



Retailer Pro

Retailer Reference Guide

Retailer Hotline

866-234-7533

Player Hotline

1-855-WIN IN MS

1-855-946-4667

MLC Phone Number

1-855-MLC-LOTT

1-855-652-5688

Contents

THE RETAILER PRO TERMINAL	1
PLAY SLIPS & TICKETS	2
TERMINAL SCREENS	3
TERMINAL NAVIGATION.....	4
TICKET STOCK REMINDERS	5
PAPER LOADING.....	6
CLEARING JAMS	7
SIGN ON/SIGN OUT	8
LOCK.....	9
HELP.....	10
TERMINAL SETTINGS.....	11
SERVICES.....	12
REPRINTS.....	13
DRAW GAME FUNCTIONS.....	14
INSTANT GAME FUNCTIONS	19
DRAW GAME VALIDATION.....	26
INSTANT VALIDATION	27
CANCEL ONLINE	28
SELLING DRAW GAMES.....	29
GLOSSARY	38
TERMINAL MESSAGES.....	41
NOTES.....	42
RETAILER RULES AND REGULATIONS.....	43

The Retailer Pro Terminal



Ticket Scan Plus [TSP]



Cleaning Instructions

To clean the Retailer Pro terminal and peripherals, spray non-ammonia window cleaner on a soft, dry, lint-free cloth and gently wipe the components clean.

NOTE: DO NOT spray the cleaner directly onto the touchscreen.

Play Slips & Tickets

Inserting Play Slips

Insert Play slips, one at a time, vertically or horizontally into the Image Reader with the marked side facing the front. If the Play slip does not print immediately, do not insert a second time.

DO NOT insert Instant tickets into the Image Reader.

For Instants and Draw Game Ticket cashing, confirming delivery of an order, or activating a pack of tickets, scan the barcode using the Handheld Barcode Scanner.

Play Slip Editing

Use only blue or black ink, or pencil. If a box is marked in error, choose “VOID” for that panel and move on to the next panel. **DO NOT ERASE.**

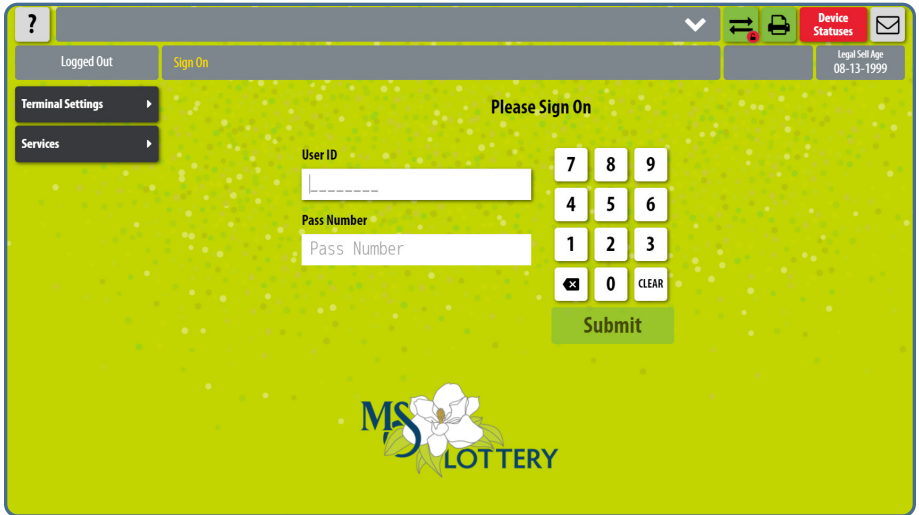
If a play slip has been filled out incorrectly, or if an error message displays, you may correct the error on the screen or return the play slip to the player to be filled out correctly.

TIP: Return Barcode Scanner to cradle for charging.

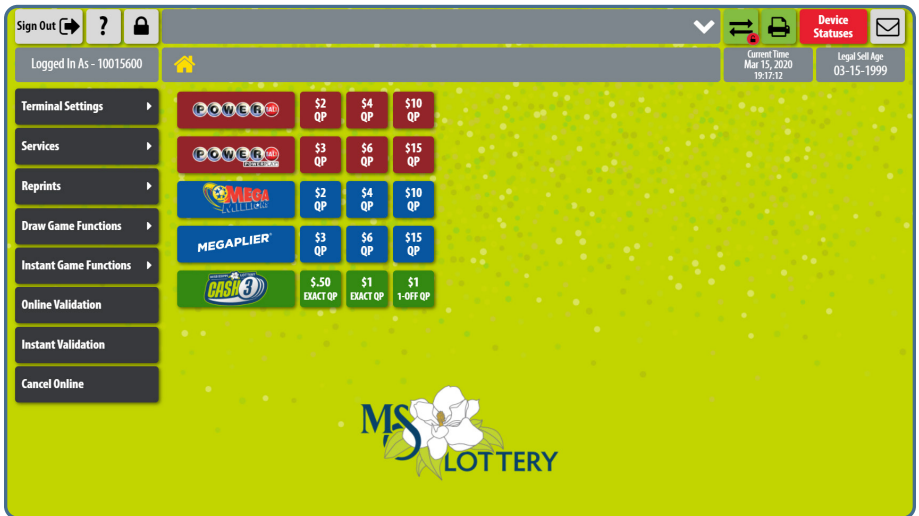


Terminal Screens

Welcome/Sign On Screen



Home Screen

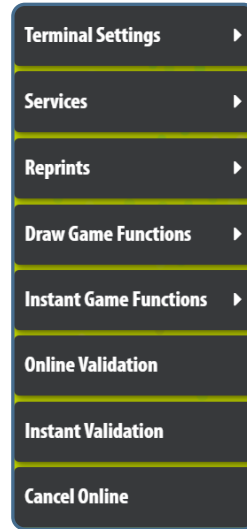


Terminal Navigation

Game Buttons



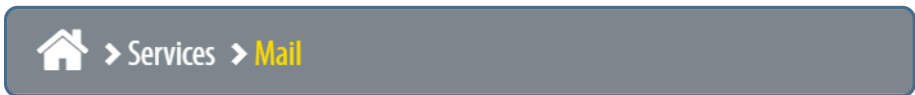
Function Buttons



Navigation

Use the “path” located near the top, center of the screen to easily navigate between screens. Simply touch the **Home** icon or the screen name to return to a previous screen.

