



## LOTTERY VENDING MACHINE OPERATIONS

# Operating the GameTouch 28 & Gemini Terminals and Completing Daily Cash Reporting

A step-by-step staff training guide covering machine sales, ticket loading, cash box handling, and the full daily reconciliation workflow.

**This presentation is a training reference, not an official policy document.**

It was compiled from internal job aids, terminal easy guides, and training materials current as of the dates shown on those source documents.

Screens, menu paths, button names, and procedures can change as software, terminals, or company policy are updated — always defer to the current official job aid, manager, or your Lottery/Brightstar representative if anything here seems out of date.

This guide does not replace required certified training, official SOPs, or direction from your store's management.

Anyone using this guide is responsible for following their store's current, official procedures. This document is provided for training convenience only and carries no guarantee of accuracy for every store, system version, or point in time.

*When in doubt, verify with your AL OR 7-Eleven Or CA LOTTERY or the appropriate support line before acting.*

# Presentation Agenda

1

## The Two Terminal Types

Meet the GameTouch 28 and the Gemini self-service lottery terminals.

2

## Setting Up in Lottery Management

Adding books via 7MD, assigning locations, and tracking vending machine inventory before you sell.

3

## Running Each Machine

Sales, sign-on, ticket loading, shift reports, and cash box handling.

4

## Daily Cash Reporting

The full ITVM close-out-to-POS workflow, step by step.

5

## Cash Summary Entry

Entering sales, wins, and adjustments into the Lotto/Scratch worksheet.

6

## Verification & Audits

Confirming totals and preparing for physical inventory audits.

# Two Types of Lottery Terminals

Your store may operate one of these self-service lottery vending machines. Both dispense Scratchers® tickets and Draw Games, accept cash only for credit toward purchases, and require daily reconciliation.



## GameTouch 28

*"GT28" self-service lottery terminal*

- Touchscreen self-service, with an ADA Flip Screen option
- Bill acceptor takes \$1, \$5, \$10, \$20 — credit only, no change
- Home Screen gives access to Reports, Management Functions and Scratchers Ticket Inventory
- Reboot, lock and unlock are handled from Management Functions
- Shift Report plus Unload Cash Box balances the register



## Gemini

*Self-service lottery terminal*

- Draw Games Quick Pick buttons plus a playslip reader
- ADA "Yes/No" buttons and ADA-compliant Quick Pick buttons
- A remote keyfob can disable the machine and forces a refund slip
- A Management Menu Screen appears after sign-on for all functions
- Shift Report plus Unload Cash Box balances the register

# Adding Lottery Books via 7MD

Before books can be sold at the counter or loaded into a vending machine, the order must be confirmed at the Lottery Terminal, and they have to be added to Lottery Management through the 7MD app.

## SETUP STEPS

1

### Scan or enter the ticket barcode

Open Lottery Ticket Barcode in 7MD and scan it or enter the game and book number digits manually.

2

### Check for books in progress

If a session is already open, Review Books in Progress shows how many books are waiting to be finalized.

3

### Verify or add the book

If it's already in the system, confirm the details, then use +Book or Review and Finalize. If it's new, scan the UPC instead.

4

### Review & Submit

Confirm the total number of books and retail value, then Submit.

5

### Done

"Lottery Book was Setup Successfully!" Touch Add Another Book to continue.

## GOOD TO KNOW

- If a ticket has multiple barcodes, scan the long game code - not the UPC.
- Discard Changes prompts for confirmation before clearing every book added in the session.
- Delete Book prompts for confirmation before removing a single book you've added.

# Managing Scratcher® Book Locations

## BACKROOM → COUNTER/VENDING

**1** **Locate the book**  
On the Lottery Setup screen.

**2** **Set the Book Location**  
Select Counter or Vending Machine.

**3** **Enter the Slot Num**  
Click into the Slot Num field.

**4** **Select SAVE**

*Only works if the slot is empty and the book is marked Sold.*

## CHANGE A BOOK TO SOLD

**1** **Locate the book**  
On the Lottery Setup screen.

**2** **Set the Book Location**  
Select Sold.

**3** **Select SAVE**  
The Slot Number becomes available for reuse.

*Books can be marked Sold at any time - no need to wait for shift change.*

## RETURN TO THE COMMISSION

**1** **Scan tickets at the terminal**  
Select "Returned" and save the printed receipt.

**2** **Locate the book**  
On the Lottery Setup screen.

**3** **Set the Book Location**  
Select Return.

**4** **Select SAVE**

# Tracking Vending Machine Books in Lottery Management

For stores with vending machines, the Lottery Management process is identical to non-vending stores, with two exceptions.

