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**TEXAS LOTTERY®
RETAILER SERVICES**
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GameTouch™ 20

Retailer Reference Guide

Effective 5/12/2025

CONTENTS



GT20 HARDWARE & OVERVIEW	1	INVENTORY MANAGEMENT	21
GT20 - External View	1	Loading Packs via Barcode Scanner	21
GT20 - Internal View	2	Manually Loading Packs	22
Display Main Screen	3	Loading Tickets Into a Bin	23
Scratch Ticket Purchase	3	Unload Bin/Remove Inventory (Scanner Method)	24
Draw Game Purchase	4	Unload Bin/Remove Inventory (Manual Method)	24
Barcode Scanner	5		
Opening & Locking the GT20	6		
Unloading the Cash Box	6		
Loading Printer Paper	7		
Remote Control	8		
GT20 SIGN ON	9	MANAGEMENT FUNCTIONS	25
Retailer Main Menu Sign On	9	Security Log	26
The Main Menu	10	Cash Log	26
		Event Log	27
		Audit Trail	27
GT20 REPORTS	10	REFUNDS	28
Shift Report	10		
Draw Game Reports	12	ERROR MESSAGES	28
Daily Reports	12		
Invoice Reports	12		
Local Reports	13		
Sales Reports	14		
Inventory Report	15		
Status Report	16		
Statistics Reports	17		
REPRINTS	18		
SCRATCH TICKET MENU	19		
Inventory Reports	19		
Activate Pack	20		
Settle Pack	20		
Order Confirmation	20		

GT20 - EXTERNAL VIEW

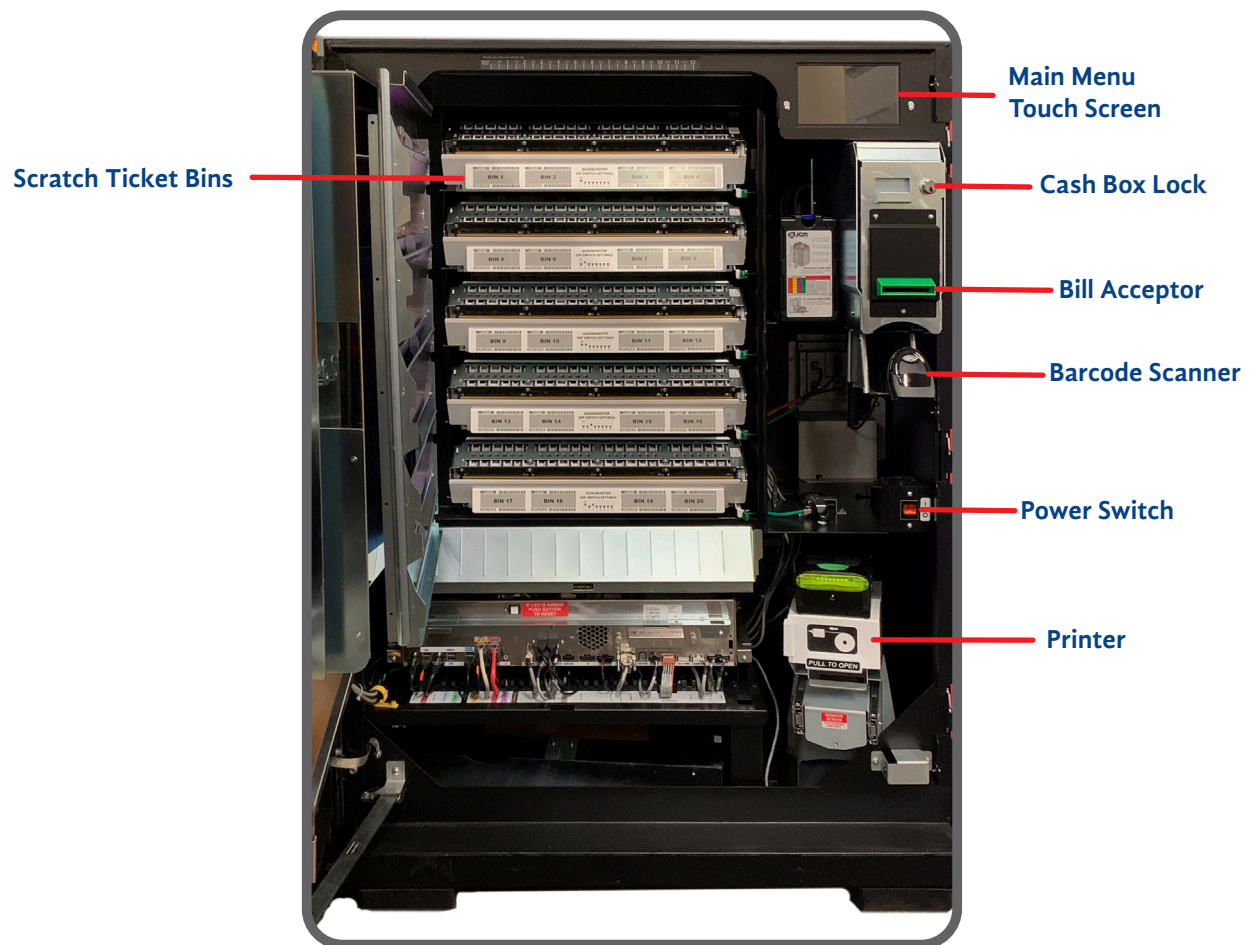


The GameTouch™ 20 (GT20) terminal is an electronic self-service vending machine that supports gaming functions for the sale of draw and scratch ticket games. The barcode scanner can be used by players to scan their tickets to see if they are a winner or to scan QR codes created on the Texas Lottery® App to print tickets.





