

Victoria

# TITO Floor Operations & Troubleshooting Guide



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## Introduction

Ticket In Ticket Out (TITO) technology works with the EGM to print a bar coded ticket for payouts when the collect button is pressed.



These tickets can be:

1. Inserted into a compatible EGM for credit OR
2. Presented at the Cashier for processing OR
3. Inserted into a Credit Redemption Terminal (CRT) for the player to retrieve their funds

TITO specification information is listed below:

- The **maximum value** of a Ticket Out transaction from an EGM is \$1999.99
- The **maximum value** of Ticket In transaction is **\$1000**  
(Note that the credit meter on an EGM cannot exceed \$1000)
- The legislative **maximum time for re-insertion into an EGM** is 30 days. After 30 days the ticket must be presented at the cashier for redemption
- All **payouts over** the value of **\$1999.99** must be processed as a hand pay and paid by cheque or EFT

## Benefits

Ticket-In Ticket-Out, or TITO, is designed to enhance service and improve your patrons experience by eliminating the wait for hand-pays or refills

### Benefits of TITO include:

- Puts your **patrons in control** - they can quickly cash out, cash in, or keep playing on another machine without having to wait for assistance from a gaming attendant.
- **User friendly** - patrons just print a ticket and go.
- **Transportable** - patrons can use their TITO ticket across all machines with this functionality within your venue.
- **Reduction of coin** - Eliminates the need for HOPPERS and coins being transferred from one machine to another.

## Floor Operations

Patron's simply:

1. Insert money into the Bank Note Acceptor (BNA) or coin validators and play.
2. When ready to cash out they press the Collect button, a ticket will be generated with a barcode for the amount of the credits.
3. The payout will appear in Pay > Payout Entry screen.
4. A patron can then either:
  - a. Redeem cash at the cashier
  - b. Insert the ticket into the BNA of a TITO enabled machine and the credits will be added to the credit meter of the machine
  - c. Insert ticket in at the Credit Redemption Terminal (CRT)
5. The payout will be removed from the Payout Entry screen once the ticket has been redeemed.

## Troubleshooting at the Cashier

The cashier functions (regarding tickets) are dependent on the ticket's status

### Services

1. Three services are required to be running for TITO to function correctly

Tickets that need to be reset are tickets that present as:

1. Problem Tickets
2. Problem Tickets – Suspect Value

Cashiers may be required to troubleshoot TITO operations in the change box for:

1. Ticket Too Old
2. Ticket Too Large
3. Unclaimed Tickets
4. Ticket Not Found
5. Ticket Already Paid

### Services

The status tray enables you to have a visual cue of the Services working correctly on the Cashier.



If any of the services are not running, then TITO tickets will not be able to be processed.

Service	Issue	Resolution
	BOH (Back of House)	Restart Metropolis Business Server
	UCE (Universal Collection Engine)	Restart UCE Service
	Site Controller	Contact MAX Support

## Problem and Suspect Tickets

If the system detects that a ticket status is not zero then the ticket entry will be highlighted red on the **Payout Entry** screen. **These tickets will need to be investigated and reset before they can be paid.**

Problem tickets can be caused by the below issues:

- When the ticket was printed the amount on the ticket did not match the meter movement on the machine.
- When the ticket was printed at the EGM, an error occurred and the ticket wasn't processed correctly, for example, the ticket was jammed.

Payout Entry

F3 Refresh

F4 Collect Payout

F5 Link Jackpot

F6 Add Refill

F7 Manual Payout

F8 Add Pending

F9 Find Ticket

F10 Find Ticket

F11 Find Ticket

F12 Bulk Pay

F2 Enter Floor No.

(Blank to reset)

Sort Order

Date/Time

Bulk Collect

This Month

Uncollected Payouts

Floor	Serial	Date	Time	Type	Player	Badge	Amount	Docket No	Status
4	XKA040720	2/03/2020	02:28 PM	Ticket Out			\$2.00	1681	Docket
1	XAW342409	2/03/2020	02:27 PM	Ticket Out			\$1,999.00	0764	Docket
1	XAW342409	2/03/2020	02:26 PM	Ticket Out			\$156.00	3180	Docket
1	XAW342409	2/03/2020	02:26 PM	Ticket Out			\$10.00	7115	Docket
1	XAW342409	2/03/2020	02:26 PM	Ticket Out			\$10.00	5468	Docket
4	XKA040720	2/03/2020	02:25 PM	Ticket Out			\$2.00	0430	Docket

## Problem and Suspect ticket statuses

When a ticket that has been flagged in the system a Problem or Suspect ticket the status will change from Zero to one of the following.

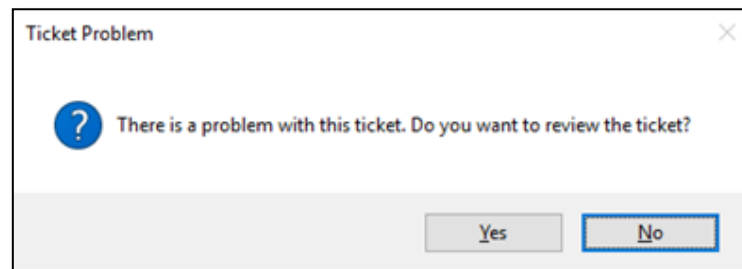
Status Code	Description	Meaning
Status 1	GCE Retrieved ticket – Not Processed	<ul style="list-style-type: none"> <li>The last recorded transaction for the ticket is being inserted into an EGM.</li> <li>The payout was not redeemed from the <b>Payout Entry</b> screen as the process was not completed.</li> </ul>
Status 2	IGMI started CCCE transfer	<ul style="list-style-type: none"> <li>The last recorded transaction for the ticket is being inserted into an EGM.</li> <li>The process was started to transfer the credits to the EGM credit meter, but an error occurred, and the process was not completed</li> <li>Payout would remain on <b>Payout Entry</b> screen.</li> </ul>
Status 5	Ticket is Suspect – Disabled	<ul style="list-style-type: none"> <li>When the ticket was printed the amount on the ticket did not match the meter movement on the machine.</li> </ul>

## Paying a Problem Ticket

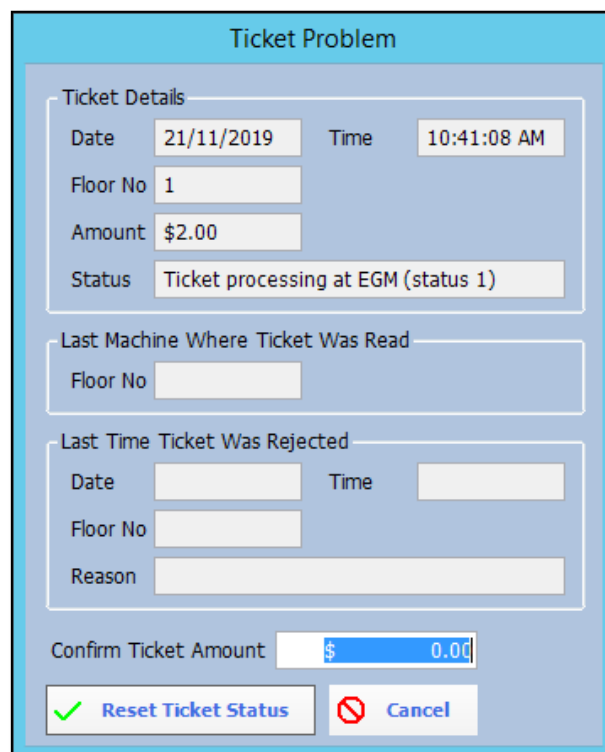
When the ticket was printed at the EGM, an error occurred and the ticket wasn't processed correctly, for example, the ticket was jammed. You must investigate to ensure that the payout is valid and if it is, reset the transaction via *Payout Entry*.

