

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-A-TICKET

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

TEXAS LOTTERY® APP

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

1. Player places their mobile device under the cross hairs of the barcode scanner to focus on the QR Code.
2. A confirmation screen displays confirming the play(s) and cost of the ticket(s) with the player.
3. If there is sufficient money in the GT20 to cover the cost of the ticket(s), the ticket(s) will print.
If not, the screen will display additional funds are required for purchase.

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



REPORTS

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



REPORTS

To access the Reports:

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

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

Inventory Report: shows each bin's current scratch ticket inventory.

Shift Report: details sales activity of the current shift and is used to balance the money in the cash box on a daily basis.

Printer Test: verifies that the printer is functioning correctly.

Device Status Report: lists all the peripherals of the GT20 and shows the status for each.

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

Configuration Report: shows GT20 information, such as: IGT Serial Number, Accounting Start Day/Time and Installation Date.

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

Draw Game Reports: provide Daily Sales and Invoice reports.

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

Pack Status: displays Active, Issued and Confirmed status for that specific game.

Statistics: displays each bin's out-of-stock tickets percentage.

REPRINT

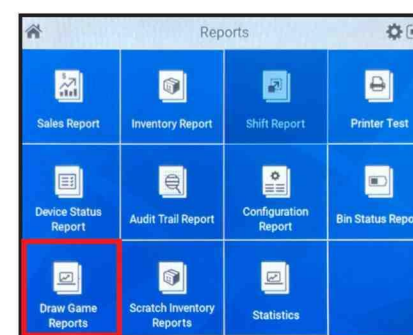
To reprint the Last Transaction and the Last Play, touch the desired option. The reprint prints automatically.

1. From the MAIN MENU, touch **REPRINT**.
2. Touch **Last Transaction** or **Last Play**.



REPRINT

DAILY SALES AND INVOICE REPORTS



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

DAILY SALES

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

INVOICE

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

For questions about lottery accounting or licensing, contact:

Texas Lottery Retailer Services
800.375.6886
retailerwebhelp@lottery.state.tx.us



SUPPORTING
TEXAS EDUCATION
AND VETERANS



Game Touch® (GT20)

Quick Reference Card

effective 04.13.2025

TEXAS LOTTERY® RETAILER SERVICES

7:00AM – 5:30PM CT MON – FRI
800.375.6886

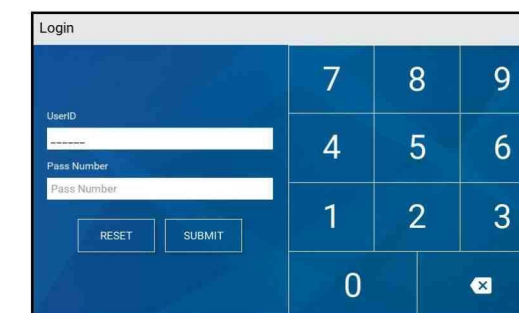
IGT™ HOTLINE

24 HOURS • 7 DAYS A WEEK
800.458.0884

SYSTEM & RETAILER SIGN ON

GT20 automatically signs on to the system every day at 12:30 AM CT and signs off at midnight CT. If GT20 fails to auto-sign on from the host, a red screen will display. Players can still insert money and purchase scratch tickets, but cannot purchase draw game tickets, view reports or check tickets with the scanner. Follow these steps to sign on to the system and the GT20.

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



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

NOTE: A red screen background indicates an error or problem with the terminal. Follow these steps or call 800.458.0884 for help.

DOOR ACCESS

OPENING THE GT20

- 1. Insert the **MD** key into the main door lock.
- 2. Turn the key to the right and the lock handle will pop out.
- 3. Lift 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.

LOGGING/SECURITY

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

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



MANAGEMENT FUNCTIONS

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

DEVICE TESTS

Test Bill Acceptor

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



Test Bill Acceptor

Barcode Reader

Verifies the Barcode Scanner is functioning correctly.



Barcode Reader

Printer Test

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



Printer Test

Burster

Engages the burster rollers to verify they are functioning correctly.