## EXCEPTION 1: LABEL THE BOOK

When moving a book from Backroom to Sales Counter for placement in a vending machine, label it with the letter “V” in Lottery Management. Or you can also start the vending machine from 33 and above.

### EXAMPLE

A store dedicated Slot #33–60 exclusively to vending-machine books, making them easy to identify at a glance.

*This keeps vending-machine inventory visually distinct from Backroom, Counter, Sold, and Return slots on the same Lottery Setup screen.*

## EXCEPTION 2: RECORDING SALES

1

### Obtain a Shift Report

Pull it from the vending machine.

2

### Record the next ticket # via the 7MD

Enter it for each game to update Lottery Management.

3

### Total Inventory updates

Reflects the ticket numbers you just recorded.

*Recording cadence varies by store – some stores record sales about once a week, while others day a few times a week, and some will do every day. Recording more often keeps Lottery Management current, especially ahead of a scheduled audit.*

# Meet the GameTouch 28

The GT28 is a self-service machine that dispenses both Scratchers® tickets and Draw Games. A built-in Check-a-Ticket lets players scan tickets to see if they're winners. Know these components before operating the machine.

## FRONT PANEL COMPONENTS

- |    |                                          |    |                       |    |                     |
|----|------------------------------------------|----|-----------------------|----|---------------------|
| 1  | ePOS Display                             | 2  | Draw Games Display    | 3  | Scratchers® Display |
| 4  | ADA Flip Screen Button                   | 5  | Ticket Collection Bin | 6  | Main Door           |
| 7  | Check-a-Ticket                           | 8  | Bill Acceptor         | 9  | Door Handle         |
| 10 | Visually Impaired Keypad w/ Headset Jack | 11 | Door Lock             | 12 | Playslip Reader     |

### SECURITY

Lottery keys should stay in the lock box at all times. Only Lottery staff and field service representatives should have the access code.

# Making a Sale: Scratchers & Quick Pick

## SCRATCHERS® TICKET PURCHASE

- 1 Player inserts cash**  
Bill acceptor takes \$1, \$5, \$10 or \$20. This is credit toward purchases only - the machine never gives change.
- 2 Player selects a Scratchers® ticket**  
Player taps the ticket they want to buy.
- 3 Confirm quantity and price**  
Player confirms the order on screen.
- 4 Ticket dispenses**  
The selected ticket drops into the ticket collection bin.

## DRAW GAMES — QUICK PICK

- 1 Player inserts cash**  
Same bill acceptor, credit toward purchase only - no change is given.
- 2 Select the desired Draw Game**  
Player chooses the game from the display.
- 3 Select Quick Pick**  
Machine randomly generates the numbers for the play.
- 4 Tickets print and dispense**  
Tickets print and drop into the ticket collection bin.

# Playslips, Manual Entry & ADA Options

## USING A PLAYSリップ

1

### Insert cash

\$1, \$5, \$10 or \$20 into the bill acceptor.

2

### Insert the playslip

Feed a completed playslip into the playslip reader.

3

### Tickets dispense

Tickets print and drop into the collection bin.

## PICK YOUR OWN NUMBERS

1

### Select the draw game

Choose the desired game on screen.

2

### Tap Pick Your Own Numbers

Opens the manual entry screen.

3

### Choose draws & sets

Select the number of draws. Use ADD A PLAY for more sets, or the trash icon to delete one.

4

### Confirm and Purchase

Finalizes the wager.

## ADA OPTIONS

- Flip Screen moves Draw Games and the top rows of Scratchers® to the bottom of the display for easier reach.
- Visually Impaired Keypad with a headset jack lets players use their own headset in VI audio mode.

*The GT28 complies with Americans with Disabilities Act (ADA) requirements for reachable, operable parts.*

# Opening, Locking & the Home Screen

## OPENING & LOCKING

1

### Insert the key & turn right

Unlocks the main door.

2

### Lift the right-side lever, pull open

An audible alarm sounds as soon as the door opens - signing on to the terminal silences it.

## LOCKING

1

### Push the door closed

2

### Reinsert the key, turn left, remove it

The door is now secured.

