

Virginia Lottery 2016



altura

retailer reference guide



Your complete Virginia Lottery Retailer guide.
We're game... are you?

Retailer Response Center

For questions about Lottery products or
using your terminal, please call:

1.800.654.2500

Hours: Monday–Sunday / 5:30 AM–1:00 AM

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virginia lottery offices

Richmond Prize Zone

(Headquarters)

900 E. Main Street
Richmond, Virginia 23219
(804) 692-7000
(804) 692-7102 (fax)

Richmond Prize Zone West

1620 E. Parham Rd
Richmond, VA 23228
(804) 692-7950
(804) 266-1748 (fax)

Northern Virginia

14550 Potomac Mills Road
Woodbridge, Virginia 22192
(703) 494-1501
(703) 494-0640 (fax)

Central Virginia

Longwood Village
Shopping Center
1506 S. Main Street
Farmville, Virginia 23901
(434) 392-7294
(434) 392-7292 (fax)

Shenandoah Valley

1790-26 E. Market Street
Harrisonburg, Virginia 22801
(540) 433-7979
(540) 433-9299 (fax)

Hampton Roads

2306-2308 W. Mercury Blvd.
Hampton, Virginia 23666
(757) 825-7800
(757) 825-7813 (fax)

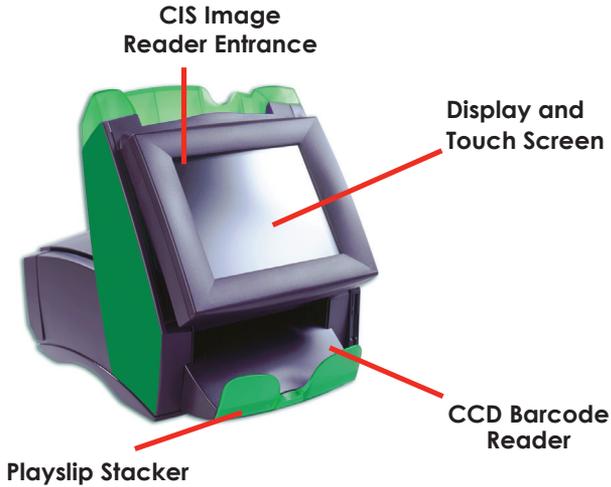
Roanoke Valley

1287 Towne Square Blvd.
Roanoke, Virginia 24012
(540) 561-7011
(540) 561-7402 (fax)

Southwest Virginia

408 E. Main Street
Abingdon, Virginia 24210
(276) 676-5540
(276) 676-5548 (fax)

the altura terminal



Playslip Stacker

Accutherm
Printer



VFD
Customer
Display



IDU
(Indoor Unit)

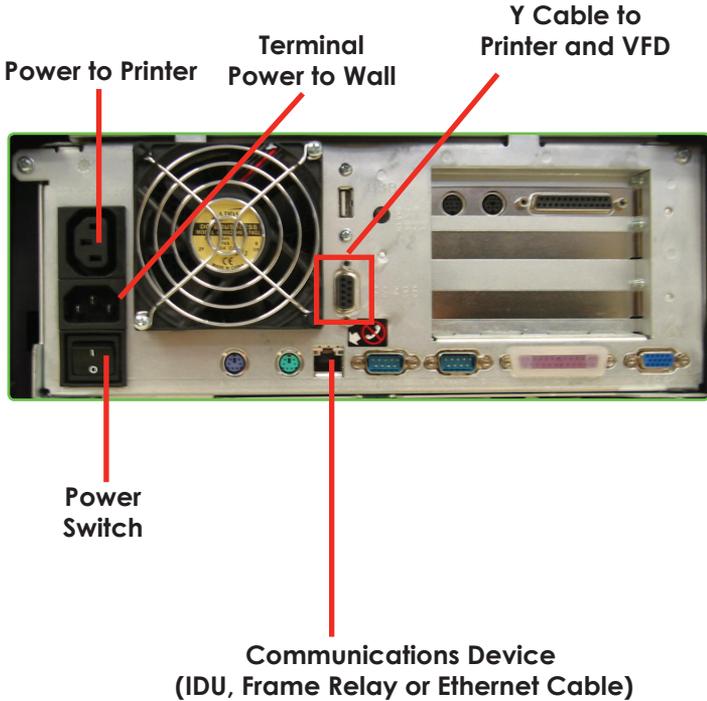


DO NOT UNPLUG!

Power to the terminal must remain on at all times. The central computer system communicates important information to the terminal during "off" hours. The terminal should only be unplugged upon instructions from a Hotline operator.

the altura terminal

Connections



Cleaning Instructions

To clean the Altura terminal and peripherals, spray non-ammonia window cleaner on a soft, dry, lint-free cloth and gently wipe the components clean.

NOTE:

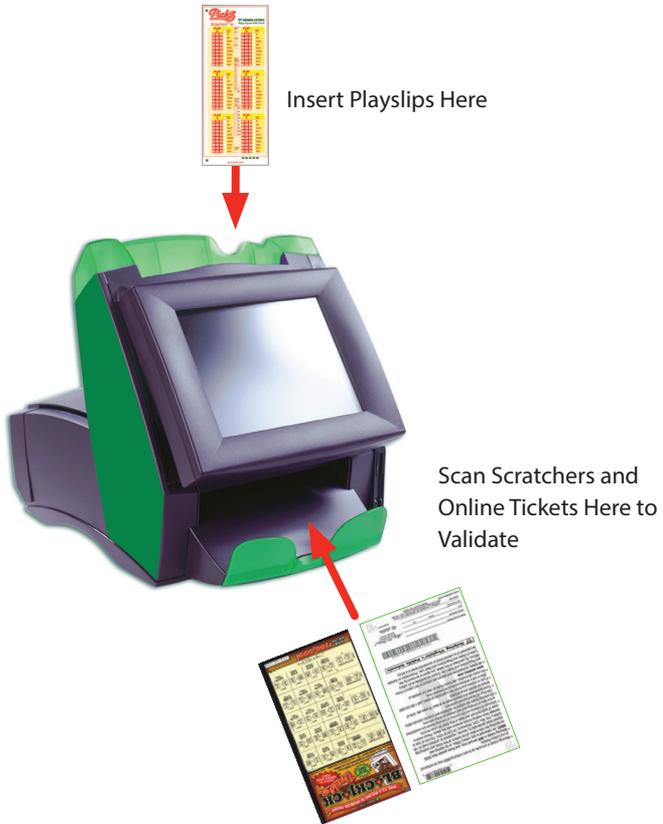
DO NOT spray the cleaner directly onto the touchscreen.

helpful tips for playslips

Inserting playslips

Insert playslips, one at a time, vertically into the Image Reader with the marked side facing the front. DO NOT insert Scratchers into the Image Reader.

For Scratchers and Online cashing, scan barcodes under the CCD Barcode Reader.



