FUNCTIONAL SPECIFICATION

Lotería Electrónica Internacional Dominicana, S.A.

GMS Overview
La Lotería Electrónica Internacional Dominicana S.A.

Version 0.9

July 12, 2013

SCIENTIFIC GAMES

SG Documentation Policy

Document Name:
DO-Implementation And Conversion-GMS Specification V0.9

Date:
July 12, 2013

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REVISION CHANGE HISTORY

Version	Date	Modified By	Revisions
0.1	2/22/2013	M. Govostes	First Draft
0.2	3/08/2013	M. Govostes	Incorporated revisions from SME review; added Claims Module
0.3	3/13/2013	M. Govostes	Incorporated revisions from SME review
0.4	3/28/2013	M. Govostes	Incorporated revisions from SME review
0.5	5/07/2013	M. Govostes	Updated functionality
0.6	6/06/2013	M. Govostes	Updated functionality
0.7	6/14/2013	M. Govostes	Incorporated revisions from SME review
0.8	6/14/2013	M. Govostes	Updated functionality
0.9	7/12/2013	M. Govostes	Updated Scope

CONTENTS

SECTION 1

INTRODUCTION

1.1 Purpose

This document provides the logistical specifications for each GMS module.

1.2 Scope

SGI is responsible for a complete software solution and its functionality. Parameters of this GMS software are defined in the contract between LEIDSA and SGLA. Software to be operated by LEIDSA personnel.

1.3 Definition, Acronyms, and Abbreviations

The following table contains the items relevant to this document.

Term or Acronym	Meaning
AEGIS-EF	Advanced Entertainment Gaming Information System – Enterprise Framework
Business Objects	The layer of software that supports the user interface layer; this layer contains the business rules used to process the input from the user interface layer.
Call Center	Call Management and Reporting System for various jurisdictions
Constraint	Anything that limits the designer's options. For example, having to use a particular platform is a design constraint.
Dashboard	A web page that organizes a set of user interface components to show the most critical and important data to a user in a way that is meaningful to them.
Database Objects	The tables, columns, views, and stored procedures necessary to support the business layer.

Term or Acronym	Meaning
Data Source	Refers to the source of data (database, data table, data view, etc.)
DSR	District Sales Representative
EFT	Electronic File Transfer
GMS	Games Management System
DO	Dominican Republic
ICS	Internal Control System
NSF	Non-Sufficient Funds
Property	Get or Set Attribute that is exposed public in UI controls, Web Parts, Class library, etc.
RDB	Relational Database
Risk	An uncertain case that, if it occurs, has a positive or negative effect on a design objective.
R / O / B / C	These letters appear on the Retailer [Search] and Owner [Search] screens. R – Retailer O – Owner B – Both (Owner and Retailer) C – Contact
SGI	Scientific Games International
Web UI	The web pages/parts required for add/update and view

1.4 References

Dominican Republic GMS Reports Specification

(DO-Implementation and Conversion-GMS Reports)

SECTION 2

GMS OVERVIEW

The Games Management System (GMS) is the master control center for the lottery, and it is one of the component s of the Advanced Entertainment Gaming Information System Enterprise Framework (AEGIS-EF).

GMS provides the lottery with accounting, management, and sales functions. These functions allow users to control lottery retailers and retailer owners, as well as instant ticket information and distribution. The web-based UI comprises GMS interactive screens and GMS reports.

SECTION 3

HARDWARE REQUIREMENTS

The hardware requirements should meet the system requirements for the following operating systems:

- Windows 2008 Server R2
- Windows XP, Windows Vista, Windows 7 Workstations

SECTION 4

SOFTWARE REQUIREMENTS

Software requirements are listed below.

Client Workstation:

- Windows XP, Windows Vista, or Windows 7 with Internet Explorer Version 7 or 8

Development Environments:

- Windows XP or Windows 7 Work Stations
- Windows 2008 Server R2 Servers
- IIS 7.0
- SQL Server 2008
- VS2008 Team System, SP1, .NET 3.5

Development Tools:

- SQL Server 2008
- Visual Studio 2008/.NET 3.5
- Ajax Web Extensions
- Ajax Control Toolkit

SECTION 5

AEGIS ENTERPRISE FRAMEWORK

The AEGIS EF System Components comprises:

AEGISListener : Window Service; interface between SportTech system and SGI RDB

GMS – Games Management System Web Server

- Business Rule Management
- Games Management, Reports
- Retailer/POS Management
- Database Services
- Web Services
- Internet Services

POS – Point of Sales Terminals

RDB – Relational Database Server

- Retailer Accounting
- Game Accounting

External Systems Interfaces (e.g., ICS, Back Office)

SECTION 6

RETAILER MANAGEMENT

6.1 Module Overview

The Retailer Management module is the main module for administration of retailers and lottery terminals within GMS. It allows users to view and modify existing retailers, create adjustments, and send messages to retailer terminals.

6.1.1 Workflow

Access GMS Retailer Management functions by clicking one of the following:

- View Retailer
- Modify Retailer
- Adjustments
- Chain Definition
- Retailer Groups
- Financial Exports
- Financial Imports
- Instant Ticket Balancing

6.2 View Retailer

This function provides retailer search criteria on the left panel and view retailer list on the right panel.

6.2.1 Workflow

View Retailer List

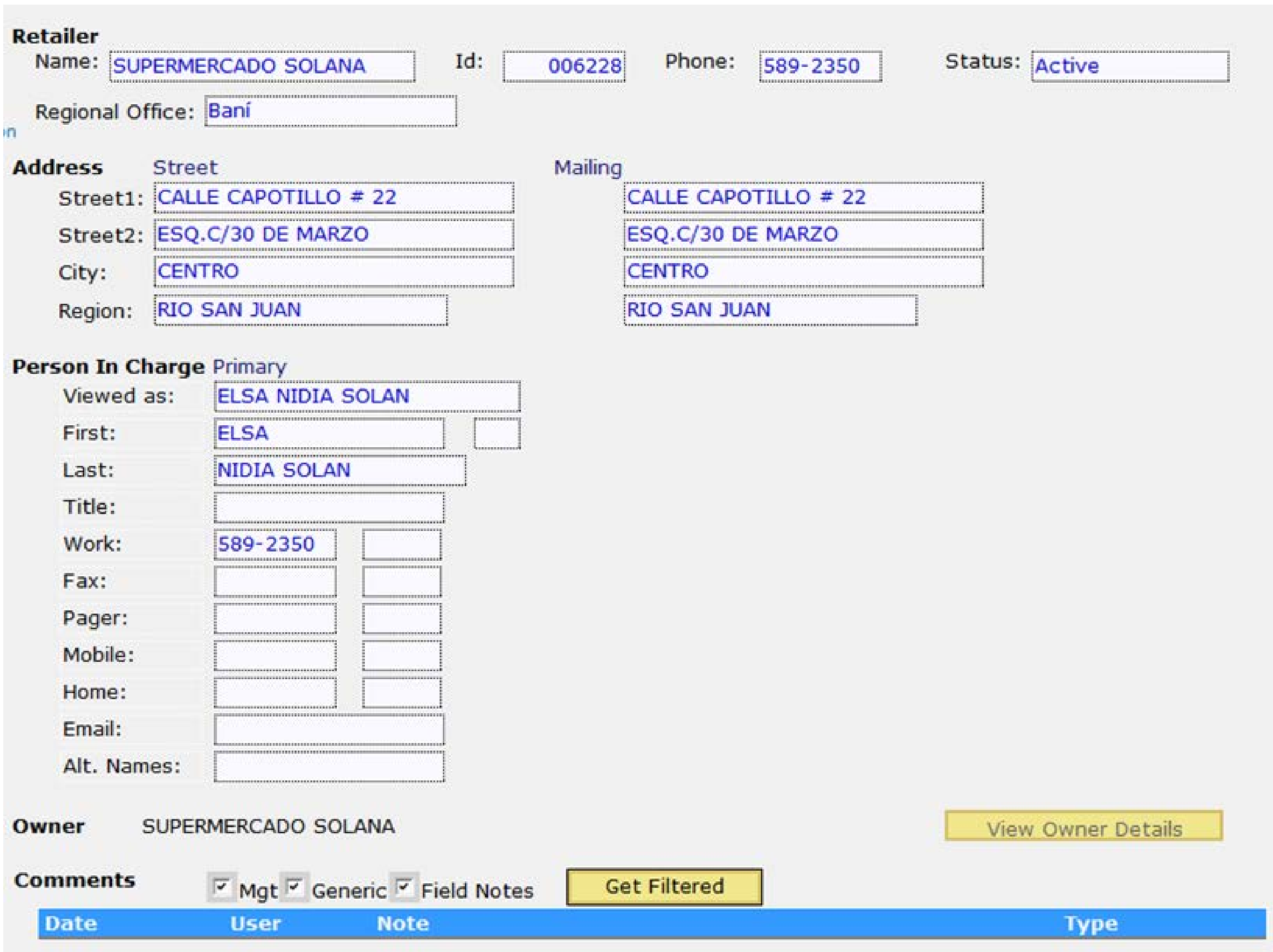
- Access the View Retailer screen by clicking Retailer > View Retailer.
- Enter the search criteria in the left panel.
- Click [Search]. The Retailer List displays upon success.
- Re-enter and re-try upon failure.

Access View Retailer functions by clicking one of the following:

- Location
- Retailer Profile
- Instant Allow / Commission
- Initial Order Allocations
- Pending Orders
- EFT
- License
- Properties
- Details

6.2.2 View Retailer – Location

This function allows you to view personal and address information about the selected retailer.



6.2.2.1 Workflow

Access the Location screen by clicking Retailer > View Retailer > Location.

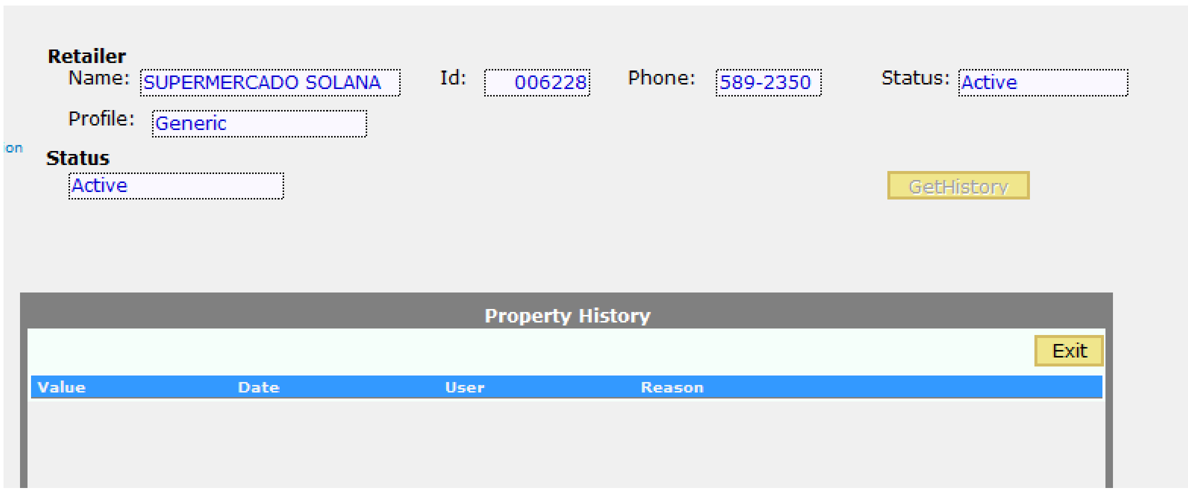
- Click [View Owner Details] to display information about the store owner on the Owner: View screen of the View Owner function.

Filtering Comments

- To filter the comments by type, select one or more Filter Type checkboxes (Mgt, Generic, etc.) and click [Get Filtered]. The Comments table is updated with the new filtered information.

6.2.3 View Retailer – Retailer Profile

This function allows you to display information about the selected retailer.



6.2.3.1 Workflow

Access Retailer List

- The Select Retailer [Search] Criteria Panel displays.
- Enter the search criteria.
- Click [Search]. The Retailer List displays upon success.
- Re-enter and re-try upon failure.

Access Retailer Detail

- Click the ID link in the Retailer List.
- The Retailer Detail screen displays.

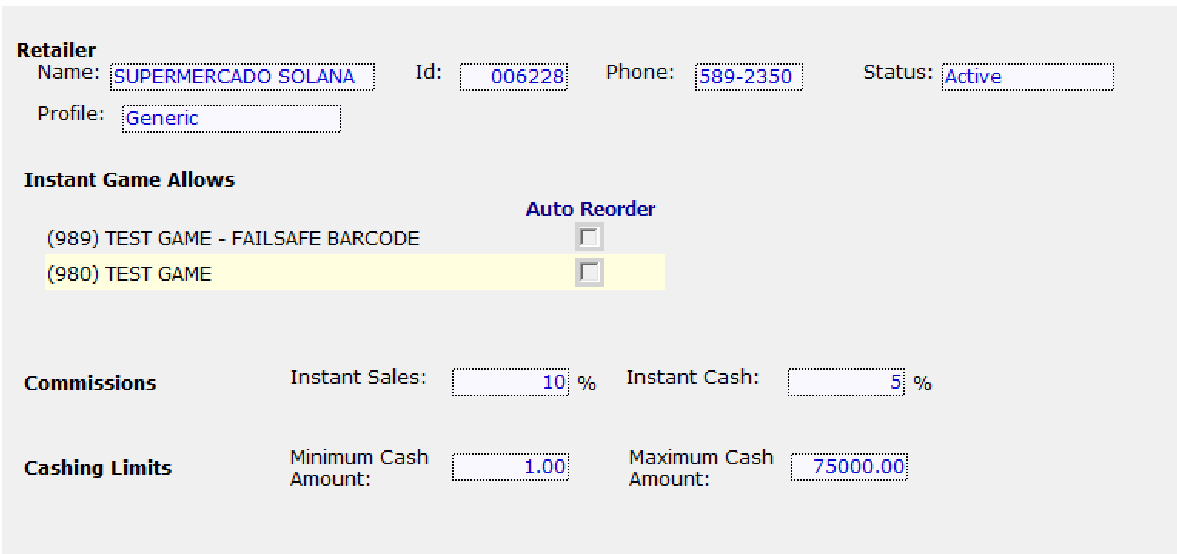
Access the Retailer Profile screen by clicking Retailer > View Retailer > Retailer Profile.

Displaying the Status History:

- To see a history of all statuses for this retailer, click [Get History]. The Property History pop-up displays in a pop-up.
- Click [Exit] to close the pop-up.

6.2.4 View – Instant Allow / Commission

This function allows you to view information about instant definitions and commissions of the selected retailer.

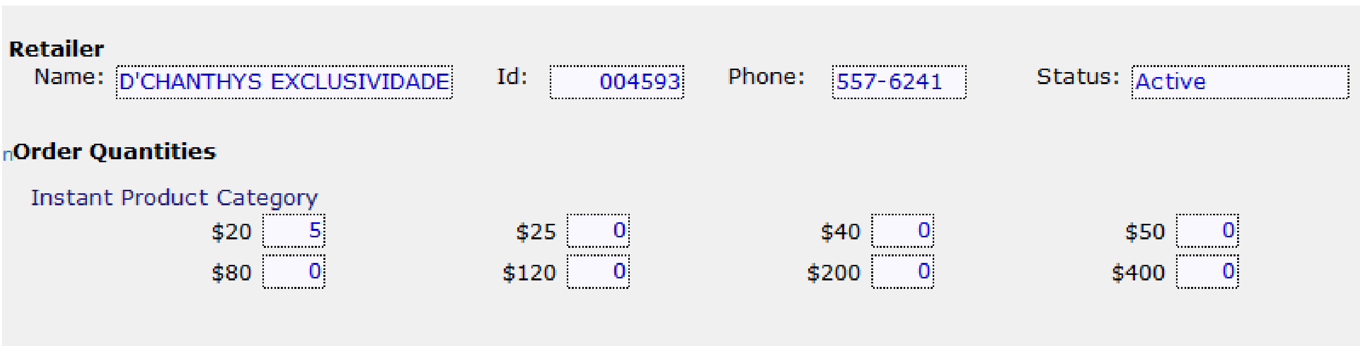


6.2.4.1 Workflow

Access the Instant Allow / Commission screen by clicking Retailer > View Retailer > Instant Allow / Commission.

6.2.5 View – Initial Order Allocations

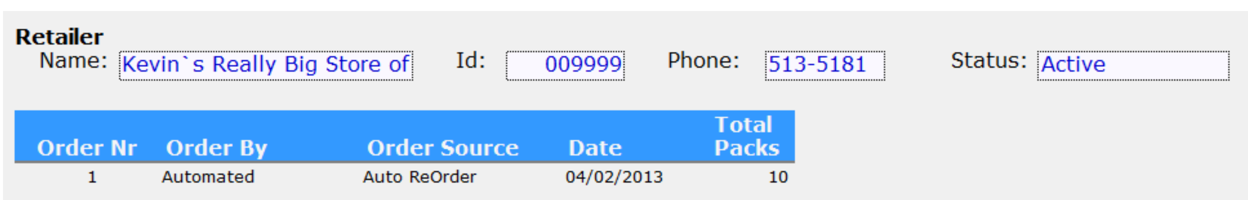
This function allows you to view information about order quantities of instant games of the selected retailer.



6.2.5.1 Workflow

Access the Initial Order Allocations screen by clicking Retailer > View Retailer > Initial Order Allocations.

6.2.6 View – Pending Orders

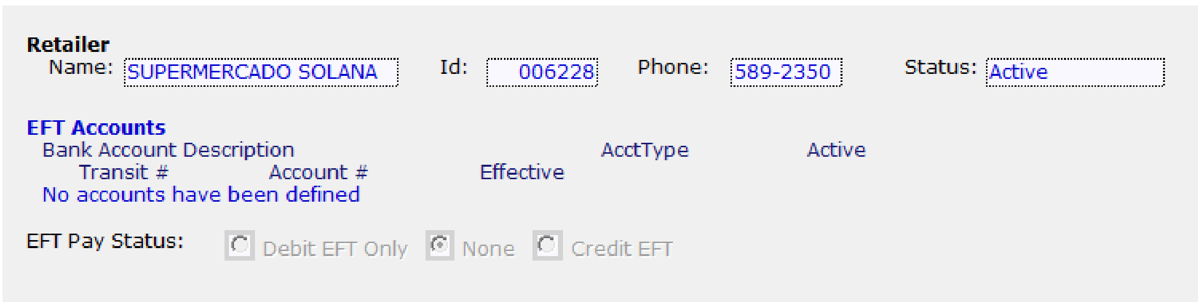


6.2.6.1 Workflow

Access the Pending Orders screen by clicking Retailer > View Retailer > Pending Orders.

6.2.7 View – EFT

This function allows you to view information about the EFT (Electronic File Transfer) accounts of the selected retailer.



EFT Pay Statuses:

- Debit Only – Swept only if there is a debit retailer balance.
- None – No Sweep. Applicable for any terminal that the Lottery approves.
- Credit EFT – If there is a credit balance, Amount is credited to the retailer. Otherwise works as Debit only.

6.2.7.1 Workflow

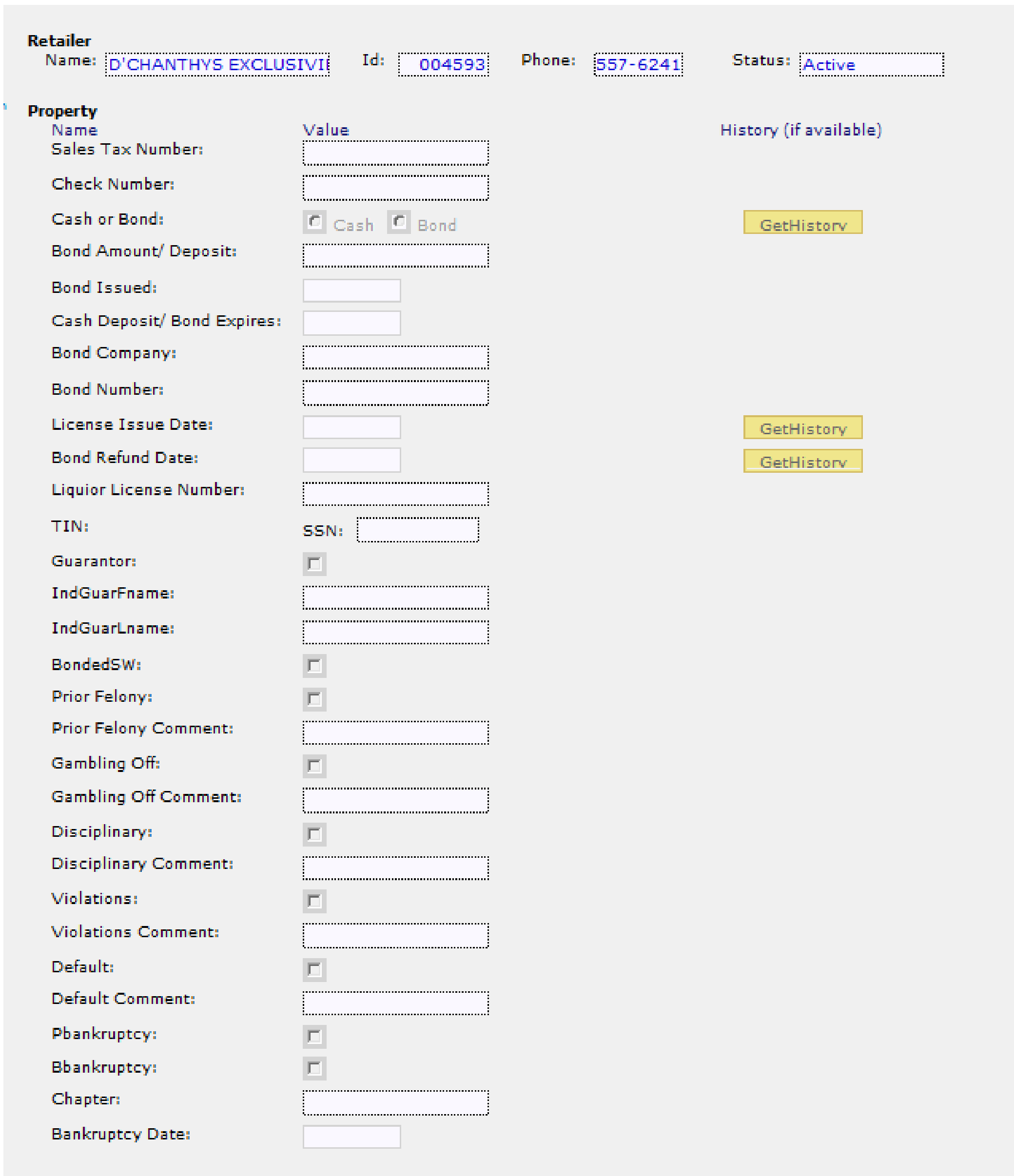
Access the EFT screen by clicking Retailer > View Retailer > EFT.

Viewing the EFT Account Change History

- To view all changes made to the EFT account, click [Get History]. The EFT History pop-up displays.
- Click [Exit] to close the pop-up.

6.2.8 View – License

This function allows you to view information about the license of the currently selected retailer.



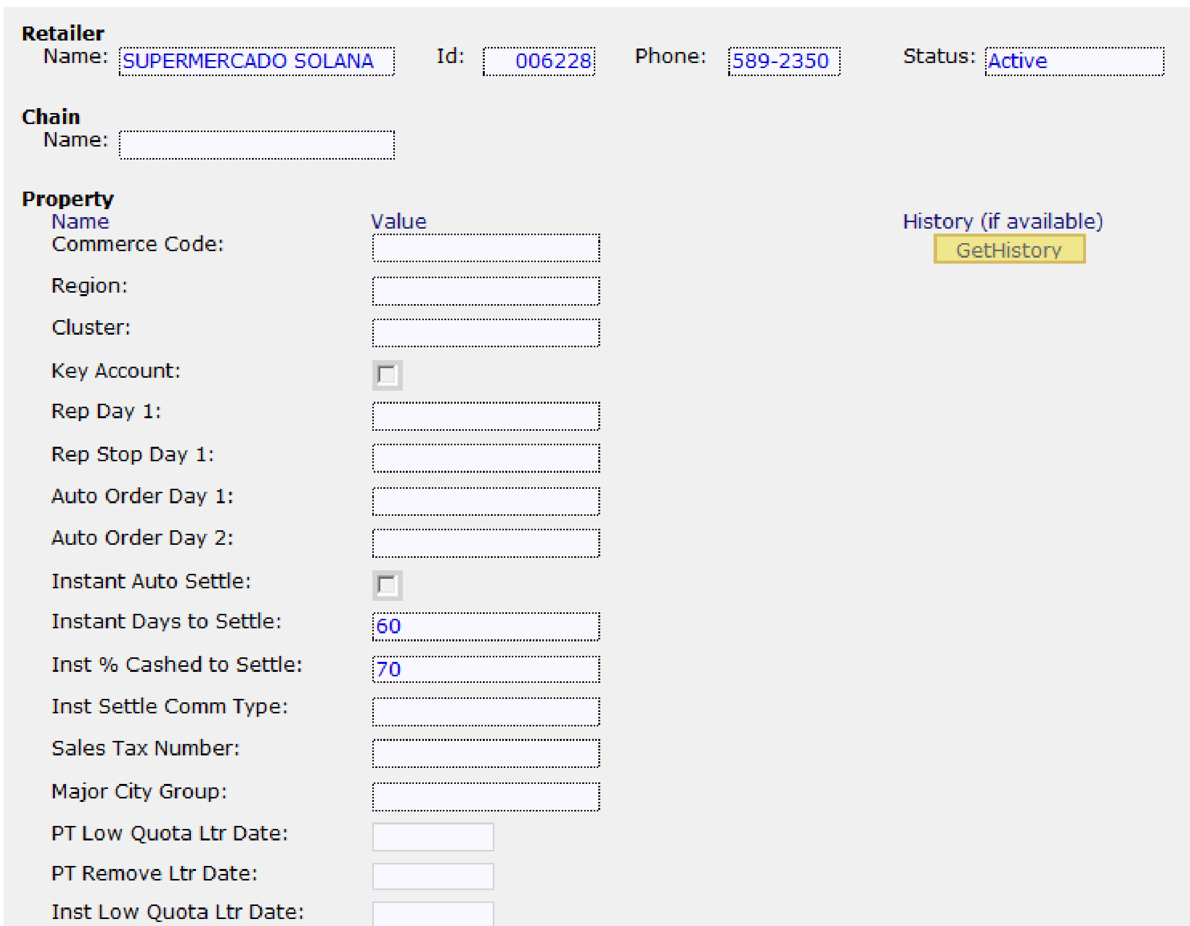
6.2.8.1 Workflow

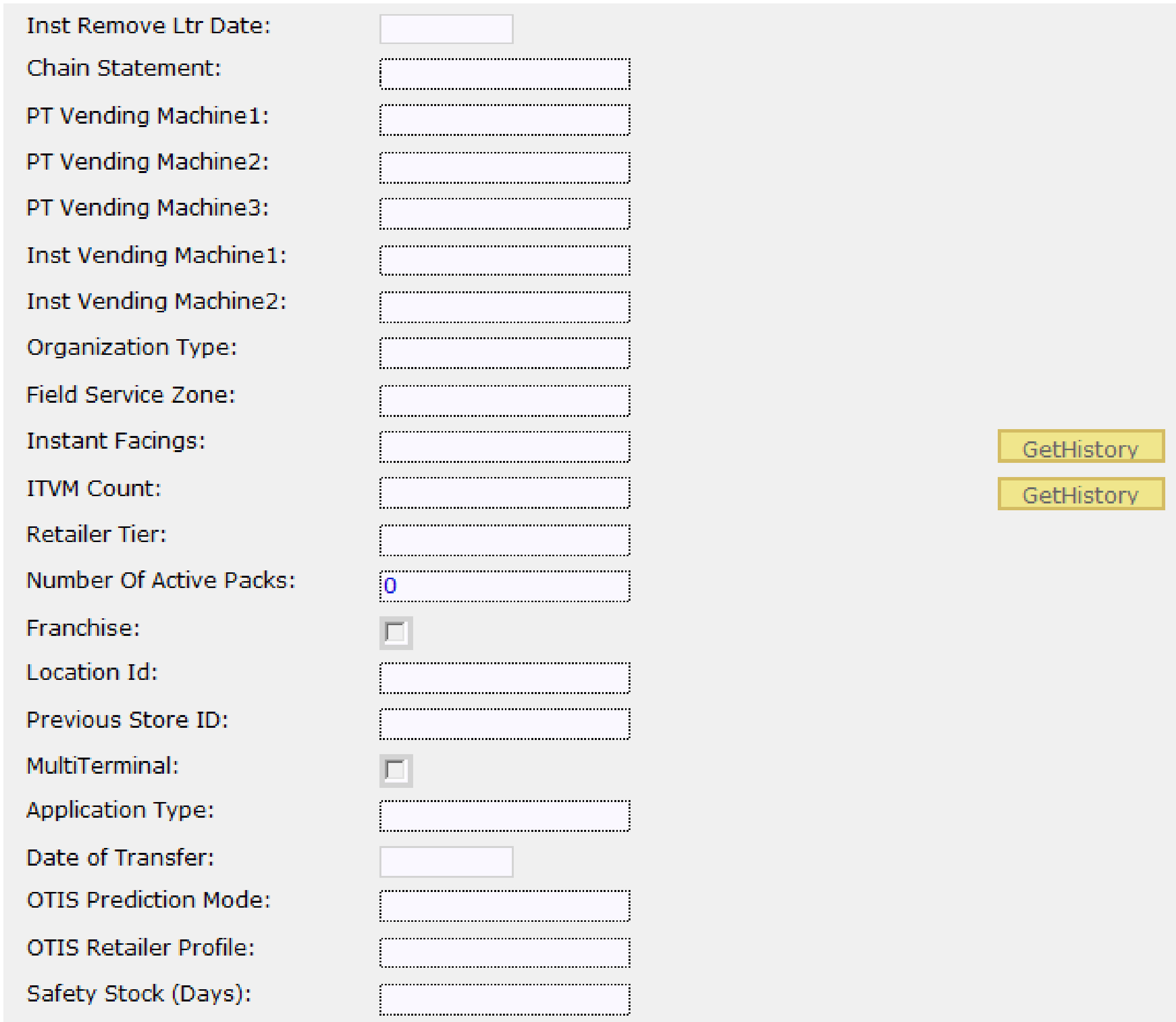
Access the License screen by clicking Retailer > View Retailer > License.

