

Lottery Touch 20 Vending Machine

WHAT IS THE Lottery Touch 20 Vending Machine?

This machine is an electronic dispensing machine that supports two lottery gaming functions. It acts as an instant ticket vending machine to distribute scratch-off tickets. It also operates in self-service mode to perform online game functions. Players can use the barcode reader to check instant and online tickets with the option to use any winning tickets as a credit to purchase additional tickets through the machine.

AGE LIMIT TO PURCHASE

The legal age to purchase any lottery products is 18 years old. The requirement also applies to Lottery Touch 20 Vending Machine purchases. The machine must remain in the line of site of Team Members at all times.

The Lottery Touch 20 Vending Machine has a remote control that allows you to disable the machine if you see an underage Player trying to purchase tickets from the machine. Once disabled, the machine issues a refund slip for any credits remaining in the machine. To **disable the machine**, press the **single line button** on the **remote control**. To reactivate the machine, press the single line button again. The remote control does not require careful aiming or close range.



The **refund** slip should be used to give the customer the amount listed on the receipt from your on-counter register or the money will need to be removed from the machine itself, which will require the key.

EXTERNAL VIEW

Below is an external view of the Lottery Touch 20 Vending Machine.

- Marketing Monitor – Displays lottery messages for the Player
- Main Door – Provides access to inside the machine
- Barcode Reader – Reads a ticket's barcode to determine winning information
- Display Screen – Displays instructions and graphics, such as credits available and manager information
- Bill Acceptor – Accepts \$1, \$5, \$10, \$20, \$50, and \$100
- Door Lock – Use to open and close main door
- Online Game Quick Pick Dispense Buttons – Press to purchase specific quick pick online tickets
- Instant Ticket Selection Buttons – Press to purchase specific scratch-off tickets
- Ticket Collection Bin – Dispenses online and instant tickets for Player



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The Lottery Touch Vending Machine has three keys:

- Key 1 – Main Door
- Key 2 – Bin Door
- Key 3 – Cash Box

It is recommended that the Cash Box and Bin Door key be kept on separate key rings. The Bin Door key allows access to the scratch-off tickets and the Cash Box the money the machine has taken in since the last shift report. Both of these should be considered cash and therefore a target for theft.

PLAYER EXPERIENCE

The Lottery Touch 20 Vending Machine contains 20 scratch-off games ranging from \$1 to \$50. The machine also offers all online tickets currently available at the counter machine. Players can purchase specific quick pick tickets, pick their own numbers for both Power Ball and Mega Millions or use a completed play slip for any lottery draw game. The Display Screen on the machine displays instructions and graphics for the player.

A typical Lottery Touch 20 Vending Machine purchase begins when the player inserts money into the bill acceptor. The machine accepts \$1, \$5, \$10, 20,\$50, and \$100. The Bill Acceptor does not give change. It only gives credit towards purchases. The Display Screen displays the credits to the player.

If a player is making an:

- **Instant ticket purchase** – The player selects a ticket by pressing the corresponding instant ticket dispenser button. At that point, the ticket dispenses into the ticket collection bin.
- **Online ticket purchase** – The Player selects the desired online game quick pick button, chooses their own numbers OR inserts a completed play slip into the Play Slip Reader. The machine prints the online ticket and dispenses it into the ticket collection bin.

NOTE: A Player **CANNOT** cancel an online ticket through the Lottery Touch Vending Machine. The machine will not accept any \$0.50 wagers on Pick 3, Pick 4, or Cash Ball.

A Player can scan a purchased ticket using the Lottery Touch Vending Machine's barcode scanner for validation. If the ticket is a winner for \$100 or less, the machine's screen displays the winning information. The screen provides the Player with two options:

- **Add Credits** – This option allows the Player to add the winning amount as a credit to the machine to purchase additional tickets.

OR

- **No Thanks** – This option allows the Player to take the ticket to the register for cash redemption.

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RUNNING REPORTS

End of day reports should be ran based on the business need to record sales for lottery as a whole. Shift reports are designed to record cash received and sales from a specific date and time (last time ran) to a specific date and time (time being cleared). The shift report will only balance money and cannot be used to balance daily sales for either Draw Games or Scratch-Off tickets.

NOTE: The Lottery Touch 20 Vending Machine will not print reports if there are credits owed to a Player. To clear credits, complete the steps below.

