

## Video Transcript

# Metropolis – Pay Operations including Cashier Troubleshooting

This document supports the **Metropolis – Pay Operations including Cashier Troubleshooting** 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 training video. On the left, there is a graphic of a blue and purple grid pattern that curves into a white shape. To the right of this graphic, the text "Metropolis Training Video" is displayed in a purple font. In the bottom right corner of the slide, the "MAX" logo is visible in red and purple.	Welcome to the <b>Metropolis Training Video</b> .

2	<p><b>&gt; Disclaimer</b></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>Metropolis Pay Operations <i>including</i> Cashier Troubleshooting</p> 	<p>The following training is specifically geared to cashiers and supervisors. It is expected that supervisors have investigated issues experienced by the cashier so that they can continue to process the ticket payout.</p>

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## > Introduction

### Services

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

### Ticket Status - tickets that need to be reset include:

1. Problem Tickets
2. Suspect Tickets

### Tickets rejected at the EGM / CRT include:

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



This is an overview highlighting the topics that will be covered in the following 8 slides

### Services

- If the services aren't running TITO won't work

### Problem Tickets

- Problem tickets won't be accepted in the EGM or the CRT
- Note however that there are different **status number's** which will flag what the problem is and what subsequent action is required

### Ticket Rejects

- Tickets that are flagged as a reject won't be accepted at the EGM or the CRT

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## > Services

The **Services** tray on the Cashier workstation enables an operator to have a visual cue of the **Services**.

If any of the services are not running, then TITO tickets cannot be processed by the cashier.



At the cashier when using the **Pay** application, the **Services** tray is located on the **bottom right-hand corner**. This provides the operator with a visual cue of the **Services** and their **current status**.



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> **Services**

The **Services** tray on the Cashier workstation enables an operator to have a visual cue of the **Services**.  
 If any of the services are not running, then TITO tickets cannot be processed by the cashier.



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



If any of the **Services** are not running, then a **RED** cross will appear through the **Service**. This means that the TITO system is offline, and tickets cannot be issued or collected at any redemption point including the cashier.

To resolve the issue with the **Services**, they are separated into 3 categories:

- The first is **BOH** - which stands for **back of house** – if the connection is lost - the FIX is to restart the **Metropolis Business Server**. This is located in the **Services** icon on the Server.
- The second is **UCE** - which stands for **Universal Collection Engine** – if the connection is lost – the FIX is to restart the **UCE Service**. This is also located in the **Services** icon on the Server. If you need assistance to restart either of these Services, please contact MAX Support.
- and then the third is **SC** – which stands for **Site Controller**. This is Intralot hardware. If the connection is lost – contact MAX Support.

We also advise that all TITO related issues must be reported to MAX Support and if Intralot assistance is required - MAX Support will contact them direct.

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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** 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	XXA040720	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			\$16.00	5468	Docket
4	XXA040720	2/03/2020	02:25 PM	Ticket Out			\$2.00	0430	Docket



- When a ticket is processed - if the ticket is successful then in the Metropolis database it will have a status code of zero
- If there is an issue with the transaction and the status code is not zero - then in the **Pay** application, it will be flagged as a problem or suspect ticket and highlighted in red. Managing TITO tickets in **Pay** will be covered in more detail in the **Introduction to TITO** Training.

When there is a problem or suspect ticket, a venue will need to decide if they will be:

- **Proactive** – and investigate a Problem Ticket that is highlighted OR
- be **Reactive** – and wait for the ticket to be presented to the cashier and then a Supervisor will be required to investigate.
- It is important to note that problem and suspect tickets will not be accepted in EGM or CRTs.

Some examples of problems tickets could be:



- When a ticket was printed - the amount on the ticket did not match the meter movement on the machine OR
- When a ticket was printed at the EGM - an error occurred during the transaction and the ticket was not processed correctly - for example, the ticket was jammed in the machine.

When the problem or suspect ticket is scanned at the cashier the **Ticket Problem** box will open

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> Problem and Suspect Tickets

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. 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>



This screen will provide you with the status code and its applicable error for you to action accordingly.

**Status 1** refers to the **GCE Retrieved ticket – Not Processed** which means that the ticket was inserted into the EGM and the payout was then not redeemed from the Payout Entry screen. The transaction was therefore not completed.