Example: In the example below, the path displayed is for the Mail screen. Touch **Services** to return to the Services menu, or touch **Home** to return to the Home Screen.



Game Screen Tabs

Use the Game Tabs located at the top of each Game options screen to easily navigate between Draw Games.



Ticket Stock Reminders

- **First In – First Out**™: Use old boxes of ticket stock **FIRST**. The ticket stock is sturdy but over time can break down.
- Ticket Stock boxes should be stored in a cool, dry place. To avoid damage, do not place them next to or on top of a heat source.
- Keep Ticket Stock in the box that it was delivered in and keep the box sealed until you need to use it.
- Be sure to keep rolls of ticket stock in their plastic bags until you are ready to load them into the terminal. They are light sensitive.
- For security reasons, ticket stock **CANNOT** be transferred between retailers.



Paper Loading

Changing the Paper in the Printer

- First, pull the **silver latch** on the Printer Cover up and lift up to open the Printer.
- Next, remove the used paper roll.
- Detach the piece of tape on the new roll that holds the end of the paper to the roll then place the new roll into the Printer. It is important that the paper feeds from the bottom toward you.
- Because this is a new roll, leave about 12 to 18 inches hanging out and close the cover firmly.
- The Printer automatically advances and cuts the paper.
- Next, run the Printer Test to ensure print quality. From the Home Screen, touch **Services**, then **Printer Test**. A test ticket will print if the printer is loaded properly.

NOTE: When the paper roll is running low, RED ink will appear on the paper.



Clearing Jams

Clearing Paper Jams

- Open the Printer cover and leave the roll in place.
- Clear any debris from the rollers to clear the jam.
- Pull the Printer paper out and close the Printer cover. The paper will advance and cut off.
- Return to the Services menu and run a Printer Test.



Clearing Reader Jams

- To open the Reader door, press the **silver release button** on top of the touch screen and pull the touch screen forward. Then, press the **green button** that looks like a down arrow and open the second door the same way.
- Being very careful not to scratch the glass lens, remove the jammed play slip.
- Close the reader door firmly and return to the Services menu and run a CIS Reader Test.

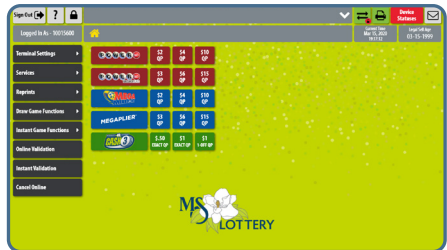
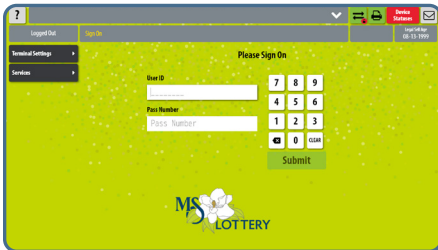


NOTE: Instant tickets should never come into contact with this area of the terminal. Latex from the tickets will gum up on the reader and cause failure!

Sign On/Sign Out

Sign On

- On the Welcome Screen, enter your 8–digit User ID (6–digit Retailer Number + 00) and 4–digit Pass Number using the **numeric keypad**; then, touch **Submit**.
- If there is a news message it displays automatically. Otherwise, the Home Screen displays.



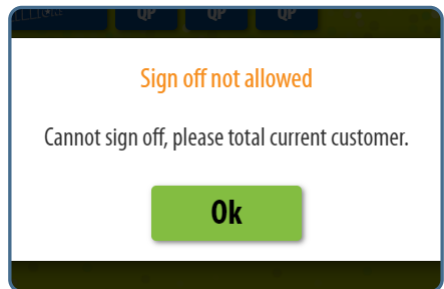
NOTE: Your Weekly Invoice will print automatically upon Sunday sign-on.

Sign Out

- Touch **Sign Out** on the Home Screen.



NOTE: You are not allowed to sign out if there is a wager in process or the Total Screen has not been cleared.



Lock

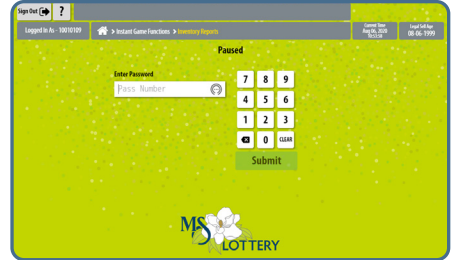
Lock/Pause

Lock mode puts the terminal into a paused mode until you enter your pass number.

- Touch **Pause** on the Home Screen.



- The screen displays:



- Enter your 4–digit Pass Number to unlock the terminal. Touch **Submit**.



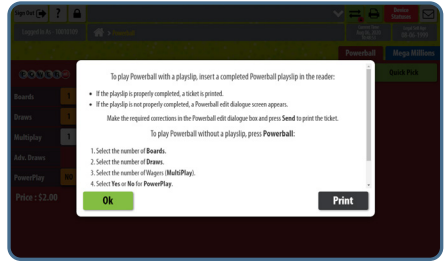
NOTE: If the Pass Number is entered incorrectly three [3] times, you will be required to Sign On to the terminal again.

