Scratch & Win Ticket Returns
Best Practices

Based on Retailer feedback, 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.

- Tap Place Order at 50 items per Return Order for quicker processing and a higher chance of successful scanning and printing a return slip, even though the maximum limit is 100 items.

- 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.

PDF Read More   **▶ Watch More**

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

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

lotto! Retailer Hub