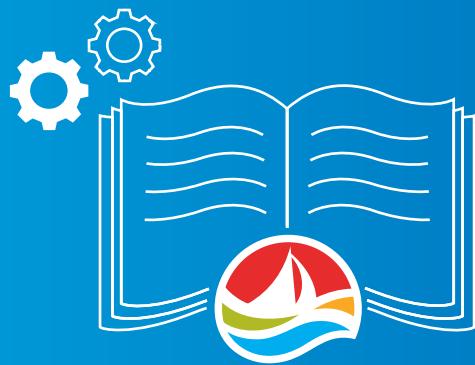


# RETAILER MANUAL



2025

WHEN IN DOUBT,  
CHECK ID.

19<sup>+</sup>

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## **HEALTHY PLAY**

Our customers are often our neighbors, and we all want them to be healthy in their play – and their communities. Our retailers play an important role, both as a representative for Atlantic Lottery and as the connection between Atlantic Lottery and our players.

At the heart of Atlantic Lottery lies our commitment to sustainable and responsible growth. By fostering a culture of healthy play, we not only enrich the experience for our players but also ensure our long-term viability.

Healthy play is about sharing information and tools for customers to enjoy the games. People who have harms or negative experiences with the games are not having a good time. Promoting sustainable gambling is good customer service and customer care. It involves providing customers with the best possible information and ensuring easy access to a variety of healthy play tools. It also means adhering to a few very important rules, such as not allowing gambling on credit, enforcing Atlantic Lottery's Play Policy by checking IDs to be sure customers are age of majority, and informing customers about where they can get help if they need it.

Together, our role is to create a gambling environment that supports customers in making informed decisions about their play. A gambling industry that puts customers well-being and entertainment first is more likely to be a sustainable industry, and that's healthy for everyone.

### **KEY MESSAGES FOR TICKET LOTTERY RETAILER STAFF**

#### **WHAT IS HEALTHY PLAY?**

Healthy play is about promoting playing in the spirit of fun and entertainment. The best way for customers to keep gambling fun is to have the right information at hand when they play. Having the wrong information - such as believing the chances of winning are better than they are, or that someone is due for a big win - can lead a player to take risks.

Promoting healthy play means sharing information so customers can:

- Understand how the games work and the odds of winning
- Gamble for entertainment
- Know that gambling is a game – not a way to make money
- Know the facts, so you can share helpful information about gambling myths
- Be aware of the signs of potential gambling concerns
- Know about the support options if a customer has concerns about their play.

## → **COMMON GAMBLING MYTHS**

Providing helpful healthy play information is the most important goal of our healthy play program. There are a lot of common gambling misconceptions that you may encounter and need to respond to with true information:

- the outcome of the game is always random; it can never be predicted or guaranteed, no one can control who wins or loses,
- no tricks can increase the odds of winning,
- the odds are always against the player,
- in the long run, players will always lose more than they win.

These are the types of facts customers need to know to make informed decisions about their play. Here are a few examples of myths and the facts:

- ⇒ **MYTH:** I have a better chance of winning if I choose my numbers.
- ⇒ **FACT:** With ticket lottery games, you either choose your own numbers or accept randomly generated "Insta Pik" numbers. It's important to know that your odds are the same either way. That doesn't mean you can't play your favorites, which is fun, as long as you know they have the same chance as any other combination.
- ⇒ **MYTH:** Lottery employees and retailers know which tickets are winners.
- ⇒ **FACT:** Lottery tickets and draws are based on random chance only. No one can predict when or where the next big win will happen, including lottery employees or our retailers.
- ⇒ **MYTH:** I almost won. I must be closer to a win the next time I play.
- ⇒ **FACT:** When your number appears to be close to the winning numbers, it's called a "near miss" or "near win." Although you might feel that you're getting closer to a jackpot, it's not true.

You are encouraged to use good customer service to share true information when responding to these myths. If a player believes a myth about gambling, be friendly and know the facts. Share the facts so customers know we care about keeping their play entertaining.

Here are some general concepts to use when talking to a player about how gambling works.

### ***Randomness***

When the outcome of a game is random, it means that it is determined by chance and nothing else. The outcome is uncertain and therefore unpredictable. There is nothing a player can do to increase their chances of winning.

### ***Odds of Winning***

The chances of winning any prize vary from one ticket lottery game to another. In any case, you are more likely to lose than win.

When talking to a player who has false beliefs about gambling, it is important that you DO NOT:

- “Go along” with the player who is saying inaccurate things about gambling because this indirectly confirms or encourages their false beliefs.
- Encourage the player to continue playing, playing longer, or betting more in hopes that their “luck will come around”. This could encourage their false beliefs.
- Try to argue or convince customers that their beliefs are false if they are unwilling to accept the information.

Never assume that everyone who gambles a lot or spends a lot of money gambling has concerns. People who have concerns with their gambling may show a variety of signs when they buy lottery products or are in your store. Some people can be harmed by playing what seem like very small amounts. It is not your role to diagnose people, but to share the facts and know about the resources for help.

### → **SIGNS THERE MAY BE CONCERNs**

- A customer approaches you for help with their gambling.
- A person makes an indirect comment such as “I have spent way too much money on these tickets”, or “Please don’t sell me any more of these tickets”.
- A friend/family member tells you they are worried about a customer’s gambling.
- You notice major changes in a regulars’ gambling or mood.

### → **PLAYWISE MATERIALS**

PlayWise materials are available at all ticket lottery retail locations and designed to help people make informed decisions and choose their own level of play with the goal of promoting healthy play.

Atlantic Lottery’s retailer policies are clear – retailers must display healthy play materials in plain sight – including point of sale displays. The PlayWise and healthy play information is available to inform customers, and the success of the healthy play program requires that we all play our part. Retailers and retailer staff have a role in customer care to ensure customers have access to healthy play information

Please reach out to your Lottery Representative if you require additional PlayWise materials.



 **MINIMUM AGE REQUIREMENTS**

Like most lottery organizations around the world, Atlantic Lottery has implemented age restrictions on the purchase, play and redemption of lottery tickets. All lottery products, including scratch tickets, Proline, Breakopen and jackpot draws fall under Atlantic Lottery's Play Policy.

- Atlantic Lottery's retailer policies state that retailers and their employees must not sell lottery tickets to or validate tickets or pay prizes for lottery tickets presented by anyone younger than nineteen (19) years of age.
- This policy is supported by legislation in Nova Scotia and Prince Edward Island where it is against the law to sell lottery tickets to anyone under the age of 19.
- If a customer looks younger than thirty (30) years of age, retailers and retail employees must request picture ID from the customer to confirm that he/she meets the minimum age requirement of 19 years prior to selling, validating or paying prizes for lottery tickets.
- Atlantic Lottery has provided all retailers with 19+ signage that must be visible to the customer.

Atlantic Lottery monitors retailer compliance with these policies. Failure to comply may result in corrective action including fees or termination of the lottery ticket retailer agreement. Retailers must ensure they and all their employees know, understand and fully comply with this policy. Retailer owners and managers are responsible and accountable for the conduct of their employees.

 **REQUESTING ID: Customers who look 30 or younger**

It is the responsibility of all retailers to request ID from customers who appear to be under the age of 30 and it is expected that retail owners and managers will encourage and support this practice.

- Only picture ID, clearly stating birth date, is to be accepted as proof of age.
- If you are not satisfied with the ID offered by the customer, request a second piece of identification such as birth certificate or health card. Ask them for their address or date of birth or have them write their name to compare it to the identification.
- Retail clerks who feel their underage peers will pressure them to sell lottery products are advised to ask their manager or another colleague to serve their peers. Should a situation arise where you as the clerk feel uncomfortable serving a friend or peer, this may be a good time to ask a more senior co-worker or manager to complete the transaction for you.

## → SAY 'NO' TO THE SALE

Customers who do not have proof of age, or refuse to show ID must be refused the sale, validation, or redemption of lottery products.

- Be professional and courteous.
- Tell the customer it is Atlantic Lottery's Play Policy and the law: that it is not within the retailer's control.
- Refer the customer to Atlantic Lottery's minimum age requirement signage posted in your store.
- Request assistance from a co-worker or supervisor if needed.

If a customer becomes angry - remain calm, professional and courteous. Rely on a co-worker or supervisor for support. Never put yourself at risk; contact authorities if necessary.

## → YOUTH GAMBLING

Research consistently shows that young people are at greater risk for developing gambling harms than adults. This is because the decision-making part of the human brain is still developing in youth. Some facts:

- Lottery products can be a pathway into gambling for young people.
- Adults affected by gambling concerns report early experiences with gambling, often starting between the ages of 10 and 19.
- Young people may be more likely to gamble to escape their problems, relieve boredom and/or feelings of depression.
- Young people with gambling concerns have been shown to have increased thoughts of suicide and suicide attempts.
- Youth gambling can negatively impact family and peer relationships, contribute to problems with education or jobs.

Anyone selling Atlantic Lottery products must be aware of the rules and regulations that apply to the sale of lottery products to ensure any risk of harm caused by gambling is reduced.

## → **PARENTS & YOUTH**

It's Atlantic Lottery's Play Policy, and law in Nova Scotia and Prince Edward Island, that people must be 19+ to purchase, play or redeem any lottery products. Even if parents are willing for their children to play, we cannot allow anyone under 19 to play lottery products.

Knowing that parents may not know why children are not allowed to play is important. Gambling is an age-gated activity because children do not have the same risk assessment skills as adults. Gambling at a young age can dramatically increase the potential for gambling harms later in life. It is important to remember that sharing the reasons why children cannot play should be offered kindly and without judgment. Our goal is to help parents make more informed decisions about how their children interact with lottery products.

## → **TIPS FOR PARENTS AND CAREGIVERS**

Here are a few tips for parents and caregivers to help prevent youth gambling from becoming a risk and concern:

- Learn the facts about gambling and age restrictions
- Encourage discussions and questions about gambling
- Be aware of your own gambling behaviours
- Never buy gambling products for minors
- Know what your kids are doing online and enforce clear rules about which online games they can play – even some video games include gambling

## → **HELP AND INFORMATION FOR GAMBLING CONCERNS**

The best thing you can do is offer information on local resources. At the very least you can give the player the Gambling Support Line. Confidential, free provincial helplines are available 24-hours-a-day, 7-days-a-week for people experiencing concerns with their gambling activities.

⇒ New Brunswick: **1-800-461-1234**

⇒ Newfoundland and Labrador: **811**

⇒ Prince Edward Island: **1-855-255-4255**

⇒ Nova Scotia: **1-888-429-8167** (Mental Health and Addictions Crisis Line)

The support line number can also be found on the PlayWise pamphlets available in the ticket selection slots at ticket lottery retail locations.

In general, when talking with a customer who is having issues related to their gambling, here are some things to remember:

- Don't use the term "problem gambling" or "responsible gambling": these can be felt as stigma words.
- Don't ignore comments or "jokes" someone makes hinting they have a problem or knows someone who has a problem.
- Don't expect someone to "admit" they have a problem.
- Don't try to convince the customer to see your point of view or why they should seek help.
- Do remember you are not a counsellor. Offer customer service, ask if you can provide them with information or a pamphlet. Never argue or counsel someone.

It is important to remember that speaking to a player about their gambling can be a sensitive situation.

Remember to:

- Respect the player's privacy (don't have discussions in front of others)
- Be considerate and discreet
- Show them that you care
- Tell them about PlayWise resources – they are for people with questions or concerns about gambling
- Don't ignore the issue



### **STAFF PLAY**

Retailers may be at a greater risk of developing concerns related to their play due to their exposure to gambling products and promotions.

Atlantic Lottery encourages all age of majority retailers who play, to be aware of the extra risks and to take precautions to gamble sustainably. This can include setting a budget and time limits, or using the information or services found in the PlayWise materials. These are good for everyone with questions or concerns about their play; not only for people who think they have a problem.

## RETAILER HEALTHY PLAY TRAINING

This training is mandatory, but it is also the right thing to do. The Retailer Healthy Play training program provides more tools and strategies for handling challenging situations with your customers. It can help you feel more confident when interacting about customers' questions or concerns around lottery products and risk and can help guide your customer interactions toward healthy play. Completing this training is a vital step to ensuring we support our communities, while offering lottery products in a sustainable and fun manner.

Please know that we value our retailers as much as we value our players. By completing the training, you are doing your part in providing sustainable and regulated lottery to Atlantic Canadians.

We also strongly recommend that your staff members complete the training as well.

To access the program please follow the steps below.

### TRAINING SITE INSTRUCTIONS

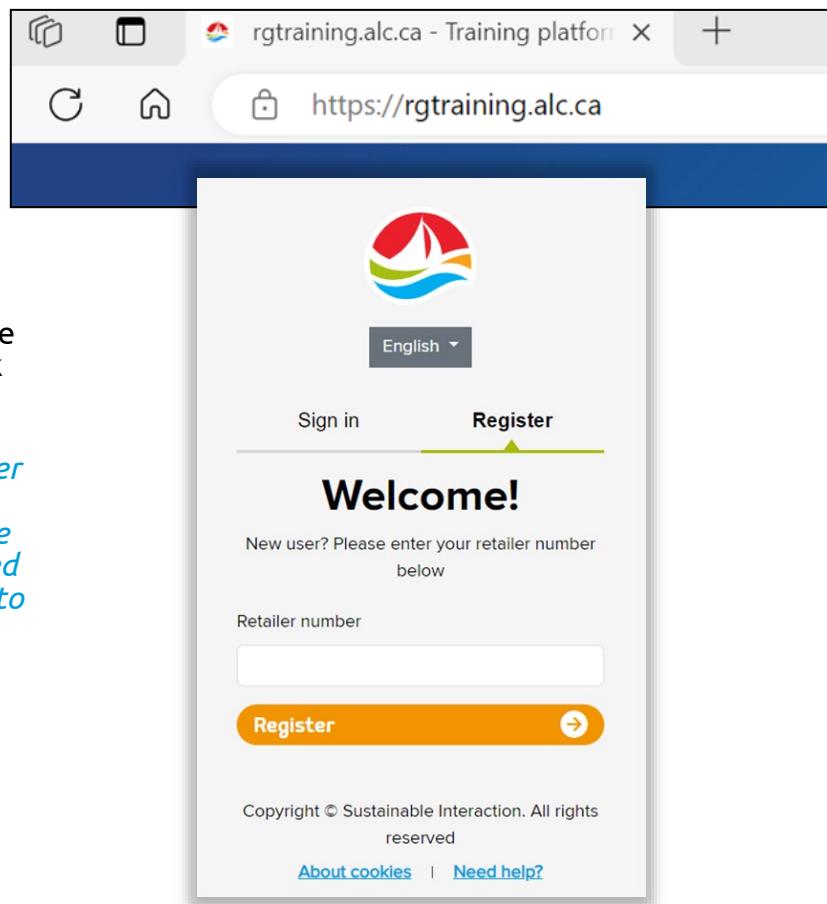
1. Getting Started
2. Registration Without a Retailer ID
3. Logging in Once you Have Already Registered
4. Forgot Password?