### Procedure

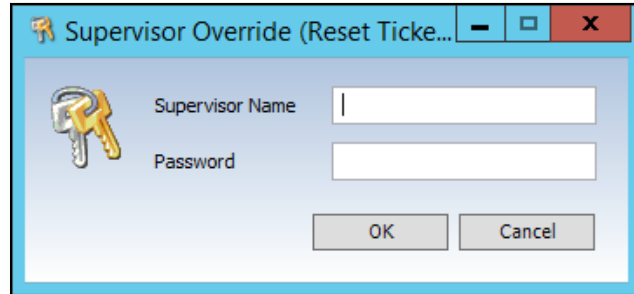
1. Open the *Pay* application
2. Select **Cashier**
3. Select Payout Entry
4. Scan the ticket to launch *Payout Details*
5. A *Ticket Problem* alert "There is a problem with this ticket. Do you want to review the ticket?" displays. Select **Yes**



6. Check the *Status* is "Ticket processing at EGM (status 1)" and the *Amount* matches the ticket
7. Enter the amount to pay out in *Confirm Ticket Amount* and select **Reset Ticket Status**

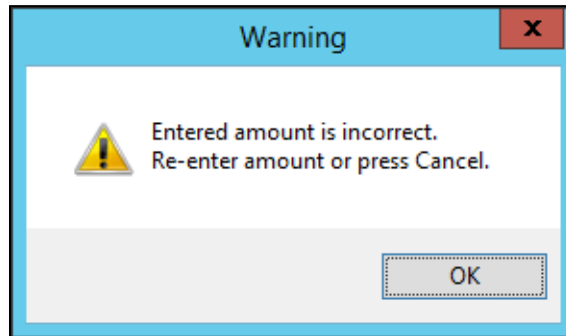
A screenshot of a software form titled "Ticket Problem". The form is divided into several sections. The "Ticket Details" section contains fields for Date (21/11/2019), Time (10:41:08 AM), Floor No (1), Amount (\$2.00), and Status (Ticket processing at EGM (status 1)). Below this is a section for "Last Machine Where Ticket Was Read" with a Floor No field. Another section for "Last Time Ticket Was Rejected" contains fields for Date, Time, Floor No, and Reason. At the bottom, there is a "Confirm Ticket Amount" field with a dollar sign and the value 0.00. Below the form fields are two buttons: "Reset Ticket Status" (with a green checkmark icon) and "Cancel" (with a red prohibition icon).

8. *Supervisor Override (Reset Ticket Status)* launches. Enter the *Supervisor Name* and *Password* and select **OK** to reset the ticket (additional *Supervisor Overrides* may appear depending upon your systems settings)



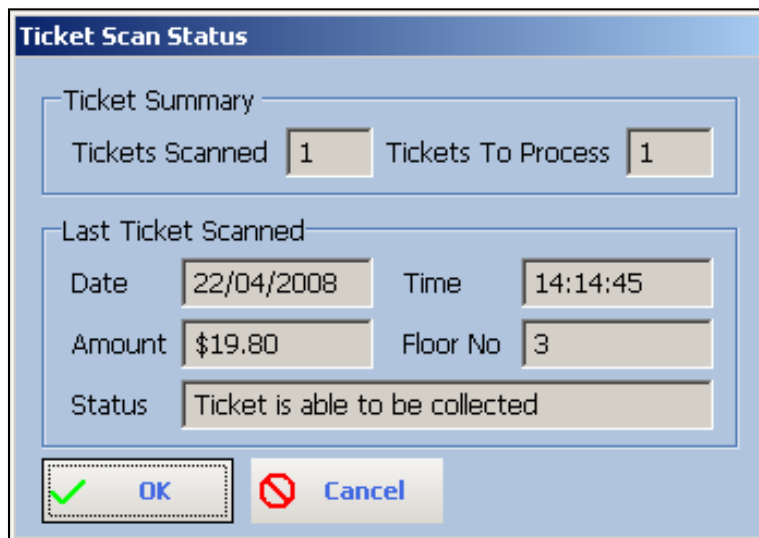
A dialog box titled "Supervisor Override (Reset Ticket Status)" with a key icon. It contains two input fields: "Supervisor Name" and "Password". Below the fields are "OK" and "Cancel" buttons.

9. Enter the amount to pay out in *Verify Amount* and select **OK** (if the amount entered doesn't match the amount in *Payout Details* a warning of "Entered amount is incorrect. Re-enter amount or press Cancel" displays)



A warning dialog box with a yellow triangle icon. The text reads: "Entered amount is incorrect. Re-enter amount or press Cancel." There is an "OK" button at the bottom right.

10. Check the status in *Ticket Scan Status* displays "Ticket is able to be collected" and select **OK**



A dialog box titled "Ticket Scan Status". It has two sections: "Ticket Summary" and "Last Ticket Scanned".

Ticket Summary	
Tickets Scanned	1
Tickets To Process	1

Last Ticket Scanned	
Date	22/04/2008
Time	14:14:45
Amount	\$19.80
Floor No	3
Status	Ticket is able to be collected

At the bottom, there are two buttons: "OK" (with a green checkmark icon) and "Cancel" (with a red X icon).

11. *Payout Details* launches and you can select **OK** to process the payout

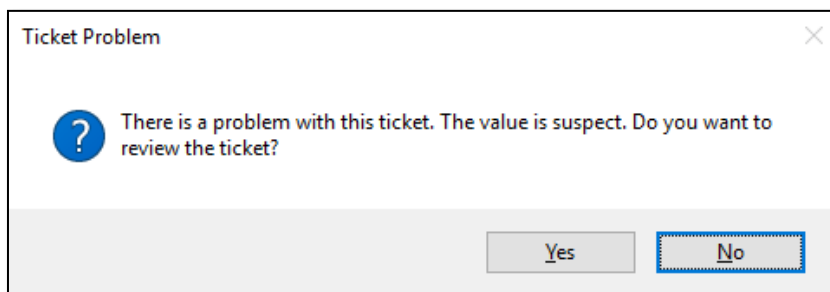


## Problem Ticket – Suspect Value

When the ticket was printed the amount on the ticket did not match the meter movement on the machine. You must investigate to ensure that the payout is valid and if it is, it can be paid.

### Procedure

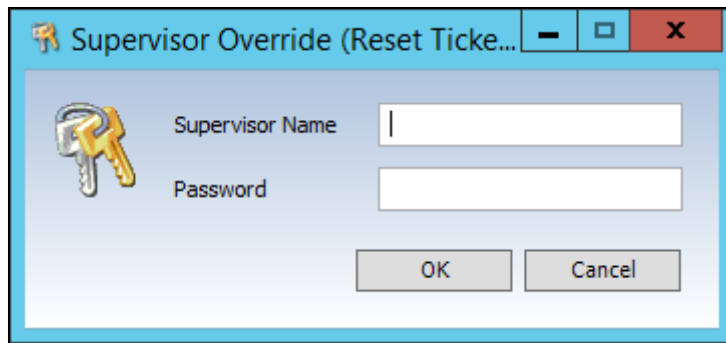
1. Open the *Pay* application
2. Select **Cashier**
3. Select Payout Entry
4. Scan the ticket to launch *Payout Details*
5. A *Ticket Problem* alert with “There is a problem with this ticket. The value is suspect. Do you want to review the ticket?” displays. Select **Yes** on the *Ticket Problem* alert



6. Check the *Status* in *Ticket Problem* is “Ticket value is suspect (status 5)” and the *Amount* matches the ticket

A screenshot of a 'Ticket Problem' form. The form has a blue header with the title 'Ticket Problem'. Below the header, there are several sections. The first section is 'Ticket Details' and contains fields for Date (27/11/2019), Time (3:42:00 PM), Floor No (1), Amount (\$51.00), Metered (\$0.00), and Status (Ticket value is suspect (status 5)). The second section is 'Last Machine Where Ticket Was Read' and contains a field for Floor No. The third section is 'Last Time Ticket Was Rejected' and contains fields for Date, Time, Floor No, and Reason. The fourth section is 'Confirm Ticket Amount' and contains a field with a dollar sign and the value 0.00. At the bottom, there are two buttons: 'Reset Ticket Status' with a green checkmark icon and 'Cancel' with a red X icon.

7. Enter the amount to pay out in *Confirm Ticket Amount* and select **Reset Ticket Status** (if you enter a different amount a *Reset Ticket Status* error displays “Please enter the ticket amount to confirm reset of ticket status”)
8. *Supervisor Override (Reset Ticket Status)* launches. Enter the *Supervisor Username and Password* and select **OK** to reset the ticket (additional *Supervisor Overrides* may appear depending upon your systems settings)



9. Enter the amount to pay out in *Verify Amount* and select **OK**
10. *Payout Details* launches and you can select **OK** to process the payout

## Other Ticket Rejections

Some tickets will be **rejected at the EGM** because the system has detected that they do not fall into the TITO payout parameters.

These tickets include:

### Ticket too old

- VIC regulations state a ticket can only be redeemed at a CRT or re-used in an EGM if it is less than 30 days old. These tickets must be processed at the cashier using **Pay**.

### Ticket Not Found

- This could be because the barcode has not been recorded properly in the database or it is not a valid ticket. Scan ticket via the **Collect Unclaimed** screen, If no result then the ticket does not exist in the database.

### Amount Too Large

- Tickets can be printed by the EGM if under \$2000, however the **Ticket In amount** must be \$1000 or less. Payment has to be made at the cashier using **Pay**.

### Ticket Already Paid

- The reason for this could be that a collect record already exists for this ticket. Ticket must be investigated further

## Ticket too Old

Venues can set a time limit between 24 hours and 30 days for a ticket to remain active in the gaming machines. Once this time limit has exceeded then a ticket will be flagged as “unclaimed” and cannot be used in a gaming machine or CRT. If the automated *Collect Unclaimed* job has been set, then the transaction is moved from *Payout Entry* to *Collect Unclaimed*. For example, tickets printed on the same or the previous trading day are processed and anything older displays “Too Old” and must be processed by the cashier. If the venue uses *Unclaimed Payouts*, the ticket must be processed via *Collect Unclaimed*.

