


Video Transcript

Metropolis – TITO Troubleshooting including EGM and CRT



This document supports the **Metropolis – TITO Troubleshooting including EGM and CRT** training video and includes a word for word account of each screen captured and its supporting text.

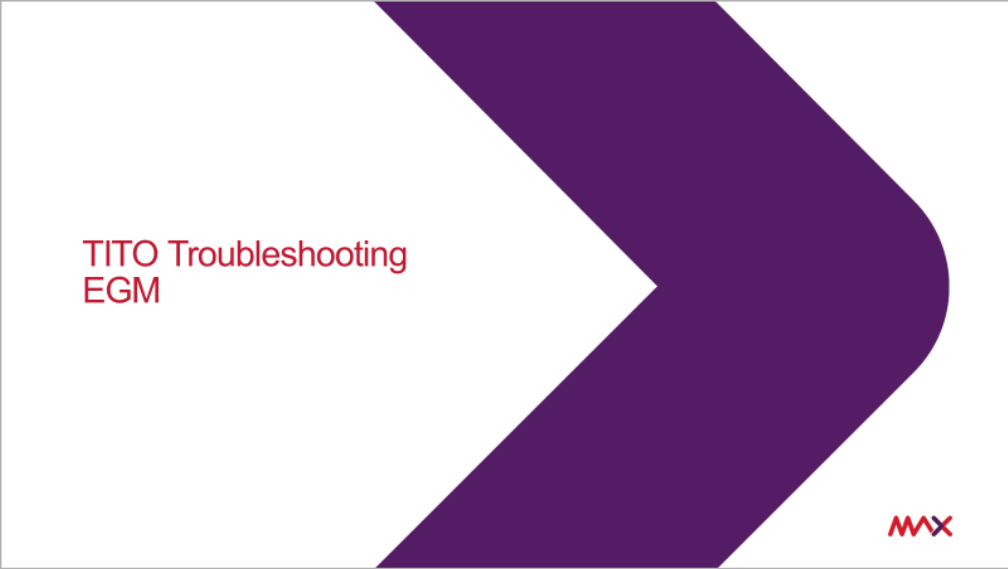

Venue staff may find this document useful to reference if they want to review the content of the training video.

It is recommended that the training video be watched as it does include videos of various activities that cannot be viewed in this document.

SLIDE	IMAGE	VIDEO SCRIPT
1	 The image shows a title slide for the 'Metropolis Training Video'. On the left, there is a stylized graphic of a curved surface with a grid of glowing blue and purple lines. To the right of this graphic, the text 'Metropolis Training Video' is written in a purple, sans-serif font. In the bottom right corner, there is a small red logo consisting of the letters 'MAX' in a stylized, blocky font.	Welcome to the Metropolis Training Video .



2	<p>> Disclaimer</p> <p>This document should be read in conjunction with any government or regulatory guidelines to ensure all requirements are met.</p> <p>© 2020 Tabcorp Holdings Limited. This document contains confidential and proprietary information belonging to Tabcorp Holdings Limited and its subsidiaries (MAX) and is being shared for the purpose of providing information in relation to MAX's product and service offerings.</p> <p>MAX does not warrant or guarantee the future performance of the venue and accepts no liability for any loss or damage incurred as a result of any reliance on the information. It is recommended that the venue undertake its own due diligence and seek independent professional advice about the content of this document, as required.</p> 	<p><i>No script available for this slide.</i></p>
3	<p>Victoria</p> <h1>TITO Floor Operations & Troubleshooting Guide</h1> 	<p>The following training is specifically geared towards supervisors and provides a detailed guide on how a venue can investigate a ticket that has flagged as either a suspect or problem ticket.</p> <p>For this training video we will be covering the material provided in your TITO Floor Operations & Troubleshooting Guide and recommend you have this document available to reference whilst watching this video.</p> <p>Some of the troubleshooting features that will be demonstrated in this training video may have been discussed in previous TITO videos, however this section will provide a more detailed look at the TITO issues that may occur and will guide you on how to effectively troubleshoot and resolve the issue.</p> <p>Please note that when referencing the Guide, the first sections refer to information that is covered in the Introduction to TITO and Metropolis Pay Operations including Cashier Troubleshooting training videos.</p>

4	 <p>TITO Troubleshooting EGM</p> <p>MAX</p>	<p>Let's start off by looking at TITO Troubleshooting at the EGM.</p> <p>Please now reference the guide and navigate to the Troubleshooting at the EGM section.</p>
5	 <p>Victoria</p> <p>TITO Floor Operations & Troubleshooting Guide</p>	<p><i>No script available for this slide.</i></p>

