

PROLINE Sports

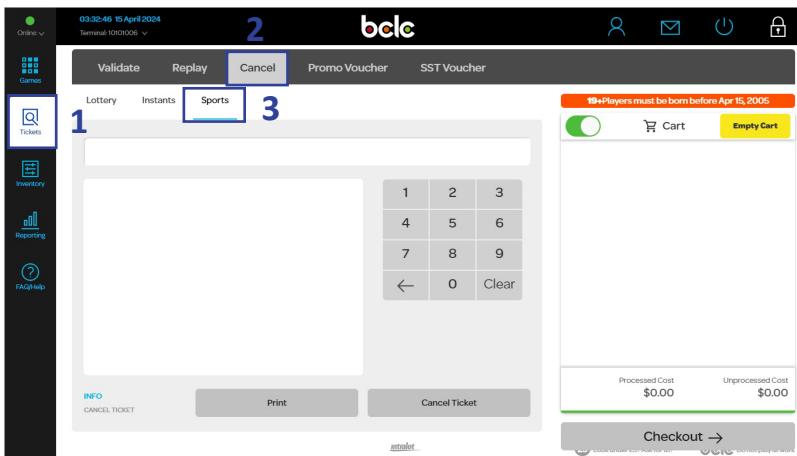
Ticket Cancellation



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

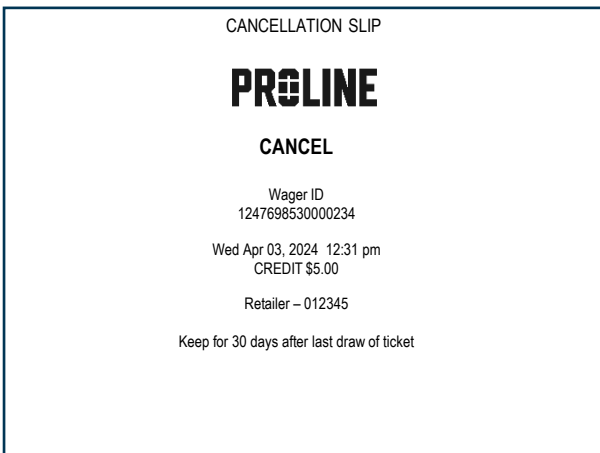
How to Cancel

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

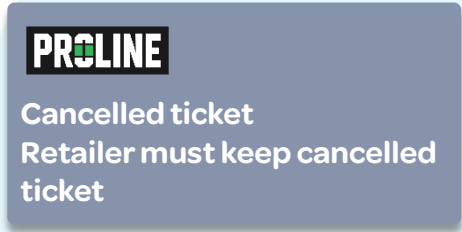


4. Scan Ticket via the Lottery Terminal or Lotto Scanner
5. Tap on **Cancel Ticket**. A Cancellation Slip will print

Cancel Ticket



Preview Window



Player Screen



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



PROLINE Sports

Ticket Cancellation



Cancellation Process (continued...)

- The cancellation will appear as a line item in the Cart. Check the Processed Cost for the amount owing to the Player.
- 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 | | Unprocessed Cost |
| -\$5.00 | | \$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

PROLINE

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

- Cancelation Scenario: Player might request to cancel their Proline Ticket after reviewing the updated odds on the printed Ticket.

TOTO

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

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



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