*Please note: You can access the training via computer, smart phone or tablet.*

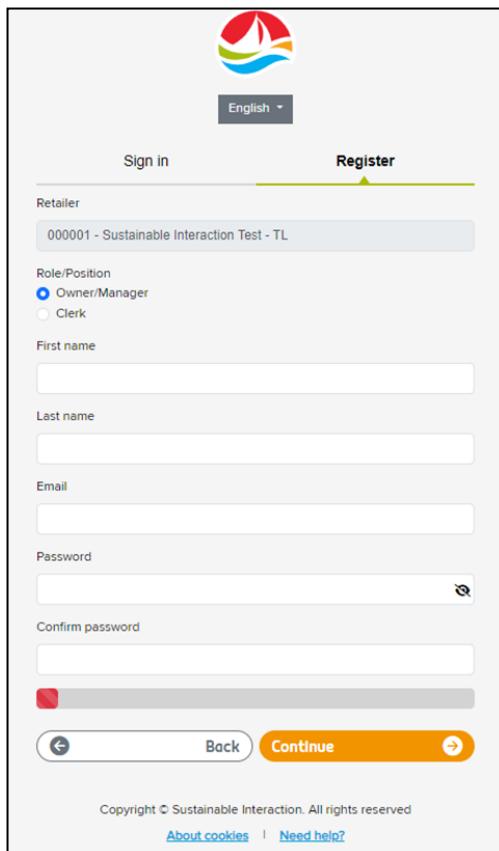
#### 1 GETTING STARTED

- Open a new browser window and enter **rgtraining.alc.ca**
- Click the **Register** tab.
- Enter your Retailer ID in the **Retailer number** field click the **Register** button.

*Please note: You don't have to enter anything in the **Sign in** tab while registering. However, when you are fully registered, you will be required to enter your **Email** and **Password** to access the site the next time.*



- Validate that you are the identified retailer
  - click **Continue**.



English

Sign in Register

Retailer  
000001 - Sustainable Interaction Test - TL

Role/Position  
 Owner/Manager  
 Clerk

First name

Last name

Email

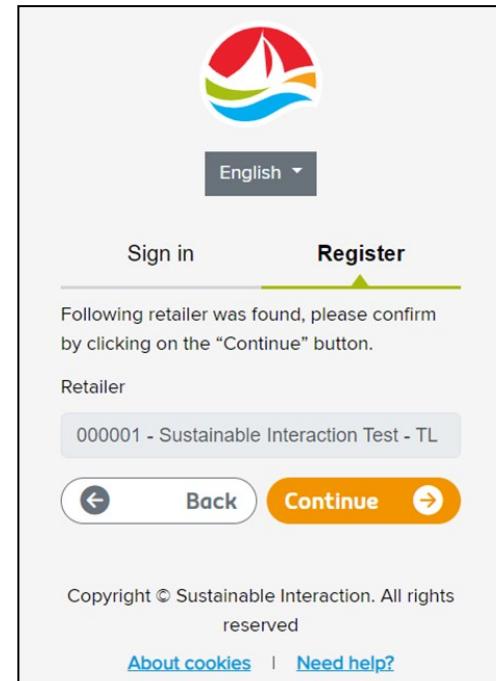
Password

Confirm password

Progress bar: [Red] [Grey] [Grey]

Back Continue

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English

Sign in Register

Following retailer was found, please confirm by clicking on the "Continue" button.

Retailer  
000001 - Sustainable Interaction Test - TL

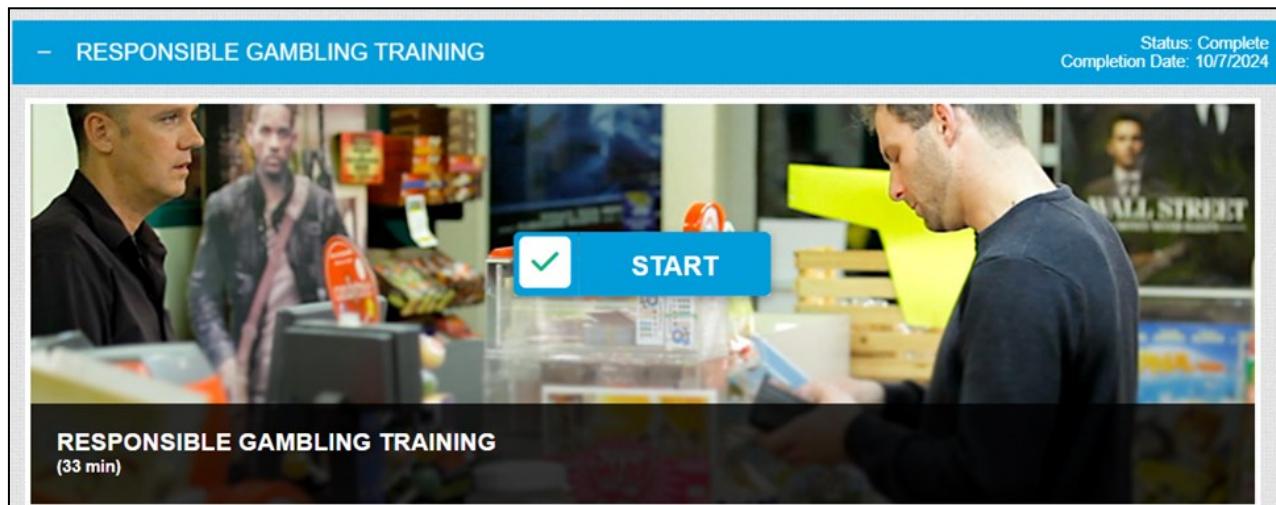
Back Continue

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- Enter all the required fields and click **Continue**.

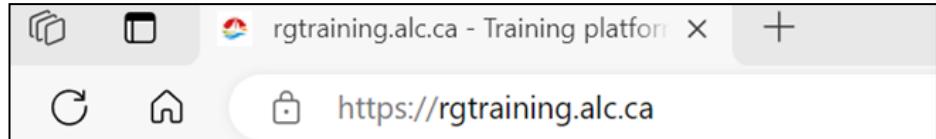
*Note: Select "Owner/Manager" or "Clerk" based on your role at your location.*

- Click **START** on the homepage and you are ready to get started!



## 2 REGISTRATION WITHOUT A RETAILER ID

- Open a new browser window and enter **rgtraining.alc.ca**



- Enter the following code in the **Registration number** field depending on your province:
  - NL/NB/PEI retailers enter “tlatlanticlottery”
  - NS retailers enter “nstlatlanticlottery”



- Enter the location information in the fields:

Enter the location name, retailer number, city/town and province for your retailer. If you have not yet received a retailer number, you can leave that box empty.

Retailer name: \_\_\_\_\_

Retailer number: \_\_\_\_\_

City/Town: \_\_\_\_\_

Province: \_\_\_\_\_

**Back** **Continue**

Sign in **Register**

Retailer: test - test

Role/Position:  Owner/Manager  Clerk

First name: \_\_\_\_\_

Last name: \_\_\_\_\_

Email: \_\_\_\_\_

Password: \_\_\_\_\_

Confirm password: \_\_\_\_\_

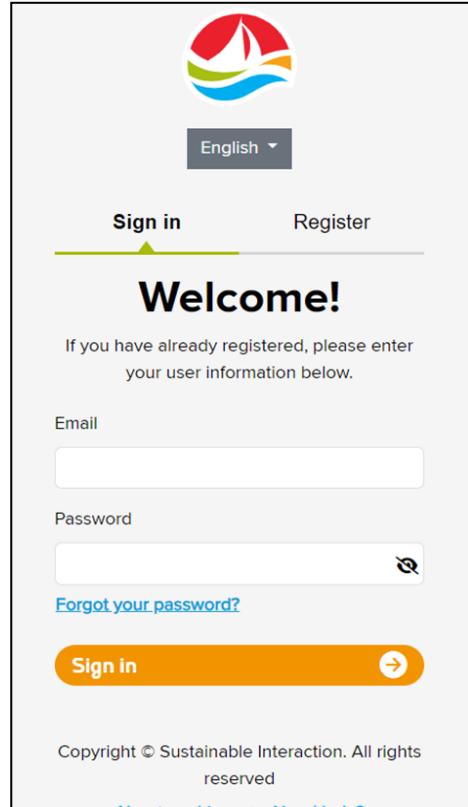
**Back** **Continue**

- Enter all of the required fields and click **Continue** to get started.

**Note:** Select “Owner/Manager” or “Clerk” based on your role at your location.

**3****LOGGING IN ONCE YOU HAVE ALREADY REGISTERED**

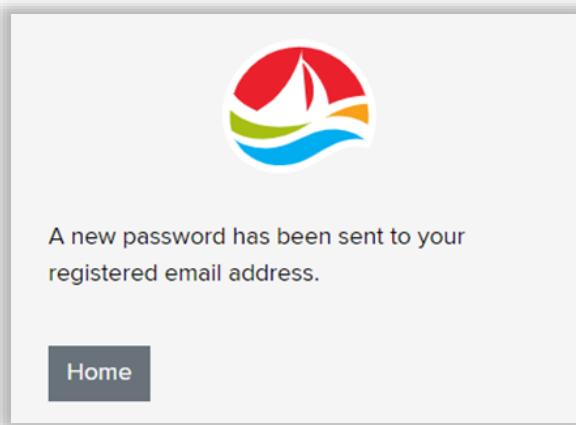
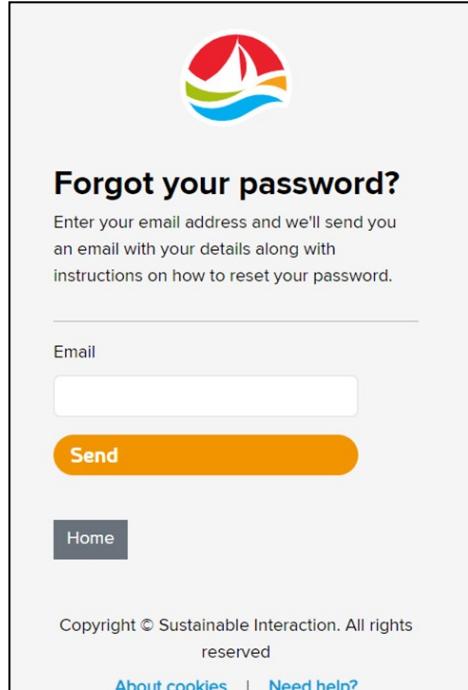
- Go to [rgtraining.alc.ca](http://rgtraining.alc.ca)
- Enter your chosen email and password on the **Sign in** tab of the homepage and then click **Sign in**.



The screenshot shows the rgtraining.alc.ca homepage. At the top right is a logo of a sailboat on water, a language dropdown set to 'English', and navigation links for 'Sign in' and 'Register'. A large 'Welcome!' heading is centered. Below it, a message says 'If you have already registered, please enter your user information below.' There are input fields for 'Email' and 'Password', a 'Forgot your password?' link, and a large orange 'Sign in' button with a right-pointing arrow. At the bottom, there's a copyright notice and links for 'About cookies' and 'Need help?'

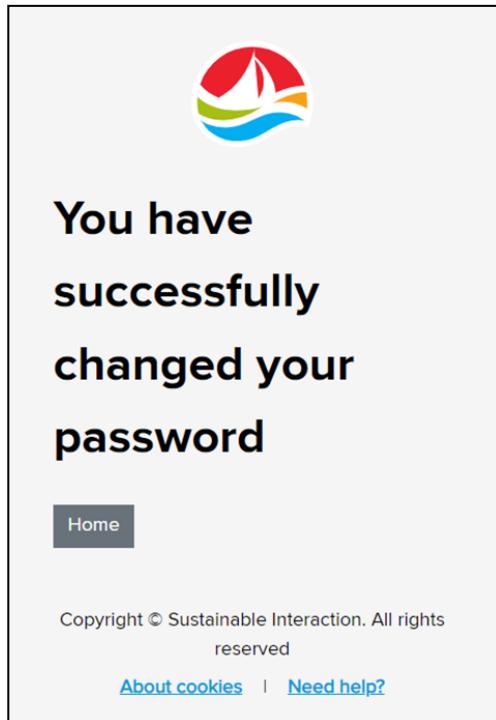
**4****FORGOT PASSWORD?**

- If you forget your password, click the **Forgot your password?** link above the **Sign in** button on the **Sign in** tab.
- Enter your e-mail address and click **Send**.
- The following message will appear.

The screenshot shows the 'Forgot your password?' page. It features the rgtraining.alc.ca logo and a heading 'Forgot your password?'. Below it, a message says 'Enter your email address and we'll send you an email with your details along with instructions on how to reset your password.' There is an 'Email' input field, a large orange 'Send' button, and a 'Home' button at the bottom. The bottom right corner includes a copyright notice and links for 'About cookies' and 'Need help?'

- Go to the email you provided in your account to access the email. Clicking the reset link in the email will generate the following screen. Enter and confirm your email and new password and click **Submit**.
- The following success message will appear. Clicking **Home** will take you back to the login screen where you will be required to enter your email and new password to access the site.

A screenshot of a password reset form. The form is titled "New password". It contains three input fields: "Email", "Password", and "Confirm password". Below the "Password" field is a small icon of an eye with a minus sign. To the right of the "Confirm password" field is a small icon of a magnifying glass. At the bottom is a large yellow button with the word "Submit".

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## WAVE 8 TERMINAL COMPONENTS



### POWER BUTTON

The **POWER BUTTON** is located on the right front corner directly beneath the document scanner.

***PLEASE NOTE: The terminal should ONLY be powered off when directed by our Customer Care Team.***



### TOUCHSCREEN DISPLAY

All selections are made by using your fingertips on the **TOUCHSCREEN**. The screen will not respond to pens, pencils or long fingernails and these items will damage the screen.

The touchscreen display can be tilted to provide optimal viewing, at angles between 25 degrees to 90 degrees

## DOCUMENT SCANNER

The **DOCUMENT SCANNER** can scan the following:

- Selection slips
- Lottery tickets
- Self-Service Terminal (SST) Vouchers

Insert a completed selection slip (facing you) **either vertically or horizontally** into the document scanner.

If the selection slip is filled out correctly, the terminal automatically prints a ticket.

**PLEASE NOTE:** *Scratch'N Win, Breakopen and promotional vouchers cannot be validated using the document scanner.*

## WIRELESS BARCODE READER

The **WIRELESS BARCODE READER** is located on the front of the printer and reads:



- Digital Selection slips and QR codes
- Vouchers (Promotion and SST)
- Lottery tickets
- Scratch'N Win and Breakopen tickets
- Instant ticket manifests
- Coupons
- Manager/Clerk ID barcodes
- Driver's licences and government issued IDs

The barcode reader can scan while remaining in the cradle of the printer, but since it is wireless, it can be removed from the cradle and used by hand.

The wireless barcode readers are not interchangeable between WAVE terminals. They are assigned to a specific WAVE terminal.

**PLEASE NOTE:** *Since the wireless barcode reader is powered by a rechargeable battery, it should remain in the cradle as much as possible to charge. A barcode reader with an uncharged battery will only work in the cradle. You will need to charge it for some time before using it wirelessly. When the wireless barcode reader is out of range or running low on power, the barcode reader will alert you with an audible beeping sound.*



## PRINTER

The **PRINTER** is used to print draw game tickets, PRO-LINE tickets, reports, and receipts.

## CUSTOMER DISPLAY UNIT (CDU)

The 22" **CUSTOMER DISPLAY UNIT** (or CDU) displays marketing information, jackpot amounts, and the Shopping Basket.

The CDU will also show full-screen animations for some lottery games and Scratch 'N Win validation.



