

PROLINE Sports

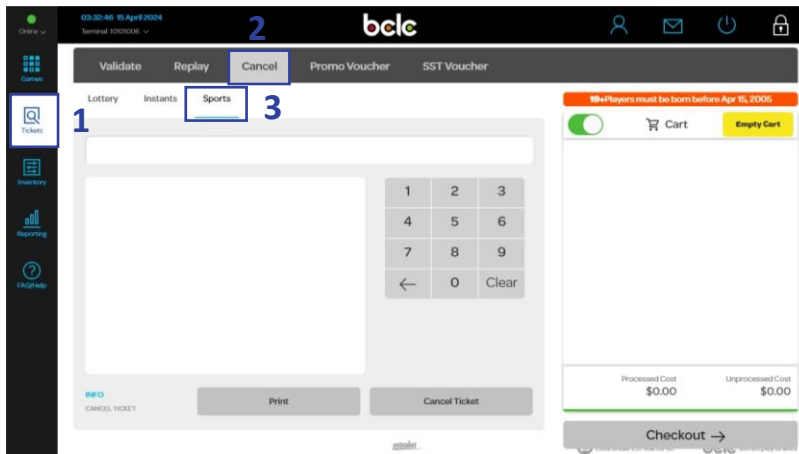
Ticket Cancellation



This document will provide details on the cancellation process for PROLINE and TOTO tickets and what Retailers and Players will see.

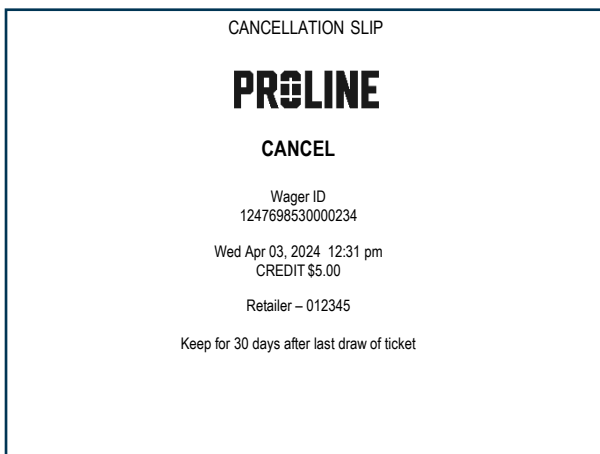
How to Cancel

1. Tap on the **Ticket** icon
2. Tap on the **Cancel** tab
3. Tap on **Sports**



4. Scan ticket via the Lottery Terminal or Lotto Scanner
5. Tap on **Cancel Ticket**. A Cancellation Slip will print

Cancel Ticket



Preview Window



Cancelled ticket
Retailer must keep cancelled
ticket

Player Screen



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

Revised November 2025



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Ticket Cancellation



How to Cancel (continued...)

6. The cancellation will appear as a line item in the Cart. Check the Processed Cost for the amount owing to the Player.
7. Staple the Cancellation Slip to the Cancelled Ticket and keep for 30 days after the last event date on the Ticket.

Cart		Empty Cart
1	PROLINE PLAY - SINGLES CANCELLATION	\$5.00
6		
Processed Cost - \$5.00		Unprocessed Cost \$0.00

Cancellation Rules for PROLINE & TOTO

PROLINE & TOTO tickets **can only be cancelled**:

- If the first event on the ticket has not yet occurred
- At the same Retail Location that the ticket was purchased
- If the PROLINE ticket is **NOT** a Live Bet

PROLINE

Players **have up to 5 minutes** after purchase to cancel their ticket

- Cancellation Scenario: Player might request to cancel their PROLINE ticket after reviewing the updated odds on the printed ticket.
- Live Betting selections are **not eligible** for cancellation

TOTO

Players **have up to 60 minutes** after purchase **or** before first event begins to cancel their ticket*

**whichever comes first*

- Cancellation Scenario: Player might request to cancel their TOTO ticket if they have made an error on their selections



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