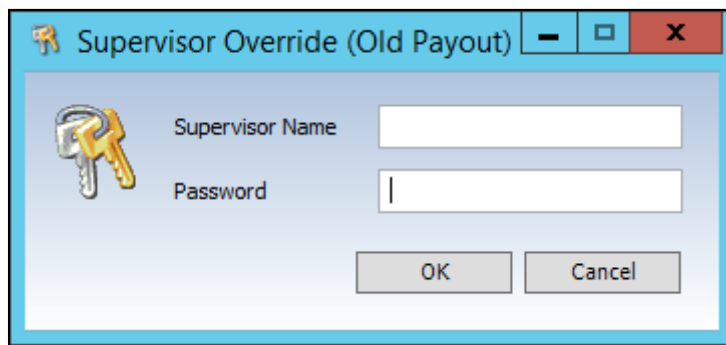
### Procedure

1. Open the *Pay* application
2. Select **Cashier**
3. Select Payout Entry
4. Scan the ticket to launch *Payout Details*

The screenshot shows a 'Payout Details' window with the following fields and controls:

- Date:** 22/01/2020 (dropdown)
- Time:** 04:48 PM
- Type:** Ticket Out (dropdown)
- Floor No.:** 11
- Serial:** 14059
- Game Name:** STORM QUEENS
- Amount:** \$35.60
- Voucher:** (empty text field)
- Badge:** 0
- Find...:** (magnifying glass icon)
- Details...:** (document icon)
- First Name:** (empty text field)
- Surname:** (empty text field)
- Status:** (empty text field)
- Non-Member:** (text label)
- Buttons:** OK (green checkmark), Cheque/EFT (calculator icon), Cancel (red X)

5. Check:
  - a. *Floor Number* matches the *EGM number* on the ticket
  - b. *Amount* matches the ticket *value*
  - c. *Docket number* matches the *last four digits* of the barcode on the ticket (displayed on *Payout Entry*)
6. Select
  - a. **OK** to pay by cash
  - b. **Cheque / EFT** to pay by Cheque or Electronic Funds Transfer
7. Enter the supervisor's login details



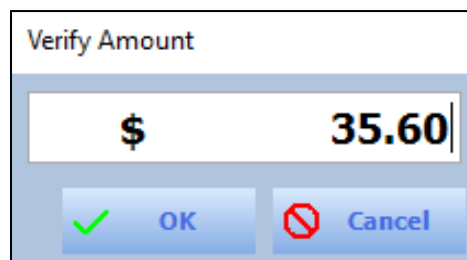
Supervisor Override (Old Payout)

Supervisor Name

Password

OK Cancel

8. Enter the amount in *Verify Amount* and select **OK**

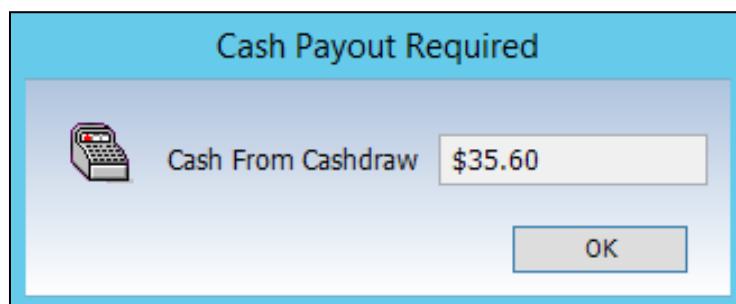


Verify Amount

\$ 35.60

OK Cancel

9. Select **OK**
10. Check the amount in *Cash Payout Required* and select **OK**



Cash Payout Required

Cash From Cashdraw \$35.60

OK

11. A printout of the pay-out transaction automatically starts, and the entry is cleared from *Payout Entry*

## Troubleshooting at the EGM

The following operations are designed to aid the Attendant with the knowledge of what to do as the first point of contact if a gaming machine locks up with a ticket-in problem or if a ticket keeps getting rejected by the gaming machine.

### **Ticket Rejected reasons**

- Ticket Too Old
- Amount Too Large
- Ticket Not Found
- Ticket Already Redeemed

### **Other Ticket issues**

- Ticket-In Jam – No Credit on Gaming Machine
- Ticket-In Jam – Credit on Gaming Machine
- Transfer Out Failed
- Blank Ticket Printed
- EGM Printer Empty

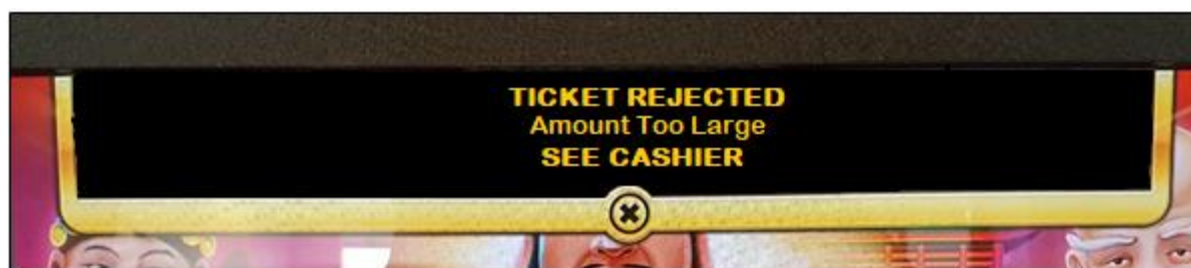
### Ticket Too Old

Ticket is older than what the venue has specified to be paid at the EGM or CRT. Payment has to be made at the Cashier



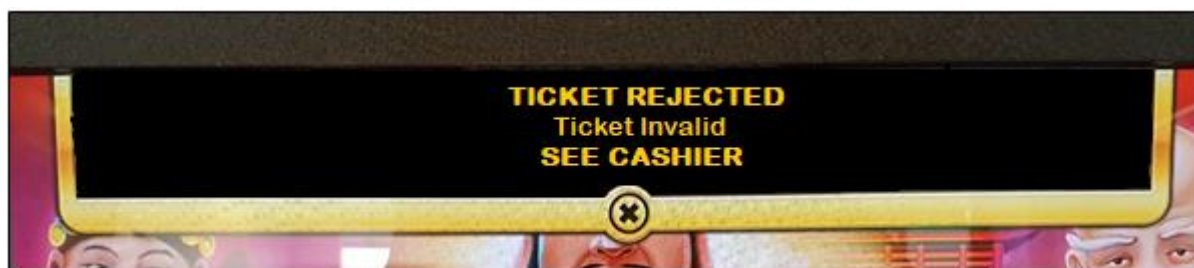
### Amount Too Large

Tickets can be printed by the EGM if under \$2000, however the ticket in amount must be \$1000 or less. Payment must be made at the Cashier -



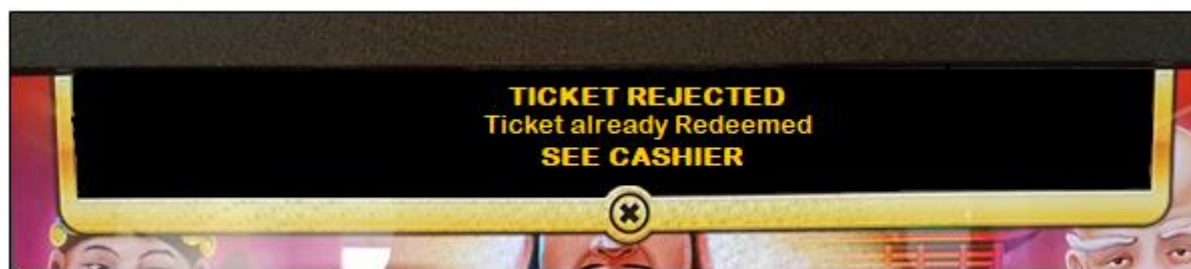
### Ticket Not Found

Ticket does not exist in the Collect table. Scan ticket via the Collect Unclaimed screen, If no result then the ticket does not exist in the database



### Ticket Already Redeemed

Ticket has been recorded as already paid. Run Ticket Trace via Floor > Reports > Audit Report > Ticket Filter to validate ticket events



## Ticket-In Jam > No Credit on EGM

The Player has deposited their ticket into the EGM and the machine displays a Note Acceptor error with no credit showing on the credit meter. Player now has no ticket and no credit to prove that a ticket was inserted into the EGM.

### Checking ticket at EGM

1. **Record ticket details from the player**, i.e. the ticket amount, which gaming machine printed the ticket, and what time it was printed.

### Check Current Lock Up Error

2. Turn Reset key to enter EGM **Audit Mode**.
3. Select **Current Lockup** Menu.
4. Error will be identified by \*\*\* preceding the name. The error may be identified as a note jam, but this is also applicable for a ticket jam.

### Check the Ticket-In logs on the EGM.

There should be **no** entry for the jammed ticket.

