

# Instant Ticket Inventory Management

## TO ENSURE RELIABLE TICKET DISPENSING:

- 1. 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.
- 2. Tickets that are 8” or longer should be fed under the roller. All other ticket lengths can go over the roller.

## UNLOAD BIN

- 1. Touch **INSTANT TICKET INVENTORY MANAGEMENT**.
- 2. Touch the desired **BIN NUMBER**.
- 3. 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.



- 1. Touch **INSTANT TICKET 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.

## Reprints



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

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

## Device Tests



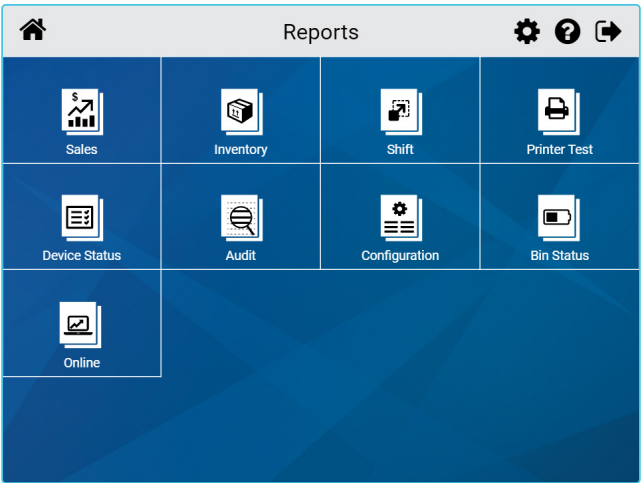
Provides access to operational tests for the Bill Acceptor, Barcode Reader, Printer, and Burster.

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

## 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.

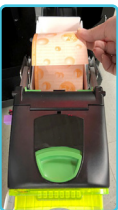
**BIN STATUS:** Provides the status of the bins on the vending machine (Jammed, Empty, Low).

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

## Loading Paper

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

- 1. Open the vending machine door. Ensure power to the machine is ON so the printer will be able to auto-feed.
- 2. Pull the printer drawer out from the vending machine.
- 3. Place the paper roll into the printer bucket.
- 4. Feed the paper into the printer so the paper is feeding from the TOP of the roll.
- 5. The printer will auto-feed the paper through the printer and cut automatically.
- 6. Gently push printer drawer back into vending machine.



## Unloading Cash Box

**NOTE:** Once the cash box is removed, a shift report will be automatically printed and be cleared.

- 1. Open the bill acceptor drawer with the Bill Acceptor key and gently pull out the drawer. This reveals the large cash box.
- 2. 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.
- 3. 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.



## Bill Acceptor Jams

**NOTE:** Once the cash box is removed, a shift report will be automatically printed and be cleared.

- 1. Power off the Vending Machine by pressing the amber power switch just above the printer. This will prevent the Shift Report from printing and clearing.
- 2. Open the bill acceptor drawer with the Bill Acceptor key and gently pull out the drawer. This reveals the large cash box.
- 3. 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 vending machine with one hand, and gently lift the cash box up and out.
- 4. 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 back. Clear any jammed bills.
- 5. **TO CLEAN THE BILL ACCEPTOR:** Use a soft dry, clean cloth, lightly dampened with clear water and wipe both the top and bottom.
- 6. 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.

## 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

## Vending Machine 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 Lottery Vending Machine allows players to purchase both Instant tickets as well as all 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 Touch Screen for Lotto Games and 20 Instant Game Selections
- 2 Antenna and Tri-Light Status Indicator
- 3 Bill Acceptor
- 4 Door Handle located on Side of Door
- 5 Ticket Checker/QR Code Scanner
- 6 Door Lock
- 7 Lotto Game Ticket Retrieval
- 8 Instant Ticket Retrieval



# 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. 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 Instant Ticket Retrieval.



# 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 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**.
3. Once all options have been selected, the Lotto Game ticket prints and is dispensed into the Lotto Game Ticket Retrieval.

**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.

## 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.



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

# Opening the Door

1. Insert the key labeled MD into the main lock, located on the right, just above the ticket chute, rotate quarter turn counterclockwise.
2. Insert your hand into the lever on the right-side of the door and lift up; then pull to open.
3. An audible alarm begins sounding as soon as the door is open. To silence the alarm, you must sign-on to the vending machine.



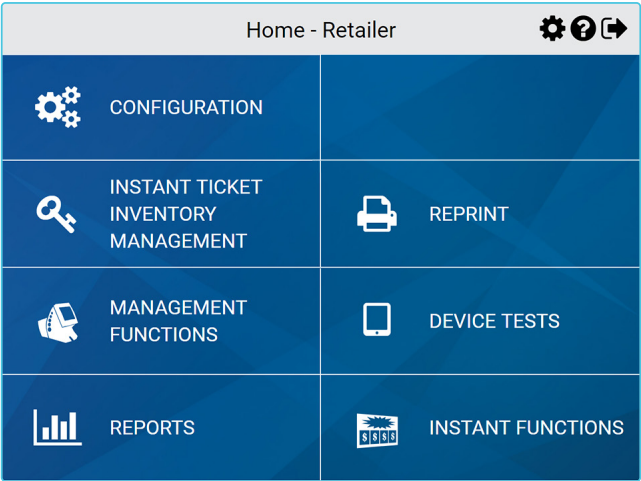
# Retailer Sign On

1. Open the main door. The display prompts you to sign on.
2. Enter the 6-digit User ID number. Enter the 4-digit Password.
3. Touch **SUBMIT**.
4. After a successful sign on, the Retailer Home Screen displays.