Playslip Editing

If a playslip has been filled out incorrectly, an error message will display. You may correct the error on the screen or return the playslip to the player to be corrected.

altura screens

Welcome Screen



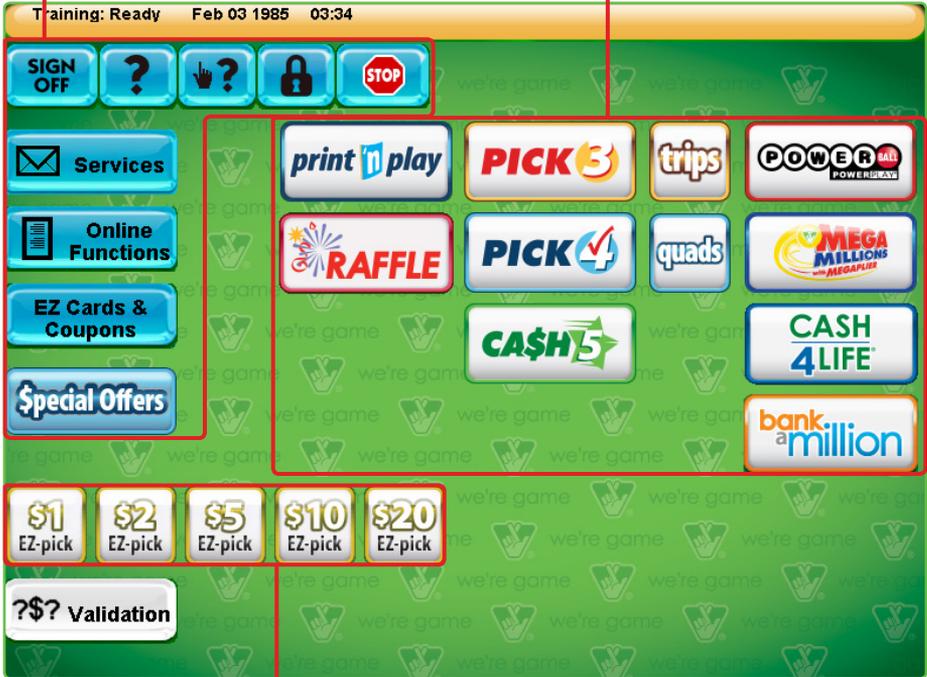
Home Screen



altura buttons

Function Buttons

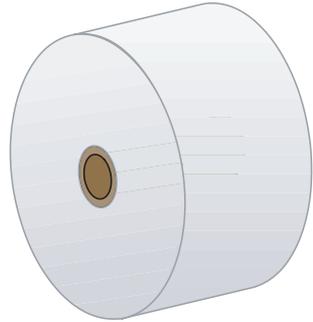
Game Buttons



EZ-Pick Buttons

ticket stock reminders

1. **“First In - First Out”** - Use old boxes of ticket stock FIRST. The ticket stock is sturdy but over time can break down.
2. Ticket Stock boxes should be stored in a cool, dry place. To avoid damage, do not place them next to or on top of a heat source.
3. Keep Ticket Stock in the box it was delivered in and keep the box sealed until you need to use it.
4. Be sure to keep rolls of ticket stock in their plastic bags until you are ready to load them into the printer. They are light sensitive.



NOTE:

At the end of each roll, there is a mark indicating that the roll is almost finished.

paper loading

Changing the Paper in the Printer

1. Press in the green latch button and open the paper cover on the printer.

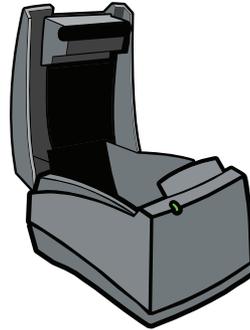
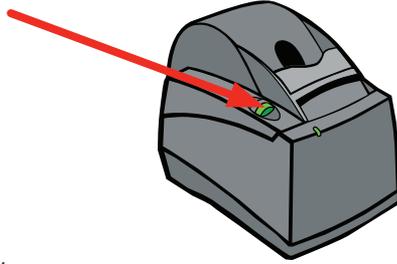
2. Remove the used paper roll from the printer.

3. Place the new roll of paper in the printer with the paper unwinding from the bottom.

4. Close the paper cover so that it latches securely.

5. The paper feeds automatically to align itself.

6. The printer automatically cuts the excess paper.



clearing jams

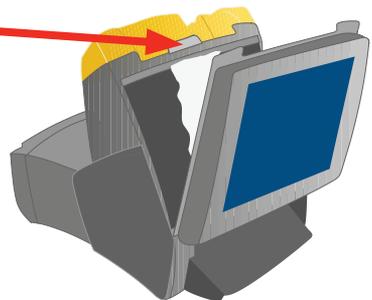
Clearing a Paper Jam in the Printer

1. Press in the green latch button and open the paper cover on the printer.
2. Remove the jammed paper from the printer.
3. Ensure that the paper roll is unwinding from the bottom.
4. Close the paper cover firmly so that it latches securely.
5. The paper feeds automatically to align itself.
6. The printer automatically cuts the excess paper.



Clearing a paper Jam in the Terminal

1. Push in the button on the top of the reader door.
2. Pull the reader door toward you.
3. Remove the jammed playslip or receipt.
4. Close the reader door firmly.



sign on

On the Welcome Screen:

1. Touch **Sign On**.



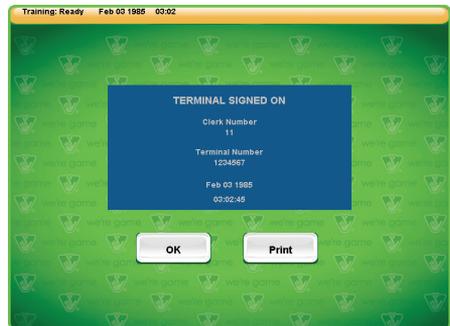
2. The screen displays:



3. Enter your 2-digit Clerk Number, then your 4-digit Pass Number using the **numeric touchpad**.



4. A Sign On Confirmation screen displays:



5. If there is a news message, it displays automatically, or you can touch **Services**, then **Services**, then **Mail** or **News** to view any terminal messages.

6. Touch **Print** to print the confirmation, if desired.



sign off

1. Touch **Sign Off**.



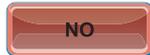
2. A confirmation screen displays:



3. Touch **Yes** to confirm Sign Off and the Welcome Screen displays;

OR

Touch **No** to not sign off and continue using the terminal online.



pause/stop

Pause

Pause mode allows you to lock the terminal without signing off.

1. Touch **Pause**.



2. The screen displays:



3. Enter your password to unlock the terminal using the **numeric touchpad** to unlock the terminal and return to the Home Screen.



NOTE:

If the password is entered incorrectly three (3) times, you will be required to sign on again to the terminal.

Stop

Stops any pending transactions that have not been sent to the Central system.

- Touch **Stop**.



EXAMPLE:

If a Repeat of 10 tickets is requested and you choose stop the transaction in between, touch **Stop**.

help

General Help

Displays a submenu of General Help topics.

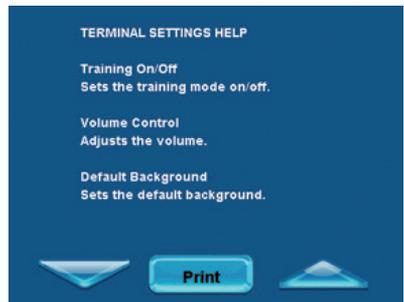
1. Touch **Help**.
2. Touch the button that corresponds to the topic for which you would like help.
3. The terminal displays text help for that item.
4. Touch **Print** to print the topic.



Context Help

Touch Context Help followed by the specific function for which help is desired.

