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Online Games
Selling Online Tickets

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The Lottery Terminal offers many options for creating an Online Ticket. This information sheet will show you all the different screens, current Ticket options, and some new options to create an Online Ticket.

What is an Online Ticket?

Online Tickets refers to draw based Lotto Game Tickets created by the Lottery Terminal on demand, when requested by a Player. Online Ticket Games include:

Ways to Create Online Tickets

There are multiple ways to create Online Tickets, and each way has its own advantages. Learning each method will help you serve Players efficiently.

- **QP Buttons** – Single button press to add a specific Quick Pick Ticket to the Cart.
- **Quick Pick Screen** – Access point for all options to create customized Quick Pick Tickets.
- **Quick Pick Packages Screen** – Access point to add a Quick Pick Package of Tickets to the Cart.
- **Selection Slips** – Completed by the Player with preferred numbers and options pre-selected.
- **Ticket Replay** – Creates a new Ticket by replaying an existing Ticket.
- **Ticket Editor** – Intended for revising Ticket options from the Cart and Selection Slip error correction. Ticket creation available, but not recommended.

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Lotto Games Screen Features

The Lotto Games Screen is the main access point to create an Online Ticket.

1. **Navigation Bar:** Access to Lotto Games and Quick Pick Packages screens.

2. **Lotto Game Tiles:** Access to game information and selling options.

3. **Birthdate Identifier:** Displays birthdate for eligible play.

4. **Cart:** Displays all Tickets and payouts added to the transaction and cost.

5. **Checkout Button:** Sends Tickets to be printed, and processes final cost to be collected from the Player.

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Lotto Game Tile Features
Access to information and tools for selling a specific game.

1. **ⓘ:** Select to view and print draw results.

2. **Game Logo:** Opens the game's Ticket Editor Screen.

3. **Next Draw Information:** Displays the next draw date, time and estimated jackpot if applicable.

4. **Quick Pick Button:** Opens the game's Quick Pick Screen.

5. **QP Buttons:** Adds the specified Quick Pick Ticket directly to the Cart.

> **Quick Pick Ticket** refers to any game Ticket that has the numbers randomly selected.

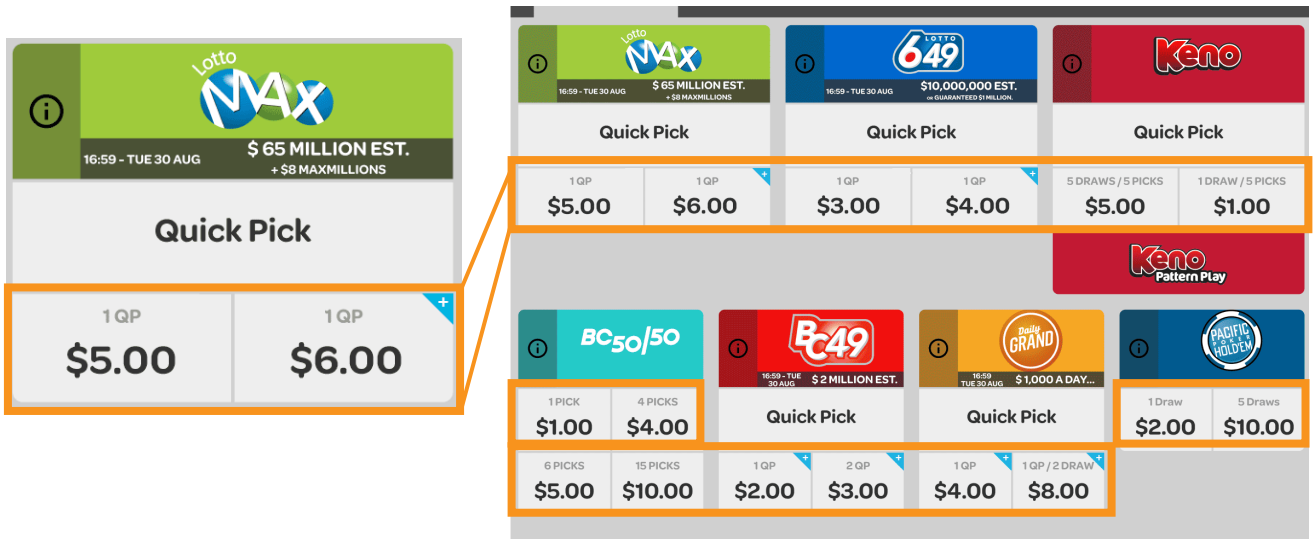Text or call Lottery Retail Support:
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QP Buttons