GT20 - INTERNAL VIEW



DISPLAY MAIN SCREEN



The GT20 main screen displays instructions and graphics when not in use. When it is touched available games for purchase display, as well as two buttons in the top left corner.

ESPAÑOL

Touch **Español** to change the terminal language to Spanish.



HELP

Touch selected report to automatically print Recent Winning Numbers, All Jackpot Report or Top Prizes Unclaimed.



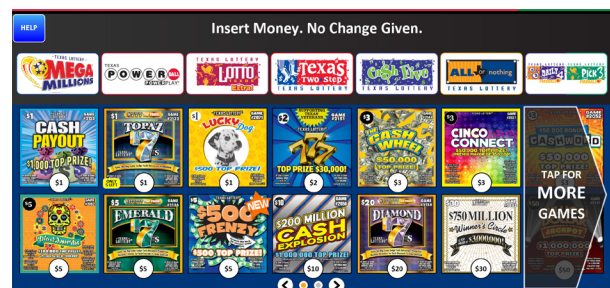
SCRATCH TICKET PURCHASE



The GT20 accepts \$1, \$5, \$10, \$20, \$50 or \$100 bills and does not accept coins or give change, only credit toward purchases. The GT20 does not validate tickets or give credit for winnings.



- 1 The first step for any purchase is to scan a valid ID to verify the player is 18 or older. Every valid ID may not scan.
- 2 Next, the player inserts money into the bill acceptor.
- 3 The player selects a ticket by pressing the corresponding scratch ticket image on the touch screen.
- 4 If sufficient funds were not inserted for purchase, the screen will display additional funds are required. Player may insert additional money or select another scratch ticket or draw game with available funds.
- 5 The selected ticket(s) is dispensed into the ticket collection bin.





DRAW GAME PURCHASE

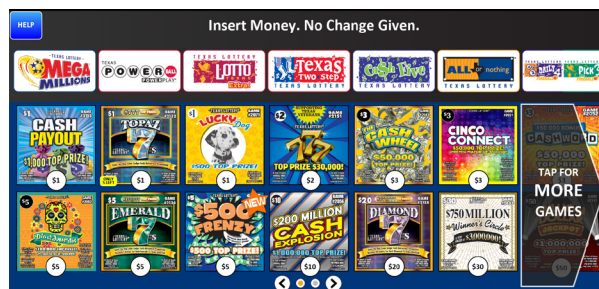
The GT20 accepts \$1, \$5, \$10, \$20, \$50 and \$100 bills and does not accept coins or give change, only credit toward purchases. The GT20 does not validate tickets or give credit for winnings.

- 1 The first step for any purchase is to scan a valid ID to verify the player is 18 or older. Every valid ID may not scan.
- 2 Next, the player inserts money into the bill acceptor. If sufficient money was not inserted the screen will display additional funds are required. Player may: 1) insert additional money, 2) scan a different QR code **OR** 3) select another Quick Pick or scratch ticket with available funds.



QUICK PICK

- 3 The player selects desired draw game Quick Pick by touching the image on the screen.
- 4 The draw game Quick Pick ticket is printed and dispensed into the ticket collection bin.



USING THE APP

- 3 The player places their mobile device under the cross hairs of the barcode scanner to focus on the QR Code.
- 4 A confirmation screen displays the play(s) and cost of the ticket(s). Ticket(s) prints automatically.



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. Player can view cost on GT20 screen.

CANCELS

Pick 3™ and **Daily 4™** tickets can be canceled, but only within normal cancellation guidelines. Tickets can be canceled at the issuing terminal on the same day, within 60 minutes of printing and prior to the draw break. Tickets cannot be canceled after the draw break, when generated as part of *Lone Star Lineup®*, or if they were generated from a free ticket promotion. Retailer must retain canceled receipt and ticket for 30 days.

BARCODE SCANNER



Players must scan an approved ID to verify they are 18 or older to purchase tickets. If their ID does not scan or verify 18+, player will need to contact retailer to make a purchase. Players can use the Texas Lottery® App to create plays and scan the QR code to purchase tickets. They can also check the winning status of any scratch ticket or draw game ticket.



PURCHASING TICKETS

- 1 Place ID under the red cross hairs of the barcode scanner so the GT20 can verify player is 18 or older.
- 2 If 18+ verified, insert money and make ticket selection(s).

