The information in this reference guide is current as of the version date. Game and system changes after the version date will be reflected in an updated guide. Every effort has been made to make this guide as complete and accurate as possible, but this Reference Guide is provided "AS IS" and without warranties of any kind, express or implied. The Oregon Lottery has no liability or responsibility to any person or entity with respect to loss or damage caused by reliance on the accuracy, reliability or timeliness of this Reference Guide. Any person or entity that relies on any information obtained from this Reference Guide does so at his or her own risk. If there is any discrepancy between the information in this guide and any administrative rule, policy, or statute, the rule, policy, or statute preempt this guide. If you find an error in any of the instructions or explanations please contact Oregon Lottery® Retailer Training at retailer.training@state.or.us

NOTE: This reference guide is specifically for retailers who operate a Lottery To Go™ terminal and have general knowledge of Oregon Lottery® Games, Operations and Procedures. See the Traditional Products Retailer Reference Guide for expanded information on Oregon Lottery® Games, Operations, and Procedures; or call Hotline for assistance, 1-(800)766-6789.
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LOTTERY-TO-GO™ (LTG) EQUIPMENT OVERVIEW

**LTG TERMINAL EXTERNAL VIEW**

The Lottery-To-Go™ (LTG) terminal is an electronic vending machine that supports two gaming functions in your location. It acts as both a Scratch-it™ Instant Ticket Vending Machine (ITVM) to distribute Scratch-it™ Tickets and also operates in self-service mode for customers to perform Draw Game functions on their own.

External components of your Lottery-To-Go™ terminal:

- LED Display
- Manager’s Access Lock
- Touchscreen
- CCD Reader – to check for winning tickets
- Game Slip Reader
- Bill Acceptor
- Door Lock
- Printer Output
- Scratch-it Ticket Window
- Scratch-it Ticket Price Display
- Scratch-it Ticket Chute

**NOTE:** To ensure proper levels of security, two unique Lottery-To-Go™ keys are provided to store managers.

- Manager key (labeled “M”). This two-purpose key allows managers to gain access to the Main Door, and to gain access to the Management Functions.
- Cash key (labeled “CD”). This key allows managers to gain access to the Cash Box.
LTG TERMINAL INTERNAL VIEW

- Power Switch
- ITVM Display
- ITVM Keypad
- ITVM Barcode Reports
- Handheld Scanner (Ticket Reader)
- Ticket Bins (Behind Door)
- OMR (Game Slip Reader)
- Bill Acceptor
- Cash Box Lock
- Cash Box (Inside)
- Printer
PLAYER OPERATIONS

TOUCH SCREEN ATTRACT SCREEN

The Lottery-To-Go™ touch screen displays an “Attract Screen” when not in use. This screen cycles through marketing information to attract players and continues to display until the terminal is activated.
HOME SCREEN
When the touch screen is touched, a bill is inserted into the bill acceptor, or a reader is being used, the Lottery-To-Go™ becomes active. At this time, the touch screen displays the Home Screen.

AGE VERIFY SCREEN
When an icon is touched or a bill is entered, the player must affirm that they are of age to play the games by touching Agree on the Age Verify Screen.
**TOUCH SCREEN ICONS**

As players use the Home Screen and navigate through the game screens, there are a number of icons that will be available for use.

**DRAW GAME ICONS**

Player touches an icon to proceed to the game sales screens for the selected game.

![Image of Touch Screen Icons]

**MAIN MENU**

Used to return to the Home Screen.

**HELP**

Provides information to customers for a selected game or icon.

**BUY NOW**

Displays once draw game selections are complete.

**OK**

Displays after pressing *Buy Now*; pressing *OK* completes the transaction and automatically prints the ticket.
SCRATCH-ITS℠ TICKET PURCHASE

1. The player inserts money into the bill acceptor ($1, $5, $10, $20, $50 or $100).

2. The player affirms they are of legal age to play the games on the Age Verify Screen.

3. The screen displays the amount of credit.

4. The player touches the desired ticket display window.

5. The selected ticket is dispensed into the Scratch-it℠ Ticket Chute.
**DRAW GAME PURCHASE**

1. The player inserts cash into the bill acceptor ($1, $5, $10, $20, $50 or $100).

2. The player affirms they are of legal age to play the games on the Age Verify Screen.

3. The screen displays the amount of credit the player has.

4. The player may either insert a game slip into the reader or touch a Draw Game icon on the touch screen.

   A. GAME SLIP:
   A confirmation screen is displayed and the player can select **OK** to print the ticket or the back arrow to change selections.

