

Teller Terminal UI (User Interface)

Racing venue installed touch screen interface to process bets for punters via a venue operator/staff member.

In this documentation we will cover the following:

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Overview

The Teller Terminal UI has been designed as an easy-to-use touch-screen interface with POS facilities, for venue operators/staff members to process bets for punters quickly and efficiently with cloud-based logging of all bets, venue-specific configuration, cash adjustment facility, secure user registration, and tracking of staff processes, live updates of races and runners.

| *The Interface has been designed for use on a 1024 x 768 4:3 aspect ratio with a landscape orientation*

Features & Components

A quick overview of the Teller Terminal UI's features & components and their uses

Login Page

On initial start-up you will be greeted with the login page, you will enter login details assigned to you by the Venue operator

Teller Terminals Sign-In

Username *

Password *

[Forget your password? Reset password](#)

SIGN IN

Operator Dashboard

Once logged in, the operator dashboard will open. The Next race to go will be automatically loaded as the first race you see, if there is no more racing for the day, this area will be blank with a message prompting you of this.

Terminal: anywhere
User: janth6
Version: 21590

Prairie Meadows R7
-5m

Yonkers R2
-2m 11s

Mountaineer Park R2
-1m 11s

1
7:00 AM

2
7:25 AM

3
7:50 AM

4
8:15 AM

5
8:41 AM

6
9:07 AM

7
9:33 AM

8
9:59 AM

9
10:25 AM

10
10:5

R7 Prairie Meadows
United States of America
OPEN

Name: Race 7 - Starter Allowance
Start Time: August 17, 2021 9:33 AM
-5m

1. Limbo's Promise (1) Walter De La Cruz	W \$16	P \$ -	S \$5.5
2. Lookin For Eight (2) Shane Laviolette	W \$5.5	P \$ -	S \$2.35
3. Coco Tiger (3) Elvin Gonzalez	W \$2.25	P \$ -	S \$1.3
4. Boo Be Right (4) Alberto Pusac	W \$12	P \$ -	S \$3.9
5. Ravens Reflection (5) Alex Birzer	W \$6.5	P \$ -	S \$2.5
6. North Side (6) Kevin Roman	W \$21	P \$ -	S \$6
7. Nocturnal Mission (7) Jansen Melancon	W \$41	P \$ -	S \$9

Bet slip

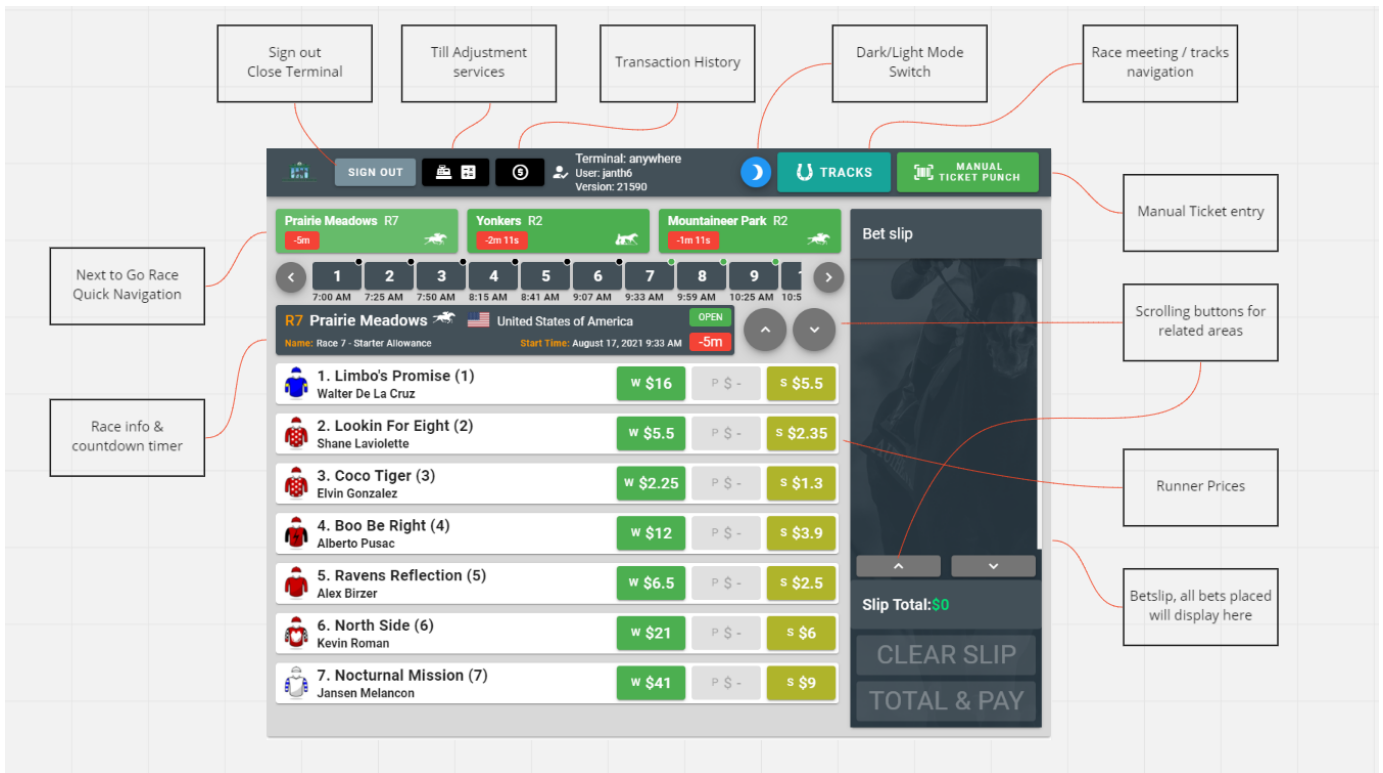
Slip Total: \$0

CLEAR SLIP

TOTAL & PAY

Operator Dashboard Continued...