5. Turn the **Audit Key** on the side of the EGM. The Operator Mode screen will be displayed.
6. In Audit mode navigate to the Cash Ticket Log check the 'Ticket In log'
7. You should be able to print the Ticket In transactions if required.

### Clear jammed ticket *(if possible)*.

Some venues will not open note stackers during trade.

8. Open the bill stacker
9. Clear the jammed ticket
10. Replace the bill stacker
11. Close the EGM door
12. Clear the error using the Reset Key
13. The EGM should now be in idle mode

Send player to **Gaming Supervisor** to run a **Ticket Trace** report. Ticket In, Ticket Out (TITO) Troubleshooting Cheat Sheet

The Ticket Trace Report will determine what processes the ticket has already undertaken on the EGM or CRT. By eliminating the ticket-in processes you will be able to identify the tickets current status and how to continue processing the ticket, if applicable.

Procedures of the club will determine how this will be handled if the ticket is in the note stacker and has not been retrieved.

## Running A Ticket Trace Report

1. Open the *Floor* application
2. Select **Reports**
3. Select Audit Report
4. Enter **From** and **To dates** and **times**
5. Scan the ticket (or enter the barcode into **Ticket Filter**)
6. Untick the **All Events** *Event Filter*
7. Type "Ticket" into **Keyword**
8. Select 190 Ticket Events
9. Select **F3 Run**

**Audit Report**

**F3 Run** **F4 Clear**

**Date Range**  
From: 27/01/2020 07:00:00 AM To: 05/02/2020 07:00:00 AM

**Audit ID Range**  
From: [ ] To: [ ]

**Machine Filter**  
Floor: [ ] Serial: [ ]

**Member Filter**  
Badge: [ ] Card Number: [ ]

**Filter**  
Amount: [ ]

**Ticket Filter**  
Barcode: 040000219318593753

**Event Filter**  
☐ All Events Keyword: Ticket

Code	Event Description
39	Ticket Printer
190	Ticket events

EPS System User 7/02/2020 11:17 AM 0 / 1 : 1 Version 4.3.27

10. The sub-types options load, keep *All Sub-types* ticked



**Event Sub-types**

### Event Sub-types

**Sub-Event Filter**

☒ **All Sub-Events**

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

**Ok**

11.

12. Select **Ok** and the **Audit Report** will display

Audit Report									
<div style="display: flex; justify-content: space-between;"> <span>F3 Run</span> <span>F4 New</span> <span>F5 Print</span> <span>F6 Export</span> <span>F7 Preview</span> </div>									
From		To		Audit ID Range		Events			
Floor	<All>	Serial	<All>	Badge	<All>	Card Number	<All>	Amount	<All>
								Ticket Barcode 040000219318593753	
Audit ID	Event Time	Device	Locn	Card Number	Type	Badge	Member	Event Definition	
10974005	30/01 14:15:14	EGM: ABC123456	1	190				Ticket out keyed off: Amt=\$10.00, PrvMet=0, CurMet=0, Ticket Barcode=3753	
10974010	30/01 14:17:00	CRT: BANK001		190				Ticket Payout Request from CRT: Ticket Barcode=3753, CRT#=BANK001, Amt=10.00	
10974011	30/01 14:17:18	CRT: BANK001		190				Ticket Collected at CRT: Ticket Barcode=040000219318593753, CRT#=BANK001, Amt=10.00	
10974012	30/01 14:17:18	CRT: BANK001		190				Dispensed Amount Differ from Ticket Amount: CRT#=BANK001, Ticket Barcode=040000219318593753, Dispensed Amount=5.00, Ticket Amount=10.00	

<b>Event Definition</b> Ticket out keyed off: Amt=\$10.00, PrvMet=0, CurMet=0, Ticket Barcode=3753 Ticket Payout Request from CRT: Ticket Barcode=3753, CRT#=BANK001, Amt=10.00 Ticket Collected at CRT: Ticket Barcode=040000219318593753, CRT#=BANK001, Amt=10.00 Dispensed Amount Differ from Ticket Amount: CRT#=BANK001, Ticket Barcode=040000219318593753, Dispensed Amount=5.00, Ticket Amount=10.00
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## Ticket-In Jam > Credit on EGM

The Player has deposited their ticket into the EGM, the ticket has been validated and the credit transferred for game play, but the gaming machines has locked up and now displays a Ticket Jam error.

### Checking Ticket at EGM

1. Record ticket details from the player, i.e. the ticket amount, which gaming machine printed the ticket, and what time it was printed.

### Check Current Lock Up Error

2. Turn Reset key to enter EGM **Audit Mode**.
3. Select **Current Lockup** Menu.
4. Error will be identified by \*\*\* preceding the name. The error may be identified as a note jam, but this is also applicable for a ticket jam.

### Check the Ticket-In logs on the EGM.

There should be **no** entry for the jammed ticket.

5. Turn the Audit Key on the side of the EGM. The Operator Mode screen will be displayed.
6. In Audit mode navigate to the Cash Ticket Log check the 'Ticket In log'
7. You should be able to print the Ticket In transactions if required.

### Clear Jammed Ticket (if possible).

Some venues will not open note stackers during trade.

8. As the ticket has credited the EGM this ticket will need to be included in the next machine clearances
  - a. If the Bill Stacker was opened put the ticket into the stacker
  - b. If the Bill Stacker wasn't opened document that the ticket jammed and keep ticket aside for clearance team.
9. Close EGM door.
10. Clear the error using the Reset Key.
11. EGM should now be in idle mode.
12. Player to resume game play as per normal.

## Transfer Out Failed

An error has occurred with the EGM and the ticket must be verified. Take the player to the Gaming Supervisor or Cashier to verify and pay out the ticket. Once ticket is verified unlock machine and clear the error using the Reset Key.

### Verify the Ticket

1. Open the *Floor* application
2. Select **Reports**
3. Select Audit Report
4. Enter **From** and **To dates** and **times**
5. Scan the ticket (or enter the barcode into **Ticket Filter**)
6. Untick the **All Events** *Event Filter*
7. Type "Ticket" into **Keyword**
8. Select 190 Ticket Events
9. Select **F3 Run**

The screenshot shows the 'Floor' application window with the 'Audit Report' tab selected. The left sidebar contains icons for 'Machines', 'Reports', 'Cashless Meters', 'Transfer Card Meters', and 'Host Meters'. The 'Reports' icon is highlighted. The main area displays the 'Audit Report' form with the following fields and filters:

- F3 Run** (highlighted with a red box)
- F4 Clear**
- Date Range:** From 27/01/2020 07:00:00 AM To 05/02/2020 07:00:00 AM (highlighted with a red box)
- Audit ID Range:** From [ ] To [ ]
- Machine Filter:** Floor [ ] Serial [ ]
- Member Filter:** Badge [ ] Card Number [ ]
- Filter:** Amount [ ]
- Ticket Filter:** Barcode 040000219318593753 (highlighted with a red box)
- Event Filter:** ☐ All Events ☒ Ticket (highlighted with a red box)
- Keyword:** Ticket
- Event List:** A table with columns 'Code' and 'Event Description'. The row '190 Ticket events' is highlighted in blue.

The status bar at the bottom shows 'EPS System User', '7/02/2020', '11:17 AM', '0 / 1 : 1', and 'Version 4.3.27'.

10. The sub-types options load, keep *All Sub-types* ticked

### Event Sub-types

#### Event Sub-types

Sub-Event Filter

☒ All Sub-Events

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

**Ok**

11. Select **Ok** and the **Audit Report** will display.

Audit Report									
<div style="display: flex; justify-content: space-between;"> <span>F3 Run</span> <span>F4 New</span> <span>F5 Print</span> <span>F6 Export</span> <span>F7 Preview</span> </div>									
From: 27/01/2020 7:00:00 AM		To: 5/02/2020 7:00:00 AM		Audit ID Range: <All>		Events: <All>			
Floor: <All>	Serial: <All>	Device: <All>	Locn: <All>	Card Number: <All>	Amount: <All>	Ticket Barcode: 040000219318593753			
Audit ID	Event Time	Device	Locn	Card Number	Type	Badge	Member	Event Definition	
10974005	30/01 14:15:14	EGM: ABC123456	1		190			Ticket out keyed off: Amt=\$10.00, PrivMet=0, CurMet=0, Ticket Barcode=3753	
10974010	30/01 14:17:00	CRT: BANK001			190			Ticket Payout Request from CRT: Ticket Barcode=3753, CRT#=BANK001, Amt=10.00	
10974011	30/01 14:17:18	CRT: BANK001			190			Ticket Collected at CRT: Ticket Barcode=040000219318593753, CRT#=BANK001, Amt=10.00	
10974012	30/01 14:17:18	CRT: BANK001			190			Dispensed Amount Differ from Ticket Amount: CRT#=BANK001, Ticket Barcode=040000219318593753, Dispensed Amount=5.00, Ticket Amount=10.00	

## Ticket Printed Blank

The ticket paper has been placed into the ticket printer stacker incorrectly. Taking the paper out and putting it back into the stacker with the black lines facing upwards enables it to be printed.