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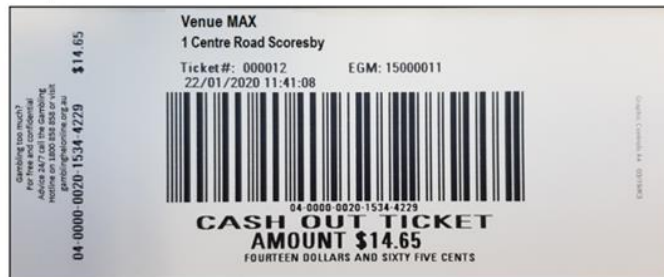
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Introduction

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

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8	<div data-bbox="268 349 387 379" data-label="Section-Header"> <h2>Benefits</h2> </div> <p data-bbox="273 427 1041 467">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</p> <p data-bbox="273 483 479 499">Benefits of TITO include:</p> <ul data-bbox="306 515 1108 695" style="list-style-type: none"> • 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. 	No script available for this slide.
9	<div data-bbox="268 959 680 991" data-label="Section-Header"> <h2>Troubleshooting at the Cashier</h2> </div> <p data-bbox="273 1038 851 1054">The cashier functions (regarding tickets) are dependent on the ticket's status</p> <p data-bbox="273 1102 344 1118">Services</p> <ol data-bbox="306 1134 869 1150" style="list-style-type: none"> 1. Three services are required to be running for TITO to function correctly <p data-bbox="273 1206 694 1222">Tickets that need to be reset are tickets that present as:</p> <ol data-bbox="306 1238 586 1294" style="list-style-type: none"> 1. Problem Tickets 2. Problem Tickets – Suspect Value 	No script available for this slide.

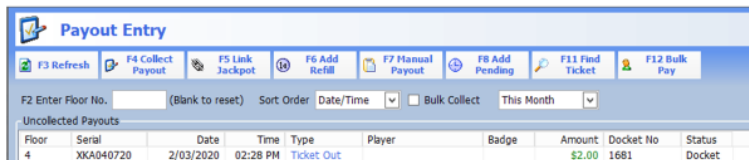
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Problem and Suspect Tickets

If the system detects that a ticket status is not zero then the ticket entry will be highlighted red 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.



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

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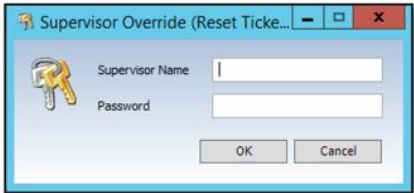

Paying a Problem Ticket

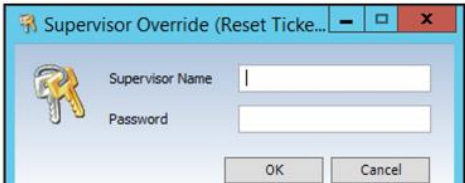

When the ticket was printed at the EGM, an error occurred and the ticket wasn't processed correctly, for example, the ticket was jammed. You must investigate to ensure that the payout is valid and if it is, reset the transaction via *Payout Entry*.

Procedure

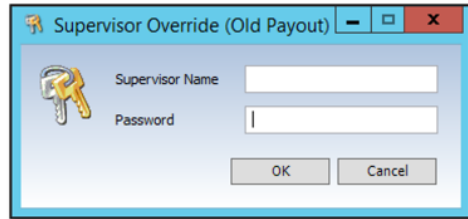
1. Open the Pay application
2. Select **Cashier**
3. Select Payout Entry
4. Scan the ticket to launch *Payout Details*
5. A *Ticket Problem* alert "There is a problem with this ticket. Do you want to review the ticket?" displays. Select **Yes**

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<p>12</p>	<p>8. <i>Supervisor Override (Reset Ticket Status)</i> launches. Enter the <i>Supervisor Name</i> and <i>Password</i> and select OK to reset the ticket (additional <i>Supervisor Overrides</i> may appear depending upon your systems settings)</p>  <p>9. Enter the amount to pay out in <i>Verify Amount</i> and select OK (if the amount entered doesn't match the amount in <i>Payout Details</i> a warning of "Entered amount is incorrect. Re-enter amount or press Cancel" displays).</p>	<p>No script available for this slide.</p>
<p>13</p>	<p>Problem Ticket – Suspect Value</p> <p>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.</p> <p>Procedure</p> <ol style="list-style-type: none"> 1. Open the <i>Pay</i> application 2. Select Cashier 3. Select Payout Entry 4. Scan the ticket to launch <i>Payout Details</i> 5. A <i>Ticket Problem</i> 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 <i>Ticket Problem</i> alert 	<p>No script available for this slide.</p>