**Status 2** refers to the **IGMI started CCCE transfer** which means that the ticket was inserted into the EGM – the credit transfer to the meter commenced but an error occurred leaving the credit on the ticket and the payout remained on the Payout Entry screen. The transaction was therefore not completed.

and finally, **Status 5** refers to **Ticket is Suspect – Disabled** which means when the ticket was printed from the EGM it did not match the meter movement on the machine.

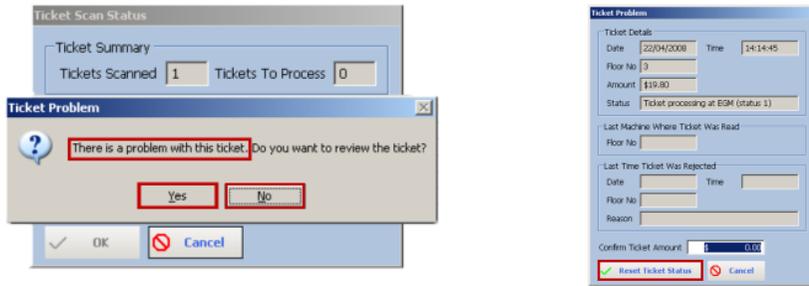
Once the ticket is investigated the cashier can then proceed



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> **Paying a Problem Ticket**

Once investigated the Cashier can continue with processing the ticket payout.



1. The **ticket** is **scanned** at the cashier
2. A **Ticket Problem** dialogue box is displayed
3. Select **Yes** to continue with ticket processing

4. Enter in the **Confirm Ticket Amount**
5. Select **Reset Ticket Status**



The following demonstrates how to process and pay out a **Problem Ticket**.

- The ticket is scanned at the cashier
- And then the **Ticket Problem** dialogue box will display

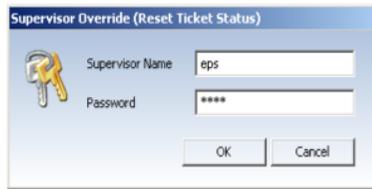
The suggested practice would be for the supervisor OR manager to generate an **Audit Report** to confirm that the payout is valid before resetting and paying credits

Selecting:

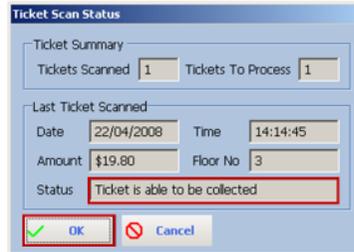
- **Yes**, will open the **Ticket Problem** dialogue box which will allow you to **Reset** the **Ticket Status** and pay the credits
- Or if **No** is selected the dialogue box will close and allow you to **cancel** the transaction until further investigation has occurred
- Let's select **YES** and then select the **Reset Ticket Status** box

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> **Paying a Problem Ticket**



6. A **Supervisor Override** is required.
7. The **Ticket Status** is now changed to **Ticket is able to be collected**.
8. Select **OK** to complete the process.



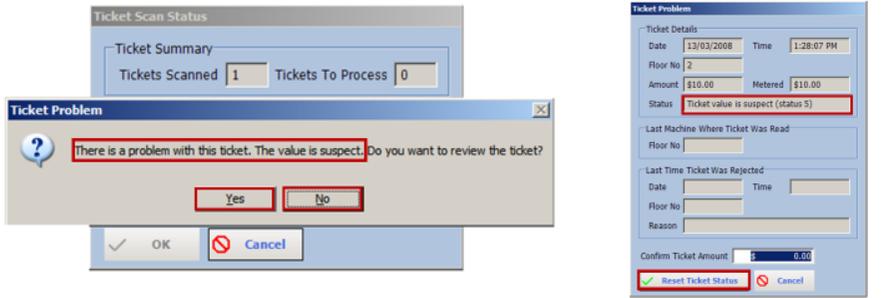
- A **Supervisor Override** will be required
- The **Status** of the ticket will be changed to **“Ticket is able to be collected”**
- Select **OK** and process as normal



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> **Paying a Suspect Ticket**

Once investigated the Cashier can continue with processing the ticket payout.



1. The **ticket** is scanned at the cashier
2. A **Ticket Problem** dialogue box is displayed
3. Select **Yes** to continue with ticket processing

4. Enter in the **Confirm Ticket Amount**
5. Select **Reset Ticket Status**



Paying out a **Suspect Ticket** is the same procedure as paying out a **Problem Ticket**.