### Correcting Paper

1. Open the gaming machine door
2. Take the paper out of the ticket printer stacker
3. Put the paper back into the ticket printer stacker with the black lines facing upwards
4. Close and lock the front door of the EGM

### Paying the Patron

A blank ticket cannot be scanned at the cashier and to pay the patron. The payout must be verified as existing in the **Pay** application first, then the cashier can manually process the ticket in our system.

1. Make a note of the payout details (date, time, machine ID, etc.) and the amount
2. Turn the **Audit key** on the EGM to access the **Ticket Out Log**
3. Check the details are appearing on **Pay**
4. Highlight the **Ticket** in the **Pay Out Entry Screen** from those displayed
  - 4.1. Double click the mouse to allow manually processing.
  - 4.2. Select **OK**

## Printer Empty

If there isn't any paper in the ticket printer stacker. Adding paper out and putting it back into the stacker with the black lines facing upwards enables it to be printed.

1. Unlock the front door of the EGM
2. Add paper to the ticket printer stacker with the black lines facing upwards
3. Close and lock the front door of the EGM

# Troubleshooting at the CRT

## Ticket Rejected at CRT

Some tickets will be **rejected at the CRT** because the system has detected that they do not fall into the TITO payout parameters.

These tickets include:

### Ticket Too Old

Ticket is older than what the venue has specified to be paid at the EGM or CRT. Payment has to be made at the Cashier

### Amount Too Large

Tickets can be printed by the EGM if under \$2000, however the ticket in amount must be \$1000 or less at EGM or CRT. Payment has to be made at the Cashier

### Ticket Not Found

Ticket does not exist in the Collect table. Scan ticket via the Collect Unclaimed screen, If no result then the ticket does not exist in the database

### Ticket Rejected See Cashier

Ticket has been recorded as already paid. Run Ticket Trace via Floor > Reports > Audit Report > Ticket Filter to validate ticket events

## CRT Short Pay

If a patron redeems a Ticket to the value of \$22.60 at a CRT, but the CRT has \$20 notes, but has run out of smaller change, the CRT may dispense \$20 in cash as well as a "Short Pay Receipt" for \$2.60 which the patron may take to the Cashier

Floor	Serial	Date	Time	Type	Player	Badge	Amount	Docket No	Status
12	ECA_01	22/11/2019	02:13 PM	Short Pay			\$10.00	9329	Docket
12	ECA_01	22/11/2019	02:07 PM	Short Pay			\$3.70	6794	Docket
12	ECA_01	22/11/2019	02:03 PM	Short Pay			\$2.60	3299	Docket
12	ECA_01	22/11/2019	01:28 PM	Short Pay			\$2.60	9187	Docket
12	ECA_01	22/11/2019	01:19 PM	Short Pay			\$2.60	3864	Docket
1	ABC123456	22/11/2019	01:13 PM	Ticket Out			\$150.00	2221	Docket
12	ECA_01	22/11/2019	10:53 AM	Short Pay			\$4.90	2482	Docket
12	ECA_01	21/11/2019	02:42 PM	Short Pay			\$20.00	6383	Docket

## Viewing Ticket Logs on the EGM

The EGM audit mode enables you to select, view and print logs for:

- The collective number of tickets that have been processed on the EGM since the last reset
- Tickets that have been printed by the EGM as a ticket payout since the last reset
- Tickets that have been deposited into the EGM and deemed as a paid ticket since the last reset.
- Tickets that have been rejected by the EGM for whatever reason, since the last reset.

This information enables you to track and identify the status of a ticket if any problems occur.

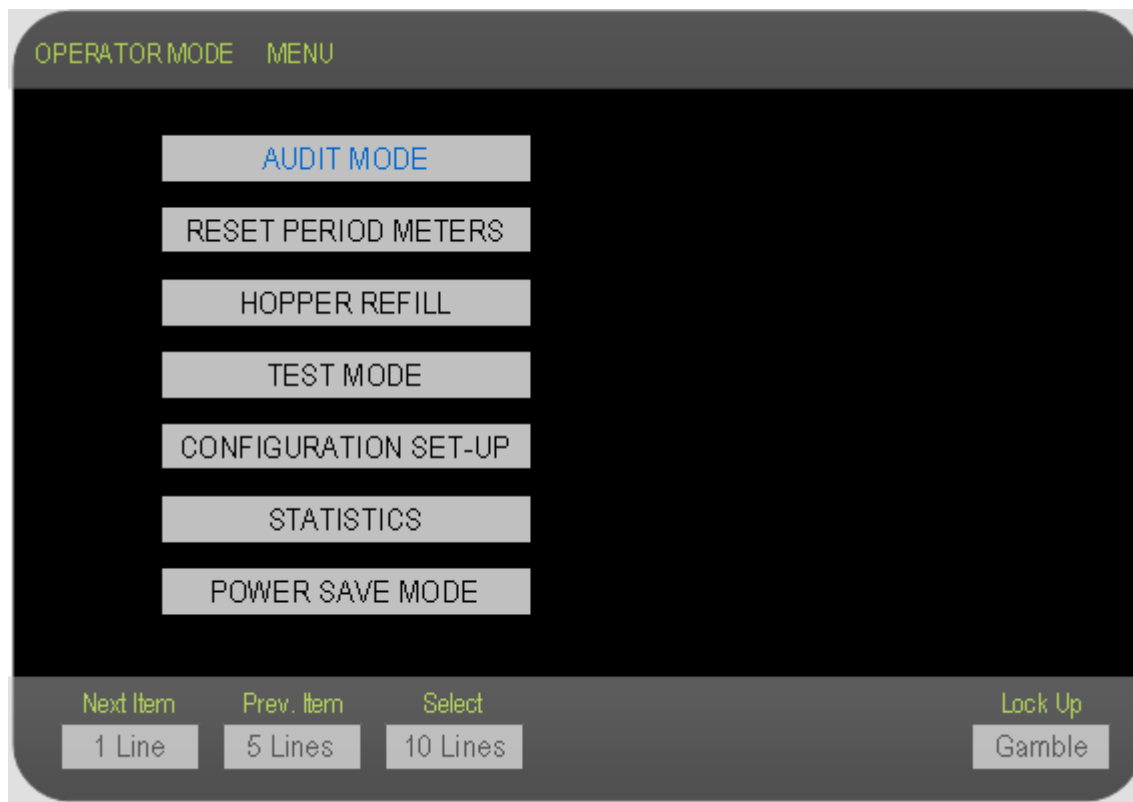
## Viewing the Collective Ticket Information

The Cash Ticket Information screen enables you to view totals for tickets since the last EGM reset. This screen displays:

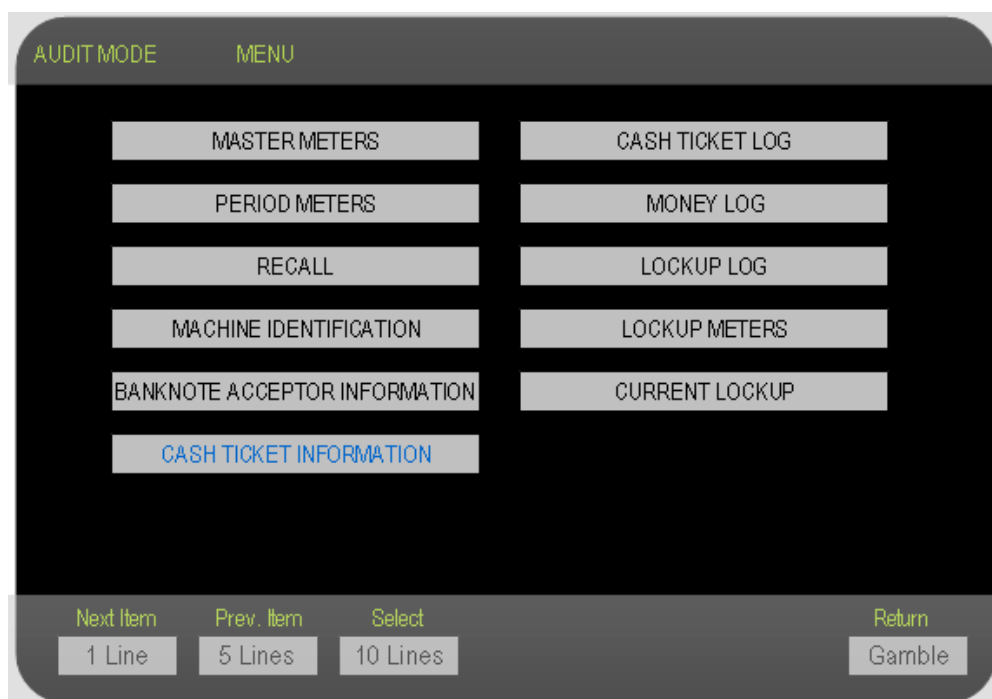
- the cash value of ticket payouts printed from the EGM,
- the cash value of tickets deposited to the EGM (paid by EGM),
- the number of tickets accepted by the EGM, and
- the number of tickets rejected by the EGM.

