

Inventory Management

LOADING MULTIPLE PACKS

TAPING PROCEDURES

Multiple packs of the same game can be loaded by using Lottery-approved perforated tape to secure the end of one pack to another.

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.
2. Pull both packs together so that the perforations of both tickets touch each other.
3. Peel one strip of tape and place the RED stripe over both ticket perforations.
4. Move across the tickets placing the RED stripe so that the perforations of both tickets are in the center of the RED stripe.
5. Fold one of the packs over the other, bending the tape at the perforation (RED stripe). Packs should stack neatly, one on top of the other.



UNLOAD BIN: SCANNER METHOD

TO PHYSICALLY UNLOAD INVENTORY FROM A BIN USING THE SCANNER THROUGH THE MANAGEMENT SCREEN:

1. Scan **UNLOAD** barcode of desired bin.
 2. The roller will eject the ticket and the pack can be removed.
- NOTE:** Unloading a bin does NOT remove the inventory from the memory of the Vending Machine. This can only be accomplished through the "Removing Inventory" function.

UNLOAD BIN: MANUAL METHOD

TO PHYSICALLY UNLOAD INVENTORY FROM A BIN MANUALLY THROUGH THE MANAGEMENT SCREEN:

1. Touch **UNLOAD BIN** and enter the desired Bin number using the keypad.
 2. The roller will eject the ticket and the pack can be removed.
- NOTE:** Unloading a bin does NOT remove the inventory from the memory of the Vending Machine. This can only be accomplished through the "Removing Inventory" function.

REMOVING INVENTORY: CLEARING THE INVENTORY DATA FOR A BIN

1. Touch **INVENTORY MANAGEMENT** from Manager Functions menu.
2. Touch **SELECT BIN** and enter the desired Bin number. Touch **OK**.
3. Touch **REMOVE INVENTORY**.
4. The screen will prompt with the following message, "Are you sure you want to remove all Tickets from the bin X?". Touch **OK**.
5. The inventory is cleared from the bin and from memory of the Vending Machine.
6. Touch **HOME** to return to the Manager Functions menu.

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.

1. Touch **INVENTORY MANAGEMENT**.
2. Touch the desired **BIN NUMBER**.
3. Touch **FORWARD TICKETS** or **REMOVE TICKETS** and clear away jammed ticket.
4. If ticket remains jammed, touch **UNLOAD TICKETS**.

NOTE: Touching **UNLOAD TICKETS** will clear the inventory and need to be re-loaded upon fixing the jam. Use steps discussed in the **LOAD TICKETS** section.



Logging/Security

1. Touch **LOGGING/SECURITY** from the Manager Functions Menu.
2. The screen displays the Logging Security sub-menu.
3. Select the desired option:
(Security Log, Cash Log, Event Log, or Audit Trail)

SECURITY LOG: Lists vending machine security event details including main door opened, Bill Acceptor door open, alarm disabled, etc.

CASH LOG: Lists up to the last 200 Lotto and/or Instant player sessions.

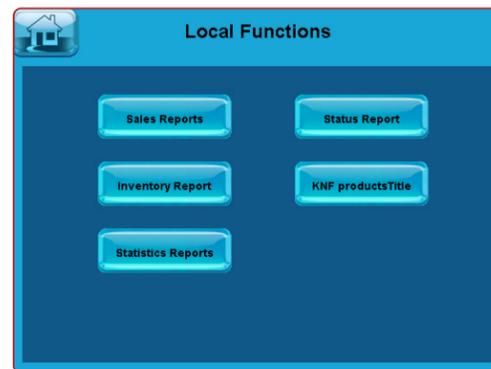
EVENT LOG: Lists all events that have occurred since the current shift began.

AUDIT TRAIL: Lists up to the last 10 (ten) events which affect credits during the transaction process from cash amount to zero.

Inventory Reports

LOCAL FUNCTIONS

Provides access to reports that reside on the Vending Machine for sales, status, inventory, games, and statistics.



SALES REPORTS: Sales Reports account for all Lotto and Instant Games sales during a specified period. These reports can be pulled by time-frames.

To pull a Sales Report for a specific time-frame:

1. Touch **INVENTORY REPORTS**.
2. Touch **SALES REPORTS**.
3. From the **MAIN** tab, select the desired recent time-frame. Touch the **OTHER** tab to select previous time-frames.

STATUS REPORT: The Status Report describes the Vending Machine setup and configuration. It details any problems that might exist as well as information on the status of each bin.