   B. TOUCHSCREEN:
   The game screens prompt the player to select the ticket options, such as the amount of the wager, the number of drawings, and if they want to add a special option. Touch **NEXT** to see other options and get to the Buy Now screen.

   Touch **Buy Now** to proceed to the next screen.

5. The game screen displays a confirmation screen and the player can select **OK** to print the ticket or the back arrow to change selections.
TO CHECK FOR A WINNING TICKET

Players can check their Draw Game and Scratch-it℠ tickets to see if they have a winner using the Lottery-To-Go™.

To Check Draw Game Tickets
1. From the Home Screen, the player passes the ticket bar code under the reader. The bar code is located on the front of Draw Game tickets.

2. The screen indicates if the ticket is a winner. The player may take winning tickets of $600 or less to any Lottery retailer for cashing. Winning tickets over $600 must be claimed at Lottery Headquarters in Salem, either in person or by mail using a Winner Claim Form.

To Check Scratch-it℠ Tickets
1. From the Home Screen, the player passes the ticket PDF417 bar code under the reader. The PDF417 barcode is on the front of the ticket under the latex.

2. The screen indicates if the ticket is a winner. The player may take winning tickets of $600 or less to any Lottery retailer for cashing. Winning tickets over $600 must be claimed at Lottery Headquarters in Salem, either in person or by mail using a Winner Claim Form.
MANAGER FUNCTIONS

ACCESSING THE MANAGER MENU
The Manager Menu is used for: viewing and printing reports, Scratch-itSM ticket functions, and equipment access and maintenance.

1. Insert the “M” Key into the lock at the top of the touchscreen, turn ¼ turn clockwise, and release.
2. Touch the Manager Sign On icon.
3. Enter Management Pass code, 4444.
4. The Manager Menu displays.

NOTE: You may access this menu from any management screen by touching the Manager Menu icon.
**SIGN ON**
The Lottery-To-Go™ signs on automatically every morning at 5:00 a.m. Please keep unit plugged in at all times.
If the terminal is disabled; manually, with the key fob, or, during a power surge, follow the instructions below to enable the terminal.

1. Sign on to Manager Menu.
2. Touch Terminal SignOn.

**NOTE:** Terminal signs off automatically at 2:45 a.m. Only Scratch-it Tickets can be purchased after this time until 5:00 a.m. the next day.
REPORTS

Sales Reports
The Reports icon provides access to the following sales reports: Today Activity, Week to date Activity, Adjustment History, Daily Activity, and Weekly Invoice. These reports are identical to the same named reports generated by the Oregon’s Imagine; for combined reports, the user has the option to see just LTG sales information for this terminal or total sales for the Retailer ID. See the Traditional Products Reference Guide for detailed information of sales reports.

1. Touch Reports icon.

2. The Reports menu displays.

3. Touch Online (Draw Games sales only) or Combined* (Draw Games sales and Scratch-itsSM activations) Reports to view the menu options.

4. Touch the icon for the report you wish to view/print.

* When running a Combined Report an additional screen will appear that asks for either a Retailer ID or Terminal ID. Providing a Retailer ID will return all sales information for the retailer (all terminals). Providing a Terminal ID will return sales information for that terminal.
Shift Report

The Shift Report (in the Manager’s Menu) displays: the number of bills by denomination that have been inserted into the LTG, sales in dollars of draw tickets (Online Amount) and Scratch-its (Bins Amount) sold, and, the amount in dollars of refunds generated, since the last Shift Report was cleared.

NOTE: It is strongly recommended to clear the Shift Report every time the cash box is emptied to maintain accuracy.


The screen displays sales and refund information since the report was last cleared.

<table>
<thead>
<tr>
<th>$1.00</th>
<th>$5.00</th>
<th>$10.00</th>
<th>$20.00</th>
<th>$50.00</th>
<th>$100.00</th>
<th>$ Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>31</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>31.00</td>
</tr>
</tbody>
</table>

Refund Total Amount: $8.00
Cash Vs Refund Total: $23.00
Online Amount: $13.00
Bins Amount: $0.00

2. Touch Print to print the report, if desired. Touch Clear to clear sales information.

NOTE: In addition to clearing the Shift Report (from the Manager’s Menu) when emptying the cash box, it is also important to periodically run a Shift Report from the bar code reports on the inside of the terminal. See ITVM Reports section for more information.

NOTE: If cleared every time cash is removed, this shift report is useful for balancing cash in the cashbox. It is not intended to be used for accounting for sales totals as it will only report information since it was last cleared. Use Sales Reports from Manager Menu or Oregon’s Imagine Terminal for sales balancing.
**SCRATCH-ITS™ FUNCTIONS**

The Scratch-its™ Functions icon provides access to the following functions: *Order Confirmation, Activate Packs, Settle Packs, Orders, Inventory Summary/Detail, and Scratch-it Reports*. These functions act the same way as the same named functions on the Oregon’s Imagine. See the *Traditional Products Reference Guide* for more detailed information about Scratch-its™ Functions.