## HOME SCREEN MENU OPTIONS

- Configuration - field service personnel only
- Scratchers Ticket Inventory Management
- Management Functions
- Reports
- Consumable Inventory (select retailers)
- Reprint - last play or transaction
- Device Tests - bill acceptor, scanner, bins, printer
- Scratchers Functions - pack moves, orders, deliveries

*Reachable from any screen by touching the HOME icon.*

# Management Functions & Reports Menu

## MANAGEMENT FUNCTIONS

*Touch MANAGEMENT FUNCTIONS from the Home Screen, then the desired option.*

1

### Reboot Terminal

Restarts the terminal.

2

### Device Status

Status of every component; tap a bin number for its detail.

3

### Current Credits

Shows the player's credits available.

4

### Unlock Terminal

Green icon locks or unlocks the terminal.

## REPORTS MENU

*Available from the Reports icon on the Home Screen.*

1

### Sales

Draw Games and Scratchers® sales that have occurred.

2

### Shift

Sales since the Shift Report was last cleared — used to balance cash.

3

### Inventory

Scratchers® game, inventory and status by bin.

4

### Audit Trail

Details of the last three terminal transactions.

# Loading Scratchers® Tickets

## SCANNER METHOD — FULL PACKS

- 1 Pull out the bin tray**  
 Use the green safety latch on the right side.
- 2 Scan the LOAD barcode or Select the bin number and press load tickets**  
 Scan it on the desired bin using the barcode scanner.
- 3 Scan the first ticket in the pack**  
 Then touch FULL PACK.
- 4 Physically load the tickets, start from 000**  
 Place them into the bin.
- 5 Touch SUBMIT, then OK**  
 Confirms the load was successful.

## TICKET PLACEMENT RULE

**Tickets 8" and over go UNDER the roller bar. Tickets under 8" go OVER the roller bar.**

- \$10, \$20, \$30 tickets - 8" and over
- \$1, \$2, \$3, \$5 tickets - under 8"
- Never stack tickets more than 2" high in a bin

*Both a Manual Method and a Partial Packs option follow the same basic flow - see the full Easy Guide for entry-by-entry detail.*

# Shift Report & Unloading the Cash Box

## RUNNING THE SHIFT REPORT

- 1 Touch REPORTS from the Home screen**
- 2 Touch SHIFT REPORT**
- 3 Print a full page**  
Touch the printer icon, then FULL PAGE PRINT.
- 4 Touch CLEAR SHIFT**  
Credits must be removed before the shift can be cleared.

## UNLOADING THE CASH BOX

- 1 Print & clear a full-page Shift Report first**  
Balances the cash before you open the box.
- 2 Open the bill acceptor door**  
Insert the cash box key, turn left, pull the door forward.
- 3 Pull the YELLOW HANDLE**  
The alarm sounds — press button 01 to silence it.
- 4 Unlock, empty, and reseal the box**  
Turn the key a quarter turn, lift the yellow tab to open the lid, remove and secure the cash, then relock.
- 5 Replace and re-lock**  
Arrow on the handle faces up; close and lock the bill acceptor door.

# Meet the Gemini Terminal

The Gemini dispenses Scratchers® tickets and Draw Games and includes a Check-a-Ticket scanner. Lottery keys stay in the lock box at all times — only Lottery and field service staff hold the access code.

## FRONT PANEL COMPONENTS

- |    |                               |    |                                  |    |                           |
|----|-------------------------------|----|----------------------------------|----|---------------------------|
| 1  | Draw Games Quick Pick Buttons | 2  | Scratchers® Display Window       | 3  | Scratchers® Price Display |
| 4  | Main Door                     | 5  | Ticket Collection Bin            | 6  | ePOS Display              |
| 7  | Display for Directions        | 8  | Check-a-Ticket                   | 9  | ADA “Yes/No” Buttons      |
| 10 | Bill Acceptor                 | 11 | ADA-Compliant Quick Pick Buttons | 12 | Playslip Reader           |
| 13 | Door Lock                     | 14 | ADA Pull Collection Bin          |    |                           |

# Making a Sale

## SCRATCHERS® PURCHASE

1

### Insert cash

\$1, \$5, \$10 or \$20 -ncredit only, no change.

2

### Select ticket & press dispenser

Choose the ticket and press its button.

3

### Ticket dispenses

Drops into the ticket collection bin.

## DRAW GAMES — QUICK PICK

1

### Insert cash

Same bill acceptor rules apply.

