

SCRATCH-IT TICKET INVENTORY MANAGEMENT

LOAD TICKETS

FULL PACK IN AN EMPTY BIN

A **SOLD OUT** MESSAGE DISPLAYS OVER THE GAME WHEN THERE IS NO LONGER INVENTORY IN THAT BIN.

- Touch **Scratch-it Ticket Inventory Management**.
- Touch 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 **Scratch-it Ticket Inventory Management**.
- Touch 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**.

LOADING TICKETS INTO A BIN

To load 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 the black rubber feed rollers.
- This activates the ticket sensor switch and the tickets load automatically.



ENSURING RELIABLE TICKET DISPENSING:

- To avoid ticket jams, do not load tickets over 10" long into the lowest ticket trays – Bins 21 through 28. Also, do not load pack(s) 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.

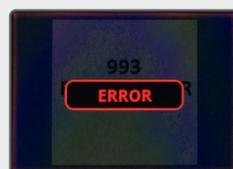
UNLOAD BIN

- Touch **Scratch-it Ticket Inventory Management**.
- Touch the desired **Bin Number**.
- Touch **Unload Tickets**, then touch **YES** to confirm, then touch **OK**.

NOTE: This zeros all of the inventory in that bin and lets 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 displays on the front of the GameTouch28 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 or partial pack of tickets under the Load Tickets section).

REPORTS

Provides access to the following reports: Sales, Inventory, Shift, Printer Test, Device Status, Audit, Configuration, Bin Status, Online, Scratch-it Financial, and Scratch-it Inventory.

TO ACCESS THE REPORTS MENU:

- 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 the **Print** icon to print the report.
- Touch the **Back Arrow** to return to the Reports Menu.

QUICK PRINT SCAN REPORTS

You also have the option to print reports by scanning report barcodes inside terminal door.



SCRATCH-IT FUNCTIONS

NOTE: Full Pack Return, Partial Pack Return, and Trunk Stock Issue are to be used only by FSTs/FSRs.

ACTIVATE PACK

Use to activate Scratch-it ticket packs.

- Touch **Scratch-it Functions**; then touch **Scratch-it Functions** again. The Scratch-it Functions menu displays. Touch **Activate Pack**.
- Scan the barcode, or manually enter the Game and Pack Numbers using the **keypad**. Once all packs are entered, touch **SUBMIT**.
- A confirmation screen displays. Touch **OK**.
- An Activation receipt prints automatically. Touch **OK** to return to the Scratch-it Functions menu.

SETTLE PACK

Use to settle Scratch-it ticket packs.

- Touch **Scratch-it Functions**; then touch **Scratch-it Functions** again. The Scratch-it Functions menu displays. Touch **Settle Pack**.
- Scan the barcode, or manually enter the Game and Pack Numbers using the **keypad**. Once all packs are entered, touch **SUBMIT**.
- A confirmation screen displays. Touch **OK**.
- A Settle Pack receipt prints automatically. Touch **OK** to return to the Scratch-it Functions menu.

ORDER CONFIRMATION

Use to confirm Scratch-it ticket delivery orders.

- Touch **Scratch-it Functions**; then touch **Order Confirmation**.
- Scan the tracking number located on the packing slip; or manually enter the Order Number using the **keypad**. Touch **SUBMIT**.
- A confirmation screen displays. Touch **OK**.
- An Order receipt prints automatically. Touch **OK** to return to the Home Screen.

DEVICE TESTS

Provides access to operational tests for the Bill Acceptor, 2D Barcode Reader, Printer, and Buster.

- Touch **Device Tests** and the menu displays.
- Touch the desired option.