Help

- Touch Help from any screen. A Help pop-up screen displays information related to your current screen.



- For example, touch Help on the Powerball options screen. The following help information displays:



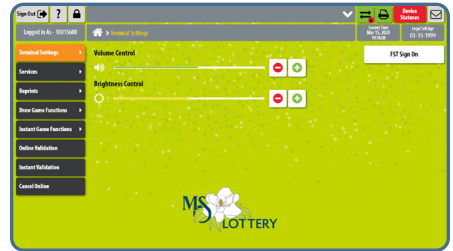
- Touch **Print** to print the help information, or touch **OK** to return to your current screen.

Terminal Settings

- Touch **Terminal Settings** on the Home Screen.



- The Terminal Settings screen displays. Select the desired option.



Volume Control

Touch **Plus [+]** or **Minus [-]** buttons to change the terminal volume.

Brightness Control

Touch **Plus [+]** or **Minus [-]** buttons to change the terminal screen brightness.

Field Service Technician (FST) Sign On

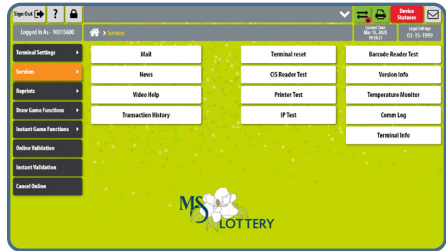
This option is used by the FST to access service functions. All FSTs are required to have identification if they need to access the terminal.

Services

- Touch **Services** on the Home Screen.



- The Services menu displays. Select the desired option.



MAIL

Use this service to obtain mail messages sent by the Lottery to selected terminals. Messages can be prioritized as **Immediate** or **Normal**. Upon receipt of a special message, the status line will indicate there is a new message until the message is read.

NEWS

Use this service to retrieve News messages sent by the Lottery. News messages can be printed by touching **Print**.

VIDEO HELP

Use to view short videos on the Play slip Reader, Printer, and Handheld Scanner.

TRANSACTION HISTORY

Displays the last 35 transactions that were performed on the terminal. Touch **Print** to print a copy of the Transaction History.

TERMINAL RESET

Allows the retailer to reset the terminal.

CIS READER TEST

Allows the retailer to test the Contact Image Sensor (CIS) Reader.

PRINTER TEST

Allows the retailer to test the printer.

IP TEST

Allows the retailer to test the internet connection, or Internet Protocol (IP).

BARCODE READER TEST

Allows the retailer to test the barcode reader.

VERSION INFO

Displays version of the software and firmware on the terminal.

TEMPERATURE MONITOR

Displays temperature of the terminal.

COMM LOG

Displays the Communications log.

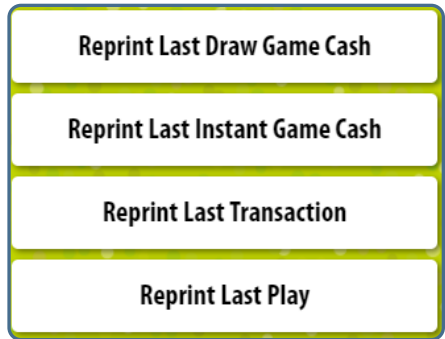
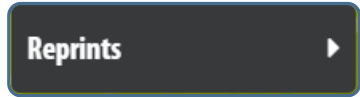
TERMINAL INFO

Displays terminal information.

Reprints

Reprints allows you to reprint the Last Draw Game Cash, Last Instant Game Cash, Last Transaction, or Last Play. All Reprints are branded “REPRINT” and “NOT FOR SALE”.

- Touch **Reprints** on the Home Screen.
- Touch the desired option, and the reprint prints automatically.

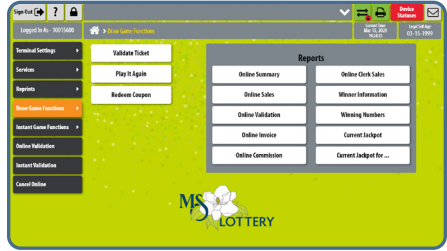


Draw Game Functions

- Touch **Draw Game Functions** on the Home Screen.



- The Online Functions menu displays. Select the desired option.



Validate Ticket

This is the same function as **Online Validation** from the Home Screen. Please see page 26 for more details.



Play It Again

Use to reproduce Draw Game tickets with the same wager options and numbers.



Redeem Coupon

Use to Redeem Coupons. Scan the coupon with the Barcode Reader; or manually enter the Coupon Serial Number using the **keypad**.



Draw Game Functions

Reports

Provides the retailer with the ability to obtain reports for online sales and games. Reports available from the Retailer Pro include: *Online Summary, Online Sales, Online Validation, Online Invoice, Online Commission, Online Clerk Sales, Winner Information, Winning Numbers, Current Jackpot, and Current Jackpot for ...*

- Touch **Draw Game Functions** on the Home Screen.
- The Online Functions menu displays. Select the desired Report option.
- Select/Enter the reqHost Systemd information as prompted.
- The report displays. Use the **Up/Down Arrows** to view the whole report if necessary.
- If desired, touch **Print** to print a copy of the report. Use the **Path** to return to the previous Online Reports screen; or touch **Home** to return to the Home Screen.



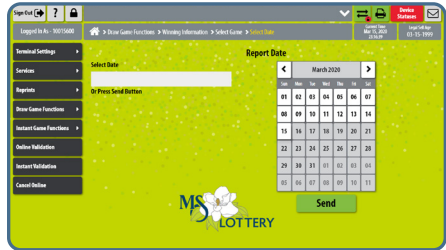
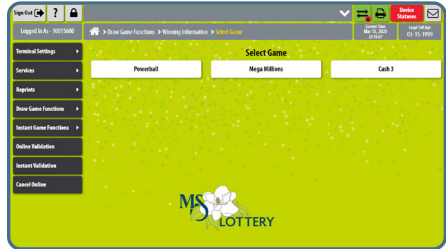
Draw Game Functions

Producing Reports: Example 1: Winner Information

This report lists the winner information for a selected game and a selected date.