Here is a detailed Map of all buttons and components on the dashboard to familiarise yourself with the layout



Meeting Navigation

When the pink meetings button is tapped you will be prompted with the below screen

X

SIGN OUT

Terminal: anywhere
User: janth6
Version: 21590

TRACKS

MANUAL
TICKET PU

Type

THOROUGHBRED

HARNESS

Date

AUGUST 17, 2021

AUGUST 18, 2021

AUGUST 19, 2021

USA - Prairie Meadows

1

2

3

4

5

6

7

8

9

10

7:00 AM 7:25 AM 7:50 AM 8:15 AM 8:41 AM 9:07 AM 9:33 AM 9:59 AM 10:25 AM 10:56 AM

USA - Louisiana Downs

1

2

3

4

5

6

7

5:45 AM 6:11 AM 6:35 AM 7:00 AM 7:26 AM 7:52 AM 8:18 AM

USA - Finger Lakes

1

2

3

4

5

6

7

8

3:10 AM 3:39 AM 4:08 AM 4:37 AM 5:06 AM 5:35 AM 6:04 AM 6:33 AM

USA - Mountaineer Park

1

2

3

4

5

6

7

8

9:18 AM 9:42 AM 10:12 AM 10:32 AM 10:52 AM 11:17 AM 11:42 AM 12:07 PM

USA - Delaware Park

1

2

3

4

5

6

7

8

3:15 AM 3:45 AM 4:15 AM 4:45 AM 5:15 AM 5:49 AM 6:19 AM 6:51 AM

^

v

Here you will find all meetings allocated to bet on for the **next three days**. Navigation to other days is done by the tabs. You can scroll through the races by swiping vertically.

The Green button in the top right corner is to refresh this screen if it sometimes is displaying old data.

Tap on a race number to navigate to that race.

The small circle indicators on each race are to notify you of their status; these are as stated Green: Open - taking bets Black: Final / Closed Amber: Interim Red: Abandoned

To exit the meetings navigation, tap the red X in the top left hand corner

Navigation to Next to Go meetings can also be done by the Quick Nav on the main dashboard, as below

Beaudesert R2

4m 16s

Pakenham Synthetic R3

7m

Menangle R4

10m

<

1

2

3

4

5

6

7

8

9

10

>

7:00 AM 7:25 AM 7:50 AM 8:15 AM 8:41 AM 9:07 AM 9:33 AM 9:59 AM 10:25 AM 10:5

Module 1: Placing & Processing Bets (DEPRECATED)

Now that you're familiar with the layout we will now go through the processes of placing a bet In the below example, the customer is wanting to place a bet on Runner 1. Mission Bet The bet will be a WIN bet and the odds are \$31 We will tap the green WIN price button "w \$31"

Albury R3

2m 14s

Albion Park R2

9m

Taree R4

17m

<

1

2

3

4

5

6

7

>

12:55 PM

1:35 PM

2:10 PM

2:45 PM

3:25 PM

4:05 PM

4:40 PM

R3 Albury Australia

OPEN

Name: Just Safes Australia Mdn ...

Start Time: August 17, 2021 2:10 PM

2m 14s

1. Ilovebangkok (10)

Brodie Loy

w \$41

P \$ -

s \$7

2. Master Kostya (2)

Ms Winona Costin

w \$3.9

P \$ -

s \$1.5

3. Openhimup (4)

Shaun Guymer

w \$4.2

P \$ -

s \$1.6

4. Moon Warrior (8)

Ms Jess Taylor

w \$17

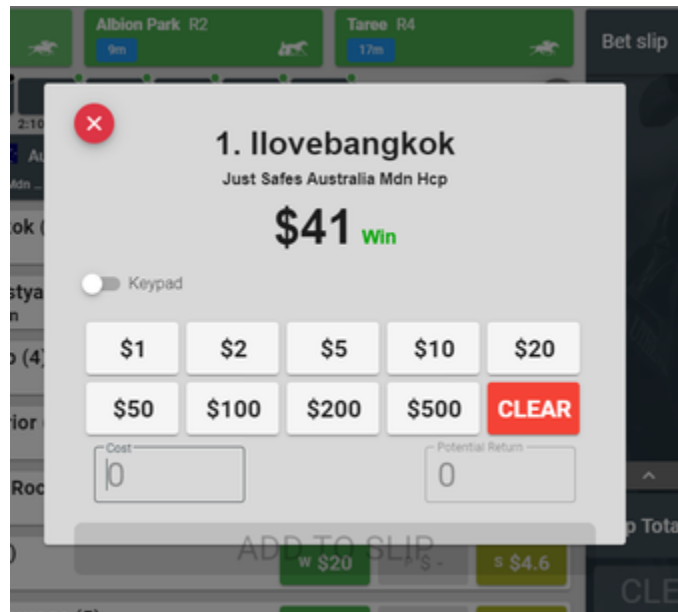
P \$ -

s \$4.2

Now you will be prompted with the Add to Slip popup, The customer would like to place a \$5.00 bet

Follow these steps

- Tap \$5
- The stake field will now fill with the \$5 bet
- Tap the green "Add to Slip" button



The bet will appear on the right hand side in the Bet Slip, once the bet has been added it cannot be removed unless you clear the entire Bet Slip

Follow these steps again to add another bet, you can add as many bets as the customer requires so long as betting is still open for that race.