6.2.9 View – Properties

This function allows you to view the properties of the selected retailer.

NOTE: The order of property fields displayed on this screen can be modified with the Order Retailer Properties function in the Support module. Therefore, the order on your screen could be different from the one displayed in the screen sample.





6.2.9.1 Workflow

Access the Properties screen by clicking Retailer > View Retailer > Properties.

- To display the modification history of a properties field, click [Get History] in the same row. A Property History pop-up displays.
- Click [Exit] to close the pop-up.

6.2.10 View – Details

This function allows you to view detailed information about the selected retailer.

6.2.10.1 Workflow

Access the Details screen by clicking Retailer > View Retailer > Details.

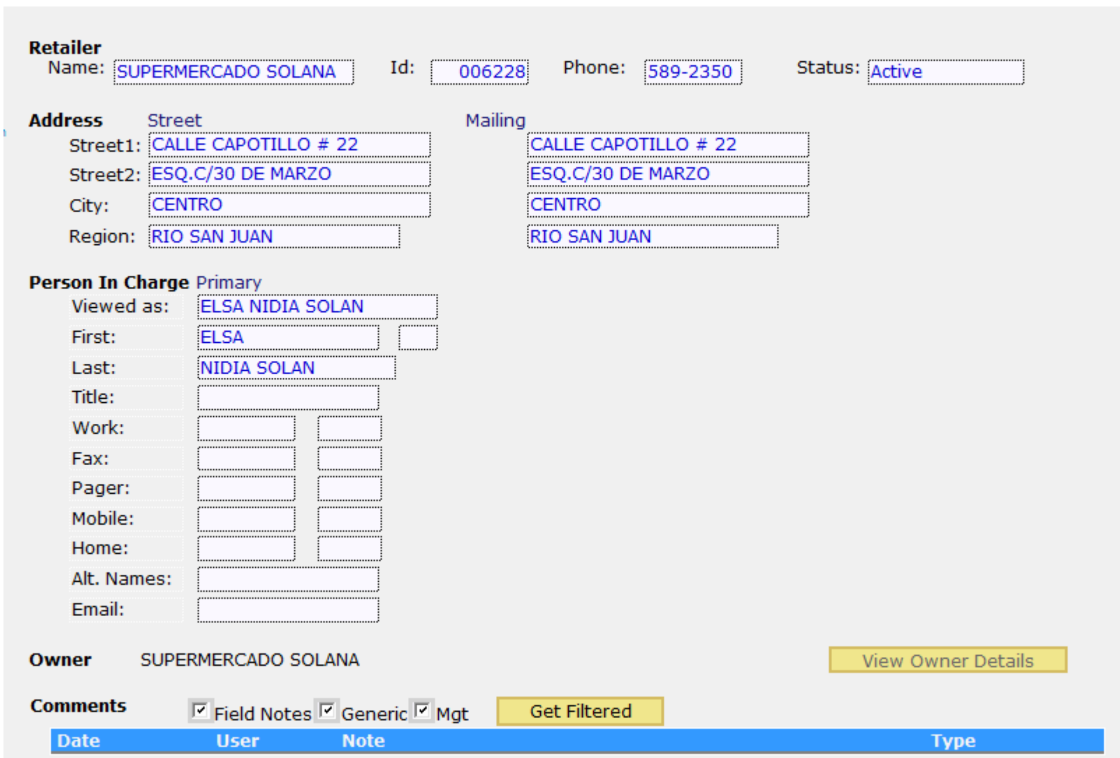
6.3 Modify Retailer

This function of allows you to modify personal and address information about the selected retailer

6.3.1 Workflow

Modify Retailer List

This function provides retailer search criteria and displays retailer search results.



Access the Modify Retailer screen by clicking Retailer > Retailer > Modify Retailer.

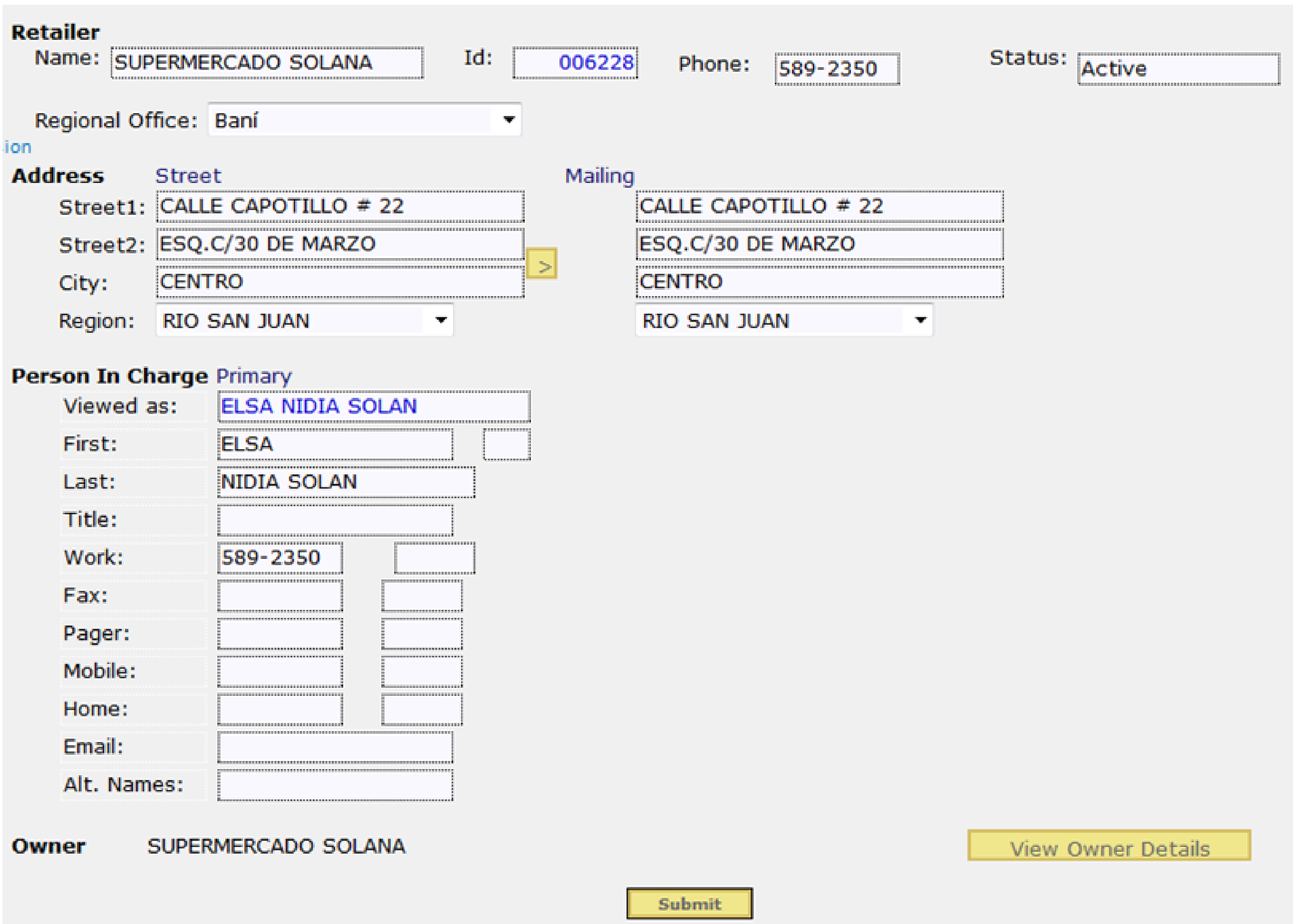
- Enter the search criteria.
- Click [Search].
- The Retailer List displays upon success.
- Re-enter and re-try upon failure.

Access Modify Retailer functions by clicking one of the following:

- Location
- Retailer Profile
- Instant Allow / Commission
- Initial Order Allocations
- EFT
- License
- Properties

6.3.2 Modify Retailer – Location

This function allows you to modify personal and address information about the selected retailer.



6.3.2.1 Workflow

Access the Location screen by clicking Retailer > Modify Retailer > Location.

- Select the Location function from the navigation panel.
- Enter or change information as desired.

  NOTE: Fields that have blue data are read-only; therefore, the text in these fields cannot be changed.

- To copy the contents of the retailer's street address to the retailer's mailing address, click [>>].
- Click [View Owner Details] to display information about the store owner on the Owner: View screen of the View Owner function.
- Click [Submit] to save the modifications in the database.
- When changes are submitted, a confirmation message displays. Click the To return click here link to return to the Location screen.

Filtering Comments

- To filter the comments that display in the Comments table, select one or more Filter Types (Mgt, Generic, etc.) and click [Get Filtered]. The Comments table is updated with the new filtered information.

Adding Notes to the Comments Table

- To add a note to the Comments table, click [Add Comment]. The Note Entry pop-up displays.
- Enter the Note to be added.
- Select the type of comment from the drop-down menu.

- Click [Submit] to add the note to the Comments table. The Note Entry pop-up closes and the note displays at the top of the Comments table.
- Click [Submit] to save the modifications in the database.
- When changes are submitted, a confirmation message displays. Click the To return click here link to return to the Location screen.

Modifying Comments

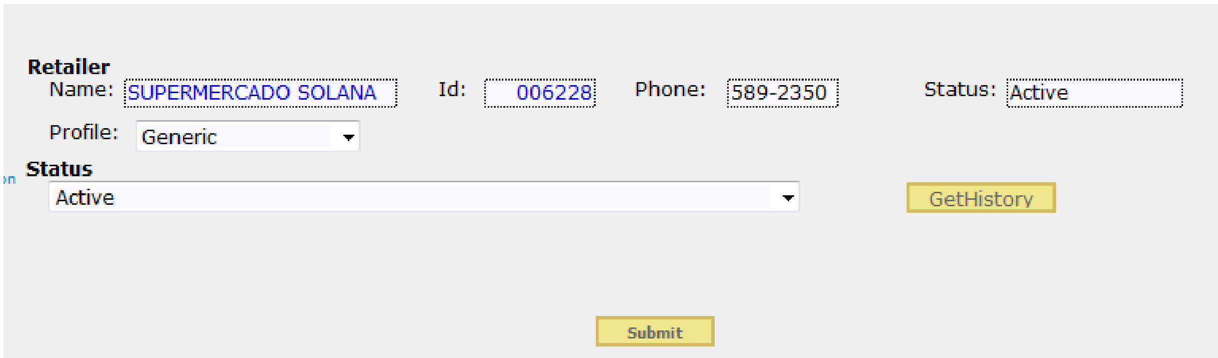
- To modify a note in the Comments table, click [Edit] next to the note. The Note Entry pop-up displays.

  NOTE: Most users are only able to modify notes that they enter.

- Edit the Note and click [Submit] to save the modifications in the database. The Note Entry pop-up closes and the note is modified in the Comments table.
- Click [Submit] to save the modifications in the database.
- When changes are submitted, a confirmation message displays. Click the To return click here link to return to the Location screen.

6.3.3 Modify Retailer – Retailer Profile

This function allows you to modify information about the selected retailer.



6.3.3.1 Workflow

Access Retailer List

- The Select Retailer [Search] Criteria Panel displays.
- Enter the search criteria.
- Click [Search].
- The Retailer List displays upon success.
- Re-enter and re-try upon failure.

Access Retailer Detail

- Click the ID link in the Retailer List.
- The Retailer Detail screen displays.

Access the Terminal Profile screen by clicking Retailer > Modify Retailer > Terminal Profile.

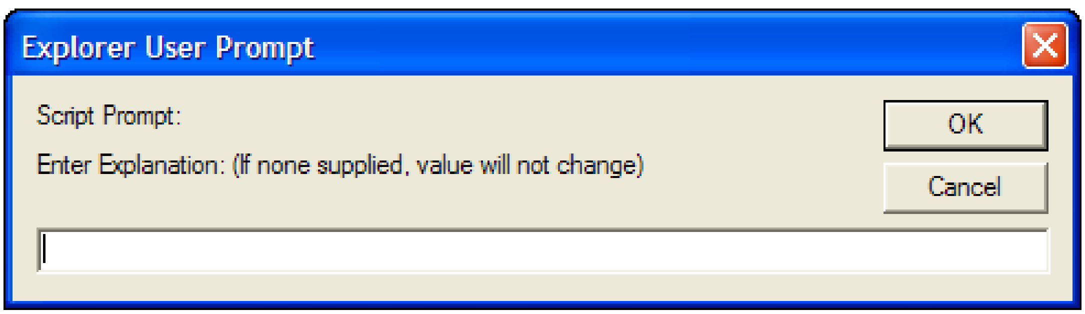
NOTE: The following profile types will be available in the Profile field: *Generic*, *State Fair, No Profile, Regional Office, Lottery HQ,* and *Cash Only*.

- Enter or change information as desired.

  NOTE: Fields that have blue data are read-only; therefore, the text in these fields cannot be changed.

- Click [Submit] to save the modifications in the database.
- When changes are submitted, a confirmation message displays. Click the To return click here link to return to the Terminal Profile Status screen.

Modifying the Retailer Status:



- To change the retailer status, click on a Status radio button. A pop-up displays asking for an explanation of the change.
- Enter a reason for the status change and click [OK].
- The Apply Change field displays on the screen. Select whether the status change is applied immediately, or to schedule it for a specific day.
- Click [Submit] to save the modifications in the database.
- When changes are submitted, a confirmation message displays. Click the To return click here link to return to the Terminal Profile Status screen.

Deleting Future Status Changes:

When a status change is scheduled for a future day, the date is displayed on the screen.

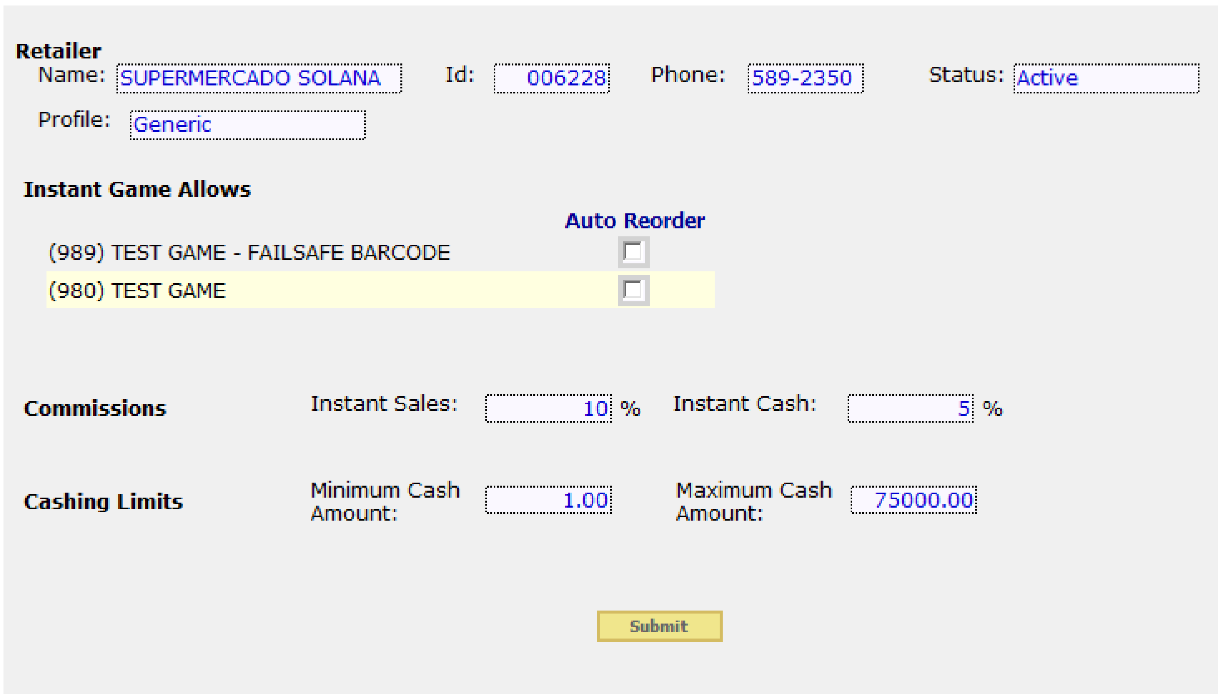
- If the future change is not performed on that day, click the Remove all future changes checkbox and click [Submit].
- When changes are submitted, a confirmation message displays. Click the To return click here link to return to the Terminal Profile Status screen.

Displaying the Status History:

- To see a history of all statuses for this retailer, click [Get History]. The Property History pop-up displays.
- Click [Exit] to close the pop-up.

6.3.4 Modify – Instant Allow / Commission

This function allows you to modify information about instant definitions and commissions of the selected retailer.



6.3.4.1 Workflow

Access the Instant Allow / Commission screen by clicking Retailer > Modify Retailer > Instant Allow / Commission.

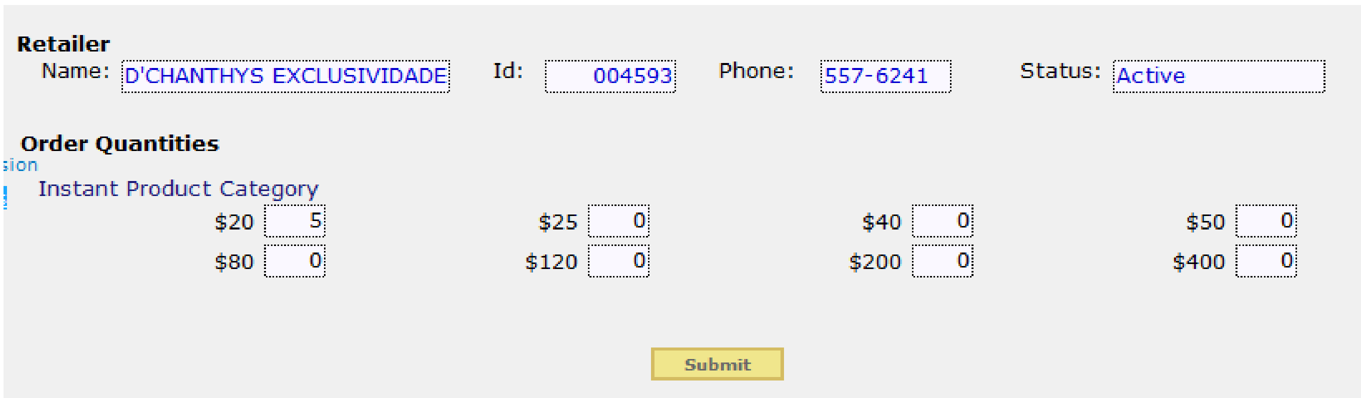
- Enter or change information as desired.

  NOTE: Fields that have blue data are read-only; therefore, the text in these fields cannot be changed.

- Click [Submit] to save the modifications in the database.
- When changes are submitted, a confirmation message displays. Click the <u>To return click here</u> link to return to the Instant Allow / Commission screen.

6.3.5 Modify – Initial Order Allocations

This function allows you to modify information about order quantities of instant games of the selected retailer.



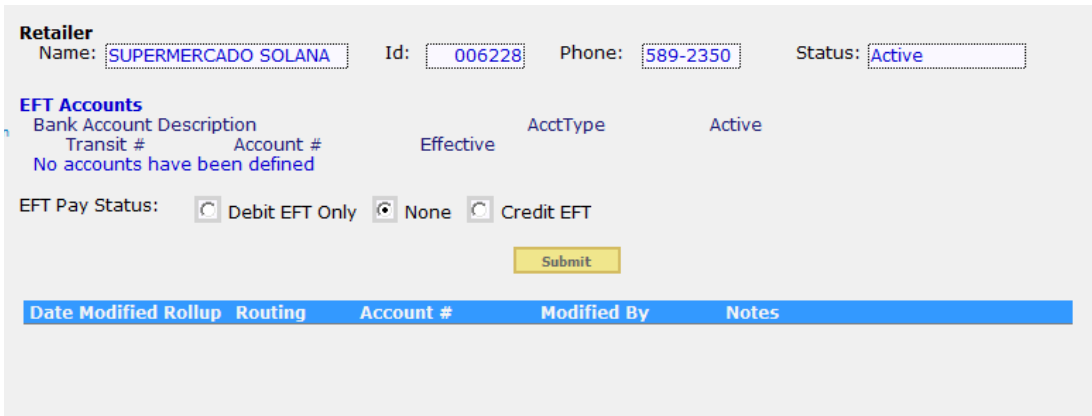
6.3.5.1 Workflow

Access the Initial Order Allocations screen by clicking Retailer > Modify Retailer > Initial Order Allocations.

- Change the quantity of initial orders for each Instant Product Category, as necessary.
- Click [Submit] to save the modifications in the database.
- When changes are submitted, a confirmation message displays. Click the To return click here link to return to the Initial Order Allocations screen.

6.3.6 Modify – EFT

This function allows you to modify information about the EFT (Electronic File Transfer) accounts of the selected retailer.



6.3.6.1 Workflow

Access the EFT screen by clicking Retailer > Modify Retailer > EFT.

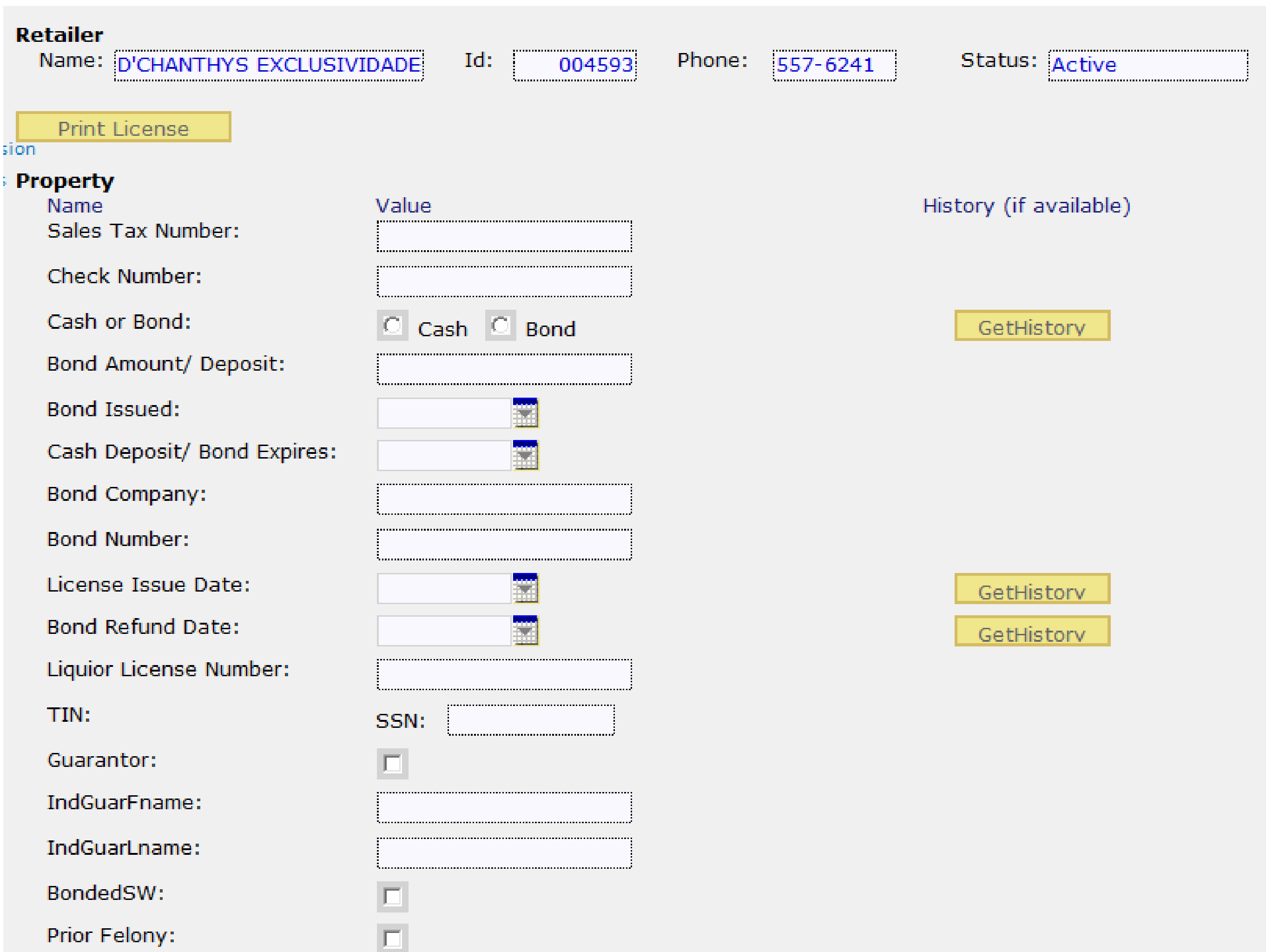
- To activate the EFT account, select the Active checkbox.
- To indicate that the account activity should be rolled up, select the Rollup Activity Account checkbox.
- Change the EFT Pay Status selection, if necessary.
- Click [Submit] to save the modifications in the database.
- When changes are submitted, a confirmation message displays. Click the To return click here link to return to the EFT screen.

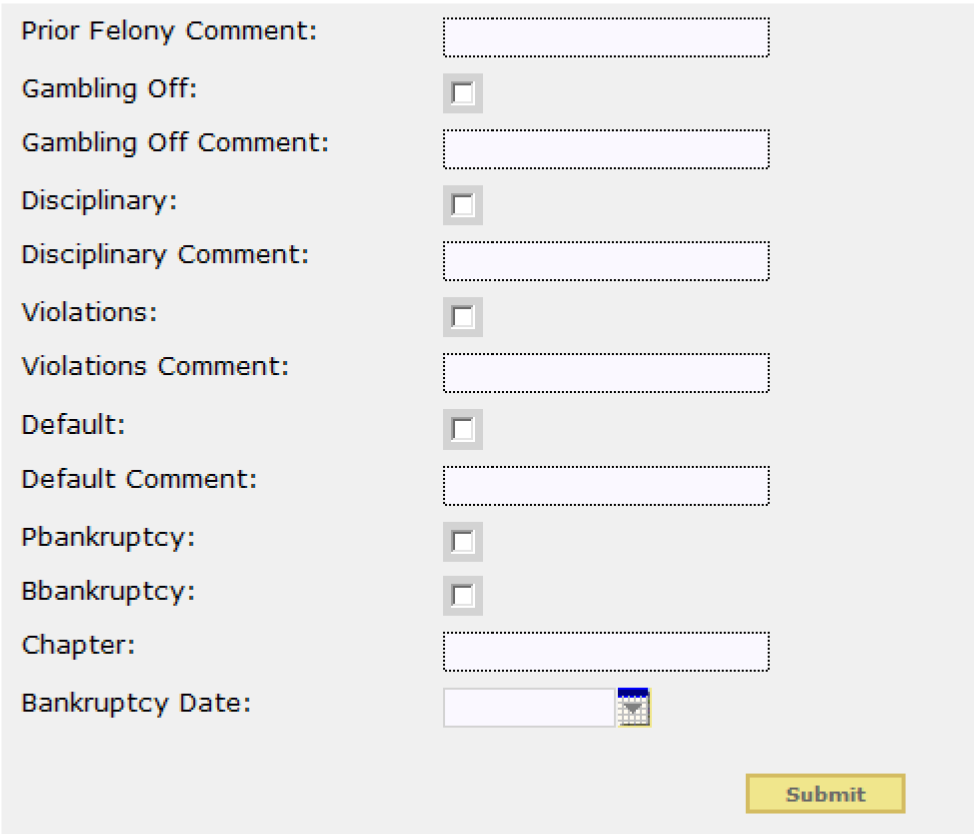
Viewing the EFT Account Change History

- To view all changes made to the EFT account, click [Get History]. The EFT History pop-up displays.
- Click [Exit] to close the pop-up.

6.3.7 Modify – License

This function allows you to modify license information about the currently selected retailer.





6.3.7.1 Workflow

Access the License screen by clicking Retailer > Modify Retailer > License.

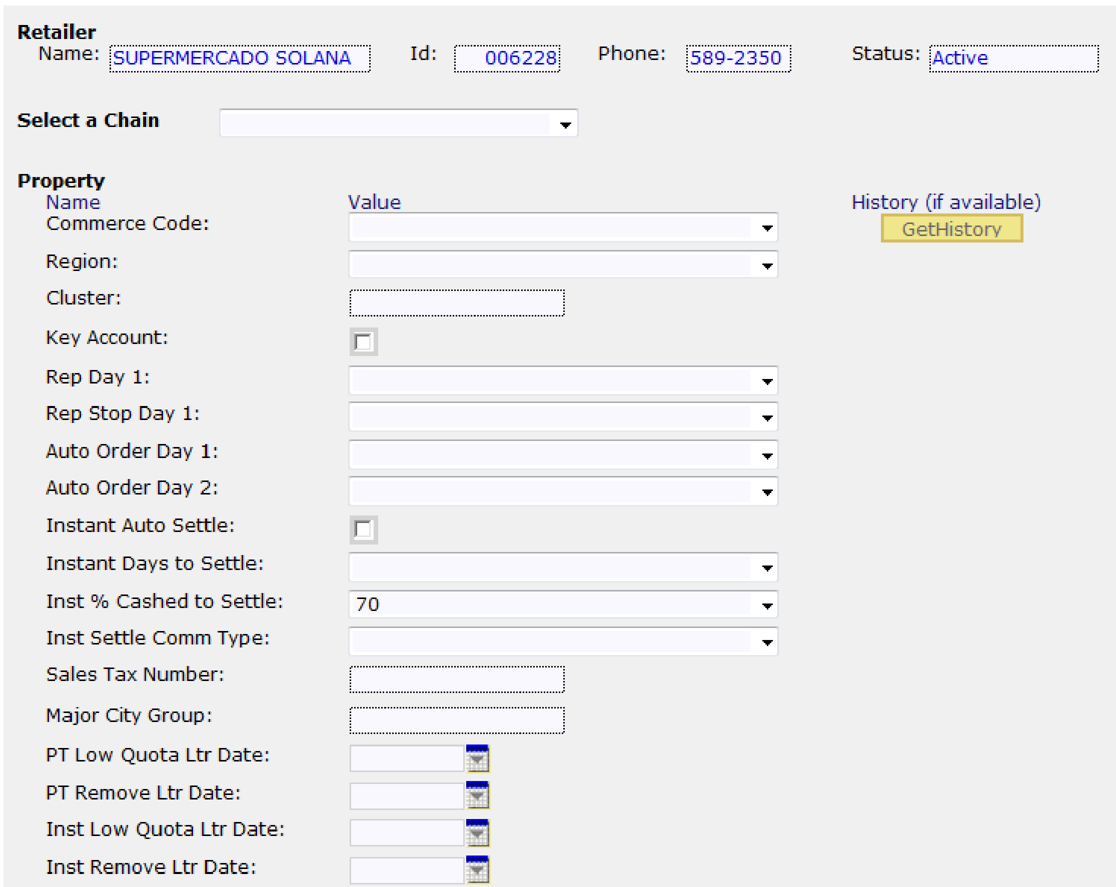
- Enter or change information as desired.

