

Video Transcript - TITO Troubleshooting including EGM and CRT

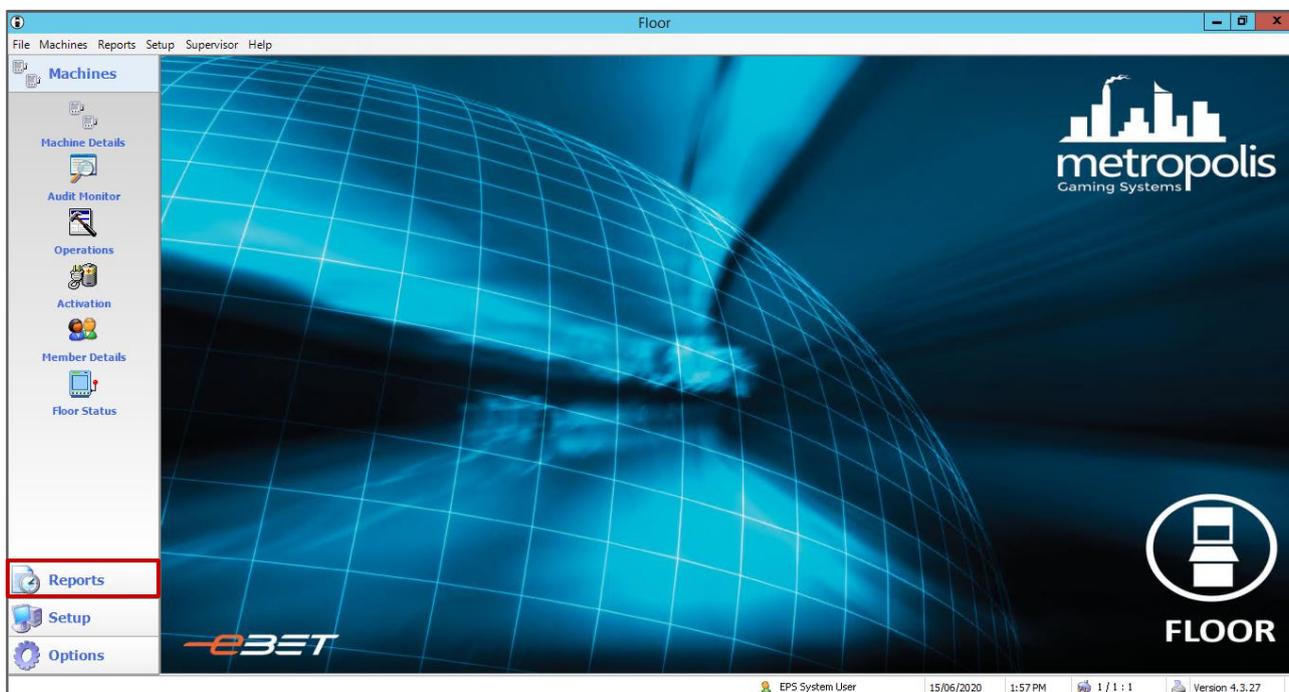
Metropolis – Ticket Trace Report

Overview

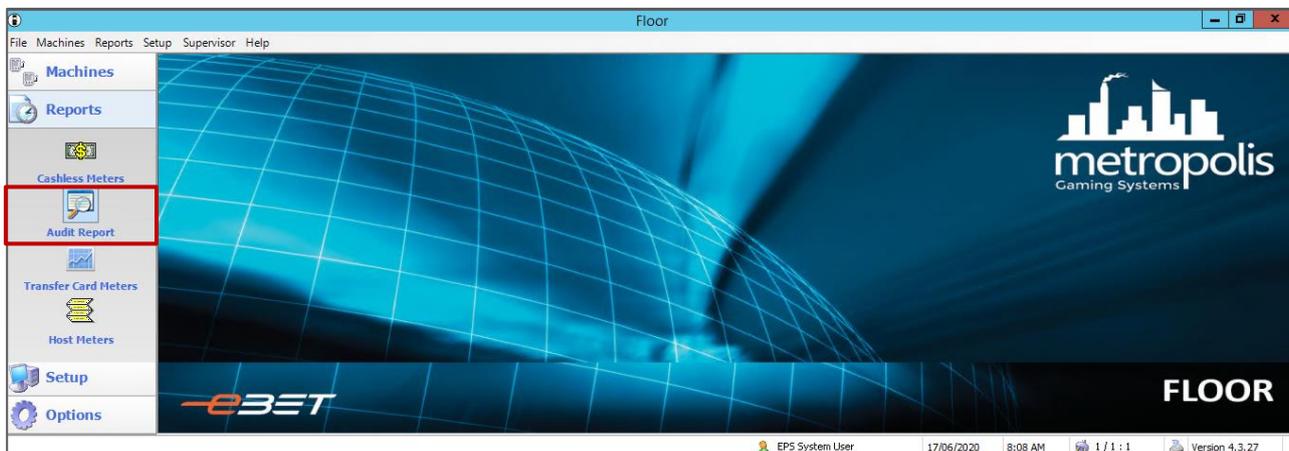
Using the **Metropolis Floor** application all TITO ticket transactions that have occurred and are under investigation can be viewed.