1. Touch **Context Help**.
2. Touch the function button that corresponds to the subject matter for which you would like help, for example, Terminal Settings.
3. The screen displays text help for that item.
4. Touch **Print** to print the topic.



help

Video Help

1. Touch **Help**.



2. Touch **Video Help**.



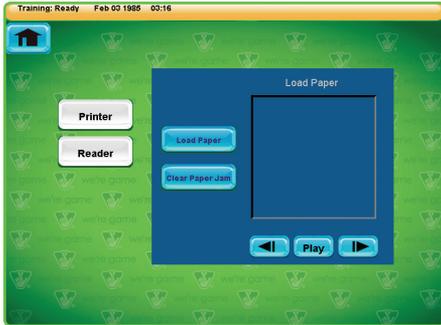
3. Touch the button that corresponds to the topic for which you would like help, for example, Printer.



4. Touch the function for which you need help (i.e. **Load Paper**).



5. The screen will display a short video with instructions for the selected function.



6. Touch **Pause** to pause the video as needed; forward and reverse the video as needed by touching the **Arrow Buttons**.



7. Touch **Home** to return to the Home Screen.



Retailer Training

The Retailer Training Course is a training program which uses the latest in interactive technology and is built right into your lottery terminal!

This training course provides refresher training for retailers who have already attended formal training. It also allows managers to train new hire employees on Altura terminal functions.

To access the Retailer Training Course:

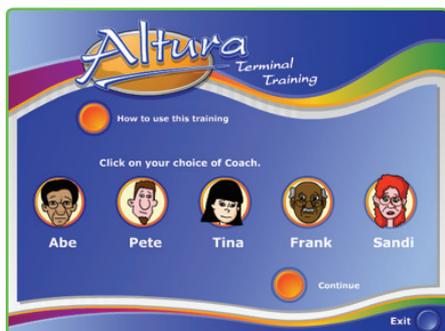
1. Touch **Help**.



2. Touch **Retailer Training Course**.



3. The Retailer Training Course launches on your terminal.

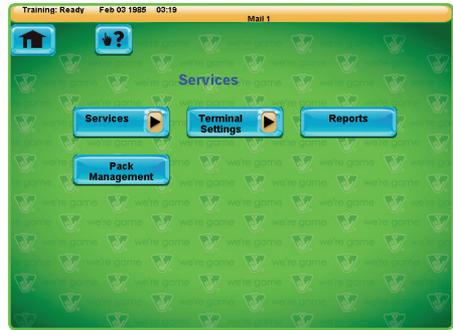


services

- Touch **Services**.



- The screen displays:



The following options are available under the Services Menu:

- Services
- Terminal Settings
- Reports
- Pack Management

Services

- From the Services Menu, touch **Services**.



- Touch the desired services option.



services

Mail

Use this service to obtain mail messages sent by the Virginia Lottery to selected terminals. Messages can be prioritized as Normal or Urgent.

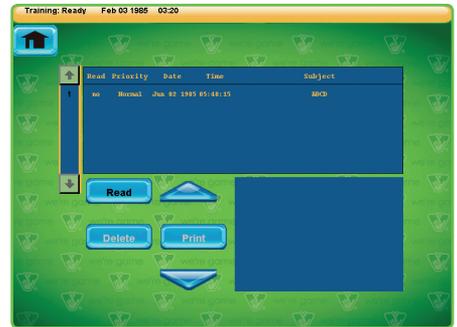
Only 10 messages can be viewed in the list. Older messages are replaced by an 11th message.

- **Urgent Messages** may appear on the screen upon sign on or any time and must be read prior to proceeding to the Home Screen.
- **Normal Messages** will be indicated on the Home Screen with a "Mail #" message displayed in the status bar at the top of the screen (where the # refers to the number of new messages). These messages may be read at any time without interrupting terminal use.

1. Touch **Mail**.



2. The screen displays:



3. Touch the **Number** next to the message you wish to read.

4. Touch **Read** to show the full message in the bottom of the window.

5. Touch **Home** to return to the Home Screen.

services

News

Use this service to obtain news messages sent by the Virginia Lottery. These messages may be accessed any time and do not require acknowledgment.

- Touch **News**.



- The screen displays:



Password Modify

Use this service to change a clerk's current password. Clerks with the "00" password have the privilege to change passwords for other clerks.

- Touch **Password Modify**.



- The screen displays:

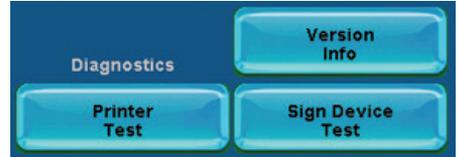


services

Diagnostics

Use this service to access terminal diagnostics functions.

- Touch **Diagnostics** on the Services menu.
- Touch the desired option.



Version Info

Displays current version of terminal software and firmware.



Printer Test

Tests the printer by printing a test ticket.



Sign Device Test

Provides the ability to send a default test message to a variety of signs supported by the terminal. If the sign type selected is not attached to the terminal, an error message shall appear indicating "Device Not Available".



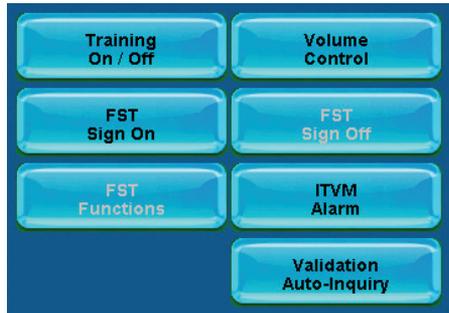
services

Terminal Settings

- From the Services Menu, touch **Terminal Settings**.



- Touch the desired option.



training on/off

Toggle to start or stop Training Mode. In this mode all printed tickets have the text "TRAINING MODE - INVALID - NOT FOR SALE" printed on the top of the ticket and the transactions are not logged into the system. If you select this mode when the terminal is signed on to the system, the error "Sign off Before Switching to Training" appears. In the reverse instance, you must sign off from the system before switching to Training.

volume control

Touch the horn icon to increase the volume of the terminal. The default volume is set to 4. The minimum volume level is 2.

FST sign on, FST sign off, FST functions

These options are used only by Field Service Technicians to access service functions. As a retailer, you will not access this menu.

ITVM alarm

Provides the ability to turn the alarm on or off. When ON, the ITVM ALARM notifies the Retailer of any security breaches on the terminal.

- Touch **ITVM Alarm** to toggle the alarm OFF and ON.



services

Reports

The Reports function provides access to the following Retailer Report information: *Balance, Summary, Clerk Activity, Winner Information, Winning Numbers, Winning Numbers Summary, and Current Jackpot.*

In addition, a submenu for **Financial Reports** includes: *Weekly Settlement, Inventory Summary, Adjustment Detail, Instant Ticket Activity Detail, Settlement Detail, Online Commission, Ticket Return Detail, Pack Commission, Pack Commission Settlement, Instant Cashes, Total Liability, and Daily Cashing Summary.*

1. From the Services Menu, touch **Reports**.
2. Touch the desired Report from the selected Reports Menu, such as Winning Numbers.



Enter and Select requested information as prompted.



3. The report displays on the screen.



services

Reports (continued)

4. Touch:

- **Print** to print the report.
- **Up** or **Down Arrows** to scroll through the report on the screen as needed.
- **Prev** to return to the previous screen.
- **Home** to return to the Home Screen.



5. Select **Financial Reports** to get a submenu with buttons for all the available financial reports.



6. Touch the desired type of Report from the Reports Menu.

7. Enter and Select requested information as prompted.



services

Report Descriptions

Balance

This report is used to balance the terminal at the end of the shift. You can select the current day, any of the previous 7 days, or from the last Sunday morning up to and including the current day by selecting Week To Date. Other dates are available by entering the desired date in MM-DD-YYYY format.