1. Touch **Scratch-it™ Functions**.
2. The Scratch-it™ Functions options will display.
3. Touch the desired Scratch-its™ Function to proceed.

**Scratch-It™ Reports**

The Scratch-it™ Reports icon provides access to Scratch-it™ Sales Reports: *Today Activity, Daily Activity, Week to date Activity, and Weekly Invoice*. These reports are identical to the same named reports generated by the Oregon’s Imagine. See the *Traditional Products Reference Guide* for detailed information of Scratch-its™ Reports.

1. Touch **Scratch-its Reports**.
2. The Scratch-its™ Reports options will display.
3. Touch the desired Scratch-it™ Report to proceed.
**ITVM (Instant Ticket Vending Machine) REPORTS**

Use the icons on the ITVM Reports menu to access ITVM bin activity: Sales, Security, Inventory, and Statistics.

**NOTE:** ITVM Sales Reports are for accounting day of 12:01AM-12:00AM. See the Balancing section of this guide for help on which reports are useful for what type of balancing: Cash vs. Sales.

**ITVM Sales Report**

Use the Sales Report Icon to access ITVM Sales information by game number for a selected time frame: Today, Yesterday, Two Days Ago, Three Days Ago, This Week, Last Week, Two Weeks Ago, This Month, Last Month.

1. From the Manager Menu, touch ITVM Reports.
2. Touch Sales Reports.
3. Select a time frame option.
4. View report using up/down arrows or print report by touching Print icon.

![ITVM Sales Report Example](image)
ITVM Security Report

Use the Security Report Icon to access ITVM bin security information, this report logs every time the main door is opened or closed with a date and time stamp. Printing this report will access the last 50 events.

UNKNOWN = Anyone signing on with manager password.
ADMINISTRATOR = Technician sign on.

1. From the Manager Menu, touch ITVM Reports.
2. Touch Security Reports.
3. View report using up/down arrows or print report by touching Print icon.

ITVM SECURITY REPORT
RETAILER 123456
ITVM 1
04/12/2011 11:07:31

#1 DOOR CLOSED BY UNKNOWN 04/11/2011 16:26
#2 DOOR OPENED BY UNKNOWN 04/11/2011 16:26
#3 DOOR CLOSED BY UNKNOWN 04/11/2011 15:11
#4 DOOR OPENED BY UNKNOWN 04/11/2011 15:10
#5 DOOR CLOSED BY UNKNOWN 04/11/2011 15:09
#6 DOOR OPENED BY UNKNOWN 04/11/2011 15:09
#7 DOOR CLOSED BY UNKNOWN 04/11/2011 15:09
#8 DOOR OPENED BY UNKNOWN 04/11/2011 15:09
#9 DOOR CLOSED BY UNKNOWN 04/10/2011 16:45
#10 DOOR OPENED BY UNKNOWN 04/10/2011 16:44
#11 DOOR CLOSED BY UNKNOWN 04/09/2011 16:23
#12 DOOR OPENED BY UNKNOWN 04/09/2011 16:23
#13 DOOR CLOSED BY ADMINISTRATOR 04/09/2011 08:50
#14 DOOR OPENED BY ADMINISTRATOR 04/09/2011 08:46
#15 DOOR CLOSED BY UNKNOWN 04/08/2011 16:56
#16 DOOR OPENED BY UNKNOWN 04/08/2011 16:56
ITVM Inventory Report

Use the Inventory Report Icon to access current ITVM bin inventory. This report displays total inventory by bin number: game, price point (PPT), current count, and total in dollars that each bin holds.

NOTE: It is helpful to print this report before and after adding inventory to the LTG bins to double check for accuracy.

1. From the Manager Menu, touch ITVM Reports.
2. Touch Inventory Reports.
3. View report using up/down arrows or print report by touching Print icon.
ITVM Statistics Report

Use the Statistics Report Icon to access ITVM bin statistics for a selected time frame: Today, Yesterday, Two Days Ago, Three Days Ago, This Week, Last Week, Two Weeks Ago, This Month, Last Month. This report displays by bin, the percentage of time each bin was out of stock and gives an estimate of lost sales.

1. From the Manager Menu, touch ITVM Reports.
2. Touch Statistics Reports.
3. Select time frame.
4. View report using up/down arrows or print report by touching Print icon.
**ADDITIONAL MANAGER MENU FUNCTIONS**

**Enable Age/Driver Scan**
Touch Enable Age to activate Age enable function (this is where the player must affirm they are of legal age to purchase lottery products).

