

Video Transcript - TITO Troubleshooting including EGM and CRT

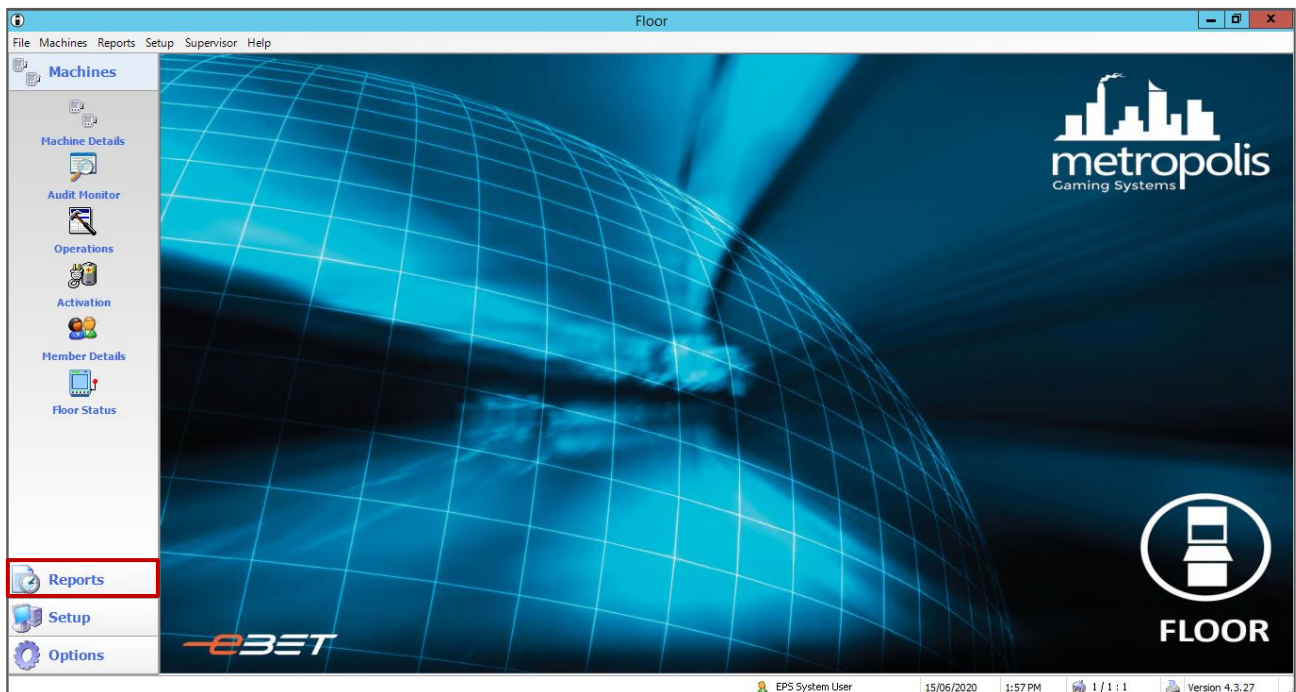
Metropolis – Ticket Trace Report

Overview

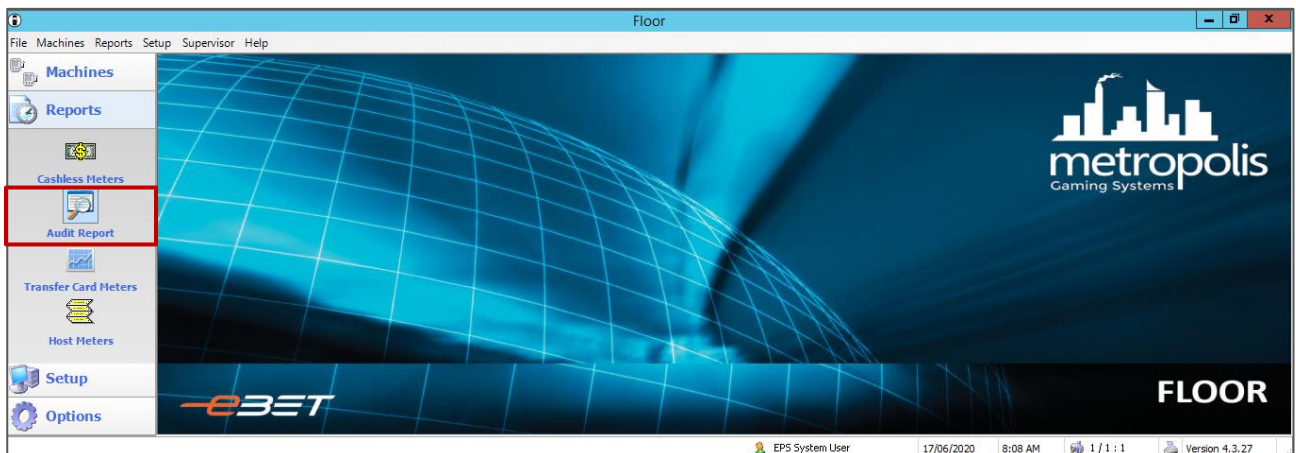
Using the **Metropolis Floor** application all TITO ticket transactions that have occurred and are under investigation can be viewed.