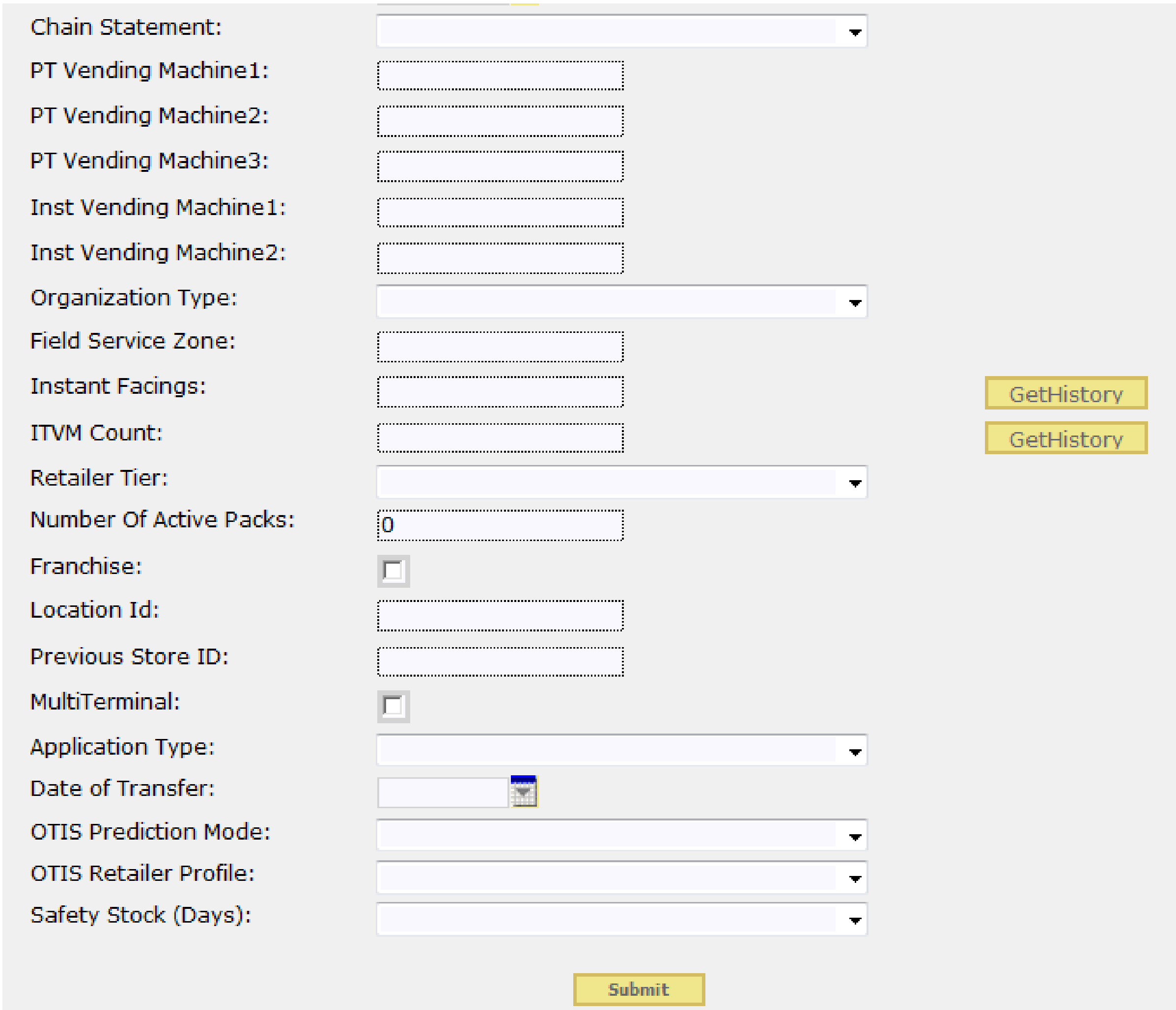
  NOTE: Fields that have blue data are read-only; therefore, the text in these fields cannot be changed.

- Click [Submit] to save the modifications in the database.
- When changes are submitted, a confirmation message displays. Click the To return click here link to return to the Modify Retailer > License screen.

6.3.8 Modify – Properties

This function allows you to modify the properties of the selected retailer.





6.3.8.1 Workflow

Access the Properties screen by clicking Retailer > Modify Retailer > Properties.

- Enter or change information as desired.

  NOTE: Fields that have blue data are read-only; therefore, the text in these fields cannot be changed.

- Click an Application Status radio button to display the Change Requires Reason pop-up.

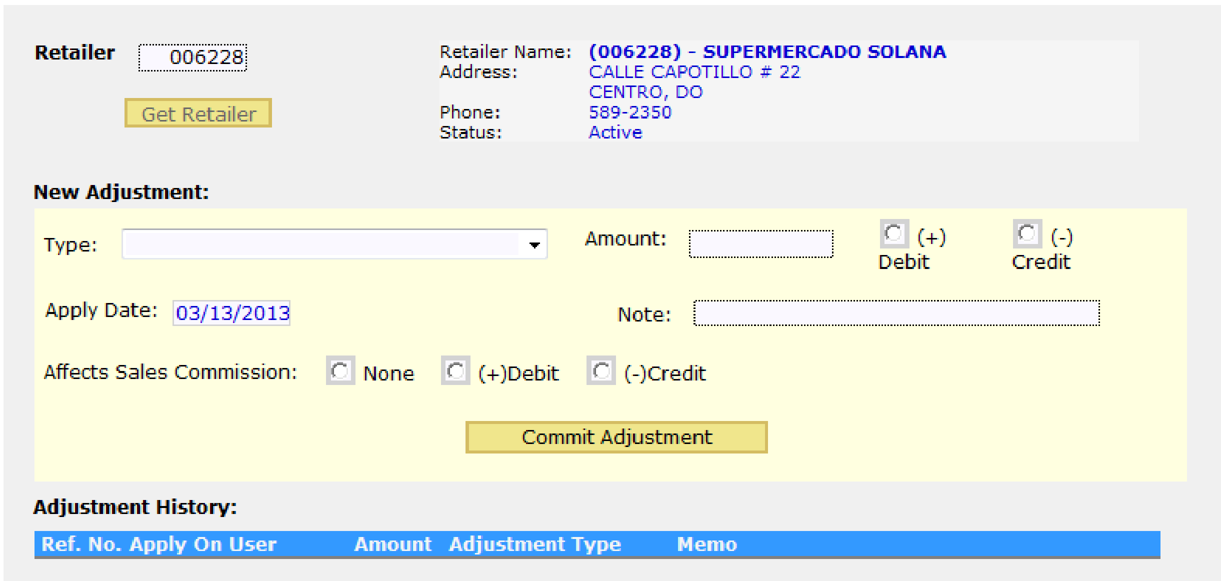
- Enter a reason for the status change and click [OK].
- Click [Submit] to save the modifications in the database.
- When changes are submitted, a confirmation message displays. Click the To return click here link to return to the Properties screen.

Displaying the Property Modification History

- To display the modification history of a properties field, click [Get History] in the same row. A Property History pop-up displays.
- Click [Exit] to close the pop-up.

6.4 Adjustments

This function allows you to make financial adjustments to a retailer’s account.



6.4.1 Workflow

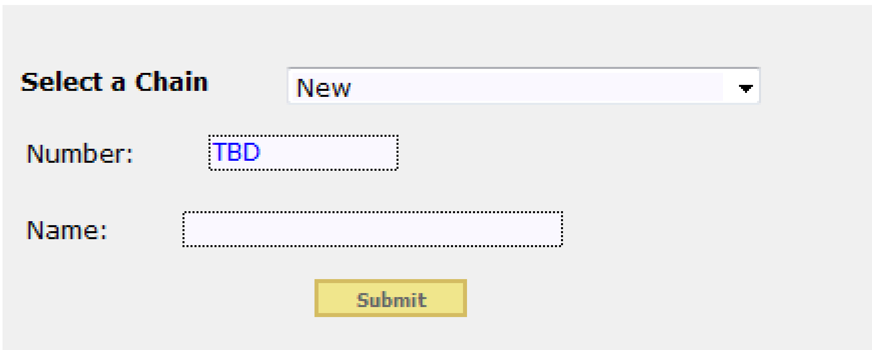
To access the Adjustments screen, click Retailer > Adjustments.

- Enter a Retailer number and click [Get Retailer]. The retailer information and adjustment fields display.
- Select an adjustment Type from the drop-down menu, enter the Amount and select (+) Debit or (-) Credit, as appropriate, for that type.
- If necessary, enter a Note.
- Select whether the adjustment will Affect Sales Commission by selecting None, (+) Debit, or (-) Credit
- Select whether the adjustment will Affect Cashing Commission by selecting None, (+) Debit, or (-) Credit

- Click [Commit Adjustment] to be submitted at the Apply Date. The adjustment displays in the Adjustment History table.

6.5 Chain Definition

This function allows you to add new chain definitions.



6.5.1 Workflow

To access the Chain Definition screen, click Retailer > Chain Definition.

Adding New Retailer Chain Definitions:

- Select New from the Select a Chain drop-down menu.
- Enter a unique Name for the chain.

  NOTE: The name entered displays on reports and wherever retailer chains can be selected.

- Click [Submit] to save the chain definition.

6.6 Instant Ticket Balancing

This function allows you to generate a report that displays a retailer's instant ticket inventory.

This report is able to capture information for 7 days. The number of days is configurable; however, it is limited to 7 due to database size consideration.

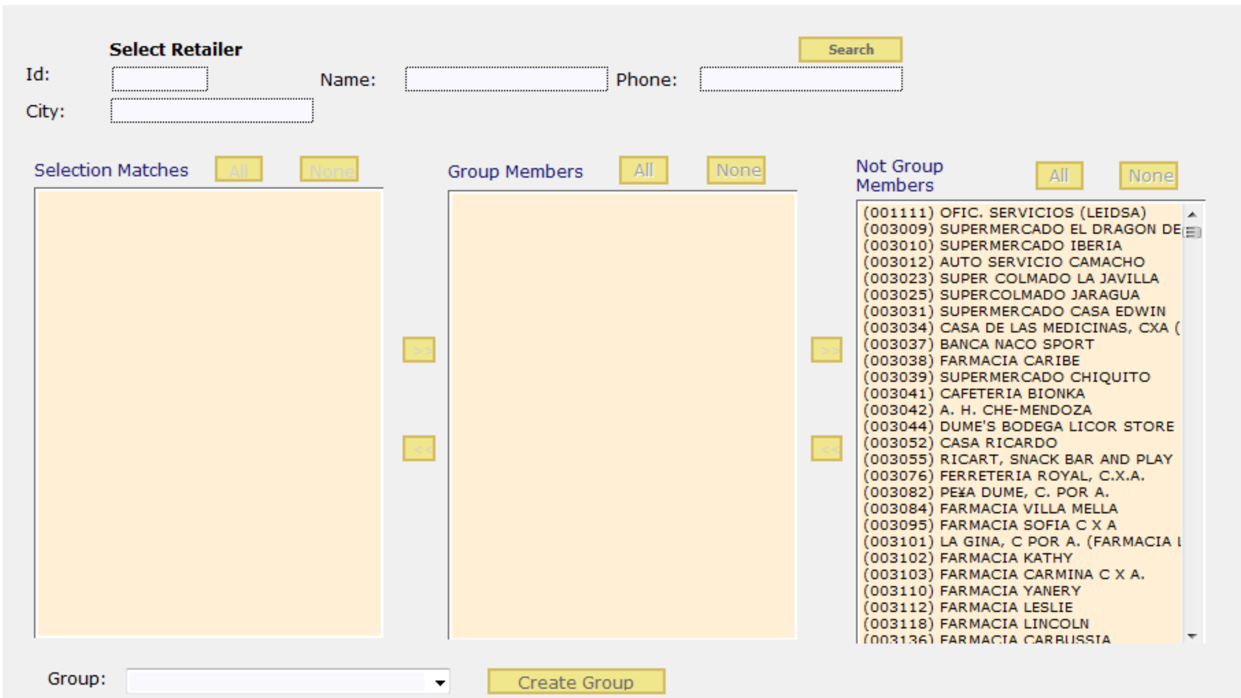
6.6.1 Workflow

To access the Instant Ticket Balancing screen, click Retailer > Instant Ticket Balancing.

- Enter a Retailer number and click [Get Retailer]. The inventory data displays.

6.7 Retailer Groups

This function provides a Selection Matches panel, Group Members panel, and Not Group Members panel on display.



6.7.1 Workflow

To access the Retailer Groups screen, click Retailer > Retailer Groups.

Select Retailer

- Select Retailer Groups from the Retailer drop-down menu.
- Enter the Retailer Id.
- Click [Search]. The retailer group data displays as follows.

Selection Matches

- To add, click [Add] for Selection Matches.

- Enter the name and click [Submit]. The name is included in the Selection Matches listing.

Adding Group Members

- To add a new group, click [Add] for Group Members.
- Enter the name of the new group and click [Submit]. The new group is included in the Group Member drop-down menu.
- Click [Create Group] if intending to create an entirely new group.

Not Group Members

- To add a new group, click [Add] for Not Group Members.
- Enter the name of the new group and click [Submit]. The new group is included in the Group Member drop-down menu.

NOTE: Use the arrow buttons [<<] [>>] to move the highlighted Retailer(s) between lists.

6.8 Financial Exports

This function displays information about the EFT accounts of the selected retailer.

6.8.1 Workflow

To access the Financial Exports screen, click Retailer > Financial Exports.

- Enter the search criteria.
- Click [Run Extract]. The Financial Exports report displays.

6.9 Financial Imports

This function allows you to create retailer adjustments by importing them from a file.

NOTE: The file should be a Comma Separated Value (CSV) file with the following fields:

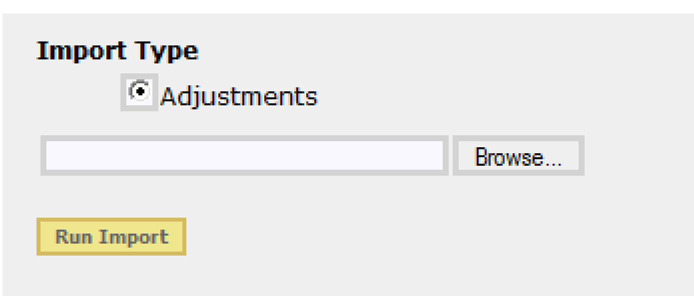
- Retailer Id,
- TermOffset (Always 1)
- Date (YYMMDD)
- AFAtype
- Amount in dollars
- Qty
- Notes (if any)

Example:

702266,1,100715,410,14.00,1,Testing Adj import

OR

702266,1,100715,410,14.00,1



6.9.1 Workflow

To access the Financial Imports screen, click Retailer > Financial Imports.

- Select Financial Imports from the Retailer drop-down menu.
- Enter the search criteria.
- Click [Run Import]. The Financial Import displays upon success.

SECTION 7

OWNER MANAGEMENT

7.1 Module Overview

The Owner Management module is the main module for administration of owners within GMS. It allows users to view and modify existing retailers and create adjustments.

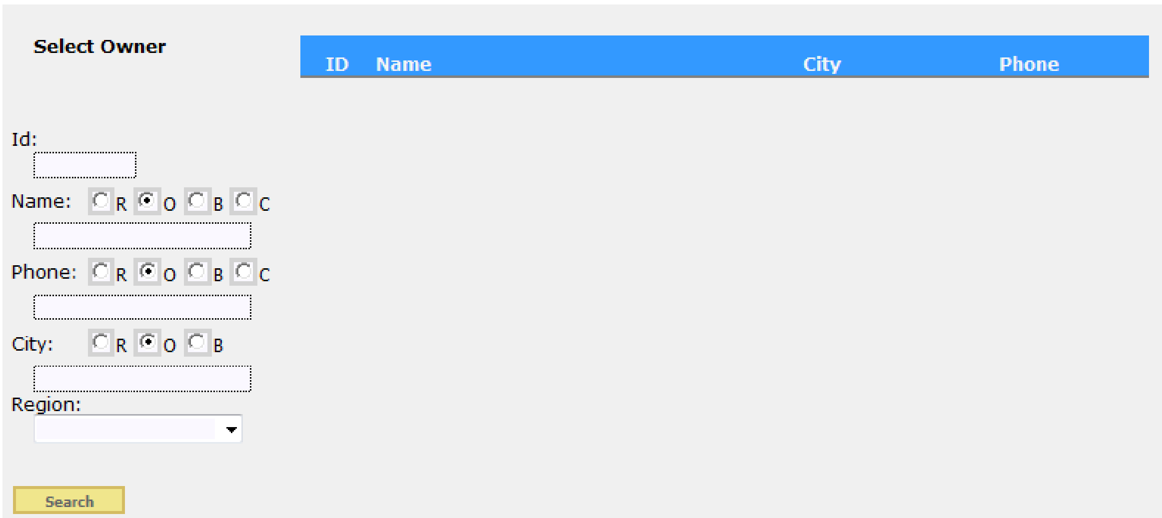
7.1.1 Workflow

Access GMS Owner Management functions by clicking one of the following:

- View Owner
- Modify Owner
- View EFT
- Modify EFT
- Modify TIN
- New Owner
- Owner-Contact [Search]

7.2 Owner Search

This function provides owner search criteria on the left panel and displays owner list results on the right panel.



7.2.1 Workflow

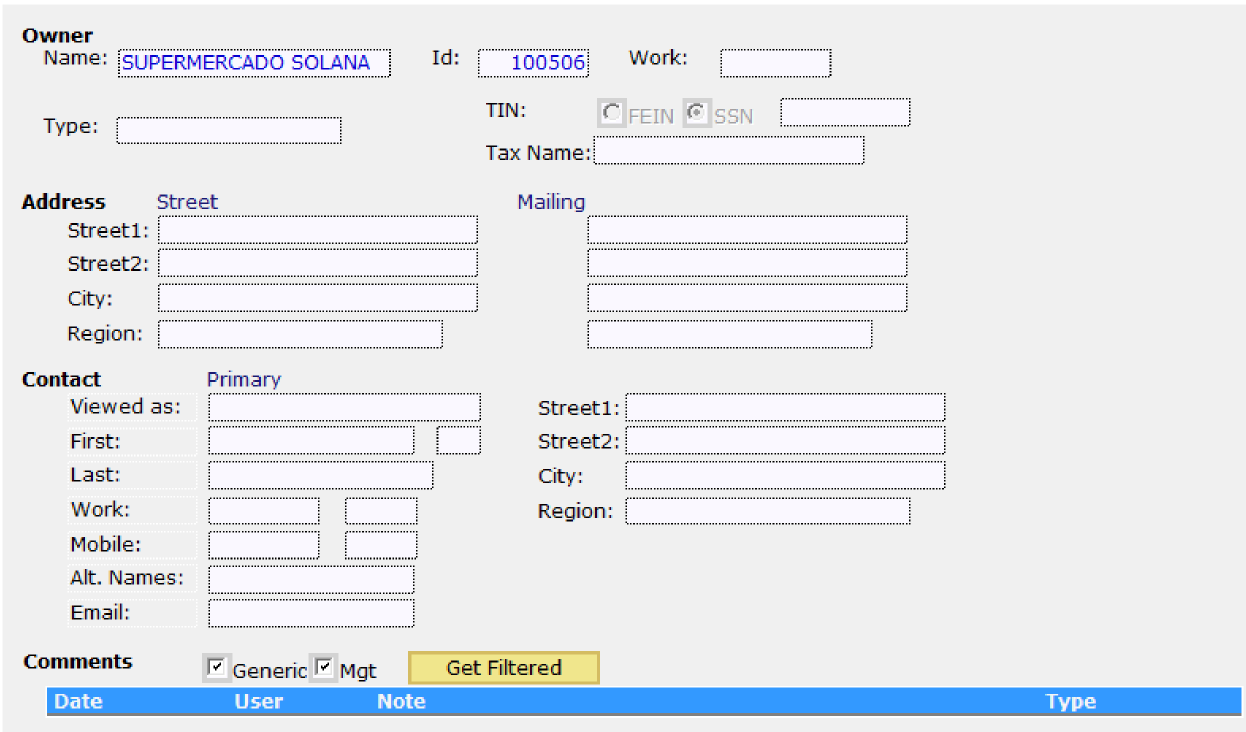
To access the Owner Search screen, click Owner.

Retailer List

- Enter the search criteria.
- Click [Search].
- The Owner List displays upon success.
- Re-enter and re-try upon failure.

7.3 View Owner

This function allows you to view personal and address information about the selected owner.



7.3.1 Workflow

Access the View Owner screen by clicking Owner > View Owner.

Filtering Comments

- To filter the comments by type, select one or more Filter Type checkboxes (Mgt, Generic, etc.) and click [Get Filtered].

  The Comments table is updated with the new filtered information.

New Retailer Application

- Click [New Retailer] to add a new retailer to the selected owner.

Retailer List

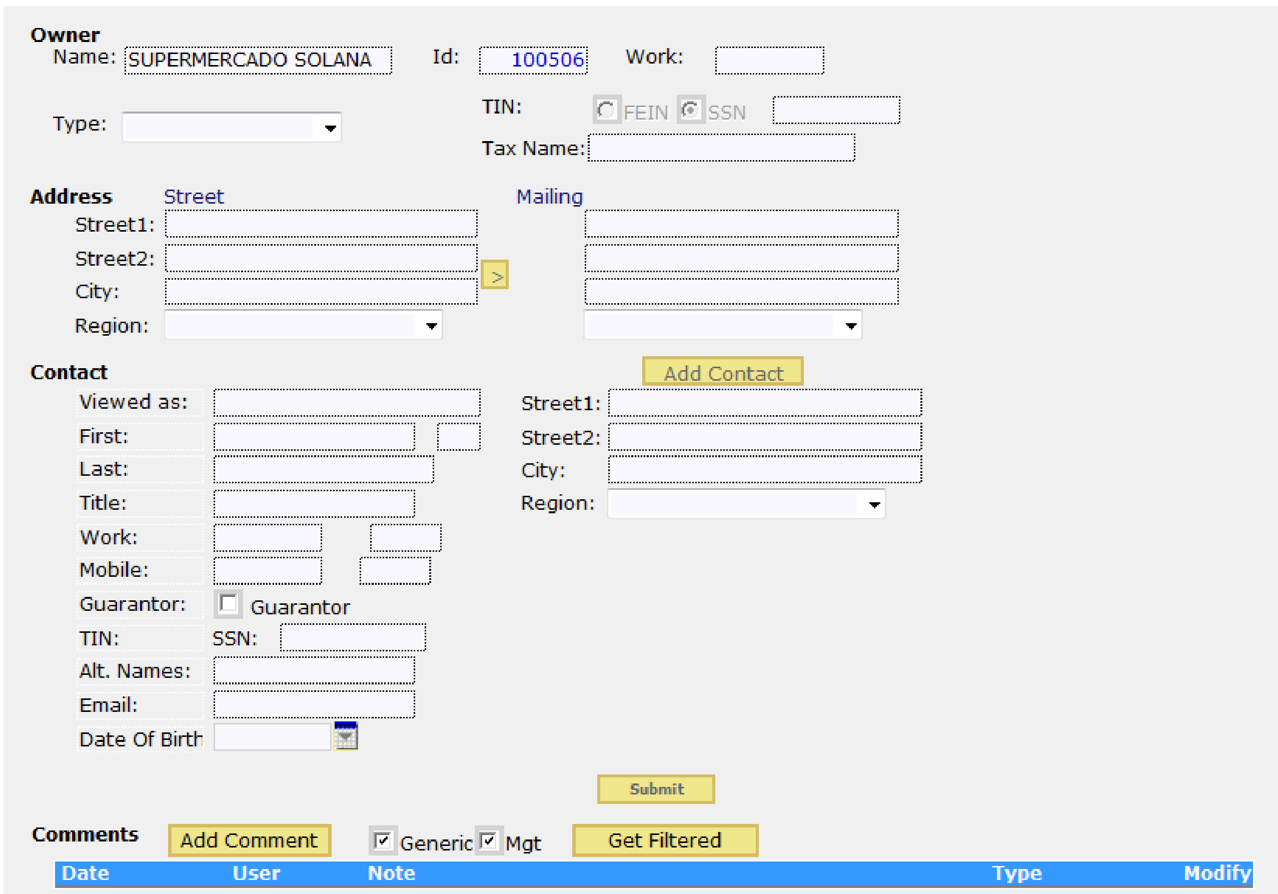
- Click [Get Retailer(s)] to display a list of retailers associated with the selected owner:

New Retailer

Id	Retailer Name	City	Phone	Status	Profile Type	Comm Type
100127	IOCO SPEEDE SHOPPE #3	DUBUQUE	(563) 556-7727	Terminated	Generic	
113193	IOCO SPEEDE SHOPPE #88	KEOKUK	(319) 524-4569	Terminated	Generic	
113208	IOCO SPEEDE SHOPPE #55	FORT MADISON	(319) 372-2396	Terminated	Generic	
115644	IOCO SPEEDE SHOPPE #93	DUBUQUE	(563) 582-0792	Terminated	Generic	
115671	IOCO SPEEDE SHOPPE #33	DUBUQUE	(319) 556-7665	Terminated	Generic	
116188	IOCO SPEEDE SHOPPE #2	DUBUQUE	(563) 556-2059	Terminated	Generic	
141182	IOCO SPEEDE SHOPPE #94	SPENCER	(712) 262-7006	Terminated	Generic	
141191	IOCO SPEEDE SHOPPE #95	SPENCER	(712) 262-8652	Terminated	Generic	
143600	IOCO SPEEDE SHOPPE #96	STORM LAKE	(712) 732-4646	Terminated	Generic	
145975	IOCO SPEEDE SHOPPE #48	DAVENPORT	(319) 326-6000	Terminated	Generic	
146217	IOCO TRUCK PLAZA #98	DUBUQUE	(319) 583-5406	Terminated	Generic	
164682	IOCO SPEEDE SHOPPE #82	MARQUETTE	(563) 873-2058	Terminated	Generic	
168819	IOCO SPEEDE SHOPPE #32	WAUKON	(319) 568-4272	Terminated	Generic	

7.4 Modify Owner

This function allows you to modify personal and address information about the selected owner.



7.4.1 Workflow

Access the Modify Owner screen by clicking Owner > Modify Owner.

- Enter or change information as desired.

  NOTE: Fields that have blue data are read-only; therefore, the text in these fields cannot be changed.

- To copy the contents of the retailer's street address to the retailer's mailing address, click [>>].
- Click [Submit] to save the modifications in the database.
- When changes are submitted, a confirmation message displays. Click the To return click here link to return to the Location screen.

Filtering Comments

- To filter the comments that display in the Comments table, select one or more Filter Types (Mgt, Generic, etc.) and click [Get Filtered]. The Comments table is updated with the new filtered information.

Adding Notes to the Comments Table

- To add a note to the Comments table, click [Add Comment]. The Note Entry pop-up displays.
- Enter the Note to be added.
- Select the type of comment from the drop-down menu.
- Click [Submit] to add the note to the Comments table. The Note Entry pop-up closes and the note displays at the top of the Comments table.
- Click [Submit] to save the modifications in the database.

- When changes are submitted, a confirmation message displays. Click the To return click here link to return to the Location screen.

Modifying Comments

- To modify a note in the Comments table, click [Edit] next to the note. The Note Entry pop-up displays.

  NOTE: Most users are only able to modify notes that they enter.

- Edit the Note and click [Submit] to save the modifications in the database. The Note Entry pop-up closes and the note is modified in the Comments table.
- Click [Submit] to save the modifications in the database.
- When changes are submitted, a confirmation message displays. Click the To return click here link to return to the Location screen.

Deleting Comments

- To delete a note from the Comments table, click [Edit] next to the note. The Note Entry pop-up displays.

  NOTE: Most users are only able to delete notes that they enter.