We have added several bets here, this is all the customer required, so now we will send the bets for processing.

Tap the green "Total & Pay" button

Bet slip

1. Ilovebangkok 

Albury R3 - AUS

AUGUST 17, 2021 2:10 PM

w Cost: \$5.00 Odds: \$41

Potential Return: \$205

2. Master Kostya 

Albury R3 - AUS

AUGUST 17, 2021 2:10 PM

w Cost: \$5.00 Odds: \$3.9

Potential Return: \$19.5

5. Boss Lady Rocks 

Albury R3 - AUS

AUGUST 17, 2021 2:10 PM

w Cost: \$5.00 Odds: \$6.5

Potential Return: \$32.5

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v

Slip Total:\$15

CLEAR SLIP

TOTAL & PAY

You will be presented with a modal with the total of bets and the amount to pay, at this point the till will open to allow you to complete the transaction. Once payment is received, confirm the bets by pressing "total & pay"

At this point, if the customer is unable to complete the transaction, you can "Cancel Bets & Clear Betslip" If everything looks correct and once the customer has paid you, you can now tap on "Payment Received Send Bets"

SIGN OUT

Terminal: anywhere
User: ianthe6

TRACKS

MANUAL
TICKET PUNCH

Albury
6s

R3

Name:



8. Coin Drop (7)

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Betslip

Processed Bets

1. Ilovebangkok

Albury R3 - AUS

AUGUST 17, 2021 2:10 PM

w Cost \$5.00 Odds: \$41

Potential Return: \$205

Status: Unsent

2. Master Kostya

Albury R3 - AUS

AUGUST 17, 2021 2:10 PM

w Cost \$5.00 Odds: \$3.9

Potential Return: \$19.5

Status: Unsent

5. Boss Lady Rocks

Albury R3 - AUS

AUGUST 17, 2021 2:10 PM

w Cost \$5.00 Odds: \$6.5

Potential Return: \$32.5

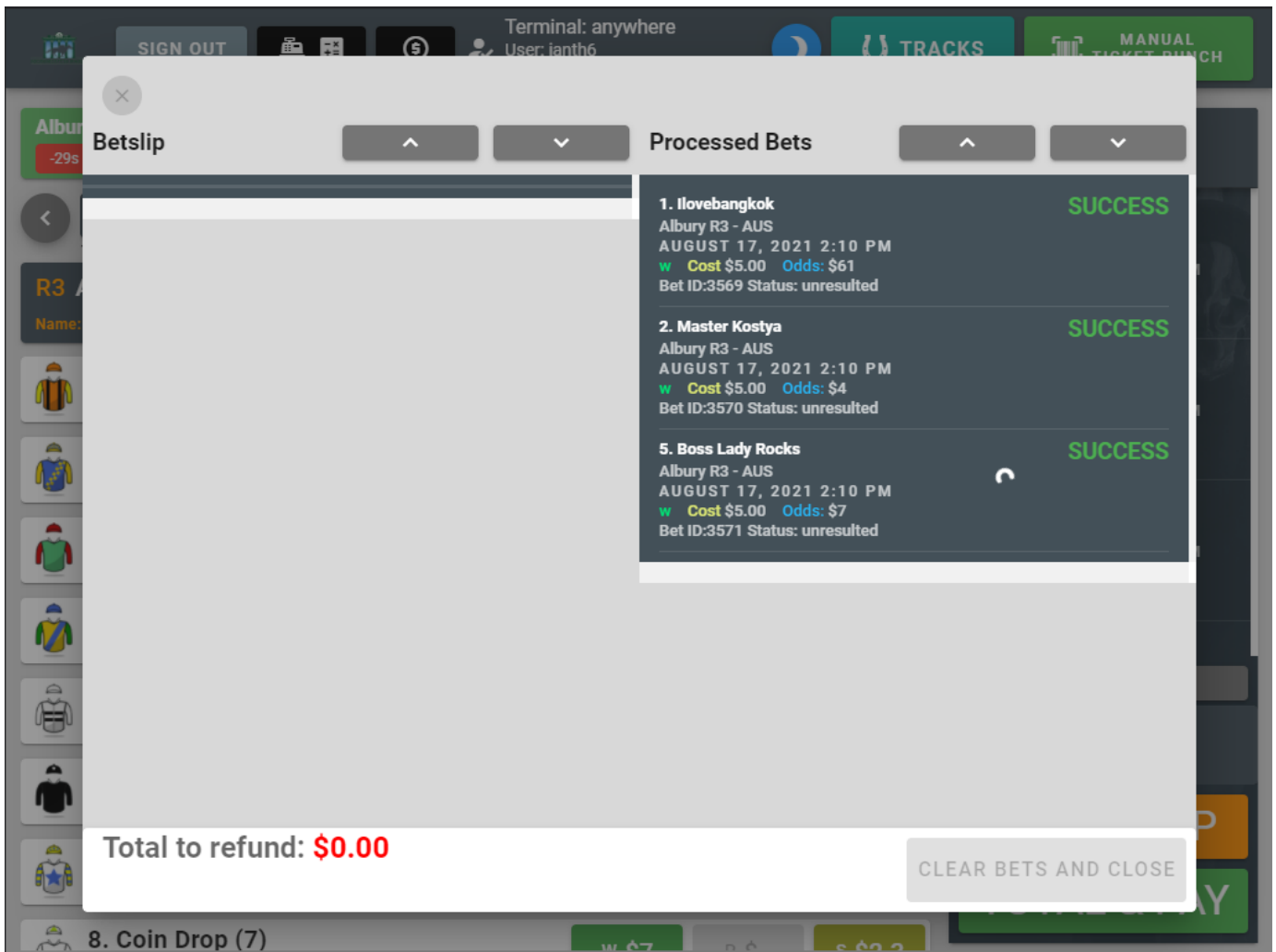
Status: Unsent

Total to pay: \$15

PAYMENT RECEIVED
SEND BETS

CANCEL BETS
CLEAR BETSLIP

The bets will then go into a pending state until they are confirmed within the processed bets table this will be indicated with the state, in this case all bets went through



Note, that as each bet is processed and is successful, they will automatically start to print,

Bets are all successfully processed.