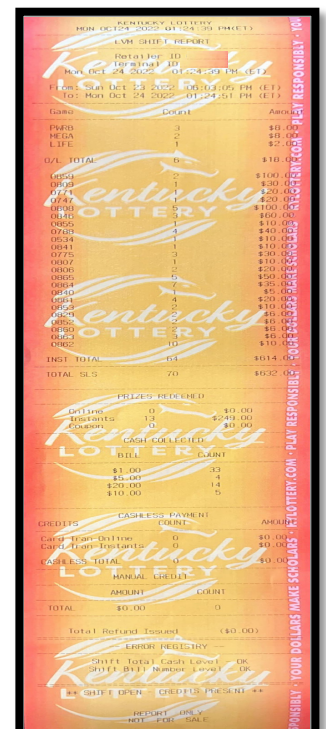
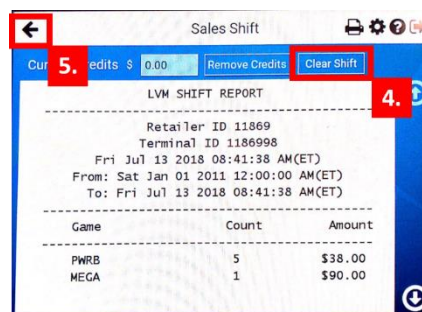
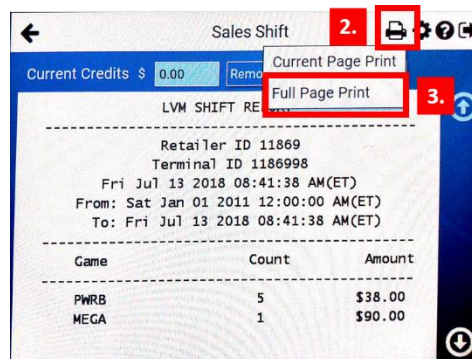
- Touch the Management Functions button from the Main Menu
- Touch Remove on the line for 'Current Credits'
- Touch the Yes button to indicate that you are sure you want to clear the credits

The machine prints a refund slip that the Player takes to the register to receive the actual refund. Keep in mind, if there is a credit refund, the Cash Box will be OVER for that day.

Shift Report

The Shift Report details sales activity for the current shift. To run the Shift Report, the Team Member uses the machine's scanner to complete the steps below.

1. Scan the **Shift Report barcode** on the Print Reports sheet on the Bin Door.
2. Touch the **Printer icon** button on the Display Screen.
3. Touch **Full Page Print**.
4. When pulling cash from the machine, the Clear Shift button must be touched.
 - See Remove Cash Box section.
5. Touch the **arrow** on the Display Screen to return to local reports.

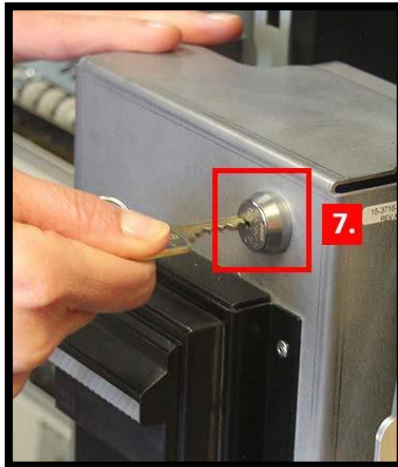
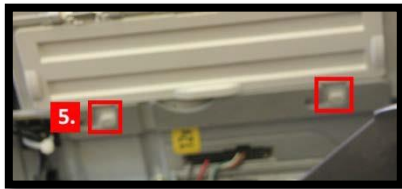
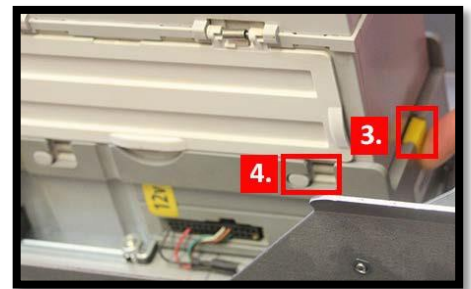
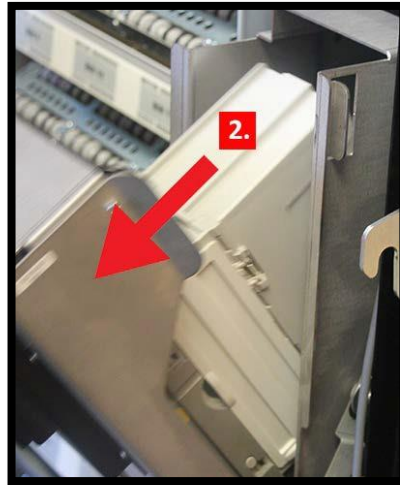
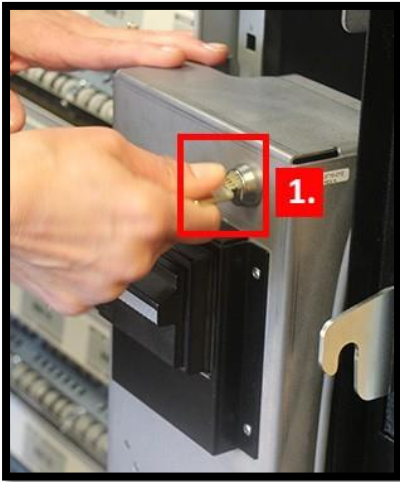


