

REPRINT

You can reprint the Last Transaction and the Last Play. Simply touch the desired option and the reprint prints automatically.

1. From the MAIN MENU, touch **REPRINT**.



2. Touch **Last Transaction** or **Last Play**.

BARCODE SCANNER

Players can check the winning status of any scratch ticket or draw game ticket.



1. Place the ticket barcode under the red cross hairs of the barcode scanner.
2. A ticket message will appear on the screen above the barcode scanner.
3. Prizes cannot be redeemed at the GT20. Player must present ticket to retailer for validation at an Altura terminal, to a Texas Lottery claim center or on the Texas Lottery app if prize is \$600-\$5,000.

REPORTS

The Reports menu provides access to the following machine reports: Sales, Inventory, Shift, Printer Test, Device Status, Audit Trail, Configuration, Bin Status, Draw Game, Scratch Inventory and Statistics.



1. Touch **REPORTS**, and the Reports menu displays.
2. Touch the desired report type to proceed. For each report type, select or enter the requested information.
3. Use the **Up** and **Down Arrows** to scroll through text.
4. Touch **Print** to print the report. Touch **Current Page Print** to print the information displaying on the screen, or touch **Full Page Print** to print the full report.
5. Touch the **Back Arrow** to return to the Reports menu.

Sales Report: provides draw and scratch ticket game sales for the selected time frame.

Inventory Report: provides the current scratch ticket inventory for each bin.

Shift Report: details sales activity of the current shift and should be used to balance the money in the cash box daily.

Printer Test: verifies that the printer is functioning correctly.

Device Status Report: shows the status for each peripheral.

Audit Trail Report: provides information on transactions, bills, sales and refund totals.

Configuration Report: details terminal information, such as: IGT Serial Number, Accounting Start Day/Time and Installation Date.

Bin Status Report: provides the status of each bin on a single terminal (Jammed, Empty, Low).

Draw Game Reports: provides access to Daily Sales and Invoice reports.

Scratch Inventory Reports: displays Pack Status, Inventory Sales Summary, Available Inventory, Activated Pack and Settled Pack.

Statistics: displays the percentage of out of stock tickets for each bin.

DAILY SALES AND INVOICE REPORTS

1. From the **REPORTS** menu, touch **Draw Game Reports**.
2. Touch **Daily Sales** or **Invoice**.
12 weeks of Invoice data are available.
3. Select the day or date, as prompted.
4. The report displays automatically.
5. Touch the printer icon.
6. Touch **Full Page Print**.
7. Touch **PRINT** for a copy of the report.

DAILY SALES

Daily reports include scratch ticket and draw game sales, cashes, credits and commissions for the selected day or time period by Terminal or Retailer.

INVOICE

Invoice reports for selected week-ending invoice date include data for: EFT sweep amount, sales, cashes, credits, commissions and adjustments.

DEVICE TESTS

Test Bill Acceptor

Verifies Bill Acceptor is functioning correctly when inserting an acceptable U.S. denomination.



Barcode Reader

Verifies the Barcode Scanner is functioning correctly.



Printer Test

Verifies the printer is functioning and loaded correctly by printing a test report.



Burster

Engages the burster rollers to verify they are functioning correctly.



For questions about lottery accounting or licensing, contact:

Texas Lottery Retailer Services
800-375-6886
retailerwebhelp@lottery.state.tx.us



SUPPORTING
TEXAS EDUCATION
AND VETERANS



GT20[®]

