

Scratch & Win



Validating a Free Ticket Prize

Scratch & Win Free Ticket Prize payout process will change in a big way due to the introduction of Scratch & Win Ticket Activation and updated Prize Payout Levels. Free Ticket prizing remains a popular prize option, and this information sheet provides key takeaways related to the payout process.

Key Takeaways:

- When checking the results of a Scratch & Win Ticket, the Free Ticket Prize will display in the Preview Window prompting the Retailer to select **Pay Prize** or **Print**.
- Confirm Ticket availability before paying prize.
- Pay Prize by redeeming with:
 - the same game, or
 - game of the same price point.



Note: Multiple lesser value Scratch & Win Tickets cannot be combined to payout a Free Ticket Prize.

- The Free Ticket must be scanned to Cart to complete the validation.
- There is no correcting the input of a Free Ticket after it has been scanned; it is automatically processed when scanned.
- Traditional or Activation Tickets can be used to redeem a Free Ticket Prize. In the case of issuing an Activation Ticket, the Ticket is activated upon scanning.
- If there are other items in the Cart, the Checkout button will appear and must be selected to complete the other transactions.
- If you do not have a Scratch Ticket of the same value – select the **Print** button to back-out of the validation and return the original Ticket and Validation Information Slip to the Player to validate elsewhere.



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



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



Scratch & Win



Validating a Free Ticket Prize

Cash In Lieu of Free Ticket

If the Pay Prize button is selected and a same value Ticket is not available to scan for redemption, paying out the cash equivalent of the Free Prize is an option; however, this is not recommended as it can have negative impacts.

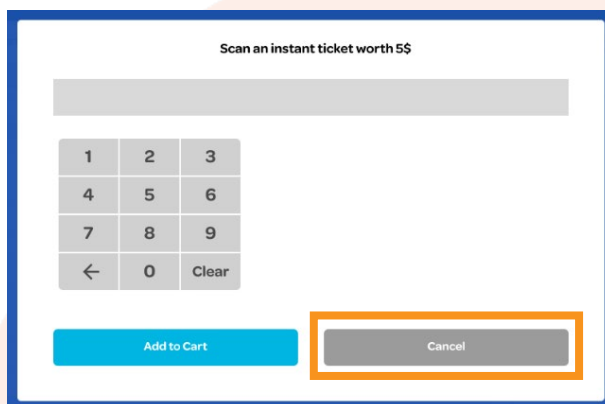
Impacts:

- 1) No sales commission earned on the Free Scratch & Win Ticket Prize.
- 2) Discrepancy in cash reconciliation
 - Discrepancies can be identified on the Terminal Sales Report.
 - “Validations – Free Tickets” and “Sales – Free Tickets” totals per day should match. If there is a discrepancy (ex. Validations is greater than Sales), it means that a Ticket winning a Free Ticket Prize was validated, but the Free Play Ticket prize was not scanned to issue to the Player. The difference between the two totals would be the prize paid in cash.

Steps If Paying Cash In Lieu Is Required:

If the Pay Prize button was selected, and do not have a Ticket of the same value, follow these steps to pay cash in lieu:

1. Tap **Cancel** button on the Free Ticket pop-up window. The button is greyed out, but selectable.
2. PAYOUT \$0 displays on the Cart and Player Display Unit.
3. Free Ticket Prize Validation Slip prints
4. Give the Player the cash equivalent of the Free Ticket Prize and the Validation Slip to complete the transaction.



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