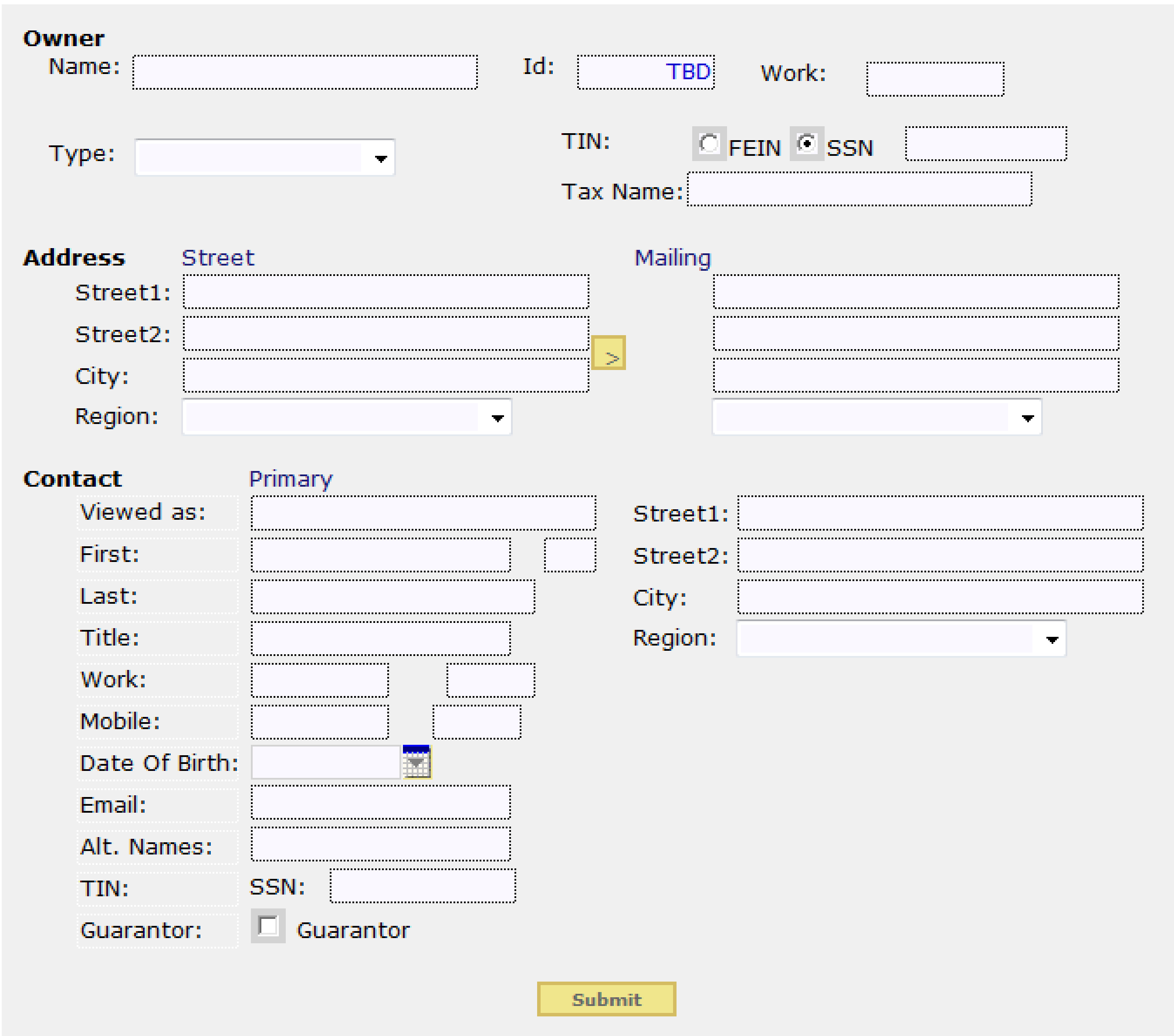
- Click [Delete]. The Note Entry pop-up closes and the note is removed from the Comments table.
- Click [Submit] to save the modifications in the database.
- When changes are submitted, a confirmation message displays. Click the To return click here link to return to the Location screen.

Retailer List

- Click [Get Retailer(s)] to display a list of retailers associated with the selected owner:

7.5 New Owner

This function allows you to create and add new owners to the database.



7.5.1 Workflow

Access the New Owner screen by clicking Owner > New Owner.

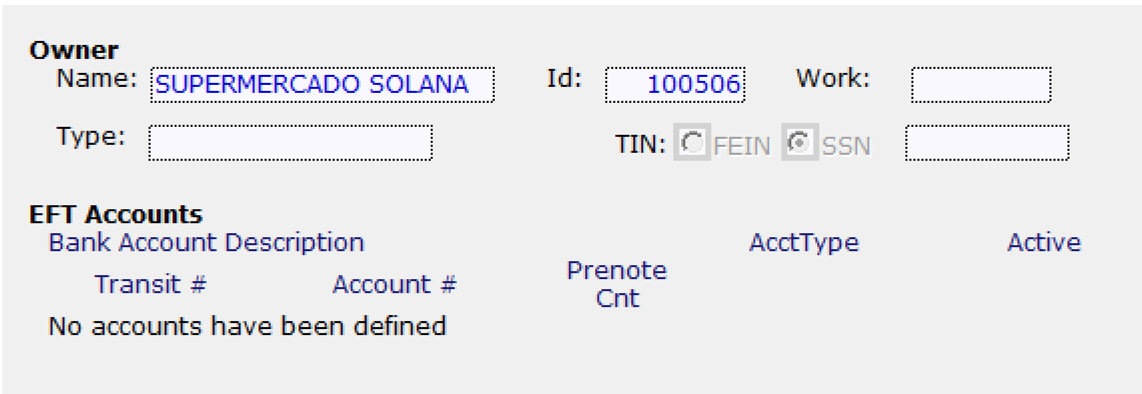
- Enter information as desired.

  NOTE: Fields that have blue data are read-only; therefore, the text in these fields cannot be changed.

- To copy the contents of the retailer's street address to the retailer's mailing address, click [>>].
- Click [Submit] to save the modifications in the database.
- When changes are submitted, a confirmation message displays. Click the <u>To return click here</u> link to return to the Location screen.

7.6 View EFT

This function displays Electronic File Transfer (EFT) accounts for the currently selected owner.



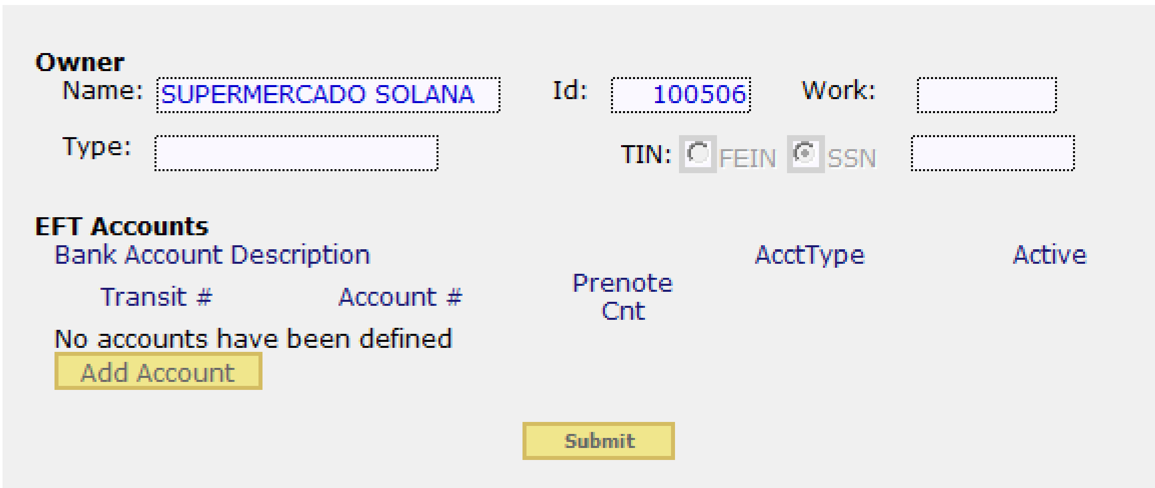
7.6.1 Workflow

Access the View EFT screen by clicking Owner > View EFT.

- To display the modification history of a specific EFT account, click [Get History] in the same row. An EFT History pop-up displays.
- Click [Exit] to close the pop-up.

7.7 Modify EFT

This function allows you to modify the Electronic File Transfer (EFT) accounts for the currently selected owner.



7.7.1 Workflow

Access the Modify EFT screen by clicking Owner > Modify EFT.

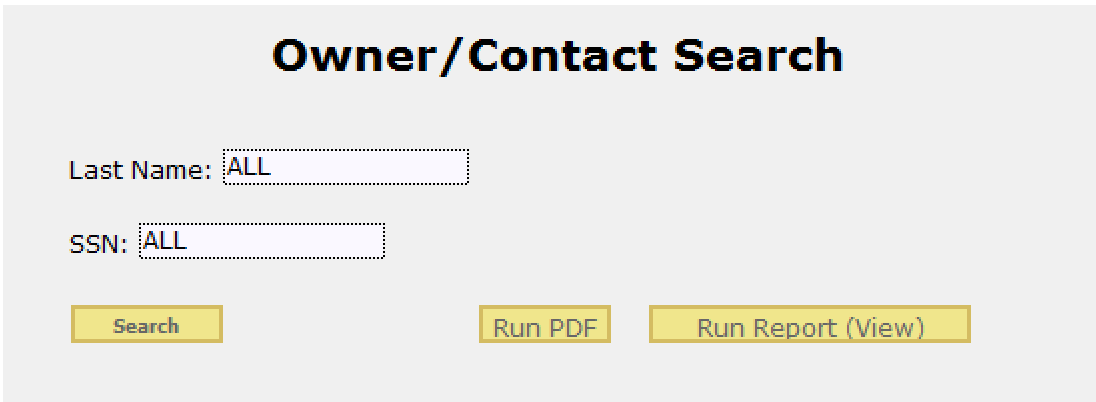
- Enter or change information as desired.

  NOTE: Fields that have blue data are read-only; therefore, the text in these fields cannot be changed.

- To display the modification history of a specific EFT account, click [Get History] in the same row. An EFT History pop-up displays.
- Click [Exit] to close the pop-up.
- Click [Submit] to save the modifications in the database.

7.8 Owner-Contact Search

This function allows users to search for owners and/or contacts.



7.8.1 Workflow

Access the Owner-Contact Search screen by clicking Owner > Owner-Contact Search.

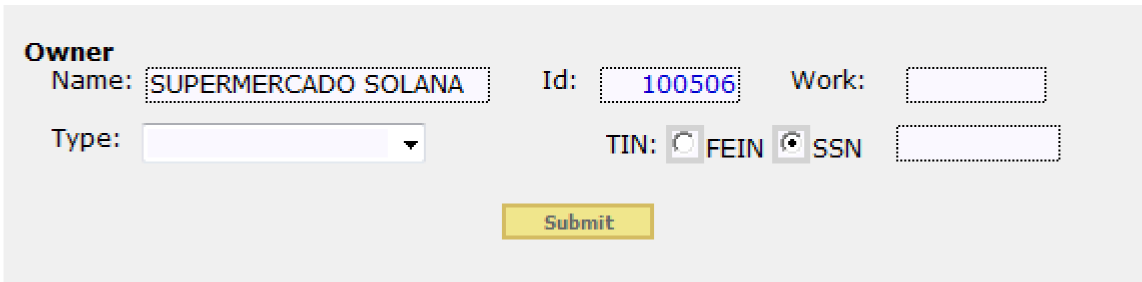
- If the last name of the owner or contact is known, enter the last name.
- Click [Search] to search for the owner or contact. The contact list displays.

Print Reports

- Click [Run PDF] for a PDF report.
- Click [Run Report (View)] for a SQL report.

7.9 Modify TIN

This function allows you to modify the TIN of the selected owner.



7.9.1 Workflow

Access the Modify TIN screen by clicking Owner > Modify TIN.

- Enter or change the TIN.

  NOTE: Fields that have blue data are read-only; therefore, the text in these fields cannot be changed.

- Click [Submit] to save the modifications in the database.

SECTION 8

CLAIMS MANAGEMENT

8.1 Module Overview

The Claims Management module is the main module for administration of claims within GMS. It allows users to view, create, and modify claims and assign check numbers.

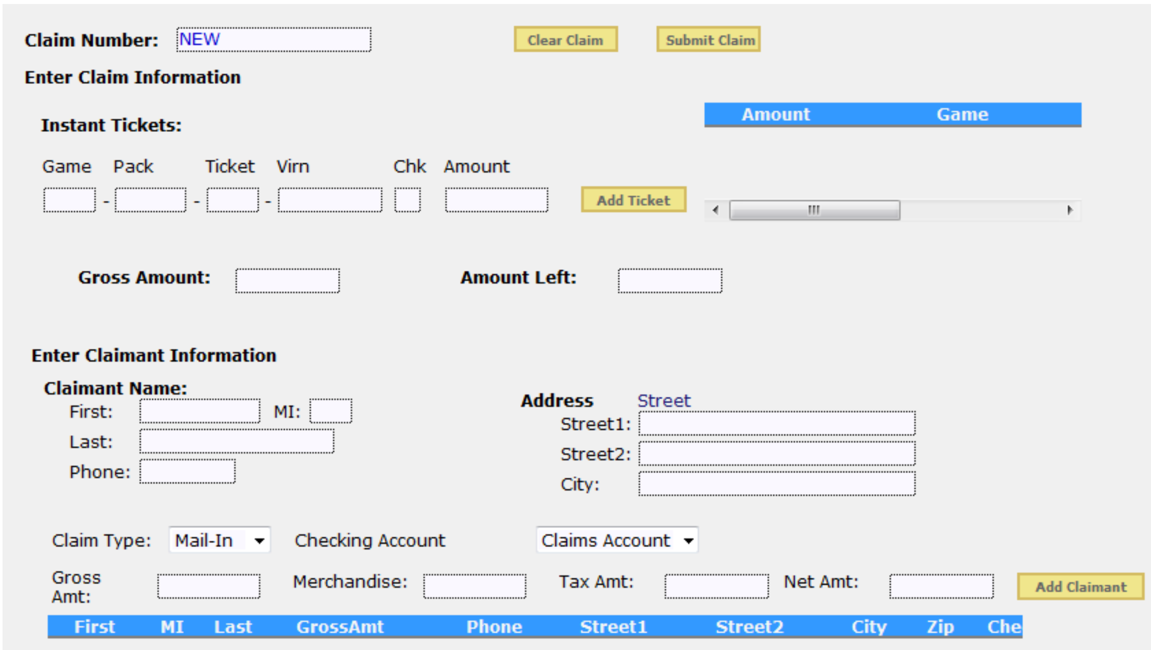
8.1.1 Workflow

Access GMS Claims Management functions by clicking one of the following:

- New Claim
- Find Claim
- Assign Check Numbers

8.2 New Claim

This function allows the user to add a new claim.



8.2.1 Workflow

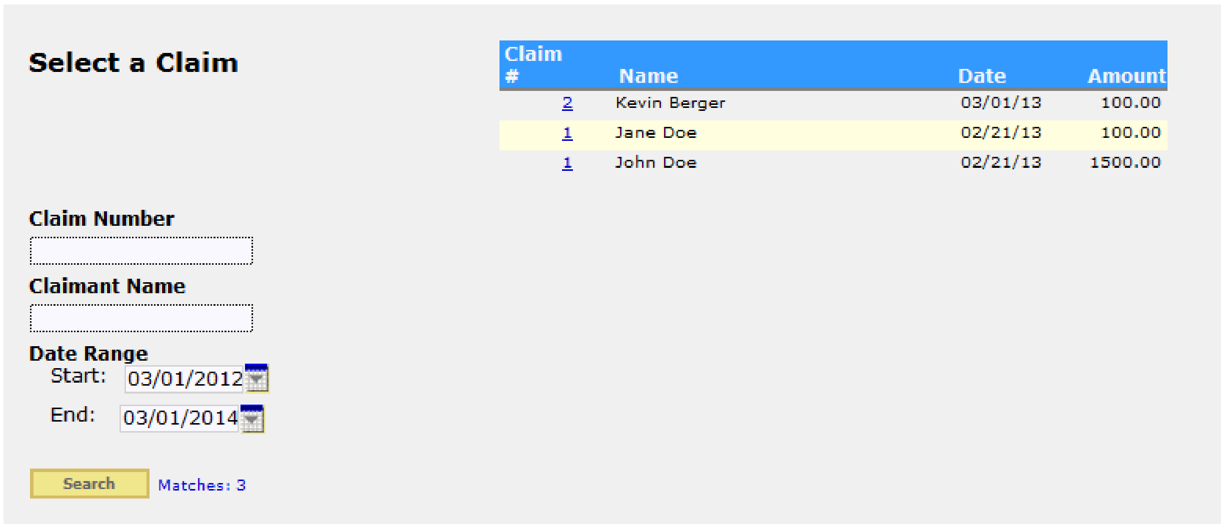
Access the New Claim screen by clicking Claims Management > New Claim.

- Enter information for new ticket claim.
- Click [Submit Claim] to create new ticket claim or [Clear Claim] to exit screen.

NOTE: The claim number is auto-generated.

8.3 Find Claim

This function provides claim search criteria on the left panel and a view claim list on the right panel.



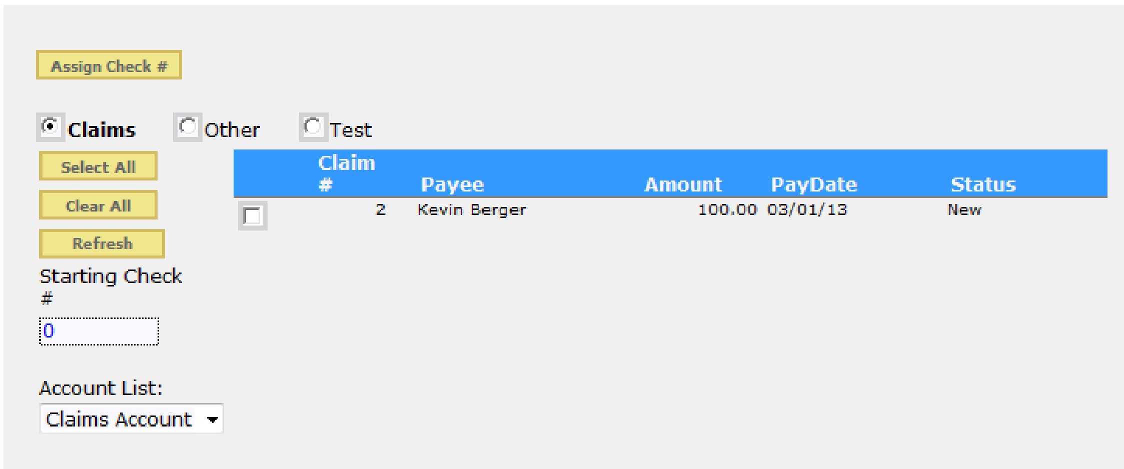
8.3.1 Workflow

Access the Find Claim screen by clicking Claims Management > Find Claim.

- Enter the search criteria.
- Click [Search].
- The Claim List displays upon success.
- Re-enter and re-try upon failure.
- Click on a Claim # link on the list to display that claim.

8.4 Assign Check Numbers

This function allows the user to assign check numbers related to claims.



8.4.1 Workflow

Access the Assign Check Numbers screen by clicking Claims Management > Assign Check Numbers.

- Select radio box(es) for payout type(s). A list of claims/forms displays for the selected type(s).
- Select an account from the drop-down Account List.
- To assign checks to the selected items but not print the checks, click Assign Check #.
- Select a Starting Check #.

SECTION 9

INSTANT MANAGEMENT

9.1 Module Overview

The Instant Management module is the main tool for administration of instant games. The Instant Management screen displays the links to the Instant Management functions. The functions listed below are implemented in the Instant Management module:

- The Game Definition screen allows the user to create instant games in GMS, and view and (or) modify dates, packs and commissions, and prize structures of instant tickets. Game Definition contains three functions which allow the user to perform the following tasks:

    - View Game
      This function of Game Definition allows you to display Date, Packs, and Commissions and the Prize Structure information of instant games.

    - Modify Game
      This function of Game Definition allows you to modify Date, Packs, and Commissions and Prize Structure information of instant games.
      NOTE: The structure of the prizes, prize value and liability cannot be changed in GMS. You can only change the merchandise prize value, the prize description, and cashing parameters for the prize levels.

  - Manage Categories

- The Warehouse screen contains nine functions which allow the user to perform the following tasks:
    - Fill Orders
    - Pending Orders
    - Manage Shipments
    - Order Source
    - Initial Game Allocation
    - Walk-In Orders
- The DSR screen contains four functions which allow the user to perform the following tasks:
    - Orders
- Returns
- The Pack Status Maintenance screen allows the user to view instant ticket packs for a specific location by instant game. This screen also allows committing changes to a pack's status and location. The user can also create a Pack Status Maintenance Report from this screen, which displays the history of status changes for instant ticket packs.
- The Bulk Pack Movement screen allows the user to transfer full ticket packs of a specific game to an alternate location.
- The Partial Packs screen displays detailed information about instant ticket packs. This screen also allows committing changes to a ticket's status and location, for example mark single tickets or partial packs as stolen, missing, or returned.

- The Partial Audit screen displays detailed information about partial instant ticket packs. This screen also allows committing changes to a ticket's status and location, for example mark single tickets or partial packs as stolen, missing, or returned.
- The Partial Destroy screen displays detailed information about partial instant ticket packs that have been destroyed.
- The Pack Research screen displays the detailed history of a specific instant ticket pack.
- The Purge Approvals screen allows the user to view the current state of instant ticket packs by instant game. This screen also allows the user to activate an instant ticket packs for a specific instant ticket game.
- The Ticket Research screen allows the user to view detailed information about a single instant ticket.
- The Ticket Research-Privileged screen to view detailed information about a single legacy scratch ticket.
- The Transition Matrix screen allows the user to display the State/Location Transition Matrix. GMS allows the user only to display the matrix, but not modify it. Changes in the State/Location Transition Matrix can only be performed by SGI software developers.
- The Invoice Management screen allows the user to search for invoices.
- The View Invoice screen allows the user to view invoices.
- The Modify Invoice screen allows the user to search, view and modify invoices.

9.1.1 Workflow

Access GMS Instant Management functions by clicking one of the following:

- Game Definition
- Warehouse
- DSR
- Returns
- Pack Status Maintenance
- Bulk Pack Movement
- Partial Packs
- Partial Audit
- Partial Destroy
- Pack Research
- Purge Approvals
- Ticket Research
- Ticket Research-Privileged
- Transition Matrix
- Invoice Management
- View Invoice
- Modify Invoice

9.2 Game Definition

This function allows the user to perform the following tasks:

- View and modify dates, packs and commissions
- View and modify the prize structure of scratch games
- Manage product categories

To perform these tasks, Game Definition provides the following functions:

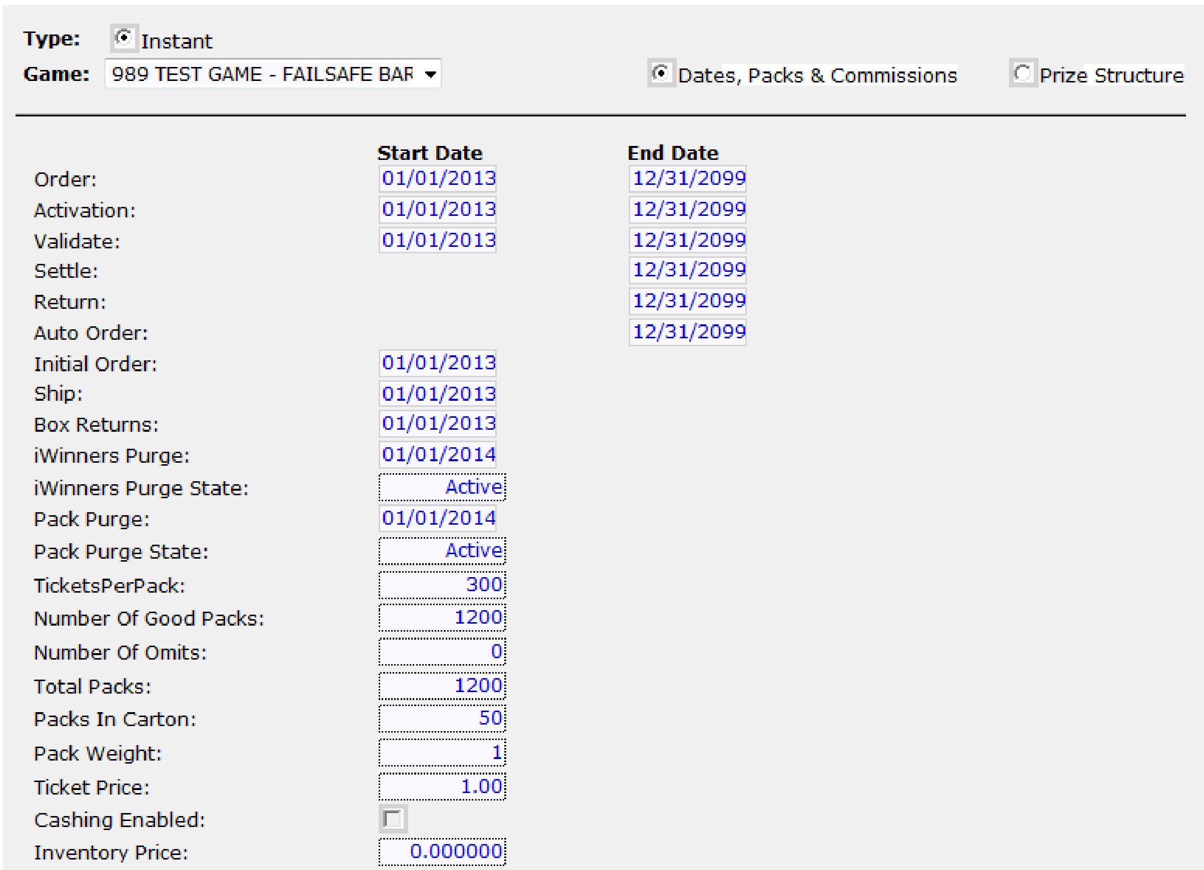
- View Game
- Modify Game
- Manage Categories

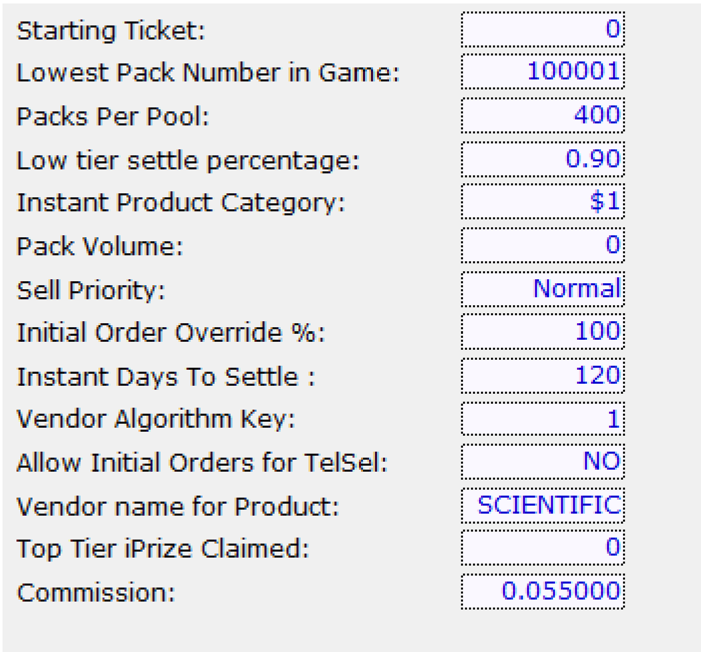
9.2.1 Game Definition Workflow

Access Game Definition functions by clicking Instant > Game Definition.

9.2.2 View Game

This function allows the user to display dates, pack definition, commissions, and prize structures for instant ticket games.