<p>14</p>	<div data-bbox="295 349 1113 533"> <p>7. Enter the amount to pay out in <i>Confirm Ticket Amount</i> and select Reset Ticket Status (if you enter a different amount a <i>Reset Ticket Status</i> error displays "Please enter the ticket amount to confirm reset of ticket status")</p> <p>8. <i>Supervisor Override (Reset Ticket Status)</i> launches. Enter the <i>Supervisor Username and Password</i> and select OK to reset the ticket (additional <i>Supervisor Overrides</i> may appear depending upon your systems settings)</p> </div> 	<p>No script available for this slide.</p>
<p>15</p>	<div data-bbox="266 956 403 979"> <p>Ticket too Old</p> </div> <div data-bbox="266 995 1113 1123"> <p>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 <i>Collect Unclaimed</i> job has been set, then the transaction is moved from <i>Payout Entry</i> to <i>Collect Unclaimed</i>. 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 <i>Unclaimed Payouts</i>, the ticket must be processed via <i>Collect Unclaimed</i>.</p> </div> <div data-bbox="266 1139 360 1155"> <p>Procedure</p> </div> <div data-bbox="295 1165 636 1307"> <ol style="list-style-type: none"> 1. Open the Pay application 2. Select Cashier 3. Select Payout Entry 4. Scan the ticket to launch <i>Payout Details</i> </div> 	<p>No script available for this slide.</p>

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

Verify Amount	
\$	35.60

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

Other Ticket issues

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Non-scripted text:

Refer to the **TITO Floor Operations & Troubleshooting Guide** and navigate to the **Troubleshooting at the EGM** section.

➤ Troubleshooting - EGM

The following messages may be displayed on the EGM when the ticket-in process has been rejected.

Ticket Rejected at the EGM

1. Ticket Too Old
2. Ticket Not Found
3. Amount Too Large
4. Ticket Already Redeemed

The following issues may occur at the EGM when a ticket is inserted or printed:

Ticket Issues at the EGM

1. Ticket-In Jam – No Credit on EGM
2. Ticket- In Jam – Credit on EGM
3. Transfer Out Failed
4. Blank Ticket Printed
5. EGM Printer Empty



When a patron inserts their TITO ticket into the EGM, the Metropolis system might detect an issue with the ticket. As a result - the patron will experience one of the following **Ticket Rejected** messages which will appear on the screen of the EGM. These messages will act as a prompt for the patron to seek assistance.

The various **Ticket Rejected** messages at the EGM includes:

1. Ticket Too Old

2. Ticket Not Found

3. Amount Too Large - and lastly

4. Ticket Already Paid

In addition, a patron may also experience **Ticket Issues at the EGM** when a ticket is inserted or printed. As a result - the patron will experience one of the following messages which will appear on the screen of the EGM. These messages will act as a prompt for the patron to seek assistance.

The various **Ticket Issues** messages at the EGM includes:

1. Ticket-In Jam – No Credit on EGM

2. Ticket-In Jam – Credit on EGM

3. Transfer Out Failed

4. Blank Ticket Printed and lastly

5. EGM Printer Empty

So, let's firstly take a closer look at the 4 different **Ticket Rejected at the EGM** messages and how to effectively troubleshoot each of them.

➤ Ticket Rejected Reasons

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:

1. TICKET REJECTED Ticket too old SEE CASHIER

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**.

2. TICKET REJECTED Ticket Invalid SEE CASHIER

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.

3. TICKET REJECTED Amount Too Large SEE CASHIER

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**.

4. TICKET REJECTED Ticket Already Redeemed SEE CASHIER

Ticket has been recorded as already paid.



The actual message that is displayed at the EGM when the system has detected that the ticket does not fall into the TITO payout parameters includes the following.

1. TICKET REJECTED Ticket too old SEE CASHIER

In Victoria the regulation states, that a TITO ticket can only be redeemed at a CRT or re-inserted into an EGM if it is less than 30 days old. Tickets that have passed the 30 days must be processed at the cashier using the Metropolis > Pay application.

As mentioned in the **Introduction to TITO** video, this time frame can be customised - so if you would like it to be set for a lesser time period – for example 5 days – then please advise the MAX Team at the time of your TITO implementation or alternatively you can contact MAX Support for assistance at any time.