**NOTE:** This icon will read Enable Driver Scan when Age enable is turned on. The Driver Scan function is not currently used in Oregon.

**Device Status**
Touch Device Status on the Manager Menu to view the current status of the: printer, communications, bill acceptor, reader, and ITVM bin functions. If the status fields do not say “Online”, call hotline for assistance.

![Device Status](image)

**Printer Test**
Touch **Printer Test** on the Manager Menu to perform a printer test and print a test ticket.
**Disable/Enable RF**

Touch **Disable RF** on the Manager Menu to activate (enable) and deactivate (disable) the terminal RF device (key fob), which enables you to remotely disable access to the terminal.

**NOTE:** When the RF is enabled, the icon will read Disable RF.

**Security Log**

Touch **Security Log** to view the security log for the terminal, which lists terminal security events, including: main door opened details, bill acceptor door opened details, alarm disabled details, machine tilted details, battery low indicator details, audit switch details and power down details.

**Terminal Reset**

Touch **Terminal Reset** from the Manager Menu to reboot the terminal. Touch **OK** to confirm or touch **Cancel** to return to the Manager Menu.

**Cash Log**

Touch **Cash Log** from the Manager Menu to view a cash log of the last 200 cash events from the terminal 10 at a time, use arrows to scroll through events. These include: Draw Game and Scratch-it Ticket sales, plus refund and currency-inserted details. Touch **Print** to print the log or touch the **Manager Menu** icon to return to the Manager Functions menu. Will print the ten events shown on screen.

<table>
<thead>
<tr>
<th></th>
<th>Date</th>
<th>Time</th>
<th>Type</th>
<th>Serial #</th>
<th>$</th>
</tr>
</thead>
<tbody>
<tr>
<td>191</td>
<td>12/31/09</td>
<td>05:13:16</td>
<td>BILL ACCEPTED</td>
<td></td>
<td>1.00</td>
</tr>
<tr>
<td>192</td>
<td>12/31/09</td>
<td>05:13:17</td>
<td>BILL ACCEPTED</td>
<td></td>
<td>1.00</td>
</tr>
<tr>
<td>193</td>
<td>12/31/09</td>
<td>05:13:18</td>
<td>BILL ACCEPTED</td>
<td></td>
<td>1.00</td>
</tr>
<tr>
<td>194</td>
<td>12/31/09</td>
<td>05:13:19</td>
<td>BILL ACCEPTED</td>
<td></td>
<td>1.00</td>
</tr>
<tr>
<td>195</td>
<td>12/31/09</td>
<td>05:13:20</td>
<td>BILL ACCEPTED</td>
<td></td>
<td>1.00</td>
</tr>
<tr>
<td>196</td>
<td>12/31/09</td>
<td>05:13:21</td>
<td>BILL ACCEPTED</td>
<td></td>
<td>1.00</td>
</tr>
<tr>
<td>197</td>
<td>12/31/09</td>
<td>05:13:22</td>
<td>BILL ACCEPTED</td>
<td></td>
<td>1.00</td>
</tr>
<tr>
<td>198</td>
<td>12/31/09</td>
<td>05:13:23</td>
<td>POWER VAGER</td>
<td>823-33554431-12-XXXX</td>
<td>1.00</td>
</tr>
<tr>
<td>199</td>
<td>12/31/09</td>
<td>05:13:24</td>
<td>V/STATE VAGER</td>
<td>081-17860125-21-XXXX</td>
<td>2.00</td>
</tr>
<tr>
<td>200</td>
<td>12/31/09</td>
<td>05:13:25</td>
<td>MEGA VAGER</td>
<td>823-33554431-11-XXXX</td>
<td>1.00</td>
</tr>
</tbody>
</table>

**Manager Sign Off**

Touch **Manager Sign Off** to close manager function menu and re-display the gaming screen.
Terminal Sign Off/Sign On
Touch Terminal Sign Off to close the gaming screen. You can still access the Manager Menu. When the terminal is signed off, the icon reads Sign On.

Special Functions
Touch Special Functions to access the Special Functions menu.

Special Functions include: Version Info and Volume Control.

Version Info Touch Version Info to view the Firmware and Software versions loaded on the terminal. Touch Print to print out the version information.

Volume Control Touch Volume Control to view the Adjust Volume screen. Touch the Speaker icon to increase the terminal volume (from 1 to 4). Touch Default to reset the volume to the default level (1).
MANAGER INTERNAL OPERATION

OPENING/CLOSING THE LTG

Disable Alarm
1. Insert Manager’s key labeled “M” into the Manager’s Access Lock.
2. Turn the key clockwise and release.
3. Touch Manager Sign On, sign on with manager password.
4. Touch the Open Door icon.
5. Touch OK.