Starting Ticket:	0
Lowest Pack Number in Game:	100001
Packs Per Pool:	400
Low tier settle percentage:	0.90
Instant Product Category:	$1
Pack Volume:	0
Sell Priority:	Normal
Initial Order Override %:	100
Instant Days To Settle :	120
Vendor Algorithm Key:	1
Allow Initial Orders for TelSel:	NO
Vendor name for Product:	SCIENTIFIC
Top Tier iPrize Claimed:	0
Commission:	0.055000

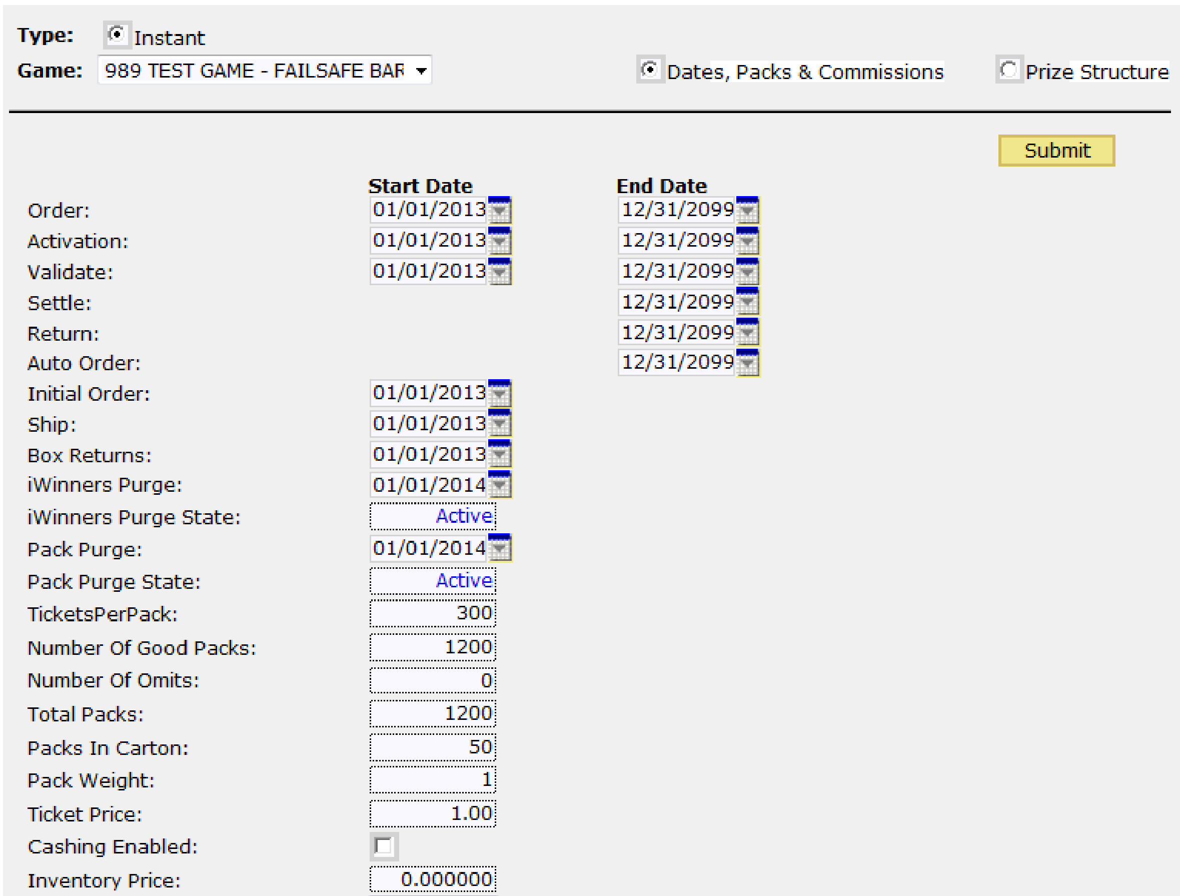
9.2.2.1 Workflow

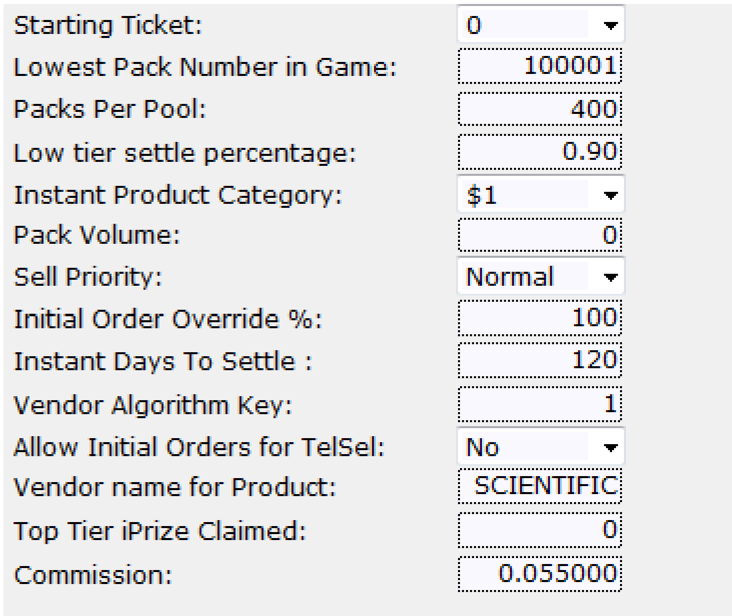
Access the View Game screen by clicking Instant > Game Definition > View Game.

- Select Game Definition > View Game from the Instant drop-down menu. The View Game screen displays.
- Select an instant game from the drop-down menu. The information for that game displays.
- Use the scroll bar on the right side of the window to display the lower part of the screen.
- Click the Prize Structure radio button to view information about the prize structure.

9.2.3 Modify Game

This function allows the user to modify dates, pack definition, commissions, and prize structures for instant ticket games.





9.2.3.1 Workflow

Access the Modify Game screen by clicking Instant > Game Definition > Modify Game.

To Modify a Game Definition, perform the following:

- Select a scratch Game from the drop-down menu. The information for that game displays.
- Use the scroll bar on the right side of the window to display the lower part of the screen.
- Enter or change information as desired.

  NOTE: Prize Level, Cash Value, and Liability cannot be changed.

- Click [Submit] to save the modifications in the database.

  When you [Submit] changes on this screen, a confirmation message displays. Click the <u>To return click here</u> link to re-display the scratch game information.

To Modify the Prize Structure of an Instant Game, perform the following:

- Click the Prize Structure radio button.
- Enter or change information as desired.

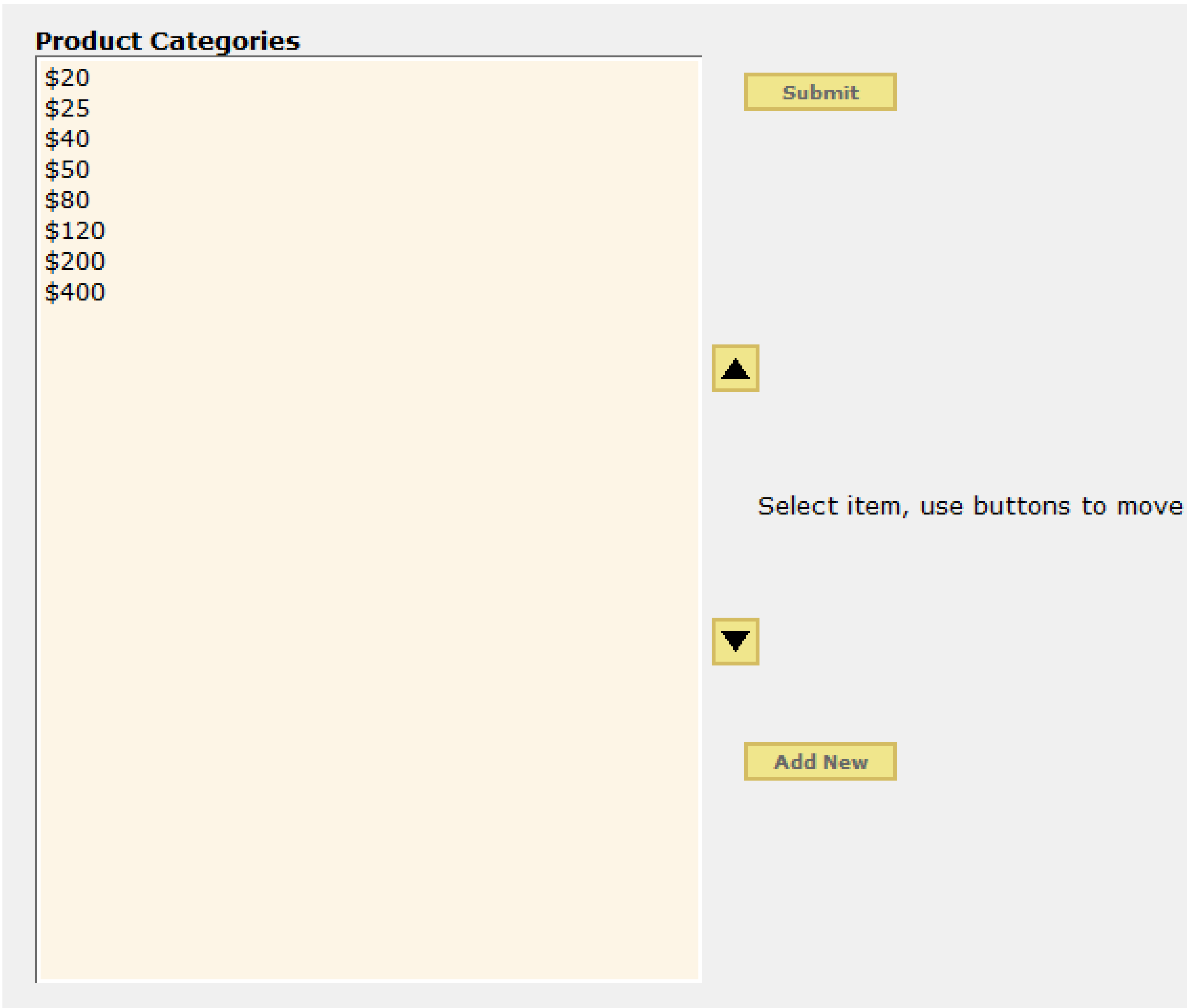
  NOTE: Prize Level, Cash Value, and Liability cannot be changed.

- Click [Submit] to save the modifications in the database.

  When you [Submit] changes on this screen, a confirmation message displays. Click the To return click here link to re-display the scratch game information.

9.2.4 Manage Categories

This function allows the user to add and rearrange product categories.



9.2.4.1 Workflow

Access the Manage Categories screen by clicking Instant > Game Definition > Manage Categories.

To Add a Product Category, perform the following:

- Click [Add New]. The Enter New Category Name pop-up displays.
- Enter the new category name in the field and click [OK].

To Rearrange Product Categories, perform the following:

- Select the category in the list to be rearranged.
- Perform one of the following:
  - Click [Move Up] to move the selected category up one.
  - Click [Move Down] to move the selected category down one.
- Click [Submit].

9.3 Warehouse

This function allows the user to fill and maintain instant ticket orders, receive transfer manifests and pending returns, and transfer ticket packs between warehouses.

To perform these tasks, Warehouse provides the following functions:

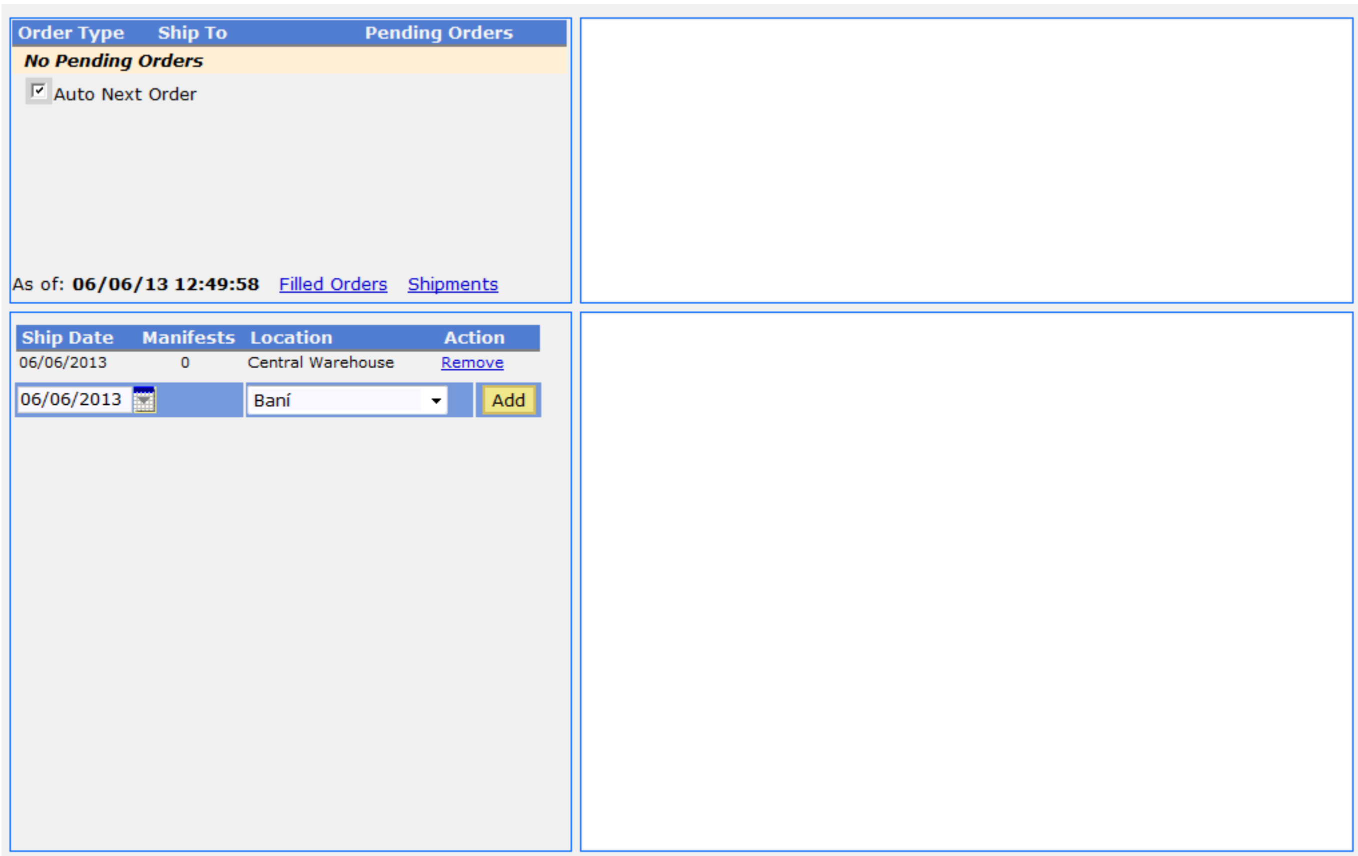
- Fill Orders
- Pending Orders
- Manage Shipments
- Order Source
- Initial Game Allocation
- Walk-In Orders

9.3.1 Warehouse Workflow

Access Warehouse functions by clicking Instant > Warehouse.

9.3.2 Fill Orders

This function allows the user to fill pending instant ticket orders and maintain shipments.



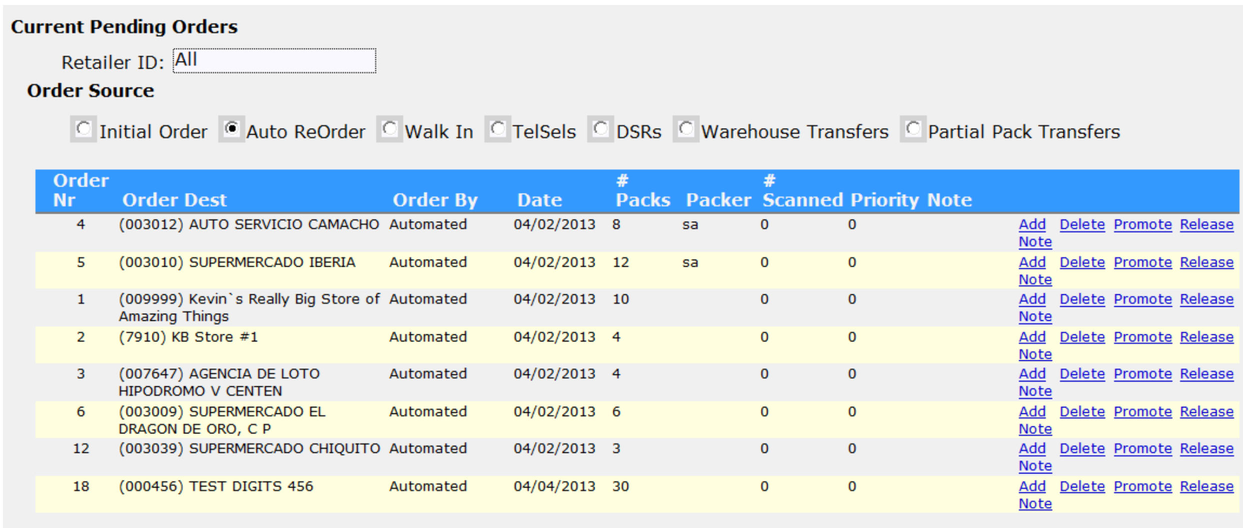
9.3.2.1 Workflow

Access the Fill Orders screen by clicking Instant > Warehouse > Fill Orders.

- Select an Order Type from the Filling drop-down menu.
- Select Process Orders.

9.3.3 Pending Orders

This function allows the user to view and, as desired, delete and release pending (ordered but not filled) instant ticket orders.


Current Pending Orders

Retailer ID: All

Order Source

Initial Order · Auto ReOrder (selected) · Walk In · TelSels · DSRs · Warehouse Transfers · Partial Pack Transfers

Order Nr	Order Dest	Order By	Date	# Packs	Packer	# Scanned	Priority	Note	
4	(003012) AUTO SERVICIO CAMACHO	Automated	04/02/2013	8	sa	0	0		Add Delete Promote Release Note
5	(003010) SUPERMERCADO IBERIA	Automated	04/02/2013	12	sa	0	0		Add Delete Promote Release Note
1	(009999) Kevin`s Really Big Store of Amazing Things	Automated	04/02/2013	10		0	0		Add Delete Promote Release Note
2	(7910) KB Store #1	Automated	04/02/2013	4		0	0		Add Delete Promote Release Note
3	(007647) AGENCIA DE LOTO HIPODROMO V CENTEN	Automated	04/02/2013	4		0	0		Add Delete Promote Release Note
6	(003009) SUPERMERCADO EL DRAGON DE ORO, C P	Automated	04/02/2013	6		0	0		Add Delete Promote Release Note
12	(003039) SUPERMERCADO CHIQUITO	Automated	04/02/2013	3		0	0		Add Delete Promote Release Note
18	(000456) TEST DIGITS 456	Automated	04/04/2013	30		0	0		Add Delete Promote Release Note

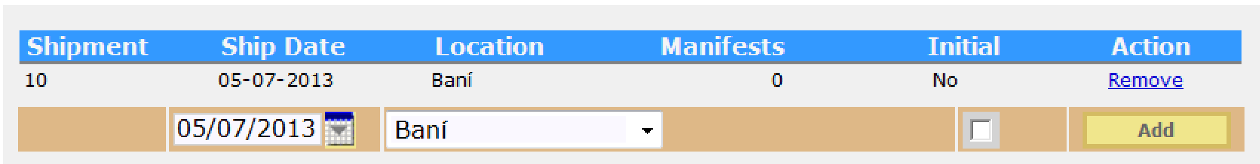
9.3.3.1 Workflow

Access the Pending Orders screen by clicking Instant > Warehouse > Pending Orders.

- Enter a Retailer ID.
- Select an Order Source.
- To add information to the specific order, select Add.
- To delete information from the specific order, select Delete.
- To promote the specific order, select Promote.
- To add a note to the specific order, select Note.

9.3.4 Manage Shipments

This function screen allows the user to view, add or remove a shipment on a specific date.



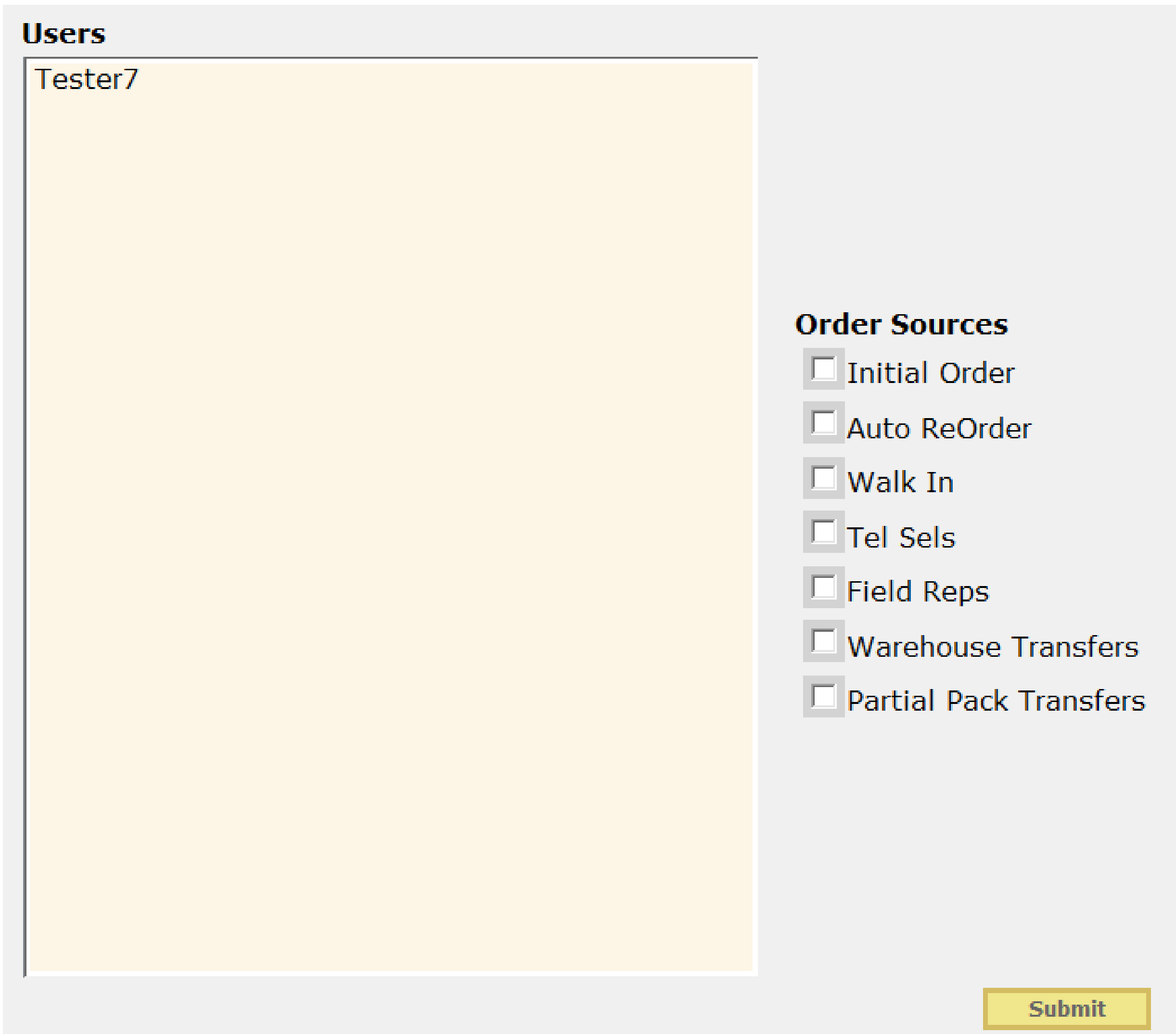
9.3.4.1 Workflow

Access the Manage Shipments screen by clicking Instant > Warehouse > Manage Shipments.

- To add a shipment, select [Add] and enter the date.
- To delete a shipment, select Remove.

9.3.5 Order Source

This function allows the user to view the individual users for the different types of order sources.



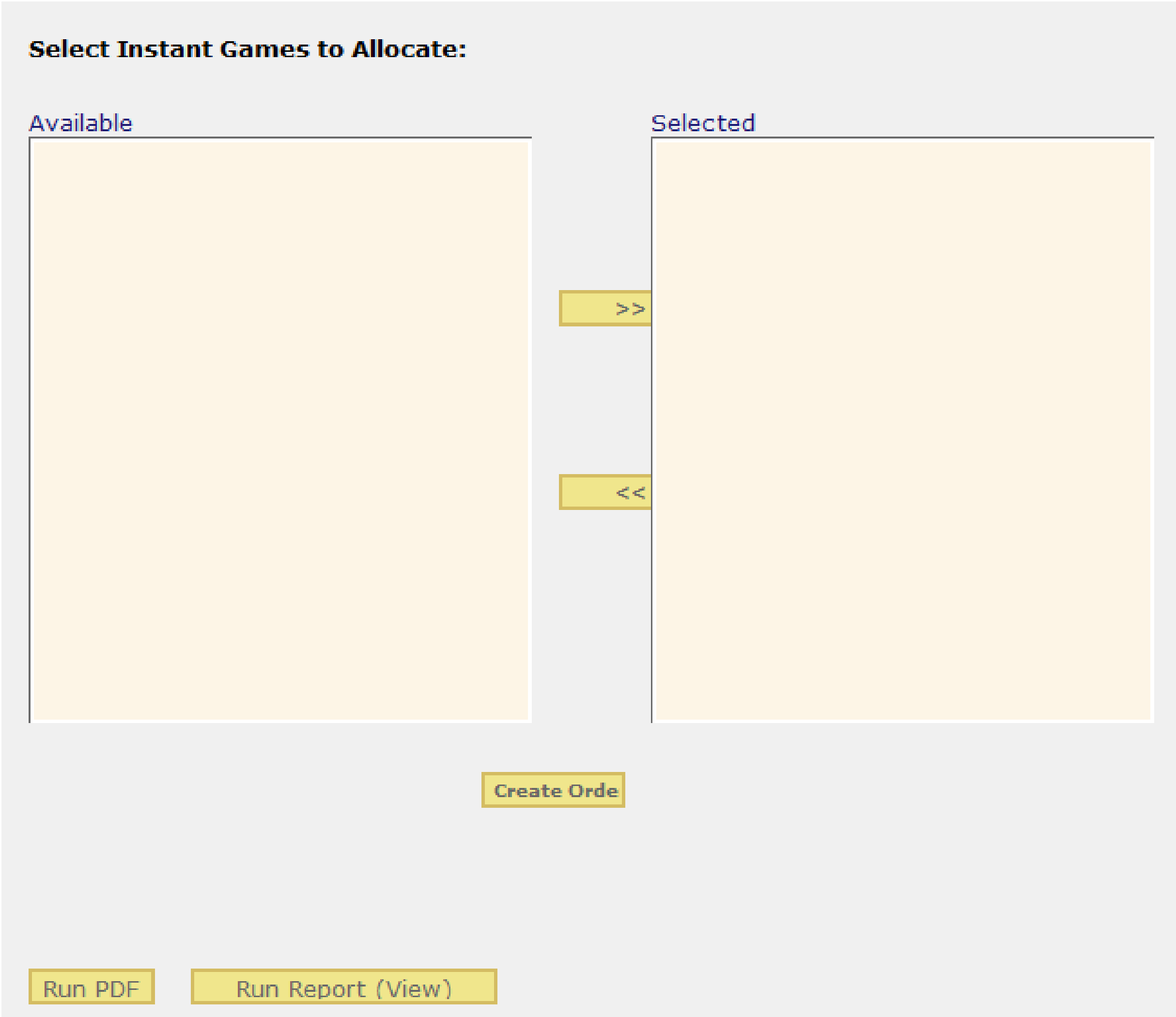
9.3.5.1 Workflow

Access the Order Source screen by clicking Instant > Warehouse > Order Source.

- Select an Order Source. A list of users for that order source displays.

9.3.6 Initial Game Allocation

This function allows the user to create initial orders for instant games.



9.3.6.1 Workflow

Access the Initial Game Allocation screen by clicking Instant > Warehouse > Initial Game Allocation.

- Select a game from the Available column.
- Click [>>] to move the game to the Selected Column.

- After the selections have been made, click [Create Orders] to submit the order to the warehouse.
- To create a pdf of the report, click [Run PDF].
- To view the report, click [Run Report (View)].

9.3.7 Walk-In Orders

This function allows the user to create orders for a retailer at a warehouse.

9.3.7.1 Workflow

Access the Walk-In Orders screen by clicking Instant > Warehouse > Walk-In Orders.

- Enter an Order quantity for the corresponding game.
- Click [Place Order].

9.4 DSR

This function allows the approved user to perform the following functions:

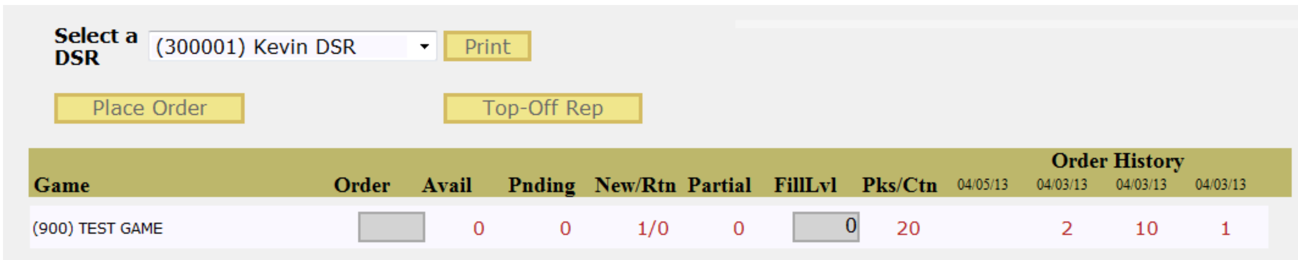
- Orders

9.4.1 Workflow

Access DSR functions by clicking Instant > DSR.

9.4.2 Orders

This function allows the user to place instant ticket orders for DSRs.



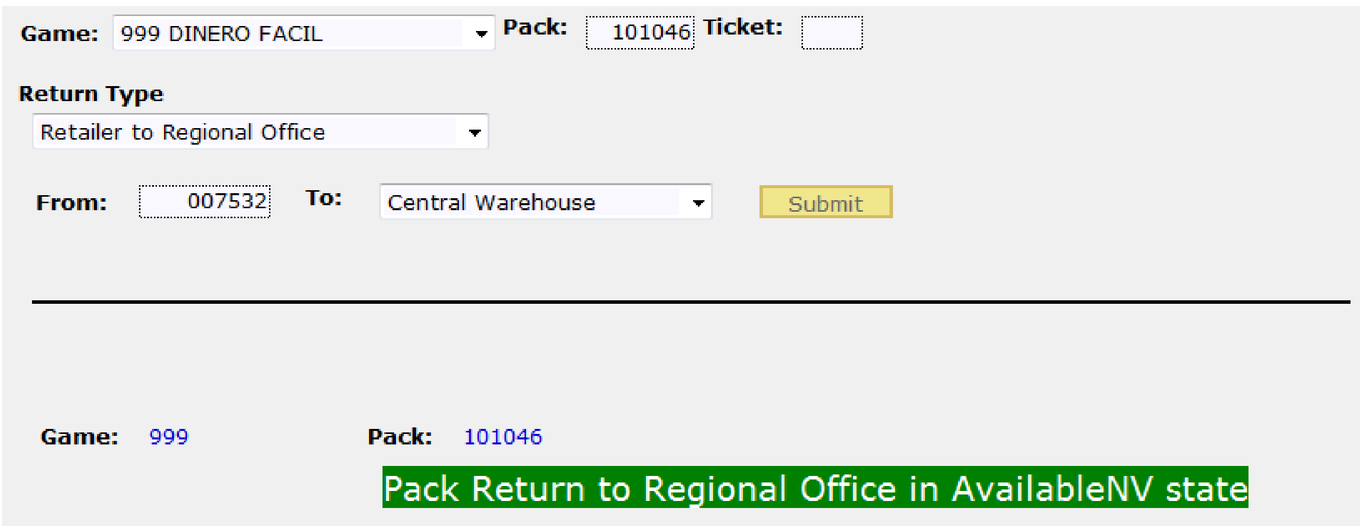
9.4.2.1 Workflow

Access the Orders screen by clicking Instant > DSR > Orders.

- Enter the number of instant tickets to order in the Order field for the specific game.
- Once all entries have been made, click [Place Order].