2

### Select the Quick Pick button

Standard or ADA-compliant button.

3

### Tickets print & dispense

Drop into the collection bin.

## USING A PLAYSリップ

- Insert a completed playslip into the playslip reader.
- Tickets print and drop into the ticket collection bin.

### GOOD TO KNOW

If the terminal's buttons are down for any reason, players can still use playslips to purchase Draw Games tickets from 5:30 AM to 2:15 AM.

# Opening, Locking & Signing On

## OPENING

1

### Insert key, turn right

Into the main door lock — the lock handle pops out.

2

### Turn the lock handle

A quarter-turn counter-clockwise.

*Then pull the handle to open the door.*

## LOCKING

- Position the lock core horizontally, confirming it's aligned on the inside of the unit.
- Push the door closed.
- Turn the lock handle right until it's vertical.
- Re-insert the key, turn fully right, and push the T-handle back into the machine.
- Turn the key left and remove it — this locks the T-handle in place.

## RETAILER SIGN-ON

- Open the Gemini main door.
- The display prompts you to sign on.
- Enter your 6-digit sign-on number and 4-digit password.
- After a successful sign-on, the Main Menu displays.

# Remote Keyfob & Refund Slips

## REMOTE CONTROL KEYFOB

*Discourages underage use by letting staff remotely disable the machine.*

- Press the “I” button to disable the machine.
- Once disabled, the Gemini issues a refund slip for any remaining credits.
- Press “I” again to reactivate the terminal.

### IMPORTANT

The Gemini cannot be disabled by unplugging or re-plugging it. It must be disabled through the Altura icon or the remote keyfob — no other method works.

## REFUND SLIPS

The Gemini is exact-change only and never refunds for play — but a refund slip prints when:

- The terminal is disabled via the Altura icon or the remote keyfob, or
- There are no products available for sale.

### TO RESOLVE

Reconcile the slip and refund the customer in-store, making sure the slip shows your Retailer Number. To clear the credit, touch the Terminal Disable icon from the Manager Menu — then remember to re-enable the Gemini to continue selling.

# Management Menu & Tools/Service

## SHIFT REPORT

*Balances the cash box; covers sales since the report was last cleared.*

1

### Touch SHIFT REPORT

From the Main Menu.

2

### Review the report

Use UP / DOWN arrows to scroll.

3

### Touch PRINT

Prints the report without clearing totals.

4

### Or touch PRINT/CLEAR

Prints the report AND resets shift totals.

## TOOLS / SERVICE MENU

*Touch Tools/Service from the Main Menu.*

1

### Terminal Reset

Resets the terminal; confirm with OK.

2

### Printer Test

Runs a printer test ticket.

3

### Device Status

Bill acceptor, printer, scanner & security status.

4

### RF Disable / Enable

Turns the remote keyfob function on or off.

# Loading Tickets & Unloading the Cash Box

## LOADING TICKETS VIA BARCODE SCANNER

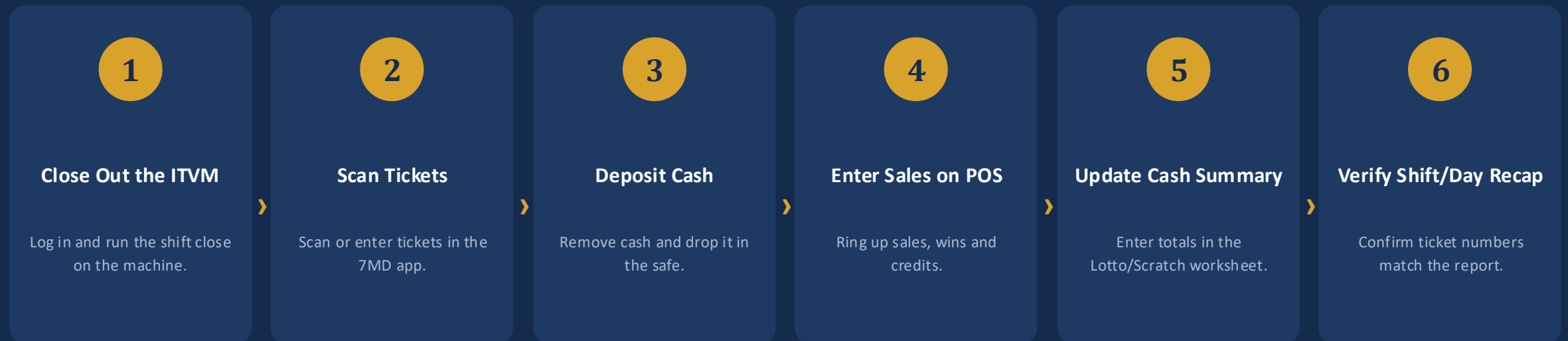
- 1 Pull out the ticket tray for the bin**
- 2 Scan the LOAD barcode**  
Scan it on the desired bin.
- 3 Scan first & last ticket barcodes**  
The Gemini auto-calculates the pack count.
- 4 Load tickets under the guide**  
Feed until the leading edge touches the rollers; the burster grabs the edge.
- 5 Touch CONFIRM**  
Then replace the barcode scanner.