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Remove Cash Box

The cash box should be removed and emptied when the shift report is printed and cleared. To do this, complete the steps below.

1. Use the Cash Box Key to open the Bill Acceptor Door
2. Tilt the Bill Acceptor Door towards you
3. Press down on the yellow latch in the back of the Cash Box
4. Slide the Cash Box to free the tabs so you can pull the box upward
5. Insert the tabs of an empty Cash Box into the openings
6. Slide the Cash Box to lock the tabs into place
7. Close and lock the Bill Acceptor Door



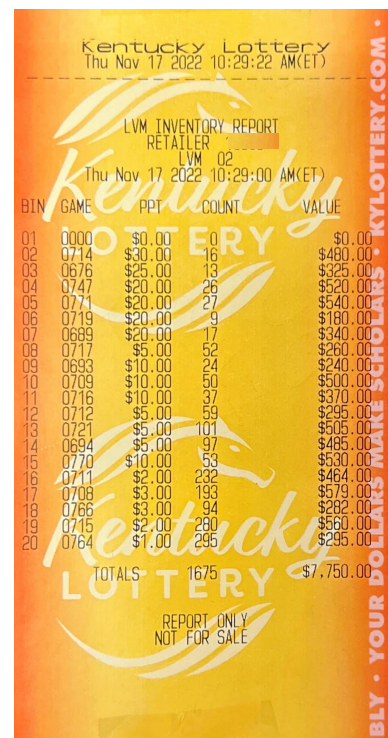
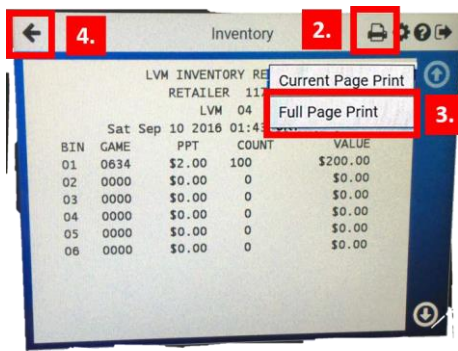
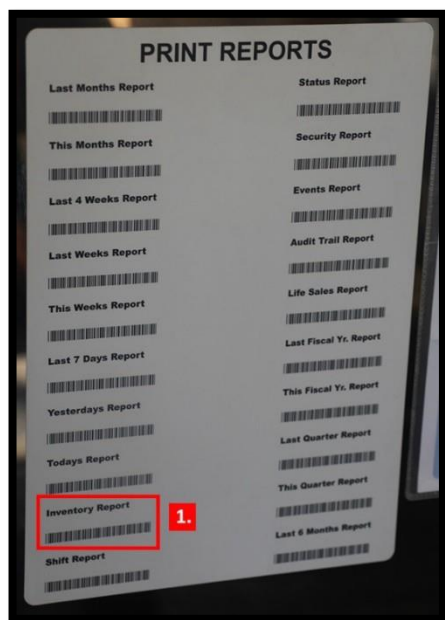
After removing the cash from the cash box, the Manager closes and locks the Main Door of the Lottery Touch Vending Machine and returns the Bin Door and Cash Box keys to the secure location.

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Inventory Report

The Inventory Report lists the value and quantity of instant tickets by bin number presently loaded into the Lottery Touch Vending Machine. To run the Inventory Report, complete the steps below from the Main Menu.