Summary

This report summarizes and verifies Scratch Ticket Activations, Scratch Ticket Returns, Online Sales, Cancels, Cashes, and Promotion Credit for the terminal. You can choose the Today sales report, a day of the week, or a Week to date report (this covers the time frame from the last Sunday morning up to and including the current day), and individual named day reports. This report is available for the past 60 days.

Clerk Activity

This report summarizes the clerk's count and amount for the day, which includes the report totals for all Online Sales, Cancels, Cashes, and Promotion Credit. It will not indicate commissions or adjustments. A clerk with specified privileges can take all clerk reports from a terminal.

Winner Information

This report lists the winning numbers and the number of winners for the last closed draws of all Online games. Selecting a game button produces a draw date entry screen, where you can select the date in DD-MM-YYYY format, or press the Send button for the current date. The report then displays and up to 20 copies can be printed, or press Send for 1 copy.

Winning Numbers

This report lists winning numbers for all Online games for a specific number of draws. Selecting a game button displays the Winning Numbers report that can be printed (up to 20 copies), or press Send for 1 copy.

Winning Numbers Summary

This report lists the most recent winning numbers for all games. When a request for the Winning Numbers Summary report is made by the clerk, the screen prompts the clerk to enter the date of a specific report, or press Send for the current report. Up to 20 copies of the report can be printed or the clerk can press Send for 1 copy.

Current Jackpot

This report lists current Jackpot information. Selecting this report displays the Mega Millions Jackpot report.

Report Descriptions (continued) Financial Reports

These reports are broken down into the following categories:

Weekly Settlement

This report lists the Balance from the last settlement period, Gross Sales, Cancels, Total Commission, Cashes, Promotions, Adjustments and Amount Due information for a given settlement period and retailer. This report automatically prints upon sign-on of the terminal on a day specified by the Lottery, following the end of an accounting week. Shown are the week ending dates for the last 12 weeks.

Adjustment Detail

This report provides details of all credit and debit adjustments that are summarized in the Weekly Settlement. This report will automatically print immediately following the Weekly Settlement if there are any adjustments listed. Shown are the week ending dates for the last 12 weeks.

Settlement Detail

This report provides a breakdown of the information provided on the weekly settlement report sorted by Game and Pack. This report is available for the last 14 months. Enter the date in MM-DD-YYYY format.

Ticket Return Detail

This report provides settlement report details for all pack returns contained on the settlement report. This report is available for the most recent settlement week or date (MM-DD-YYYY). This report is available for the last 14 months.

Pack Commission Settlement

This report summarizes the retailer's Instant Sales and Commission amounts for the specified settlement period by game. This report is available for the most recent settlement week or date (MM-DD-YYYY), for the last 14 months. The detail line lists the Instant Game Number, number of packs settled, commission percentage, settle amount, and commission amount.

Total Liability Report

This report is a snapshot of the retailer financial liability listing the totals for online balance, instant balance, deferred instant, and total liability.

Inventory Summary

This report provides the summary of packs that belong to the retailer, listing the total packs per game in a Settled, In-Transit, Confirmed, or Active status.

Report Descriptions (continued) Financial Reports

Instant Ticket Activity Detail

This report provides the retailer with a summary of instant ticket activity including: Instant Activations and Settlement Date, Total Packs Activated, Total Instant Cashes, Total Returns, and Total Return Credits. You can choose the Today sales report, a day of the week, or a Week to date report (this covers the time frame from the last Sunday morning up to and including the current day), and individual dates using a MM-DD-YYYY format.

Online Commission

This report summarizes the commission amounts for every game for the terminal. You can choose the Today sales report, a day of the week, or a Week to date report (this covers the time frame from the last Sunday morning up to and including the current day), and individual dates using a MM-DD-YYYY format.

Pack Commission

This report summarizes the retailer's Instant Sales and Commission amounts for the specified period by game. The detail line lists the Instant Game Number, number of packs settled, commission percentage, settle amount, and commission amount.

Instant Cashes

This report provides the serial numbers, and amounts of cashed instant tickets. It is used to balance the terminal for recorded instant tickets cashed against the instant tickets cashed.

Instant Cashing Summary

Selecting any of these reports displays the Daily Selection Menu. The clerk can generate reports for a particular day by selecting any of the day buttons. The Week to date selection generates the report from the week start to the current day. Selecting Other lets the clerk enter a specific date in MM-DD-YYYY format or press Send to get the current day's report.

Pack Management

Pack Management functions are used to manage packs of Scratcher tickets. Note that tickets cannot be sold until activated.

1. From the Services Menu, touch **Pack Management**.



2. The screen displays:



Confirm Delivery

1. Touch **Confirm Delivery** from the Pack Management menu.



2. The screen displays:

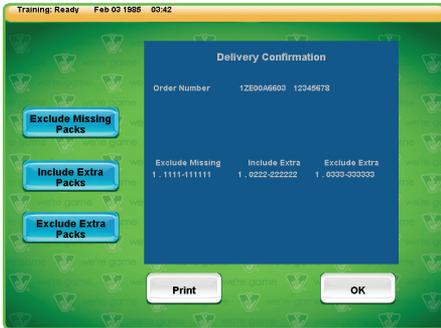


3. Scan the 18-digit tracking number or manually enter the last 8 digits of the tracking number using the **numeric touchpad**. The transaction is automatically sent to the ESTE, where it is confirmed and the following options become available:

- **Exclude Missing Packs:** The clerk can Exclude up to 5 missing packs by entering the Game and Pack information.
- **Include Extra Packs:** The clerk can Include up to 5 extra packs by entering the Game and Pack information.
- **Exclude Extra Packs:** The clerk can Exclude up to 5 extra packs by entering the Game and Pack information.

Confirm Delivery (continued)

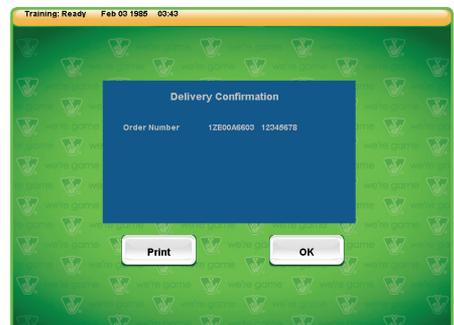
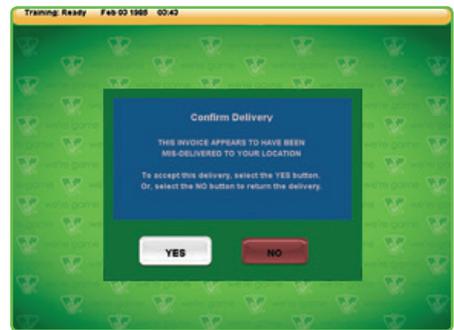
- Select the desired option, or press **OK** to confirm the delivery.
- Enter the 4-digit Game and 8-digit Pack numbers using the **numeric touchpad**, then press **Send**.



- If the confirmation cannot be made because of a mismatch of invoice numbers, the clerk has the option of accepting or rejecting the delivery.

Selecting **NO** produces a message screen with “A Lottery Representative will contact you about this misdelivery”.

Accepting the delivery shall produce the same Delivery Confirmation screen that you would normally get if there were no mismatches on the invoice.



services

Activate Pack

All packs of scratcher tickets must be activated prior to sales to customers.