2. TICKET REJECTED Ticket Invalid SEE CASHIER

This occurs when both systems - Intralot and Metropolis - do not recognise the barcode on the TITO ticket. This can occur if the barcode has not been recorded properly in the databases - or it is not a valid ticket. To investigate this error, the ticket can be scanned at the cashier workstation using the **Pay** application. If there is no result, then the ticket did not exist in the database and may be fraudulent or from another venue.

3. TICKET REJECTED Amount Too Large SEE CASHIER

Similar to a book pay or cancel credit - a TTTO ticket **MUST** be under \$2000 to be printed from an EGM. However, the **Ticket in Amount** must not exceed \$999.95. If the ticket is over \$1000.00 then the ticket will be required to be processed at the cashier workstation using the **Pay** application.

4. TICKET REJECTED Ticket Already Redeemed SEE CASHIER

The ticket barcode has been recognised by the system as being already paid and there is a collection record that already exists for this ticket.

➤ Ticket Issues > 1. Ticket In Jam – No Credit on EGM

The ticket became jammed in the BNA before it registered the credit amount therefore there is **NO TICKET** and **NO CREDIT**.

To resolve this problem, the ticket needs to be collected from the EGM and the Supervisor or cashier will determine if the ticket is valid and what the next steps are.

1. **Check the details of the ticket at the EGM**
 - Record ticket details from the player
2. **Check Current Lockup Error**
 - Error will be identified by *** preceding the name
3. **Check the Ticket-In logs on the EGM**
 - There should be no entry for the jammed ticket
4. **Clear the jammed ticket**
 - This may require accessing the BNA and will be dependent on venue's procedures
5. **Clear the machine error**
 - Clear the error using the reset key
6. **Verify that the Ticket is ok to pay**
 - Run a Ticket Trace Report



Let's now take a look at the 5 different **Ticket Issues** that may be experienced.

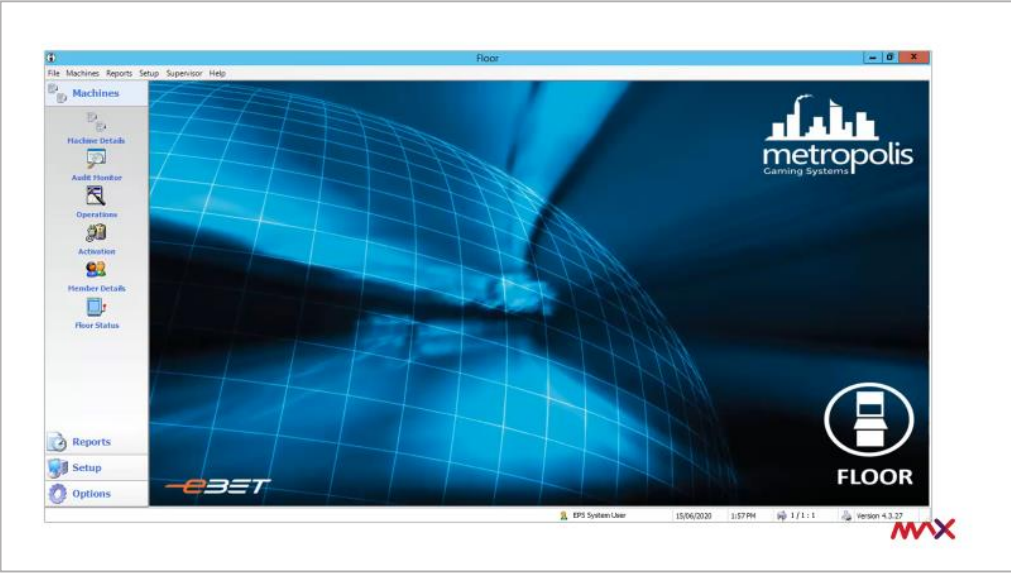
The first ticket issue is **Ticket in Jam – No Credit on EGM**

This issue occurs when the ticket has become jammed in the Bank Note Acceptor before it has registered the credit amount. The EGM has not recognised or recorded the TITO ticket inserted, leaving the patron with No ticket and No credits on the meter.

To resolve this issue, the ticket will need to be investigated by a Supervisor or Cashier to determine if the ticket is valid or not.