Alarm has been disabled – you can now proceed to the door lock.

Unlock the LTG
1. Insert the “M” key into the barrel lock located on the lower right hand side of the terminal.
2. Rotate the lock one-quarter turn clockwise to the unlocked position.
3. Remove the barrel.
4. Insert the “T” handle.
5. Push in and rotate the handle clockwise one-half turn.
6. The door latch will release allowing you to pull the door open.

NOTE: If the Tilt alarm is enabled: Follow the instructions above to disable alarm.

Lock the LTG
1. Push the door closed.
2. Rotate the “T” handle one-half turn counterclockwise.
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.
**INTERNAL KEYPAD & DISPLAY**

The Lottery-To-Go™ has an internal keypad and VFD display that is used for vending machine diagnostics, reports, and loading and unloading tickets. These components are accessible only after the main door is opened, as they are located in the top right corner of the terminal, above the handheld scanner.

- 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, or means “No” to answer questions on the display.
- When you press ENTER/YES you answer “YES” to the questions on the display or you enter your input into memory.

**ITVM ADMINISTRATION MENU**

**ITVM Sign On**
Press 123456 - Press ENTER

**ITVM Main Menu**
When the door is opened and the password is entered, the Main Menu displays; the message reads “Select Bin ##” (the last bin accessed will be the default bin in the Main Menu). As you press the (+) sign, each of the menu functions will display, in the order below.

**Print/View Reports** – Reports available from this menu are the same reports available on the Ticket chute door:

**Shift Report:** This report shows: the game number and ticket price of tickets loaded into each bin; the sales quantity and value of each game sold since the last time the report was run; the total cash collected since the report was run; the percentage of time bins were out of stock and a lost sales estimate for the time period since the last time the report was run; a percentage of time the terminal was out of order – not accepting cash since the last time the report was run; and will list any bins currently out of stock.

**NOTE:** Running this report periodically is recommended as it also tallies the number of bills collected into the cash box (does not show this number on the report) and will disable the terminal if it determines by this count that the cash box is full.

**Inventory Report:** This report shows: the game number and ticket price of tickets loaded into each bin; the total number of tickets and their value loaded into each bin.

**Today’s Report:** This report shows: the game number and ticket price of tickets loaded into each bin; the sales quantity and value of each game sold so far today; the total cash collected so far today; the percentage of time bins were out of stock and a lost sales estimate so far
today; a percentage of time the terminal was out of order – not accepting cash so far today; and will list any bins currently out of stock.

**Yesterday’s Report:** This report shows the same information as the Today’s Report for the previous day.

**Last 7 Days Report – Life Sales Report:** The following reports will show the same sales and inventory information as the Today’s Report for their respective time frames: 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, Life Sales.

**Audit Trail Report:** This report shows the last 10 transactions.

**Events Report:** This report shows all events occurring on the ITVM.

**Security Report:** This report shows the date and time of door open and close events.

**Status Report:** This report shows the status of the ITVM – Accounting settings, lifetime sales totals, current errors, VU link settings, and bins status (game loaded, bin OK or Jam, ticket parameters and inventories).

**Load Inventory** – to load Scratch-it™ tickets into a bin select “Yes” on the keypad, and then enter the bin number you wish to load.

**Unload Bin** – to unload Scratch-its™ from a bin select “Yes” on the keypad, then enter the bin number you wish to unload. The Unload Bin function reverses the black rollers to release the tickets that are loaded. It does NOT clear inventory of the bin. See Zero Inventory instructions in the ITVM Options Menu of this guide to clear bin inventory.

**Options** – Selecting “Yes” at this prompt will open the Options Menu.

**ITVM 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** – Used to zero out the selected bins inventory count when tickets have been unloaded from the bin.

**Test Bin** – Used 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** – Used to change the machine time. Enter the new time using the 24-hour clock with decimal points. For example, 5:00 p.m. would be entered as 17.00.00. Press ENTER.

**Autoprint Report** – Used 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 FST. To enable this function, press ENTER (Press ENTER again to disable).

**Change Password** – Used to change manager password. It is recommended that you do not change the password.
LOADING/UNLOADING SCRATCH-IT TICKETS

The *SmartLoadPlus* feature makes loading tickets quick, accurate and hassle-free. Individual game data (pack size, ticket size, and price) is pre-loaded and ticket packs activate upon loading so there is no need to activate them prior to loading.