1. Touch **Activate Pack** from the Pack Management menu.



2. The screen displays:



3. Scan the printed barcode found on the pack or manually enter the Game and Pack numbers using the **numeric touchpad**.

4. Repeat for each pack that you want to activate (up to 10). Entered pack numbers appear in the column on the left of the screen.

5. When all packs ready for activation have been entered, press **Send**.

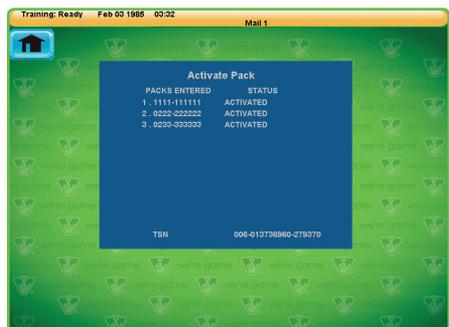
6. An acknowledgment screen displays and a receipt prints automatically.

NOTE:

Entries appearing in the PACKS ENTERED list cannot be edited.



Touch **Home** to return to the Home Screen.



services

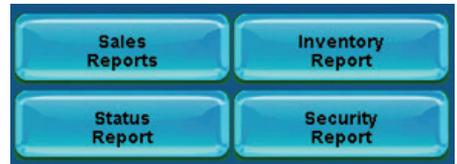
ITVM Reports

The ITVM is a scratcher ticket vending machine that can be externally connected to the Altura lottery terminal.

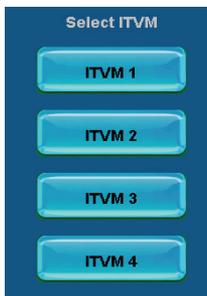
1. Touch **ITVM Reports** from the Pack Management menu.



2. The screen displays:



3. The Select ITVM Menu displays when any of the buttons, except Sales Reports, is pressed. This enables the clerk to select a particular ITVM terminal for which Inventory, Security or Status reports are desired.



4. If desired, touch **Sales Reports** to display the menu of available time periods for the reports. Then, select the desired ITVM.



SR Sign On

This function is used by the Lottery Sales Representative to sign on and perform SR activities.

online functions

- Touch **Online Functions**.



- The submenu displays:



Cancel Ticket

Tickets can only be canceled on the day of purchase, prior to the drawing, and only from the terminal where it was sold, prior to the end of sales for the draw for which it was purchased. Win For Life and Mega Millions tickets cannot be canceled.

1. Touch **Cancel Ticket**.



2. The screen displays:

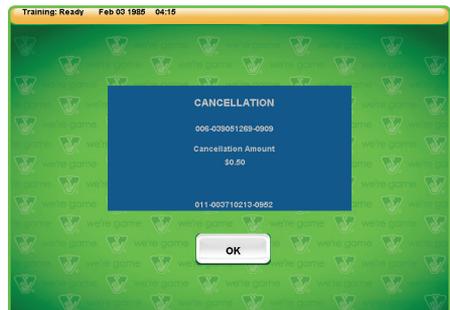


3. Scan the ticket, insert the ticket into the image reader,

OR

Enter the serial number using the keypad on the touch screen.

4. Touch **OK** to confirm the ticket cancellation on the confirmation screen, and automatically print a cancellation receipt.



online functions

Reprints

Reprints should only be used for in-store purposes and are not for distribution to customers. Reprints from the Last Play option are not valid tickets, will not contain a barcode, and are clearly labeled REPRINT NOT FOR SALE.

- Touch **Reprints** from the Online Functions menu.
- Touch the button for the desired reprint option.



Last Play

Reprints a receipt for the last game play processed by the terminal.

Last Cancellation

Reprints a receipt for the last cancellation processed by the terminal.

Last Transaction

Reprints a receipt for the last valid transaction processed by the terminal.

Last Online Validation

Reprints a receipt for the last online validation processed by the terminal.

Last Instant Validation

Reprints a receipt for the last instant validation processed by the terminal.

online validation

Online Validation

Online tickets can be validated at the terminal by selecting the Validation button from the Home screen. Terminals at retailer locations may only cash tickets valued below the individual retailer redemption maximum of \$600. Winners above this amount must be cashed at the Lottery or regional offices or be mailed to the Lottery office.

1. Touch **Validation**.



2. The screen displays:



3. Scan the ticket using the CCD barcode reader to inquire online tickets;

OR

Enter the ticket number manually by selecting the **Online Validation** Button and using the **numeric touchpad**.

4. If the ticket is a winner, you have the option of proceeding to pay the winning amount to the customer, if within retailer cashing limits.



- A receipt with the validated ticket details will be printed for winning amounts greater than \$25 with the option to print a second receipt. The clerk will have the option to print receipts for low tier tickets with winning amounts less than \$26.
- When a ticket prize is \$601 or greater, return the original ticket to the player and instruct the player to claim the ticket at a Lottery Claim Center.

online validation

Changing the Default Settings for Cashing Prizes

Currently, the first scan of a ticket performs the Inquiry function, requiring a second step to validate the ticket and receive credit for paying the prize. This will still be the default setting, but retailers can change the setting so that the first scan will **validate** a ticket, eliminating the inquire step.

To use this enhancement, retailers must change this setting every time they sign on the terminal to start the day or after every terminal reset. The Altura will default back to the Inquiry first setting every time it powers back on.

1. Touch **Services**.



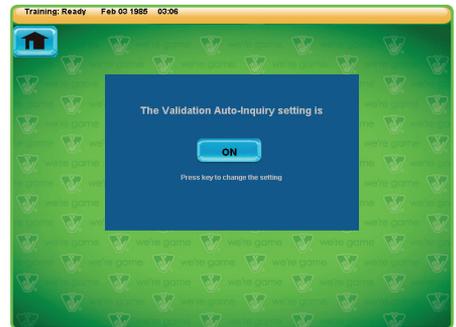
2. From the Services Menu, touch **Terminal Settings**.



3. Touch **Validation Auto-Inquiry**.



4. The current status displays, which by default is On (Inquiry first).



5. To Validate first, touch **On**, changing it to Off.



instant validation

Instant Validation

Scratcher tickets can be validated at the terminal by selecting the Instant Validation button from the Home screen.

Terminals at retailer locations may only cash tickets valued below the individual retailer redemption maximum of \$600. Winners above this amount must be cashed at the Lottery or regional offices or be mailed to the Lottery office.

1. Touch **Validation**.



2. The screen displays:

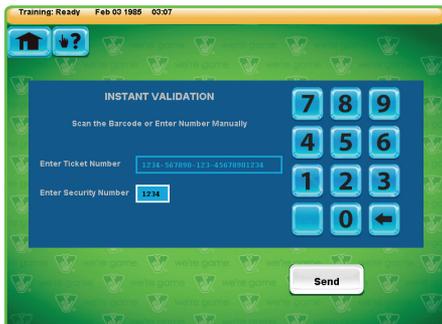


3. Scan the ticket using the CCD barcode reader;

OR

Enter the 18-digit scratcher ticket number manually PLUS the security code using the **numeric touchpad**.

4. Touch **Send**.



instant validation

5. If the ticket is not a winner, the screen displays “Not A Winner”.
 - A receipt with the validated ticket details will be printed for winning amounts greater than \$25 with the option to print a second receipt. The clerk will have the option to print receipts for low tier tickets with winning amounts less than \$26.
 - When a ticket prize is \$601 or greater, return the original ticket to the player and instruct the player to claim the ticket at a Lottery Claim Center.