## UNLOADING THE CASH BOX

- 1 Print & clear the Shift Report first**  
Balances your cash before opening the box.
- 2 Open the bill acceptor door**  
Pull the YELLOW HANDLE to remove the cash box.
- 3 Unlock the box**  
Insert the cash box key, turn a quarter turn.
- 4 Empty and reseal**  
Pull the UP-arrow tab to open the lid, remove and secure cash, relock.
- 5 Replace the box**  
Arrow on the handle must face UP.

# The Daily Reporting Workflow, End to End

Every ITVM (Instant Ticket Vending Machine) must reconcile with the POS daily. Follow these six stages in order, always within the same shift.



*The next slides walk through each stage in detail — exactly what to tap, print, and record.*

# Close Out the ITVM (Instant Ticket Vending Machine)

## CLOSING STEPS

- 1 Open the ITVM**  
Unlock and open the machine's main door.
- 2 Log in**  
Enter your User ID and password on the keypad.
- 3 Go to Manager Functions**  
Select Shift Report or Shift Change, depending on your machine.
- 4 Clear the shift**  
Full-page print the report, then clear/end the shift.
- 5 Keep the printed report**  
It lists sales and win information you'll use to ring the POS and complete the Cash Summary.

## MANAGER FUNCTIONS MENU

*Typical icons available after logging in:*

- |                            |                                 |
|----------------------------|---------------------------------|
| <b>1</b> Reports           | <b>2</b> Inventory Management   |
| <b>3</b> Special Functions | <b>4</b> Shift Report           |
| <b>5</b> Tools/Service     | <b>6</b> Logging/Security       |
| <b>7</b> Reprint           | <b>8</b> Refund Slip Inquiry    |
| <b>9</b> Machine Sign Off  | <b>10</b> Scratch-Off Functions |

### REMEMBER

Always print BEFORE you clear - once cleared, the shift totals reset to zero.

# Scan Tickets in the 7MD

## TIMING

This must be completed on the same shift as the ITVM close-out in Step 1.

### ON THE 7MD APP

- 1 Select Shift Change**  
From the 7MD home screen.
- 2 Select Lottery Counts**
- 3 Select Vending Machine**  
Choose it from Sales Counter / Vending Machine.
- 4 Scan or enter each ticket number**  
Work through every slot shown in the machine.

### IF A TAPED BOOK IS MISSED

A “Missing Lottery Book(s)” alert appears if a taped book wasn’t scanned:

- 1 Select Continue**  
On the alert screen.
- 2 Choose Sold or Backup Book**  
Sold = all tickets sold. Backup Book = none sold.
- 3 Submit**  
Confirms the book's status.
- 4 “Changes Submitted!”**  
Confirms every lottery book is accounted for.

# Deposit Cash

1

## Remove cash from the ITVM cash box

Take the cash you collected while unloading the box in the earlier machine steps.

2

## Deposit the cash into the store safe

Follow your store's standard cash-drop procedure.

3

## Confirm your totals match

Your total from the printed ITVM report should match the safe total exactly.

### NOTE

Your safe or cash-handling equipment may look different from store to store — the reconciliation principle is the same: what the ITVM report says you collected must match what goes into the safe.

# Enter Sales on the POS

Use the printed ITVM report to ring up every transaction on the POS. When you Finalize & Pay, always select Cash.

**Lotto Sales**

● → Select the Lotto button

**Lottery (Scratchers®) Sales**

● → Select the Scratch button (found under Other Dept)

**Lotto Wins from ITVM**

● → Select the Lotto Wins button

**Lottery (Scratchers®) Wins from ITVM**

● → Select the Scratch Wins button

**CASHLESS MACHINES**

For cashless lottery vending machines, enter all credit-card and other credit activity as Lotto Wins on the POS.