- Touch **Winner Information** from the Online Game functions menu.
- Select the desired game, such as **Cash3, Powerball, or Mega Millions**.
- Enter the date for which you would like to produce the report; or touch **Send** for the most recent draw.
- The report displays. Use the **scroll bar** to scroll through the report as needed.
- If desired, touch **Print** to print a copy of the report; or touch **Home** to return to the Home Screen.

Winner Information



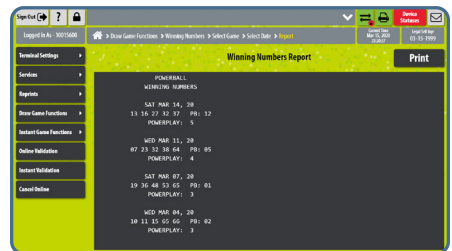
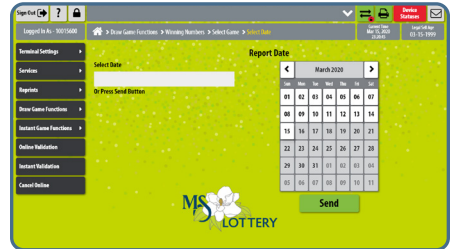
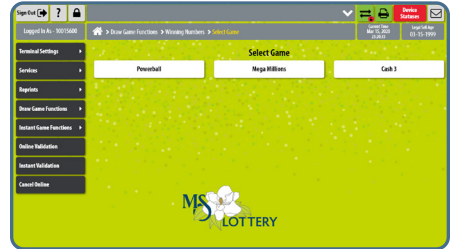
Draw Game Functions

Producing Reports: Example 2: Winning Numbers

The Winning Numbers report lists the Winning Numbers, Draw Date and Draw Data for a selected game.

- Touch **Winning Numbers** from the Online Game functions menu.
- Select the desired game, such as **Cash3, Powerball, or Mega Millions**.
- Enter the date for which you would like to produce the report; or touch **Send** for the most recent draw.
- The report displays. Use the **scroll bar** to scroll through the report as needed.
- If desired, touch **Print** to print a copy of the report; or touch **Home** to return to the Home Screen.

Winning Numbers



Draw Game Functions

Producing Reports: Example 3: Current Jackpot

The Current Jackpot screen displays the current jackpot totals for all Jackpot games.

- Touch **Current Jackpot** from the Online Game functions menu.
- The report displays. Use the **scroll bar** to scroll through the report as needed.
- If desired, touch **Print** to print a copy of the report; or touch **Home** to return to the Home Screen.

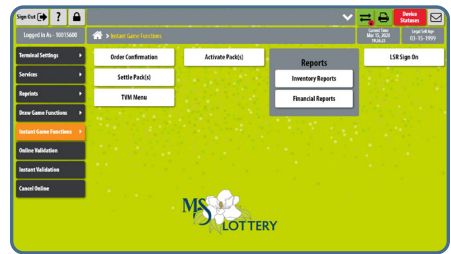


Instant Game Functions

- Touch **Instant Game Functions** on the Home Screen.



- The Instant Game Functions menu displays. Select the desired option.



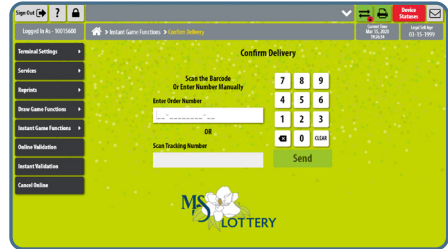
Instant Game Functions

Order Confirmation

Use to confirm delivery of an order. All orders are to be confirmed within 24 hours of receipt. What does it mean to CONFIRM an order of instant tickets? Confirm means you have received your order into inventory and it is not out for sale.

- Touch **Instant Game Functions** from the Home Screen.
- Touch the **Order Confirmation** function from the Instant Game Functions menu.
- Scan the Tracking Number using the Handheld Barcode Scanner; or use the keypad to manually enter the Order Number and touch **Send**.
- The order information is communicated to the host and is confirmed and a Receive Shipment receipt prints.
- Touch the **OK** button at the confirmation screen.

Order Confirmation



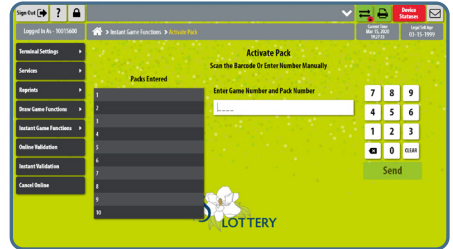
Instant Game Functions

Activate Pack(s)

What does it mean to ACTIVATE a pack of tickets? Once a pack is activated, the billing cycle starts. Typically retailers do not activate a pack of tickets until they place them out for sale. ALL PACKS MUST BE ACTIVATED— PRIOR TO PUTTING THE PACK OUT FOR SALE.

- Touch **Instant Game Functions** from the Home Screen.
- Touch the **Activate Pack(s)** function from the Instant Game Functions menu.
- Scan the Pack Barcode tag using the Handheld Barcode Scanner; or use the keypad to manually enter the Game and Pack Numbers and touch **Send**.
- The pack information is communicated to the host and is activated and an Activate Pack receipt prints.
- Touch the **OK** button at the confirmation screen.