1. Scan the **Inventory Report barcode** on the Print Reports sheet on the Bin Door
2. Touch the **Print icon** button on the Display Screen
3. Touch **Full Page Print**
4. Touch the **arrow** on the Display Screen to return to local reports.

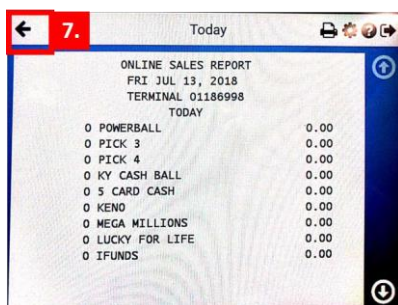
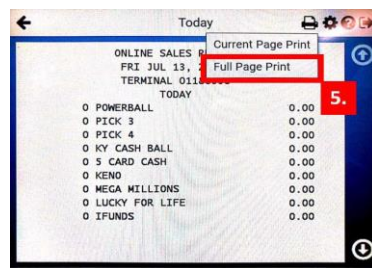
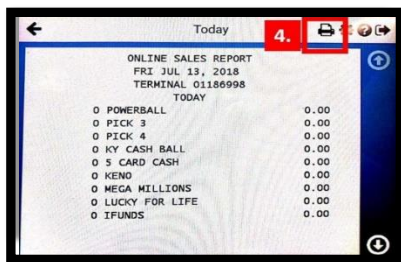
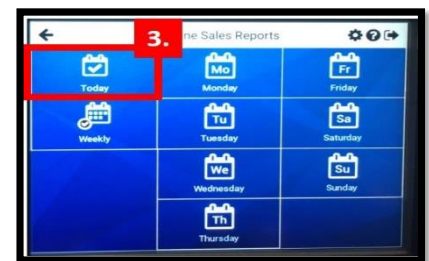


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Daily Online Sales

The Daily Online Sales Report provides access to the online sales for the Lottery Touch 20 Vending Machine for the current day and 7 days back. To run the Daily Online Sales Report, complete the steps below from the Home Retailer Menu.

1. Touch the **Reports** button.
2. Touch the **Online Reports** button.
3. Touch the **Day desired**.
4. Touch the **Print icon** button.
5. Select **Full Page Print**, report will automatically print.
6. Touch the **OK** button.
7. Touch the **back arrow** button.
8. **Repeat steps 4 through 6** to print additional copies.

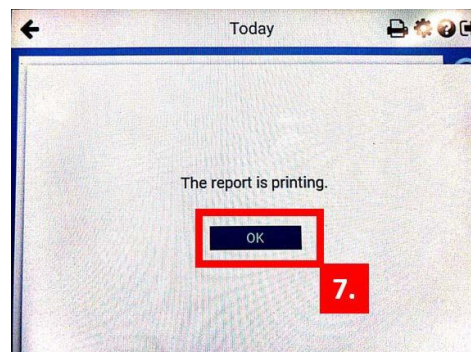
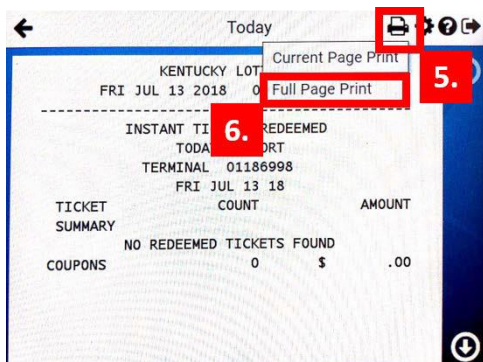
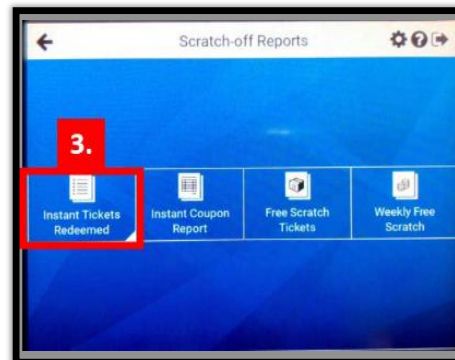
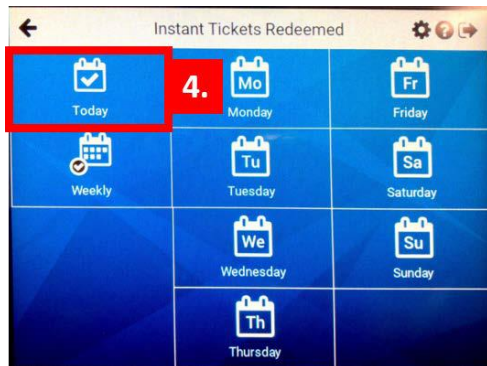
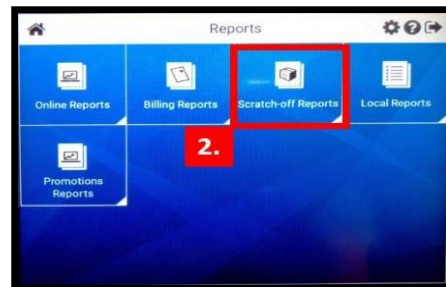