9.5 Returns

This function allows the user to return packs from the DSR's inventory to the warehouse. This function also allows the user to return packs from regional warehouse to the main warehouse.



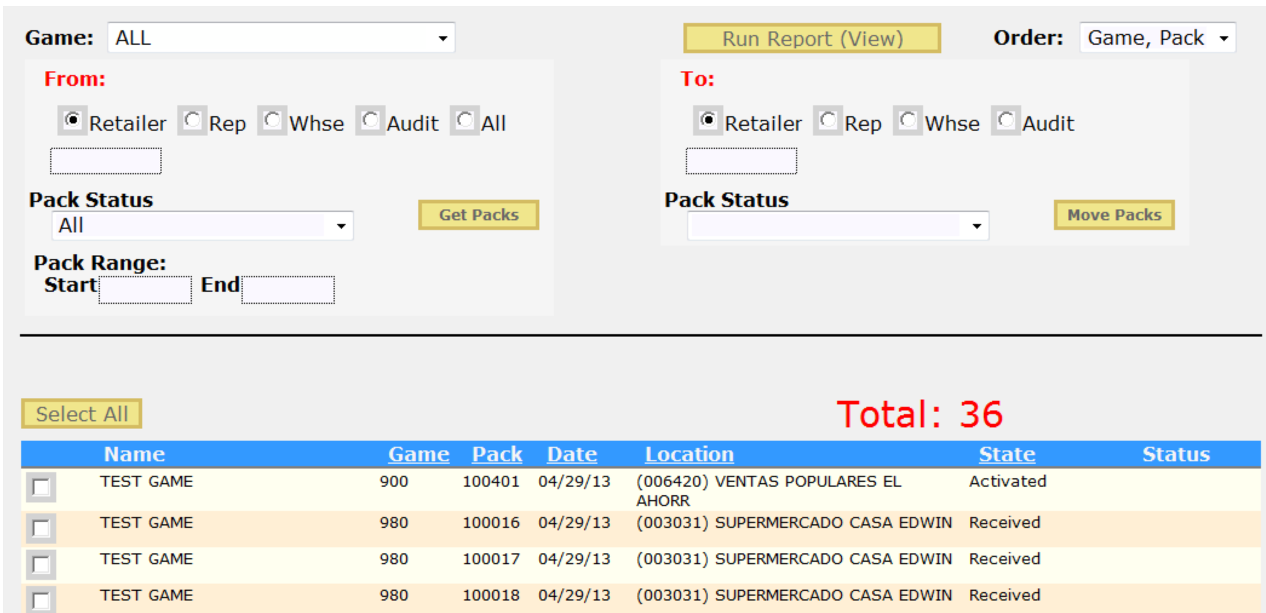
9.5.1 Workflow

Access the Returns screen by clicking Instant > Returns.

- Select a Game from the drop-down list.
- Enter a Pack number and a Ticket number.
- Select a Return Type from the drop-down list.
- Select and/or enter From and To.
- Click [Submit].

9.6 Pack Status Maintenance

This function allows the user to display instant ticket packs for a specific location by instant game. This screen also allows committing changes to a pack's status and location.



9.6.1 Workflow

Access the Pack Status Maintenance screen by clicking Instant > Pack Status Maintenance.

To View Packs

- Select the criteria for the packs to display or modify.
- Click [Get Packs]. The screen displays the list of matching selection packs.
- To change the sort order, click list header of item to sort.

Select Packs

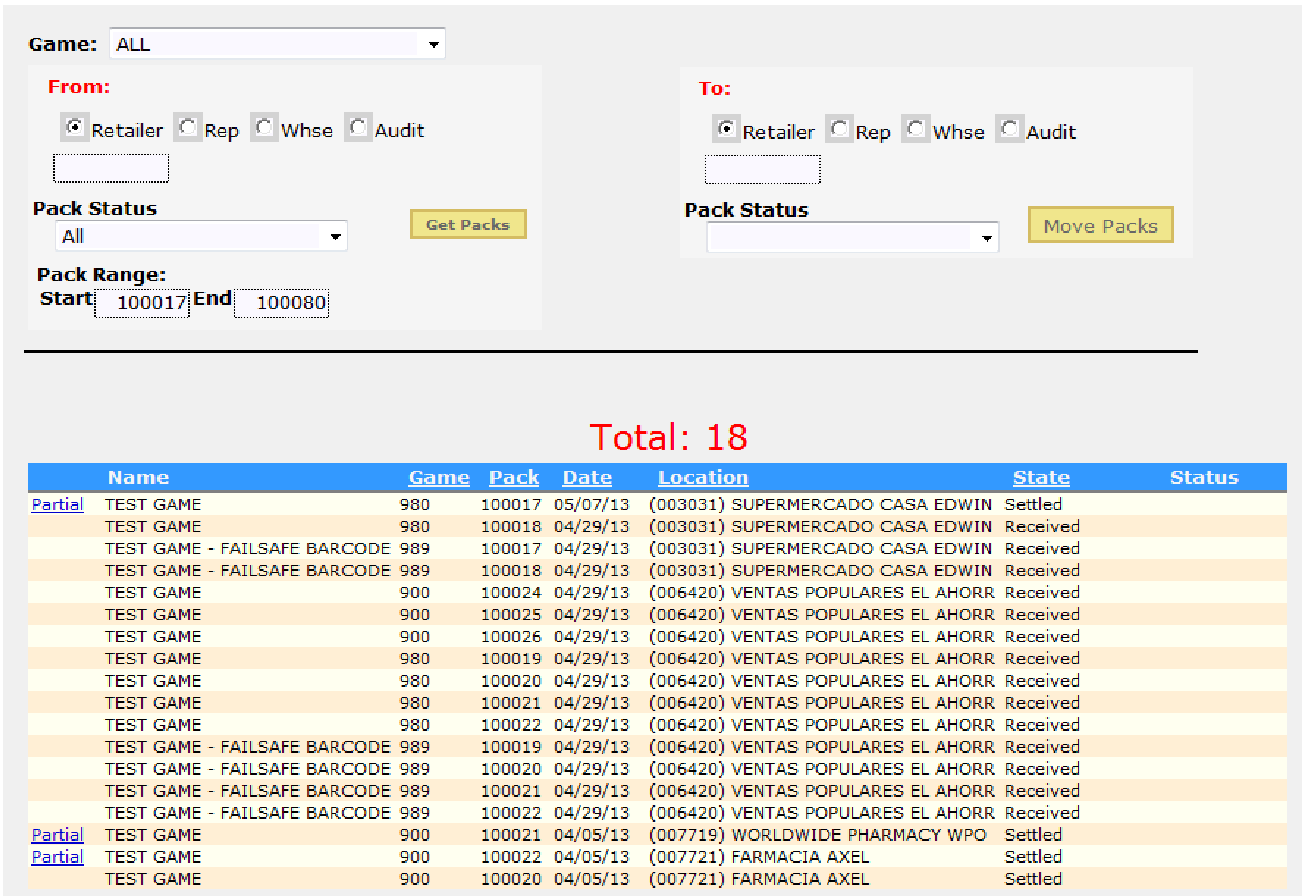
- Click [Select All] to select all packs. Click [Select None] to clear all of the pack selections.

Change Locations and/or Status:

- Click [Move Packs] to apply the changes to the selected packs.
- Click [Get Packs] to refresh the screen.

9.7 Bulk Pack Movement

This function screen allows the user to move a pack range to a specific location.



	Name	Game	Pack	Date	Location	State	Status
Partial	TEST GAME	980	100017	05/07/13	(003031) SUPERMERCADO CASA EDWIN	Settled	
	TEST GAME	980	100018	04/29/13	(003031) SUPERMERCADO CASA EDWIN	Received	
	TEST GAME - FAILSAFE BARCODE	989	100017	04/29/13	(003031) SUPERMERCADO CASA EDWIN	Received	
	TEST GAME - FAILSAFE BARCODE	989	100018	04/29/13	(003031) SUPERMERCADO CASA EDWIN	Received	
	TEST GAME	900	100024	04/29/13	(006420) VENTAS POPULARES EL AHORR	Received	
	TEST GAME	900	100025	04/29/13	(006420) VENTAS POPULARES EL AHORR	Received	
	TEST GAME	900	100026	04/29/13	(006420) VENTAS POPULARES EL AHORR	Received	
	TEST GAME	980	100019	04/29/13	(006420) VENTAS POPULARES EL AHORR	Received	
	TEST GAME	980	100020	04/29/13	(006420) VENTAS POPULARES EL AHORR	Received	
	TEST GAME	980	100021	04/29/13	(006420) VENTAS POPULARES EL AHORR	Received	
	TEST GAME	980	100022	04/29/13	(006420) VENTAS POPULARES EL AHORR	Received	
	TEST GAME - FAILSAFE BARCODE	989	100019	04/29/13	(006420) VENTAS POPULARES EL AHORR	Received	
	TEST GAME - FAILSAFE BARCODE	989	100020	04/29/13	(006420) VENTAS POPULARES EL AHORR	Received	
	TEST GAME - FAILSAFE BARCODE	989	100021	04/29/13	(006420) VENTAS POPULARES EL AHORR	Received	
	TEST GAME - FAILSAFE BARCODE	989	100022	04/29/13	(006420) VENTAS POPULARES EL AHORR	Received	
Partial	TEST GAME	900	100021	04/05/13	(007719) WORLDWIDE PHARMACY WPO	Settled	
Partial	TEST GAME	900	100022	04/05/13	(007721) FARMACIA AXEL	Settled	
	TEST GAME	900	100020	04/05/13	(007721) FARMACIA AXEL	Settled	

9.7.1 Workflow

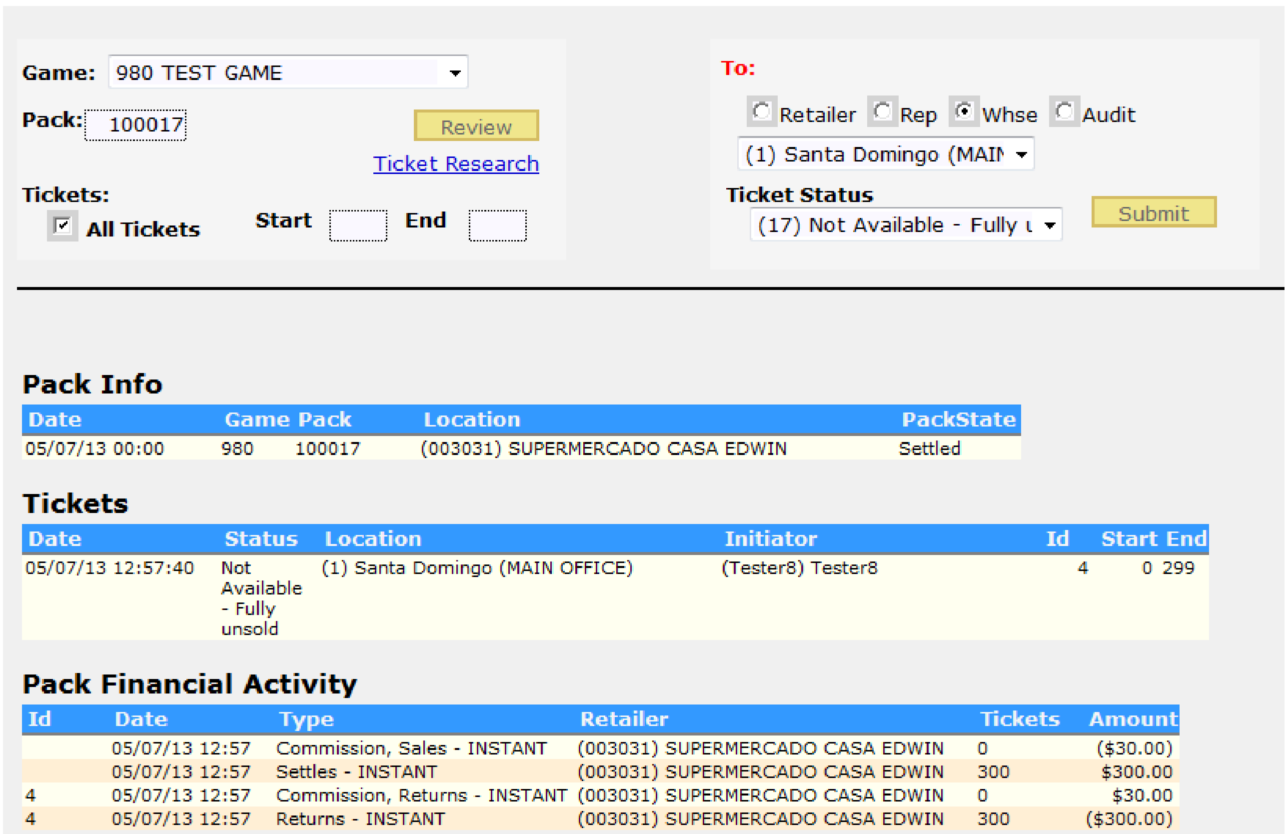
Access the Bulk Pack Movement screen by clicking Instant > Bulk Pack Movement.

- Select a game from the Game drop-down menu.
- In the From: section, select a Location type destination from which the packs will be moved from and enter or select a specific location of that type.
- Select a Pack Status from the drop-down menu.
- Enter a start and end pack range in the field provided.

- In the To: section, select a Location type destination for the packs and enter or select a specific location of that type.
- Select a Pack Status from the drop-down menu.
- Click [Move Packs] to apply the changes to the selected packs.

9.8 Partial Packs

This function allows the user to display detailed information about instant ticket packs. This screen also allows committing changes to a ticket's status and location, for example mark single tickets or partial packs as stolen, missing, or returned.



9.8.1 Workflow

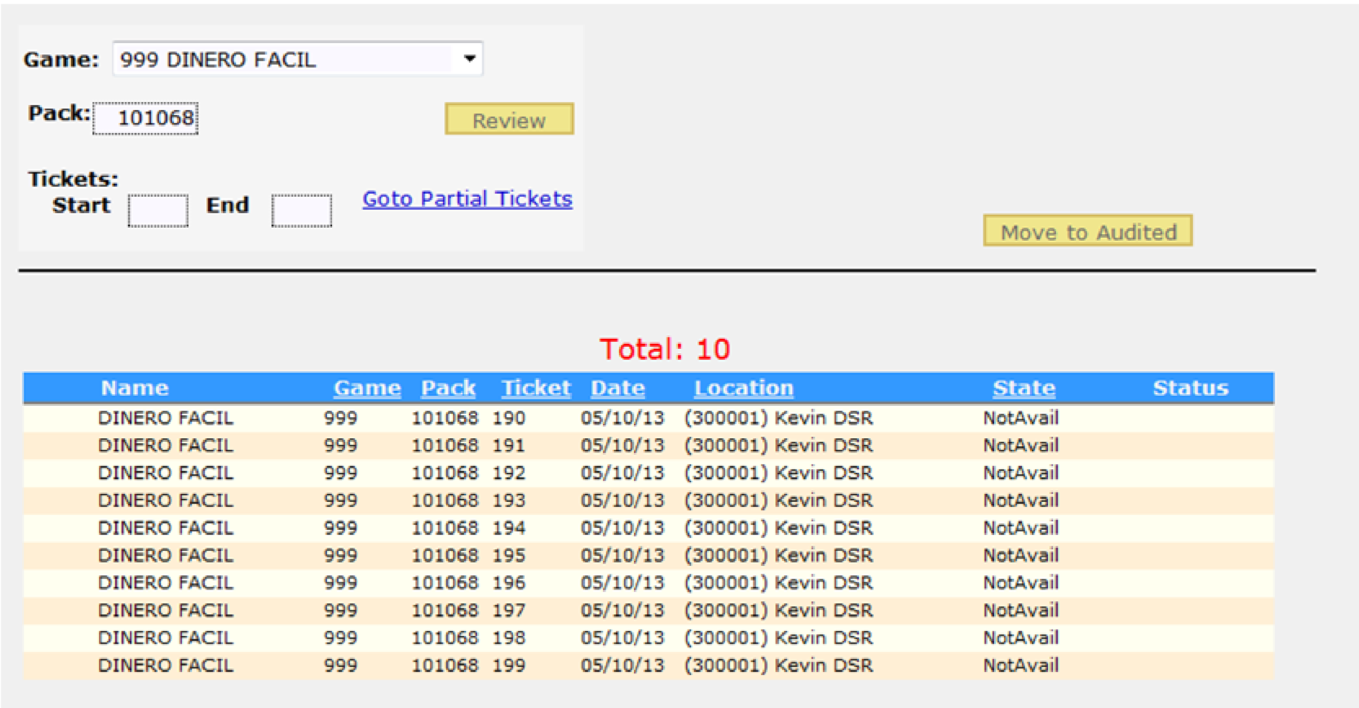
Access the Partial Packs screen by clicking Instant > Partial Packs.

- Select a game from the Game drop-down menu.
- Enter the pack number in the field provided.
- Select the checkbox to choose All Tickets or enter a start and end pack range in the field provided.

- In the To: section, select a Location type destination for the packs and enter or select a specific location of that type.
- Select a Ticket Status from the drop-down menu.
- Click [Submit] to apply the changes to the selected packs.

9.9 Partial Audit

This function allows the user to audit detailed information about instant ticket packs.



Name	Game	Pack	Ticket	Date	Location	State	Status
DINERO FACIL	999	101068	190	05/10/13	(300001) Kevin DSR	NotAvail	
DINERO FACIL	999	101068	191	05/10/13	(300001) Kevin DSR	NotAvail	
DINERO FACIL	999	101068	192	05/10/13	(300001) Kevin DSR	NotAvail	
DINERO FACIL	999	101068	193	05/10/13	(300001) Kevin DSR	NotAvail	
DINERO FACIL	999	101068	194	05/10/13	(300001) Kevin DSR	NotAvail	
DINERO FACIL	999	101068	195	05/10/13	(300001) Kevin DSR	NotAvail	
DINERO FACIL	999	101068	196	05/10/13	(300001) Kevin DSR	NotAvail	
DINERO FACIL	999	101068	197	05/10/13	(300001) Kevin DSR	NotAvail	
DINERO FACIL	999	101068	198	05/10/13	(300001) Kevin DSR	NotAvail	
DINERO FACIL	999	101068	199	05/10/13	(300001) Kevin DSR	NotAvail	

9.9.1 Workflow

Access the Partial Audit screen by clicking Instant > Partial Audit.

- Select a game from the Game drop-down menu.
- Enter the pack number in the field provided.
- Enter a start and end pack range in the field provided.
- Click [Move to Audited] to apply the changes to the selected packs.

9.10 Partial Destroy

This function allows the user to remove selected instant ticket packs from a retailer.

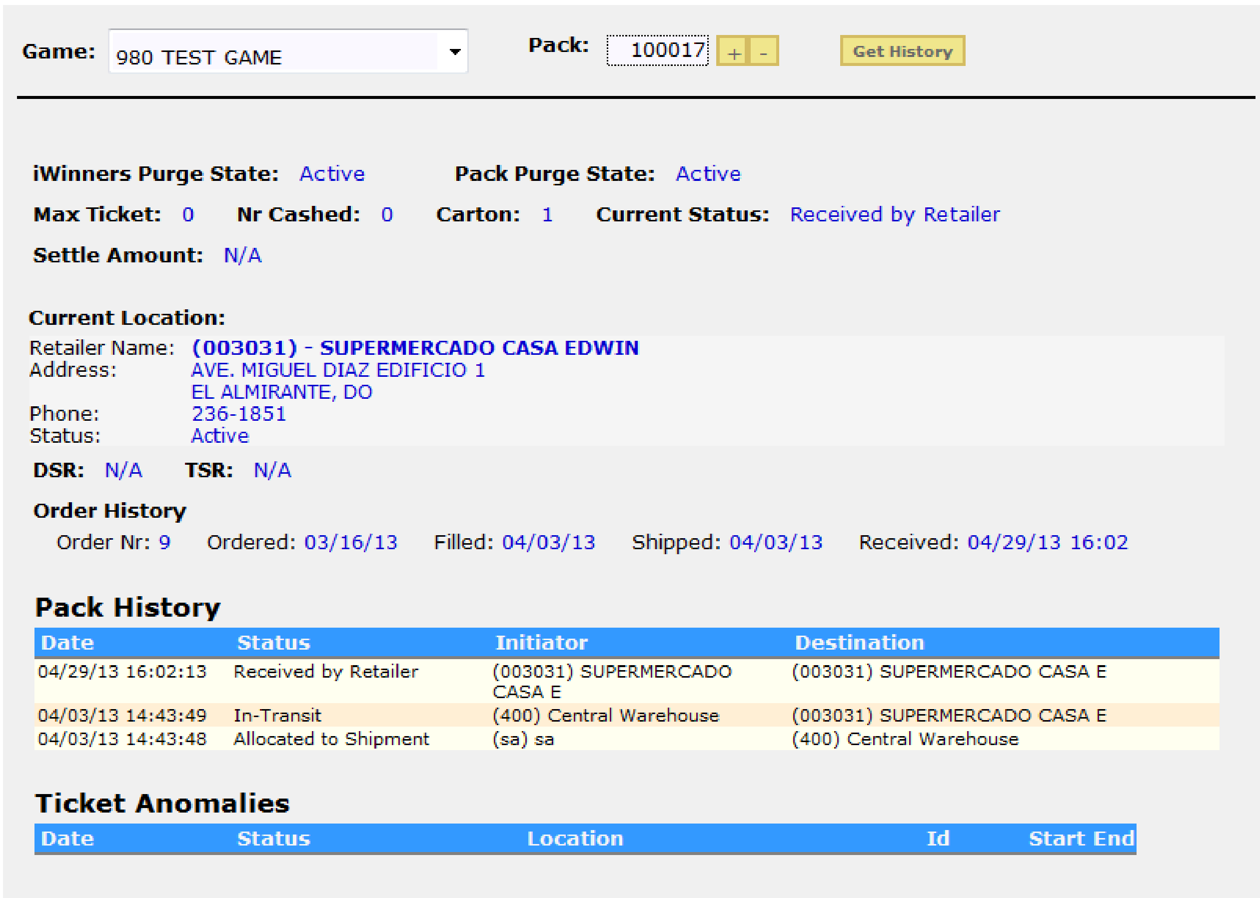
9.10.1 Workflow

Access the Partial Destroy screen by clicking Instant > Partial Destroy.

- Enter a start and end date.
- Select the area from where the tickets will be removed.
- Select a game from the Game drop-down menu.
- Click [Move Pack(s)] to apply the changes to the selected packs.

9.11 Pack Research

This function allows the user to view detailed information about a pack.



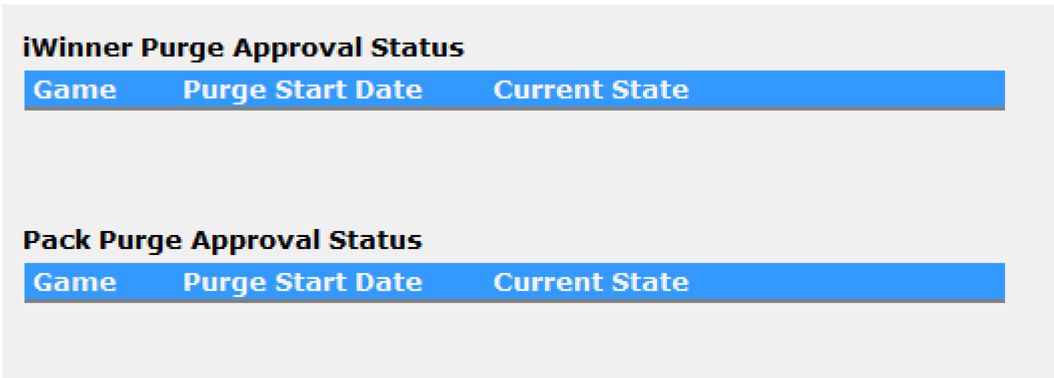
9.11.1 Workflow

Access the Pack Research screen by clicking Instant > Pack Research.

- Select a game from the Game drop-down menu.
- Enter the pack number in the field provided.
- Click [Get History] to view information about the selected pack.

9.12 Purge Approvals

This function allows the user to view and approve pending packs.



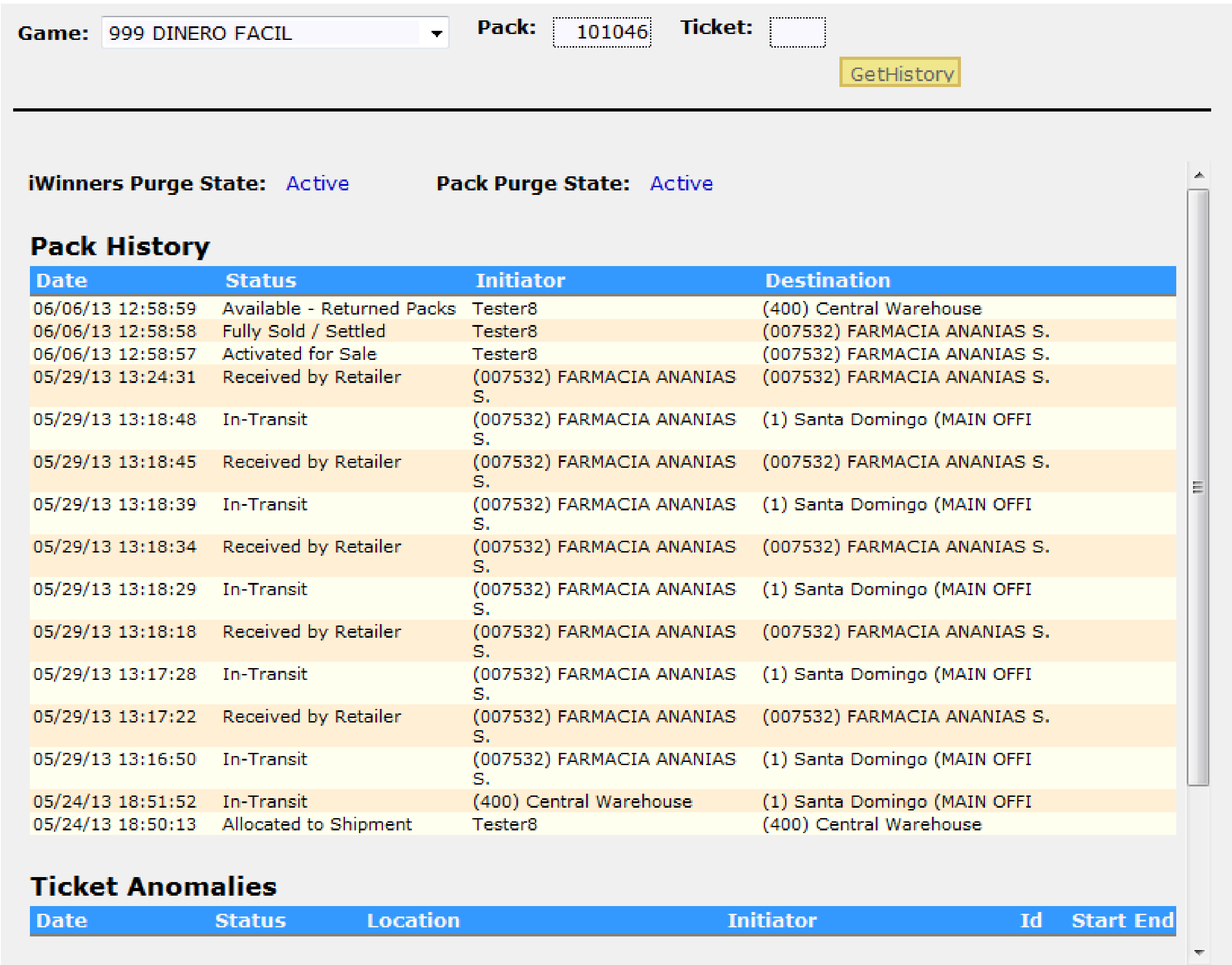
9.12.1 Workflow

Access the Purge Approvals screen by clicking Instant > Purge Approvals.

- Select Approve to approve a pack.

9.13 Instant Ticket Research

This function allows the user to view detailed information about a ticket.