Activate Pack(s)



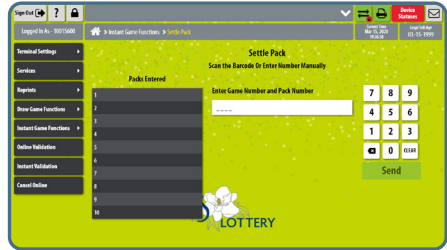
Instant Game Functions

Settle Pack

When a pack is settled, it is charged to the retailer's account and payment is due at the end of the current invoice period.

- Touch **Instant Game Functions** from the Home Screen.
- Touch the **Settle Pack(s)** function from the Instant Game Functions menu.
- Scan the barcode on the back of the ticket using the Handheld Barcode Scanner; or use the keypad to manually enter the Game and Pack Numbers and touch **Send**.
- The pack information is communicated to the host and is settled and a Settle Pack receipt prints.
- Touch the **OK** button at the confirmation screen.

Settle Pack(s)



Instant Game Functions

Reports

Provides the retailer with the ability to obtain reports for instant sales and draw games. Reports available from the Retailer Pro include: *Inventory Reports* and *Financial Reports*.

- Touch **Instant Game Functions** on the Home Screen.
- The Instant Functions menu displays. Select the desired Report option.
- Select/Enter the reqHost Systemd information as prompted.
- The report displays. Use the **Up/Down Arrows** to view the whole report if necessary.
- If desired, touch **Print** to print a copy of the report. Use the **Path** to return to the previous Instant Reports screen; or touch **Home** to return to the Home Screen.



Instant Game Functions

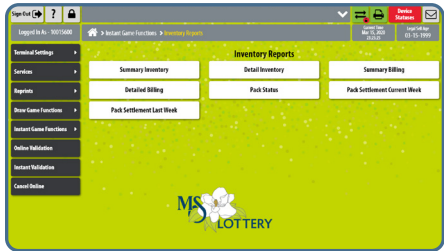
Reports

INSTANT INVENTORY REPORTS

The Instant Inventory Reports option provides access to the following reports: *Summary Inventory, Detailed Inventory, Summary Billing, Detailed Billing, Pack Status, Pack Settlement Current Week, Pack Settlement Last Week, and SuggHost Systemd Order.*

- Touch **Inventory Reports** from the Instant Game functions menu.
- Touch the desired report. For example, touch **Summary Inventory**.
- The report displays. Use the **scroll bar** to scroll through the report as needed.
- If desired, touch **Print** to print a copy of the report. Use the **Path** to return to the previous Instant Reports screen; or touch **Home** to return to the Home Screen.

Inventory Reports



Instant Game Functions

Reports

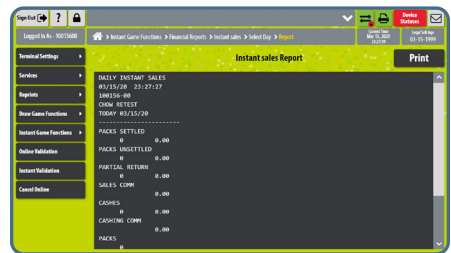
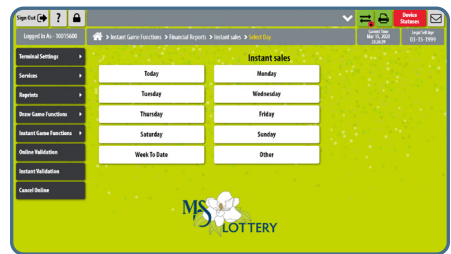
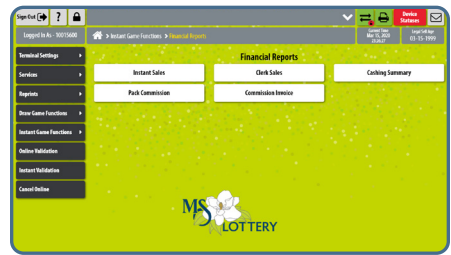
FINANCIAL REPORTS

The Instant Financial Reports option provides access to the following reports: *Instant Sales, Clerk Sales, Cashing Summary, Pack Commission, and Commission Invoice.*

Financial Reports Example:

- Touch **Financial Reports** from the Instant Game functions menu.
- Touch the desired report. For example, touch **Instant Sales.**
- Select/Enter the reqUHost Systemd information as prompted.
- The report displays. Use the **scroll bar** to scroll through the report as needed.
- If desired, touch **Print** to print a copy of the report. Use the **Path** to return to the previous Instant Reports screen; or touch **Home** to return to the Home Screen.

Financial Reports



Draw Game Validation

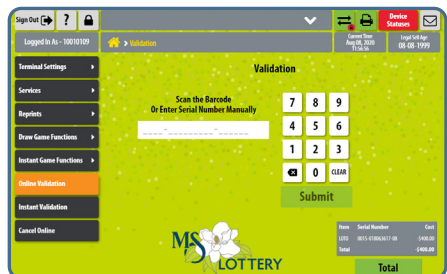
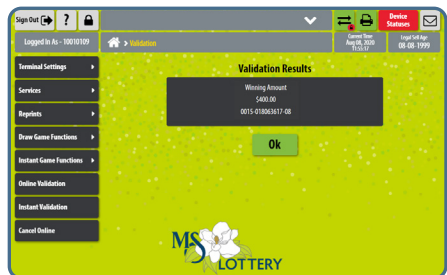
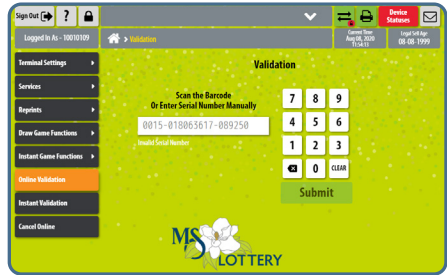
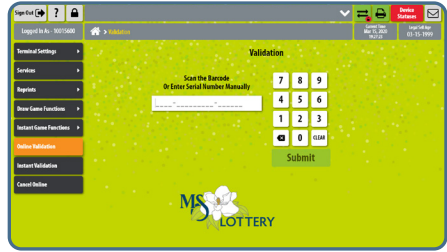
Online Validation

Provides the retailer with the ability to validate a Draw Game ticket. A separate receipt is printed for the player and the retailer.