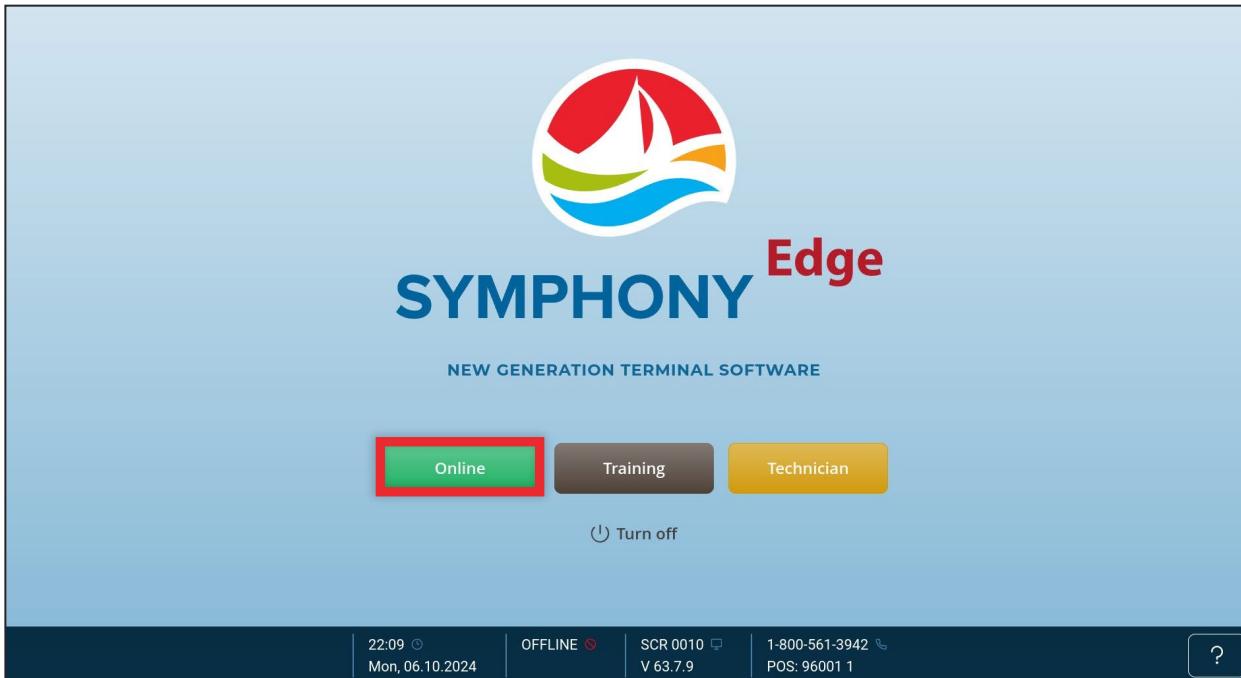
## TICKET CHECKER

A player can check a ticket's status by scanning the ticket's barcode. The **TICKET CHECKER** will show the prize payout.

# SIGNING ON AND OFF

## SIGNING ON

- 1 Touch the **[ONLINE]** button to display the **Retailer Sign On Screen**.



- 2 Enter your **RETAILER NUMBER**.

- Touch the red arrow button to clear one number at a time from the display window if needed.

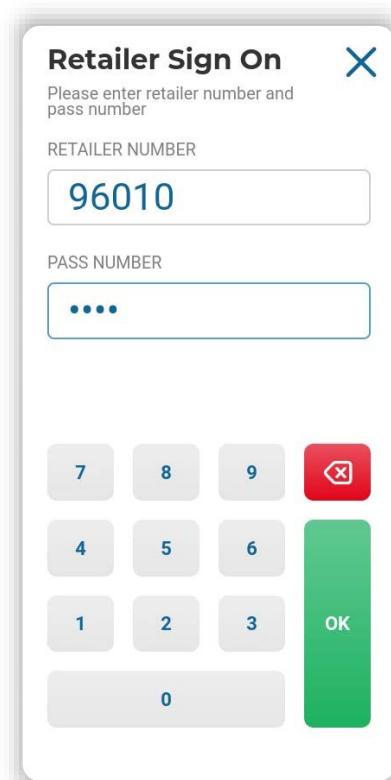


**NOTE:** If you have a three (3) digit retailer number, you will need to add a zero to the beginning of your retailer number.

- 3 Enter your four (4) digit **PASS NUMBER**.

**NOTE:** An asterisk (\*) displays in the keypad display window for each number touched.

- 4 Touch **[OK]** once all numbers have been entered. Upon verification of a valid retailer number and pass number, the terminal displays the Home Screen.



⇒ **Home Screen:****SIGNING OFF**

1 Touch the **[SIGN OFF]** button on the bottom left corner of the screen to sign off and return to the Retailer **SIGN ON** screen.



The Confirmation **SIGN OFF** message displays asking *"Do you really want to logoff?"*



2 Do one of the following:

- Touch **Yes** to sign off and return to the **SIGN ON** screen.
- Touch **No** to cancel the sign off process.

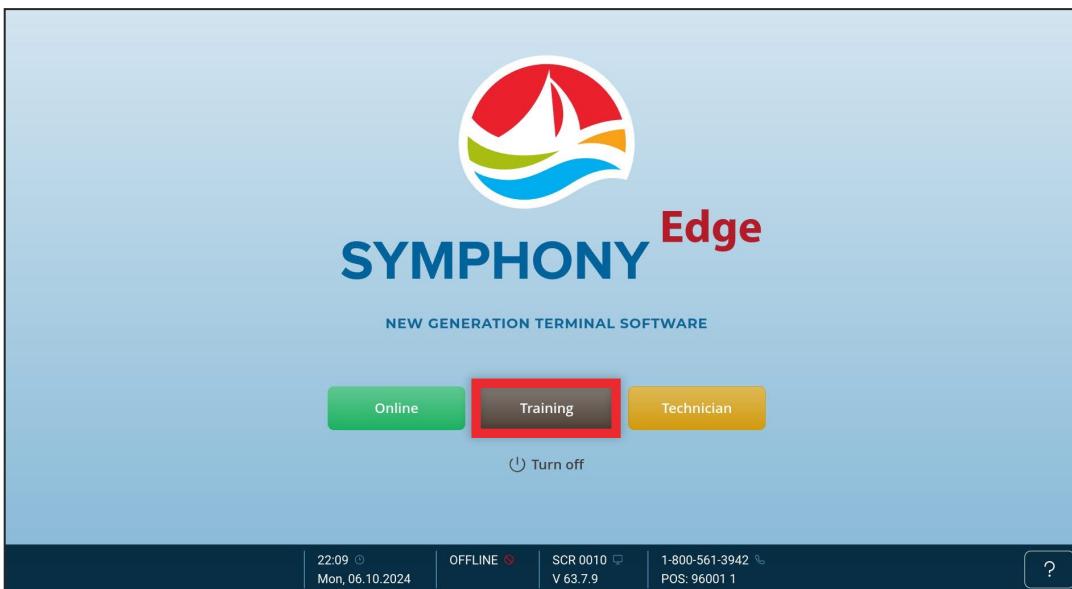
**NOTES:**

- *If there are items in the **SHOPPING BASKET**, they must be checked out before you can sign off.*
- *You must **SIGN OFF** to access Training Mode.*

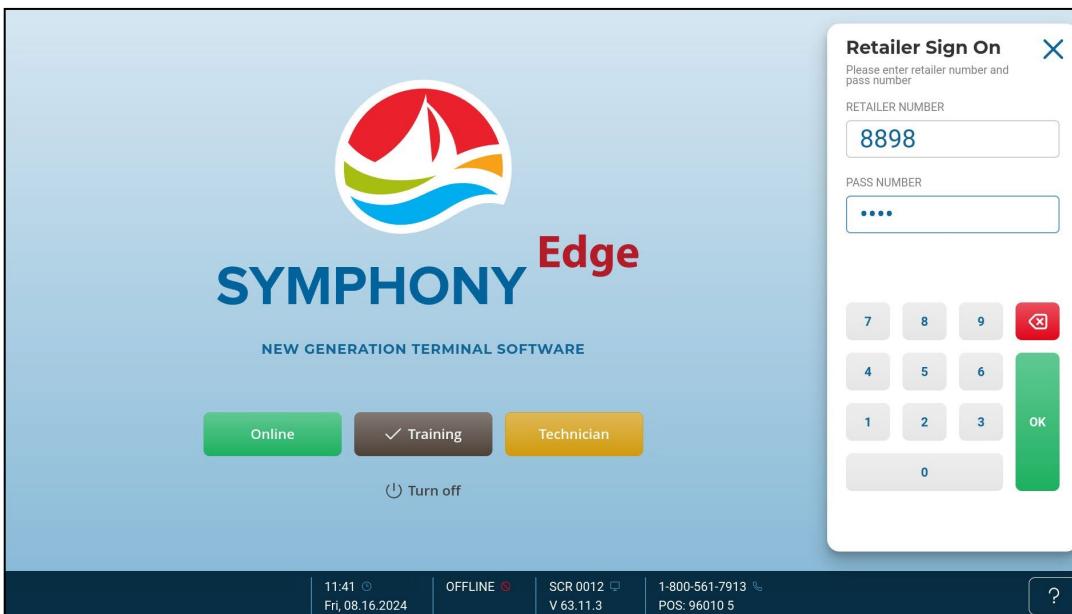
## TRAINING MODE

Training Mode allows you to use various terminal functions to provide hands on training for new employees.

The **TRAINING MODE** function places the terminal in an offline state. You still have the ability to perform similar functions available when the terminal is in an online state.



- 1 Touch the **[TRAINING]** button. A checkmark will appear on the Training button and the **TRAINING SIGN ON** screen will display.



**2** Enter the four (4) digit **TRAINING MODE RETAILER NUMBER (8898)**.

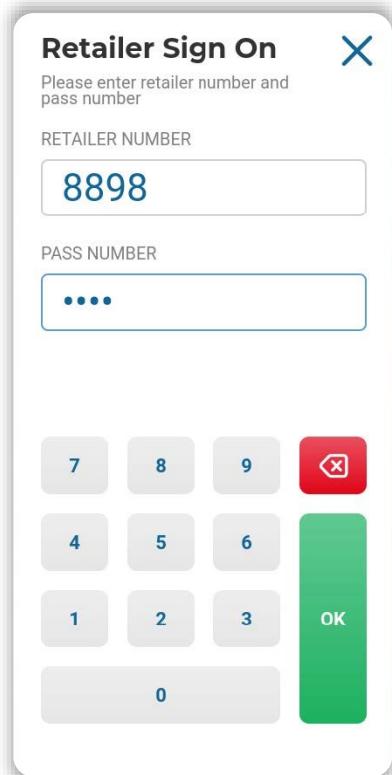
- If needed, touch the red arrow button to clear one number at a time from the display window.

**3** Enter the four (4) digit **PASS NUMBER (1111)**.

**4** Touch **[OK]** once all numbers have been entered.

**PLEASE NOTE:**

- *When in **TRAINING MODE**, the terminal screen background will be different than the standard background and will display "Training" at the top of the screen.*
- *All tickets printed in **TRAINING MODE** will be identified with **TRAINING MODE - INVALID NOT FOR SALE**.*



**5** To exit **TRAINING MODE**, touch the **SIGN OFF** button on the bottom left corner of the screen. This will sign off the **TRAINING MODE** and return the terminal to the Sign On screen.



# HOME SCREEN

Once you've signed on to the terminal, you'll see the **HOME SCREEN**. The **HOME SCREEN** contains all the terminal functions related to selling, validating and voiding tickets.

Here are the key areas:

1. GAME BUTTONS
2. WEBCASH
3. COMBO BUTTONS
4. FUNCTION BUTTONS
5. TOOLBAR
6. SHOPPING BASKET



## GAME BUTTONS

Each **Lotto** game has a unique **GAME BUTTON**. You'll use these buttons to create lotto tickets.



Each **Lotto** game button displays information pertaining to that specific game. The information can vary depending on the current date in relation to the next available draw.

**Lotto** games can be sold by generating an Insta Pik play directly on the terminal or by using a selection slip.

### **NOTES:**

- *All Lotto games purchased on the WAVE will be Insta Pik unless numbers are selected on a selection slip. There is no way to manually select numbers for a specific game or play on the WAVE; all numbers are randomly generated by the terminal.*
- *Select games cannot be played using a selection slip (Salsa Bingo, Bucko, Hit or Miss, and Poker Lotto).*

The following **Lotto** games are available:

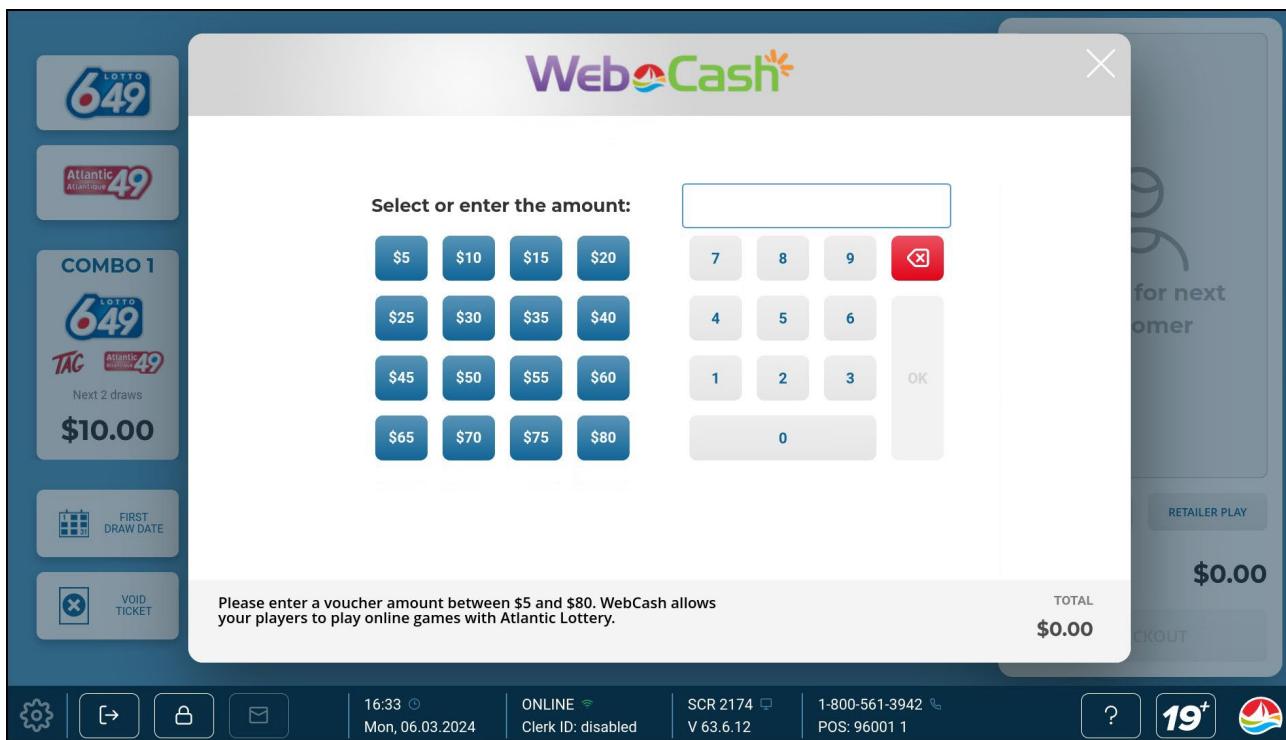
- LOTTO 6/49
- LOTTO MAX
- Daily GRAND
- Atlantic 49
- Bucko
- Hit or Miss
- Salsa Bingo
- POKER LOTTO
- LOTTO 4
- KENO Atlantic

Rules for all Lottery games are found on our website:  
<https://www.alc.ca/content/alc/en/our-games/lotto.html>.