Process

1. Open the **Floor** application - select the **Reports** menu



2. Followed by the **Audit Report**.



3. The **Audit Report** allows a user to select multiple fields to narrow down their search which will assist to pinpoint the time of the error.
4. If known, select the report **start date**, by selecting the drop arrow, and navigating to the required date.
5. Then following the same process select the report **end date**.

The screenshot shows the 'Audit Report' window with the 'Date Range' section highlighted by a red box. The 'From' date is set to 15/06/2020 at 07:00:00 AM, and the 'To' date is set to 16/06/2020 at 07:00:00 AM. Other filter sections like 'Audit ID Range', 'Machine Filter', 'Member Filter', 'Filter', and 'Event Filter' are visible but not highlighted.

6. Next, place your cursor in the **Ticket Filter** field labelled **barcode** and **scan the barcode on the ticket** using the barcode scanner.
7. Once scanned, press **enter** on the keyboard. This will automatically populate the area with the affected barcode and reduce the potential for human error.

The screenshot shows the 'Audit Report' window with the 'Ticket Filter' section highlighted by a red box. The 'Barcode' field is populated with the value '0000015770880017'. The 'Date Range' section now shows a different date range: From 17/04/2020 07:00:00 AM to 18/04/2020 07:00:00 AM.

8. As we only want to view **ticket events**, let's use the **Event Filter** option. A user will place their cursor in the box and untick **All Events**.
9. To narrow down the list of event descriptions, to only display ticket options, type the word **ticket** in the **keyword field** box.
10. To display only ticket events in the audit, select **code 190, ticket events**, from the **Event Description** list. Select the **run** icon which is located at the top of the screen – this will generate the report.

The screenshot shows the 'Audit Report' window. The 'Event Filter' section has the 'All Events' checkbox unchecked and the 'Keyword' field containing 'ticket'. Below this, a table lists event codes and descriptions:

Code	Event Description
39	Ticket Printer
190	Ticket events

The 'F3 Run' button is highlighted with a red box. The status bar at the bottom shows 'EPS System User', '15/06/2020', '3:25 PM', '1 / 1 : 1', and 'Version 4.3.27'.

11. The **events, sub type** box will then display. As we do not want to filter the report any further, just select **OK**.

The screenshot shows the 'Event Sub-types' dialog box open over the 'Audit Report' window. The dialog has a 'Sub-Event Filter' section with the 'All Sub-Events' checkbox checked. Below this is a list of event subtypes:

Event Description	Event Subtype
Ticket events	GCE Retrieved ticket
Ticket events	GMI started transfer
Ticket events	Ticket Accepted in EGM
Ticket events	Ticket In Rejected
Ticket events	Ticket status reset by GCE
Ticket events	Ticket status reset by Operator
Ticket events	Ticket Collected at CRT
Ticket events	Ticket Rejected by EGM
Ticket events	Ticket Reset at CRT
Ticket events	Ticket In Failed
Ticket events	Ticket Payout Request from CRT
Ticket events	CRT Audit Event

The 'Ok' button is highlighted with a red box. The status bar at the bottom shows 'EPS System User', '15/06/2020', '1:57 PM', '1 / 1 : 1', and 'Version 4.3.27'.

This will then open an **Audit Report** on the ticket which can be printed, exported into excel or previewed for review.

The screenshot displays the 'Audit Report' interface. At the top, there are menu options: File, Machines, Reports, Setup, Supervisor, and Help. Below this is a toolbar with buttons for 'F3 Run', 'F4 New', 'F5 Print', 'F6 Export', and 'F7 Preview'. The 'F5 Print', 'F6 Export', and 'F7 Preview' buttons are highlighted with red boxes. The main area shows a table of audit events. The table has the following columns: Audit ID, Event Time, Device, Locn, Card Number, Type, Badge, Member, and Event Definition. The data rows are as follows:

Audit ID	Event Time	Device	Locn	Card Number	Type	Badge	Member	Event Definition
5286087	17/04 13:20:32	EGM: XAW342409	1		190			Ticket out keyed off: Amt=\$13.00, PnMet=0, CurMet=0, Ticket Barcode=00
5286088	17/04 13:20:49	EGM: XAW342409	1		190			GCE Retrieved ticket: Ticket Barcode=0017
5286089	17/04 13:20:58	EGM: XAW342409	1		190			Ticket Accepted: Ticket Barcode=0000015770880017, Amt=13.00

At the bottom of the window, the status bar shows 'Records Displayed: 3' and 'Generated: 1:57:54 PM'. The bottom right corner of the window shows the user 'EPS System User', the date '15/06/2020', the time '1:57 PM', the page number '1 / 1 : 1', and the version 'Version 4.3.27'.

This document should be read in conjunction with any government or regulatory guidelines to ensure all requirements are met.

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