## Navigating to the Cash Ticket Information Screen

1. Turn the Audit Key on the side of the EGM. The Operator Mode screen will be displayed.



2. Select the **Audit Mode** function by pressing the '**Select**' button on the EGM. The Audit Mode screen will be displayed.



3. Navigate down to the Cash Ticket Information option by using the 'Next Item' button.
4. Select the **Cash Ticket Information** function by pressing the '**Select**' button on the EGM. The Cash Ticket Information screen will be displayed.



5. To print the onscreen ticket information, select the '**Print**' button.

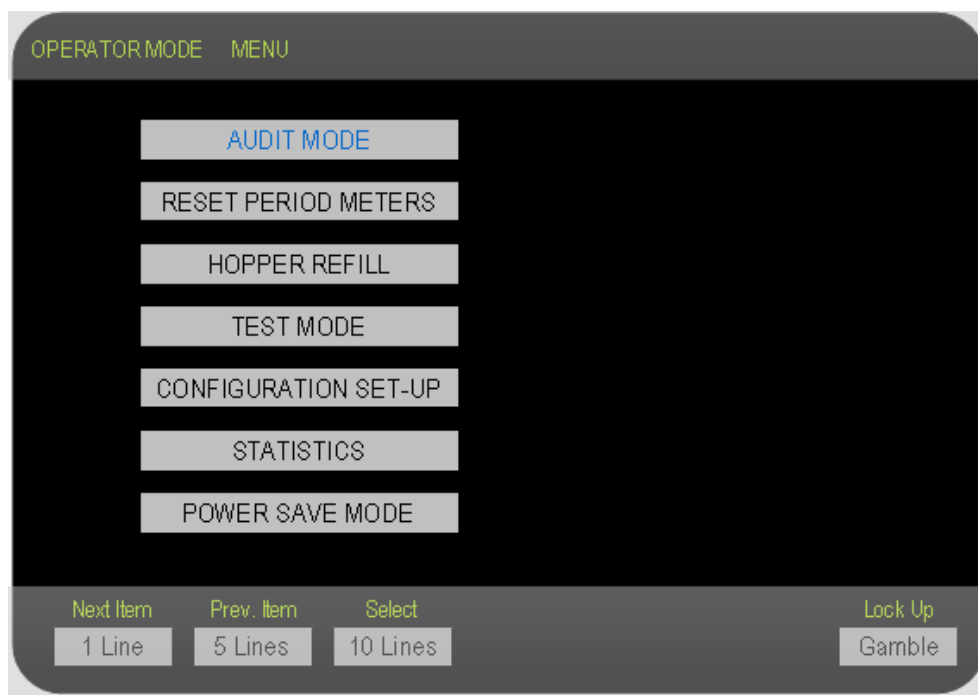


## Viewing Ticket Out Logs

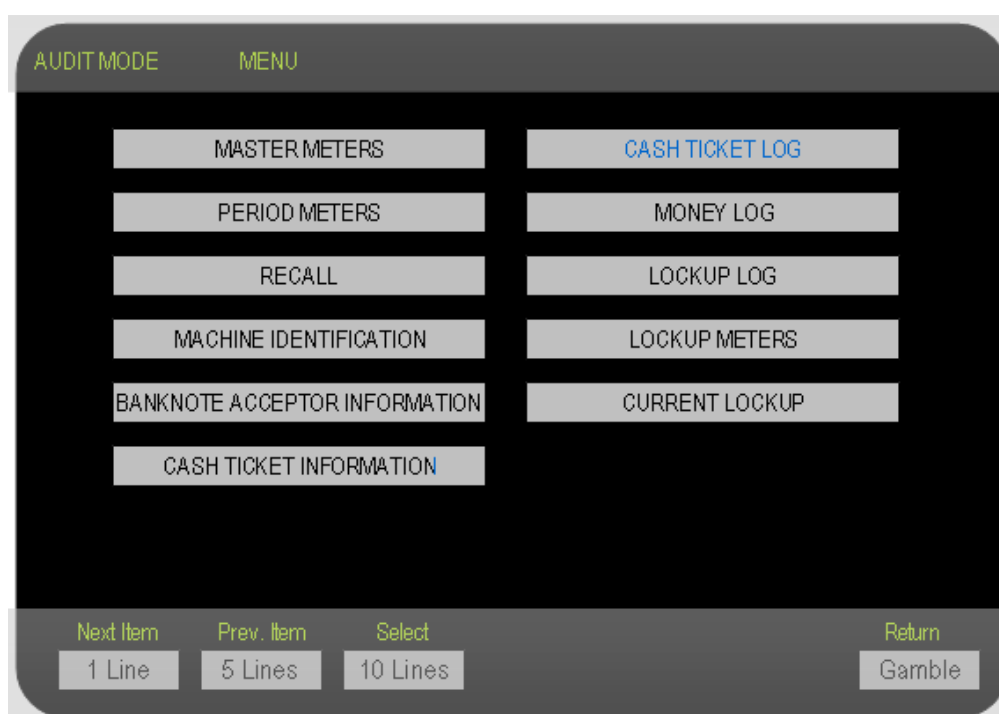
The Ticket Log screen enables you to view the details of individual ticket out transactions that have been processed from the EGM since the last reset. The logs are ordered from the most recent ticket payout printed (being log no. 001) to the oldest recorded printed.

### Navigating to the Cash Ticket Log Screen

1. Turn the Audit Key on the side of the EGM. The Operator Mode screen will be displayed.



2. Select the **Audit Mode** function by pressing the '**Select**' button on the EGM. The Audit Mode screen will be displayed.



3. Navigate to the Cash Ticket Log option by using the 'Next Item' button.
4. Select the Cash Ticket Log function by pressing the 'Select' button on the EGM. The Cash Ticket Log – Ticket Out screen will be displayed.

AUDIT MODE		CASH TICKET LOG – TICKET OUT			
No	Date & Time		Unique Identifier	Ticket Number	Cash Amount
001	11/Mar/2008	15:32:11	3333331205150789	0000049	\$161.12
002	11/Mar/2008	14:28:01	3333331205150723	0000048	\$42.75
003	11/Mar/2008	14:16:47	3333331205150655	0000047	\$3.52
004	11/Mar/2008	13:59:20	3333331205150634	0000046	\$862.01
005	11/Mar/2008	13:41:03	3333331205150568	0000045	\$2.93
006	11/Mar/2008	12:05:52	3333331205150410	0000044	\$557.00
007	11/Mar/2008	10:55:44	3333331205150375	0000043	\$8.70
008	11/Mar/2008	10:08:54	3333331205150266	0000042	\$145.63
009	11/Mar/2008	09:52:33	3333331205150230	0000041	\$89.30
010	11/Mar/2008	09:31:11	3333331205150180	0000040	\$91.25

Next Page	Prev. Page	Ticket In	Print	Return
1 Line	5 Lines	10 Lines	25 Lines	Gamble

Sample of Cash Ticket Log – Ticket Out screen

5. To print the Ticket Out transactions, select the 'Print' button.

## Viewing Ticket In Logs

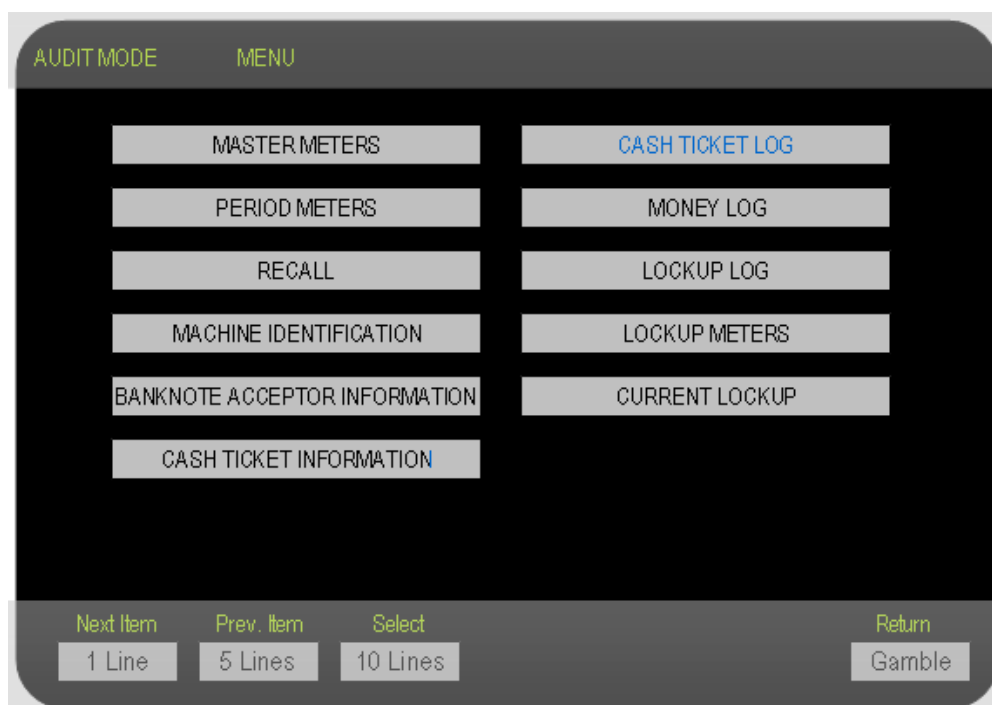
The Ticket Log screen enables you to view the details of individual tickets that have been redeemed by depositing a ticket payout into the EGM. The transaction log will display all tickets inserted into the EGM since the last reset. The logs are ordered from the most recently paid ticket being log no. 001.