## WEBCASH

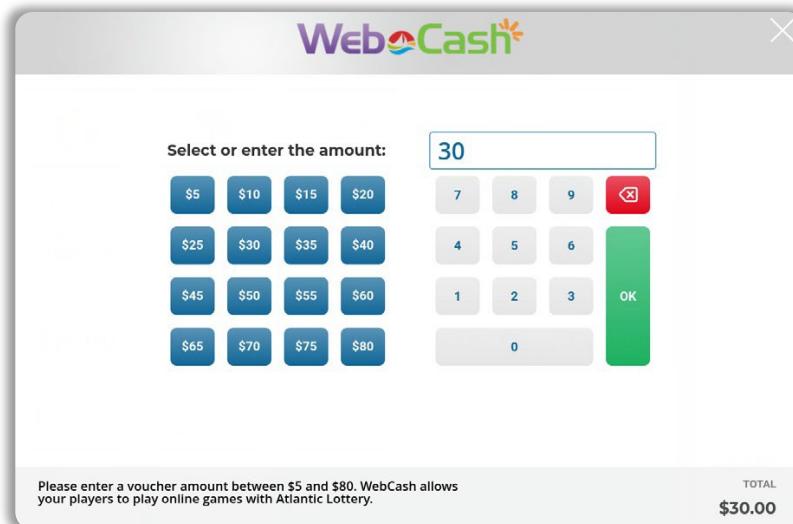
**WEBCASH** is a voucher that can be purchased by players at retail to fund their alc.ca account to play draw, sports and interactive games online. Players can choose any amount from \$5 to \$80, then add that to their alc.ca account.

**NOTE:** *WebCash never expires.*



### *Selling WEBCASH:*

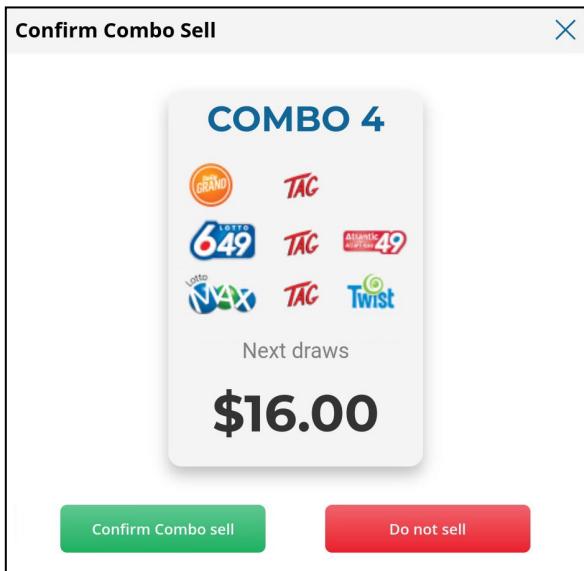
- 1 On the HOME SCREEN, touch the **[WebCash]** game button. The **WebCash** screen displays.
- 2 Select the dollar amount and then select **[OK]** for the **WebCash** to be added to the **Shopping Basket** and automatically printed.



## COMBOS

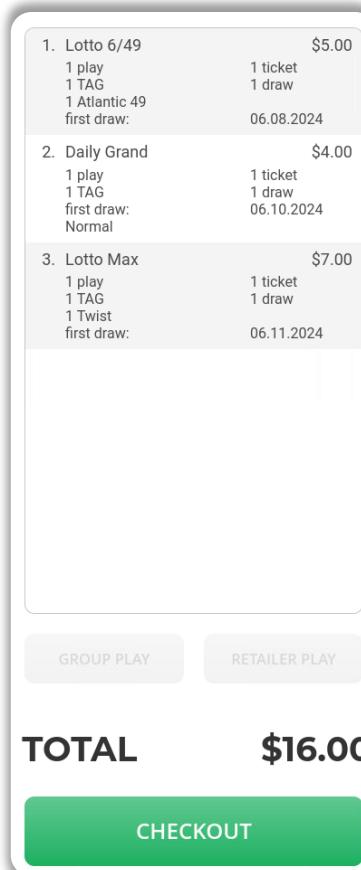
This feature allows you to conveniently offer bundled lottery products to your players.

The **COMBO 1** through **COMBO 6** buttons allow for easy addition of multiple games to the **Shopping Basket**. Selecting a combo option will add all the listed games to the **Shopping Basket** for the next available draws.



Any customization for add-ons is not available through combo sells.

**NOTE:** *Combo options do not provide cost savings; rather, they provide an easier way to add games to the Shopping Basket balance.*



### **Selling COMBOS:**

- 1 On the HOME SCREEN, touch the desired **[COMBO]** game button. The **COMBO** screen displays.
- 2 Select **[CONFIRM COMBO SELL]** for the tickets to be automatically printed and added to the **Shopping Basket**. Selecting **[DO NOT SELL]** will cancel the purchase.

## FUNCTION BUTTONS

The **HOME SCREEN** has seven key function buttons:

### 1 FIRST DRAW DATE



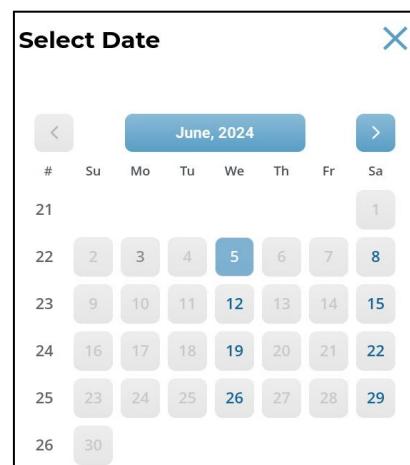
FIRST  
DRAW DATE

Displays a pop-up calendar to select the first draw date for each ticket that is being printed. Once a game has been selected and added to the

**Shopping Basket** balance, the **First Draw Date** will be reset to the current date.

A **First Draw Date** can only be selected for **Lotto** games that have possible draws on that day.

If selecting a specific date for a **Lotto** game and there is no draw on that day, the terminal automatically selects the next draw date for that game.



### 2 VALIDATE TICKET



VALIDATE  
TICKET

The **[VALIDATE TICKET]** button validates **DRAW**, **PRO•LINE**, **SCRATCH'N WIN** and **BREAKOPEN** tickets. Lottery tickets must be validated on your lottery terminal. A sound is played for winning and non-winning tickets.

It is very important to note that tickets need to be signed by the customer before validation. This applies to all tickets that have a customer signature line.

**NOTE:** *DRAW and PRO•LINE tickets can also be validated by inserting the ticket (facing you) into the document scanner. SCRATCH'N WIN tickets and BREAKOPEN tickets should never be inserted into the scanner.*

### 3 PROMOTION VOUCHER

On occasion, Atlantic Lottery may set up special player promotions and incentives at various retailer locations. Some promotions may issue coupons that will need to be validated.



PROMOTION  
VOUCHER

To validate a **COUPON**, select **[PROMOTION VOUCHER]** on the HOME SCREEN and scan the barcode on the coupon or manually enter the voucher number and click **[OK]**.

## 4 REPRINT LAST



Use the **REPRINT LAST** button to print a report that will show the last ticket transaction with transaction information. The reprint will not print a copy of that last ticket but will print details of what was on that ticket.

## 5 VOID TICKET

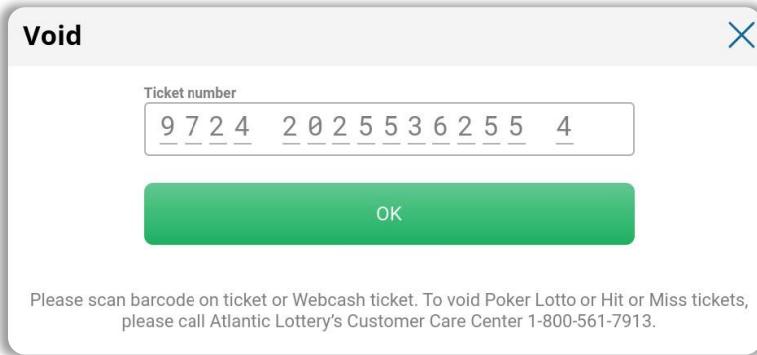


If a mistake is made when creating a ticket, or if a customer refuses to accept a ticket that has been printed, you must **VOID** the ticket.

Select **[VOID TICKET]** and scan the barcode of the ticket.

### ***Voiding a Ticket Using the Barcode Reader:***

- Touch **[VOID TICKET]**. The **Void Ticket** message displays.
- Scan the barcode on the ticket with the barcode reader.
- Touch **[OK]** to accept the displayed number.



### ***Voiding a Ticket Using the Document Scanner:***

- Touch **[VOID TICKET]**. The **Void Ticket** message displays.
- Insert the ticket (facing you) into the document scanner.
- Touch **[OK]** to accept the displayed number.

A successful voiding of a ticket results in a void receipt being generated for the purchase price. If the terminal cannot void a ticket, the appropriate message displays.

### ***IMPORTANT TO NOTE:***

- *POKER LOTTO and HIT OR MISS game tickets cannot be voided.*
- *Voiding is restricted to the date and location of purchase.*
- *PRO•LINE tickets can only be voided within 20 minutes from time of purchase and only at the store where the ticket was purchased. Tickets must be cancelled prior to the earliest start time listed from the events being played.*
- *Tickets purchased for a draw on the purchase date must be cancelled prior to draw break for that day's draw.*

## 6 SST VOUCHER

All Atlantic Lottery Full-Service retailers must accept and pay the full cash value of any **SST VOUCHER** within their encashment limit. You must validate **SST VOUCHERS** on your terminal before they are paid out.



SST  
VOUCHER

**SST VOUCHERS** can be validated by SCANNING the barcode on the voucher or by selecting **[SST VOUCHER]** on the HOME SCREEN and scanning the barcode or by manually entering the voucher number and clicking **[OK]**.

**SST VOUCHERS** can also be validated by inserting the ticket (facing you) into the document scanner.

## 7 PRINT HISTORY



PRINT  
HISTORY

Selecting **[PRINT HISTORY]** displays the **Transaction History** screen for the last 50 transactions and their cash amounts, by transaction type.

Information is displayed on a line-by-line basis and can consist of:

- Product/Game Name
- Transaction Type
- Cash Amount

Touch  to print transaction information displayed in this window.

Transaction History		
LAST 50 TRANSACTIONS		
PRODUCT	TYPE	\$
BUCKO	Wager	\$1.00
LOTTO_649	Wager	\$3.00
ATLANTIC_49	Wager	\$5.00
ATLANTIC_49	Wager	\$5.00
LOTTO_MAX	Wager	\$7.00
LOTTO_MAX	Wager	\$7.00
DAILY_GRAND	Wager	\$4.00
DAILY_GRAND	Wager	\$4.00



## TOOLBAR

The **TOOLBAR** at the bottom of the **HOME SCREEN** provides access to settings, messages, and more.

## SETTINGS



Touch the **SETTINGS** button to access settings and reports.

**NOTE:** Once selected, the toolbar will move to the top of the screen and will remain there until exiting out of Settings.



## SIGN OFF



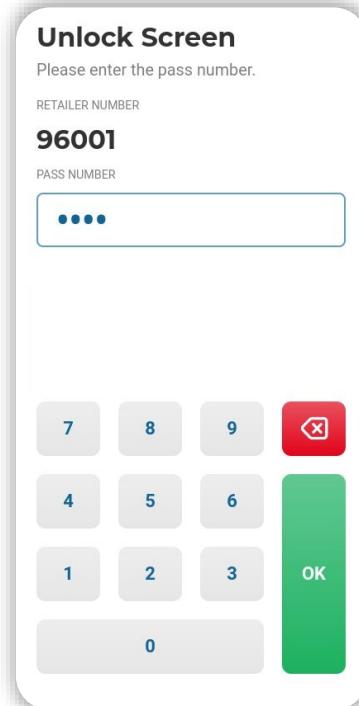
Touch the **SIGN OFF** button and return the terminal to the **Start up** screen.



## LOCK



Touch the **LOCK** button to lock the terminal. The **Retailer Sign On** entry keypad will display and the pass number will need to be entered to access the terminal.

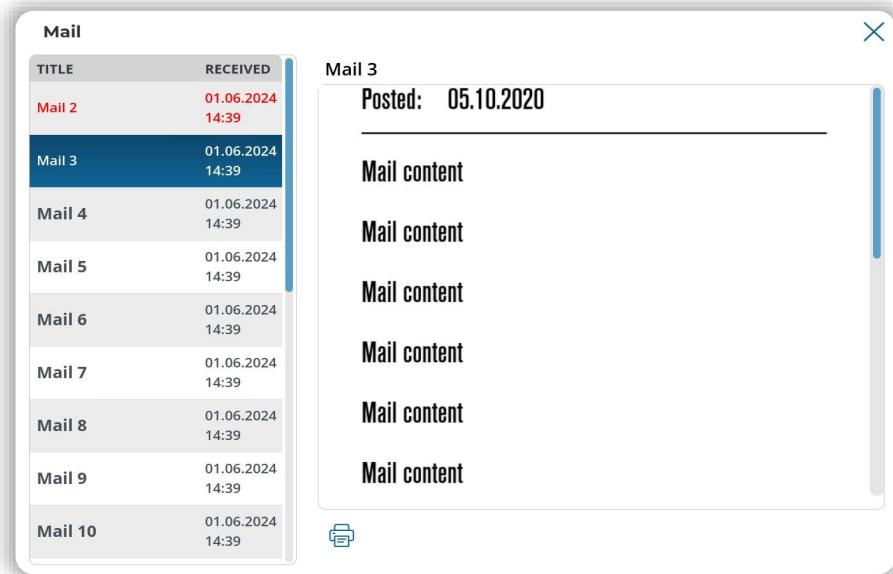


## MAIL MESSAGES



Touch the **MAIL** button to view and print messages sent to the terminal.

- Touch to print the message displayed on the pop-up window.



## DATE AND TIME

Displays the current date and time.



## TERMINAL CONNECTION AND CLERK ID STATUS

Displays the terminal communications connection status (**ONLINE**/**OFFLINE**) and the status of the clerk ID feature (enabled or disabled).



## SCREEN NUMBER AND APPLICATION VERSION

This displays the current version of the terminal software application and the screen number (e.g. SCR 0100) you can use to identify what page you are on when speaking with our Customer Care Representative or a technician.