CHECK YOUR TICKET

- 1 To check a scratch ticket, scan the barcode under the scratch surface on the front of the ticket.
- 2 To check a draw game ticket, scan the barcode on the bottom portion on front of ticket.
- 3 Messaging
 - a. If the ticket is a winner the screen will show the prize amount or claims message. (Not all prize amounts are shown.)
 - b. If a non-winning ticket is scanned, “Not a Winner” will display.
 - c. Other messages such as “Previously Paid” and “Results Not In” are possible. (See “Error Messages” section.)
- 4 Prizes cannot be redeemed at the GT20. All tickets with prizes less than \$600 must be validated at a retailer’s Altura® terminal or at a claim center before payment.



OPENING & LOCKING THE GT20

OPENING THE GT20

- 1 Insert the main door **(MD)** key into the lock.
- 2 Turn the key to the right and the “lock handle” will pop out.
- 3 Lift the handle on the right side of the door and pull forward to open.
- 4 Silence the alarm by entering your 7-digit UserID and 4-digit Pass Number then **SUBMIT**.



LOCKING THE GT20

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

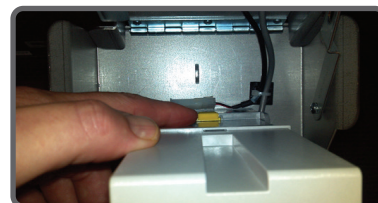


UNLOADING THE CASH BOX

TO REMOVE MONEY FROM THE BILL ACCEPTOR CASH BOX:

- 1 Insert the bill acceptor **(BA)** key, turn to the left and gently pull the door forward.
- 2 Push down on the blue release button at the rear 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 front, press down to retract 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.
- 6 Print and clear a Shift Report. (See page 10 of the GT20 section.) Print Lifetime Sales Report and print Bin Status Report.

NOTE: The bill acceptor can hold a maximum of 1,000 bills and a maximum of \$2,500.



LOADING PRINTER PAPER

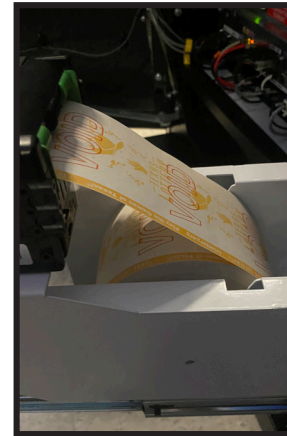


The GT20 printer will display an alert message when the paper is low and when the paper is out. When a PAPER LOW message is triggered, the GT20 will ensure that draw game sales and all validations are disabled until a new roll of paper is installed.

REPLACING PRINTER PAPER

- 1 Open the GT20 main door and locate the printer in the lower storage area.
- 2 Pull the printer out.
- 3 Insert spindle into the new ticket stock roll and drop into the slots.
- 4 Feed the paper from the top of the roll into the rear of the printer.
- 5 The paper will advance and trim itself automatically.
- 6 Slide the printer shelf completely back into place.

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





REMOTE CONTROL

It is a retailer violation to sell lottery tickets to a person under 18 years of age. Remote enable is a GT20 feature that allows store personnel to manually enable the terminal for wagering. This is usually done when a player's ID did not scan to verify age. The remote control should be stored in a location that has line of sight to the GT20 and where it can easily be accessed.

To enable the machine, press the 'I' button on the remote transmitter. The machine will be enabled for 25 seconds.

Although the GT20 is configured with one remote, any GT20 in one location will be affected by any remote used. Verify that the correct GT20 has been enabled.



RETAILER MAIN MENU SIGN ON

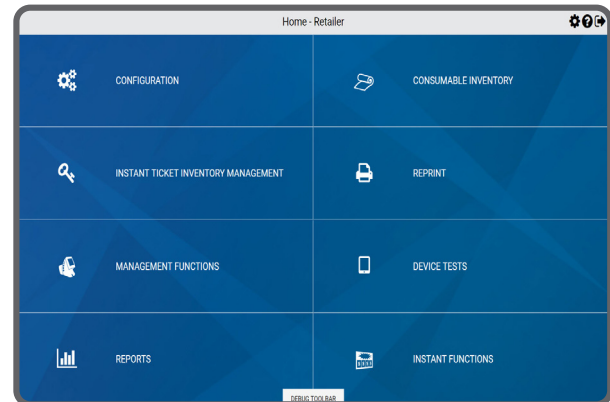


Retailers can sign on inside the machine after the GT20 signs on to the host system.

- 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 lever on the right side of the door and then pull to open.
- 4 The display prompts you to sign on.
- 5 Enter your User ID 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.





THE MAIN MENU

The Main Menu is available once you are signed on. This menu provides you with access to terminal management functions described in detail on the following pages. You may access this menu from any of the administrative screens by touching the **Home** button.