- Touch the **Online Validation** button from the Home Screen; or touch the **Validate Ticket** function from the Draw Game Functions menu.
- Scan the ticket barcode using the wireless ticket scanner; or enter the serial number manually using the numeric keypad.
- Touch **Submit**.
- If there is an error, an error message displays.
- If the ticket can be validated, a confirmation screen displays with the ticket number, the winning amount and a serial number.
- Touch the **OK** button to acknowledge the winning amount and return again to the Validations screen.
- You may validate another ticket; or touch **Total** to total out your customer.

NOTE: This is exactly the same functions as **Validate Ticket** function on the Draw Game Functions screen.

Online Validation



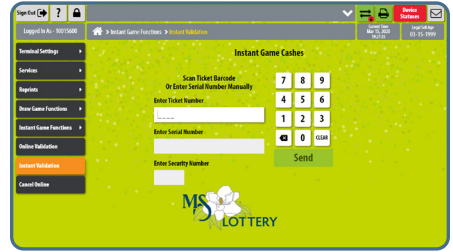
Instant Validation

Instant Validation

The Instant Validation function allows for cashing of Instant Tickets.

- Touch **Instant Validation** from the Home Screen; *or* touch the **Validate Ticket** function from the Instant Game Functions menu.
- Scan the pack barcode tag using the wireless ticket scanner; *or* manually enter the Ticket, Serial, and Security numbers using the numeric keypad and touch **Send**.
- A validation screen displays. Touch the **OK** button at the confirmation screen.
- You are returned to the Instant Game Cashes screen. Validate another ticket, perform other terminal functions; *or* touch **Total** to total out your customer.

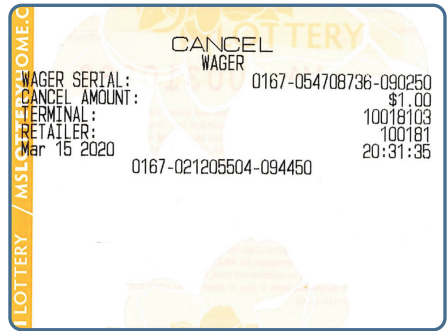
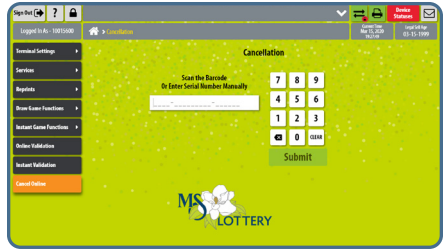
NOTE: This is exactly the same functions as **Validate Ticket** function on the Instant Game Functions screen.



Cancel Online (Cash 3 Only)

Provides the retailer with the ability to cancel an eligible Draw Game ticket.

- Touch **Cancel Online**.
- Scan the ticket using the Barcode Scanner and the terminal will automatically submit the cancellation; or manually enter the ticket serial number(s) using the **keypad**. Touch **Send**.
- If there is an error, an error message displays. Touch **OK**.
- If the cancellation is successful, a confirmation screen displays and a Cancel Wager receipt prints automatically. Touch **OK** to return to the Cancellation screen.



NOTE: Powerball and Mega Millions tickets CANNOT be cancelled.

Selling Draw Games

Play Slip Method

The Retailer Pro terminal has been designed to allow continuous feeding of play slips, even though a transaction might not be fully processed.

- Insert the completed Draw Game play slip into the Top CIS Reader vertically or horizontally, with the marked side facing toward you.
- A confirmation screen may display the Total cost of the ticket(s). Touch **Yes** to continue with the wager or **No**, if the customer does not agree to the amount shown.
- Ticket[s] print automatically.



Selling Draw Games

Total Screen

As transactions are being made for the current customer they are displayed in the mini sales display on the bottom-right of each screen.

- Touch the **Total** button after completing the transactions for each customer.
- The Total Screen displays showing the Total for the transactions.
- If the customer is purchasing a ticket(s) with a winning ticket(s) and the value of the winning ticket(s) is greater than the purchase, a negative sign indicates an amount owed to the customer.
- A positive amount indicates an amount owed to the retailer.
- Enter the cash amount received from the customer using the numeric keypad.
- Touch the **Total** button to total out the transaction.
- Touch the **Print** button to print a receipt for the transaction.
- Touch the **Clear** button to clear the transaction and return to the Home Screen to begin the next customer transaction.

Item	Serial Number	Cost
PWRB	0313-045605376-12	\$2.00
MEGA	0313-064212481-20	\$2.00
Total		\$4.00

Total

Logged In As: 10010109

Printer: Aug 08, 2019 10:00 AM

Device Station: 08-08-1999

#	Item	Serial Number	Cost
1	MEGA	0313-064212481-20	\$2.00
2	PWRB	0313-045605376-12	\$2.00

Total \$4.00

Enter Amount \$0.00

Change Due \$0.00

7 8 9
4 5 6
1 2 3
0 CLEAR
Total
Clear
Print

Logged In As: 10010109

Printer: Aug 08, 2019 10:00 AM

Device Station: 08-08-1999

#	Item	Serial Number	Cost
1	MEGA	0313-064212481-20	\$2.00
2	PWRB	0313-045605376-12	\$2.00

Total \$4.00

Enter Amount \$0.00

Change Due \$0.00

7 8 9
4 5 6
1 2 3
0 CLEAR
Total
Clear
Print

Selling Draw Games

Quick Pick Method

Select the Quick Pick button on the Home Screen for any of the games with the **QP** designation under the wager amount (Powerball, Mega Millions, and Cash 3). The system randomly picks numbers according to the individual game rules for the amount selected by the customer.