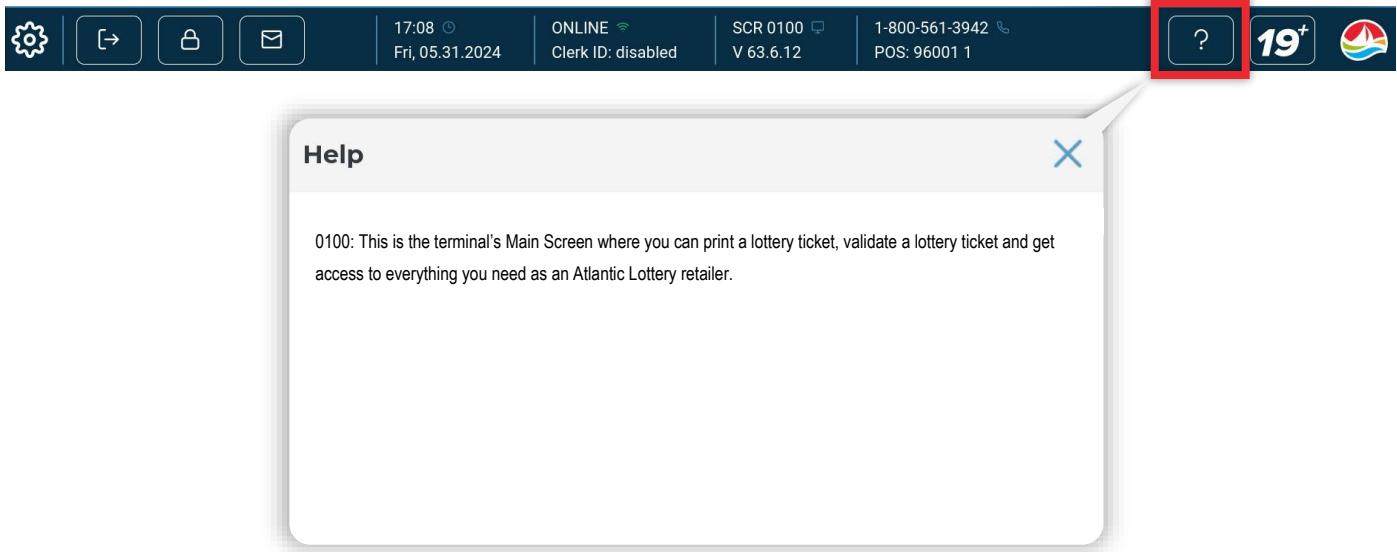
## CUSTOMER CARE

Atlantic Lottery's Customer Care phone number and POS number/version (Retailer Number and Socket Number).



## HELP

Touch the **[HELP]** button to access the WAVE interactive help system. The help system will display the help page for the currently selected screen. Each screen has its own unique help screen that is accessed via the **HELP** button.



## AGE VERIFICATION

**19+** Players must be 19+ to purchase, play, or redeem Atlantic Lottery products. Touch this button to scan a driver's licence or government-issued ID to confirm age. Passports, Medicare cards, or other forms of ID will not work.

The terminal only checks the birthdate. Other personal data is not analyzed, visualized, or permanently stored on the terminal.

### Age Verification

Please scan driver's licence. The player must be 19+ to purchase, play or redeem Atlantic Lottery products.

Cancel



## SHOPPING BASKET

The **SHOPPING BASKET** keeps track of all monetary transactions.

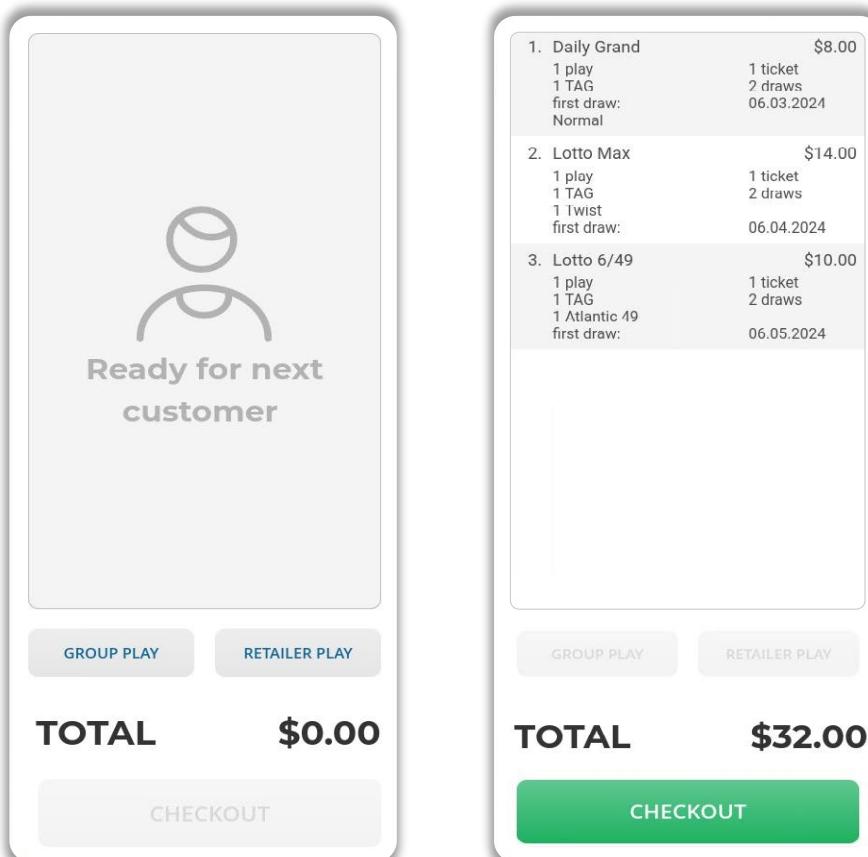
You can also access **GROUP PLAY** and **RETAILER PLAY** options in the Shopping Basket.

Once a game and the game's corresponding options have been selected, touch **[OK]** to add the displayed ticket to the **SHOPPING BASKET**.

**NOTE:** When a ticket has been added it cannot be removed from the **Shopping Basket** and must be printed and purchased.

To close out the customer when the transactions are complete, touch the **[CHECKOUT]** button on the bottom of the shopping basket. When the **close out transaction** is complete, the **CHECKOUT** button changes to grey and the balance is reset to \$0.00.

Selecting **[CHECKOUT]** prints out the player receipt as well as the Retailer transaction summary (if Print Transaction Summary Receipt is activated on terminal).



*Empty Transaction List*

*Filled Transaction List*

## SELLING LOTTERY

To get started, here's a very important reminder about selling Lottery.

**Players must have reached the age of 19 to purchase, play, or redeem lottery tickets.**

You must ask for identification if the player looks younger than 30 years of age to confirm they meet the minimum age requirement.



### GROUP PLAY

#### GROUP PLAY

If a player is looking to buy tickets with multiple people, select **[GROUP PLAY]** in the Shopping Basket. This brands the ticket with a stamp indicating it was purchased with and for multiple people. Once selected, select the game icon to continue with purchasing a ticket.

This is an added precaution so if this ticket were to be a winner, one person could not claim the entire winning amount because it was stamped as a group play purchase with multiple winners.

**NOTE:** Once Group Play is activated, it will apply to all items in the same transaction. You will have to select **[Checkout]** to remove the **Group Play** stamp.

### RETAILER PLAY

#### RETAILER PLAY

If a retailer is looking to buy tickets, select **[RETAILER PLAY]** in the Shopping Basket. This brands the ticket with a stamp indicating it was a ticket purchased by the retailer. Once selected, select the game icon to continue with purchasing a ticket.

**NOTE:** Once Retailer Play is activated, it will apply to all items in the same transaction. You will have to select **[Checkout]** to remove the **Retailer Play** stamp.

## INSTA PIK

To produce an Insta Pik play on the **HOME SCREEN**, you would first select the **GAME BUTTON** the customer would like to play.

Depending on what type of ticket a player is purchasing, the **WAVE 8** will guide you through the available options.



The selected game screen will appear, and you will need to complete the following play options:

- Select number of **PLAYS**.
- Select the number of times the player would like to play all available **ADD ON GAMES** (TAG, Twist & Atlantic 49) or select **[Not Played]** for each selection required.
- Choose the number of **ADVANCE PLAYS**.
- Select the number of **TICKETS**.
- Choose a specific draw date for the first draw day by touching **[SELECT DATE]**.
- Select **[OK]** to add the ticket to the **SHOPPING BASKET**.

## → PLAYS

Choose the number of **PLAYS** by touching the desired amount displayed. It will default to the **[1]** button upon entry to the screen.

Plays					
1	2	3	4	5	6

## → TAG

**TAG** is a required field when selling the following games:

- LOTTO 6/49, LOTTO MAX, Daily GRAND, POKER LOTTO, LOTTO 4, Atlantic 49, Bucko, KENO Atlantic, Salsa Bingo and Hit or Miss.

A **TAG** add on costs an additional \$1 per play and a total of ten (10) **TAGS** can be added on one ticket. Example: **LOTTO 6/49** ticket (\$3.00) + **TAG** (\$1.00) = Total amount of the ticket (\$4.00).

Select the number of times the player would like to play **TAG** or select the option "**Not Played**" to be able to add the ticket to the Shopping Basket.

TAG				
Not Played				
1	2	3	4	5
6	7	8	9	10

## → TWIST

**TWIST** is a required field when selling **LOTTO MAX**.

A **TWIST** add on costs an additional \$1 per play and a total of ten (10) **TWISTS** can be added on one ticket. Example: **LOTTO MAX** ticket (\$5.00) + **TWIST** (\$1.00) = Total amount of the ticket (\$6.00).

Select the number of times the player would like to play **TWIST** or select the option "**Not Played**" to be able to add the ticket to the Shopping Basket.

TWIST				
Not Played				
1	2	3	4	5
6	7	8	9	10

## → ATLANTIC 49

**ATLANTIC 49** is a required field when selling **LOTTO 649**. **ATLANTIC 49** can be played on its own or played with **LOTTO 6/49**.

**ATLANTIC 49** is an additional \$1 per play and a total of ten (10) can be added on one ticket.

Example: **LOTTO 6/49** ticket (\$3.00) + **ATLANTIC 49** (\$1.00) = Total amount of the ticket (\$4.00).

Select the number of times the player would like to play **ATLANTIC 49** or select the option "**Not Played**" to be able to add the ticket to the Shopping Basket.



## → ADVANCE PLAY

Choose the number of plays by touching the desired amount displayed. It will default to the **[1]** button upon entry to the screen.

**NOTE:** The number of Advance Plays will start from the first available draw date or the preselected First Draw Date.



## → SELECT DATE

 **SELECT DATE** Choose a specific draw date for the first draw day by touching **[SELECT DATE]**. A pop-up window will display allowing you to select the date for the first draw.

**NOTE:** Only dates with available draws will be visible; any dates where no draws occur will be grayed out and unable to be selected.



## → TICKETS

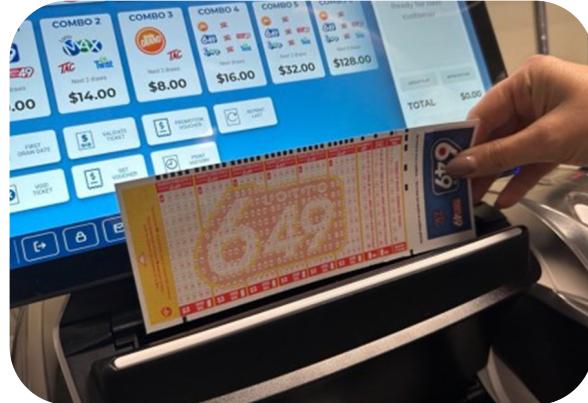
Choose the number of tickets by touching the desired amount displayed. It will default to the **[1]** button upon entry to the screen.



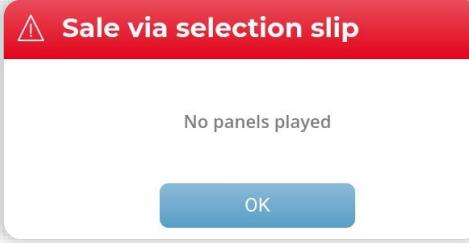
## SELECTION SLIPS

Selection slips are the only way to manually have numbers selected on the WAVE terminal.

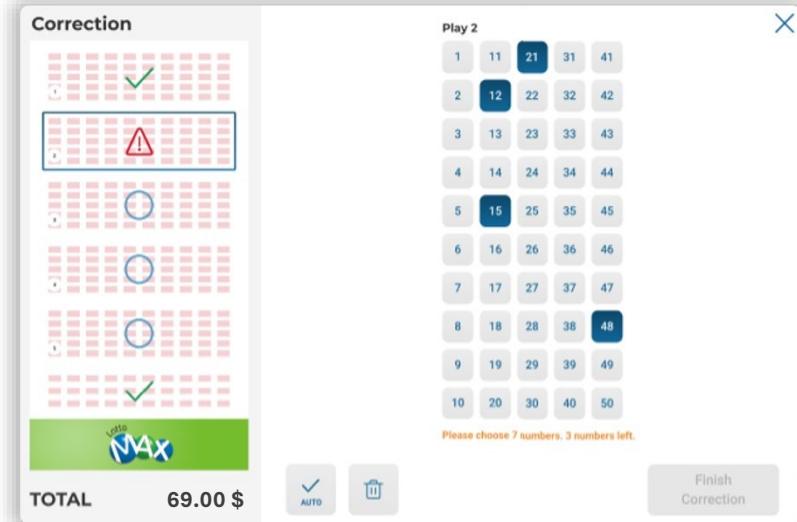
- 1 Insert a completed selection slip (facing you), vertically or horizontally, into the document scanner.
- 2 If the selection slip is filled out correctly, the terminal automatically adds tickets to the **Shopping Basket** and prints a ticket with the selected numbers.



- If the **SELECTION SLIP** is entered incorrectly, an error message appears, identifying the issue.



- If the **SELECTION SLIP** contains an error, a message displays the error condition and allows you to correct the error on the screen.
- You can also cancel the **SELECTION SLIP** and return it to the player so they can correct the error on the slip.



### NOTES:

- *Selection slips can be entered while on any screen (except in Settings); the screen remains displayed after the ticket is printed. Once the selected play prints, the screen will return to the Home screen.*
- *Select games cannot be played using a selection slip (Salsa Bingo, Bucko, Hit or Miss, and Poker Lotto).*

## SELLING PRO•LINE GAMES

Players can purchase **PRO•LINE** games via **SELECTION SLIPS** and **QR CODES**.

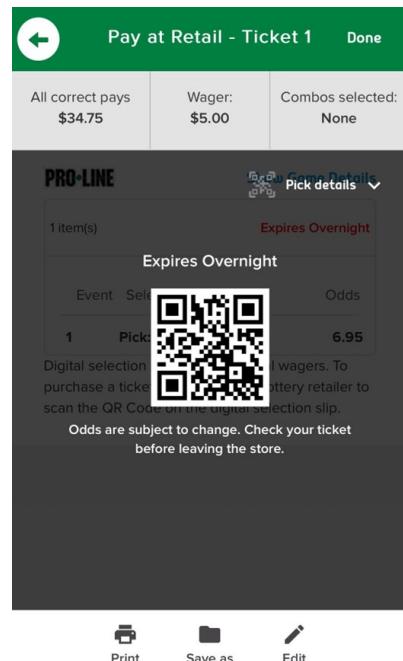
### To sell using a selection slip:

- 1 Insert the completed **SELECTION SLIP** (facing you) **vertically or horizontally**, into the document scanner.
- 2 If the selection slip is filled out correctly, the terminal automatically prints a ticket.



