

Using Your Lottery Terminal

'Print' Button updated to 'Print/No Pay'

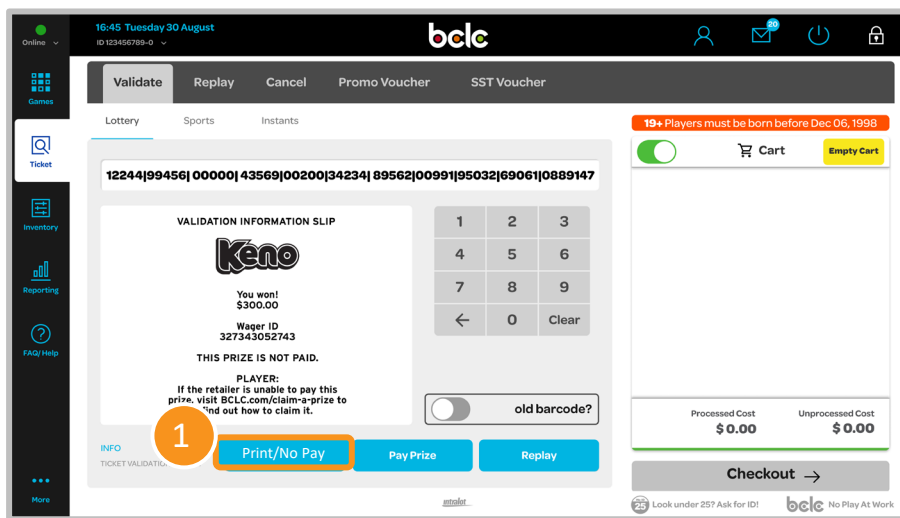


On July 5, 2024, at approximately 7:00AM the 'Print' button will be renamed to 'Print/No Pay' to support increased clarity in the Ticket Validation process.

Why is the 'Print' button changing to 'Print/No Pay'?

It was previously identified that the 'Print' button on the validation screen caused confusion with Ticket Validation/Prize Payout Procedures. This resulted in errors where prizes were paid without proper processing because the 'Print' button was selected instead of the 'Pay Prize' button.

1. New Print/No Pay button on the validation screen.



Reminder: Use the **Replay** button only for replaying a player's ticket, **NOT** to pay a prize.

Will other terminal screens change?

Yes. The **Print/No Pay** button will be updated on the following screens:

- All validation screens including Instants and Sports
- Ticket Replay screen
- Ticket Cancel screen
- Ticket Promo Voucher screen
- Ticket SST Voucher screen
- Inventory Order Status screen
- Inventory Return Ticket/Pack screen
- Inventory Transfer Ticket/Pack screen
- Draw Results
- Terminal Messaging

-See sample images on page 2-



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



Using Your Lottery Terminal

'Print' Button updated to 'Print/No Pay'



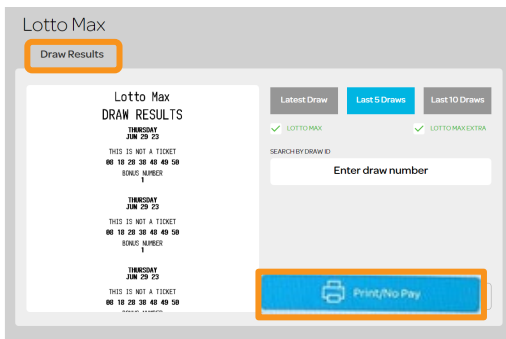
Has the button functionality changed?

No. Using the Print/No Pay button will result in the corresponding record to print from the Lottery Printer.

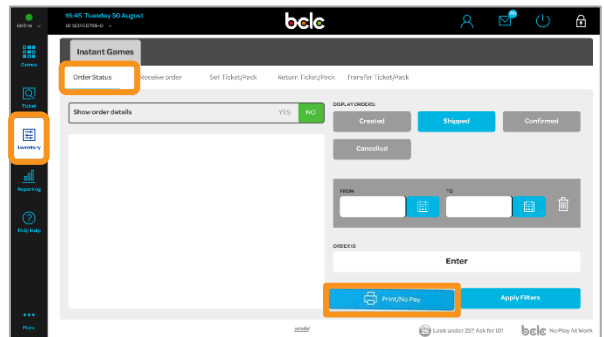
Sample images of the Print/No Pay Button:

Below are examples of screens displaying the 'Print/No Pay button'.

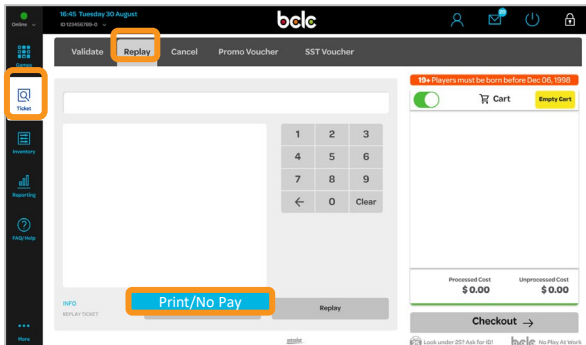
Draw Results:



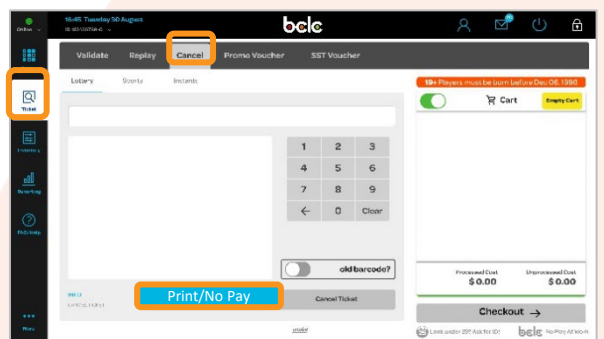
Inventory Order Status screen:



Ticket Replay Screen:



Ticket Cancel screen:



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