NOTE:

You can make scratcher validation a single scan process without having to enter any security codes by scanning the PDF-417 barcode. The PDF-417 barcode is located underneath the latex.

When you scan this barcode instead of the one on the back of the ticket, you will not have to enter the 4-boxed digits to inquire or validate the ticket. This means faster and easier transactions for you and your players.

selling online games

Playslip Method

The Altura terminal has been designed to allow continuous feeding of playslips, even though a transaction might not be fully processed.

- Insert the completed online game playslip into the reader vertically, with the marked side facing toward you.
- Ticket(s) print automatically.



selling online games

Total Screen

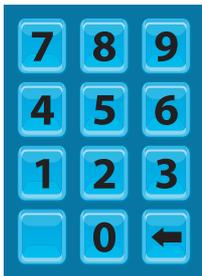
As transactions are being made for the current customer they are displayed in the Total section of the Home screen at the bottom of the page.

1. Touch **Total** from the Home Screen after completing the transactions for each customer.
2. The Total Screen displays showing the Grand Total for the transactions.

A negative sign indicates an amount owed to the customer. A positive amount indicates an amount owed to the retailer.



3. Enter the cash amount received from the customer using the **numeric touchpad**.
4. Touch **Total** to total out the transaction. Touch **Print** to print a receipt for the transaction. Touch **Clear** to clear the transaction and return to the Home Screen.



selling online games

Total Screen (continued) Playslip Counter

The Total Screen also contains counters on the top right portion of the display.

These counters indicate the number of playslips inserted into the reader and the number of playslips that have had all of their wagers printed.

The counters indicate the number of playslips inserted into the reader (Read), along with how many were successfully processed by the Online system and printed (Processed), and how many were rejected (Error).

When the terminal has completed printing all wagers corresponding to the playslips, the playslips Read count should match the Processed count.



selling online games

Easy Pick Method

You can generate Easy Pick wagers very quickly for players who want them for the standard defaults by selecting their wager from the Home Screen. This feature will make selling EP wagers during high jackpot times much faster. If players want Easy Pick wagers outside of the standard defaults, you can go to the individual game screen and enter those.

1. From the Home Screen, touch one of the **Easy Pick** (EP) buttons for the online games.
2. Touch the desired game. The screen shows the wager at the bottom of the screen.
3. Touch **Total**. The Total Screen displays indicating the wager and Grand Total.
4. Enter the amount due from the customer using the **numeric touchpad** and touch **Total**.

OR

Touch **Clear** to clear the wager if the customer wishes to change their wager.

5. Touch **Print** to print the Easy Pick ticket receipt to give to the customer.
6. Touch **Clear** to clear the wager and return to the Home Screen.



selling online games

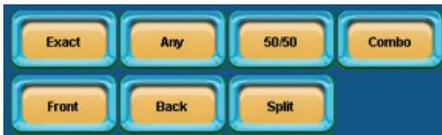
Pick 3 Manual Entry

Pick 3 is a game where customers pick 3 numbers from a set of numbers ranging from 000 through 999. Depending on the order and play type winners can win from \$40.00 up to \$500 for a \$1.00 play. Pick 3 drawings are held twice daily, seven days a week.

1. From the Home Screen, touch **Pick 3** to display the Entry Screen.
2. The screen displays:



3. Touch the desired **Play Type**.
4. Select the desired **Wager Amount** (from \$.50 to \$25.00).



5. Touch the desired **Number of Draws** (from 1 to 91).
6. Select the current date for the next draw (default), or a future draw by touching a date on the Future Play calendar.

selling online games

7. Select the number of times you want to repeat the number played (up to 20) with 1 being the default.

8. Touch the desired Draw Type with Next being the default.



9. Enter the player's 3 desired numbers by touching the **numeric touchpad**. You can also generate an Easy Pick wager by selecting Easy Pick instead of manually entering numbers.

10. Touch **Send** to send the wager transaction to the ESTE and automatically print a wager ticket.



A number can be erased by touching the return arrow key on the keypad.

The **Send** button appears only after all the panels are filled.

NOTE:

Any play option may be changed before **Send** is pressed.

11. Touch **Total** to total the amount owed by the customer, then touch **Clear** to start the next transaction.



selling online games

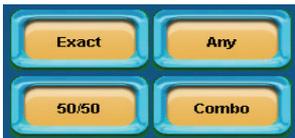
Pick 4 Manual Entry

Pick 4 is a game where customers pick 4 numbers from a set of numbers from 0000 through 9999. Depending on the order and play type winners can win from \$100 up to \$5000 for a \$1.00 play. Pick 4 drawings are held twice daily, seven days a week.

1. From the Home Screen, touch **Pick 4** to display the Entry Screen.
2. The screen displays:



3. Touch the desired **Play Type**.
4. Select the desired **Wager Amount** (from \$.50 to \$25.00).



5. Touch the desired **Number of Draws** (from 1 to 9).
6. Select the current date for the next draw (default), or a future draw by touching a date on the Future Play calendar.

selling online games

7. Select the number of times you want to repeat the number played (up to 20) with 1 being the default.

8. Touch the desired Draw Type with Next being the default.



9. Enter the player's 4 desired numbers by touching the **numeric touchpad**. You can also generate an Easy Pick wager by selecting Easy Pick instead of manually entering numbers.

10. Touch **Send** to send the wager transaction to the ESTE and automatically print a wager ticket.



A number can be erased by touching the return arrow key on the keypad.

The **Send** button appears only after all the panels are filled.

NOTE:

Any play option may be changed before **Send** is pressed.

11. Touch **Total** to total the amount owed by the customer, then touch **Clear** to start the next transaction.



selling online games

Cash 5 Manual Entry

Cash 5 is a game where customers pick 5 numbers from a set of numbers ranging from 1 through 34. Depending on the order and play type winners can win from \$5.00 up to \$100,000 for a \$1.00 play. Cash 5 drawings are held twice daily, seven days a week.

1. From the Home Screen, touch **Cash 5** to display the Entry Screen.
2. The screen displays:



3. Touch the desired **Number of Panels**.
4. Touch the desired **Number of Draws** (from 1 to 91).



5. Select the current date for the next draw (default), or a future draw by touching a date on the Future Play calendar.
6. Select the **Draw Type** with Next being the default.



7. Touch **Manual Entry** on the Cash 5 main screen to open the number selection screen.

selling online games

8. Enter the player's 5 desired numbers by touching the **numeric touchpad**.

Any number entered can be removed by touching it a second time.

The **Send** button appears only after all the panels are filled.

NOTE:

Any play option may be changed before **Send** is pressed.



The large up and down arrows allow you to edit numbers on a different panel.

9. Touch **Send** to send the wager transaction to the ESTE and automatically print a wager ticket.



10. You can also select the Easy Pick button instead of manually selecting the numbers. Selecting Easy Pick will also send the wager, so be sure that you have selected all of the other options (if applicable) before doing this.

11. Touch **Total** to total the amount owed by the customer, then touch **Clear** to start the next transaction.



selling online games

Mega Millions Manual Entry

Mega Millions is a game where customers pick 5 different numbers from 1 through 75, then select one Mega Ball number from 1 through 15. On Mega Millions draw nights, a Megaplier multiplier number is also drawn. If a customer selects the Megaplier option, their prize is multiplied by this number (except if they win the big jackpot)!