Date	Status	Initiator	Destination
06/06/13 12:58:59	Available - Returned Packs	Tester8	(400) Central Warehouse
06/06/13 12:58:58	Fully Sold / Settled	Tester8	(007532) FARMACIA ANANIAS S.
06/06/13 12:58:57	Activated for Sale	Tester8	(007532) FARMACIA ANANIAS S.
05/29/13 13:24:31	Received by Retailer	(007532) FARMACIA ANANIAS S.	(007532) FARMACIA ANANIAS S.
05/29/13 13:18:48	In-Transit	(007532) FARMACIA ANANIAS S.	(1) Santa Domingo (MAIN OFFI
05/29/13 13:18:45	Received by Retailer	(007532) FARMACIA ANANIAS S.	(007532) FARMACIA ANANIAS S.
05/29/13 13:18:39	In-Transit	(007532) FARMACIA ANANIAS S.	(1) Santa Domingo (MAIN OFFI
05/29/13 13:18:34	Received by Retailer	(007532) FARMACIA ANANIAS S.	(007532) FARMACIA ANANIAS S.
05/29/13 13:18:29	In-Transit	(007532) FARMACIA ANANIAS S.	(1) Santa Domingo (MAIN OFFI
05/29/13 13:18:18	Received by Retailer	(007532) FARMACIA ANANIAS S.	(007532) FARMACIA ANANIAS S.
05/29/13 13:17:28	In-Transit	(007532) FARMACIA ANANIAS S.	(1) Santa Domingo (MAIN OFFI
05/29/13 13:17:22	Received by Retailer	(007532) FARMACIA ANANIAS S.	(007532) FARMACIA ANANIAS S.
05/29/13 13:16:50	In-Transit	(007532) FARMACIA ANANIAS S.	(1) Santa Domingo (MAIN OFFI
05/24/13 18:51:52	In-Transit	(400) Central Warehouse	(1) Santa Domingo (MAIN OFFI
05/24/13 18:50:13	Allocated to Shipment	Tester8	(400) Central Warehouse

Ticket Anomalies

Date	Status	Location	Initiator	Id	Start End

9.13.1 Workflow

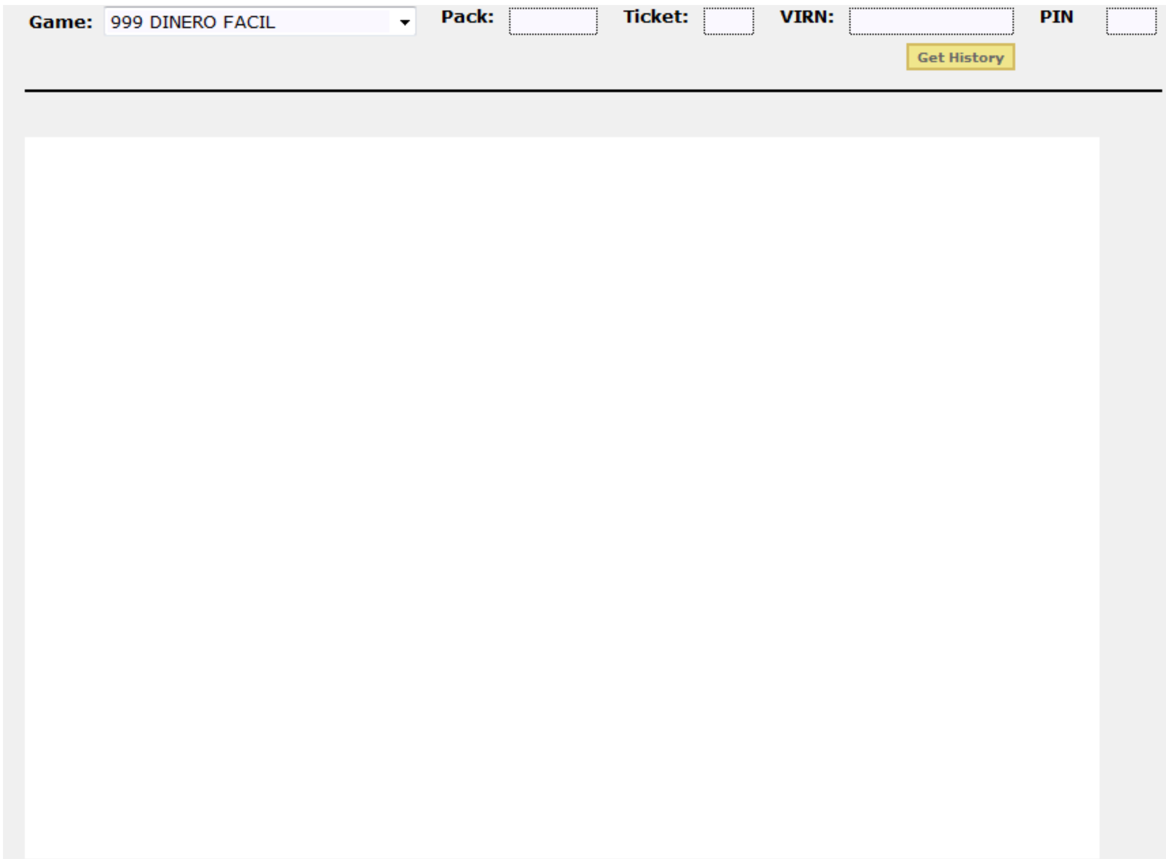
Access the Instant Ticket Research screen by clicking Instant > Instant Ticket Research.

- Select a game from the Game drop-down menu.
- Enter the pack number in the field provided.

- Enter the ticket number in the field provided.
- Click [Get History] to view information about the selected ticket.

9.14 Ticket Research-Privileged

This function allows the user to detailed information about a single legacy instant ticket.



9.14.1 Workflow

Access the Ticker Research-Privileged screen by clicking Instant > Ticket Research-Privileged.

- Select a game from the Game drop-down menu.
- Enter the pack number in the field provided.
- Enter the ticket number in the field provided.
- Enter the VIRN number in the field provided.
- Click Get History to view information about the selected ticket.

9.15 Transition Matrix

This function allows the user to display the status and/or location changes of instant ticket pack.

User Group	DSR
(02)Available - Virgin Packs	**FieldRep**
(12) Received by Retailer	[Store]
(13) Activated for Sale	[Store]
(03)Available - Returned Packs	**FieldRep**
(13) Activated for Sale	[Store]
(07)Fully Sold / Settled	**Store**
(03) Available - Returned Packs	[FieldRep]
(04) Partial unsold - Not Available	[FieldRep]
(17) Not Available - Fully unsold	[FieldRep]
(12)Received by Retailer	**Store**
(13) Activated for Sale	[Store]
(13)Activated for Sale	**Store**
(07) Fully Sold / Settled	[Store]

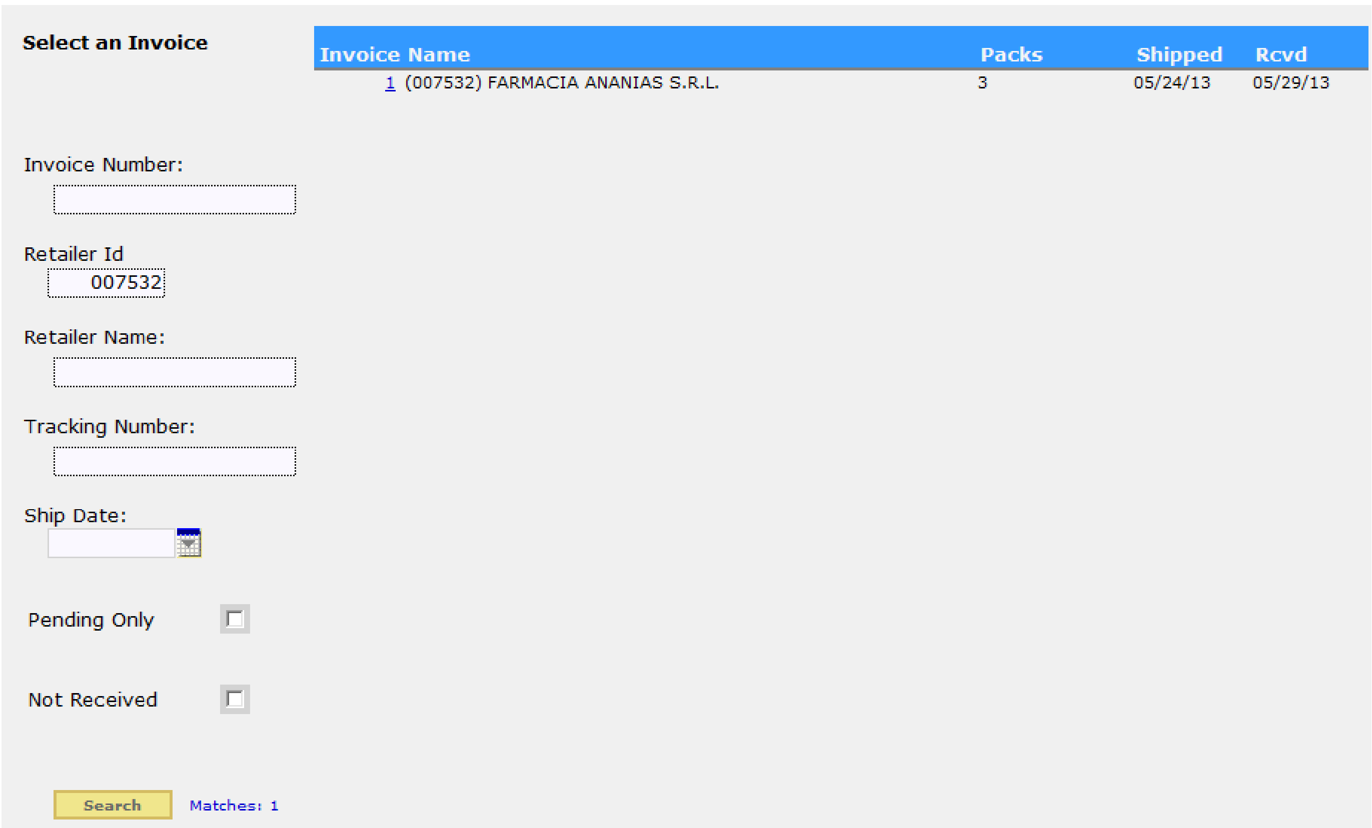
9.15.1 Workflow

Access the Transition Matrix screen by clicking Instant > Transition Matrix.

- Select a user group from the drop-down menu.

9.15.2 Invoice Management

This function allows the user to search for invoices.



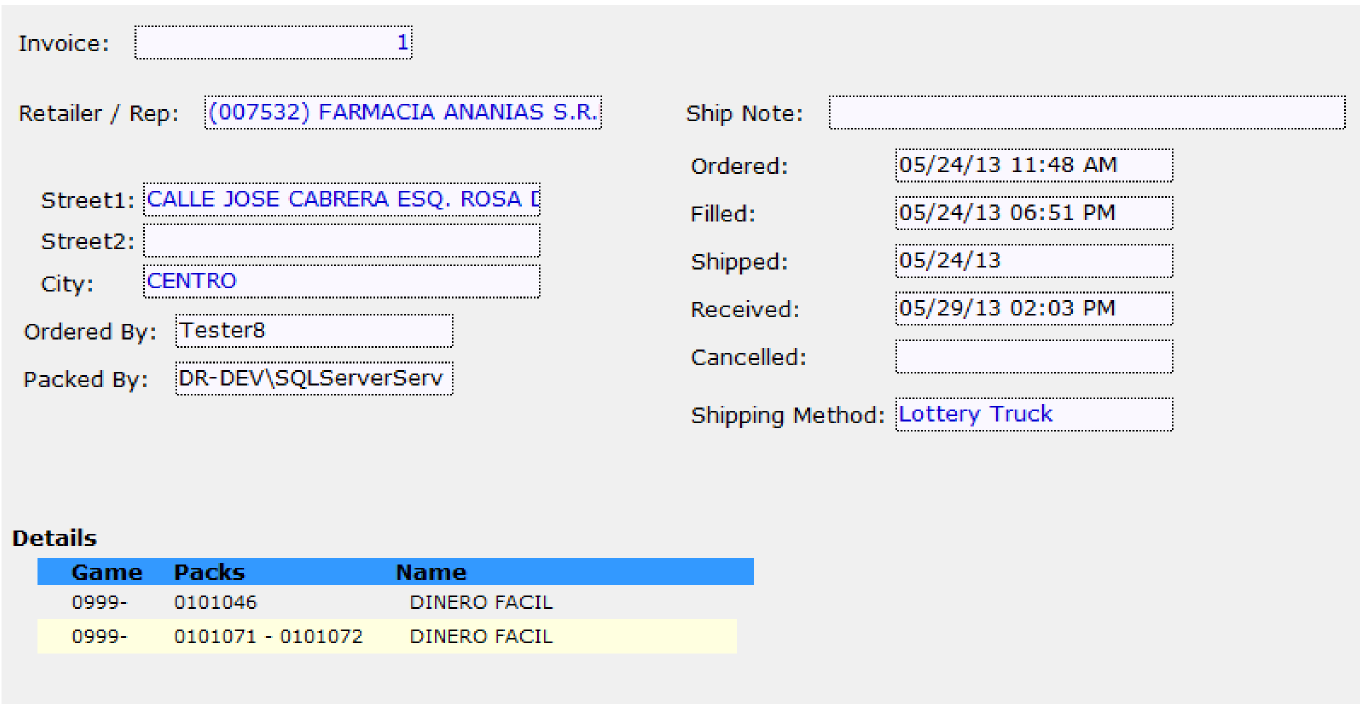
9.15.2.1 Workflow

Access the Invoice Management screen by clicking Instant > Invoice Management.

- Enter search criteria in the left search panel and click [Search]. A list of Invoices is displayed in the right panel.
- The list displays Invoice ID, Name, Packs, Shipped and Rcvd.

9.15.3 View Invoice

This function allows the user to view invoices and displays the address, shipping information, and list of games for a specific invoice.



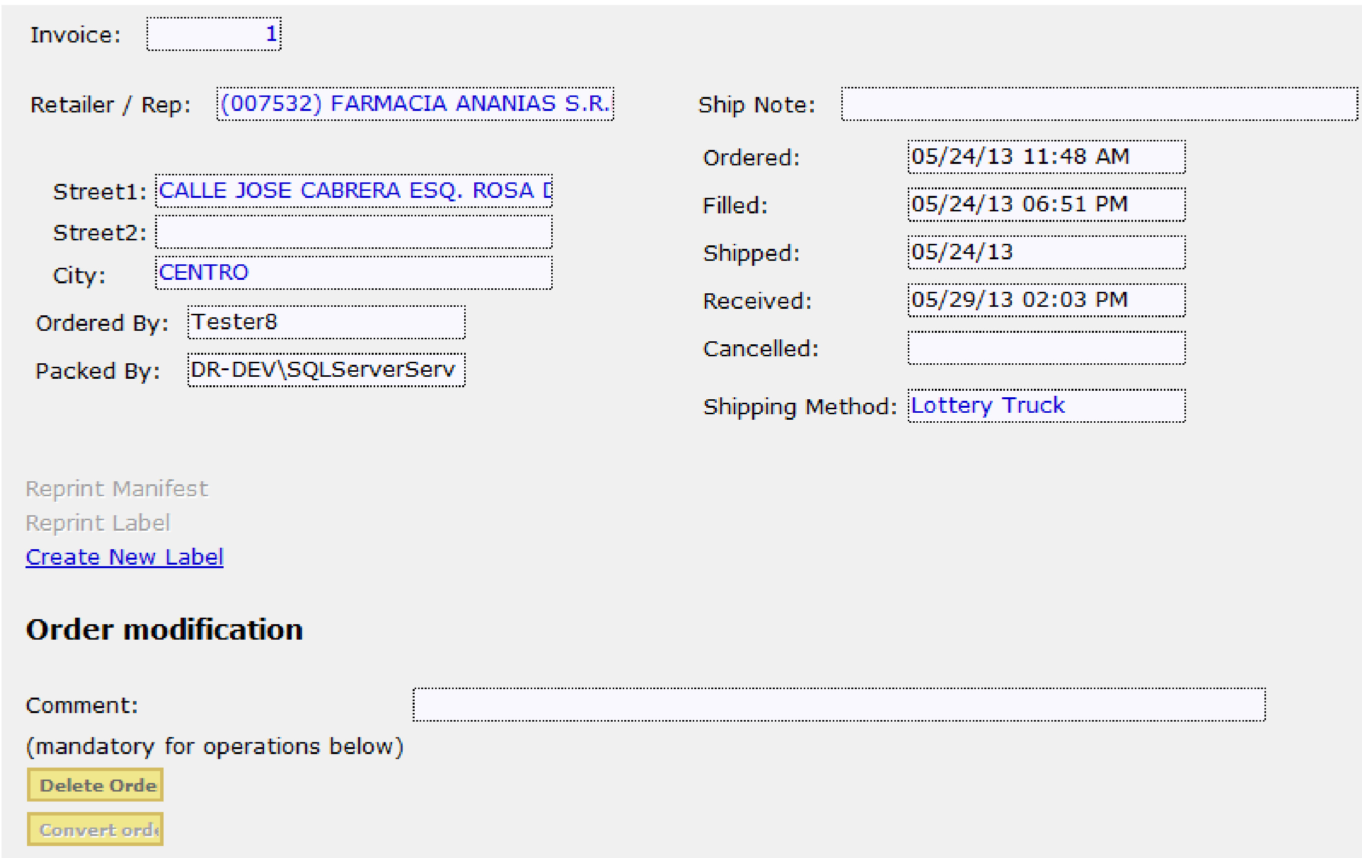
9.15.3.1 Workflow

Access the View Invoice screen by clicking Instant > View Invoice.

- Enter search criteria in the left search panel and click [Search]. A list of Invoices is displayed in the right panel.
- Select the invoice you want to view.

9.15.4 Modify Invoice

This function allows the user to edit the address, shipping, package(s) and list of games for a specific invoice.



9.15.4.1 Workflow

Access the Modify Invoice screen by clicking Instant > Modify Invoice.

- Enter search criteria in the left search panel and click [Search]. A list of Invoices is displayed in the right panel.
- Select the invoice you want to modify.

SECTION 10

SUPPORT MANAGEMENT

10.1 Module Overview

The Support Management module provides several GMS functions, which are used mainly by SGI and Lottery operations staff and by GMS users to setup the workstation for GMS use.

10.1.1 Workflow

Access GMS Support functionalities by clicking one of the following:

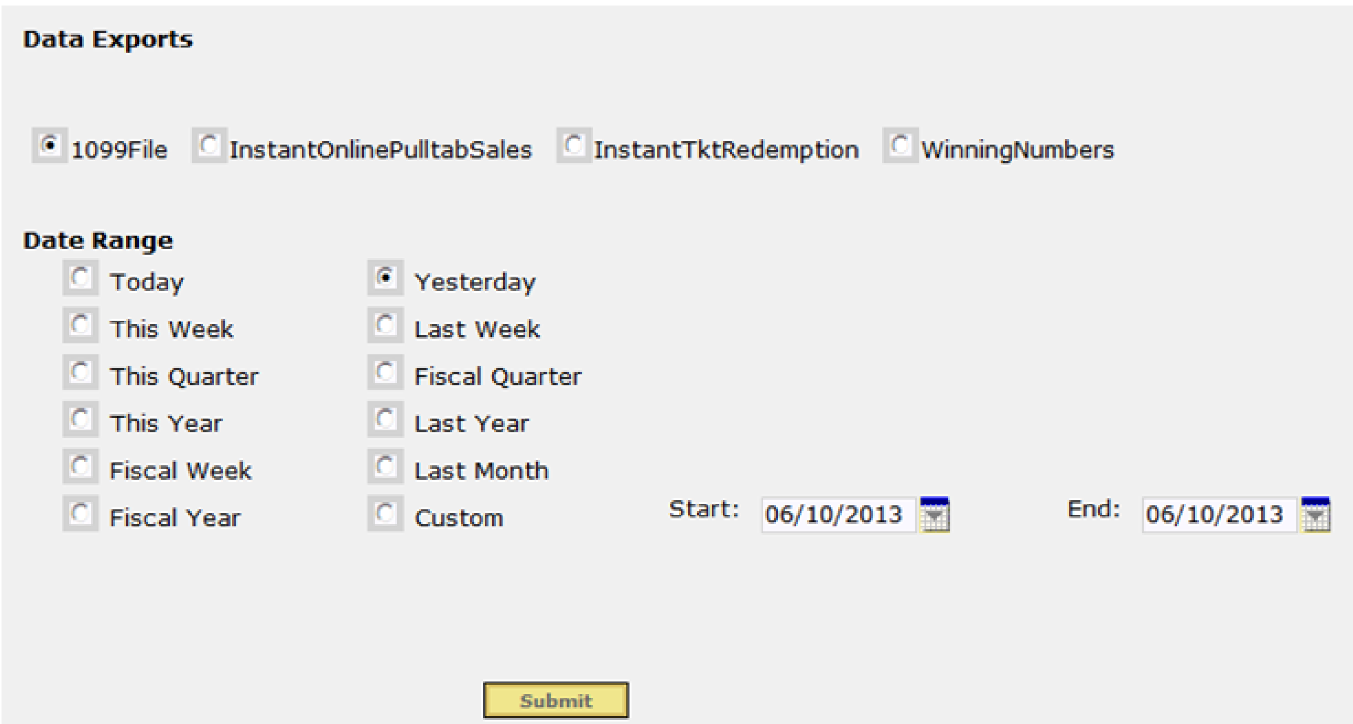
- Lottery
    - Data Exports
    - DSR Maintenance
    - GMS User Maintenance
    - Owner Store Assoc
    - Warehouse Maintenance
    - WH Packer Maintenance
    - Remove Pending Orders
    - Setup Warehouse WS
    - Change DSR Route/Stop
- Operations
    - View Logs
    - Manage Terminal Reports
- Website Configuration

- Order Property Groups
- Site User Management
- Site Page Management

10.2 Lottery

10.2.1 Data Exports

This function is used to create extract files in text format.



10.2.1.1 Workflow

Access the Data Exports screen by clicking Support > Lottery > Data Exports.

- Select an export file by clicking on its associated radio button.
- Select the Date Range and click [Submit]. The File Download pop-up displays.

  Do one of the following:

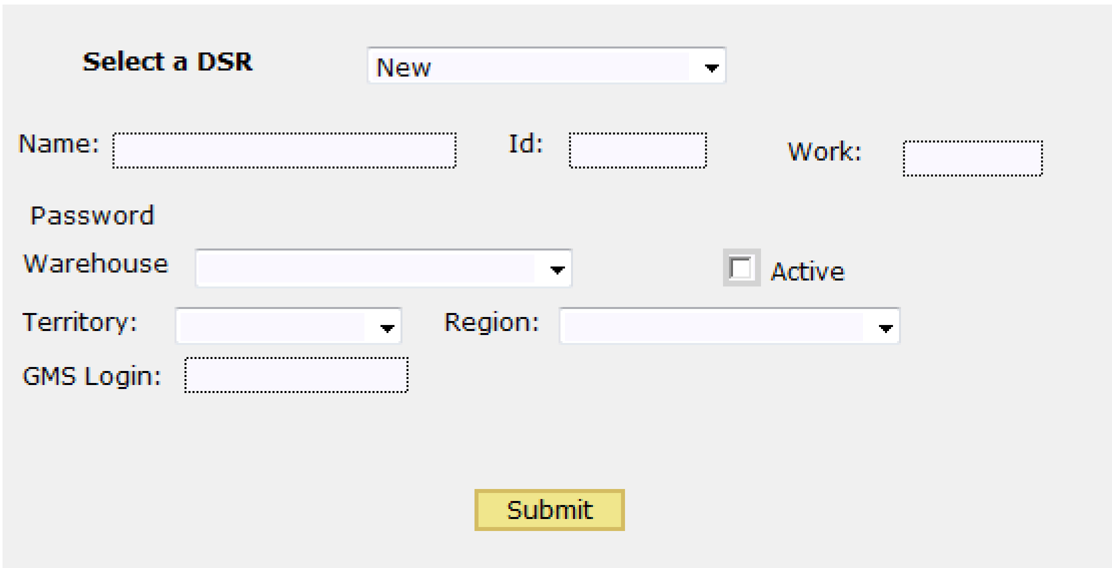
- To open the file, click [Open].
- To save the file, click [Save]. The Save As pop-up displays.
- Select the location in the Save In field and change the default File Name if desired.
- Click [Save] to start the download.
- The Download Complete pop-up displays. When the file is saved, the message "Download Complete" displays.

  Do one of the following:

- To open the file immediately, click [Open].
- To close the pop-up, click [Close].

10.2.2 DSR Maintenance

The DSR Maintenance screen is used to add a new District Sales Representative (DSR) to GMS, and display and modify existing DSRs.



10.2.2.1 Workflow

Access the DSR Maintenance screen by clicking Support > Lottery > DSR Maintenance.

Creating a DSR:

- Enter the DSR's Name, Id number, and Work number.
- Select the Warehouse from which the DSR receives their inventory.
- Click the Active checkbox to indicate that the DSR is currently active.
- Select the Territory and Region to which the DSR is assigned.
- Enter the DSR's GMS Login user name he/she will use to log in to GMS.
- Click [Submit] to save the DSR definition in the database.

  NOTE: The Password is automatically generated by the system.

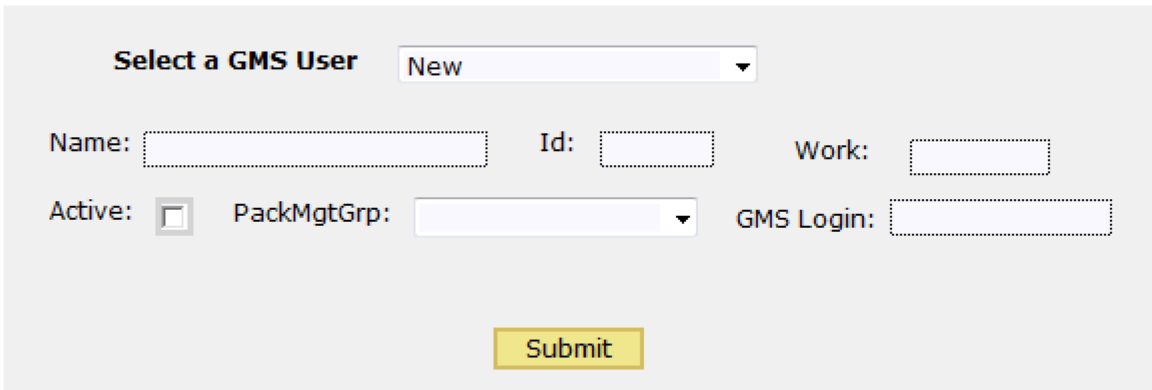
Modifying a DSR:

- To modify an existing DSR, select the DSR from the drop-down menu.
- The information for that DSR displays.
- Click in any editable field and enter or change information in that field.

  NOTE: Fields that have blue data are considered read-only; therefore, the text in these fields cannot be changed.
- Click [Submit] to save the modifications in the database.
- When changes are submitted, a confirmation message displays. Click the To return click here link to return to the DSR Maintenance screen.

10.2.3 GMS User Maintenance

The GMS User Maintenance screen is used to add a new GMS user as well as display and modify existing GMS users.



10.2.3.1 Workflow

Access the GMS User Maintenance screen by clicking Support > Lottery > GMS User Maintenance.

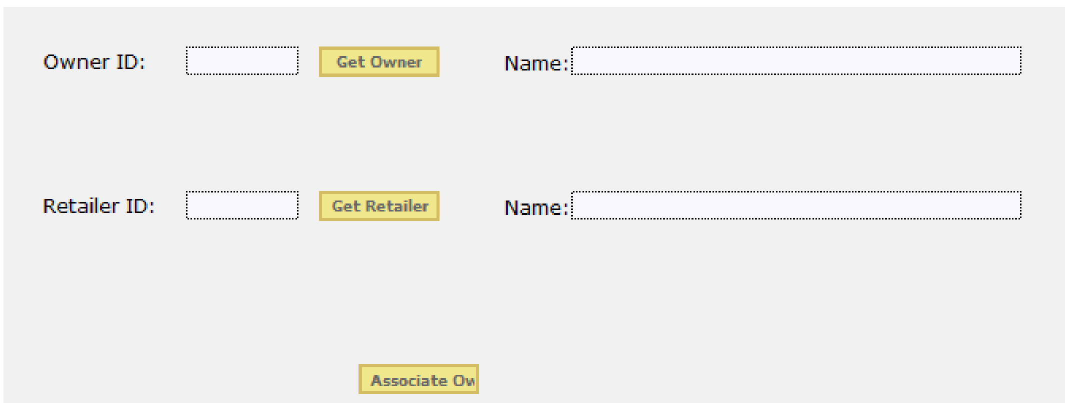
GMS User Maintenance

- The GMS User Maintenance screen displays.
- Select New from the Select a GMS User drop-down menu.
- Enter the GMS user's name, ID number, and work number.
  NOTE: GMS user name and work phone number are required fields.
- Click the Active checkbox to indicate that the GMS user is currently active.
- Enter the GMS login user name.
- Click [Submit] to save the GMS user to the database.

10.2.4 Owner Store Assoc

The Owner Store Assoc screen is used to create associations between owners and retailer stores.

NOTE: This screen requires the user to enter the owner and retailer identification numbers. Use the Owner Selection and Retailer Selection screens to search for the owner and retailer ID numbers.



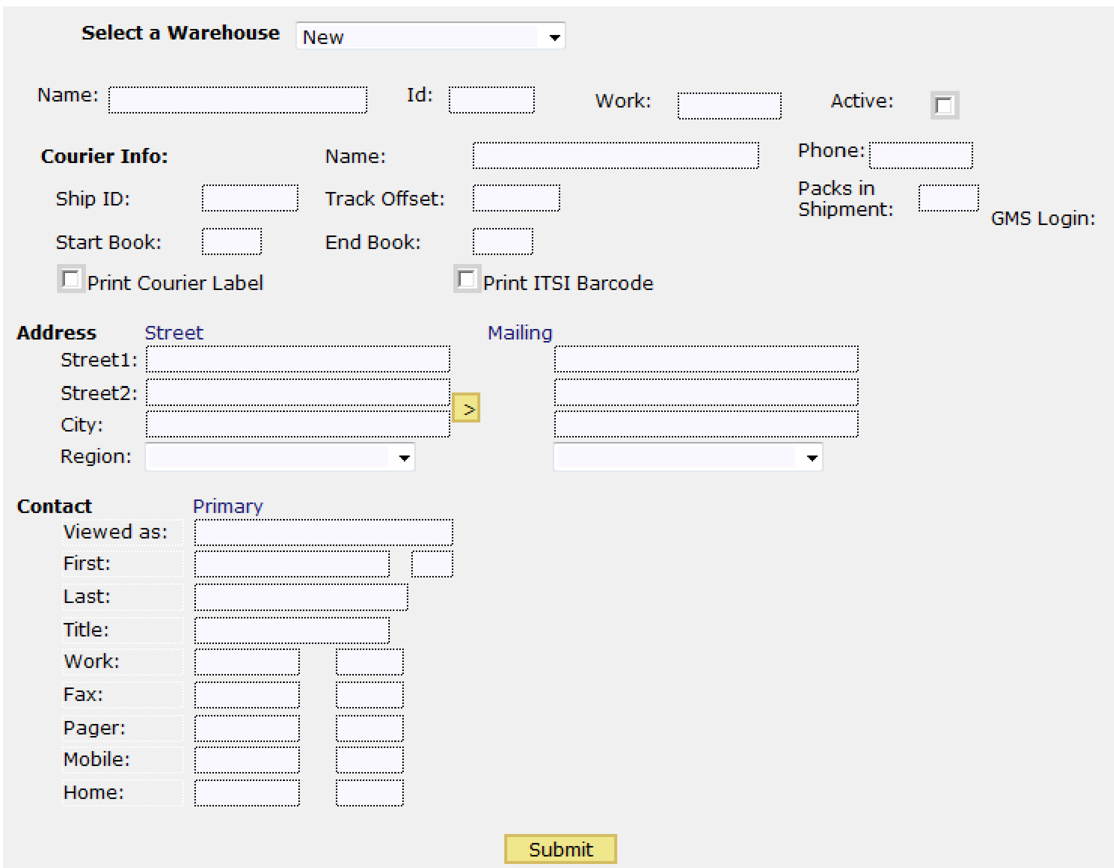
10.2.4.1 Workflow

Access the Owner Store Assoc screen by clicking Support > Lottery > Owner Store Assoc.