LOADING PAPER

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

- Open 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.
- Verify that the printer cover is closed
- Place the paper roll into the printer bucket.
- Feed the paper into the rear of the printer so the paper is feeding from the TOP of the roll.
- 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

- **To open bill acceptor door:** Insert the key into the lock, turn to the right, and gently pull the door forward. This reveals the large cash box.
- **To remove the cash box:** Push up on the blue release button at the bottom with one hand, slide the cash box to the rear of the terminal and gently lift it up and out.
- **NOTE:** It is possible to remove the cash without removing the box if desired.
- **To remove money from the cash box:** Locate the round opening on the front, press down to retract and slide the money out.
- **To reinsert cash box:** Lower it back in while pressing it to the rear of the terminal. Once it is all the way down, gently pull it forward until it locks into place.
- **To close bill acceptor compartment:** Lift door, close it firmly, and turn key to the left and remove it.
- Print and clear a Shift Report. **DISCLAIMER:** The Shift Report only stores sales data for the last 14 days.



BILL ACCEPTOR JAMS

- To open bill acceptor door, insert the key into the lock, turn to the right, and gently pull door forward.
- To access the bill acceptor, place one hand on the black raised bar and your other hand on the silver bar on the front. Simply squeeze and lift.
- Gently lift read head from bill acceptor and clear jammed bills.
- To replace the bill acceptor, simply reinsert it back into the groove it came from and press down firmly so it locks into place.

NOTE: Run a bill acceptor test every time you clear a jam.



CLEANING BILL ACCEPTOR

- Open the bill acceptor door using the procedure above.
- To clean the bill acceptor, use a soft, dry, clean cloth, lightly dampened with clear water and wipe both top and bottom clean.
- To replace the bill acceptor, simply reinsert it back into the groove it came from and press down firmly so it locks into place.



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GAME TOUCH 28 QUICK REFERENCE

CUSTOMER SERVICE

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MAY 2021

EXTERNAL HARDWARE

The GameTouch28 terminal acts as both a vending machine to distribute Scratch-its™ tickets and also operates in self-service mode to perform Draw Game functions. Players can use the Barcode Scanner to scan their Scratch-its™ and Draw Game tickets to see if they are winners.



CLEANING INSTRUCTIONS

Spray non-ammonia window cleaner on a soft, dry, lint-free cloth and gently wipe the components. Do not spray the cleaner directly onto the terminal.

AGE VERIFICATION

- Before tickets can be purchased, the GameTouch28 displays an Age Verification screen to verify a player's age.
- The player touches **Yes** to verify they are at least 18 years of age, or touches **No** to cancel.



SCRATCH-IT TICKET PURCHASE

- The player inserts money into the bill acceptor (\$1, \$5, \$10, \$20, \$50, or \$100). The bill acceptor does not give change, only credit towards purchases. **NOTE:** The maximum credit amount is \$125.
- The player selects the desired Scratch-itsSM game, then selects the desired quantity of the game.
- Once all options have been selected, the Scratch-itsSM ticket is added to the player's Cart.

DRAW GAME TICKET PURCHASE

USING A PLAY SLIP

- The player inserts money into the bill acceptor (\$1, \$5, \$10, \$20, \$50, or \$100). The bill acceptor does not give change, only credit towards purchases.
- The player inserts a completed Play Slip into the Play Slip Reader.
- The Draw Game ticket(s) is added to the player's Cart.



USING THE TOUCH SCREEN



- The player inserts money into the bill acceptor (\$1, \$5, \$10, \$20, \$50, or \$100). The bill acceptor does not give change, only credit towards purchases. **NOTE:** The maximum credit amount is \$125.
- The player selects the desired Draw Game button, and the Draw Game options screen displays.
- Touch the **White (X)** to exit the game screen. For more information about game play, touch the **Green (i)**. Touch **Help** to view general help information.
- Add a Quick Pick to Your Cart** or **Pick Your Own Numbers**.

ADD A QUICK PICK TO YOUR CART

- After Draw Game selection, the player selects the desired **Number Sets/Wager Amount**.
- The Draw Game ticket is added to the player's Cart.