# Handling Vending Machine Refunds

Both terminals are exact-change only and never refund credit through the machine itself — instead, a refund slip prints for the customer to redeem in-store.

## WHEN A REFUND SLIP PRINTS

- The terminal is disabled - via the Altura icon or the remote keyfob.
- There are no products available for sale.
- The machine can never dispense a ticket for the credit inserted.

### NEXT STEP

Reconciling this refund happens the next day, when you close out the shift on the vending machine. See the following page for how the numbers work out.

## VERIFY THE TICKET & PAY THE CUSTOMER

1

### Verify the refund ticket

Confirm it shows your store's Lottery Retailer Number, the date, the time, and the refund amount.

2

### Open the register and pay the customer

Give them the exact amount stated on the ticket.

3

### Save the ticket in the shift box

You'll need it to reconcile tomorrow's shift close.

4

### Clear and re-enable the terminal

Touch Terminal Disable on the Manager Menu, then re-enable it to resume selling.

# Reconciling the Refund at Shift Close

A refund paid at the register doesn't clear itself - it shows up as a mismatch the next day that you'll true up between the register and the lottery cash box.

## WHAT YOU'LL SEE THE NEXT DAY

- When you close out the shift on the vending machine, a Refund line appears at the bottom of the shift report.
- That amount is what your cash register will be short.
- The lottery cash box will be over by that same amount - the cash never left the box, since it was paid out at the register, not the machine.

## TWO WAYS TO TRUE IT UP

1

### Option 1: Adjust the prior day's safe drop

Add the cash from the lottery cash box to your register total or store deposit by adjusting the previous day's safe drop.

2

### Option 2: Add it to the current shift instead

You'll show a shortage on the shift with the refund and an offsetting overage on the shift where you added the cash, OR add the cash to the store vault (cash drop or insert bills) and the deposit will be over the next day.

*Either method is correct — use whichever matches your store's standard safe-drop and adjustment procedure.*

# Alternative Method: Lotto Sale + Refund on the POS

Some stores prefer to log the refund as a paired Sale-and-Refund entry on the POS journal instead of relying only on the vending machine's shift-report refund line. Both are valid - use whichever matches your store's system.

1

**Ring a Lotto Sale for the refund amount**

After verifying the ticket, as described on the earlier page.

2

**Open the register, then close it**

No cash changes hands at this point.

3

**Ring a Refund against that Lotto Sale**

For the same amount.

4

**Open the register and pay the customer**

Give them the refund amount.

5

**Reconcile the same way**

Add the lottery cash box overage into the register at the POS, or into the safe/deposit, exactly as on the previous page.

# Cash Summary: Lotto/Scratch Worksheet

## ENTERING THE WORKSHEET

1

### Add the ITVM Report to your Counter Report

Combine the totals for the shift you pulled the ITVM sales in.

2

### Enter Lotto Sales, Lotto Wins and Lottery Wins

Post each figure into the Lotto/Scratch Lottery Worksheet in Cash Summary. For Scratcher Sales, the numbers will be automatically updated since you scanned the tickets with the 7MD, if you did not scan, then manually enter the numbers for the vending machine tickets into the worksheet.

### AVOID DOUBLE-COUNTING

If your ITVM is linked electronically to your Counter Terminal, do NOT add the ITVM Terminal Report to the Counter Terminal Report — doing so double-counts the sales.

## WORKSHEET SECTIONS

1

### Sales

POS Sales, Physical Sales, Over/Short for Lotto and Scratch Lottery

2

### Wins

Physical Wins, POS Wins, Over/Short Wins for Lotto and Scratch Lottery

3

### Commissions

Lottery Commissions and Lotto Commissions, totaled together

# Depositing Vending Machine Cash

For stores using Lottery Management, cash pulled from a vending machine has one extra rule beyond the standard deposit process.

## RINGING THE DEPOSIT

1

### Ring on the Lottery Department POS key

Cash removed from the vending machine gets rung under this specific department key. Ring Scratcher sales under LOTTERY SALES and Draw Game sales under LOTTO SALES.