### To sell using a QR code:

- 1 After making their PRO•LINE, Fantasy, or Futures picks from a phone, tablet, or computer, players can generate a **QR CODE** that can be scanned at a retail location to purchase their tickets.
- 2 When on the **HOME SCREEN**, use the wireless scanner to scan the **QR CODE** from the player's mobile device or the printed **QR CODE**. The tickets will automatically print.



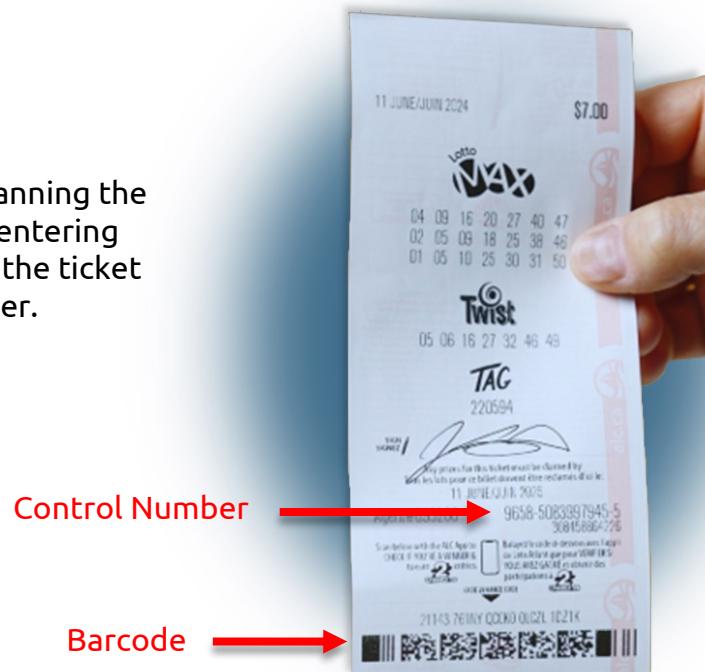
# VALIDATION

## VALIDATING DRAW AND PRO•LINE

**Draw & Pro•Line** tickets can be validated by scanning the barcode on the bottom of the ticket, manually entering the control number under the signature line of the ticket or inserting the ticket into the document scanner.

### **IMPORTANT REMINDERS:**

- *Lottery tickets MUST BE VALIDATED on your lottery terminal.*
- *The customer MUST SIGN any ticket that has a signature line before validation.*



### → Validate - Using the Barcode Scanner

To validate a **DRAW** or **PRO•LINE** ticket with the wireless barcode scanner, follow these steps:

- Place the ticket barcode under the scanner red light. This can be done from the Main Selling screen or from the Validation screen when **[VALIDATE TICKET]** is selected.
- Once scanned, a sound is played for winning and non-winning tickets. Details of the ticket validation will appear on the terminal screen.

**NOTE:** When a ticket is placed under the barcode reader, the red light will light up to indicate that the barcode is being read. Align the barcode under the red target (+).

If a player prefers to keep their ticket in their possession while validating, the scanner can be removed from its position on the printer to scan the barcode.

- Place the scanner above the ticket with the red light on the barcode and press the button on the top of the scanner.
- Return the barcode scanner to the printer holder, the scanner will beep once it is connected to the terminal.



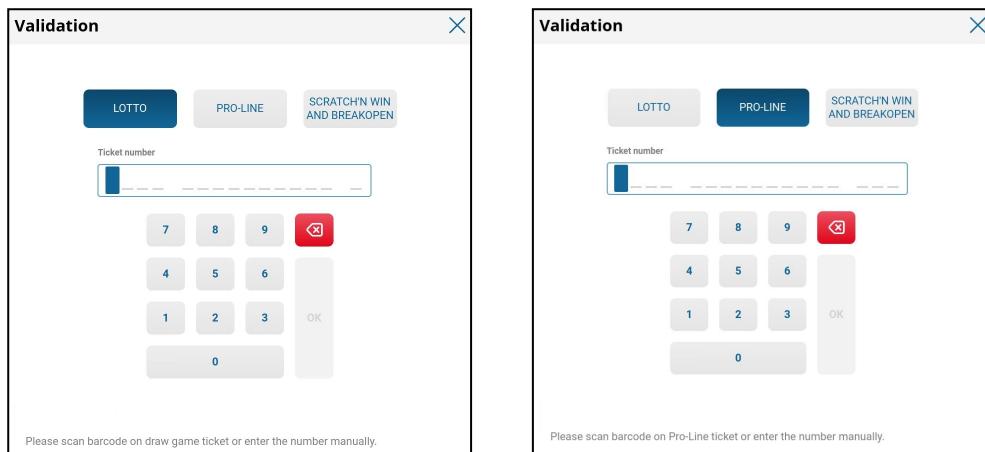
## → Validate - Using the Document Scanner

- **DRAW** and **PRO•LINE** tickets can also be validated by inserting the ticket (facing you) into the document scanner. This can be done from any screen or from the Validation screen when **[VALIDATE TICKET]** is selected.

## → Validate - Manually Entering the Control Number

To validate a **DRAW** or **PRO•LINE** ticket manually, or if the scanner is unable to read the barcode, follow these steps:

- Select **[VALIDATE TICKET]** on the **HOME SCREEN**.
- Select **[LOTTO]** or **[PRO-LINE]** and manually enter the control number located under the signature line on the ticket and click **[OK]**.



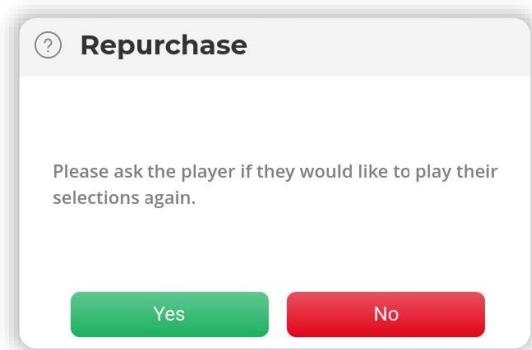
**PLEASE NOTE:** If the terminal cannot validate a ticket, the appropriate message displays.

## → Repurchase

Players can repurchase the same draw game ticket during validation.

Once a draw ticket is **VALIDATED** (winning or non-winning), a message will appear on the screen asking if the player would like to play their selections again.

- Touch **[NO]** and the transaction is complete.
- Touch **[YES]** and the game selection screen will appear. The Selections can be added to the **REPURCHASE**. Once confirmed, the ticket will print.



**PLEASE NOTE:** Upon validation of a **LOTTO MAX** ticket, the **REPURCHASE** option is currently only available for tickets that include one (1) board.

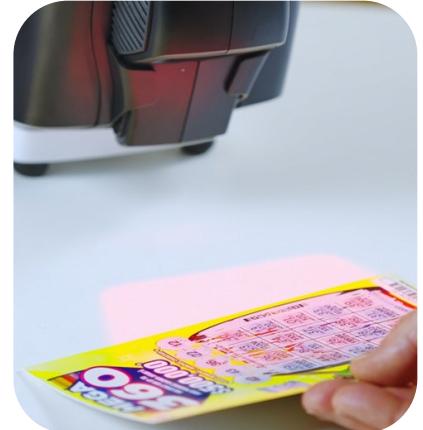
## VALIDATING SCRATCH'N WIN & BREAKOPEN

### → Validate - SCRATCH'N WIN

- Validate **SCRATCH'N WIN** tickets by scanning the barcode under the latex on the ticket.

OR

- Select **[VALIDATE TICKET]** on the **HOME SCREEN**
- Select **[SCRATCH'N WIN & BREAKOPEN]**
  - Scan the barcode on the bottom of the ticket and enter the 4-digit security number found under the latex **OR**
  - Manually enter the numbers under the barcode on the bottom of the ticket and the 4-digit security number found under the latex
- Select **[OK]**

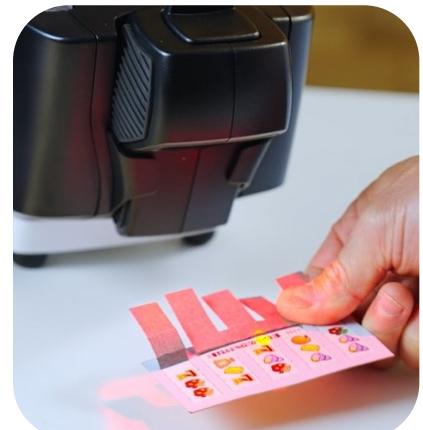


### → Validate - BREAKOPEN

- Validate **BREAKOPEN** tickets by scanning the barcode under the tabs on the inside of the ticket.

OR

- Select **[VALIDATE TICKET]** on the **HOME SCREEN**
- Select **[SCRATCH'N WIN & BREAKOPEN]**
  - Scan the barcode on the front of the ticket and enter the 4-digit security number found under the tabs **OR**
  - Manually enter the numbers under the barcode on the front of the ticket and the 4-digit security number found under the tabs
- Select **[OK]**

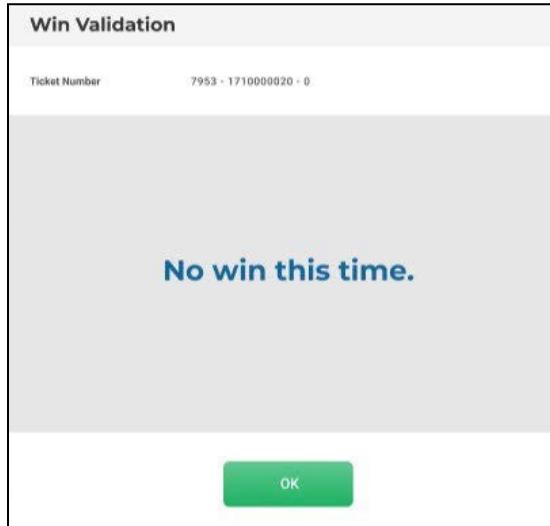


**IMPORTANT REMINDER:** *SCRATCH'N WIN tickets and BREAKOPEN tickets should never be inserted into the scanner.*

## VALIDATION RESULTS

► If a **TICKET IS NOT A WINNER**, the terminal and the CDU display messages "No win this time".

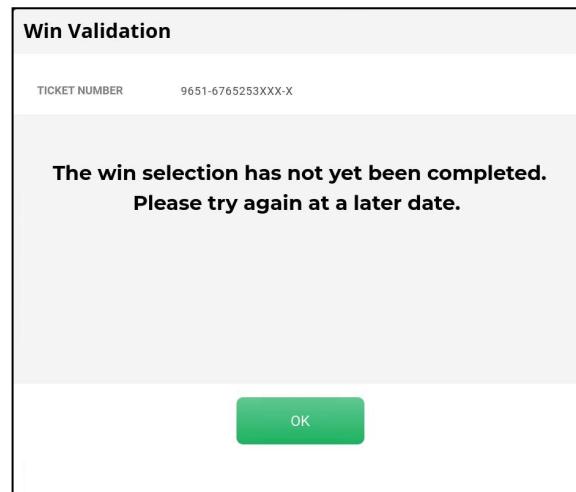
Retailer pop-up message:



CDU message:



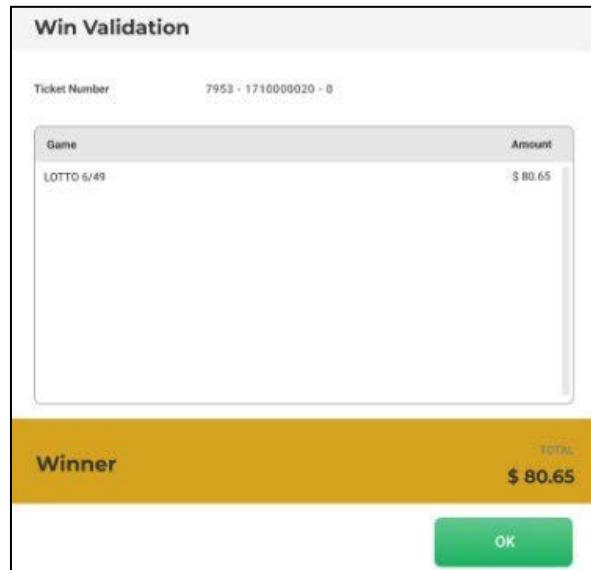
► If the ticket draw has not occurred, a pop-up message will display.



► For **WINNING TICKETS**, a pop-up will display information about the free play or prize.

In the case of a winning ticket, pay the customer the prize amount and return the ticket to the player along with the player receipt.

Retailer pop-up message:



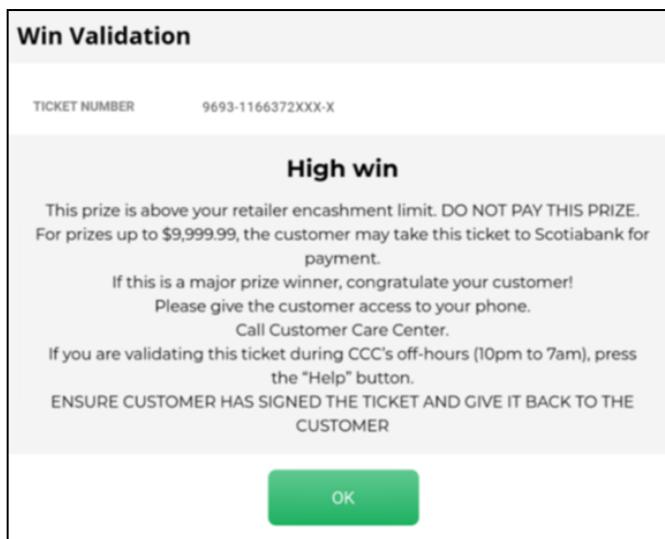
CDU message:



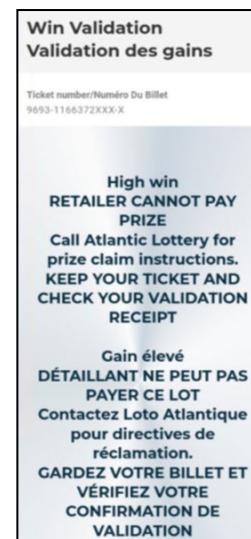
► When a ticket is validated for a prize **OVER YOUR MAXIMUM PAYOUT LEVEL** the terminal message will instruct the player to keep their ticket.

Instruct the player how to claim their prize (Scotiabank or Atlantic Lottery office). Do not pay the prize. Give the Player Receipt and the winning ticket to the player.

Retailer pop-up message:

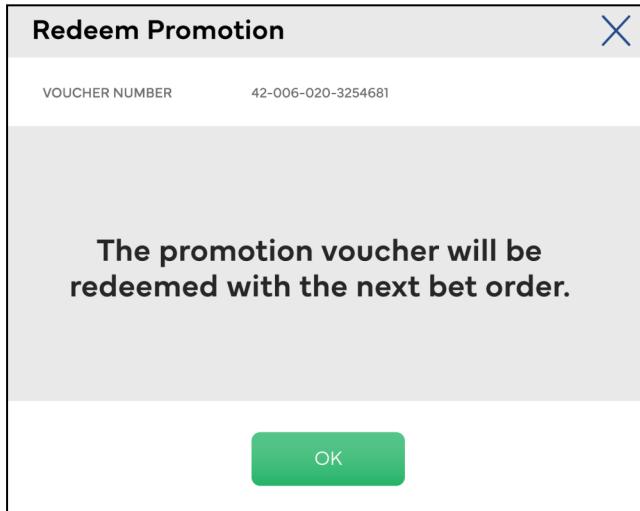


CDU message:

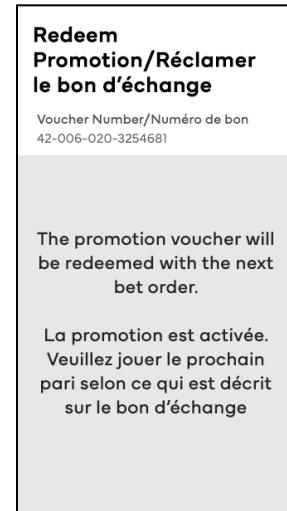


► When redeeming a **POMOTION VOUCHER**, a pop up message will display the following message: "The promotion voucher will be redeemed with the next bet order".