- Enter the Owner ID and click [Get Owner].
- Enter the Retailer ID and click [Get Retailer].
- Click [Associate Owner and Store]. A confirmation pop-up displays.
- Click [OK] to confirm the association.

10.2.5 Warehouse Maintenance

The Warehouse Maintenance screen is used to add a new warehouse to GMS, and display and modify existing warehouses.



10.2.5.1 Workflow

Access the Warehouse Maintenance screen by clicking Support > Lottery > Warehouse Maintenance.

Creating a Warehouse:

- To create a new warehouse, select New from the drop-down menu.
- Enter the information as needed and click [Submit].
- To copy the contents of the warehouse's Street address to the warehouse's Mailing address, click [>>].
- Click [Submit] to save the warehouse in the database.

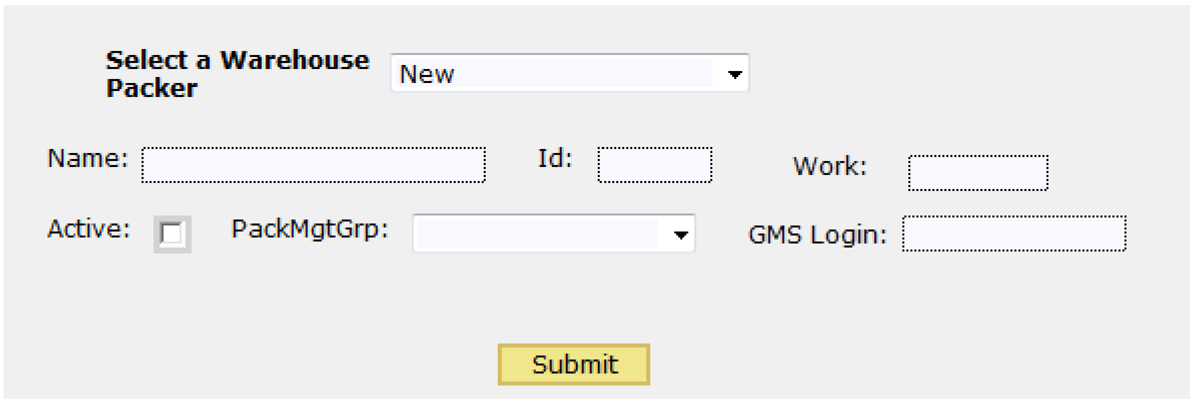
Modifying a Warehouse:

- To modify an existing warehouse, select it from the Select a Warehouse drop-down menu. The information for that warehouse displays.
- Click in any editable field and enter or change information in that field.

  NOTE: Fields that have blue data are considered read-only; therefore, the text in these fields cannot be changed.
- To copy the contents of the warehouse's Street address to the warehouse's Mailing address, click [>>].
- Click [Submit] to save the modifications in the database.
- When changes are submitted, a confirmation message displays. Click the To return click here link to return to the Warehouse Maintenance screen.

10.2.6 WH Packer Maintenance

The WH Packer Maintenance screen is used to add a new Warehouse Packer to GMS, and display and modify existing Packers.



10.2.6.1 Workflow

Access the WH Packer Maintenance screen by clicking Support > Lottery > WH Packer Maintenance.

Creating a Warehouse Packer:

- Select New from the Select a Warehouse Packer drop-down menu.
- Enter the Warehouse Packer's Name, Id number, and Work number.

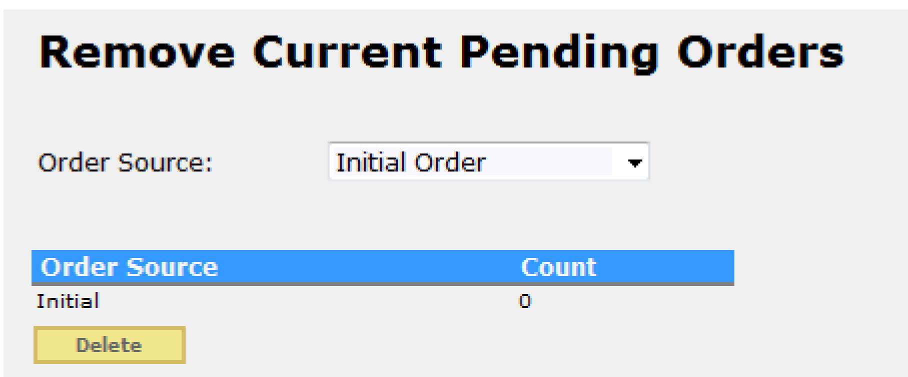
  NOTE: The Warehouse Packer's Name and Work phone number are required fields.
- Click the Active checkbox to indicate that the Warehouse Packer is currently active.
- Select the packer management group (PackMgtGrp) to which the Warehouse Packer is assigned.
- Enter the GMS Login name. This name is used to log in to GMS.
- Click [Submit] to save the Warehouse Packer in the database.

Modifying a Warehouse Packer:

- To modify an existing Packer, select the Packer from the drop-down menu.
- The information for that Packer displays.
- Click in any editable field and enter or change information in that field.
- **NOTE:** Fields that have blue data are considered read-only; therefore, the text in these fields cannot be changed.
- Click [Submit] to save the modifications in the database.
- When changes are submitted, a confirmation message displays.

10.2.7 Remove Pending Orders

The Remove Pending Orders screen is used to delete pending orders for scratch tickets.



10.2.7.1 Workflow

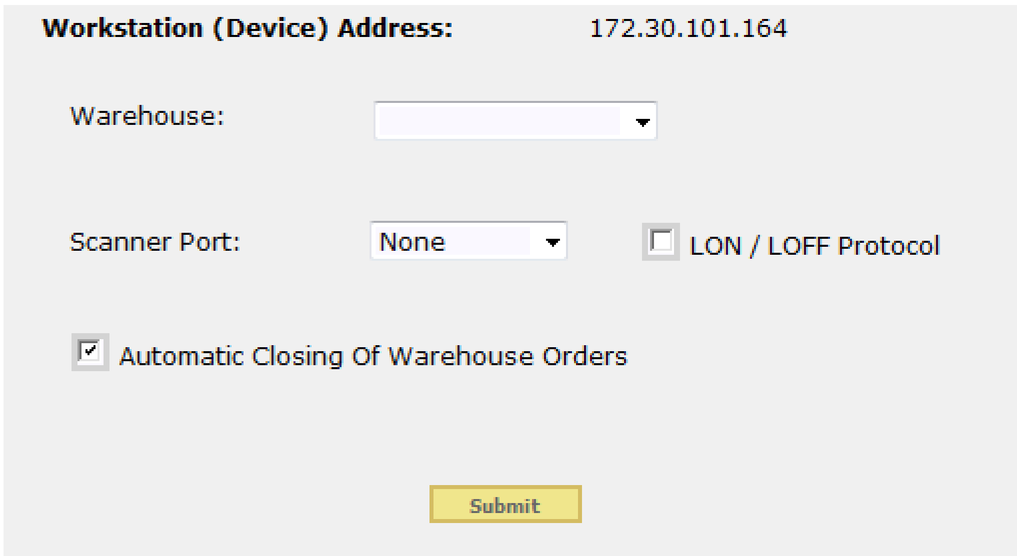
Access the Remove Pending Orders screen by clicking Support > Lottery > Remove Pending Orders.

- Select the Order Source for which to display pending orders. The number of pending orders for the selected source displays in the table.
- Click Delete. The pending order Count is reset to "0".

NOTE: There is no confirmation for deleting an order, and this action cannot be reversed.

10.2.8 Setup Warehouse WS

The Setup Warehouse WS screen is used to define the warehouse to which this workstation is assigned, as well as the port on which the scanner is connected.



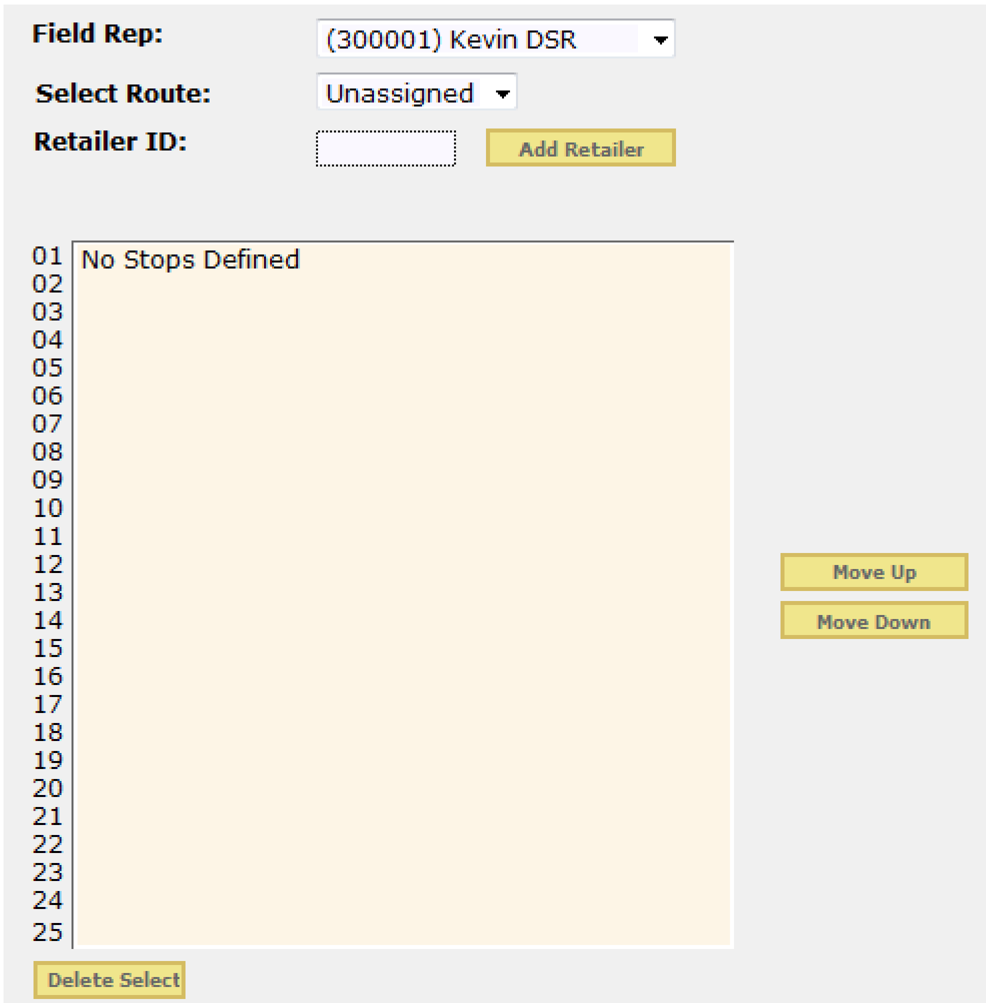
10.2.8.1 Workflow

Access the Setup Warehouse WS screen by clicking Support > Lottery > Setup Warehouse WS.

- Select the Warehouse and Scanner Port from the drop-down menu and click [Submit].

10.2.9 Change DSR Route/Stop

This function allows the user to add, move, and delete retailer stops in the DSR's route



10.2.9.1 Workflow

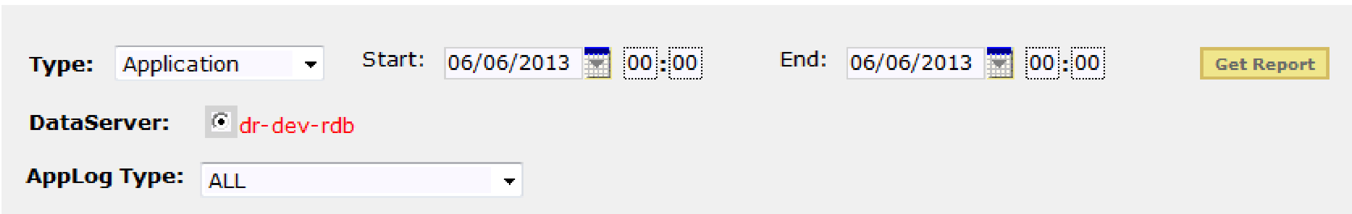
Access the Change DSR Route/Stop screen by clicking Support > Lottery > Change DSR Route/Stop.

- Select a field representative from the Field Rep drop-down menu.
- Select a route from the Route drop-down menu.
- Enter a retailer ID.
- To move a delivery up or down, select the information in the window and click [Move Up] or [Move Down].
- To remove a delivery, select the information in the window and click [Delete Selected Retailer].

10.3 Operations

10.3.1 View Logs

The View Logs screen is used to the display log information about the system.



10.3.1.1 Workflow

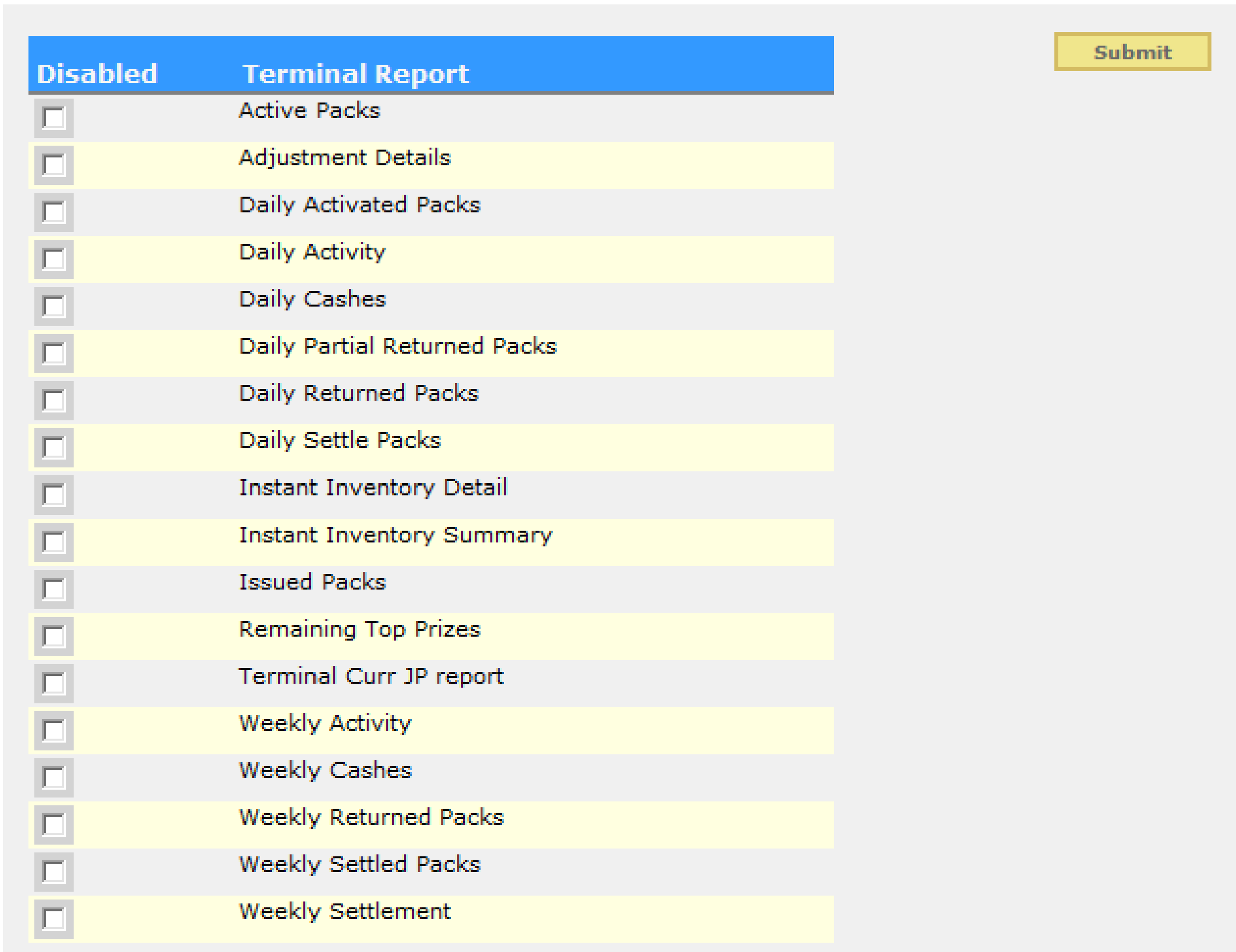
Access the View Logs screen by clicking Support > Operations > View Logs.

View Logs

- Select Application from the drop-down menu to display GMS application errors.
- Enter or select a start and end date and time.
- Select the application log type from the App-Log Type drop-down menu, if desired.
- Click [Get Report].
- To display End Of Day (EOD) processing results, select EOD Results from the drop-down menu.
- Enter or select a start and end date and time and click [Get Report].
- To display the log of created reports, select Report from the drop-down menu.
- Enter or select a start and end date and time and click [Get Report].

10.3.2 Manage Terminal Reports

The Manage Terminal Reports is used to display a list of Terminal Reports.



10.3.2.1 Workflow

Access the Manage Terminal Reports screen by clicking Support > Operations > Manage Terminal Reports.

- Check the box(es) next to the corresponding terminal report(s) that you want to disable. Uncheck box(es) to enable reports.
- Click [Submit]. The Manage Terminal Reports screen displays.

10.4 Website Configuration

10.4.1 Order Property Groups

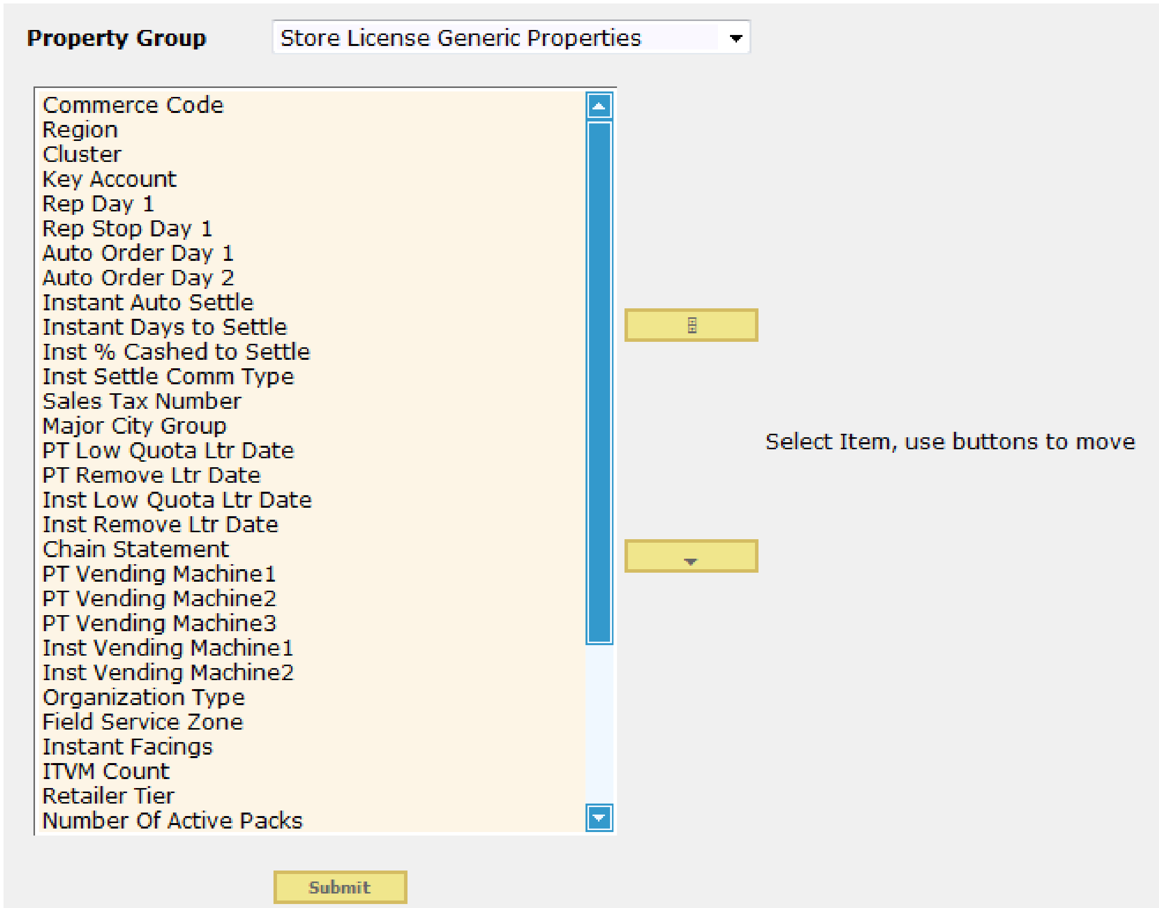
This function is used to define the order in which retailers and other properties are displayed on GMS screens.

When you re-order the Store Generic Properties, they are displayed in Retailer Management in this new order on the Properties screen of the View Retailer - Properties function.

When you re-order the Store Application Properties, they are displayed in this new order on the Application screen of the View Retailer > Application function.

Store Application Properties and Extended Store Generic Properties also define the order of fields displayed on the Retailer Details Report.

NOTE: This function modifies the order of the properties system-wide and for all GMS users.



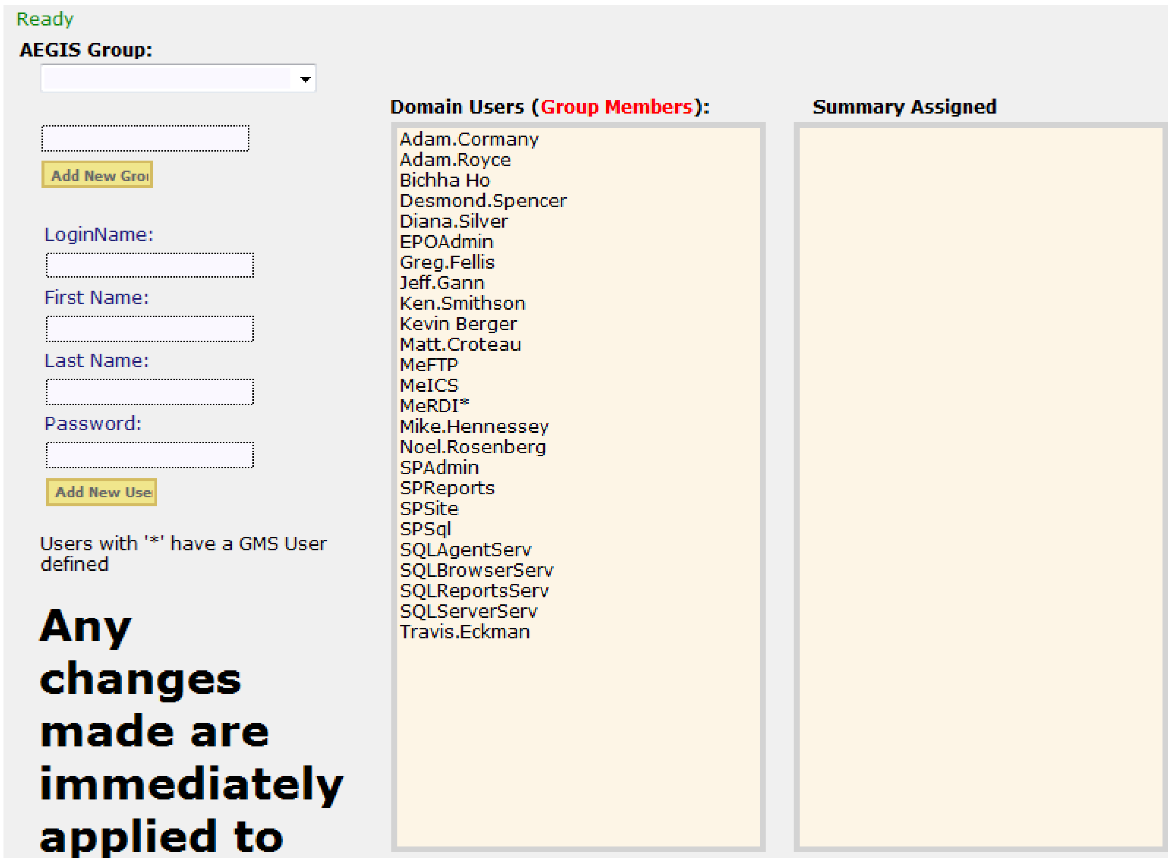
10.4.1.1 Workflow

Access the Order Property Groups screen by clicking Support > Website Configurations > Order Property Groups.

- Select the Property Group from the drop-down menu. The properties for this group display.
- Click the property you want to move to another position within the list, and use the [Up] and [Down] buttons to move the property up or down.
- Click [Submit] to save the new sorted list in the database.

10.4.2 Site User Management

The Site User Management screen provides a domain users list on the left panel and summary assigned list on the right panel.



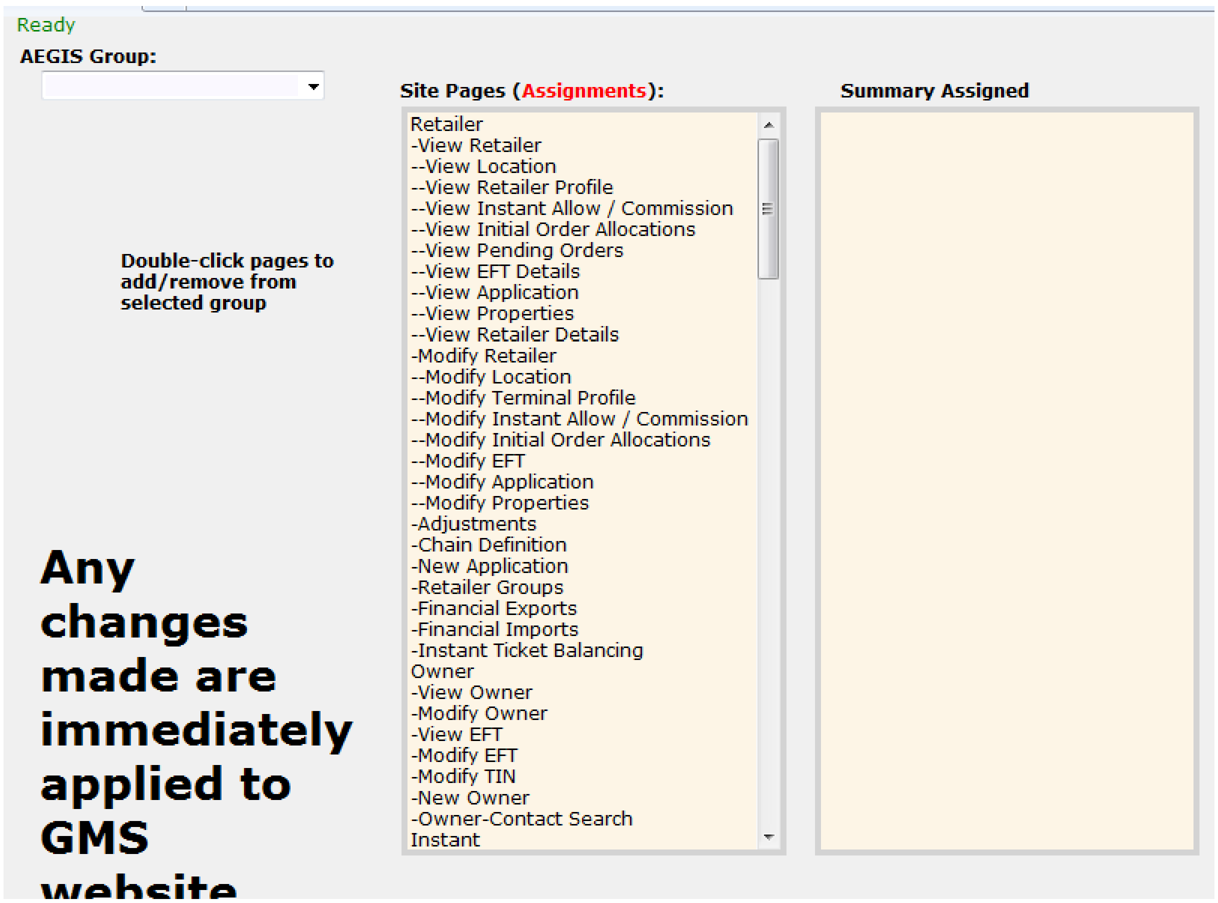
10.4.2.1 Workflow

Access the Site User Management screen by clicking Support > Website Configurations > Site User Management.

- Select the AEGIS Group with search criteria in the left panel. The Domain Users and Summary Assigned Lists are displayed.
- Click [Add New Group] or [Add New User], to update respectively.
- The List displays upon success.
- Re-enter and re-try upon failure.

10.5.1 Site Page Management

The Site Page Management screen provides a site pages list on the left panel and summary assigned list on the right panel.



10.5.1.1 Workflow

Access the Site Page Management screen by clicking Support > Website Configurations > Site Page Management.

- Select the AEGIS Group with search criteria in the left panel.
- The Site Page and Summary Assigned Lists are displayed.
- Re-enter and re-try upon failure.

SECTION 11
APPROVALS

This specification document shall be signed by a representative of the Lottery, the responsible representative of SGI, and the Software Development Manager (SDM) for the Jurisdiction.

____________________________	______________
{Lottery Representative: Name 1, Title 1}	{Date}
____________________________	______________
{Lottery Representative: Name 2, Title 2}	{Date}
____________________________	______________
{SGI Representative: Name 3, Title 3}	{Date}
____________________________	______________
{SGI Representative: Name 4, Title 4}	{Date}
____________________________	______________
{Name 5, Title 5}	{Date}
____________________________	______________
{Name 6, Title 6}	{Date}

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