The process to troubleshoot and resolve **Ticket In Jam – No Credit on EGM** - is as follows:

1. **Check the details of the ticket at the EGM.** You will need to engage the patron and record the details of the TITO ticket, these details may include, the EGM, the time, the amount, and anything else that the customer experienced.
2. **Check Current Lockup Error** message on the EGM. This is done by accessing the **Audit Screen** on the EGM - navigate to the **lock error** menu and locate the error which will be identified by 3 Asterix *** preceding the name
3. **Check the Ticket-In logs on the EGM.** As you are still in the **Audit Screen** - check the **Ticket In logs**. You will have to navigate to the **Ticket In** menu. NOTE: that the location of this menu will vary based on the EGM model. When you are at the correct menu check for the last entries – there should be **no** entry for the jammed ticket.
4. **Clear the jammed ticket.** This is done by accessing the Bank Note Acceptor to clear the jam. This will be dependent on your venues procedures on who is permitted to perform this duty.
5. **Clear the machine error.** Once the ticket has been removed, clear the error using the reset key.
6. And finally – 6 – **Verify that the Ticket is ok to pay.** You will need to **verify that the ticket is valid.** To do this you will be required to run a **Ticket Trace**

		<p>Report to confirm that the ticket is valid. Once the ticket is verified it can be paid at the cashier workstation using the Pay application.</p> <p>It is recommended that this problem ticket NOT be reinserted into an EGM or CRT, as it is likely to jam again.</p> <p>So, let's now see how a Ticket Trace Report is run using the Floor application.</p>
21		<p><u>Non-scripted text:</u></p> <p>This video demonstrates TITO Ticket Transactions that are Under Investigation.</p> <p>Refer to the Video 4 –Ticket Trace Report – Video Transcript. This document provides a detailed account of the video and supporting text.</p>



> Ticket Trace Report

EBET Audit Report						
From: 17/04/2020 7:00:00 AM		To: 18/04/2020 7:00:00 AM		Audit ID Range: <All>		Events: <All>
Floor: <All>		Serial: <All>		Badge: <All>		Card Number: <All>
				Amount: <All>		Ticket Barcode: 0000015770880017
Audit ID	Event Time	Device	Location	Card Number	Badge	Event Definition
5286087	17/04 13:20:32	EGM: XAW342409	1			Ticket out keyed off: Amt=\$13.00, PrivMet=0, CurMet=0, Ticket Barcode=0017
5286088	17/04 13:20:49	EGM: XAW342409	1			GCE Retrieved ticket: Ticket Barcode=0017
5286089	17/04 13:20:58	EGM: XAW342409	1			Ticket Accepted: Ticket Barcode=0000015770880017, Amt=\$13.00



The **Ticket Trace Report** will display the following information which will assist in your investigation.

- The **date** and **time** range the report was generated.
- The **Ticket Barcode** number that was scanned.

Looking at this report sample we note the following:

The first transaction, for EGM 1 reports **Ticket out keyed off**. This means that the ticket was printed successfully, the amount of the ticket was \$13, and then the ticket barcode. You will note, that as the ticket has not yet been claimed, the report only shows the last four digits of the barcode.

The next line reports **GCE retrieved ticket**, which shows the system accepting the transaction.

And finally, the last line reports 26 seconds are the ticket was inserted into EGM 1 - that the ticket was accepted successfully.

When a ticket has been redeemed by being inserted into an EGM, CRT or paid at the Cashier workstation, the report will then display the full barcode number followed by the value of the paid ticket.

➤ Ticket Issues > 2. Ticket In Jam – Credit on EGM

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

1. **Check the details of the ticket at the EGM**
 - Record ticket details from the patron
2. **Check Current Lockup Error**
 - Error will be identified by *** preceding the name
3. **Check the Ticket-In logs on the EGM**
 - There should be an entry for the jammed ticket
4. **Clear the jammed ticket**
 - As the ticket has credited the EGM this ticket will need to be included in the next machine clearance
 - If the Bill Stacker was opened put the ticket into the stacker
 - If the Bill Stacker wasn't opened document that the ticket jammed and keep the ticket aside for the clearance team.
5. **Clear the machine error**
 - Clear the error using the reset key

Patron can now resume game play as per normal.



The 2nd Ticket Issue that may be experienced is **Ticket in Jam – Credit on EGM**.


This issue occurs when the ticket has registered the credit amount but has become jammed in the Bank Note Acceptor causing the ticket to be validated and credit transferred, but unable to be played as the EGM is now in a lockup state and is displaying a Ticket Jam error on the EGM screen.

To resolve this issue, the ticket jam will need to be cleared from the EGM before play can resume.