Quick Reference Card

effective 08.03.2023

TEXAS LOTTERY[®] RETAILER SERVICES

7:00AM – 5:30PM CT MON – FRI
800-375-6886

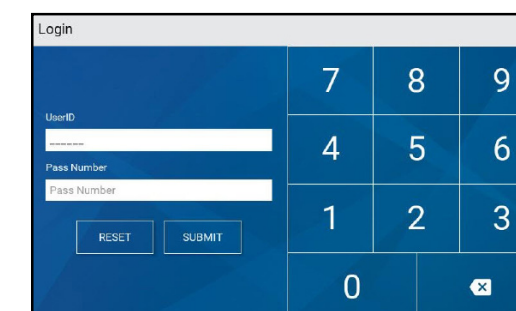
IGT[™] HOTLINE

24 HOURS • 7 DAYS A WEEK
800-458-0884

SYSTEM & RETAILER SIGN ON

GT20 automatically signs on to the system every day at 12:30 AM CT and signs off at midnight CT. Retailer can sign on inside the machine after the GT20 signs on to the host system.

1. Open the GT20 by inserting the key into the main door lock.
2. Turn the key to the right and the lock handle will pop out.
3. Lift up on the lever on the right side of the door and then pull to open.
4. The display prompts you to sign on.
5. Enter your UserID and Pass Number.
6. Touch **SUBMIT**.
7. After a successful sign on, the MAIN MENU displays.



NOTE: A red screen background indicates an error or problem with the terminal such as not automatically signing on to the host. Players can still insert money and purchase scratch tickets, but cannot purchase draw game tickets, view reports or check tickets with the scanner. Follow steps 1 - 6 or call 800-458-0884 for help.

DOOR ACCESS

OPENING THE GT20

- 1. Insert the **MD** key into the main door lock.
- 2. Turn the key to the right and the lock handle will pop out.
- 3. Lift up on the handle on the right side of the door and pull forward to open.
- 4. Silence the alarm by entering your UserID and Pass Number then touch **SUBMIT**.

LOCKING THE GT20

- 1. Push main door closed.
- 2. Turn the key to the left.
- 3. Remove the key.



LOGGINGS AND SECURITY

Use to view and print the Cash Log, Security Log and System Event Log.

- 1. From the MAIN MENU, touch **MANAGEMENT FUNCTIONS**.



- 2. Touch **Journal** and touch one of the following selections: Cash Log, Security Log or System Event Log.



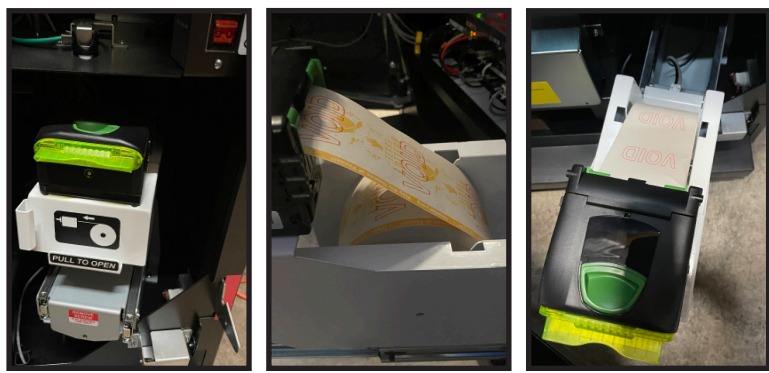
CHANGE PRINTER PAPER

The GT20 will have one of two printers as shown below. An alert message will display when the paper is low or out. When a PAPER LOW message is triggered, the GT20 will ensure that draw game sales are disabled until a new roll of paper is installed.

Custom Model VPK80111

- 1. Open the main door.
- 2. Pull the printer out.
- 3. Insert spindle into the new paper roll and place into the slots.
- 4. Feed the paper from the bottom of roll up over spindle into the printer.
- 5. The paper will advance and trim itself automatically.

NOTE: Printer cannot function without spindle. Do not discard.



Accutherm Supreme Printer

- 1. Open the main door.
- 2. Pull the printer shelf toward you.
- 3. Remove one side of the rubber strap.
- 4. Press the silver button on the top left side of the lid.
- 5. Open the lid and remove the paper roll.
- 6. Insert a new paper roll so that the paper feeds from the bottom and you can read the lottery logo.
- 7. Center the paper and pull the end past the top of the front of the printer.
- 8. While grasping the paper, close the printer lid.
- 9. The paper will advance and cut automatically.
- 10. Reattach the rubber strap.
- 11. Slide the printer shelf completely back into place.



