

Lottery Vending Machine Best Practices

Daily

1. Check the Gemini Touch to make certain all bins are fully loaded and operating properly
 - Load tickets in empty bins
 - Double face game when you don't have enough different games to fill all the bins or when a game is a good seller in your store
 - Don't forget to zero out the inventory when removing pack(s) from bin to prevent inaccurate inventory account
 - Check to ensure that **Planogram** is followed and that correct game icons are displayed in each ticket window
 - Planogram ensures various tickets styles and price points (Please refer to the provided Planogram from the Lottery)
 - Tape tickets in bins that are not full of the perforated tape supplied.
 - **Taping tickets** -- place the tape on the front side of the tickets, matching the perforation on the tape with those between the tickets (Please refer to the attached scratch tickets taping procedures)
 - Run Inventory Report to ensure physical and logical inventory match
2. Gemini Touch operating properly?
 - Are all bins working properly?
 - Is Machine clean and attractive?
 - Are Signage and labels clearly visible and not obstructed?
- ❖ **Service calls** -- Clear any problems by calling IGT Hotline at 1-888-810-4357 for service
3. Deposit
 - Balance the Lottery Vending Machine
 - Run Shift Report (**Print & Clear** if emptying the cash box)
 - Empty cash box from the Bill Acceptor
 - These two items should ensure that you balance
4. Consumables
 - New games available
 - Check Gemini Touch supplies
 - Printer paper
 - Perforation tape

SUGGESTIONS AS TO OPTIMIZING PERFORMANCE OF THE GEMINI TOUCH WHEN LOADING 8" TICKETS OR LONGER:

- Utilizing the “under over method”
- Tickets under 8” in length should be placed “over” the roller.
- Tickets 8” or longer should be placed “under” the roller.



TROUBLESHOOTINGS

If you have problems with your Gemini Touch, please check this section before calling for service.

Price display reads “Sold Out”

- The bin may be out of tickets. Reload it.

Price display reads “Error”

- Tickets may be jammed. Unjam the appropriate bin. Unload the tickets and check the inventory before reloading.
- Try to load the tickets under the roller if the tickets are 8” or longer
- Ticket inventory may have been entered incorrectly. Clear the inventory to zero from the Menu. Scan first and last tickets and reload the tickets.

The bill acceptor will not take money

- The bill acceptor may be full. Empty it and print/clear a Shift Report.
- A bill may be stuck in the bill acceptor.
To remove a jammed bill:
 1. Turn the machine off.
 2. Unlock and open the bill acceptor door.

3. Remove the bill acceptor module by pushing up the silver latching bar and pulling straight out.
4. Gently lift the read head from the bill acceptor. This allows you to clear the jammed bills.
5. After the bill acceptor has been cleared, gently slide it back into its locked position and turn the machine on.
6. If the bill acceptor is put into its proper position it will reset after 10 seconds.

Reminders

- Always run an inventory report before and after loading tickets
- Run Daily Sales Report to check the Scratch Pack Summary on the bottom of the report or Settle Pack Details (Today) from the GT1200 terminal at the customer service center upon completion of loading tickets.
 - Gemini Touch also has the same functionality as GT1200 does in terms of running reports.
 - Retailers can run **Activated pack detail** report from the Scratch Reports Menu after they load the packs in the Gemini Touch.



- When clearing a jammed ticket, after you clear the jam, clear inventory, and then scan the first and last tickets of the pack to ensure correct inventory
- Whenever cash is pulled from the cash box, run Shift Report

Scratch Ticket Taping Procedures

Did you know?

- Empty bins result in loss sales on average more than \$100 per day
- Players are watching for the latest game. If new games are not available in your store, your players may go to the competition
- Save time by loading multiple packs inn each bin so you load ticket less often
- The self-service vending machine is the safest and most secured location for active packs

How to Get Started?

- Get in the habit of taping multiple packs when loading
- When loading, think not just one but two or three
- Follow the Planogram guide from the Lottery as close as possible (or something like that)
- Immediately distribute the packs equally in each machine when receiving
- If your inventory runs low, call your DSR or the Lottery customer service for the next day delivery

Take care to avoid problems:



Edges of packs misaligned Tape hanging off edge of tickets



Tape not aligned with ticket junction Tickets not tightly butted

Scratch Ticket Taping Procedures

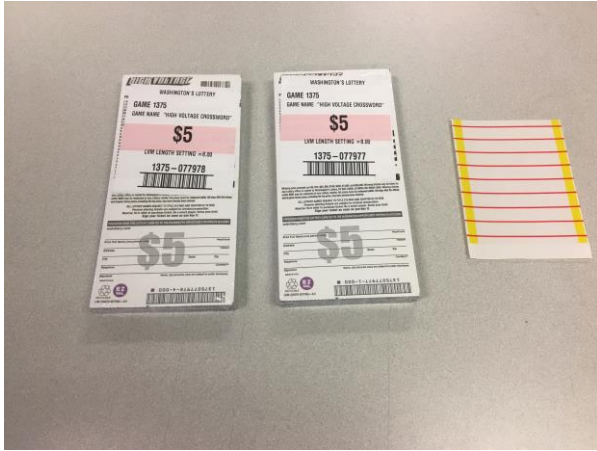


Figure 1



Figure 2

1. Take a tape strip from the sheet and carefully position it to the first ticket of the second pack so the perforated tape is in line with the junction of the two tickets. Take care that the tape does not hang off the edge of the tickets (see figure 2)



Figure 3



Figure 4

2. 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. Leaving no space between the tickets, align the edges of the packs carefully and do not overlap them (see figure 3)
3. Fold one of the packs over the other, bending the tape at the perforated tape. Packs should stack neatly, one on top of another (see Figure 4)