The process to troubleshoot and resolve **Ticket In Jam – Credit on EGM** is as follows:

1. **Check the details of the ticket at the EGM.** You will need to engage the patron and record the details of the TITO ticket, these details may include, the EGM, the time, the amount, and anything else that the customer experienced.
2. **Check Current Lockup Error message on the EGM.** This is done by accessing the **Audit Screen** on the EGM - navigate to the **lock error** menu and locate the error which will be identified by 3 Asterix *** preceding the name
3. **Check the Ticket-In logs on the EGM.** As you are still in the Audit Screen - check the **Ticket In logs**. You will have to navigate to the **Ticket In** menu. NOTE: that the location of this menu will vary based on the EGM model. When you are at the correct menu check for the last entries – there **should be** an entry for the jammed ticket.
4. **Clear the jammed ticket.** This is done by accessing the Bank Note Acceptor to clear the jam. This will be dependent on your venues procedures on who is permitted to perform this duty.
5. and finally - 5 - **Clear the machine error.** Once the ticket has been removed, clear the error using the reset key.

At this point the patron can then resume game play.

		It is recommended that the ticket that was removed from the EGM, if it cannot be placed in the stacker, then it should be stored in a safe location and ready for the clearance to process.
24	<p>➤ Ticket Issues > 3. Ticket In – Transfer Out Failed</p> <p>An error has occurred with the EGM and the ticket must be verified.</p> <p>Take the player to the Supervisor or Cashier to verify and pay out the ticket. Once the ticket is verified unlock the machine and clear the error using the reset key.</p> <ol style="list-style-type: none"> 1. Check the details of the ticket at the EGM <ul style="list-style-type: none"> Record ticket details from the patron 2. Check the Current Lockup Error <ul style="list-style-type: none"> Error will be identified by *** preceding the name 3. Verify that the ticket is ok to pay <ul style="list-style-type: none"> Run a Ticket Trace Report 4. Clear the machine error <ul style="list-style-type: none"> Clear the error using the reset key 	<p>The 3rd Ticket Issue that may be experienced is Ticket in – Transfer Out Failed</p> <p>This issue occurs when the EGM has an error and will require the ticket to be verified.</p> <p>To resolve this issue, the ticket will need to be investigated by a Supervisor or Cashier to determine if the ticket is valid or not.</p> <p>The process to troubleshoot and resolve Ticket In – Transfer Out Failed - is as follows:</p> <ol style="list-style-type: none"> 1. Check the details of the ticket at the EGM. You will need to engage the patron and record the details of the TITO ticket, these details may include, the EGM, the time, the amount, and anything else that the customer experienced. 2. Check Current Lockup Error message on the EGM. This is done by accessing the Audit Screen on the EGM - navigate to the lock error menu and locate the error which will be identified by 3 Asterix *** preceding the name 3. Verify that the Ticket is ok to pay. You will need to verify that the ticket is valid. To do this you will be required to run a Ticket Trace Report to confirm that the ticket is valid. Once the ticket is verified it can be paid at the cashier workstation using the Pay application and finally - 4 – Clear the machine error. Once the ticket has been removed, clear the error using the reset key.

➤ Ticket Issues > 4. Blank Ticket Printed – Correcting Paper

The player has pressed the **Collect** button on the machine but the ticket that printed was completely blank.

The ticket paper has been placed into the ticket printer incorrectly.

Correcting Paper

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



The 4th Ticket Issue that may be experienced is **Blank Ticket Printed – Correcting Paper**

This issue occurs when the patron has pressed the collect button on the EGM and the ticket that is printed is completely blank. This normally occurs when the ticket paper in the printer has been placed upside down.

To resolve this issue, firstly the ticket paper will need to be corrected.

The process to resolve a **Blank Ticket Printed by Correcting the Paper** - is as follows:

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

If the paper was facing the correct direction, then there may be an issue with your printer and an incident will need to be raised with your service provider for repair or replacement.

As the EGM cannot reprint the ticket, the patron will be required to go to the cashier workstation to have their ticket details verified before been paid.

➤ Ticket Issues > 4. Blank Ticket Printed – Paying The Patron

A blank ticket cannot be scanned at the cashier to pay the patron.

The payout must be verified as existing in the **Pay** application first, then the cashier can add a manual payout into the system.

After paying the patron, the existing payout must be deleted by the cashier to prevent any over payments and to send notification to the CMCS that this payout has been voided by the system.

1. **Checking the details of the ticket at the EGM**
 - Record ticket details from the patron
2. **Check the Ticket-Out logs on the EGM**
 - There should be an entry for the blank ticket
3. **Check that the details are appearing in Pay**
 - **Payout Entry** screen should display transaction
4. **Add a Manual Payout**
 - Enter a manual Cancel Credit and pay patron their monies
5. **Delete the system generated transaction**
 - Once the payout has been processed and the patron has been paid, then you can go back and delete the ticket payout from the **Payout Entry** screen.