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Daily Instant Redeems Report

The Daily Instant Redeems Report provides instant tickets redeemed through the Lottery Touch 20 Vending Machine for current day and 7 days back. To run the Daily Instant Redeems Report, complete the steps below from the Home Retailer Menu.

1. Touch the **Reports** button.
2. Touch the **Scratch-off Reports** Button.
3. Touch the **Instant Ticket Redeemed** button.
4. Touch the **Today** button.
5. Touch the **Printer Icon**.
6. Touch **Full Page Print**, report automatically prints.
7. Touch **OK**.
8. **Repeat steps 5 through 7** to print additional copies.
9. Touch the back **arrow**.



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REVIEW MACHINE INVENTORY

Inventory should be checked and filled at the beginning of each day to maximize sales. From the Altura terminal, use the following steps to run an inventory report.

1. Touch the **Reports** button
2. Touch the **Vending Reports** button
3. Touch the **Inventory** button
4. Touch the **Print** button
5. Touch the **Home** button



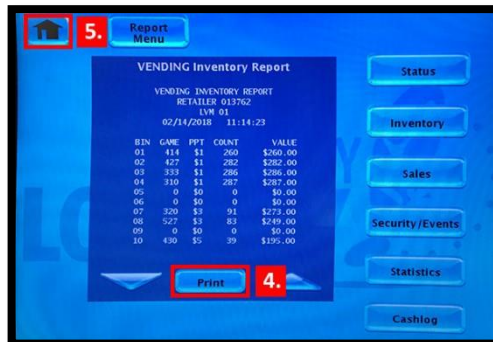
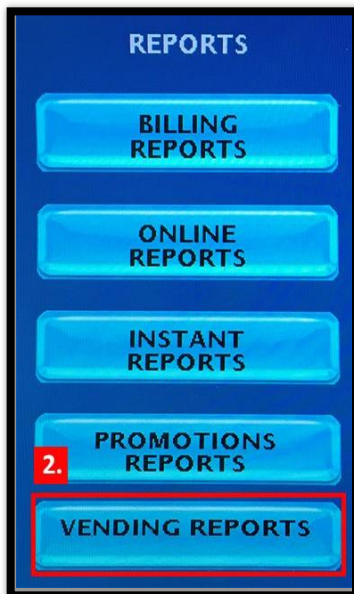
Kentucky Lottery
Thu Nov 17 2022 10:29:22 AM(ET)

LVM INVENTORY REPORT
RETAILER LVM 02
Thu Nov 17 2022 10:29:00 AM(ET)

BIN	GAME	PPT	COUNT	VALUE
01	0000	\$0.00	0	\$0.00
02	0714	\$30.00	16	\$480.00
03	0676	\$25.00	13	\$325.00
04	0747	\$20.00	26	\$520.00
05	0771	\$20.00	27	\$540.00
06	0719	\$20.00	9	\$180.00
07	0689	\$20.00	17	\$340.00
08	0717	\$5.00	52	\$260.00
09	0693	\$10.00	24	\$240.00
10	0709	\$10.00	50	\$500.00
11	0716	\$10.00	37	\$370.00
12	0712	\$5.00	59	\$295.00
13	0721	\$5.00	101	\$505.00
14	0694	\$5.00	97	\$485.00
15	0770	\$10.00	53	\$530.00
16	0711	\$2.00	232	\$464.00
17	0708	\$3.00	193	\$579.00
18	0766	\$3.00	94	\$282.00
19	0715	\$2.00	280	\$560.00
20	0764	\$1.00	295	\$295.00
TOTALS			1675	\$7,750.00