NOTE: Quick Picks are for the game default options only. For more options, such as multipliers and add-ons, you must **Pick Your Own Numbers**.

DRAW GAME TICKET PURCHASE

PICK YOUR OWN NUMBERS

- After Draw Game selection, the player selects the desired **Pick Your Own Numbers** option [**Show Me How** or **Choose Your Numbers**]. The manual entry screen displays.
- For example, touch **Powerball** and then touch **Choose Your Numbers** under the **Pick Your Own Numbers** section of the screen. The Powerball manual entry screen displays.
- Select the desired number of **Draws**.
- Select the **Power Play** option, if desired.
- Touch **Quick Pick** to allow the system to randomly choose the numbers; or touch the 5 desired numbers [from 1-69], then select the Powerball number [from 1-26]. Touch **Add Your Number Set** to add an additional set of numbers to the wager. Touch the **Trash Can** to delete a Number Set.
- Touch **Add to Cart** to send the wager transaction. The Draw Game ticket is added to the player's Cart.

NOTE: Draw Game tickets cannot be cancelled on the GameTouch 28.

SHOPPING CART

As players place transactions on the terminal, the number of transactions displays on the center of the screen on the **CART Button**. **NOTE:** When items are added, removed, or deleted, the price in the cart updates automatically to reflect any edits.

- Once all transactions have been entered, touch the **CART Button**.
- The Shopping Cart screen displays the player's order details along with other game options. Use this screen to decrease/increase the number of tickets for a game; remove a game from your order, add more items, or delete all items.
- Touch **CHECKOUT** to finalize the purchase. If the player does not have enough available credits, the terminal prompts them to insert money into the bill acceptor (\$1, \$5, \$10, \$20, \$50, or \$100). The bill acceptor does not give change, only credit towards purchases. **NOTE:** The maximum credit amount is \$125.

TICKET CHECKER

- Players can scan both Draw Game tickets and Scratch-itsSM tickets to check their winning status using the Barcode Scanner.



OPENING THE DOOR

- Insert Main Door key into the main lock, located on the right, just above the Play Slip Reader.
- 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.



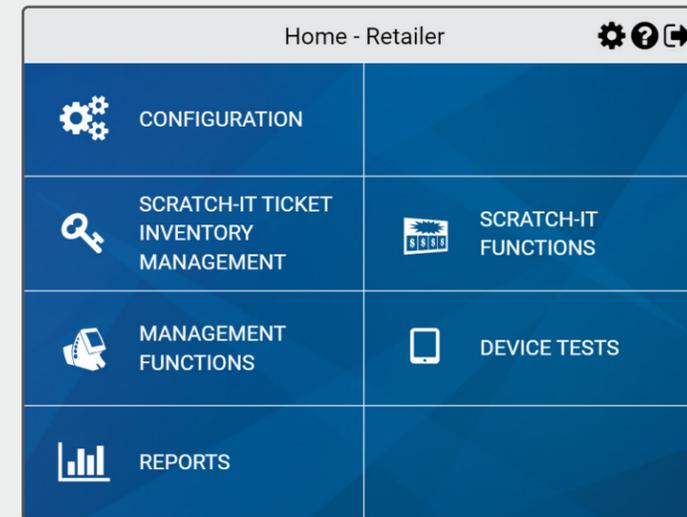
RETAILER SIGN ON

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

NOTE: If any hardware error exists, the Device Status screen displays after a successful sign on.