- From the Home Screen, touch one of the **Quick Pick [QP]** buttons for the Draw Games.
- For example, select **Powerball \$2QP**.
- Ticket[s] print automatically.
- The screen shows the wager at the bottom of the screen.
- Touch the **Total** button to total out your customer.



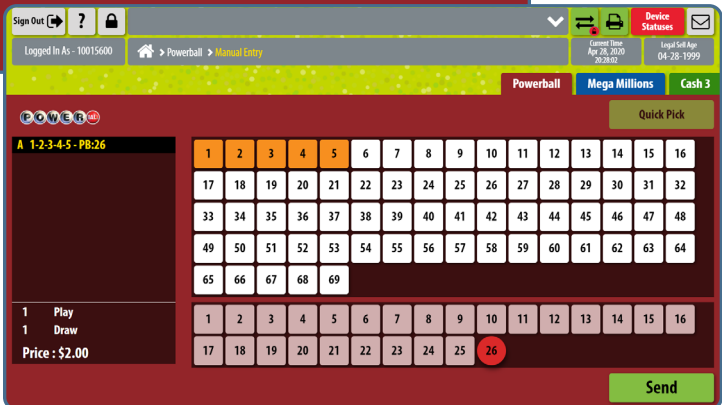
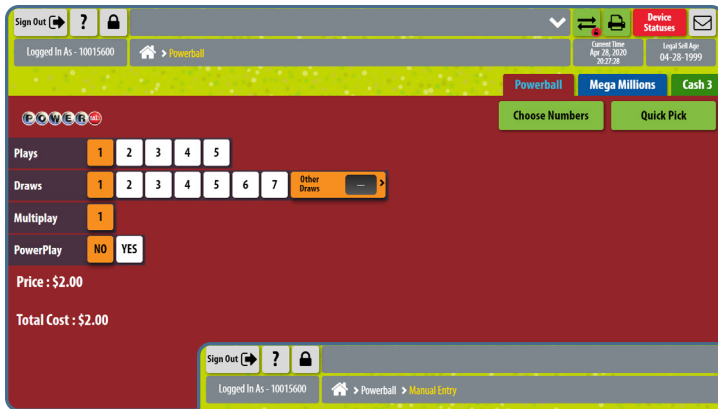
Selling Draw Games

Powerball



MANUAL ENTRY

- From the Home Screen, touch **Powerball** to display the options screen.
- Touch the number of **Plays** [1–5].
- Touch the number of **Draws** [1–7], or touch **Other Draws** to select from 1–26.
- Select the desired **PowerPlay** option [No or Yes].
- Touch **Quick Pick** to allow the system to choose the numbers; or touch the **Choose Numbers** button to access the number selection screen.
- Select the player's 5 numbers [1–69] by touching the numeric keypad, then select the PowerBall number [1–26].
- Touch the **Send** button to send the wager transaction to the host.
- Touch the **Total** button to total out your customer.



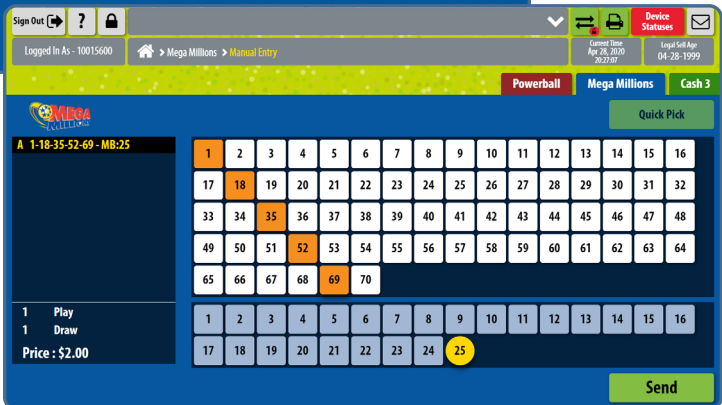
Selling Draw Games

Mega Millions

MANUAL ENTRY



- From the Home Screen, touch **Mega Millions** to display the options screen.
- Touch the number of **Plays** [1–5].
- Touch the number of **Draws** [1–7], or touch **Other Draws** to select from 1–26.
- Select the desired **Megaplier** option [No or Yes].
- Touch **Quick Pick** to allow the system to choose the numbers; or touch the **Choose Numbers** button to access the number selection screen.
- Select the player's 5 numbers [1–70] by touching the numeric keypad, then select the Mega Ball number [1–25].
- Touch the **Send** button to send the wager transaction to the host.
- Touch the **Total** button to total out your customer.



Selling Draw Games

Mega Millions Play Slip

Mega Millions Play Slip

MISSISSIPPI MEGA MILLIONS with MEGAPLIER

PICK 5 (5 columns): Each column contains numbers 1-75. A red box highlights the first column (1-75) with the annotation "Choose 5 of your own Numbers or some of your own and the QP box for a total of 5".

PICK 1 (5 columns): Each column contains numbers 1-25. A red box highlights the first column (1-25) with the annotation "Choose Megaplier to Multiply Prizes and Win More".

Multi Draw Options: A vertical list of options: 2, 4, 6, 8, 10, 26. A red box highlights the 26 option with the annotation "Choose 1 PowerBall Number".