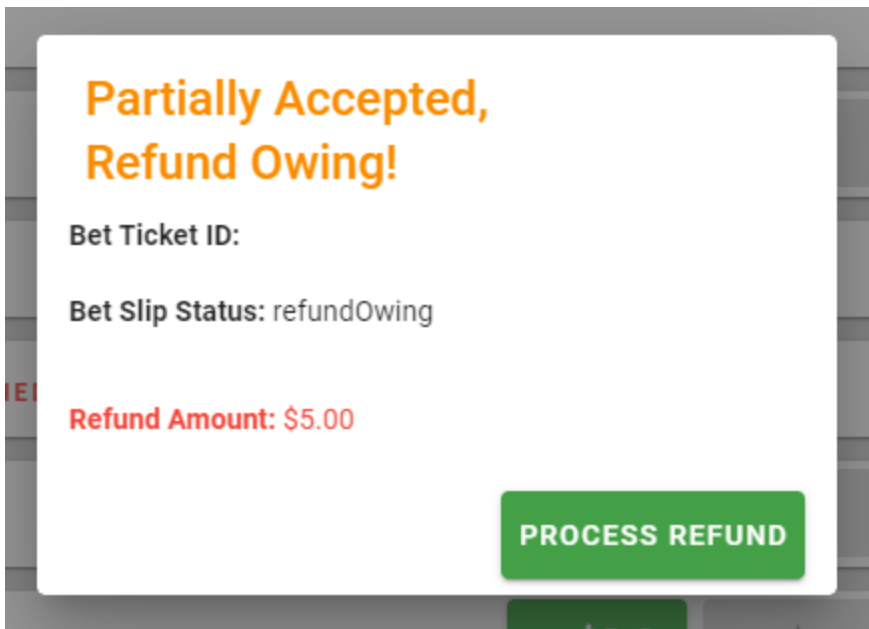
YOU WILL NOT BE ABLE TO EXIT THIS SCREEN UNTIL ALL BETS ARE PROCESSED BY THE TELLER

Price Changes

The example below shows what happens when a price change has happened where the price is lower than what was originally placed. You can prompt the customer to re-try the bet at the lower price or to refund. If the price is higher, the bet will automatically re-try (you won't be prompted by this)

Partially Accepted.

This means one of the bets wasn't able to be fully accepted - this can be a number of reasons which will be covered in the bet-director documentation. In this case, \$5.00 is owing to the customer, the till will open when you press process refund. This transaction will be logged at the terminal and reflected on the customer's bet ticket.



Other errors that may occur:

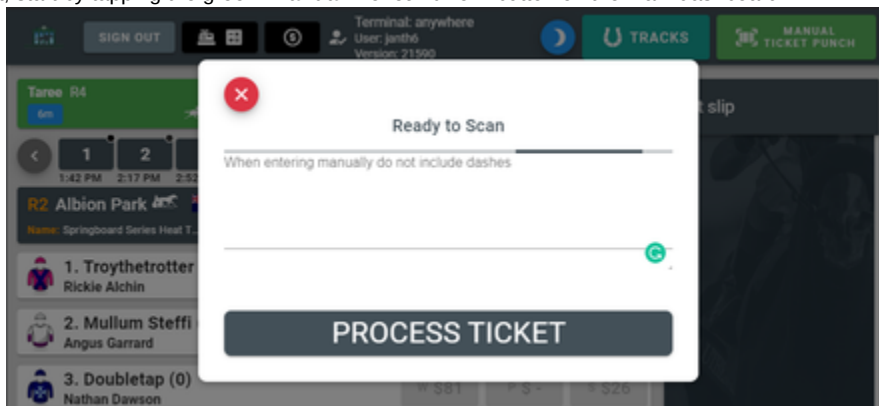
- Error Sending Bet
- Bet Rejected
- Operator Cancelled
- Error processing refund, contact admin
- Refund Error

Module 2: Retrieving bets & Payments

In this module, we will demonstrate how to retrieve a bet and process a payment. There are a few use cases for retrieving bets, you can check the status of a ticket if it's pending - race still to complete, payment status - if it's been paid out yet, or to pay out a winning ticket.

You can retrieve a ticket by simply scanning the ticket whilst on the main screen or using the Manual ticket punch function.

