then touch **SUBMIT**. A Load Successful Message displays. Touch **OK**.

Partial Pack OF TICKETS IN AN EMPTY BIN
- Touch **INSTANT TICKET INVENTORY MANAGEMENT**.
- Touch the desired **BIN NUMBER**, then touch **LOAD TICKETS**.
- Scan the **FIRST TICKET** in the pack; *or* enter the **FIRST TICKET** number in the pack using the **KEYPAD**, then touch **SUBMIT**.
- Scan the **LAST TICKET** in the pack; *or* enter the **LAST TICKET** number in the pack using the **KEYPAD**, then touch **SUBMIT**.
- A Load Successful Message displays. Touch **OK**.
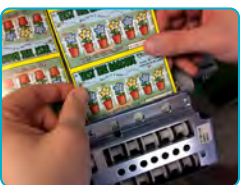
ADD/REMOVE GAMES VIA PARAMETERS BUTTON
The Parameters button displays product details for each existing game on the terminal. Use this function to Add a new game or Remove an existing game.

- Touch **INSTANT TICKET INVENTORY MANAGEMENT**.
- Touch the desired **BIN NUMBER**, then touch **PARAMETERS**.
- *To Remove an Existing Game:* Touch **REMOVE**. A confirmation screen displays. Touch **YES** to continue, or touch **NO** to cancel.
- *To Add a New Game:* Touch **ADD**. Enter the Game ID, then touch **SUBMIT**.

LOADING TICKETS INTO A BIN

TO LOAD THE TICKETS INTO THE BIN, PULL OUT THE APPROPRIATE TICKET TRAY FOR THE DESIRED BIN AND FOLLOW THESE INSTRUCTIONS:

- Insert the ticket pack into the bin.
- Guide the ticket's edge until it firmly touches black rubber feed rollers.
- This activates the ticket sensor switch and the tickets load automatically.

TO ENSURE RELIABLE TICKET DISPENSING:
- To avoid ticket jams, do not load tickets over 10" long into the lowest ticket trays – Bins 17 through 20. Also, do not load pack(s) that are over 2.1" in height into any bin.
- Tickets that are 8" or longer should be fed under the roller. All other ticket lengths can go over the roller.