- Allows for quick transaction of Online Games.
- One-Touch adds Ticket to Cart without need to select options.
- Each Game Tile has 2 QP Buttons, except for BC50/50.
- The blue triangle in the top right corner of a QP Button with a '+' notes 'Yes' to the Extra.

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For Step-by-Step Instructions to Selling Online Tickets

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Quick Pick Buttons

- Access point to Quick Pick Screen for all game options.
- Quick Pick Screens are unique to each game based how the game plays and allow for Player customization.

1. Select **Quick Pick Button** on a Game Tile.

2. The **Quick Pick Screen** will open with the default options.

3. Select **Add to Cart** to create a standard Quick Pick Ticket with the Extra.

Players will have more options for customizing their Ticket purchase with two new options, **Number of Tickets** and **Future Draws**.
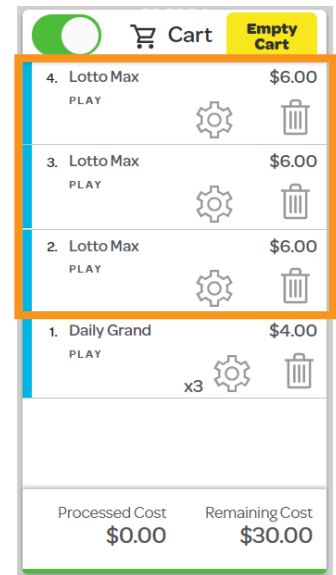
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NEW Quick Pick Options

Number of Tickets

- This NEW option allows you to create 1 – 10 Tickets with all the same options selected such as Number of Plays, Number of Draws, Extra etc.

- Each Ticket will have unique play numbers.

- Each Ticket will print separately and have a separate line item in the Cart with associated charge.

Future Draws

- This NEW option allows Players to purchase a Ticket for a specific draw date up to 26 draws in advance.

- Available draw dates will be displayed in Future Draws row (**1**). The first draw date listed will be the earliest available draw.

- If the Number of Draws (**2**) is 2 or more, all draws will be consecutive beginning on the Future Draw date selected. Draw dates cannot be skipped.

- Starting a multi-draw Ticket on the last available Future Draw date will extend the draw dates purchased beyond 26 draws in advance.

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Quick Pick Packages Tab
- Access point to all Quick Pick Packages