Home Button

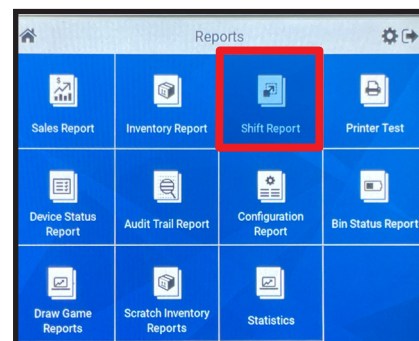


SHIFT REPORT

The Shift Report details sales activity for the current shift and should be used to balance the money in the cash box. Retailers can choose the time of their shifts. Once the **Clear** button is touched, the report displays that all totals are cleared. The report should be printed each time that cash is removed from the cash box.

TO RUN THIS REPORT:

- 1 Touch **Shift Report** from the Main Menu.
- 2 The Shift Sales report is displayed.
- 3 Use the **Up** and **Down Arrows** to scroll through the report on the screen.
- 4 Touch **Print** to ONLY print the report or touch **Clear** to print the report and clear the Shift totals.
- 5 You cannot clear and reset Shift totals to zero if credits remain.
- 6 Touch the **Home** button to return to the Main Menu.



SHIFT REPORT



BALANCING

- 1 Select **SHIFT REPORT** in the Main Menu.
- 2 Press **CLEAR** to generate the Shift Sales report. The report will be branded at the bottom "SHIFT TOTALS RESET."
- 3 Remove all money from the cash box.
- 4 The money in the cash box should balance to the amount on the Shift Report.

NOTE: The cash will be over by any amount listed in the Total Refund Count. See Refunds section on page 32 of the GT20 section for details. Also, for products with shared buttons, only one product will display unless both products have sales.

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SHIFT SALES

RETAILER 1234567

GEMINI 123456799

05/17/2023 06:04:13 CT

From: 05/17/2023

To: 05/17/2023

BIN	GAME	COUNT	AMOUNT
01	2312	6	\$300.00
02	2261	4	\$200.00
03	2209	0	\$0.00
04	2053	1	\$30.00
05	2304	1	\$20.00
06	2282	3	\$60.00
07	2255	2	\$40.00
08	1838	2	\$40.00
09	2346	1	\$10.00
10	2303	5	\$50.00
11	2347	10	\$100.00
12	2346	5	\$50.00
13	2302	2	\$10.00
14	2334	2	\$10.00
15	2249	0	\$0.00
16	2280	3	\$15.00
17	2300	1	\$5.00
18	2291	3	\$15.00
19	2205	3	\$15.00
20	2147	0	\$0.00
21	2279	2	\$6.00
22	2299	2	\$4.00
23	2240	0	\$0.00
24	2301	8	\$8.00
25	MEGA	15	\$73.00
26	PWRB	5	\$14.00
27	LOTO	5	\$13.00
28	TX2S	6	\$13.00
29	ALNO	1	\$5.00
29	CSH5	1	\$2.00
30	DLY4	1	\$4.00
30	PCK3	1	\$9.00
SCRH TOTAL		66	\$988.00
DRGM TOTAL		35	\$133.00
TOTALS		101	\$1,121.00

BILL	COUNT	AMOUNT
\$ 1	21	\$ 21
\$ 5	14	\$ 70
\$ 10	15	\$ 150
\$ 20	44	\$ 880
CASH COLLECTED		\$ 1121

Total Refound Count - 0

Total Refund Issued - \$0.00

REPORT ONLY

NOT FOR SALE

SHIFT TOTALS RESET


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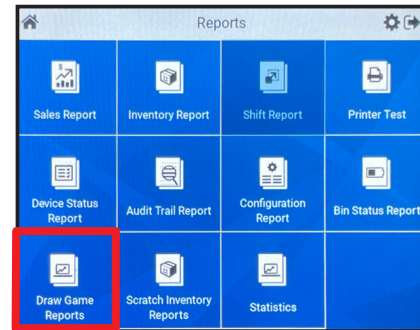
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DRAW GAME REPORTS

The **Draw Game Reports** button provides access to Daily Sales and Invoice reports. To access the **Draw Game Reports**:

- 1 From the Main 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.

LOCAL REPORTS



SALES REPORT

Provides draw and scratch ticket game sales for the selected time-frame.



Sales Report

INVENTORY REPORT

Shows each bin's current scratch ticket inventory.



Inventory Report

BIN STATUS REPORT

Lists each bin and indicates if the bin is low, empty or has a jammed scratch ticket.



Bin Status Report

STATISTICS REPORT

Displays each bin's out-of-stock percentage.




Statistics



SALES REPORTS

Sales Reports will account for all scratch ticket and draw game sales during a specified period. These reports can be pulled by the following time frame.

The menu provides access to the following report information: Today, Yesterday, This Week, Last Week, This Month, Last Month, Lifetime and Other.

- 1 Touch **Today** to display the report.
- 2 Touch the Up or Down arrows to move up and down in the report.
- 3 Touch the Printer icon for a copy of the report.
- 4 Select between **Current Page Print** and **Full Page Print**.
- 5 Touch the  printer icon for a copy of the report.

