

Scratch & Win Ticket Returns



Best Practices

These guidelines are designed to systematically guide you through the return process with maximum efficiency and minimal errors.

GETTING PREPARED – PLAN BEFORE YOU SCAN

- Minimize the number of single ticket returns to save time and effort. Set aside sealed packs for processing; and prioritize selling loose tickets .
- Schedule scanning your ticket returns before or after operating hours, or during downtime to minimize interruptions.
- Gather and organize the inventory in advance.

SCANNING AND PACKING – COMPLETING THE ORDER

- Cover the UPC barcode on the ticket back when scanning the data matrix on single tickets.
- Cover the data matrix on the top ticket when scanning a pack insert on sealed packs.
- Check that each item scanned correctly, displaying either "Ticket" or "Pack" accordingly on the screen.
 - Fix any incorrect scans as they are entered by using the Trash icon and rescanning.
- Scan ticket packs and loose tickets on separate Return Slips.
- Tap Place Order before leaving the screen, or the items will need to be rescanned.
- After tapping Place Order, tap Print to print a copy of the Return Slip and keep it for your records. Then clear the screen to start the next batch.
- Bundle the tickets with the corresponding Return Slip (ie. bundle with an elastic band).
- Place the bundled tickets and Return Slip into the courier bag.
- Repeat the above steps to complete the return of all your tickets.



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For step-by-step instructions on how to return Scratch & Win Tickets

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

