



Lottery Terminal Enhancements

What's Changing?

Please note the following changes coming to your Lottery Terminal



When:

- Currently Scheduled for Tuesday December 9, 2025



What's Changing:

- Cart Auto Clear:** function will be disabled.
- Lock Screen:** adding a 60- minute time option.
- Scratch & Win Ticket Scanning:** Most recent scanned Scratch & Win tickets for return or transfer will now appear at the top.

Details:

1. Cart Auto Clear:

Current: The cart automatically clears.

Retailer Feedback: Many retailers reported that the timing is too quick, making it difficult to process some transactions.

What's Changing: To support the varying needs of our Retail Partners, the Auto Clear function will be disabled.

Retailer Action: To clear the cart between players, make certain to tap the 'Next Player' button.



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





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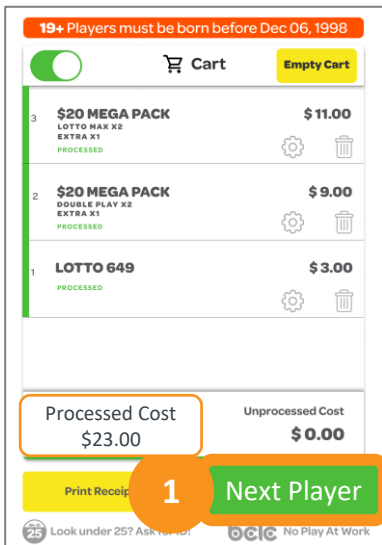
What's Changing?



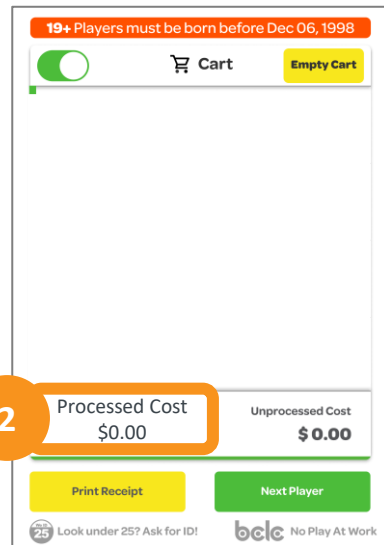
Remind staff to follow these steps:

To clear the cart between players:

1. Tap the **'Next Player'** button.
2. This ensures the Processed Cost resets to \$0.00 for the next transaction.



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2. Lock Screen Timing Updated:

Current: The Lock Screen function limits access to the Lottery Terminal after a set amount of inactivity. By default, the Lottery Terminal automatically locks after 5 minutes of inactivity with a maximum optional time of 30 minutes.

Retailer Feedback: Many retailers requested more flexibility with the Lock Screen timing options.

Upcoming Change: A new 60-minute optional time has been added to the Lock Screen selections.

Retailer Action: If desired, update the Lock Screen time for your Lottery Terminal.



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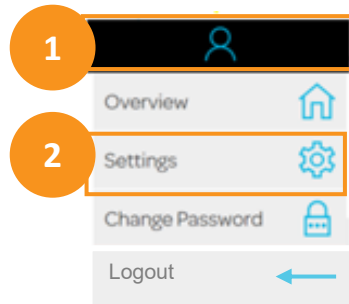


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To Update the Lock Screen Time:

1. Tap '  ' icon
2. Tap 'Settings'.
3. Tap 'Lock Screen'.
4. **Select** the desired time for your Lottery Terminal to lock after inactivity.
5. Tap 'Save'.



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3. Scratch & Win Ticket Scanning: :

Current: When Scratch & Win tickets are scanned into the Lottery Terminal for Return or Transfer the most recent scanned tickets load below the previously scanned tickets.

Retailer Feedback: This is difficult for Retailers to follow when scanning multiple tickets for return or transfer as they need to scroll down the screen to ensure the ticket scanned has been added properly.

Upcoming Change: Scratch & Win Tickets scanned for Return or Transfer will appear above the previously scanned tickets. See example below.

Retailer Action: No Change in behavior is required.

Ticket #1 Scanned: \$2 Bingo

Instant Games				
Order Status Receive Order Sell Ticket/Pack <u>Return Ticket/Pack</u>				
#	Game	Pack	Type	Status
1	\$2 Bingo	05114017041772050	Ticket	

Ticket #2 Scanned: \$5 Crossword

Instant Games				
Order Status Receive Order Sell Ticket/Pack <u>Return Ticket/Pack</u>				
#	Game	Pack	Type	Status
1.	\$5 Crossword	31991163960024022	Ticket	
2.	\$2 Bingo	05114017041772050	Ticket	

Ticket #3 Scanned: \$10 Bingo Grand

Instant Games				
Order Status Receive Order Sell Ticket/Pack <u>Return Ticket/Pack</u>				
#	Game	Pack	Type	Status
1.	\$10 Bingo Grand	31114069110007912	Ticket	
2.	\$5 Crossword	31991163960024022	Ticket	
3.	\$2 Bingo	05114017041772050	Ticket	

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Frequently Asked Questions

Q: When will the Lottery Terminal changes happen?

A: Currently these Terminal changes are scheduled to launch Tuesday December 9. An email will be sent to Managers and Terminal Messaging will be sent to confirm the launch timing for these Terminal changes.

Q: What do I need to do at my store?

A: Please share the details of these changes with your team.

Note the following:

1. Cart Auto Clear:

- Coach staff to tap **'Next Player'** after every Lottery Player to clear the cart and return Processed Cost to \$0.

2. Lock Screen Timing:

- Update the Lock Screen timing if your Lottery Terminal automatically locks too quickly.



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