BIN/GAME SALES TODAY RETAILER 1234567 GEMINI 123456799 05/17/2023 06:14:13 CT			
BIN	GAME	COUNT	AMOUNT
01	2312	6	\$300.00
02	2261	4	\$200.00
03	2209	0	\$0.00
04	2053	1	\$30.00
05	2304	1	\$20.00
06	2282	3	\$60.00
07	2255	2	\$40.00
08	1838	2	\$40.00
09	2346	1	\$10.00
10	2303	5	\$50.00
11	2347	10	\$100.00
12	2346	5	\$50.00
13	2302	2	\$10.00
14	2334	2	\$10.00
15	2249	0	\$0.00
16	2280	3	\$15.00
17	2300	1	\$5.00
18	2291	3	\$15.00
19	2205	3	\$15.00
20	2147	0	\$0.00
21	2279	2	\$6.00
22	2299	2	\$4.00
23	2240	0	\$0.00
24	2301	8	\$8.00
25	MEGA	15	\$73.00
26	PWRB	5	\$14.00
27	LOT0	5	\$13.00
28	TX2S	6	\$13.00
29	ALNO	1	\$5.00
29	CSH5	1	\$2.00
30	DLY4	1	\$4.00
30	PCK3	1	\$9.00
TOTALS			101 \$1,121.00
REPORT ONLY NOT FOR SALE			

INVENTORY REPORT



The **Inventory Report** displays the contents of each bin in terms of the game that is loaded, price point, count of current inventory and value in the bin along with a grand total of the number of tickets in the terminal at the bottom and the value of those tickets. Touch the **Back** arrow to return to the Reports menu.

INVENTORY REPORT
RETAILER 1234567
GEMINI 123456799
05/17/2023 06:14:13 CT

BIN	GAME	PPT	COUNT	VALUE
01	2312	\$50	1	\$50.00
02	2261	\$50	13	\$650.00
03	2209	\$30	15	\$450.00
04	2053	\$30	5	\$150.00
05	2304	\$20	25	\$500.00
06	2282	\$20	25	\$500.00
07	2255	\$20	22	\$440.00
08	1838	\$20	16	\$320.00
09	2346	\$10	2	\$20.00
10	2303	\$10	11	\$110.00
11	2347	\$10	26	\$260.00
12	2346	\$10	40	\$400.00
13	2302	\$5	25	\$125.00
14	2334	\$5	71	\$355.00
15	2249	\$5	38	\$190.00
16	2280	\$5	46	\$230.00
17	2300	\$5	3	\$15.00
18	2291	\$5	41	\$205.00
19	2205	\$5	51	\$255.00
20	2147	\$5	75	\$375.00
21	2279	\$3	70	\$210.00
22	2299	\$2	68	\$136.00
23	2240	\$2	82	\$164.00
24	2301	\$1	69	\$69.00
TOTALS			840	\$6,179.00

REPORT ONLY
NOT FOR SALE



BIN STATUS REPORT

The **Bin Status** Report lists each bin and indicates if the bin is low, empty or has a jammed scratch ticket. Touch the **Back** arrow to return to the Reports menu.

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STATUS REPORT
RETAILER 1234567
GEMINI 123456799

05/17/2023 06:14:13 CT

BILL RECEPTOR
BILLS OVER LIMIT
CASH OVER LIMIT

PASS
PASS
PASS

BINS EMPTY
NONE

BINS LOW ON TICKETS
NONE

BINS JAMMED
NONE

BINS NOT RESPONDING
NONE

STATISTICS REPORT	
LAST WEEK	
RETAILER 1234567	
GEMINI 123456799	
09/13/2023	06:14:13 CT
OUT OF STOCK FACTOR	4.5%
BIN	OUT OF STOCK
01	9.4%
02	5.0%
03	2.5%
04	20.2%
05	0.0%
06	16.5%
07	4.4%
08	7.0%
09	0.0%
10	8.9%
11	7.2%
12	3.0%
13	3.4%
14	0.0%
15	0.0%
16	0.0%
17	0.0%
18	7.3%
19	12.1%
20	3.4%
21	0.0%
22	0.0%
23	0.0%
24	0.0%
REPORT ONLY	
NOT FOR SALE	



REPRINTS

You can reprint the last transaction or play.

- 1 Touch **Reprint**.
- 2 The screen displays **Last Transaction** and **Last Play** options.
- 3 Select the desired option and the reprint prints automatically.



REPRINT

SCRATCH INVENTORY REPORTS



Touch **Scratch Inventory Reports** to display the Scratch Inventory. Here you can find **Pack Status**, **Inventory Sales Summary**, **Available Inventory**, **Activated Pack** and **Settled Pack**.

NOTE: Pack statuses can be changed at any of the retail location terminals.