Quick Pick Packages Tile

Package name

Package contents
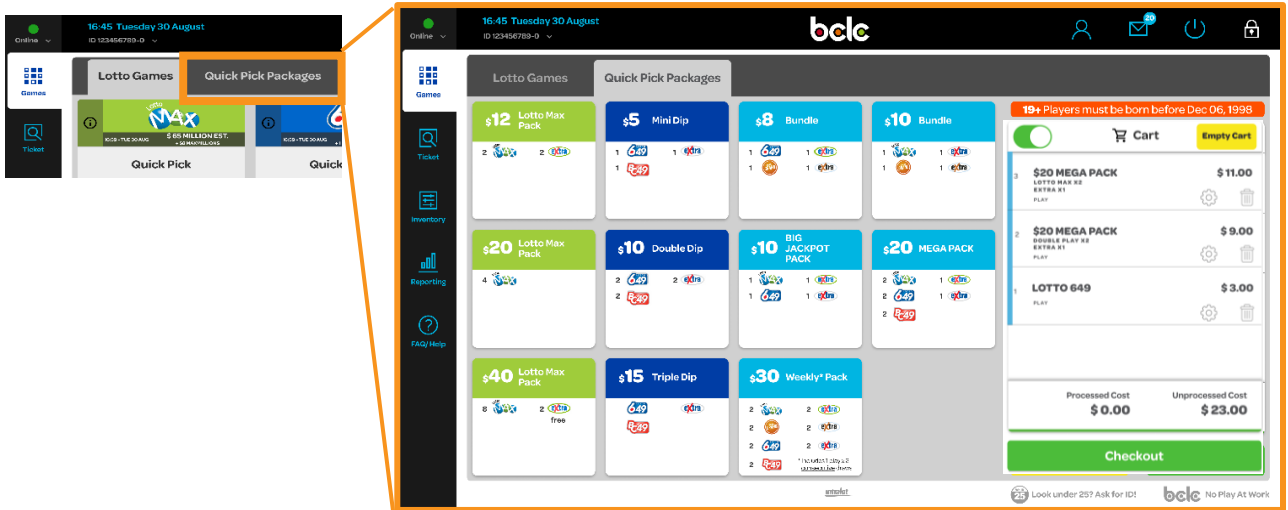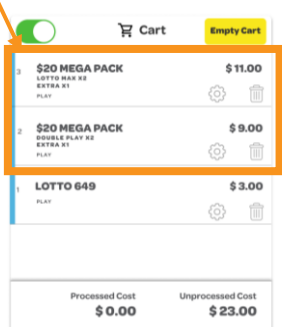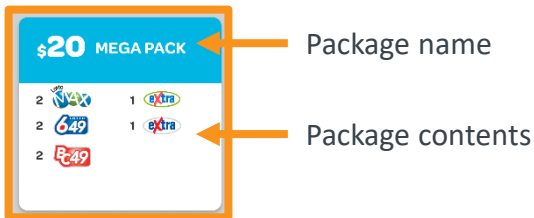
A line item will be added to the Cart for each Ticket to be printed.

Quick Pick Packages with multiple games will print multiple Tickets. These packages will have a line item per game in the Cart.

Edit each line separately for Quick Pick packages with multiple lines.

HEADS UP! Lotto 6/49 & BC/49 Double Play Ticket will appear as one line item in the **Cart** because only one Ticket is printed. Play numbers are valid for both games.

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Selection Slips

Allows Players to select their own play numbers.

Place the Player completed Selection Slip in the Ticket Tray, marked side up. The Ticket will automatically be added to the Cart.

- For best results, the Selection Slip should be completed with black or blue ink pen, not pencil or light-coloured pens.

- The Selection Slip must be still to be read by the camera. Wait for a beep to sound before removing from the Ticket Tray.

- Do not leave the Selection Slip in the Ticket Tray after it is added to Cart. This may cause multiple duplicate Tickets to be added.

If the Screen displays a **Selection Slip Error** - follow prompts on the Lottery Terminal. If necessary, ask Player to complete a new Selection Slip.

HEADS UP! Old Selection Slips will not work on the new Lottery Terminal. Players must complete a new Selection Slip and may save it to replay for future purchases.

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Ticket Replay

Players may request to Replay a Ticket for the following games:

A Replay Ticket will be created for the next available draw with the same play numbers as the original Ticket with two exceptions:

1. Lotto 6/49 Gold Ball Draw Number will always be a new number.

2. Tickets with 'No' for the Extra will continue to be 'No', but different Extra numbers will appear.

1. Place the **Ticket** to be replayed onto the **Ticket Tray** barcode side up, and within the marked boundary.

2. Let go of **Ticket** to be read by the camera. The Validate tab or Replay tab will open.

3. Select **Replay** button.

4. Ticket line item will automatically be added to Cart.

> Any Ticket from an eligible Online Game can be Replayed including before, during, or after validation and after cancellation.

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Ticket Editor

Ticket Editor is for editing Tickets in the Cart prior to checkout or for correcting Selection Slip errors.

Ticket Editor can also be used create a Ticket, but this is **not recommended**.

- To create a Ticket from the Ticket Editor, tap the Game Logo on the Game Tile.

HEADS UP! Ticket creation using the Ticket Editor is **not** recommended to eliminate risks of incorrect number selections on Players' behalf, and it takes more steps to create a Ticket.

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For Details on Editing Tickets and Features of the Ticket Editor

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### Checkout – Terminology & Process

1. **Unprocessed Cost** is a running subtotal of all Cart line items before any promotional discount is applied.