The Megaplier option doubles the cost of each play on their playslip. Mega Millions drawings are held every Tuesday and Friday at 11:00 p.m.

1. From the Home Screen, touch **Mega Millions** to display the Entry Screen.

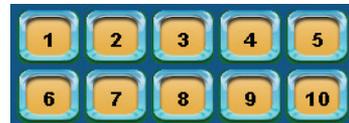


2. The screen displays:



3. Touch **Megaplier** if the Megaplier option is desired.

4. Touch the desired **Number of Panels**.



5. Touch the desired **Number of Draws** (from 1 to 26).

6. Select the current date for the next draw (default), or a future draw by touching a date on the Future Play calendar.

7. Select the number of times you want to repeat the number played (up to 20) with 1 being the default.

8. Touch **Manual Entry** on the Mega Millions main screen to open the number selection screen.

selling online games

9. Enter the player's 5 desired numbers by touching the **numeric touchpad**.
- Any number entered can be removed by touching it a 2nd time.



The large up and down arrows allow you to edit numbers on a different panel.

10. Touch the **Mega Ball** icon in the upper right corner to bring up the manual entry screen of numbers from 1 – 15.
- Higher numbers are grayed out until the Mega Ball number is picked.
- The **Send** button appears only after all the panels are filled.

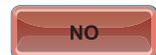
NOTE:

Any play option may be changed before **Send** is pressed.



11. You can also select the Easy Pick button instead of manually selecting the numbers. Selecting Easy Pick will also send the wager, so be sure that you have selected all of the other options (if applicable) before doing this.

12. If the Megaplier option was not previously selected, a screen displays asking you if this option is desired. Touch **YES** or **NO**.

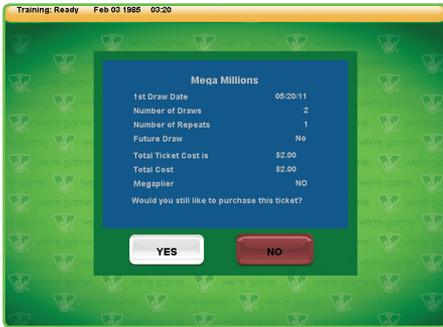


selling online games

Mega Millions Manual Entry (continued)

13. If the wager repeats or is for more than one draw, the confirmation screen displays. If you select Yes, the ticket will print. If you select No, it will return to the game screen so you can edit the wager or delete it.
14. Touch **Total** to total the amount owed by the customer, then touch **Clear** to start the next transaction.

TOTAL



selling online games

Bank A Million Manual Entry

Bank A Million is a game where customers pick 6 numbers from a set of numbers ranging from 1 through 40. This game offers an easy to play draw game with a top prize up to \$1,000,000 in cash! Each Bank A Million wager must total \$2 or more. So customers may play one \$2 play; two \$1 plays; or four \$0.50 plays, each totalling \$2. Bank A Million drawings are held Wednesday and Saturday at 11:00pm.

1. From the Home Screen, touch **Bank A Million** to display the Entry Screen.
2. The screen displays:



3. Touch the desired **Wager Amount**.
4. Touch the desired **Number of Panels**.



5. Touch the desired **Number of Draws** (from 1 to 91).
6. Select the current date for the next draw (default), or a future draw by touching a date on the Future Play calendar.

selling online games

Bank A Million Manual Entry (continued)

7. Select the number of times you want to repeat the number played (up to 20) with 1 being the default.
8. Touch **Manual Entry** on the Money Ball main screen to open the number selection screen.

9. Enter the player's 6 desired numbers by touching the **numeric touchpad**.

Any number can be removed by touching it a second time.

The **Send** button appears only after all the panels are filled.

NOTE:

Any play option may be changed before **Send** is pressed.



The large up and down arrows allow you to edit numbers on a different panel.

10. You can also select the Easy Pick button instead of manually selecting the numbers. Selecting Easy Pick will also send the wager, so be sure that you have selected all of the other options (if applicable) before doing this.
11. Touch **Send** to send the wager transaction. If the wager is for one draw and no repeats, the ticket will automatically print.



12. Touch **Total** to total the amount owed by the customer, then touch **Clear** to start the next transaction.



selling online games

Cash 4 Life Manual Entry

Cash 4 Life is a game where the customer selects 5 different numbers from 1 through 60, plus a Cash Ball number from 1 through 4. Cash 4 Life drawings are held every Monday and Thursday at 9:00 p.m.

1. From the Home Screen, touch **Cash 4 Life** to display the Entry Screen.



2. The screen displays:



3. Touch the desired **Number of Panels**.



4. Touch the desired **Number of Draws** (from 1 to 26).

5. Select the current date for the next draw (default), or a future draw by touching a date on the Future Play calendar.

6. Select the number of times you want to repeat the number played (up to 20) with 1 being the default.

selling online games

Cash 4 Life Manual Entry (continued)

7. Touch **Manual Entry** on the Cash 4 Life main screen to open the number selection screen.

8. Enter the player's 5 desired numbers by touching the **numeric keypad**.

Any number can be removed by touching it a second time.



The large up and down arrows allow you to edit numbers on a different panel.

9. Touch the **Cash Ball** icon in the upper right corner to bring up the manual entry screen of numbers from 1 – 4. Higher numbers are grayed out until the Cash Ball number is picked.

The **Send** button appears only after all the panels are filled.

NOTE:

Any play option may be changed before **Send** is pressed.

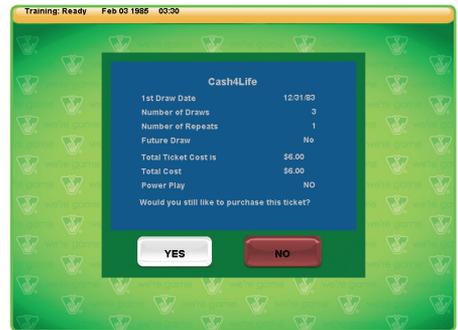
10. You can also select the Easy Pick button instead of manually selecting the numbers. Selecting Easy Pick will also send the wager, so be sure that you have selected all of the other options (if applicable) before doing this.

selling online games

11. Touch **Send** to send the wager transaction. If the wager is for one draw and no repeats, the ticket will automatically print.



12. If the wager repeats or is for more than one draw, the confirmation screen displays. If you select Yes, the ticket will print. If you select No, it will return to the game screen so you can edit the wager or delete it.



13. Touch **Total** to total the amount owed by the customer, then touch **Clear** to start the next transaction.



selling online games

Powerball Manual Entry

Powerball is a game where customers pick 5 different numbers from 1 through 69, then select one Powerball number from 1 through 26. On Powerball draw nights, a Power Play multiplier number is also drawn. If a customer selects the Power Play option, their prize is multiplied by this number (except if they win the big jackpot)! The Power Play option doubles the cost of each play on their playslip. Powerball drawings are held every Wednesday and Saturday at 10:59 p.m.

NOTE: Powerball matrix change is effective as of 10/4/15.

1. From the Home Screen, touch **Powerball** to display the Entry Screen.



2. The screen displays:



3. Touch **Power Play** if the Power Play option is desired.

4. Touch the desired **Number of Panels**.



5. Select the current date for the next draw (default), or a future draw by touching a date on the Future Play calendar.

6. Select the current date for the next draw (default), or a future draw by touching a date on the Future Play calendar.

7. Select the number of times you want to repeat the number played (up to 20) with 1 being the default.

8. Touch **Manual Entry** on the Powerball main screen to open the number selection screen.

selling online games

9. Enter the player's 5 desired numbers by touching the **numeric touchpad**.

Any number entered can be removed by touching it a second time.