At the Cashier workstation, as a blank ticket cannot be scanned and therefore not paid out, further investigation will be required, before the cashier can payout the ticket.

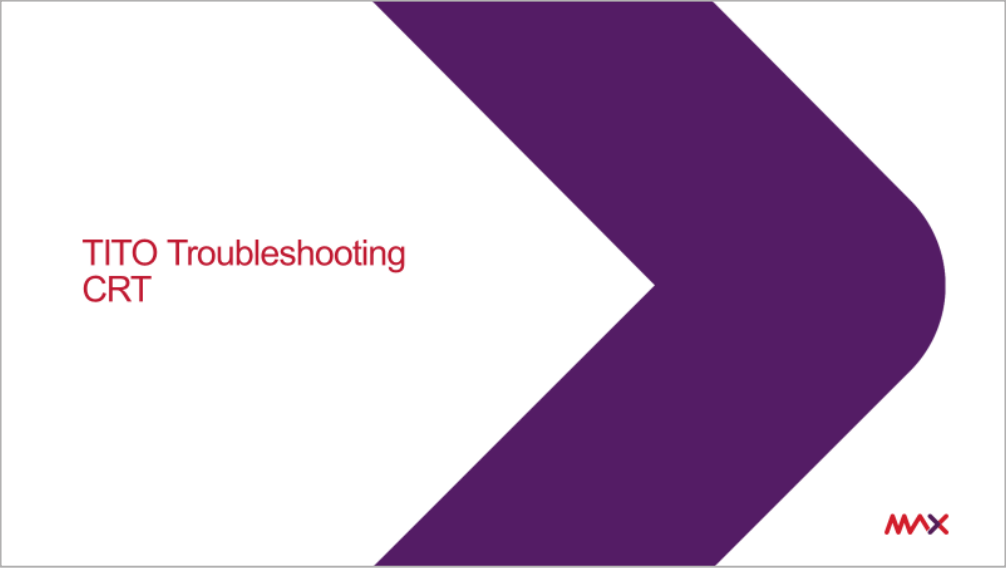

To verify the amount that needs to be paid, the cashier, will use the **Pay** application, to locate the ticket in the **Payout Entry** screen. When the payout is identified the cashier can then add a manual payout into the system. This must be done as a ticket must be scanned to be processed and a blank ticket has no visible barcode to scan.

When the patron has been paid, the existing payout must then be deleted from the **Payout Entry** screen to prevent any over payments. An automatic notification will be sent to Intralot, that this payout has been voided by the system.

The process to resolve a **Blank Ticket Printed – Paying the Patron** – is as follows:

1. **Check the details of the ticket at the EGM.** You will need to engage the patron and record the details of the TITO ticket, these details may include, the EGM, the time, the amount, and anything else that the customer experienced.
2. **Check the Ticket Out logs on the EGM** – In the **Audit screen**, navigate to the **Ticket Out** menu. NOTE, that the location of this menu will vary based on the EGM model. When you are at the correct menu check for the last entries – there should be an entry for the blank ticket.
3. **Check that the details are appearing in Pay.** Check the **Payout Entry** screen as this should match the information in the **Ticket Out** logs at the EGM.
4. **Add a Manual Payout** – on the **Payout Entry** screen use the **F7 Manual Payout** function, enter the EGM number and money to be paid – select **OK** to process, then pay the patron. NOTE – that this payout will appear on the **Transactions** screen.
5. and lastly 5. **Delete the system generated transaction.** Once the manual payout has been processed and the patron has been paid, delete the original

		ticket payout, by highlighting the payout and pressing the delete button on your keyboard.
27	<p>➤ Ticket Issues > 5. EGM Printer Empty</p> <p>If the EGM ticket printer is empty then a message should be displayed onscreen.</p> <p>Replenishing Paper</p> <ol style="list-style-type: none"> 1. Open the EGM door 2. Replace paper in the ticket printer with the black lines facing upwards 3. Close and lock the front door of the EGM 	<p>The 5th Ticket Issue that may be experienced is EGM Printer Empty.</p> <p>This issue occurs when there is no paper in the ticket printer stacker. To resolve this issue, simply add more paper.</p> <p>To replenish the paper:</p> <ul style="list-style-type: none"> • Open the EGM door. • Add paper to the ticket printer stacker with the black lines facing upwards. • and then close and lock the front door of the EGM.