INVENTORY REPORT: The Inventory Report shows, by bin number, the value and quantity of Instant tickets presently loaded in the terminal. The report reflects the most up-to-date inventory reading.

GAMES REPORT: The Games Report provides game pack information about the Instant games loaded into the Vending Machine.

STATISTICS REPORTS: Statistics Reports provide information about the percentage of time a bin was out of stock and the percentage of time the Vending Machine was not accepting cash. To generate a report, use the same procedure outlined above for Sales Reports.

Loading Paper

1. Gently slide out the printer.
2. Open the printer by pinching the silver button next to the printer roll on the front of the printer.
3. Remove the old paper roll.
4. Insert new paper roll.
NOTE: Be sure to feed the paper OVER the spring loaded black roller.
NOTE: Paper feeds from the bottom of the paper roll when it is inserted into the printer.
5. Center the paper and pull the end past the top of the printer door
6. While still grasping the paper, close the printer door.
7. The paper will advance and cut automatically.

NOTE: The paper stock for the Vending Machine can be substituted with the paper stock used by the main lottery terminal printer.

Unloading Cash Box

1. Open the Bill Acceptor door with the key labeled BA.
2. **TO REMOVE THE CASH BOX:** Simply push down on the white release button at the rear with one hand slide the cash box toward the back of the terminal and gently lift it up and out.
3. To remove money from the Cash Box, locate the round opening on the front press down to retract and slide the money out.
4. **TO RE-INSERT THE CASH BOX:** There are four protruding teeth on the bottom of the Cash Box. These must be on the bottom facing the outside of the Vending Machine. Lower the Cash Box back in while pressing it to the rear of the Vending Machine just as you did when you removed it. Once it is all the way down, gently pull it forward until it locks into place. To close the Bill Acceptor compartment, lift up the door, close firmly, turn the key to the left and remove it.

NOTE: You MUST print and clear the shift report every time you empty the cash box.

Bill Acceptor Jams

1. Open Bill Acceptor door with the key labeled BA, and tilt assembly forward.
2. Remove the Bill Acceptor by pushing up the silver latching bar, gently lift the Read Head from the Bill Acceptor and clear the jammed bills.
3. After the Bill Acceptor has been cleared, gently slide it back into its locked position.

Remote Control

Remote disable is a feature on the Vending Machine and is intended to prevent 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 Vending Machine is configured with one remote, multiple Vending Machines in one location will be affected by any remote used.





WISCONSIN LOTTERY

Gemini

Quick Reference

RETAILER HOTLINE
1-800-242-7782

1. PLACE TICKET ORDER
2. LOST OR STOLEN TICKETS
3. EQUIPMENT ISSUES OR ORDER SUPPLIES
4. APPLICATIONS OR CONTRACTS
5. BANKING, BILLING OR ACCOUNTING
6. OFFICE OF ENFORCEMENT AND COMPLIANCE (SECURITY)
7. LOTTERY SERVICES PORTAL WEBSITE
8. MOBILE APP SUPPORT

External Hardware

This Vending Machine allows players to purchase both Instant tickets as well as Lotto tickets from the Wisconsin Lottery. Players can also use the Ticket Checker/QR Code Scanner to check the status of their Instant/Lotto tickets; scan Instant/Lotto tickets for self-service redemption; or scan Digital Playslips from a mobile device to purchase Lotto tickets.



- | | |
|-------------------------------|----------------------------------|
| 1 Lottoview Screen | 6 Ticket Checker/QR Code Scanner |
| 2 Lotto Quick Pick Buttons | 7 Bill Acceptor |
| 3 Instant Ticket Buttons | 8 ADA Lotto Quick Pick Buttons |
| 4 Instant Ticket Retrieval | 9 Door Lock |
| 5 Lotto Game Ticket Retrieval | 10 ADA Lift Bar |

Instant Game Purchase

NOTE: THE MAXIMUM CREDIT AMOUNT IS \$100.

1. The player inserts money into the Bill Acceptor (\$1, \$5, \$10, \$20, \$50, and \$100). **THE BILL ACCEPTOR DOES NOT GIVE CHANGE.**
2. The player selects a ticket by pressing the corresponding Instant ticket dispenser button.
3. The selected ticket is dispensed into the ticket collection tray.