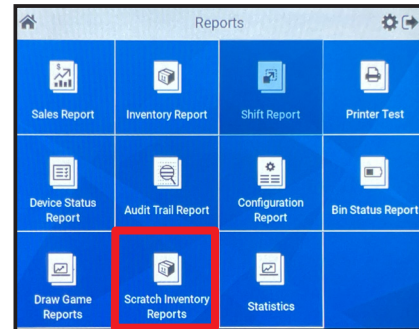
Pack Status will display Active, Issued and Confirmed status for that specific game. Use the numeric keypad to enter the 4-digit game number and touch **SUBMIT**.

Inventory Sales Summary will provide you with the inventory and status of each scratch ticket pack in your store(s). There are four statuses: 3-week settlement history, Activate packs, Confirmed packs and on order. Use the numeric keypad to enter the 4-digit game number or enter four zeros (0000) for all games.

Available Inventory displays available games that could be ordered through IGT.

Activated Pack displays the game number, date and type.

Settled Pack information is broken into two sections. At the top is a summary of game number, number of tickets and cost. Below is detailed settlement history by game, pack, date and type of settlement.





SCRATCH FUNCTIONS

- 1 From the Home screen, touch **SCRATCH FUNCTIONS**.
- 2 Touch **Scratch Functions** submenu.

ACTIVATE PACK

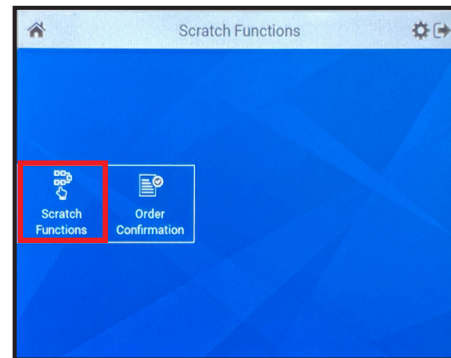
- 1 Scan the barcode from a ticket in the pack or manually enter the Game Number and Pack Number.
- 2 A confirmation message displays and receipt prints. Packs must be Activated before offered for sale.

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.



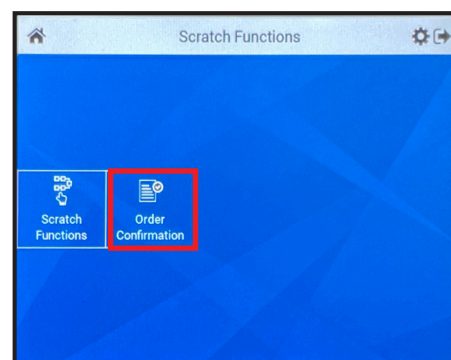
SCRATCH FUNCTIONS



ORDER CONFIRMATION

Use to confirm delivery of a shipment of scratch tickets as soon as the order is recieved.

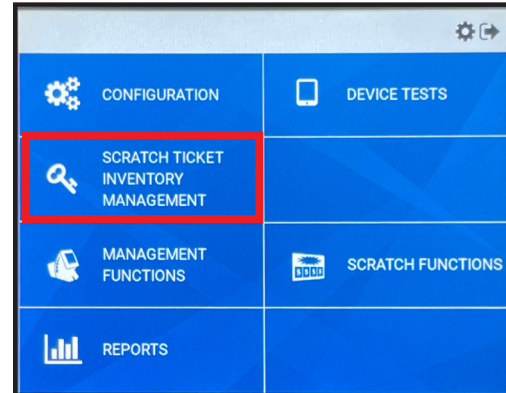
- 1 From the Scratch Ticket menu, touch **Order Confirmation**.
- 2 Scan the barcode on the Packing List that came with the order or enter the 12-digit order number using the number keypad.
- 3 Touch **Submit**.
- 4 A confirmation message displays and receipt prints.



LOADING PACKS VIA BARCODE SCANNER



- 1 Touch **SCRATCH TICKET INVENTORY MANAGEMENT** from the Home screen.
- 2 Scan the **LOAD** barcode on the desired bin using the barcode scanner.
- 3 Scan the barcode of the first ticket.
- 4 Scan the barcode of the last ticket.
- 5 Scan the **ENTER** barcode.
- 6 Load tickets into the bin.
- 7 Touch **OK** when finished.



NOTE: The pack is automatically Activated and ready for sale when the loading process is successfully completed.

Scratch Ticket Management

Bin 1 Information

Status - NO INVENTORY

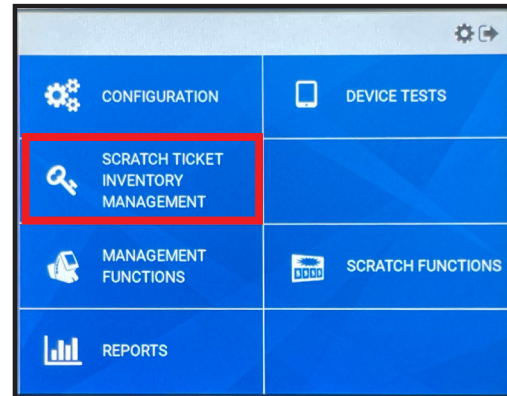
Game ID	0	1	2	3	4
Game Name		5	6	7	8
Current Inventory	0	9	10	11	12
Ticket Price	\$0.00	13	14	15	16
Ticket Length	0	17	18	19	20
Tickets Per Pack	0				



MANUALLY LOADING PACKS

- 1 Touch **SCRATCH TICKET INVENTORY MANAGEMENT** from the Home screen.
- 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 bin.
- 9 Touch **OK** when finished.

