

Scratch & Win



Ticket Activation Cancellation

Ticket Activation Cancellation plays a role in maintaining the accuracy of sales and inventory reporting for your Lotto business. This information sheet defines Ticket Activation Cancellation and its operational impacts.

What is Ticket Activation Cancellation?

Ticket Activation Cancellation is the process of reversing a Scratch & Win Ticket or Pack from an *active* state back to an *inactive* state. Cancellation reverses the enhanced capabilities triggered upon Checkout.

Ticket Activation Cancellation:

- Deems the product as unsold:
 - Terminal sales reporting is updated with the cancelled sale
 - Terminal inventory reporting is updated with the item moved back into Inventory
 - Sales commission is cancelled
 - Payment Terms are cancelled
- Disables the ability to check the Ticket results

Note: Ticket Activation Cancellation is not applicable to Traditional Tickets.

The 5 Minute Rule

Cancelling a Scratch & Win Ticket or Pack transaction can only be done:

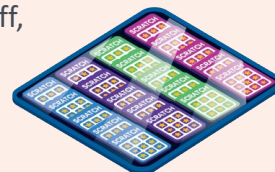
Within 5 minutes after Checkout

An error message will appear. See next page for details.



Place Ticket Back in the Display Case

When cancelling, or attempting to cancel but can't due to the 5 minute cut-off, return the Ticket to the Display Case. On the next sale, the Ticket or Pack will scan to Cart once again.



For step-by-step instructions on how to cancel Scratch & Win transactions.



Text or call Lottery Retail Support:
1-800-667-1649



Scratch & Win

Ticket Activation Cancellation



Questions & Answers

What happens when I attempt to cancel a Traditional Ticket?

Follow the same steps to cancel a Traditional Ticket transaction - scan to Cart to display the credit in the Cart, and on the Player Display, for a consistent and complete Player experience. No back-end financial or activation capabilities are reversed as the sale of Traditional Tickets do not trigger those capabilities in the first place.

What happens if I attempt to cancel an Activation Ticket transaction after 5 minutes?



An error message will appear if it has been more than 5 minutes since Checkout, and the transaction and the Ticket Activation capabilities cannot be cancelled. This means **the Ticket or Pack will remain active and the financial triggers will remain associated with the initial sale**. Place the Ticket or Pack back into the Display Case or inventory for resale.

Impacts to Reporting and Cash Reconciliation – Cancellation Error – Activation Tickets

If the previously activated Ticket or Pack is sold to a Player before reconciliation, everything will balance.

If the previously activated Ticket or Pack is not sold to a Player before reconciling, and until the Ticket or Pack is actually sold to a Player and payment is received:

- The physical Ticket count will be *more than* the quantity shown on the Inventory report, because the system assumes the Ticket was sold; and the actual cash count will be *less than* what is displayed on the sales report.

Furthermore, when the Ticket is sold to a Player, reconciliation will once again be unbalanced. This time, the Ticket count will be *under*, and the cash count will be *over*.

Your store may need to make adjustments to reconcile with your POS, if applicable, in order to accommodate this.



Text or call Lottery Retail Support:
1-800-667-1649

Scratch & Win

Ticket Activation Cancellation



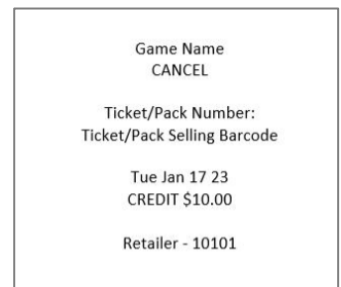
Questions & Answers

What should I do with the Ticket after I've canceled the transaction?

The sales transaction and Ticket activation have been cancelled; not the game-play of the Ticket(s). Therefore, after cancellation, place the Ticket or Pack back into the Display Case or inventory. The Ticket Activation capabilities will activate again on the next sale.

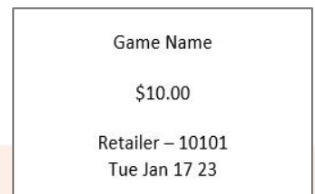
What should I do with the Cancel Slip?

A small Cancel Slip will print confirming the cancellation and credit amount. Unlike cancelling an Online Ticket, Retailers are not required to keep the Scratch & Win Cancel Slip. It is at the store's discretion how to manage this slip.



What is the Print button for on the Instants Cancel screen?

If selected, a small slip will print showing the name and price of the Ticket or Pack.



What if I don't want to cancel the Ticket or Pack after scanning it?

Tap the X in the top corner or tap outside of the window to close the window.

What scenarios would require cancelling a Scratch & Win transaction?

After scanning a Ticket or Pack to the Cart and completing Checkout, the need to cancel the transaction can result if the Player is unable to pay, or the incorrect Ticket was issued. Cancellation is intended for **when the Player is at the counter**. If a Player leaves and returns to your location to return a Ticket, Retailers must decline the return.



Text or call Lottery Retail Support:
1-800-667-1649