Lotto Game Purchase



1. The player inserts money into the Bill Acceptor (\$1, \$5, \$10, \$20, \$50, and \$100). **THE BILL ACCEPTOR DOES NOT GIVE CHANGE.**
2. The player selects desired Lotto game **QUICK PICK** button.
3. The Lotto game quick pick ticket is printed and dispensed into the ticket collection tray.
4. There is an ADA Panel with all the same Quick Pick (QP) buttons for the Lotto Games. The Panel is to the right of the Instant panel below the Bill Acceptor.
5. Lotto games are quick pick only, unless using the mobile app.

NOTE: Lotto game tickets CANNOT be cancelled.

SCANNING DIGITAL PLAYSLIPS

1. The player inserts money into the bill acceptor (\$1, \$5, \$10, \$20, \$50, and \$100). **THE BILL ACCEPTOR DOES NOT GIVE CHANGE.**
2. The player opens the Wisconsin Lottery app to create or find a saved digital playslip.
3. Scan the digital playslip QR code on the ticket checker.
4. The selected ticket is dispensed into the collection tray.



Ticket Checker

1. Players can check both Lotto Game Tickets and Instant Tickets to see their winning status by scanning a ticket using the Barcode Scanner.
2. If the ticket is a winner, players may redeem it with the retailer or reinvest 100% of the winnings in the vending machine to purchase additional tickets. Machine does not give change.



NOTE: Maximum prize self-service redemption is \$100.

Opening the Door

1. Insert key into the main door lock.
2. Turn the key clockwise and the lock handle will pop out.
3. Turn the lock handle a quarter turn counterclockwise.
4. Pull the door open.
5. An audible alarm begins sounding after 15 seconds if not signed in.

Locking the Door

1. Ensure the **LOCK CORE** on the inside of the Vending Machine is positioned horizontally and close the door.
2. Turn the lock handle, located on the outside of the Vending Machine, clockwise so it is vertical.
3. Re-insert the key and turn to vertical position.
4. Push the lock handle back into the Vending Machine and maintain pressure while turning the key counterclockwise to complete the locking process.

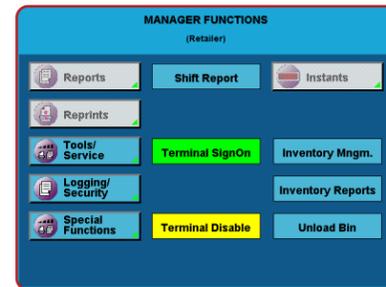
Retailer Sign On

1. Open the Vending Machine Main Door.
2. The display prompts you to sign on.
3. Enter your 6-digit User Number and 4-digit Pass Number.
4. Touch **SEND**.
5. After a successful Sign On, the Device Status screen displays. Touch the **HOME BUTTON** to go to the Manager Functions menu.

Manager Functions Menu

The Vending Machine Manager Functions menu is available when signed on. This menu provides access to terminal management functions.

Manager Functions are described in detail on the following pages. You may access this menu from any of the administrative screens by touching the **HOME BUTTON**.



Reports



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

1. Touch **REPORTS**, and the Reports Menu displays.
2. Touch the desired report type to proceed. For each report type, select/enter the requested information.
3. 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.
4. Touch the **BACK ARROW** to return to the Reports Menu.

SALES: These reports provide Instant and Lotto Game sales for the selected time-frame.

INVENTORY: 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: Lists all the peripherals and statuses of the Lottery Vending Machine.

AUDIT: Provides information on transactions, bill count, sales, and refund totals for the last 3 player sessions.

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

BIN STATUS: Provides the status of the bins on the vending machine (Jammed, Empty, Low).

ONLINE: Provides access to the following reports: *Balancing, Weekly Billing Invoice, Instant Billing Liability, and No Top Prizes.*

Shift Report

The Shift Report details sales activity for the current shift and should be used to balance the money in the cash box. Retailers can choose the time of their own shifts, and once the Clear button is touched, the report displays that all totals are cleared.

TO RUN THIS REPORT:

1. Touch **SHIFT REPORT** from the Manager Functions menu.
2. The screen displays the report below.
3. Use the **UP & DOWN ARROWS** to scroll though the report on the screen if needed.
4. Touch **PRINT** to print the report ONLY or touch **CLEAR** to print the report and also clear the Shift at the same time. Touch **MANAGER FUNCTIONS MENU** to return to the Manager Functions menu. A shift report must be run and cleared every time cash is removed from the cash box.

Reprints

The Reprints option allows reprints of the Last Transaction or the Last Wager.