### Navigating to the Cash Ticket Log Screen

1. Turn the **Audit Key** on the side of the EGM. The Operator Mode screen will be displayed.



2. Select the **Audit Mode** function by pressing the '10 Lines' button on the EGM. The Audit Mode screen will be displayed.



3. Navigate to the Cash Ticket Log option by using the 'Next Item' button.
4. Select the Cash Ticket Log function by pressing the 'Select' button on the EGM. The Cash Ticket Log – Ticket Out screen will be displayed.
5. Select the 'Ticket In' button. The Cash Ticket Log – Ticket In screen will be displayed.

AUDIT MODE		CASH TICKET LOG – TICKET IN		
No	Date & Time	Unique Identifier	Cash Amount	
001	11/Mar/2008 15:32:11	3333331205150789	\$161.12	
002	11/Mar/2008 14:28:01	3333331205150723	\$42.75	
003	11/Mar/2008 14:16:47	3333331205150655	\$3.52	
004	11/Mar/2008 13:59:20	3333331205150634	\$862.01	
005	11/Mar/2008 13:41:03	3333331205150568	\$2.93	
006	11/Mar/2008 12:05:52	3333331205150410	\$557.00	
007	11/Mar/2008 10:55:44	3333331205150375	\$8.70	
008	11/Mar/2008 10:08:54	3333331205150266	\$145.63	
009	11/Mar/2008 09:52:33	3333331205150230	\$89.30	
010	11/Mar/2008 09:31:11	3333331205150180	\$91.25	

Next Page	Prev. Page	Ticket Reject	Print	Return
1 Line	5 Lines	10 Lines	25 Lines	Gamble

6. To print the Ticket In transactions, select the 'Print' button.

## Viewing Rejected Ticket Logs

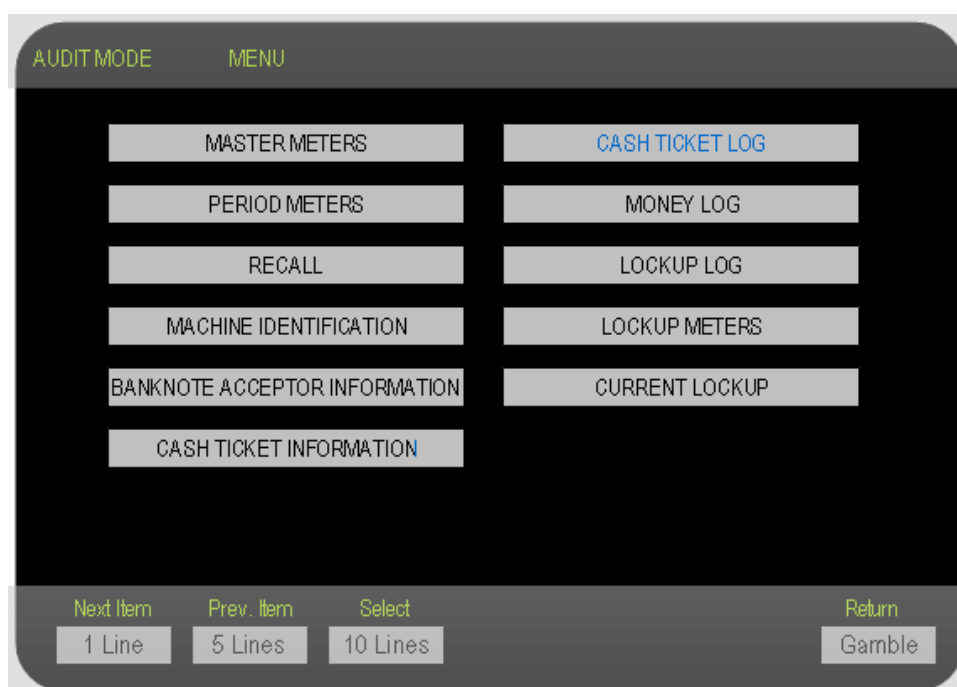
The Ticket Log screen enables you to view the details of tickets that have been rejected by the EGM since the last reset. The logs are ordered from the most recent ticket ejected from the EGM being log no. 001 to the oldest recorded rejected.

### Navigating to the Cash Ticket Log Screen

1. Turn the **Audit Key** on the side of the EGM. The Operator Mode screen will be displayed.



2. Select the **Audit Mode** function by pressing the '**Select**' button on the EGM. The Audit Mode screen will be displayed.



3. Navigate to the Cash Ticket Log option by using the 'Next Item' button.
4. Select the Cash Ticket Log function by pressing the 'Select' button on the EGM. The Cash Ticket Log – Ticket Out screen will be displayed.
5. Select the 'Ticket In' button. The Cash Ticket Log – Ticket In screen will be displayed.
6. Select the 'Ticket **Reject**' button. The Cash Ticket Log – Ticket Rejects screen will be displayed.

AUDIT MODE		CASH TICKET LOG – TICKET REJECTS	
No	Date & Time	Unique Identifier	
001	11/Mar/2008 15:32:11	3333331205150789	
002	11/Mar/2008 14:28:01	3333331205150723	
003	11/Mar/2008 14:16:47	3333331205150655	
004	11/Mar/2008 13:59:20	3333331205150634	
005	11/Mar/2008 13:41:03	3333331205150568	

Next Page	Prev. Page	Ticket Out	Print	Return
1 Line	5 Lines	10 Lines	25 Lines	Gamble

*Sample of Cash Ticket Log – Ticket Rejects screen*

7. To print the Ticket Rejects transactions, select the '**Print**' button.

## Verifying & Updating Machine Details VIC

As part of the TITO implementation, the Metropolis system requires the below fields to be populated to ensure TITO communication between **Metropolis** and **Intralot**.

BOS Portal Name	Game Name
VCGLR ID	SERIAL
EGM ID	GMID
GSI Code	G2SMachineID

### Intralot BOS Portal Machine Information File

The below Intralot file will need to be accessed to gain the correct EGM specific information. This data is required to be entered into the Machine Details page within the Metropolis Game application.

Reference Guide	VIC
Intralot	Bos Portal EGM Master File or Annexure

### How to Locate/Export BOS Portal / Intralot



#### EGM Master File

This report is used to verify the G2S Machine ID, GMID and Return To Player % with the information in Game.

- Open **BOS PORTAL** > Enter **Username** and **Password**
- Select **Monitoring Reports** > Select **EGM Master File**
- Select **EGM Status** drop down menu to Active > Click **Preview**
- Click **Export**
- Change file format to **Excel / csv** > Click **OK**
- Click **Save**

## Bos Portal EGM Master File Reference Guide

This report can be downloaded via the Bos Portal and contains EGM information required to be populated into Game.

EGM Master File										
Venue Selection	All	EGM Status	Active	Manufacturer	All					
SC Code		Protocol	All	Egm Category	All					
Venue Code		1234 Venue Name	MAX Test Venue							
SC Code		1234561 Location	Floor 1 - (SC: 1234561)							
1 Floor Position	EGM Description	2 EGM ID	3	4 VCGLR ID	5 GSI Code	6 Denom	7 Payout (%)	Eprom	EGM Status	
	1 ATI(M)5 Dragons Breath F44 S6000 XT	337111		3034071111	ATI_T00021111	0.01	90.00	-	Active	
	2 ATI(M)Player's Choice King Edition f33 s310	337112		3034071112	ATI_J00058222	0.01	90.59	-	Active	
	3 ATI(M)Player's Choice Princess Edition f52 s140	337113		3034071113	ATI_T00013333	0.01	90.00	-	Active	
	4 ATI(M)Player's Choice Rainbow Edition F33 S400	337114		3034071114	ATI_T00054444	0.01	89.49	-	Active	
	5 AGT-MUSTANG DOLLARS	337115		3034071115	AGT_T12005555	1.00	90.00	-	Active	
	6 ATI-GOLDEN UNICORN	337116		3034071116	ATI_T00036666	1.00	90.67	-	Active	

Number	Bos Portal Name	Game Name
1	Floor Position	Floor
2	EGM Description	Name
3	EGM ID	GMID
4	VCGLR ID	Serial
5	GSI Code	G2sMachineID
6	Denom	Denom
7	Payout %	NA – this is current Payout not RTP = RTP can be found on the venue annexure



## Check/Edit Game > Machine Details

### How to log in to Game



From the **Metropolis Launcher**

- Double click on the **Game** application.
- The **Game Login** screen will appear.
- Enter your **Username** and **Password**.
- Select **OK**
- The **Game** application will open

From the **Metropolis Hub**

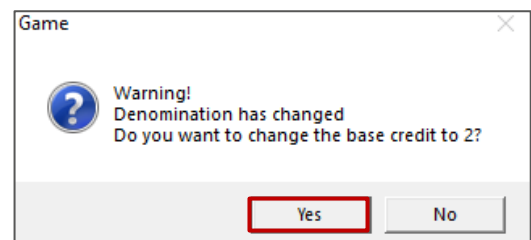
- Log into the **Metro Hub**.
- Select **Launcher**.
- Double click on the **Game** application.
- The **Game** application will open.