Process

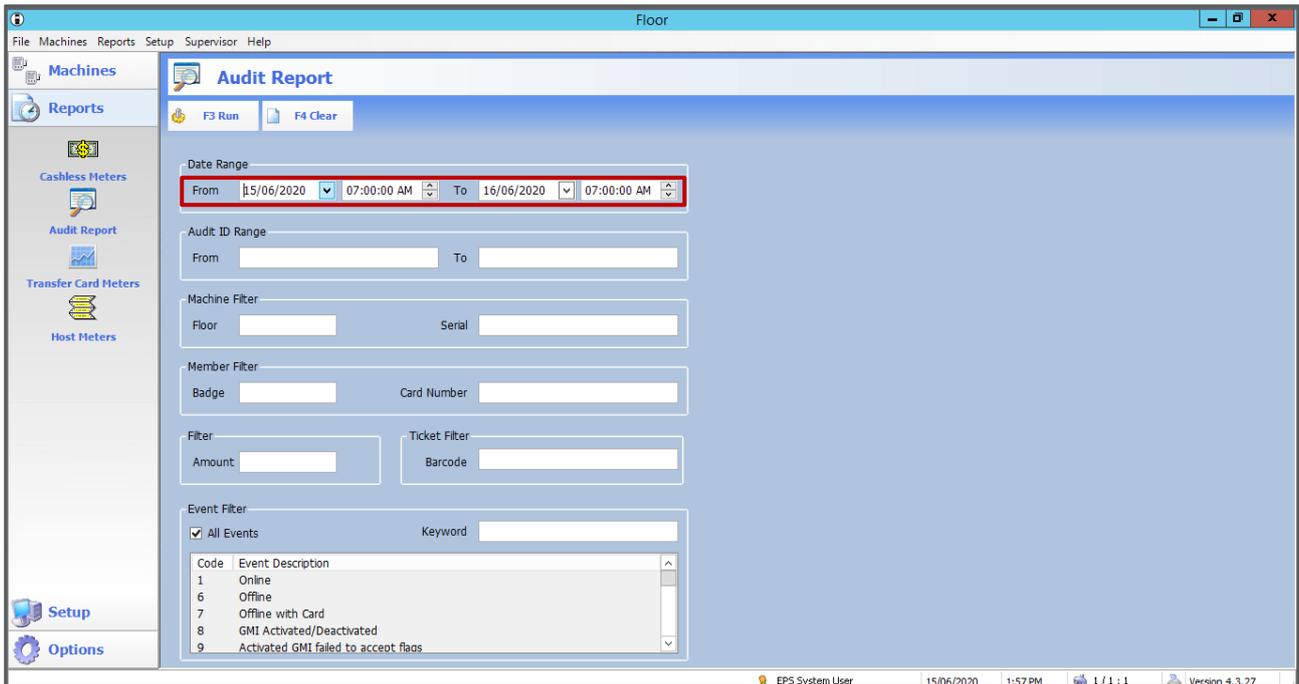
1. Open the **Floor** application - select the **Reports** menu