To Manually enter a ticket, start by tapping the green **"Manual Ticket Punch"** button on the main dashboard



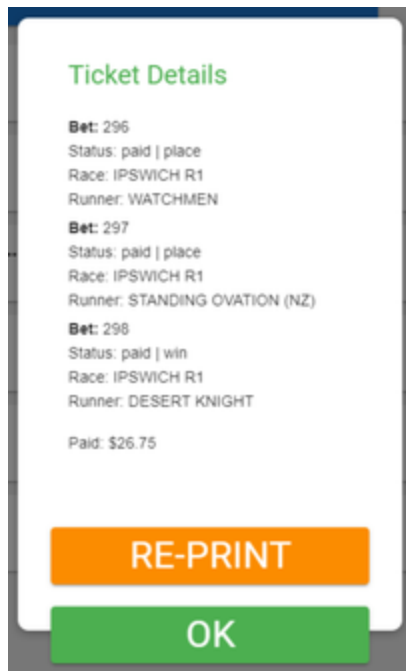
You will then be prompted with the scan ticket modal, the ticket scanner (barcode reader) will now be active, scan the ticket and the details of the ticket will appear

Once the details appear, tap **"Process Ticket"**

You will then be presented with the ticket details. In this case, the ticket has already been paid, so no payout is available.

In the case where the ticket has resulted and there are funds to be paid, you will be presented with a button to **"PAYOUT"** This will open the till and you can pay the customer the owing amount.

If there are races on the same ticket that are "Un resulted" the ticket will be updated & renewed, the customer can then return when their other races have "Resulted" if there is a payout owing.



Module 3: Add Transactions & Till adjustment

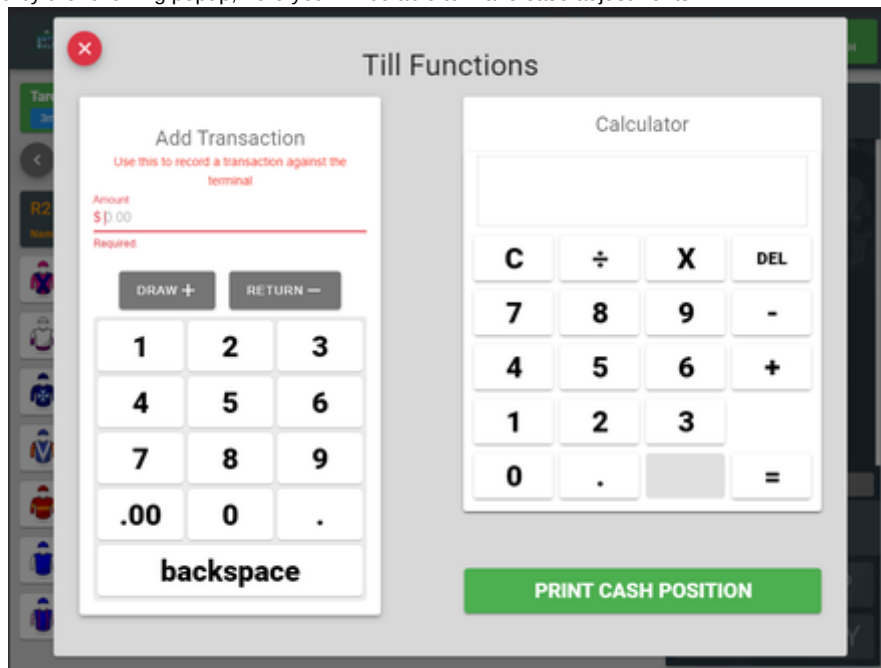
In this module, we will explain the Add Transaction and till adjustment functions. These are specifically used to adjust the till float or in some cases create a transaction outside of a ticket Payout / Refund.

All transactions in this method are recorded, with the time of entry, terminal operator, amount, reason, and adjustment value.

We'll start by pressing the black "Till" icon button located next to the sign out button

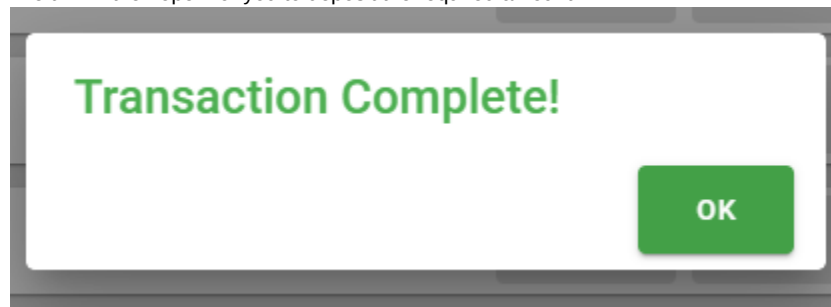


You will then be presented by the following popup, here you will be able to make case adjustments.



