

# Scratch & Win

## Validating a Free Ticket Prize



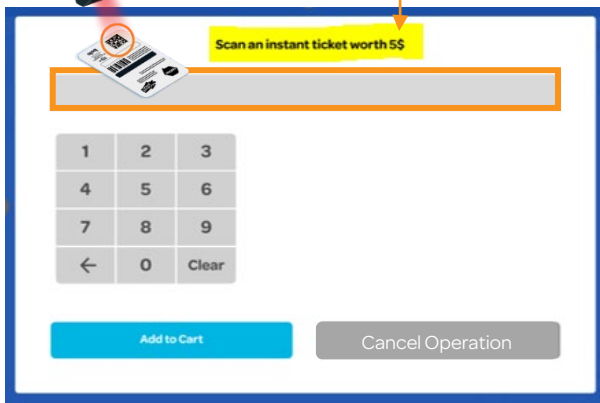
After tapping Pay Prize... you must either scan a Free Ticket (Traditional or Activation Ticket) or pay cash in lieu.

Once you tap Pay Prize, you have committed to validating the ticket.

### Best Practice

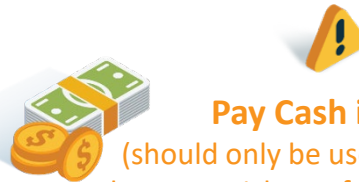


**Scan the Free Ticket**  
(verify the value of the Free Ticket here)



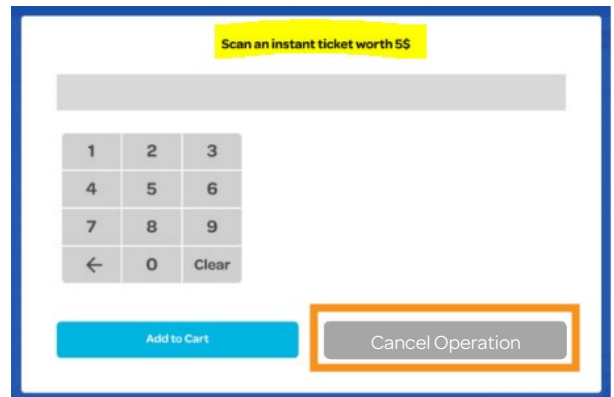
- **Scan Ticket (Activation or Traditional) with the same value as the Free Ticket win** – same game or a different game.
- Cover the UPC barcode when scanning the Sales Matrix on the back of the ticket for best results
- If ticket doesn't scan, manually input the number under the Sales Matrix in the bottom left corner of the ticket.

[Read More](#)



### Pay Cash in Lieu

(should only be used if you don't have any tickets of the prize value)



- Tapping **Cancel Operation** does not cancel the validation.
- If you tap **Cancel Operation** you must pay cash in lieu of the Free Ticket to complete the validation.
- **Note:** Paying cash instead of a ticket will cause your daily reconciliation to not balance. See page 3.

[Watch More](#)

For step-by-step instructions on how to validate Scratch & Win Tickets



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



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## Validating a Free Ticket Prize

Validating a Scratch and Win Free Ticket has changed. Please read carefully to understand the changes and how to validate a Free Ticket.

### Key Takeaways:

- When checking the results of a Scratch & Win Ticket, the Free Ticket Prize will display in the Preview Window prompting the Retailer to select **Pay Prize** or **Print**.
  - If you choose to not pay the prize, Free Ticket or cash in lieu, hit **Print** to back out of the validation.
  - If you choose to pay the prize, tap **Pay Prize**.
- Pay Prize by scanning/redeeming:
  - A ticket (Activation or Traditional) equal to the Free Ticket value – same game or different game.

**Note: Multiple lesser value Scratch & Win Tickets cannot be combined to payout a Free Ticket Prize.**

- The Free Ticket must be scanned to Cart to complete the validation.
- There is no correcting the input of a Free Ticket after it has been scanned; it is automatically processed when scanned.
- Traditional or Activation Tickets can be used to redeem a Free Ticket Prize. In the case of issuing an Activation Ticket, the Ticket is activated upon scanning.
- If there are other items in the Cart, the Checkout button will appear and must be selected to complete the other transactions.
- If you do not have a Scratch Ticket of the prize value– select the **Print** button to back-out of the validation and return the original Ticket and Validation Information Slip to the Player to validate elsewhere.



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## Validating a Free Ticket Prize



### Cash In Lieu of Free Ticket

If the Pay Prize button is selected and a same value Ticket is not available to scan for redemption, paying out the cash equivalent of the Free Prize is an option; however, this is not recommended as it can have negative impacts.

#### Impacts:

- 1) No sales commission earned on the Free Scratch & Win Ticket Prize.
- 2) Discrepancy on General Terminal Report:

- Discrepancy between ‘Validations – FT’ and ‘Sales – Free Tickets’.

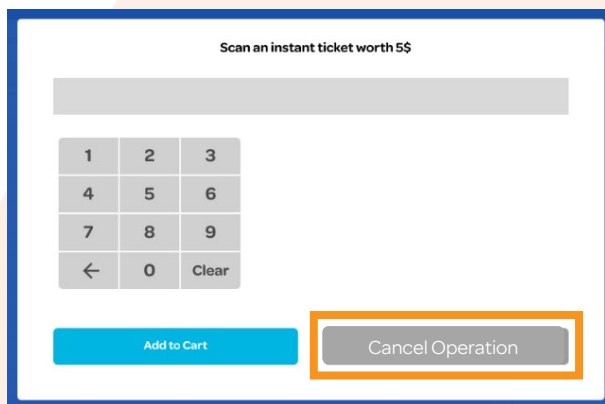
If there is a discrepancy between ‘Validations – FT’ and ‘Sales – Free Tickets’ that would suggest that the Cancel Operation button on the Free Ticket window was used and cash was paid in lieu of the Free Ticket.

Additionally, when a Traditional Ticket is scanned as the Free Play, ‘Validations – FT’ and ‘Sales – Free Tickets’ will not match due to the General Terminal Report not capturing the sale of Traditional Tickets.

### Steps If Paying Cash In Lieu Is Required:

If the Pay Prize button was selected, and you do not have any Tickets of the prize value, follow these steps to pay cash in lieu:

1. Tap **Cancel Operation** button on the Free Ticket pop-up window. The button is greyed out, but selectable.
2. PAYOUT \$0 displays on the Cart and Player Display Unit.
3. Free Ticket Prize Validation Slip prints
4. Give the Player the cash equivalent of the Free Ticket Prize and the Validation Slip to complete the transaction.



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## Validating a Free Ticket Prize



Cart when Free Ticket is scanned:

Cart		Empty Cart
2	\$5 Shooting Stars PLAY PROCESSED	\$0.00
1	\$5 Shooting Stars PAYOUT PAYOUT	\$0.00
Processed Cost		Unprocessed Cost
\$0.00		\$0.00

Cart when Cancel Operation is selected and cash in lieu is paid:

Cart		Empty Cart
1	\$5 SHOOTING STARS PAYOUT PAYOUT	\$0.00
Processed Cost		Unprocessed Cost
\$0.00		\$0.00



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