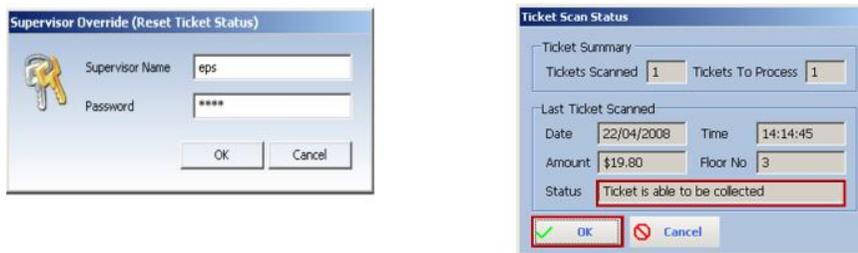
- The ticket is scanned at the cashier
- And then the **Ticket Problem** dialogue box will display

The suggested practice would be for the supervisor OR manager to generate an **Audit Report** to confirm that the payout is valid before resetting and paying credits. Selecting:

- **Yes**, will open the **Ticket Problem** dialogue box which will allow you to **Reset** the **Ticket Status** and pay the credits
- Or if **No** is selected the dialogue box will close and allow you to **cancel** the transaction until further investigation has occurred
- Let's select **YES** and then select the **Reset Ticket Status** box

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> **Paying a Suspect Ticket**



6. A **Supervisor Override** is required.
7. The **Ticket Status** is now changed to **Ticket is able to be collected**.
8. Select **OK** to complete the process.



- A **Supervisor Override** will be required
- The **Status** of the ticket will be changed to “**Ticket is able to be collected**”
- Select **OK** and process as normal



## ➤ Ticket Rejected Reasons – EGM / CRT

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 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 Not Found – 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. 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 Already Paid – See Cashier**

Ticket has been recorded as already paid.



When a patron inserts their TITO ticket into the EGM or the CRT, 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 or CRT. These messages will act as a prompt for the patron to seek assistance.

**1. 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 Not Found – 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.

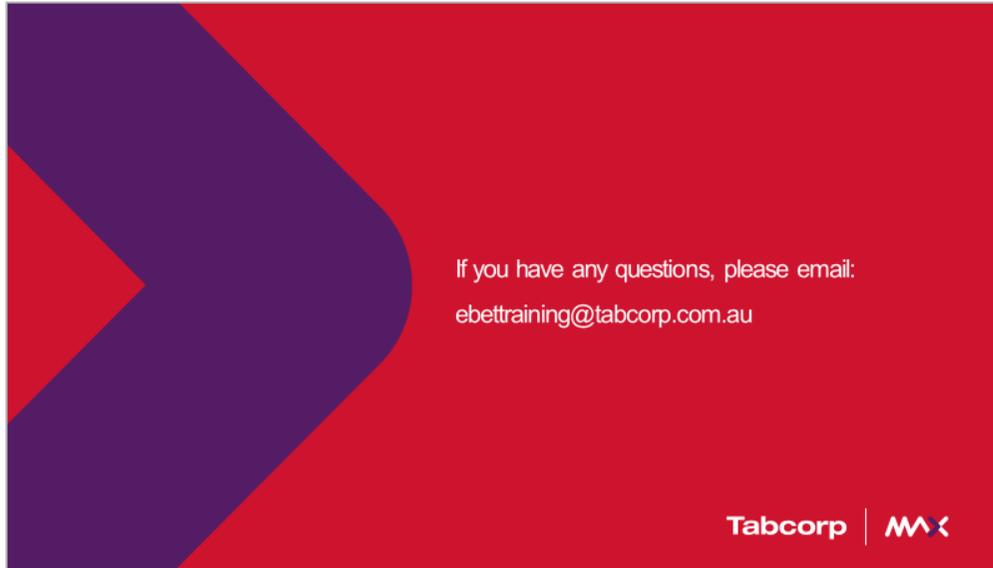
**3. Amount Too Large – See Cashier**

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 Already Paid – 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 the ticket.

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This brings you to the end of the **Metropolis Pay Operations including Cashier Troubleshooting** Training video.

If you have any questions regarding the content of this training course - please email - [ebetraining@tabcorp.com.au](mailto:ebetraining@tabcorp.com.au).