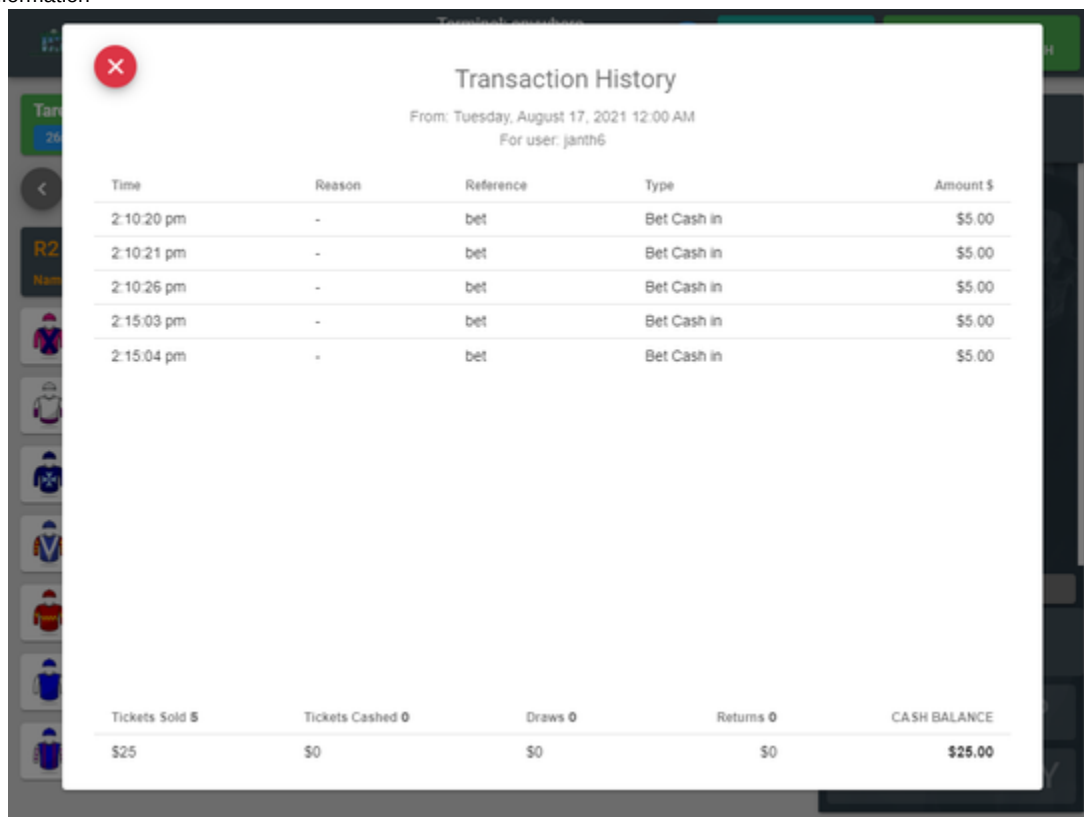
Enter the amount you wish to withdraw or deposit to the till. Then enter the reason for your adjustment, Note: all fields are required. In this case, we are adding \$200 to the float, we would then press "Draw+ "

The till will then open for you to deposit the required amount

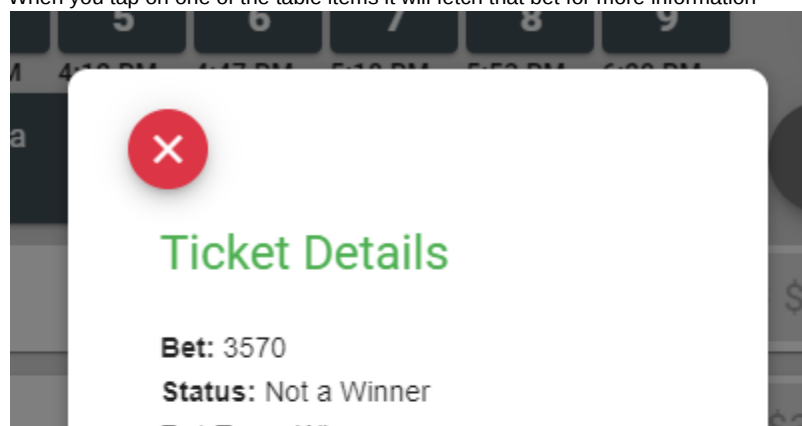


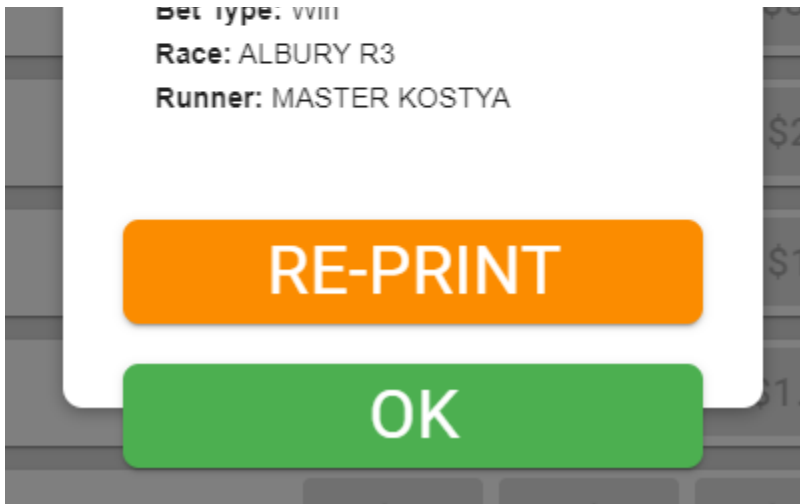
Transaction History

By tapping the transaction history button on the home screen you can access this module When you tap on one of the table items it will fetch that bet for more information



When you tap on one of the table items it will fetch that bet for more information