## A CAUTION ON BY-GAME TRACKING

*Example from the Lottery Management overview: a store recorded a \$6,180 vending-machine ticket batch to a single SLIN for one game.*

- Batching many sales under one SLIN/game can distort “Item Tracking Sales.”
- Keep this in mind when investigating daily by-game shortages - a batched vending entry can look like a variance that isn't real.
- By ringing the scratcher sales and draw games separately, you can easily verify shortages, and your lottery sales counts stay accurate.

# Verify: Lottery Shift/Day Recap

The last check in the workflow confirms your vending machine's ticket numbers line up with what the system recorded — your final proof the day reconciled correctly.

1

## Open Lottery Shift/Day Recap

Cash Management > Scratch Lottery Management > Lottery Shift/Day Recap.

2

## Find the Vending Machine rows

Each slot lists Game, Book, Beginning/Next Ticket Number, and Ticket Value Sold.

3

## Compare against your scanned counts

Numbers should match what you scanned or entered in the 7MD.

4

## Print the report if needed

Keep it with your other daily reconciliation records.

# Physical Inventory Audit Checklist

Applies to ITVM cash, ITVM cash/credit/debit, and lottery vending machine audits alike - follow both stages in order.

## 1 The Day Before the Count

- Empty the machine of cash.
- Count the tickets in the machine.
- Enter the ticket count into Lottery Management.
- Ring up the count on the POS.

## 2 The Day of the Audit

- Print a shift report - do NOT end the shift.
- Give the report to the auditor so they can determine tickets sold since your last reconciliation, keeping the scratch ticket audit accurate.
- For a lottery vending machine, do not sell tickets from it until the audit is complete.

### LOTTERY MANAGEMENT RECONCILIATION

Any ticket sales since your last recorded Shift Report must either be entered via the 7MD into the Cash Report generated before the audit, or listed as BI Sales on the Lottery Audit Reconciliation form. At the audit, Total Inventory (shown on the Scratch Lottery Shift/Day Recap) must match the physical ticket count exactly.

# Key Reminders



## Credit only, always

Neither the GT28 nor the Gemini gives change - cash is credit toward purchases only.



## Same-shift scanning

7MD ticket scanning must happen on the same shift as the ITVM close-out.



## Print before you clear

Always print a full-page Shift Report before clearing it - clearing resets totals to zero.



## Watch for linked terminals

If your ITVM is linked to the Counter Terminal, don't add the reports together — you'll double-count.



## Cashless = Lotto Wins

Credit card and other non-cash credits on cashless machines post as Lotto Wins on the POS.



## Sold anytime

A Scratchers® book can be marked Sold at any time — no need to wait for a shift change.



## Label vending books “V” or Slots 33 and above.

In Lottery Management, mark any book moved into a vending machine with the letter V so it stays easy to track. Or dedicate slots 33 to 60 for the vending machine books.



## Refunds true up the next day

A register refund shows as a shortage at shift close, offset by an equal overage in the lottery cash box.

# Training & Support Resources

Scan a code below to register for instructor-led training or use the links to reach on-demand videos and the retailer self-support site anytime.

## SCAN TO REGISTER FOR TRAINING



*Each code opens an instructor-led virtual training sign-up for that terminal type.*



Altura retailer terminal - used at the counter for draw game sales, reports, and enabling/disabling the vending machines.

## ON-DEMAND VIDEOS & SUPPORT



### Gemini Reference Videos

[help.lotterysupport.com/ca](https://help.lotterysupport.com/ca) — article 76



### GT28 Reference Video

[help.lotterysupport.com/ca](https://help.lotterysupport.com/ca) — article 79



### Retailer Self-Support Site

[help.lotterysupport.com/ca](https://help.lotterysupport.com/ca)



# Thank You

Questions about GameTouch 28, Gemini, or Daily Cash Reporting?

**Brightstar Service Hotline: 1.800.666.6695** • **Retailer Hotline: 1.855.EZLOTTO (395.6886)**

**This presentation is a training reference, not an official policy document.**

It was compiled from internal job aids, terminal easy guides, and training materials current as of the dates shown on those source documents.

Screens, menu paths, button names, and procedures can change as software, terminals, or company policy are updated — always defer to the current official job aid, your manager, or your Lottery/Brightstar representative if anything here seems out of date.

This guide does not replace required certified training, official SOPs, or direction from your store's management.

Anyone using this guide is responsible for following their store's current, official procedures. This document is provided for training convenience only and carries no guarantee of accuracy for every store, system version, or point in time.

*When in doubt, verify with your AL OR 7-Eleven Or CA LOTTERY or the appropriate support line before acting.*