NOTE: Multiple packs of tickets of the same game number can be loaded into a single bin by taping the end of one pack to the beginning of another pack. To connect two packs of tickets, use GTECH’s perforated tape (Part No. 10-202-00007-01). See the taping tickets section of this guide for more detailed information.

To Load Tickets

1. Open hinged ticket chute and remove scanner from holder.
2. From “Select Bin” prompt, scan the LOAD label on the bin you wish to load.
3. If the bin has inventory already loaded:
   a. Press “0” then press ENTER to clear old inventory
   OR
   b. Press ENTER to add to current inventory (same game number).
4. Scan the barcode on the first ticket in the pack.
5. Scan the barcode on the last ticket in the pack.
   Activation status check will occur; wait for messages to end.
   New Inventory will be displayed.
6. Press ENTER.
   Prompt will read “Load Another Pack?”
   a. If this is the only pack you are loading into this bin continue with step 7.
   OR
   b. If you are loading additional packs of the same game into this bin; at display prompt of “Load Another Pack?”’, press ENTER and continue from step 4 with the next pack.
      (See “Taping Ticket Packs” section for instructions on taping ticket packs together.)
7. Insert the ticket pack into the bin so that the lowest numbered ticket feeds first.
8. Feed the ticket over the rear roller and insert the leading edge so that it is firmly placed in the nip of the black rubber feed rollers.
9. Press CLEAR.
10. Tickets will load.
To Unload Tickets

1. From the “Select Bin:” prompt, scan the UNLOAD label on the bin you wish to unload. The burster will reverse the feed and the tickets will unload. The Unload Bin function reverses the black rollers to release the tickets that are loaded. It does NOT clear inventory of the bin.

   NOTE: You must zero inventory if you are loading a new game into the bin.

To Zero Inventory

1. From the “Select Bin” prompt, press “-“ once to get to “Options”
2. Press ENTER
3. At “Zero Inventory” prompt, press ENTER to zero the inventory.

Taping Ticket Packs

For multiple pack loading into same bin.

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. Leaving no space between the tickets, align the edges of the packs carefully and do not overlap them.
3. Take a tape strip from the sheet (supplied by GTECH FSTs) 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 the edge of the tickets.
4. Fold one of the packs over the other, bending the tape at the perforation. Packs should stack neatly, one on top of another.
5. Load the packs into inventory using the “Load Tickets” steps. At the prompt to “Load another pack?” press Enter/Yes to load a second pack and so on until all the packs in the stack are entered. It is good practice to run an inventory report after loading to confirm all packs were loaded into inventory correctly.

NOTE: 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
- Different games
OMR (Game Slip Reader)

To remove a game slip jam
1. Lift latch on top of unit.
2. Remove jammed game slip and any torn pieces.
3. Close unit.

BILL ACCEPTOR

To remove a jammed bill:

1. Open the cash door with the CD key and tilt the assembly down.

2. Place your fingers on the black groove and chrome bar and squeeze to release the bill acceptor read head.

3. Gently lift the read head from the bill acceptor. This allows you to clear jammed bills.

4. After the bill acceptor has been cleared, gently slide the read head down into its locked position.
CASH BOX

To remove money from the Cash Box:

1. Push white latch down and hold.

2. Push Cash Box to the rear of the assembly and lift to remove.

3. Open door at end of box to remove cash.

NOTE: After bills have been removed, print a Shift Report from the Manager’s Menu and press Clear. Also, scan the Shift Report barcode report on the inside ITVM report menu to reset the system’s bill counters.
**PRINTER**

**Loading paper**

The printer will not operate without paper, but it may continue to accept data from the host computer. Because the printer cannot print any transactions, the data may be lost.

**NOTE:** Use only pink Playtime® ticket paper assigned to your location.

1. Open the printer cover by pressing the green button located on the right-hand side of the printer and pull forward.
2. Grasp the paper roll and remove it from the printer.
3. Unroll approximately 8 inches of paper from the roll and set the roll into the printer. Ensure that the excess paper is hanging out of the printer.
4. Close the printer cover on top of the excess paper. The printer will cut off the excess paper. Remove the excess paper from the printer.

**Clearing a paper jam**

In the event of a paper jam, remove the roll, tear a new clean edge, and replace the roll in the paper bucket, as described above. Be sure that the paper unrolls from the top of the roll.
REFUNDS

Issuing a Refund from the Lottery-To-Go
Refunds are not normally given from this machine, however, if needed you may use the following instructions to process a refund.

