



# Touch 20 Vending Quick Reference Card

## How To Play

### Using the Touchscreen

- Player inserts money into the **Bill Acceptor** (\$1, \$5, \$10, \$20, \$50, or \$100). **The Bill Acceptor does not give change or cash tickets.**
- **Cashless Transactions:** Players may also use Visa, Mastercard, Discover and Prepaid debit and credit cards by selecting the prompt on screen, confirming their wager amount and using the verifone reader to complete the cashless transaction. The verifone reader also accepts Tap to Pay transactions.
- Choose a game or touch the white “i” on the screen for Help information on the game.
- The player selects the desired terminal game or scratch-off ticket.
- Once all options have been selected the terminal game ticket prints automatically and/or scratch-off tickets dispenses.
- Players may scan tickets and add winnings as credit for additional purchases.

## Quick Success Tips

- Keep ALL bins loaded **at ALL times.**
- Maintain proper Plan-o-gram placement for maximum sales.
- Tape multiple packs of \$10 and greater games to reduce out of stocks.
- Use remote disable to stop underage play.
- Remind players that this machine does not cash tickets and does not give change.
- Respond quickly to alerts on display.
- Print and Clear the shift report when removing cash.



## Manager Menu and Reports

Unlock and open main door. Enter the 6-digit User ID and 4-digit Password. Touch Submit, the Home menu displays.

**Note:** Press  in the top left anytime you want to return to this screen.

**Instant Ticket Inventory Management-** used for the loading and unloading of scratch-off tickets in bins.

**Management Functions-** contains functions to reboot terminal; access to Cash Log, Security Log and System Event Log through the Journal sub-folder; video help for review of printer paper loading; and Adding/Removing Credits. The Cash Log details the previous 200 transactions including bills inserted and games purchased. This report should be used to settle player disputes.

### Reports

- **Online Reports-** provides online sales report for up to the last 7 days. This should be used for reporting sales for the business day from the machine.
- **Scratch-off Reports-** provides the Instant Ticket Redeem report which should be used to report redeems through the machine for the day.
- **Local Reports-** provides the Inventory report which shows the current inventory loaded in the bins as well as the Shift Report which details sales activity for the current shift and should be used to balance the money in the cash box daily.

### To Run the Shift Report-

- Select Reports, Local Reports, Shift Reports to view and print.
- Select the printer icon  and choose Full Page Print. This only prints and does not clear the shift.
- After printing, select Clear Shift. This resets the report.
- Print and clear shift EVERY time the cash box is emptied.

**Instant Functions-can be used to confirm ticket orders and activate packs of tickets prior to loading.**

- Confirm order shipment as soon as it is received.
- Activate tickets before loading into machine.

**Note:** Do not sell unactivated tickets.



**Call 1-800-599-5686 for machine service; for The Retailer Hot line; Call 1-800-937-8946**



## Touch 20 Vending Quick Reference Card (Continued)

### Quick Tips: Clearing Jams

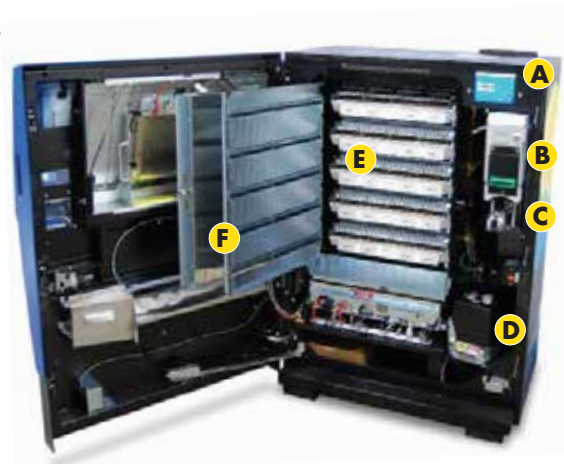
**Bill Acceptor-** Open bill acceptor with security key. Push the rear release button to remove the cash box. You may now access the bill acceptor. Push up the silver latching bar to remove the read head. Remove any jammed bills and replace read head and cash box.



**Printer-** Press grey button to lift open printer cover. Remove jammed paper, pull a few inches out and close firmly.

### Quick Tips: Loading Paper

- Slide the printer towards you by pulling the silver lip on the bottom forward.
- Press the grey button on the printer top and pull up on the printer cover to open.
- Remove the used paper roll and set aside.
- Place the new roll into the printer so that the paper feeds from the the roll towards you.
- **DO NOT** place the paper under the black bar.
- Leave several inches hanging out and close cover firmly.
- The printer automatically advances and cuts the paper.



### Loading Tickets

- Activate all packs before loading.
- From the Home Screen use scanner to scan the “Load” barcode on the corresponding bin.
- Scan the lowest ticket number first, then hit submit.
- Scan the highest ticket number second, or touch full pack, then hit submit.
- Load successful message will appear, touch OK.

**Taping Multiple Packs-** To prevent out of stocks and reduce trips to the machine to load, tape packs of all tickets \$10 and up. Restock bins with 10 or fewer tickets remaining by loading and taping an additional pack.

- Lay packs end to end so that the last ticket of one pack is against the first ticket of another pack.
- Ensure packs are together so that the perforations of both tickets touch.
- Peel one strip of tape and place the red stripe over both ticket perforations. Tape should be placed on the white, nonprinted side.
- Fold one pack over the other, bending the tape at the perforated red line.

### Unloading Tickets

- Scan ‘**UNLOAD**’ barcode on desired bin.
- Inventory Exists message will appear, select YES to remove inventory, select NO to keep inventory.  
NOTE: If taping an existing partial pack with a new full pack, select NO to keep inventory in the same bin. If ticket placement is changing due to plan-o-gram change, select YES to remove inventory from that bin.



- A** Manager Display enables navigation through menus.
- B** Cash Box holds money inserted in to machine.
- C** Bar Scanner gives retailer quick scan ability for reports located on the interior door, activations and more.
- D** Printer used to print draw game tickets and reports.
- E** Bins/Ticket drawer contains 4 bins that dispense Instant Tickets. 5 drawers for a total of 20 bins
- F** Ticket Chute and water fall doors allow Instant Tickets to efficiently dispense.

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