The large up and down arrows allow you to edit numbers on a different panel.

10. Touch the **Powerball** icon in the upper right corner to bring up the manual entry screen of numbers from 1 – 26.

Higher numbers are grayed out until the Powerball number is picked.

The **Send** button appears only after all the panels are filled.

NOTE:

Any play option may be changed before **Send** is pressed.



selling online games

Powerball Manual Entry (continued)

11. You can also select the Easy Pick button instead of manually selecting the numbers. Selecting Easy Pick also sends the wager, so be sure that you have selected all of the other options (if applicable) before doing this.
12. If the Power Play option was not previously selected, a screen displays asking you if this option is desired. Touch **YES** or **NO**.
13. If the wager repeats or is for more than one draw, a confirmation screen displays. If you select **YES**, the ticket prints. If you select **NO**, the screen returns to the game screen so you can edit the wager or delete it.
14. Touch **Total** to total the amount owed by the customer, then touch **Clear** to start the next transaction.



selling online games

Print 'N Play Games

Print 'N Play games are online games where customers know on the spot if they've won. For Print 'N Play games, the customer looks at their ticket to see what play action is required for the game chosen. Each game has its own unique price point and prize tier.

1. From the Home Screen, touch **Print 'N Play**.
2. Choose the desired game and ticket price.
3. Touch the player's desired number of **Tickets** (up to 10 at a time).



4. Touch **SEND** to send the wager transaction to the ESTE and automatically print the Print 'N Play tickets.
5. Touch **Total** to total the amount owed by the customer, then touch **Clear** to start the next transaction.



selling online games

Raffle Games

Raffle is a number match game where the system generates and issues raffle numbers in numerical sequence for a configured number of tickets within a configured time period. Players win prizes if their raffle number matches the numbers that are randomly selected from the pool of issued raffle numbers. When the raffle game is active, tickets can be sold seven days a week.

1. From the Homes Screen, touch **Raffle**.
2. Touch the player's desired number of **Tickets**.
3. Touch **Send** to send the wager transaction to the ESTE and automatically print the Raffle tickets.
4. Touch **Total** to total the amount owed by the customer, then touch **Clear** to start the next transaction.



glossary

Activated Pack

The status of a pack of Instant Tickets, which indicates to the Virginia Lottery that tickets are being sold from that pack.

Altura Terminal

The terminal placed at the retailer's location to sell online tickets, validate winning tickets, and to provide the retailer with reports and other Lottery information. The terminal is linked to the Lottery's central computer.

Cancellation

A wager that the player wants to rescind and is canceled through the retailer terminal. The system marks a wager that has been canceled as VOID.

Barcode Reader

A POS device (peripheral or integrated) used to scan industry standard barcodes, such as UPC and I205 for identification or validation purposes.

CCD Reader

Charge Coupled Device Reader for reading barcodes.

CIS Reader

Contact Image Sensor Reader for reading barcodes, playslips, etc.

Claim Period

The period of time in which holders of lottery tickets are entitled to claim prizes. For Online games, the claim period is 180 days from the winning draw date. For Scratchers, the claim period is 180 days from the official game end date.

Draw

A function of an online lottery game. Common variations are twice daily, daily and weekly. (The purpose of a draw is to select at random one or more winners for a varying level of prize values.) Rules vary by game type and by game and government regulations.

Draw Break

The time period prior to the drawing when online tickets for a certain game can no longer be sold to a customer.

Easy Pick Wagering (EP)

(aka Quick Pick (QP)) The host or retailer terminal generates some or all of the numbers of the bet for the player.

ES Transaction Engine (ESTE)

ES Transaction Engine is the most recent generation of GTECH software written exclusively to manage online transaction processing and forms the platform for developing gaming applications.

Exchange Ticket

The ticket that is printed when a ticket is a winner and is validated before its expiration. The substitute ticket is valid for the remainder of the interim draws or final draw.

Game Number

A unique number assigned to each game.

High-Tier Prize

A lottery prize valued at \$601 or greater. These prizes are paid only by the Virginia Lottery due to tax reporting regulations.

glossary

Low-Tier Prize

A lottery prize having a value of \$25 or less. Low-tier prizes may also include non-cash prizes such as free tickets or prize drawing entry tickets. These prizes are paid by the retailer or by the Virginia Lottery offices.

Mid-Tier Prize

A lottery prize which is valued \$26 - \$600. These prizes may be paid either by the retailer or by the Virginia Lottery offices.

Pack

A package of Instant Tickets each with a different ticket number.

Pack Activation

Packs must be activated using the Altura terminal before they can be sold. It is necessary to activate packs to signal the central computer that tickets from this pack are eligible for validation.

Pack/Ticket Number

Unique numbers that are assigned to individual tickets and packs during the printing process.

Playslip

A paper selection method that allows a player to select their numbers prior to reaching the point of sale at a retailer location.

Prize

The amount of winnings as indicated on a winning ticket by individual Lottery business rules.

Reprint

(aka Trace Ticket) A transaction originating at a retailer device for reconciliation purposes if the transaction is a wager. If the transaction is a receipt, a copy of the receipt would be produced. This transaction is usually performed if an original ticket does not contain data normally printed, due to a printing mechanism malfunction within the terminal. Reprints are restricted to the last transaction of the same type, for example, a reprint of a wager ticket is allowed only on the last wager initiated by that specific terminal.

Sales Representative

The representative who is responsible for visiting retailer outlets to assist with point-of-sale material placement, promotions, and ticket handling. Sales Representatives service assigned retailers in a specific geographic area.

Scratcher Ticket

A lottery game in which the player buys a preprinted ticket with symbols hidden under the latex covering. The player removes (scratches) the latex and may determine "instantly" whether a prize has been won.

Terminal

A user-operated device attached to a LAN or WAN communications network whose function is to interact with the central system. Two types of terminals are defined by GTECH: a POA, or front-end terminal, and a management terminal. Each performs different functions.

glossary

Transaction

Any event stored in the system such as wagers, cancellations, validations, claims, refunds, special functions, and commands.

Validation Number

A unique number which appears on each ticket, which when entered into the Lottery's computer, identifies the ticket as a winner or non-winner. The validation number is also formatted as a barcode which permits the electronic reading of the validation number for faster processing.

Wager

An online transaction made from a lottery terminal in which a ticket is printed at the terminal describing the details of the player's wager.

terminal messages

MESSAGE	DESCRIPTION
Offline	Terminal is signed off.
Ready	Terminal is in signed on state, ready for transactions.
Loading	Loading parameters after sign on.
Wait	Terminal in busy state waiting for a response from the ESTE.
Training	Terminal in training mode.
Transaction in progress ..please wait	Terminal State appears when a transaction is in progress (in communication).
Function suppressed	Functionality is not available.
Service Disabled	ESTE system is disabled.
Busy Please Try Again Later	Terminal is busy with other transactions.
Draw Closed	Draw Closed unsolicited message is received from ESTE.
Draw Open	Draw Open unsolicited message is received from ESTE.
Sign off before switching to Live System	If the clerk selects the TRAINING ON/OFF button when the terminal is signed on to ESTE
Device Not Available	If the sign type selected is not attached to the terminal.