SCRATCH FUNCTIONS

- 1. From the Home screen, touch **SCRATCH FUNCTIONS**.



- 2. Touch **Scratch Functions** submenu.

Activate Pack

- 1. Scan the barcode from a ticket in the pack or manually enter the Game Number and Pack Number.
- 2. A confirmation message displays and receipt prints.

Settle Pack

- 1. Scan the barcode from a ticket in the pack or manually enter the Game Number and Pack Number.
- 2. A confirmation message displays and receipt prints.

SCRATCH TICKET INVENTORY MANAGEMENT

ADD INVENTORY (SCANNER METHOD)

- 1. Scan the **LOAD** barcode of the desired bin.
- 2. Scan the barcode on first and last ticket of the pack.
- 3. Scan the **ENTER** barcode.
- 4. Load tickets into the ticket drawer.

ADD INVENTORY (MANUAL METHOD)

- 1. From the Home screen touch **SCRATCH TICKET INVENTORY MANAGEMENT**.
- 2. Touch the desired bin number.
- 3. Touch **Load Tickets**.
- 4. Enter the first ticket game, pack and ticket numbers.
- 5. Touch **SUBMIT**.
- 6. Enter the last ticket game, pack and ticket numbers.
- 7. Touch **SUBMIT**.
- 8. Load tickets into the ticket drawer with play area facing down.
- 9. Touch **OK**.

REMOVE INVENTORY (SCANNER METHOD)

- 1. Scan the **UNLOAD** barcode of the desired bin.
- 2. Confirm unload using the touch screen by pressing **OK**.
- 3. The tickets will automatically unload from the bin and the screen displays the **Scratch Ticket Management** screen.
- 4. Touch **OK** and the **Scratch Ticket Management** screen displays that the inventory count was cleared to zero.

REMOVE INVENTORY (MANUAL METHOD)

- 1. From the Home screen touch **SCRATCH TICKET INVENTORY MANAGEMENT**.
- 2. Touch the desired bin number.
- 3. Touch **Remove Tickets**.
- 4. Touch **OK**.

UNLOADING THE CASH BOX

To remove money from the Bill Acceptor Cash Box:

- 1. Insert the **BA** key, turn left and pull forward.
- 2. Push the blue release button on the top front of the Bill Acceptor to the rear of the terminal with one hand, slide the cash box back and gently lift it up and out.
- 3. To remove money from the Cash Box, locate the round opening on the back of box, gently pull blue release mechanism forward and slide the money out.
- 4. To reinsert the Cash Box, make sure knobs on bottom of the box are facing out. Lower the box until it engages then pull it forward until it locks into place.
- 5. To close the Bill Acceptor compartment, slide it back into place, turn the key to the right and remove it.

NOTE: to remove a jammed bill, follow steps 1-5 above.

To help with reconciliation when money is removed:

- 1. Clear Shift Report.
- 2. Print Lifetime sales report.
- 3. Print Bin Status Report.

TEXAS LOTTERY® APP

GT20 - How to print draw game tickets without a playslip or using the Quick Pick buttons.

- 1. Player places their mobile device under the cross hairs of the barcode scanner to focus on the QR Code.
- 2. A confirmation screen displays confirming the play(s) and cost of the ticket(s) with the player.
- 3. If there is sufficient money in the GT20 to cover the cost of the ticket(s), the ticket(s) will print.
If not, the screen will display "**Insufficient Credits Insert more money or make another selection. NO CHANGE GIVEN**".

NOTE: If player's selection includes a game in draw break, that ticket(s) will not print and the final cost to the player will be less than the amount displayed on their mobile device. Confirm cost on GT20 screen. GT20 does not give change. If credit remains, player should select additional draw or scratch tickets.