NOTE: The pack is automatically Activated and ready for sale when the loading process is successfully completed.



The screenshot shows the 'Scratch Ticket Management' screen. On the left, there is a form for 'Bin 1 Information' with fields for Game ID, Game Name, Current Inventory, Ticket Price, Ticket Length, and Tickets Per Pack. Below the form are buttons for 'Load Tickets', 'Unload Tickets', 'Forward Tickets', 'Remove Tickets', 'Inventory Report', and 'Parameters'. On the right, there is a 4x4 grid of ticket numbers from 1 to 20. The status at the top right is 'Status - NO INVENTORY'.

Bin 1 Information		Status - NO INVENTORY			
Game ID	0	1	2	3	4
Game Name					
Current Inventory	0	5	6	7	8
Ticket Price	\$0.00	9	10	11	12
Ticket Length	0				
Tickets Per Pack	0	13	14	15	16
		17	18	19	20

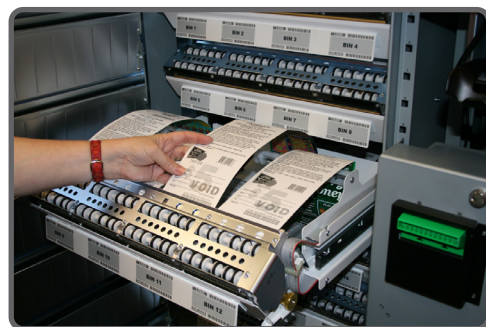
LOADING TICKETS INTO A BIN



To load the tickets into the bin, pull out the appropriate ticket tray for the bin and follow these instructions:

- 1 Insert the ticket pack into the bin.
- 2 Feed the first ticket over the roller.
- 3 Insert under the ticket guide until the leading edge firmly touches the black rubber feed rollers.
- 4 This activates the ticket sensor switch and the tickets load automatically.

NOTE: Multiple ticket packs can be loaded by using IGT perforated tape to secure the end of one pack to the beginning of another pack.

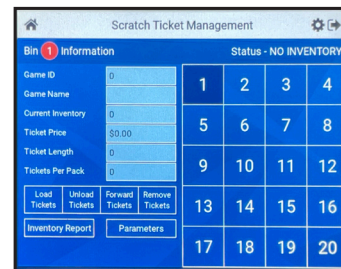
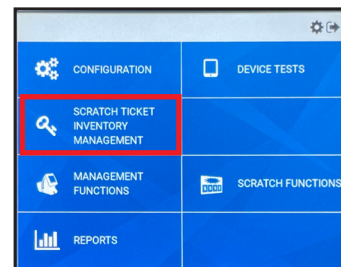
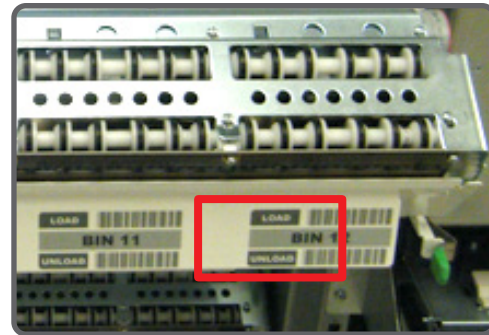




UNLOAD BIN/REMOVE INVENTORY (SCANNER METHOD)

To unload a bin with the barcode scanner:

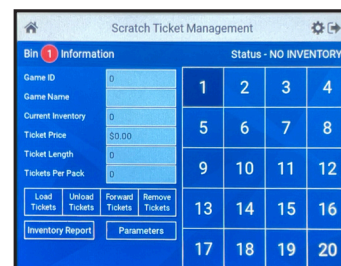
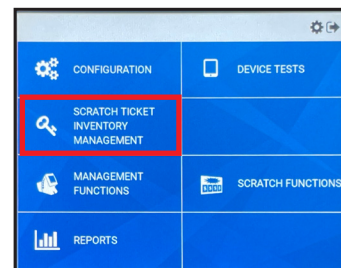
- 1 Scan the **UNLOAD** barcode of desired bin.
- 2 Confirm unload using the touch screen by pressing **OK**.
- 3 The tickets will automatically unload from the bin and the screen displays the **Scratch Ticket Management** screen.
- 4 Touch **OK** and the **Scratch Ticket Management** Screen displays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



UNLOAD BIN/REMOVE INVENTORY (MANUAL METHOD)

To unload a bin manually:

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



MANAGEMENT FUNCTIONS



1 Touch **Management Functions** from the Main Menu screen.

2 The **Management Functions** screen displays.

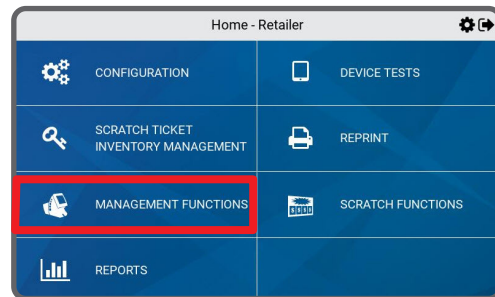
Reboot Terminal is used to reset the terminal when needed or instructed to by the hotline.