Retailer pop-up message:



CDU message:



**Note:** Select **[OK]** and the Main Selling Screen will appear for you to select the Draw Game.

► If a **PROMOTION VOUCHER** is valid, the discount will be applied to the following purchase/a free play will be issued without any additional pop-up messages.

► If a **PROMOTION VOUCHER** is invalid or if the promotion is unavailable, a corresponding message will display information about the error.

## TICKETS PURCHASED FROM OTHER LOTTERIES

You cannot validate or pay prizes for tickets that were purchased from other lotteries. This includes games that are available nationally such as Lotto 6/49. Only tickets purchased from the Atlantic Lottery can be validated in the Atlantic Provinces.

Instruct the customer to contact the lottery jurisdiction where the ticket was purchased for instructions on how to collect the prize. Contact information should be printed on the back of the ticket. All Canadian lottery jurisdictions have websites where their winning numbers are posted.

# SETTINGS

The SETTINGS screen allows you to access:

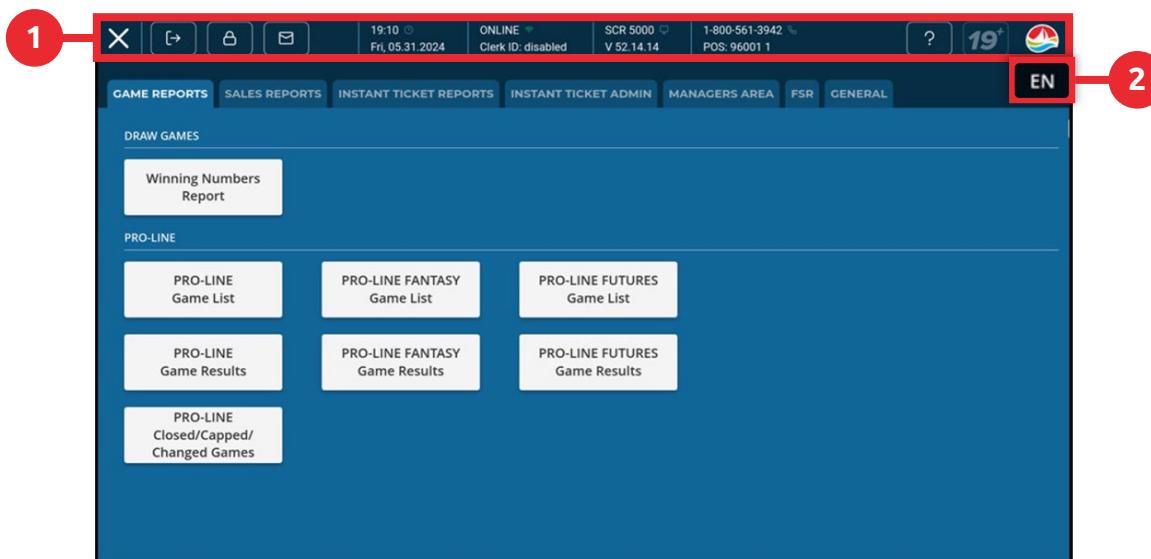
- REPORTS
- INSTANT TICKET ADMIN
- MANAGERS AREA
- HELP VIDEOS
- TERMINAL SETTINGS

**PLEASE NOTE:** some options on the **SETTINGS** screen (such as Managers Area, Instant Ticket Reports and Sales Reports) are only accessible when logged in as a Manager.

To access the **SETTINGS** screen, touch the settings icon in the toolbar.



- 1 The **TOOLBAR** will move to the top of the screen and remain there until you exit out of **SETTINGS**.
- 2 While on the **SETTINGS** screen, you can switch between English and French by touching the **LANGUAGE** button.



To navigate the **SETTINGS** screen, use the tabs at the top of the screen.



## GAME REPORTS

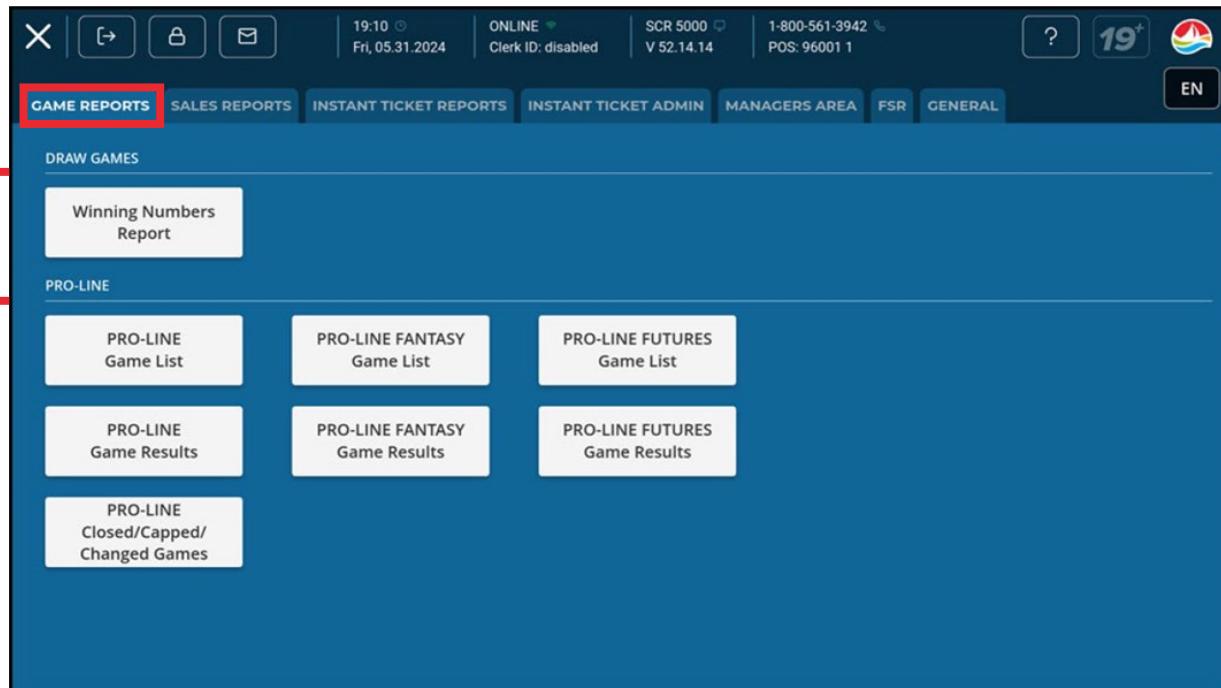
The first tab you'll see is the **GAME REPORTS** tab. **GAME REPORTS** has two sections:

### 1 DRAW GAMES

- **Winning Numbers Reports** – Displays a list of winning numbers for each Lotto game that can be filtered by date.

### 2 PRO•LINE

- **PRO•LINE Game List** – Displays a list of games and a spread.
- **PRO•LINE FANTASY Game List** – Displays all Fantasy selections and odds.
- **PRO•LINE FUTURES Game List** – Displays all Future selections and odds.
- **PRO•LINE Game Results** – Displays a list of games with results and the spread.
- **PRO•LINE FANTASY Game Results** – Displays all Fantasy game results.
- **PRO•LINE FUTURES Game Results** – Displays all Future game results.
- **PRO•LINE Closed/Capped/Changed Games** – Displays all games that have been closed, capped, or changed.



## **SALES REPORTS** (only available when signed on as a manager)

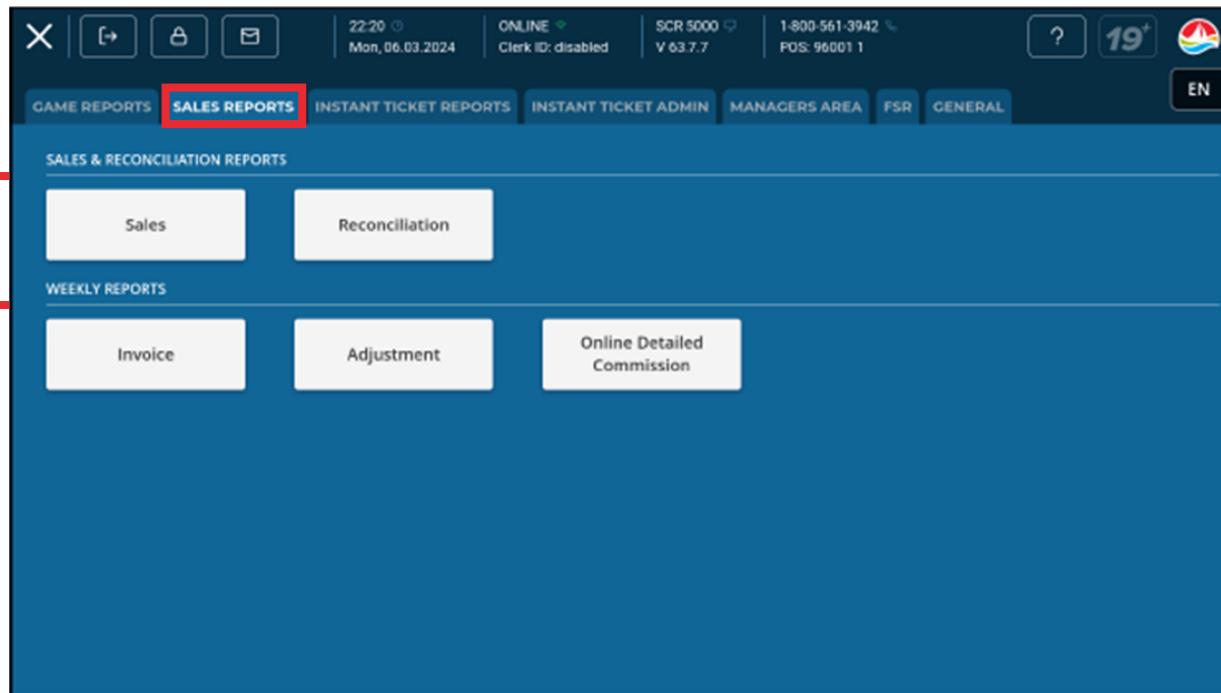
The **SALES REPORTS** tab gives Managers access to:

### **1 SALES & RECONCILIATION REPORTS**

- **Sales** – Displays sales based on a specific day or week.
- **Reconciliation** – Displays daily or weekly reconciliation based on a specific day or week.

### **2 WEEKLY REPORTS**

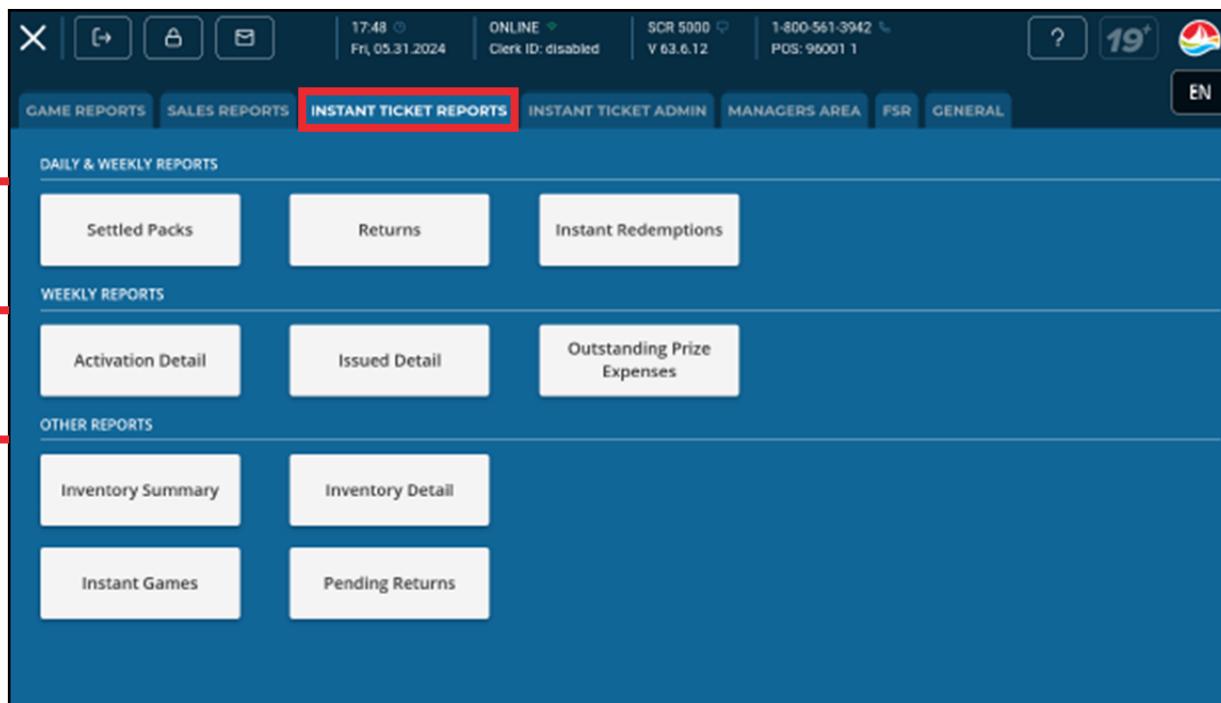
- **Invoice** – Displays a summary of all financial transactions for a selected week.
- **Adjustments** – Displays weekly adjustments for a selected week.
- **Online Detailed Commission** – Displays weekly commissions for a selected week. Note: The commission for Sports is the total for PROLINE and Singles.



## **INSTANT TICKET REPORTS** *(only available when signed on as a manager)*

In the **INSTANT TICKET REPORTS** tab, Managers can view:

1. DAILY AND WEEKLY REPORTS
2. WEEKLY REPORTS
3. OTHER REPORTS



### **1 DAILY AND WEEKLY REPORTS**

- **Settled Packs** – Displays daily or weekly settled pack reports that the retailer will be charged for on the next invoice.
- **Returns** – Displays ticket and packs that were returned on a chosen date or chosen week. Lists the game number, pack number, time of activation, and amount activated for each pack activated for the week ending on a specified date.
- **Instant Redemptions** – Displays redemption of Instant game activity on a chosen date or chosen week.

## 2 WEEKLY REPORTS

- **Activation Detail** – Displays a list of all Instant (Scratch'N Win, Breakopen and Non-Breakopen) tickets that are active and on sale based on the date selected.
- **Issued Detail** – Displays a list of all Instant tickets that have the status as 'Received' on the date selected.
- **Outstanding Prize Expenses** – Displays difference between the low-end prize structure amount of the pack and the amount of already validated low end prizes on the date selected.