HOME SCREEN

The GameTouch28 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

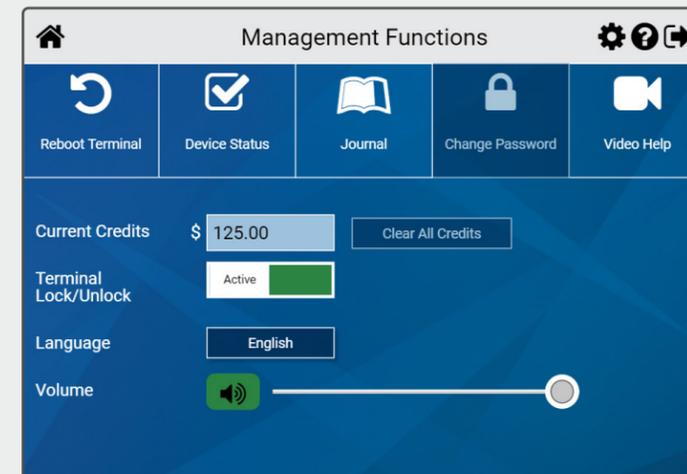
THE BUTTONS BELOW ARE LOCATED AT THE TOP OF EACH SCREEN:



- Touch **HOME** (house icon) to return to the Home Screen.
- Touch the **BACK ARROW** (left arrow) to return to the previous screen.
- Touch **PRINT** (printer icon) to print the Current Page or Full Page.
- Touch **SETTINGS** (gear icon) to access the Management Functions screen.
- Touch **SIGN OUT** (logout icon) to sign out of the terminal.

MANAGEMENT FUNCTIONS

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

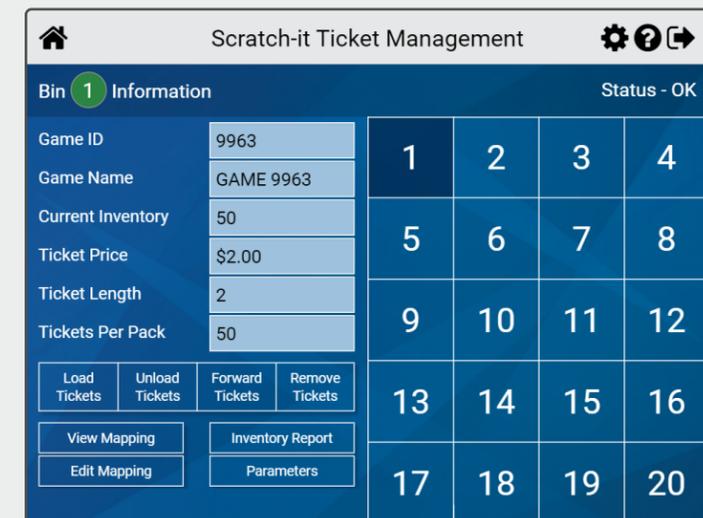


MANAGEMENT FUNCTIONS

- 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:** Use to access to the Cash, Security, and System Event Logs.
- Video Help:** Displays help videos for the following devices: Printer, Playslip Reader, Bins, Bill Acceptor, and Cash Box.
- Current Credits:** Displays the player's credits currently available on the terminal.
- Volume:** Use to adjust the terminal volume. Touch the **Green Speaker Icon** to Mute and the button turns red. Use the volume slider to adjust the levels from Mute - 7.

SCRATCH-IT TICKET INVENTORY MANAGEMENT

THE SCREEN BELOW IS FOR LOADING AND UNLOADING SCRATCH-IT TICKETS:



- Load Tickets:** Load tickets in the selected bin.
- Unload Tickets:** Reset the game inventory to "0".
- Forward Tickets:** Move tickets forward in the selected bin.
- Remove Tickets:** Move tickets backwards in the selected bin.
- View Mapping:** View inventory mapping of bins with screen location.
- Edit Mapping:** Edit the screen location of Scratch-it games.
- Inventory Report:** View the inventory report.
- Parameters:** View the parameters of all loaded games.
- Bin # Selection:** Select the desired bin.
- Bin X Information:** View game information related to the selected bin.

REMOTE CONTROL

Remote disable is a terminal feature intended to discourage underage use. This feature allows store personnel to "disable" the terminal via remote control.

To disable the terminal, press the I 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.

Although the GameTouch28 is configured with one remote, multiple terminals in one location will be affected by any remote used.

