

Lottery Terminal Quick Steps

Login

1. Select **Retailer**
2. Enter your location's 5 digit Retailer Number and Password.
3. Tap **Retailer Login**

Signout

1. Tap **User** icon
2. Tap **Logout**



Lock Terminal/ Unlock Terminal

- To lock the Terminal: Tap **Lock** icon
- To unlock the Terminal: Tap **Unlock** icon, enter your Login password, and Tap the **Unlock** button at the bottom



Validating Online Games

Scan the Ticket using the Ticket Tray or Lotto Scanner. The Ticket Result appears in the Preview Window.

- Not a Winner – Tap **Print** button
- Winning Ticket –
 - Tap **Pay Prize** button to pay the Prize
 - Tap **Print** button to not pay the Prize

Return the original Ticket, respective Slips, and prize if applicable, to the Player.



Selling Online Games

QP Button

1. Tap any **QP** button to **Add to Cart**.
2. Tap **Checkout**
3. Collect Payment and hand the Ticket to the Player.

Quick Pick Button

1. Tap any **Quick Pick** button.
2. Complete the selections and tap **Add to Cart**.
3. Tap **Checkout**
4. Collect Payment and hand the Ticket to the Player.

Quick Pick Packages

1. Select **Quick Pick Packages** tab.
2. Tap the white section of the Package Tile to **Add to Cart**.
3. Tap **Checkout**
4. Collect Payment and hand the Ticket(s) to the Player.

Selection Slip

1. Place Selection Slip onto the Ticket Tray.
2. Let go of the Selection Slip for the scanning.
3. Tap **Checkout**
4. Collect Payment and hand the Ticket to the Player.

Cancelling Online Games

Rules

Online Tickets can only be cancelled if:

- The first draw on the Ticket has not yet occurred
- At the same Retail Location where the Ticket was purchased

Tickets that cannot be cancelled:

- Free Play Tickets for Online Games
- Pacific Hold'em Poker Tickets

Cancellation Steps

1. Tap Ticket icon
2. Tap Cancel tab
3. Select Lottery
4. Scan the Ticket using the Ticket Tray or Lotto Scanner.
5. Tap Cancel Ticket button
6. Check the Processed Cost for the amount owing to the Player.

Keep the Cancellation Slip and cancelled Ticket for 30 days.

Selling Scratch & Win Ticket or Ticket Pack

1. From the Games Homepage, scan the Sales Matrix on the back of the Ticket or Barcode on the Ticket Pack.
2. Tap **Checkout**
3. Collect Payment and hand the Ticket to the Player.
4. Tap on **Print Receipt** to print a receipt or **Next Player** for a new transaction.



Validating Scratch & Win Tickets

Scratch off the latex to reveal the Validation Matrix or Barcode on the front of the Ticket.

Scan the Validation Matrix or Barcode.

Not a Winner – Tap **Print** button

Winning Ticket (Cash Prize)

- Tap **Pay Prize** button to pay the Prize
- Tap **Print** button to not pay the Prize

Winning Ticket (Free Ticket)

- Tap **Pay Prize** button to pay the Free Ticket
- Scan the Sales Matrix on the back of the Free Ticket
- Tap **Add to Cart**

If not paying the Prize, tap **Print** button.

Return the original Ticket, respective Slips, and prize if applicable, to the Player.

Receiving Scratch & Win Ticket Orders

Accepting a Delivery

Before accepting a Ticket delivery, ensure the parcel is meant for your location. If not, do not sign for the delivery.

You will not be able to receive the Ticket order on your Lottery Terminal or sell Tickets that are intended for another location.

Verify the Order Contents

Count the number of bags. Ensure that you have received all the bags for the order.

Open the bag(s) and locate the Packing Slip. Verify the contents match what is indicated on the Packing Slip.

Cancelling Scratch & Win Transactions

Rules

Cancellation is intended for the below scenarios only, and when the Player is at the counter.

- If the Player cannot pay, or
- The incorrect Ticket was issued

If a Player leaves and returns to your location to return a Ticket, Retailers must decline the return.

After completing the sale, to cancel the transaction:

1. Tap the **Tickets** icon
2. Tap **Cancel** tab
3. Select **Instants**

Scan the Sales Matrix on the back of the Ticket or Barcode on the Ticket Pack.

Tap the **Cancel Ticket** button.

Check Processed Cost for the amount owing to the Player if payment was received.

Return the Ticket to the Display Case for future sale.

A Scratch & Win Transaction can only be cancelled within 5 minutes after tapping Checkout.

However, the Ticket or Ticket Pack can still be sold to another Player. Place the Ticket back into the Display Case for a future sale.



Scan the Packing Slip to Receive the Order on the Lottery Terminal

1. Tap Inventory icon
2. Tap **Receive** Order
3. Scan the Packing Slip
4. Tap **Confirm**