2. **Checkout** completes the final steps of the transaction to print Tickets, apply promotional discount and final cost.

3. **Processed Cost** is the final amount owing.

4. **Print Receipt** prints the Receipt.

5. **Next Player** clears the Cart after Checkout.

HEADS UP! For time sensitive draws, the Ticket is not entered into the draw until the Checkout button is pressed, and the Ticket is Printed.

Payment should be collected from the Player after pressing Checkout. If there is an issue with payment collection, the Retailer may cancel the Ticket.
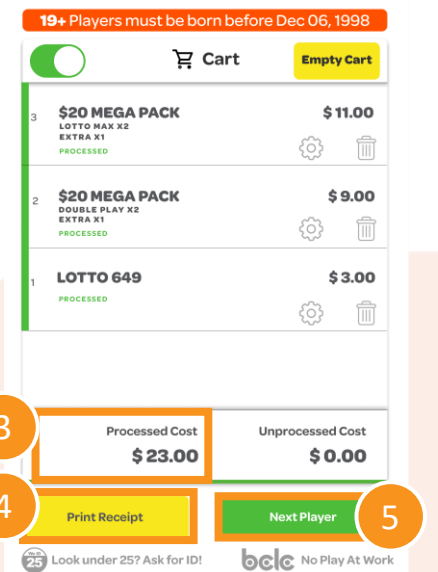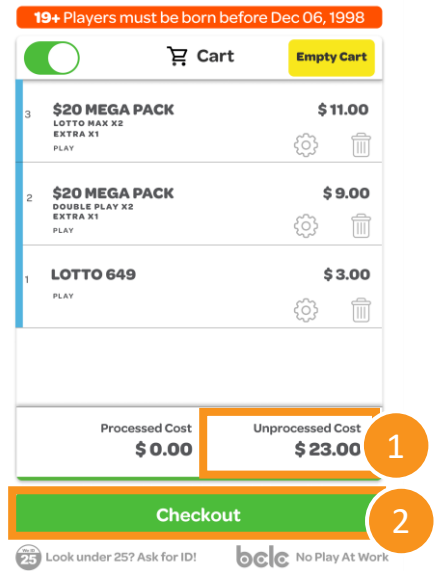
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Questions & Answers

How do I create a Keno Pattern Play Ticket?

1. Select the red "Keno Pattern Play" button at the bottom of the Keno Game Tile, below the QP buttons. This opens the Keno Pattern Play Screen with available Keno Pattern Play options.

2. Players can complete a Keno Pattern Play Selection Slip.

Why didn't the Ticket print after I selected Checkout?

Lotto 6/49, BC/49, Lotto Max and Daily Grand Ticket sales are not available between 7:30pm – 7:31pm on their draw days for the draw break. Tickets on draw break will not print, and an error message will be displayed. For Quick Pick Packages, tickets on draw break will not print, but tickets outside of draw break will print normally (ie. Quick Pick Package will partially print) and the total amount in the Cart will be adjusted. Collect payment for any Tickets that were processed and advise Player to return after the draw break ends.

How do I empty the Cart?

Select Empty Cart button at the top of the Cart to clear all items or select the Trash Can Icon on the line item.

How do I clear the items remaining in Cart after checkout?

Press the Next Player button to empty the Cart of previous "Processed" Tickets. If you do not press the Next Player button, the processed line items will remain in the Cart for 2 minutes before clearing automatically. The Empty Cart button will only clear Unprocessed items in the Cart prior to Checkout.

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Questions & Answers

The Player is asking for Multiple Tickets, but I don't see the option on the screen.

To print multiple unique Tickets of the same game, select the Quick Pick button in the middle of the Game Tile and choose Number of Tickets feature.

I have a Lotto Max Ticket in the Cart that I selected to edit, but the Ticket Editor screen did not open.

If this is a Replay Lotto Max Ticket, it cannot be edited due to the unique nature of Lotto Max having 3 sets of numbers per single play. Instruct the Player to complete a Selection Slip if they would like to play a specific set of numbers.

If this is not a Replay Lotto Max Ticket, ensure you are selecting the line item and not the Gear icon to access the Ticket Editor.

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