28		Let's now look at TITO Troubleshooting at the CRT.
29	<p>➤ Tickets Rejected Reasons</p> <p>Some tickets will be rejected at the CRT because the system has detected that they do not fall into the TITO payout parameters.</p> <p>These tickets include:</p> <ol style="list-style-type: none"> 1. Ticket too old VIC regulations state a ticket can only be redeemed at a CRT or re-used in an EGM if it is <u>less than 30 days old</u>. These tickets must be processed at the cashier using Pay. 2. Ticket Not Found This could be because the barcode has <u>not been recorded properly in the database</u> or it is <u>not a valid ticket</u>. Scan ticket via the Collect Unclaimed screen, If no result then the ticket does not exist in the database. 3. Amount Too Large Tickets can be printed by the EGM if under \$2000, however the Ticket In amount must be <u>\$1000 or less</u>. Payment has to be made at the cashier using Pay. 4. Ticket Rejected See Cashier Ticket has been recorded as already paid. Run an Audit Report to validate ticket events. 	<p>In a TITO environment, same as the EGM, the CRT will also reject tickets if the system detects that they do not fall into the TITO payout parameters.</p> <p>Ticket Rejection at the CRT includes:</p> <ol style="list-style-type: none"> 1. Ticket too old 2. Ticket Not Found 3. Amount Too Large 4. Ticket Rejected – See Cashier

➤ CRT – Processing a Short Pay

- For a CRT when paying out an active ticket, if the required denomination is not available, the CRT will payout what it can and will then print a **Short Pay Ticket**.
- The patron will then present the **Short Pay Ticket** to the cashier for processing.
- This ticket is a **sample ticket only**. This ticket may vary depending on the CRT installed at your venue.

Sample Ticket

Short Pay Ticket

Venue: MAX Venue
House: CRT 1
Printed: 14/10/2020 13:15:19
Machine No: ECA_101
Ref No: 154
Receipt Ref No: 10

04-8997-9001-8434-8839

Input value		Value
Ticket #	048997615893741158	\$50.00

Output Value		Value
Denom	Count	Total: \$40.00

Transaction Incomplete
Credit: \$10.00

PLEASE SEE CASHIER

MAX

For a CRT, when paying out an active ticket, if the required denomination is not available, the CRT will pay what it can and will then print a Short Pay Ticket. The patron will then present this ticket to the cashier for processing.

Some details to note on the ticket are:

- Your **venue name**
- The CRT **House** number
- The **date and time** the ticket was printed
- The **Machine No.** which is the CRT Device ID number
- The **Ref No.** – which refers to the CRT Transaction number
- The **Receipt Ref No.** – which is the CRT Receipt number
- The **Barcode and barcode number** – which is generated for this Short Pay ticket
- The **Input Value** – which represents the original amount of the ticket that was inserted into the CRT,
- The **Barcode Number** – which is the number that went into the CRT
- The **Output Value** – which represents the value of what the CRT dispensed
- and lastly the **Transaction Incomplete** – which represents the amount that the CRT could not be pay out and will be the Short Pay Ticket printed

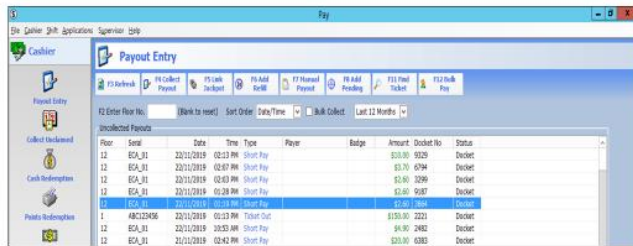
The ticket shown is a sample only. The Short Pay Ticket that is printed at your venue may vary in appearance as the ticket format is dependent on the CRT installed.

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➤ CRT – Processing a Short Pay

If a patron:

- Redeems a ticket to the value of \$22.60 at a CRT.
- The CRT has \$20 notes only as it has run out of smaller notes.
- The CRT may dispense \$20 in cash as well as a **Short Pay** ticket for \$2.60.
- The patron will then take the ticket to the Cashier who will then process the **Short Pay** via the **Payout Entry** screen.



MX

For example

If a patron:

- Inserts a ticket into the CRT to the value of \$22.60
- And the CRT has only \$20 notes and no coin
- Then the CRT will dispense \$20 in cash as well as a **Short Pay** ticket for \$2.60
- The patron will then take the ticket to the Cashier who will then process the **Short Pay** ticket via the **Payout Entry** screen
- The transaction is then complete

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If you have any questions, please email:
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This brings you to the end of the **TITO Troubleshooting including EGM and CRT** Training video.

If you have any questions regarding the content of this training course - please email - ebettraining@tabcorp.com.au.