TO ACCESS THESE FUNCTIONS:

1. Touch **REPRINTS**.
2. Select the desired option, such as **LAST TRANSACTION**. The reprint prints automatically.

NOTE: Reprints are not for sale and should not be given to players.

Reprints should be submitted to the Lottery along with the corresponding misprinted tickets in a Wisconsin Lottery Adjustment Envelope. **It is the Lottery's discretion if a credit will be issued for your particular circumstance.**

Tools/Service

The Tools/Service option provides access to Terminal Reset, Printer Test, Device Status, User Management, User Switch, Configuration, QP Change/Install, QP Reports, QP Buttons Confirmation, Credits Functions, Bin Functions, and RF Enable/RF Disable.

Terminal Reset	Printer Test	Device Status
User Management	User Switch	Configuration
QP Change/Install	QP Reports	QP Buttons Confirmation
Credits Functions	Bin Functions	
RF Disable		

TERMINAL RESET: Touch **TERMINAL RESET** from the Tools/Service menu to reset the Vending Machine. Touch **OK** to confirm or touch Cancel to return to the Manager Functions menu.

PRINTER TEST: Touch **PRINTER TEST** from the Tools/Service menu to perform a printer test and print a test ticket.

DEVICE STATUS: Touch **DEVICE STATUS** from the Tools/Service menu to view the current status of communications, the printer, bill acceptor, reader, and other ITVM functions.

USER SWITCH: Touch **USER SWITCH** from the Tools/Service menu to switch users on the terminal. The User Sign On screen displays a prompt to sign on to the terminal.

CONFIGURATION: For Field Service Personnel only.

QP FUNCTIONS: For Field Service Personnel only.

CREDIT FUNCTIONS: Use to clear all credits.

BIN FUNCTIONS: Use to display current bin details for a selected bin and to test, unload and feed tickets for the bin.

RF DISABLE/RF ENABLE: Touch **RF DISABLE/RF ENABLE** from the Tools/Service menu to activate (enable) and deactivate (disable) the terminal remote device, which enables you to remotely disable access to the terminal. When the remote is disabled, the button reads Enable RF.

Inventory Management

This function allows the terminal's bin inventory to be added, removed, and changed. There are two methods of loading tickets into the Vending Machine: Barcode Scanner and Manual Entry.

You must pull out the bin tray before loading tickets. Each tray is held in place with a green safety latch on the right side. To advance a row of bins, push the safety latch to the left while pulling the ticket tray forward. To replace, push the row back into place and the latch snaps back automatically.

The Vending Machine uses a games table to keep track of all previously loaded games. Once a game is loaded and a ticket from a pack of the same game is scanned, the program knows all the necessary information about that particular game. When you use the barcode scanner to load and unload the tickets, the Vending Machine checks with the games table and uses that information.

LOADING NEW OR PARTIAL PACKS VIA BARCODE SCANNER

1. Scan the **LOAD** barcode on the desired bin using the barcode scanner.
2. Scan the barcode of the first ticket.
3. Scan the barcode of last ticket.
4. Touch **OK** at the next prompt.
5. A confirmation screen displays. Touch **PRODUCT DETAILS** to edit the ticket information, then touch **CONTINUE**.
6. Touch **CONFIRM** when finished. (If loading multiple packs of the same game, repeat steps 2 – 6)
7. Physically load the tickets.

MANUALLY LOADING NEW OR PARTIAL PACKS

1. Touch **INVENTORY MANAGEMENT** from Manager Functions menu.
2. Touch **SELECT BIN** and enter the desired Bin number.
3. Touch **OK**.
4. Touch **ADD/CHANGE INVENTORY**.
5. Enter Game, Pack and LAST ticket number manually, or press FULL PACK.
6. Touch **OK**.
7. Enter Game, Pack and LAST ticket number manually.
8. Touch **OK**, then touch **OK** again.
9. A confirmation screen displays. Touch **PRODUCT DETAILS** to edit the ticket information, then touch **CONTINUE**.
10. Touch **CONFIRM** when finished. (If loading multiple packs of the same game, repeat steps 2 – 10).
11. Physically load the tickets.

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:

NOTE: Lottery best practice is to load the lowest-numbered ticket first.

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



TO ENSURE RELIABLE TICKET DISPENSING:

1. To avoid ticket jams, do not load tickets over 10" long into the lowest ticket trays – Bins 21 through 24. Also, do not load pack(s) that are over 2.1" in height into any bin.
2. Tickets that are 8" or longer should be fed under the roller. All other ticket lengths can go over the roller.