REPORT ONLY
NOT FOR SALE

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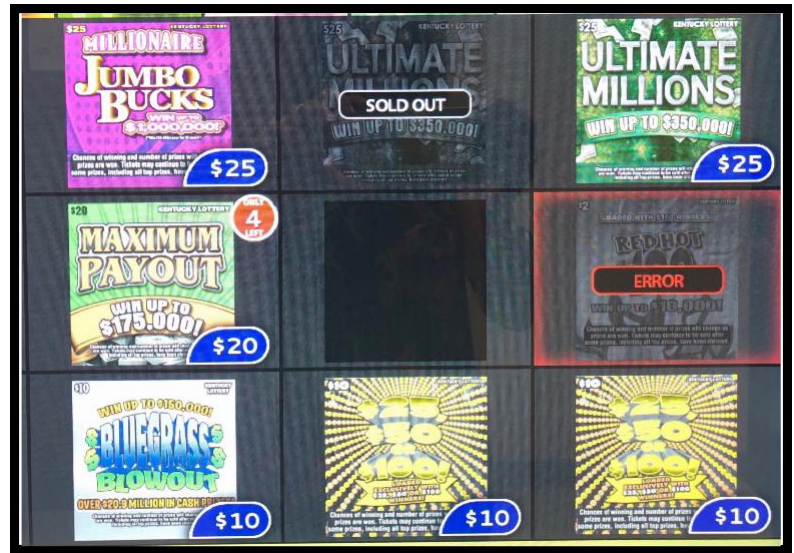
The Inventory Report displays tickets by bin number, game number, price of ticket, count remaining in machine, and the value of the available tickets. Managers should review the inventory to determine what packs and how many packs to take to the Lottery Touch 20 Vending Machine. Manager retrieves the needed scratch-off tickets to load the machine based on the machine's needs and planogram along with the keys.

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VISUAL VIEW OF MACHINE

Before unlocking the Lottery Touch 20 Vending Machine's Main Door, the Manager should review the front of the machine. By doing this, the manager can determine issues with scratch-off tickets.

For example, if a digital reading displays ERROR, that machine bin has inventory loaded but cannot dispense the tickets. If the digital reading displays SOLD OUT, the machine bin is out of that ticket. If the display is BLACK, inventory has been removed from the bin and no tickets are loaded.



The display will also indicate low inventory for a game by displaying a 'Only 4 Left' (for this example) at the top right corner of the game graphics. This is an indication that more inventory should be loaded for this game. Lower inventory will display at 5 tickets.

ACCESSING SCRATCH-OFF TICKETS

Managers will open the Main Door of the Lottery Touch 20 Vending Machine using the **Main Door Key**. Once the Main Door is open, the manager must sign onto the machine by entering the store's 6-digit user number and 4-digit passcode followed by touching the Send button.

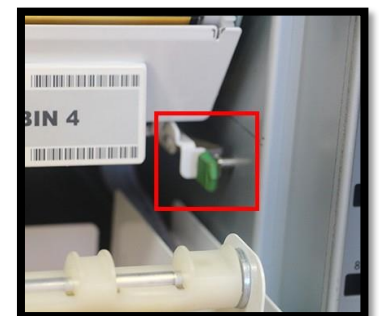
NOTE: Once the door opens, a buzzer sounds until you enter the user number and passcode.

The front of the Bin Door contains the scratch-off ticket planogram for the Lottery Touch 20 Vending Machine. To access the bins, the manager must unlock the Bin Door using the Bin Door Key.

The next door is the Bin Shute, which is how the machine dispenses tickets into the Ticket Collection Bin. If a ticket does not dispense for a Player, there is a chance that the ticket is stuck in the Bin Shute.

Once the Bin Door and Bin Shute is open, the manager can access the bins that store the scratch-off packs.

A Safety Latch on the right side of each tray allows a manager to pull one row out at a time. To advance a row of bins, push the Safety Latch to the left while pulling the ticket tray forward. To replace the tray, push the row back into place and the Safety Latch snaps back automatically.