### Check/Edit Machine/EGM Details

The **Machine – Edit** option allows the user to change any information relating to the machines.

#### Procedure

1. Open **Game**.
2. Select **Maintenance**.
3. Select **Machine** - All active EGM's will display.
4. Select machine to edit.
5. Select **Edit** icon.
6. Edit the following fields in the **General** tab.
  - a. Name
  - b. Serial/VCGLR ID
  - c. Demon  
Select Yes when warning prompt appears
  - d. Manf
  - e. Jackpot %  
This information will be located on your IGS Annexure – not mandatory but may affect some reports
  - f. GMID/EGM ID
  - g. Bpt Scale = 100
  - h. Game Type
  - i. Hopper Weight  
If EGM still has a hopper and is not TITO enabled



- j. Refill Amt  
If EGM still has a hopper and is not TITO enabled
- k. Max Bet  
This information will be located on your IGS Annexure – not mandatory but may affect some reports
- l. Player RTP
- m. Ticket Scale = 100
- n. G2SMachineID/GSI Code

**NOTE: Fields highlighted Yellow are MANDATORY for reconciliation**

Game [Training] - [Machines]

File Edit Window Help

5

2

3

Maintenance

Machines

Links

MTGM

POS Devices

Device Groups

General Setup

Batch Processing

Data Export Layout

4

6a

6b

6c

6d

6e

6f

6g

6h

6i

6j

6k

6l

6m

6n

<Editing Machine>

Site <Select Site>

Group <Select Group>

Floor	Serial	Machine Name
1	3034067777	Happy and Prosperous
2	3034070888	DRAGON CASH
3	TAB345678	DRAGON GONG
4	TAB123890	HAPPY AND PROSPER
5	TAB125691	MORE CHILLI
6	TAB225690	PHANTOM
7	TAB425694	INDIAN DREAMING
8	TAB125692	SUPER BUCKS
9	EBT055388	BIG RED
10	TAB113883	MOON RACE LL
11	TAB129772	GOLDEN EMPEROR
12	TAB060420	MEGA BUCKS 2
13	TAB413850	5 DRAGONS DELUXE
14	TAB730365	QUEEN OF THE NILE
15	TAB129243	YEAR OF THE TIGER
16	TAB313969	100 PANDAS
17	TAB429847	KING OF THE NILE
18	TAB129853	LUCKY 88
19	EBT120221	WHERE'S THE GOLD
20	TAB127232	PENGUIN PAYS
21	TAB437233	MOON RACE LL
22	TAB127234	VEGAS FORTUNE
23	TAB001655	MAGIC PEARL

Instance 24/10/2014 Status Active

Site Training Credit Value 5

General Options Meters Custom Fields Links Groups

Name DRAGON CASH Approval

Serial 3034070888 Token Value \$0.00

Denom 5 Cent Refill Amt \$300.00

Manf Aristocrat Max Bet 500.000

Floor 2 Reels

Spec Player % 91.98

Var Purchased 06/03/2020

Jackpot % Cost \$20,000.00

GMID 347366 Manf Date 06/03/2020

Bpt Scale 100 Delicensed N/A

MTGM Not A MTGM CAP Suffix

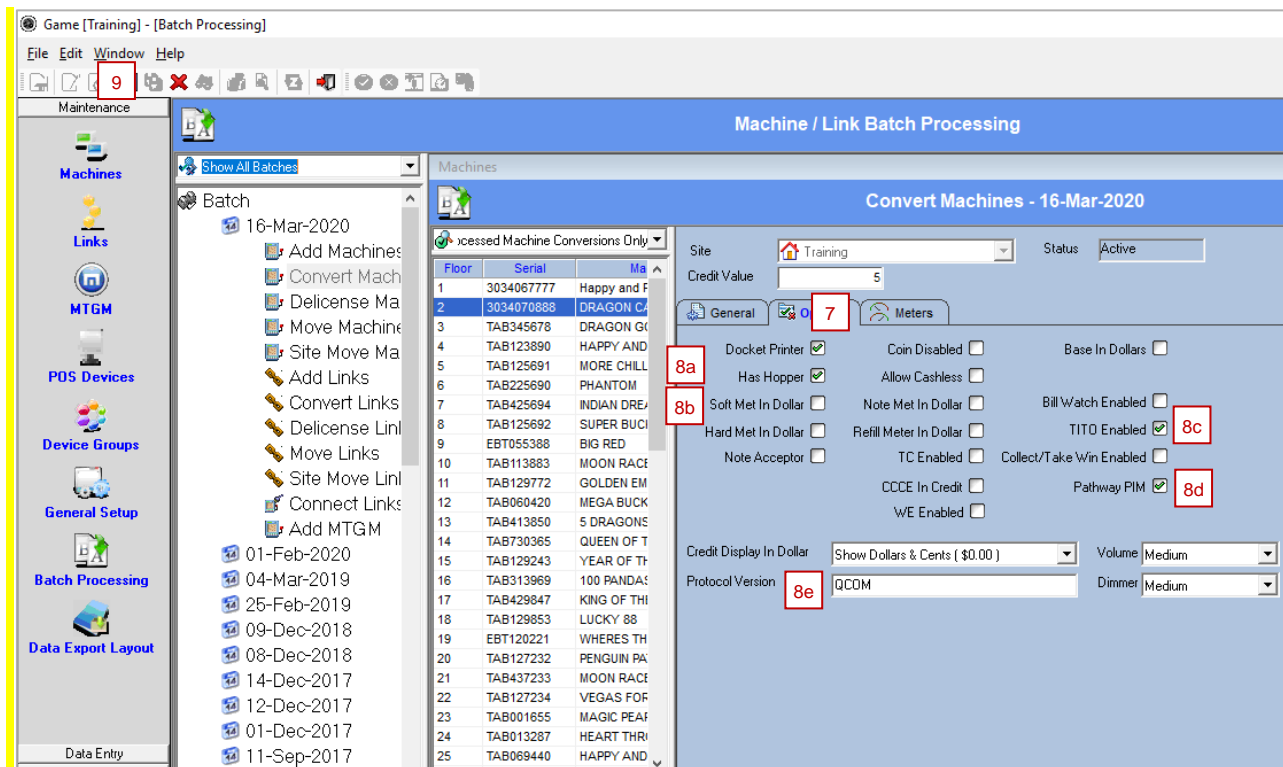
GCE [GMI] ebtgcsq Ticket Scale 100

Game Type Single Line Bank # 2

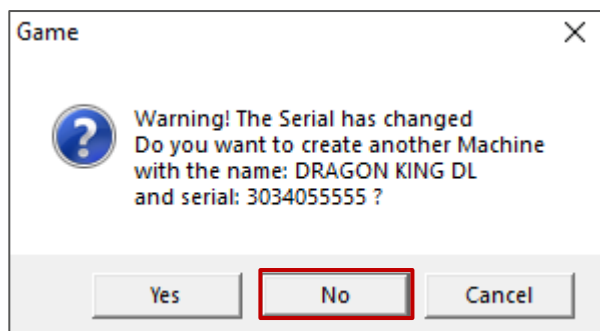
Hopper Wt 170.00 Bank Pos 4

Hopr Open \$0.00 G2SMachineID AGT\_B4026005

7. Select **Options** tab.
8. Edit the following fields if changes are required.
  - a. Docket Printer – enable if EGM is now TITO
  - b. Has Hopper – enable if EGM is NOT TITO
  - c. TITO Enabled – enable if EGM is now TITO
  - d. Pathway PIM – enable if EGM has MAX/eBET Pathways
  - e. Protocol Version – **QCOM or VLC (REQUIRED FOR VAULT USERS)**



9. Select **Save**  
Select **No** when the warning prompt appears



**Note:** See **Screen Information** section for further explanation of available options

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

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