

## Downtime Penalty Report

Any causes attributed to the breakdown of the **Terminal** are allowed **1 Hour** for repairs.

Any causes attributed to problems with **Communication** are allowed **3 Hours** for repairs.

Any facility that has more than one terminal can never be listed with a terminal down.

If errors are attributed to EPP that is for the ticket checker (determines validation)

If errors are attributed to ITVM that is for the Instant Ticket Vending Machine and neither account for a down terminal.

### Downtime Daily Status Worksheet

1. Go to Desktop Icon for Windows Explorer
2. Go to My Computer Folder
3. Click lotreports on 'rilserver2'
4. Choose the date desired
5. Choose Excel file entitled; Comm & Dispatch Report
6. Opens to *ASTE*A or *Penalty Report*
7. Record Date of Downtime, Agent ID#, when terminal went down and returned operational (military time), and whether it was a Terminal or Communication problem.
8. To figure Weekly Sales Amount:
  - \*Enter Dashboard
  - \*Click on Generate and Browse Reports
  - \*GWARE
  - \*Basic Reports
  - \*TMIR Report
  - \*Generate Report

Determine the productivity for one week prior to breakdown date.

View the report and look at sales minus any cancellations for NET SALES.