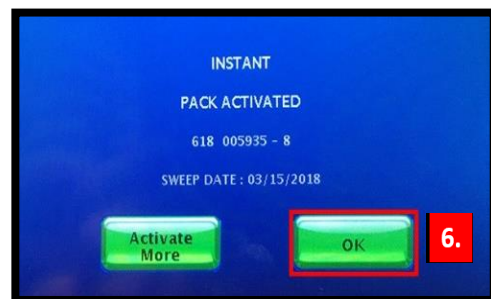
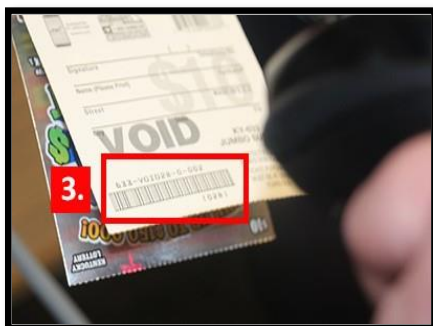
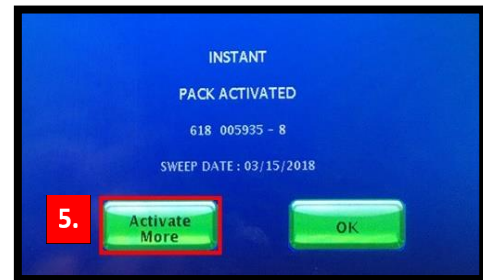
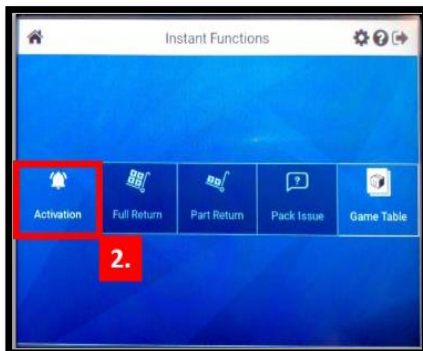
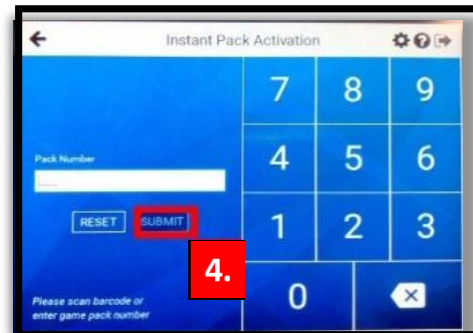


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ACTIVATING TICKETS

Scratch-off tickets must be activated before being added to the machines inventory. To do this, complete the steps below. Tickets can also be activated at the Altura.

1. Touch the **Instant Functions** button from the Home - Retailer screen
2. Touch the **Activation** button
3. Scan the **pack barcode** or manually enter the **serial number** using the keypad on the screen.
4. Touch the **Submit** button.
5. Touch the **Activate More** button to activate more packs
6. Touch the **OK** button to return to the Home - Retailer Menu screen



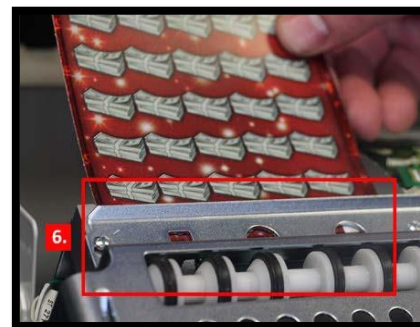
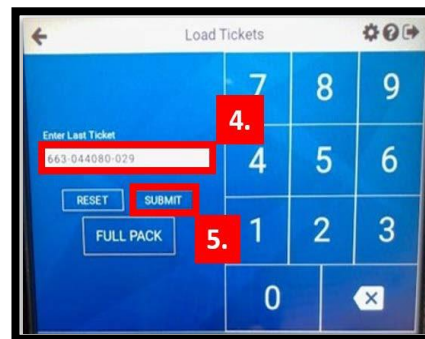
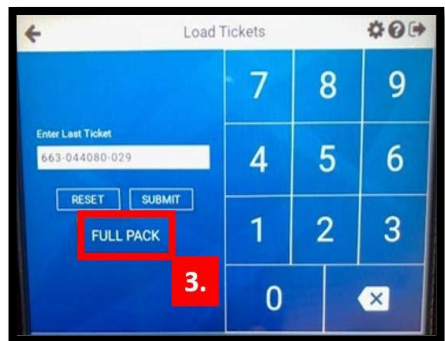
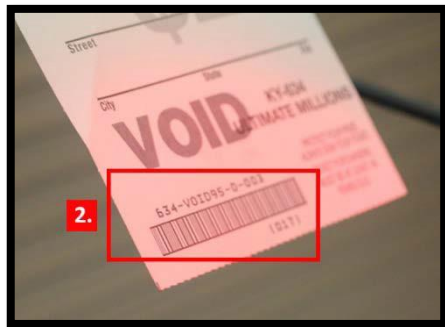
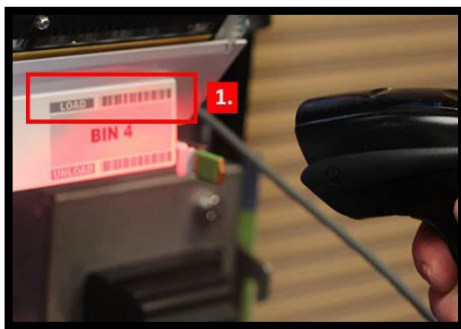
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ADDING INVENTORY

