# Scratch & Win
## Scanning Tips & Troubleshooting

Both the Lotto Scanner and the Terminal Ticket Tray are highly sensitive which may inadvertently cause challenges. To avoid this, listen for prompts from the Terminal and watch the screen to confirm that the barcode has been successfully processed. Check out the three key challenges when scanning a barcode and how to overcome them.

### 1. Error Message - Scanning the Packing Slip

Scanning directly from the Lotto Games screen will result in an error message. When scanning the Packing Slip you must first navigate to the Inventory screen and tap on receive order before scanning. Review the steps to scan the Packing Slip & confirm the order.
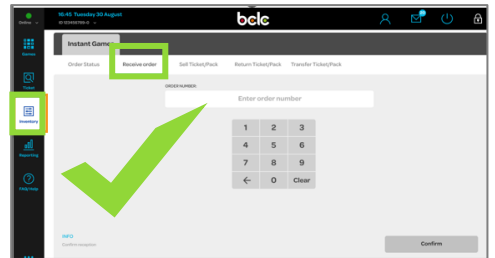


### 2. Error Message - Scanning the Sales Matrix on the Ticket back

The scanner is picking up the UPC barcode. Additionally, scanning the UPC could redirect you to the Tickets > Validate screen.

- Cover the UPC when scanning the Sales Matrix
- Best practice is to sell/activate/scan a Scratch & Win Ticket from the Lotto Games Screen.
- Review the steps to scan sell a Scratch & Win Ticket.
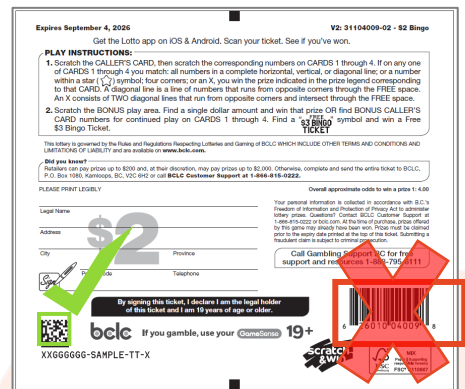


### 3. Pack Activation – Unintended Item in Cart

When scanning a Pack of tickets, the Scanner or Terminal Ticket Tray is picking up the Sales Matrix on the ticket in the Pack and NOT the Pack barcode.

- Cover the Sales Matrix on the ticket when scanning the barcode on the Pack insert.
- Best practice is to sell/activate/scan a Ticket Pack from the Lotto Games Screen.
- Review the steps to scan sell a Scratch & Win Ticket Pack.
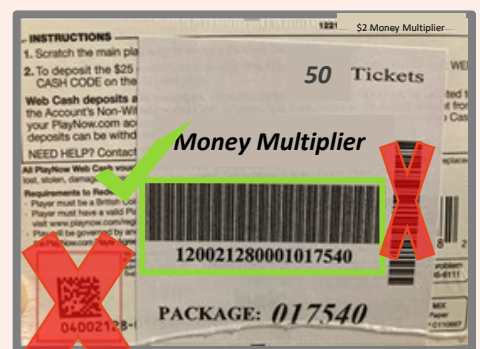


Text or call **Lottery Retail Support:**
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