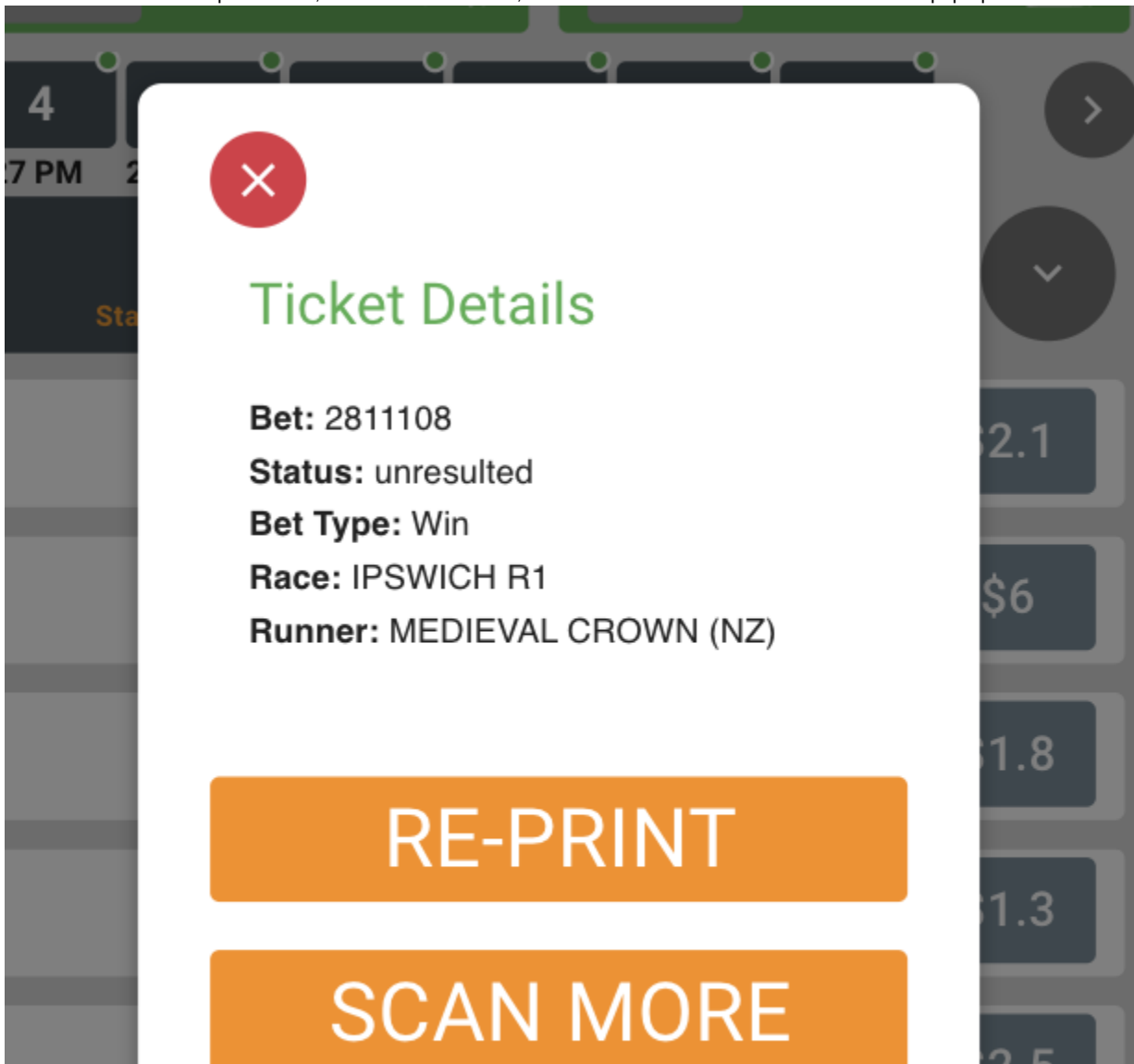




Multi Redemption

When this functionality is enabled, it allows the teller to scan multiple tickets to get the total payout amount of all the tickets scanned instead of scan & payout the ticket one by one.

To enter the multi redemption mode, once scanned a ticket, there would be a "SCAN MORE" button in the pop-up window.



CANCEL

Click on the "SCAN MORE" will enter the multi redemption mode, a new window pops up:

Multi Ticket Redemption



**Tickets, when scanned are Immediately recorded as cashed in the Terminal Database,
THIS ACTION CANNOT BE REVERTED!**

Total Tickets Scanned: 1

Win Tickets: 0

Ticket ID	Race	Bet Type		
			Status	Amount \$
4696-7207-793-7	IPSWICH R1 - MEDIEVAL CROWN (NZ)	Win	unresulted	\$0.00

Amount Cashed: \$0.00



MANUAL
TICKET
PUNCH

EXIT
MULTI-REDEMPTION
MODE

Then you can scan more tickets, new scanned tickets will be keep adding into the list, if any win ticket scanned, the amount will be added into the total amount so you payout the total amount altogether after all tickets scanned.

Multi Ticket Redemption



**Tickets, when scanned are Immediately recorded as cashed in the Terminal Database,
THIS ACTION CANNOT BE REVERTED!**

Total Tickets Scanned: 3

Win Tickets: 1



Ticket ID	Race	Bet Type	Status	Amount \$
3541-5593-040-8	LAUNCESTON R1 - MY LADY SARAH	Win	Win	\$825.00
1427-1803-691-6	WYONG R6 - TUCSON VALLEY (NZ)	Win	Already Cashed	\$0.00
4852-0576-575-6	YARRA VALLEY R7 - THEULTIMATE	Win	No Win	\$0.00

Amount Cashed: \$825.00



MANUAL
TICKET
PUNCH

EXIT
MULTI-REDEMPTION
MODE

Combo bets

Terminal provides tellers with ability to bet on runners with multiple bet types together, when this functionality is enabled, you will see a “COMBO” button on the screen for betting.