Annotations:

- "Megaplier Panel" points to the top left of the slip.
- "Choose 5 of your own Numbers or some of your own and the QP box for a total of 5" points to the first column of the PICK 5 grid.
- "Choose Megaplier to Multiply Prizes and Win More" points to the first column of the PICK 1 grid.
- "Choose 1 PowerBall Number" points to the 26 option in the Multi Draw Options list.
- "Quick Pick Options on each Panel" points to the "QP" boxes in the PICK 5 and PICK 1 grids.
- "Void box if a player makes a mistake on a Panel" points to the "VOID" boxes at the bottom of the PICK 5 and PICK 1 grids.

ALL MEGA MILLIONS TICKETS ARE FINAL. TICKETS CANNOT BE CANCELED.

Selling Draw Games

Cash 3

MANUAL ENTRY

- From the Home Screen, touch **Cash 3** to display the options screen.
- Touch the desired **Play Amount** [\$.50 or \$1].
- Touch the desired **Play Type** [EXACT, ANY, EXACT/ANY, COMBO, 1-OFF].
- Touch the number of **Draws** [1-7].
- Touch the number of **Multiplay** [1-4], or touch Other to select from 1-15.
- Touch **Quick Pick** to allow the system to choose the numbers; or touch the desired 3 numbers using the **keypad**.
- Touch the **Send** button to send the wager transaction to the host.
- Touch the **Total** button to total out your customer.

The image displays three overlapping screenshots of the Cash 3 game interface. The top screenshot shows the initial selection screen with 'Play Amount' set to \$1.00, 'Play Type' set to EXACT, 'Draws' set to 1, and 'Multiplay' set to 1. The middle screenshot shows the same screen with 'Price: \$1.00' and 'Total Cost: \$1.00' displayed. The bottom screenshot shows the same screen with 'Price: \$3.00' and 'Total Cost: \$3.00' displayed. A fourth screenshot, a confirmation dialog, is overlaid on the bottom right, displaying 'Cash 3', 'Total cost is \$3.00', and the question 'Do you want to continue?' with 'Yes' and 'No' buttons.

Glossary

Activated Pack

The status of a pack of Instant Tickets, which indicates to the Lottery that tickets are being sold from that pack.

Barcode Scanner

A POS device used to scan industry standard barcodes identification or validation purposes.

CIS Reader

Top Reader in the terminal used for reading Play slips.

Claim Period

The period of time in which holders of lottery tickets are entitled to claim prizes.

Draw

A function of a Draw Game lottery game. Common variations are daily and weekly. [The purpose of a draw is to select at random one or more winners for a varying level of prize values.] Rules vary by game type and by game and government regulations.

Draw Break

The time period prior to the drawing when Draw Game tickets for a certain game can no longer be sold to a customer.

Exchange Ticket

The ticket that is printed when a ticket is a winner and is validated before its expiration. The substitute ticket is valid for the remainder of the interim draws or final draw.

Game Number

A unique number assigned to each game.

Instant Ticket

A lottery game in which the player buys a preprinted ticket with symbols hidden under the latex covering. The player removes [scratches] the latex and may determine “instantly” whether a prize has been won.

Lottery Sales Representative [LSR]

The representative who is responsible for visiting retailer outlets to assist with point-of-sale material placement, promotions, and ticket handling. Lottery Sales Representatives service assigned retailers in a specific geographic area.

Pack

A package of Instant Tickets each with a different ticket number. The number of tickets in a pack may range up to three hundred [300]. Each pack is valued at \$300. All Packs of Tickets of a specific game will have the same number of Tickets per Pack.

Glossary

Pack Activation

Packs must be activated using the Retailer Pro terminal before they can be sold. It is necessary to activate packs to signal the central computer that tickets from this pack are eligible for validation.

Pack/Ticket Number

Unique numbers that are assigned to individual tickets and packs during the printing process.

Play Slip

A paper selection method that allows a player to select their numbers prior to reaching the point of sale at a retailer location.

Prize

The amount of winnings as indicated on a winning ticket by individual Lottery business rules.

Prizes Cashed at Retailer

Prizes less than \$600 can be paid out at the retailer or by the Lottery offices. Prizes \$600 or more must be cashed at a Lottery Claim Center.

Quick Pick Wagering

The host or retailer terminal generates some or all of the numbers of the bet for the player.

Reprint

A transaction originating at a retailer device for reconciliation purposes if the transaction is a wager. If the transaction is a receipt, a copy of the receipt would be produced. This transaction is usually performed if an original ticket does not contain data normally printed, due to a printing mechanism malfunction within the terminal. Reprints are restricted to the last transaction of the same type, for example, a reprint of a wager ticket is allowed only on the last wager initiated by that specific terminal.

Retailer Pro Terminal

The terminal placed at the retailer's location to sell Draw Game tickets, validate winning tickets, and to provide the retailer with reports and other Lottery information. The terminal is linked to the Lottery's central computer.

Transaction

Any event stored in the system such as wagers,, validations, claims, refunds, special functions, and commands.

Glossary

Validation Number

A unique number which appears on each ticket, which when entered into the Lottery's computer, identifies the ticket as a winner or non-winner. The validation number is also formatted as a barcode which permits the electronic reading of the validation number for faster processing.

Wager

An online transaction made from a lottery terminal in which a ticket is printed at the terminal describing the details of the player's wager.

Terminal Messages

MESSAGE	DESCRIPTION
Signed Off	Terminal is signed off.
Ready	Terminal is in signed on state, ready for transactions.
Loading	Loading parameters after sign on.
Wait	Terminal in busy state waiting for a response from the Host System.
Transaction in progress ..please wait	Terminal State appears when a transaction is in progress [in communication].
Function suppressed	Functionality is not available.
Service Disabled	Host System system is disabled.
Busy Please Try Again Later	Terminal is busy with other transactions.
Draw Break	Draw Closed unsolicited message is received from Host System.
Draw Break Over	Draw Open unsolicited message is received from Host System.
Device Not Available	If the sign type selected is not attached to the terminal.