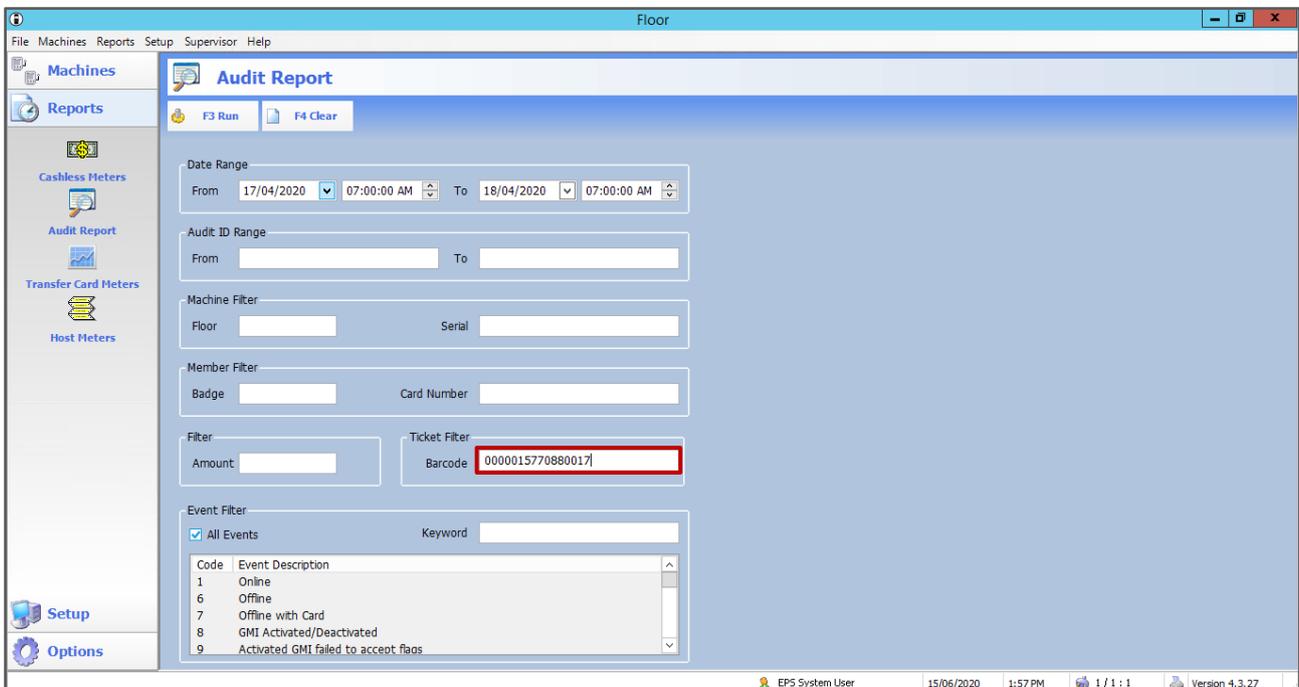
2. Followed by the **Audit Report**.



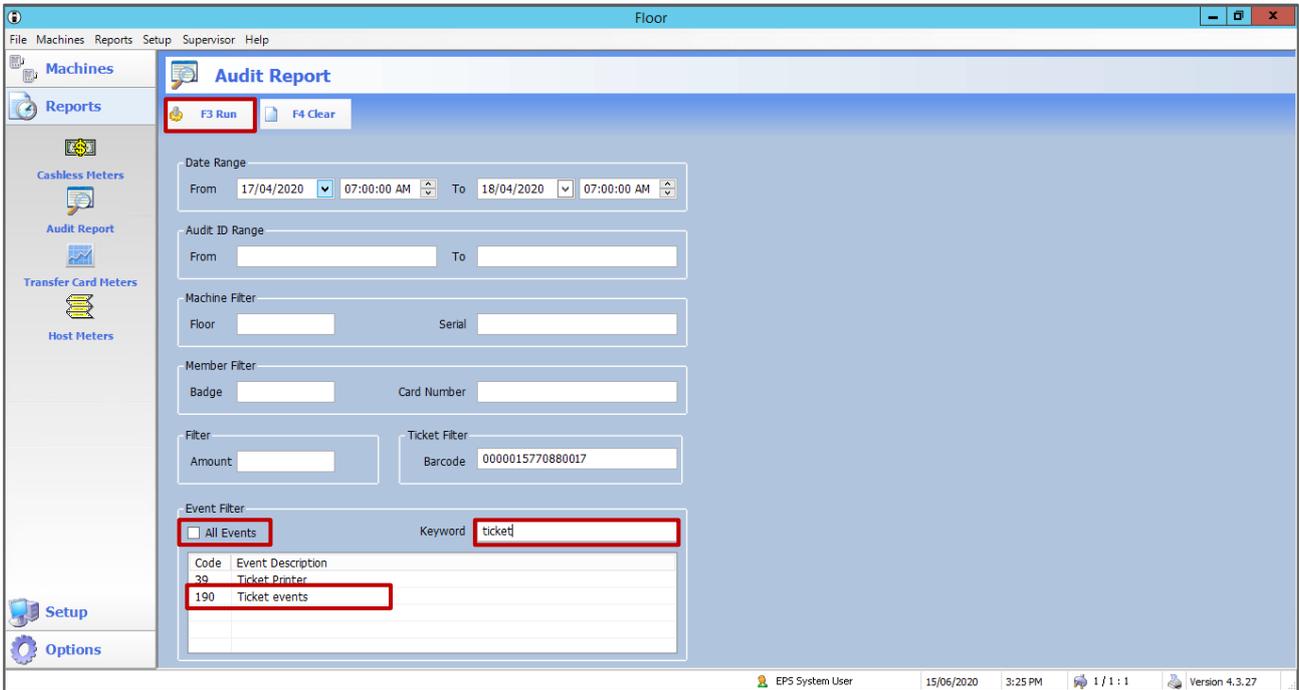
- The **Audit Report** allows a user to select multiple fields to narrow down their search which will assist to pinpoint the time of the error.
- If known, select the report **start date**, by selecting the drop arrow, and navigating to the required date.
- Then following the same process select the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