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

# Retailer Home Screen

The Retailer Home Screen menu provides you with access to the various vending machine functions. You may access this menu from any screen by touching the **HOME ICON**



# Top Menu Buttons

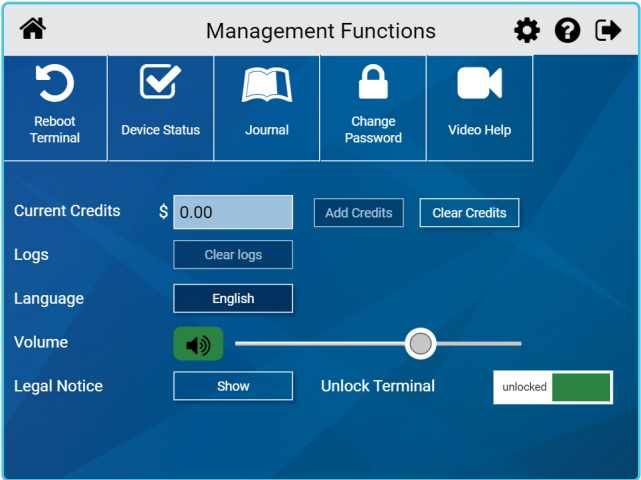
**THE TOP MENU BUTTONS ARE LOCATED AT THE TOP OF EACH SCREEN:**



1. Touch **HOME** to return to the Home Screen.
2. Touch the **BACK ARROW** to return to the previous screen.
3. Touch **PRINT** to print the Current Page or Full Page.
4. Touch **SETTINGS** to access Management Functions menu.
5. Touch **HELP** on any screen to view related help information.
6. Touch **SIGN OUT** to sign out of Management Functions.

# Management Functions

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



**REBOOT TERMINAL:** Use to reboot the vending machine.

**DEVICE STATUS:** Displays all vending machine components 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 or change your password.

**VIDEO HELP:** Use to view help videos.

**CURRENT CREDITS:** Displays the player's credits currently available. Touch **CLEAR CREDITS** to remove credits; a Cleared Credits slip prints.

**VOLUME:** Use to adjust the vending machine volume. Volume cannot be disabled.

# Instant Functions

**NOTE:** Pack Return & Reprint Last Receipt are to be used by Wisconsin Lottery Field Marketing Representatives only.



## ORDER CONFIRMATION

Use to confirm delivery of packs of Instant Tickets.

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

**NOTE:** All orders must be confirmed upon receipt.

## ACTIVATION

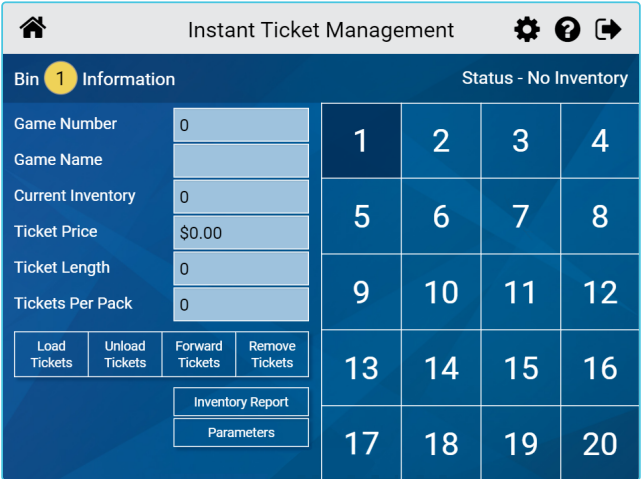
Use to activate packs of Instant Tickets.

1. Touch **INSTANT FUNCTIONS** from the Instant Functions Menu; then touch **ACTIVATION**.
2. Scan the barcode or manually enter the Pack Number using the **KEYPAD**, then touch **SUBMIT**.
3. A confirmation screen displays. Touch **OK** to print the Activation Receipt and return to the Activation screen.

**NOTE:** Packs of tickets will automatically be activated when properly loaded into bins.

# Instant Ticket Inventory Management

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



## LOAD TICKETS

### FULL PACK IN AN EMPTY BIN

The Tri-Light Status Indicator flashes **YELLOW** when there is no longer inventory in a bin.

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

### PARTIAL PACK OF TICKETS IN AN EMPTY BIN

1. Touch **INSTANT TICKET INVENTORY MANAGEMENT**.
2. Touch the desired **BIN NUMBER**, then touch **LOAD TICKETS**.
3. Scan the **FIRST TICKET** in the pack; *or* enter the **FIRST TICKET** number in the pack using the **KEYPAD**, then touch **SUBMIT**.
4. Scan the **LAST TICKET** in the pack; *or* enter the **LAST TICKET** number in the pack using the **KEYPAD**, then touch **SUBMIT**.
5. A Load Successful Message displays. Touch **OK**.

## 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.