Device Status displays all the terminal components in their current operational status.

You can touch a specific bin number to view a specific bin status. Touching the left and right arrows allow you to move back and forth through the bins.

Journal allows you to view and print the **Cash Log**, **Security Log** and **System Event Log**.

Video Help is used to view “how to” videos for the Printer, Bins, Bill Acceptor and Cash Box.





SECURITY LOG

Touch **Journal** from the **Management Functions** Menu, then press **Security Log** to view terminal security events, including, but not limited to, details of: main door opened, user logged in, bill acceptor door opened, alarm disabled, machine tilted, battery low indicator, audit switch and power down.

		SECURITY LOG	
		01/31/23 - 01/31/23	
		TERM NUM 123456799	RET NUM 1234567
91	01/31/23	08:44:23	MAIN DOOR CLOSED
System			
92	01/31/23	08:44:22	USER LOGGED OUT
1234567			
93	01/31/23	08:58:31	MAIN DOOR OPENED
System			
94	01/31/23	08:58:38	USER LOGGED IN
1234567			
95	01/31/23	08:58:38	MAIN DOOR CLOSED

CASH LOG



Touch **Journal** from the **Management Functions** Menu, then press **Cash Log** to view a cash log of the last 100 draw game and scratch ticket sales from the terminal.

		CASH LOG	
		01/31/23 - 01/31/23	
		TERM NUM 123456799	RET NUM 1234567
533	01/31/23	10:52:36	1545 Success
27 DRW GM sales		2084-038713863-08-xxxx \$2.00	
534	01/31/23	10:52:40	1545 Success
27 DRW GM sales		2084-038713864-08-xxxx \$2.00	
535	01/31/23	10:52:59	1545 Success
21 Instant sales		\$3.00	
536	01/31/23	10:53:05	1545 Success
24 Instant sales		\$1.00	

SYSTEM EVENT LOG



Touch **Journal** from the **Management Functions** Menu, then press **System Event Log** to view all events that have occurred since the last shift report. Events include all activities related to the machine except the dispensing of tickets.

SYS EVENT LOG ®				
01/25/23 - 01/31/23				
TERM NUM 123456799 RET NUM 1234567				
1	01/25/23	13:25:33	0	System
Main Door Opened				
2	01/25/23	13:26:45	18	1234567
Inventory unloaded				
3	01/25/23	13:27:22	18	1234567
Inventory loaded Loaded 52 tickets				
4	01/25/23	13:27:33	0	1234567



AUDIT TRAIL

From Reports, touch **Audit Trail** to view a log of the details of transactions on the GT20. These include all the events which affect credits during the transition process from cash amount to zero. Touch **Print** to print the log or touch **Back** to return to the Reports menu.

The **Audit Trail** Report shows the total dollar and number of bills accepted by the terminal, adjusted credits, money total, the dollar amount purchased from each bin, total sales and total refunds.

AUDIT TRAIL REPORT				
RETAILER 1234567				
GEMINI 12345699				
01/31/23 06:14:13 CT				
***** Transaction Details *****				
-----Transaction 3-----				
Bills:				
\$1.00				
\$1.00				
Bills Total	:			\$2.00
Money Total	:			\$2.00
PID# 2461	BIN# 24	:		\$1.00
PID# 2461	BIN# 24	:		\$1.00
Sales Total	:			\$2.00
***** Transaction 2 -----				
Bills:				
\$20.00				
Bills Total	:			\$20.00
Money Total	:			\$20.00
PID# 15	BIN# 25	:		\$3.00
PID# 15	BIN# 25	:		\$3.00
PID# 14	BIN# 26	:		\$3.00
PID# 14	BIN# 26	:		\$3.00
PID# 8	BIN# 27	:		\$2.00
PID# 8	BIN# 27	:		\$2.00
PID# 2462	BIN# 21	:		\$3.00
PID# 2462	BIN# 24	:		\$1.00
Sales Total	:			\$20.00



REFUNDS

REFUND SLIP

There are four (4) situations when a refund slip will automatically print at the GT20:

- 1 If credits remain and no products (scratch ticket or draw game) are available for purchase.
- 2 If a draw game wager request is unable to be completed due to communication error.
- 3 If the credits are cleared from the Shift Report.
- 4 If credits remain at Day End.

NOTE: The GT20 will retry the request three (3) times before issuing a refund slip.



ERROR MESSAGES

See the **Altura Retailer Reference Guide** section for a list of terminal error messages and scenarios.

NOTES

[illegible]



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