Before adding, moving or removing inventory from a machine an Inventory Report must be ran to establish a record of the beginning inventory for the machine! See steps above for printing report.

The manager can add, remove, and change the machine's bin inventory using Inventory Management. To load a new or partial pack, complete the steps below.

1. Scan the **LOAD** barcode on the desired bin using the Barcode Scanner.
2. Scan the barcode of the **FIRST** ticket in the pack.
3. Touch the **Full Pack** button, if loading a full pack.
4. Scan the barcode of the **LAST** ticket in the pack, if loading a partial pack.
5. Touch the **Submit** button.
6. Load the **activated** tickets.



NOTE: If loading multiple packs of the same game, in the same bin, repeat Steps 1 to 6.

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LOAD SCRATCH-OFF TICKETS

To load the scratch-off tickets into the bin, complete the steps below.

1. Pull out the **appropriate ticket tray** for the bin.
2. Insert the **ticket pack** into the bin.
3. Feed the **FIRST** ticket over the roller.
4. Insert the **ticket under the ticket guide** until the leading edge firmly touches the black rubber feed rollers.
5. Touch OK.

At this point, the ticket activates the ticket sensor switch and the tickets load automatically.



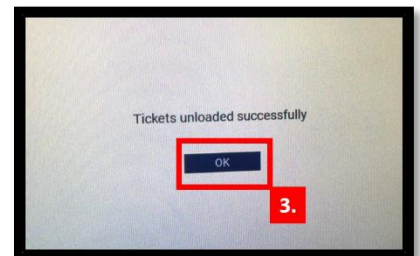
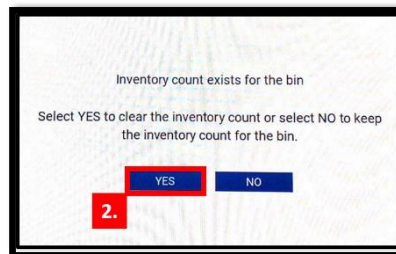
REMOVE SCRATCH-OFF TICKETS FROM MACHINE'S INVENTORY

Scratch-off tickets may need to be removed from Lottery Touch 20 Vending Machine's inventory. For example, the Plan-O-Gram does not include the game, game is being moved to another bin or the tickets need to be returned to the Lottery Office. To remove tickets from inventory, complete the steps below.

1. Scan the **UNLOAD** barcode of the desired bin using the Barcode Scanner

NOTE: The Inventory Count Exists message will appear.

2. To remove inventory, touch the **YES** button
3. Touch the **OK** button



At this point, the Inventory Management screen displays that the inventory count for that bin is zero.

If the tickets need to be unloaded, but remain in inventory;

- Select 'NO' to 'Inventory Exists' question.

Selecting NO will keep inventory counts and cause rollers to reverse ticket from feeder releasing the game.

NOTE: An Inventory Report must be ran after the machine has been unloaded/loaded to balance existing inventory.

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Balancing an Inventory

Inventory must be balanced each time the machine is loaded to ensure accuracy. Using the beginning and ending inventory report, complete the below steps to balance;

1. Print Beginning Inventory Report
2. Load Scratch-Off tickets into the bin according to Plan-o-Gram
3. Print Ending Inventory Report
4. Compare the Beginning and Ending Inventory Reports to verify that the Scratch-Off Tickets were loaded correctly, and were loaded into the correct bin.