

DOWNTIME PROCEDURE

DAILY

1. To view and retrieve data for the 'Downtime' report:
 - A. Click 'Rhode Island Lottery Report Viewer' (calendar appears)
 - B. Click date needed
 - C. Click 'Find Report'
 - D. Double Click '7618d03.bch' ('GTRACK-HOTLINE/DISPATCH CLOSED TICKETS' report appears. This is the 'Terminal' downtime report. Check the 'downtime' column for any terminal that was down for over *60 minutes.*)
2. Enter the following information on the 'Downtime Daily Status Worksheet':
 - A. Date (report date)
 - B. Retailer Number
 - C. Time Down (Open Time column)
 - D. Time Up (Time Closed column)
 - E. Previous date (prior week's date) example: If report date is 11/9/98 enter 11/2/98
 - F. Comments (terminal or telco)
 - G. Exit report
3. Repeat Steps 1B and 1C
4. Double Click '7618d04.bch' ('GTRACK-COMM/TELCO CLOSED TICKETS' report appears. This is the 'Telco' downtime report.)
5. Check resolution column. On-line equipment = terminal problem (over 60 mins.)
Anything else = telco problem (over 180 mins.)
6. Check time open and time closed columns to figure downtime. Terminal (On-line Equipment) = 60 Minutes and Telco = 180 minutes.
7. Repeat Step 2
8. If there are no entries on the 'Downtime Daily Status sheet', you are done. If there are entries, find the previous week's sales amount.
 - A. Exit 'Rhode Island Lottery Report Viewer'
 - B. Double click 'Glauch'
 - C. Click 'Continue'
 - D. Enter 'User Name' and 'Password'
 - E. Click 'Login'
 - F. Double click 'Retailer Management'
 - G. 'Retailer Management' screen appears
 1. Enter the Retailer Number from the Downtime Worksheet (AGENT NUM)
 2. Click 'View Account'
 3. Click 'View'
 4. Click 'Week To Date'
 5. Select date listed under Previous Date(Downtime Worksheet)
 6. Click 'View'
 7. Enter the 'Gross Sales' minus 'Cancels>Returns' in the PREVIOUS WEEK SALES column on the 'Downtime Worksheet'

The daily 'Downtime' procedure is now done. Close out of the 'Retail Management' program.

DOWNTIME PROCEDURE

MONTHLY

1. Click 'Start'
2. Under 'Programs', select 'Lottery' and click 'Downtime'
3. Click 'File' and 'Start new month'
4. 'Message' box appears - click 'Yes'
5. 'New Month' box appears - enter month to be processed (EXP: November, 1998) and click 'OK'.
6. Click 'File' and 'Update Percentages' (get percent sheet from Debbie in Gtech)
7. 'Percentages' box appears
 - A. Enter new percentages in the '%' column taken from the 'Time Interval' column on Gtech's sheet
 - B. When done entering all the percentages, click 'Save' box
 - C. Click 'Print %' box
 - D. 'Message' box appears - click 'Yes'
 - E. 'Report Completed' box appears - click 'OK'
 - F. Get the report off the printer and check against Gtech's sheet for errors
 - G. Click 'Close' box
 - H. 'Message' box appears - click 'OK'
8. Click 'File' and 'Maintenance'
9. 'Downtime Maintenance' box appears
 - A. Click 'Add' box
 - B. Enter the information from the 'DOWNTIME DAILY STATUS WORKSHEET'
 1. 'Date' box example: 1102 (MMDD)
 2. Use the 'Tab' key to move to the next data box (examples are shown under the boxes on how to enter data)
 3. 'Down Type' box
 - a. Click '^' for 'TERMINAL' or 'v' for 'TELCO'
 - b. Click box again (color will change to blue)
 - C. Click 'Calculate' box ('Calculated Penalty' box now shows a total)
 - D. Click 'Save' box ('Record' box shows number of records entered and saved)
10. Repeat steps 9A to 9D for each record entered from the 'DOWNTIME' sheet
11. When information has been all entered, click 'Close'
12. Click 'Print Report'
 - A. 'Message' box appears - click 'Yes' box
 - B. 'Downtime' box appears - click 'OK'
13. Get the report off the printer and check against Gtech's sheet for errors
14. If no errors, click 'File' and 'Exit'
15. 'Message' box appears - click 'Yes'
16. Give everything to Bill Dimuccio