1. From the Manager Menu
2. Touch Terminal Sign-off
3. Touch “OK” to sign off the terminal
4. Touch “Refund”
5. A refund slip will print.
6. The Player can take the refund slip to your customer service department for payment the same day or bring it to Lottery Headquarters in Salem (500 Airport Road SE, Salem OR 97301. Monday – Friday 8:00AM-5:00PM – closed state holidays and mandatory furlough days).

Remember to sign the terminal back on after producing the refund slip.

1. From the Manager Menu
2. Touch Terminal Sign-on

Validating Refund Slip on Oregon’s Imagine
The Refund Slip Validation function is used when a refund slip has been issued by the Lottery-To-Go™ terminal and the customer has presented it to a clerk for payment of the refund. Clerk will need to scan the refund slip on the Oregon’s Imagine following the instructions below. The terminal will issue a confirmation screen when processed successfully.

To validate Lottery-To-Go™ refunds at the Oregon’s Imagine Terminal:

1. Press Services.
2. Press Lottery-To-Go™ Functions.
3. Enter Terminal number (six-digit retailer ID + 99).
4. Press Refund Slip Validation button.
5. Scan the refund slip.

Note: The validation function verifies the refund slip was produced from the LTG at that retail location, and hasn’t been validated yet. It will not change any accounting reports on the Oregon’s Imagine and must be accounted for separately. The cash in the LTG will be over; cash at the Imagine register will be short. They will reconcile to each other.

Refund slips paid at lottery will be charged back to the retailer.
BALANCING

Because there are so many variables to how locations handle their balancing and accounting procedures it is not possible to address every situation with this guide. This section is intended to provide information and suggestions for which reports are useful for different types of balancing: Cash vs. Sales.

**Daily Cash Balancing**

Balancing cash in the LTG cashbox should be done separately from balancing cash at your customer service desk to avoid inaccuracies. Because sales reports printed from the LTG are for varying time frames, first balance cash to the Shift Report from the Manager Menu, then balance to sales reports taking into account the differences in report time frames. See the timeline guide and reports chart to determine the right reports for your situation.

When pulling cash every day, run:
- Shift Report from the Manager’s Menu: This will balance to cash in box. Remember to CLEAR this report after pulling cash.
- ITVM Today: To use for today’s and tomorrow’s sales balancing.
- O/L Today Activity: To use for today’s and tomorrow’s sales balancing.
- ITVM Daily for previous day: To balance today’s sales to cash.
- O/L Daily Activity for previous day: To balance today’s sales to cash.

**Formula:**

Yesterday’s Daily’s + Today’s Activities – Yesterday’s Today’s Activities (that were run when cash was pulled the previous day) = Cash in Box.

\[
\text{Yesterday’s Sales} + \text{ITVM} \quad \text{Online} \quad \frac{\text{Total Previous Day Activity (sales recorded previous day for: ITVM 12:01AM-12:00AM, Online 5:00AM-2:30AM)}}{
\text{Today’s Sales (so far)} + \text{ITVM} \quad \text{Online} \quad \frac{\text{Total Today’s Activity (sales recorded this day prior to cash being pulled, ITVM 12:01AM-Now, Online 5:00AM-Now)}}{
\text{Subtotal of Previous Day and Today’s Activity} = \\
\text{Yesterday’s sales prior to cash being pulled.} + \text{ITVM} \quad \text{Online} \quad \frac{\text{Total Previous Day Today’s Activity (report run at time of balancing previous day showing sales recorded prior to cash being pulled)}}{
\text{CASH IN BOX} = 
\]

Updated: 1/13/12
**Report Timeline Guide**

This timeline guide is assuming cash being pulled at 7:00AM daily.

<table>
<thead>
<tr>
<th>Reports Chart</th>
<th>Description</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Shift Report</strong></td>
<td>Keeps count of bills going into cash box and sales since last time cleared. (Run and clear this report every time cash box is emptied.)</td>
<td>From Manager Menu &gt; Shift Report &gt; Print &gt; Clear.</td>
</tr>
<tr>
<td><strong>ITVM Today Report</strong></td>
<td>Scratch-it sales totals for 12:00AM-time report is run.</td>
<td>ITVM Reports &gt; Sales Reports &gt; Today</td>
</tr>
<tr>
<td><strong>LTG Sales Report O/L Today’s Activity</strong></td>
<td>Online sales totals 5:00AM-time report is run.</td>
<td>Reports &gt; Online Reports &gt; Today’s Activity</td>
</tr>
<tr>
<td><strong>ITVM Yesterday Report</strong></td>
<td>Scratch-it sales totals for previous day 12:01AM-12:00AM</td>
<td>ITVM Reports &gt; Sales Reports &gt; Yesterday</td>
</tr>
<tr>
<td><strong>LTG Sales Report O/L Daily Activity</strong></td>
<td>Online sales totals for selected day 5:00AM-2:30AM</td>
<td>Reports &gt; Online Reports &gt; Daily Activity &gt; Select Day</td>
</tr>
<tr>
<td><strong>Shift Report (Inside)</strong></td>
<td>Tally bills into the cashbox since last time run – clears automatically when run. (Run this report periodically to avoid disabling terminal)</td>
<td>Scan barcode for Shirt Report on inside ticket chute door.</td>
</tr>
</tbody>
</table>