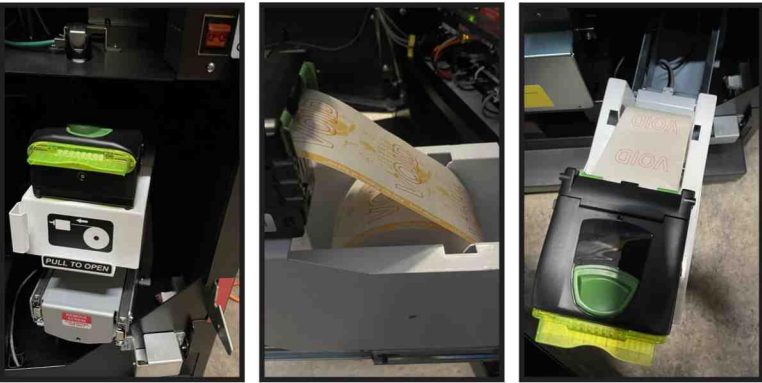


Burster

CHANGE 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.

- 1. Open the main door.
- 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.



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

UNLOADING THE CASH BOX

To remove money from the Bill Acceptor Cash Box:

- 1. Insert the **BA** key, turn left and pull forward.
- 2. Push 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.

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

To help with reconciliation when money is removed:

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

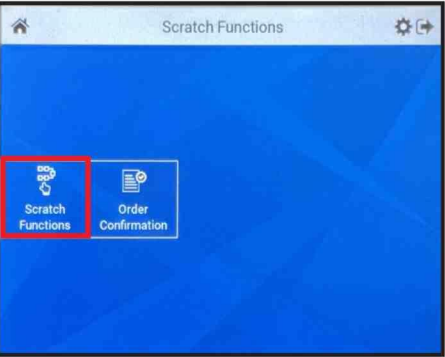
SCRATCH FUNCTIONS

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



SCRATCH FUNCTIONS

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



Activate Pack

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

Settle Pack

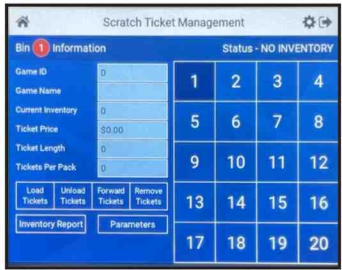
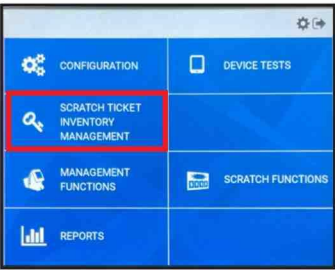
- 1. Scan the barcode from a ticket in the pack or manually enter the Game Number and Pack Number.
- 2. A confirmation message displays and receipt prints.

SCRATCH TICKET INVENTORY MANAGEMENT

ADD INVENTORY (SCANNER METHOD)

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

ADD INVENTORY (MANUAL METHOD)

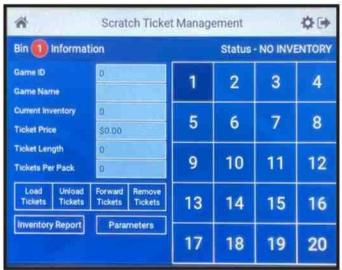
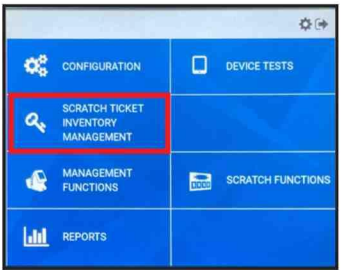


- 1. From the Home screen touch **SCRATCH TICKET INVENTORY MANAGEMENT**.
- 2. Touch the desired bin number.
- 3. Touch **Load Tickets**.
- 4. Enter the first ticket game, pack and ticket numbers.
- 5. Touch **SUBMIT**.
- 6. Enter the last ticket game, pack and ticket numbers..
- 7. Touch **SUBMIT**.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

REMOVE INVENTORY (SCANNER METHOD)

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

REMOVE INVENTORY (MANUAL METHOD)



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