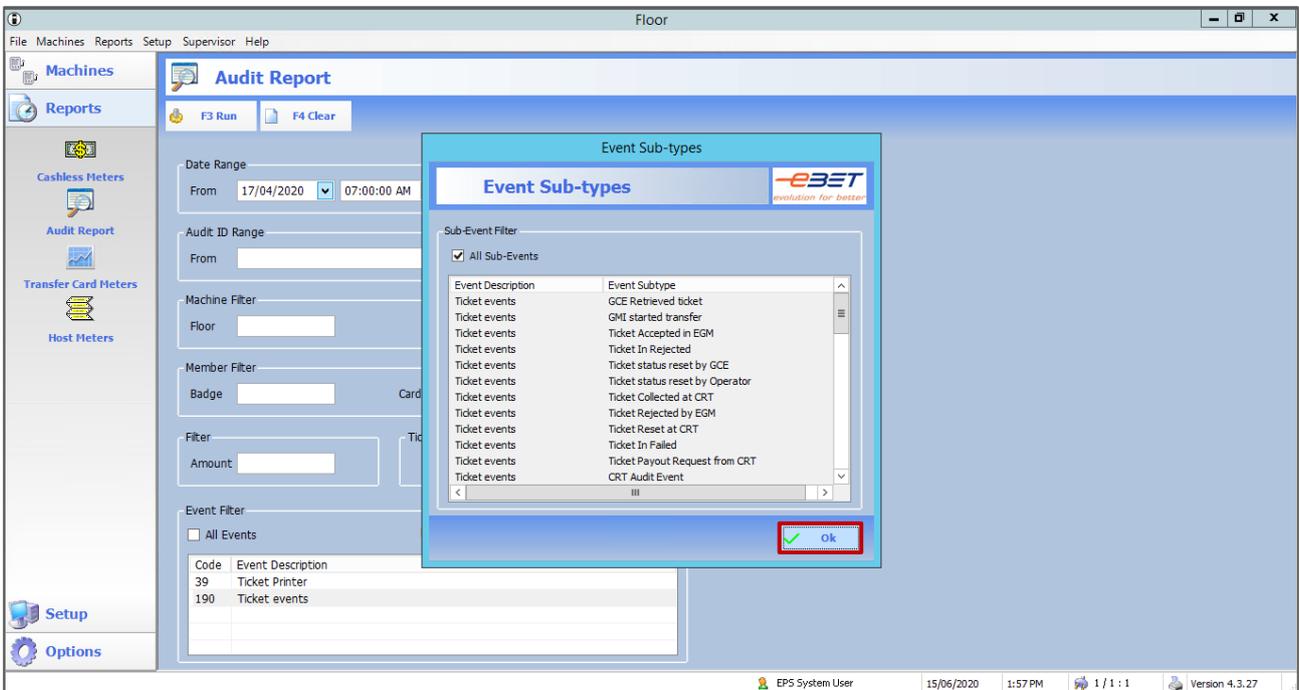
- Next, place your cursor in the **Ticket Filter** field labelled **barcode** and **scan the barcode on the ticket** using the barcode scanner.
- Once scanned, press **enter** on the keyboard. This will automatically populate the area with the affected barcode and reduce the potential for human error.



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.



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



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

Audit Report

From: 17/04/2020 7:00:00 AM To: 18/04/2020 7:00:00 AM Audit ID Range: <All> Events: Selected

| 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 |

Records Displayed: 3 Generated: 1:57:54 PM

EPS System User 15/06/2020 1:57 PM 1 / 1 : 1 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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