**Weekly Sales Accounting**

ITVM Sales Reports are not used to determine weekly commissions. Weekly commissions and amounts due to the Lottery are based on gross draw game sales and Scratch-it℠ activations. For best results use daily and weekly combined reports for retailer location from the Oregon’s Imagine, when prompted for Terminal or Retailer ID, enter Retailer ID.
TROUBLESHOOTING

ERRORS WHEN LOADING TICKETS

VU link down: This error message may appear if the system cannot activate & load the ticket pack. You may try loading the ticket pack into another bin (after loading a different pack in the original bin) or you may activate the ticket pack at your Oregon’s Imagine Terminal and sell the tickets from a different dispenser. You may also set the ticket pack aside to be returned by your Lottery Sales Representative.

Ticket Price Window reads “———”: Rubber rollers did not “grab” ticket end during loading. This can occur if the ticket end is not firmly held to the rollers when loading tickets. Correct this by scanning load on the bin with the problem, then, while holding the ticket end firmly in the roller, press the Clear button on the internal Key Pad at the “Old Inventory” prompt. The system will discard the load command and the rollers will attempt to “grab” the ticket end.

Ticket Price Window reads “OUT”: This indicates the bin is empty. Load tickets to correct.

“Pack mismatch”: This occurs when trying to activate/load a ticket pack that is not assigned to your retailer location. Call Hotline to report the issue and set tickets aside for pick-up by your lottery Sales Representative. Load a different pack.

SCRATCH-IT DISPENSING ERRORS

Tickets are cutting at wrong length: Call Hotline to report the issue. If this is a known issue (i.e., system has incorrect setting), set damaged tickets aside for pick-up by your Lottery Sales Representative. Sell remaining tickets from other dispenser or set aside for return. Load a different game into the bin.

If this is an isolated issue, try to clean the bins/rollers, cycle power, or hotline will dispatch technician to clean/replace the bursters.

Bursters not loading/dispensing: Either a single burster or an entire row not loading or dispensing indicates the rollers need to be cleaned. Retailer can try to correct the problem by blowing with canned air. Or call Hotline to dispatch technician to clean/replace the bursters.

OTHER ERRORS

Not accepting bills: Check for bill jam and/or cycle power. If this does not resolve the issue call Hotline.

Touchscreen not working: Verify Terminal is signed on. Cycle power. If neither resolves the issue, call Hotline.
PLAYER DISPUTES

Bills/Credits
Player says they submitted a dollar amount and did not get the proper credit.
Check the Cash Log from the manager menu to view recent transactions – including bills accepted and wagers made.

Player is unable to purchase a draw game
Check to see if there is a draw break in progress – player will have to wait until after the draw break or select another game.
Check to see if the selections made exceed credit available.

Draw game slip is not being accepted
Check game slip for correct completion – make corrections or start over with new game slip.
Check game slip for rips/tears/dampness/damage – start over with new game slip.
Check for a jam – clear jam & reinsert game slip (or a new game slip if necessary).

Draw game ticket misprinted or jammed
If game information is legible on ticket, check ticket for barcode/serial number, if either is present it is a good ticket.
If game information is not legible, or, neither the bar code nor serial number are present, the ticket is a problem ticket; call hotline (must be the same day as soon as possible after the transaction) for a control number to return the ticket to lottery for consideration for credit.
Refer to your company policy to replace the ticket or provide a refund for the player.

Unable to purchase Scratch-it ticket
Check to make sure the ticket they are trying to purchase does not exceed the amount of credit available.
Check ticket bin for inventory – “OUT”, indicates inventory in bin is zero – load more tickets.
“——“, indicates bin is jammed or ticket is not properly loading into the rollers – re-seat ticket end into rollers to clear.

Player wants refund
Refer to your company policy on giving refunds.
Refer to Refund section in this manual for step by step guide to generate a refund slip.

CLEANING & MAINTENANCE
Use a barely damp lint free cloth to wipe down screen and internal equipment pieces. You may also use an alcohol wipe to clean the touchscreen and canned air to clear the rollers, and game slip reader. Do not use ammonia or bleach or spray anything on the touchscreen.