Charles Town R6
-3m 13s

Delta Downs R7
-1m 13s

Charles Town R7
14m

1
9:05 AM

2
9:35 AM

3
10:04 AM

4
10:38 AM

5
11:21 AM

6
11:56 AM

7
12:14 PM

8
12:42 PM

R8 Charles Town USA
Name: Race 8 - Maiden Claiming Start Time: August 12, 2022 12:42 PM
42m

COMBO
W \$26
P \$10
S \$6

COMBO
W \$14
P \$6
S \$3.9

COMBO
W \$5
P \$2.8
S \$2

COMBO
W \$3.4
P \$2.2
S \$1.5

COMBO
W \$7.5
P \$3.9
S \$2.45

COMBO
W \$16
P \$6.5
S \$4.4

Bet slip
Player Id: Not Entered

Slip Total: \$0

Carlos Marrero					
	7. Kid Genius (7)	COMBO	w \$8.5	p \$4.4	s \$2.7
	Carlos Lopez				
	8. Ghost Mine (8)	COMBO	w \$16	p \$6.5	s \$4.4

CLEAR SLIP

TOTAL & PAY

Click on "COMBO", you will see in the pop up window, you can choose different combination of your bet types, e.g. WP or WPS, then select the amount, that amount will be applied into your each selected bet types

×

1. Ydouhavetobesomean

Race 8 - Maiden Claiming

w: \$26 p: \$10 s: \$6

☐ WP
☒ WPS

☐ Keypad

\$1

\$2

\$5

\$10

\$20

\$50

\$100

\$200

\$500

CLEAR

Cost

30

Potential Return

420

ADD TO SLIP

Once click on "ADD TO SLIP", based on your selection of the bet types combination, multiple tickets will be added into bet slip

Bet slip

Player Id: Not Entered

1. Ydouhavetobesomean

Charles Town R8 - USA

AUGUST 12, 2022 12:42 PM

W Cost: \$10.00 Odds: \$26

Potential Return: \$260.00

1. Ydouhavetobesomean

Charles Town R8 - USA

AUGUST 12, 2022 12:42 PM

P Cost: \$10.00 Odds: \$10

Potential Return: \$100.00

1. Ydouhavetobesomean

Charles Town R8 - USA

AUGUST 12, 2022 12:42 PM

S Cost: \$10.00 Odds: \$6

Potential Return: \$60.00

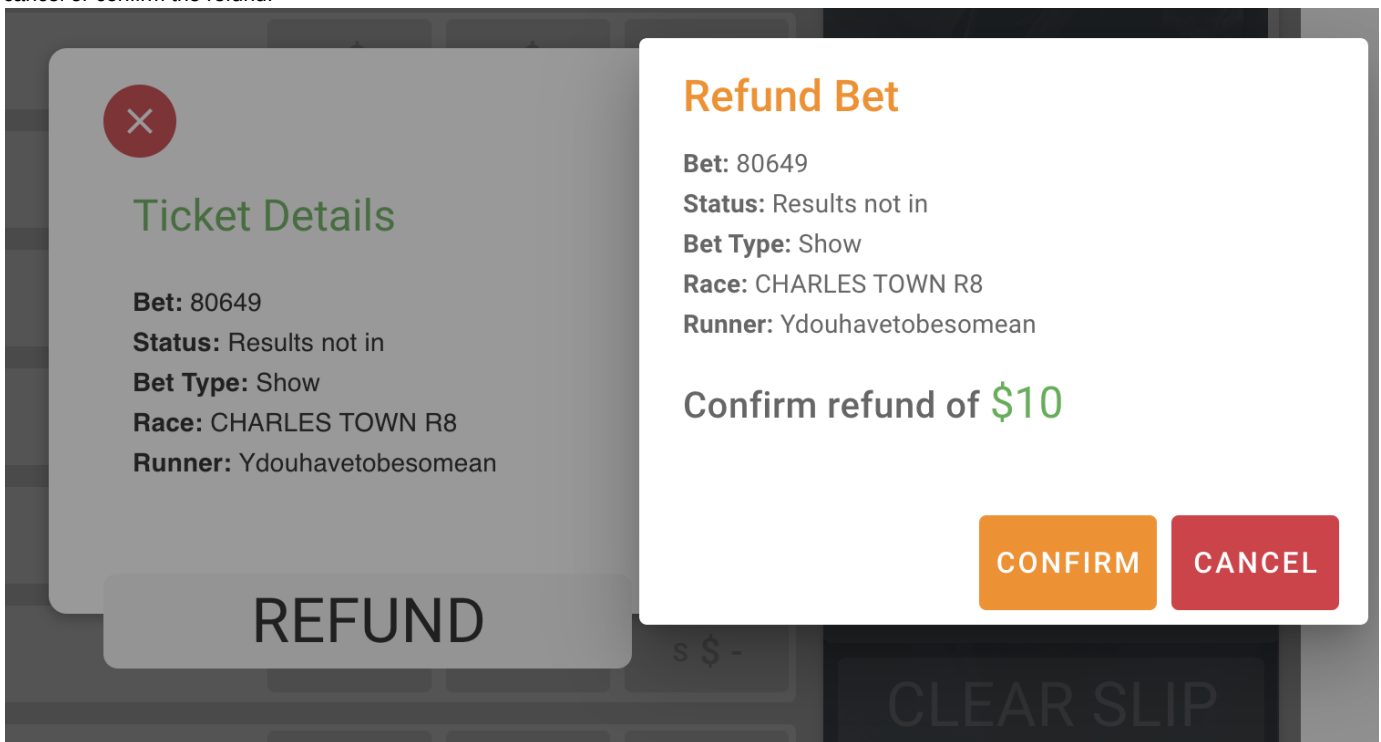


Slip Total: \$30



Cancellation of tickets and refund

Terminal provides the ability to cancel and refund the placed bets that is still in **un-resulted status**, if an un-resulted ticket been scanned, you will see "cancel" or "refund" button in the pop-up window, click on that, a confirmation window pops up and displays the amount to refund, you can cancel or confirm the refund.



Help Button

There is a help button on the top, click on that will display a pop up with image provides more information about the functionalities in the screen