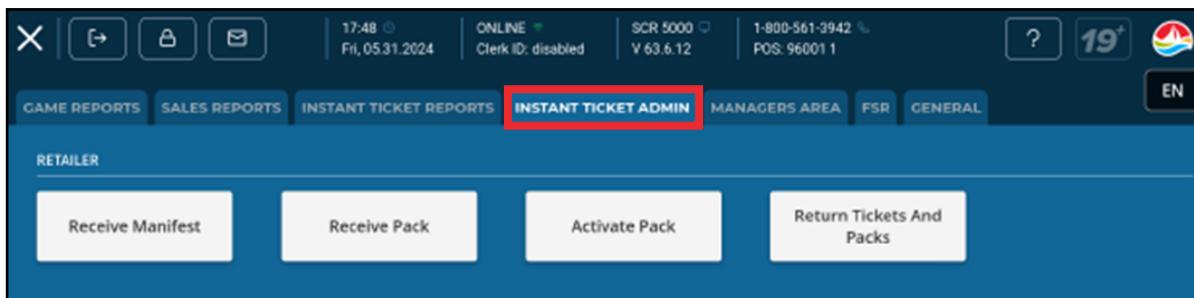
## 3 OTHER REPORTS

- **Inventory Summary** – Displays a summary of instant ticket packs by game, at that retailer as of that day.
- **Inventory Detail** – Displays the details of instant tickets by game at that retailer as of that day. Details include pack number, ticket number, date, and quantity.
- **Instant Games** – Displays all Scratch'N Win and Breakopen games that are currently available for activation. The report includes game name, series, price and tickets/pack.
- **Pending Returns** – Displays all pending tickets or packs returned, and not yet confirmed at the warehouse.

## INSTANT TICKET ADMIN

The **INSTANT TICKET ADMIN** tab has the following:

- Receive Manifest
- Receive Pack
- Activate Pack
- Return Tickets And Packs



When your ticket order is delivered, it will contain a **DELIVERY NOTE** that details what is included in your order. Make sure the quantity of packs or units and the pack serial numbers match the delivery note.

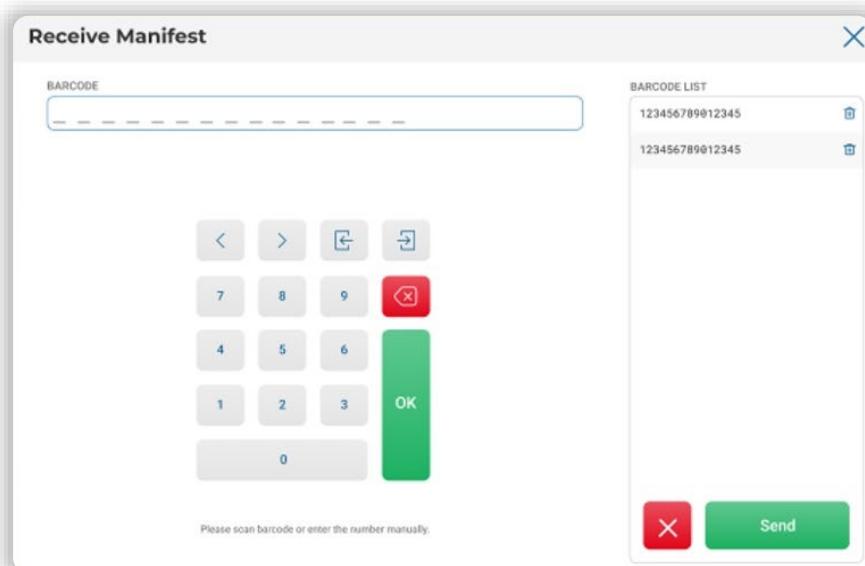
If your order is correct, you need to **RECEIVE** your tickets on your lottery terminal.

Tickets must be **RECEIVED** on your terminal before they can be activated and sold. Tickets can be **RECEIVED** by scanning the barcode from the **DELIVERY NOTE**, manually entering the control number, or scanning the barcode on individual packs or units.

- **RECEIVE MANIFEST**

Displays the **Receive Manifest** keypad, prompting you to either scan the barcode or manually enter the barcode to receive the manifest.

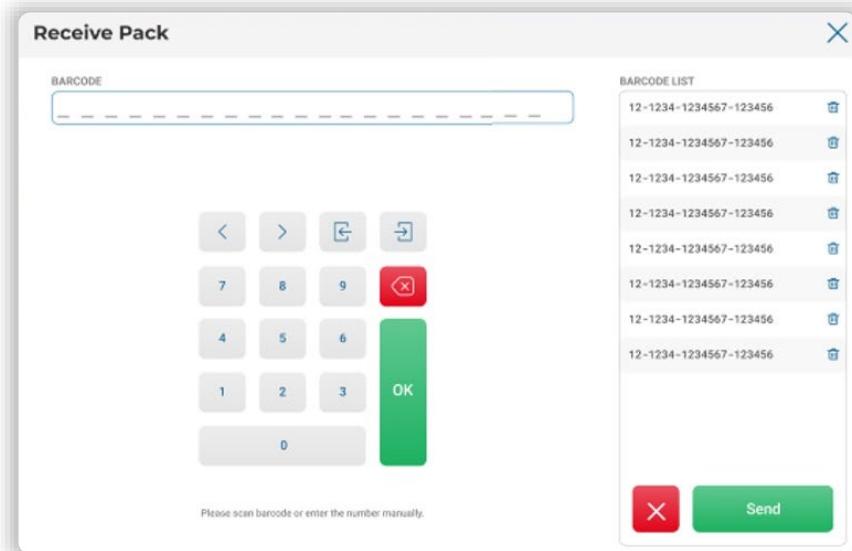
- Select **[RECEIVE MANIFEST]**.
- Scan the barcode on the **MANIFEST/DELIVERY NOTE**, or manually enter the control number located under the barcode.
- When the control number has been entered on the screen press **[OK]**.
- When you are finished entering all of the numbers or scanning all of the barcodes, you can press **[SEND]**.



- **RECEIVE PACK**

If you are not able to scan the barcode on the delivery note, you can **RECEIVE INDIVIDUAL PACKS OR UNITS OF TICKETS**.

- Select **[RECEIVE PACK]**.
- Scan the barcode on the top ticket in the pack or on the outside of the box of Breakopen tickets; or manually enter the control number located under the barcode.
- When the control number has been entered on the screen press **[OK]**.
- When you are finished entering all of the numbers or scanning all of the barcodes, you can press **[SEND]**.



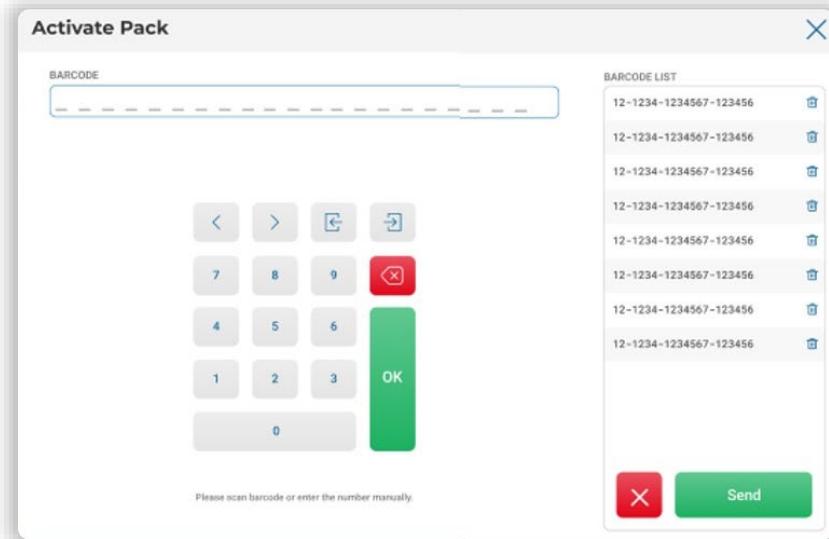
- **ACTIVATE PACK**

Before Scratch'N Win and Breakopen tickets are offered for sale to customers you must **ACTIVATE** them on your terminal.

Tickets are assigned to a specific retailer on Atlantic Lottery's inventory system and only that retailer can **RECEIVE**, **ACTIVATE** or **RETURN** tickets on the system.

Selecting **ACTIVATE PACK** displays the **Activate Pack** keypad, prompting you to either scan the barcode on the pack of tickets or manually enter barcode.

- Scan the barcode on the top ticket in the pack or on the outside of the box of Breakopen tickets; or manually enter the control number located under the barcode.
- When the control number has been entered on the screen press **[OK]**.
- When you are finished entering all of the numbers or scanning all of the barcodes, you can press **[SEND]**.



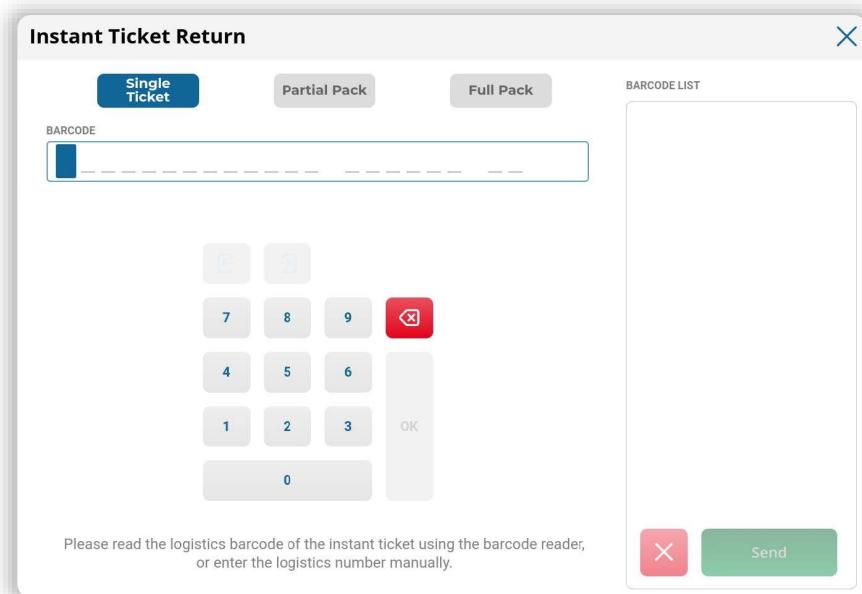
- **RETURN TICKETS AND PACKS**

When tickets are to be sent back to Atlantic Lottery, you must **RETURN** them on your terminal to receive credit for the tickets.

Retailers can return full or partial packs of Scratch'N Win tickets as well as single tickets.

Selecting **RETURN TICKETS AND PACKS** will display the **Instant Return** keypad, prompting you to either scan the barcode on the pack of tickets or manually enter barcode. You can choose from the following:

- ⇒ **Return Single Tickets:** Scan the barcode or enter the control number of each ticket being returned.
- ⇒ **Return Partial Pack:** Scan the barcode or enter the control number from the lowest numbered ticket in the pack, then scan the barcode or enter the control number of the highest numbered ticket in the pack. All the tickets in the partial pack should still be attached.
- ⇒ **Return Full Pack:** Scan the barcode on the top ticket of the pack or enter the control number.

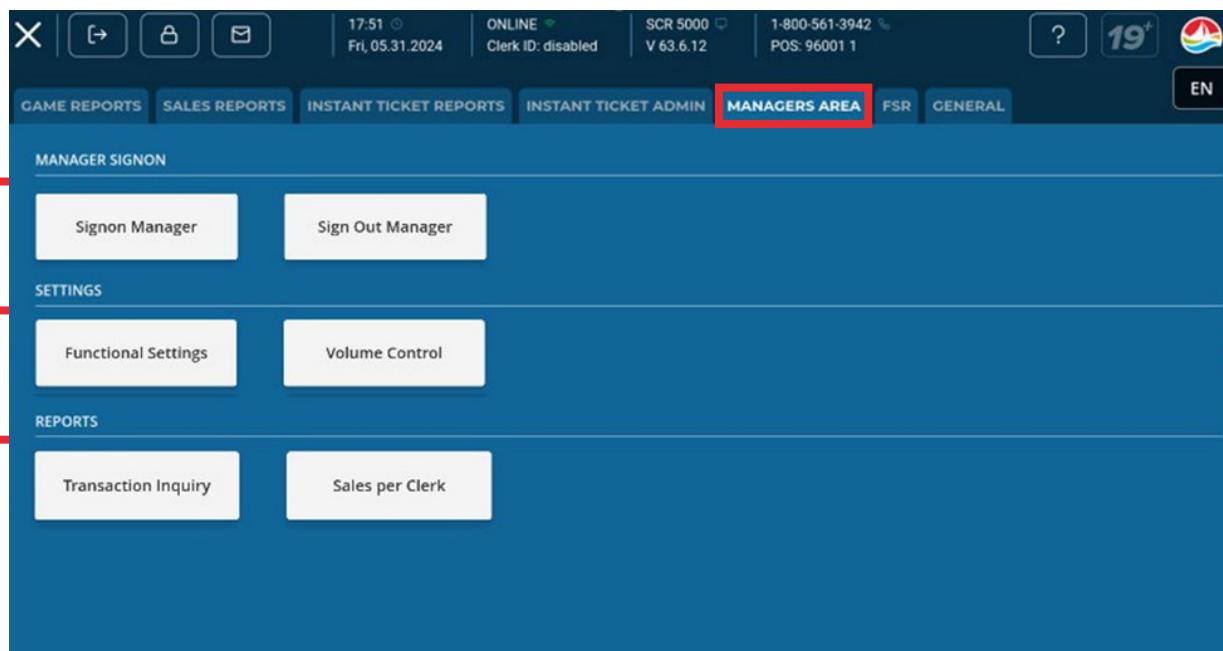


- After scanning all tickets to be returned, select **[OK]**.
- When you are finished entering all of the control numbers or scanning all of the barcodes, you can press **[SEND]**.
- After you have entered the returns on the terminal, print a **Daily Return Detail Report**. Place the tickets and the Daily Return Detail Report in a courier bag and give it to the courier on their next visit.

## MANAGERS AREA

Signing on as a **MANAGER** unlocks settings and reports in the **MANAGERS AREA** Tab.

1. MANAGER SIGNON
2. SETTINGS
3. REPORTS

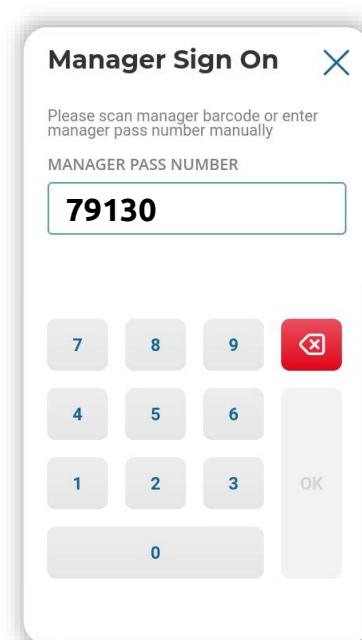


### 1 MANAGER SIGN ON

- **SIGN ON MANAGER** – Provides a **Manager Sign On** keypad for the Manager to login with their **PASS NUMBER (79130)** or scan the Manager barcode.

**REMINDER:** *Signing on as a Manager unlocks settings and reports in the MANAGERS AREA tab. The unlocked settings stay visible even when moving to a different tab.*

- **SIGN OUT MANAGER** – Signs the **Manager** out of the screen and reports and settings are no longer available.

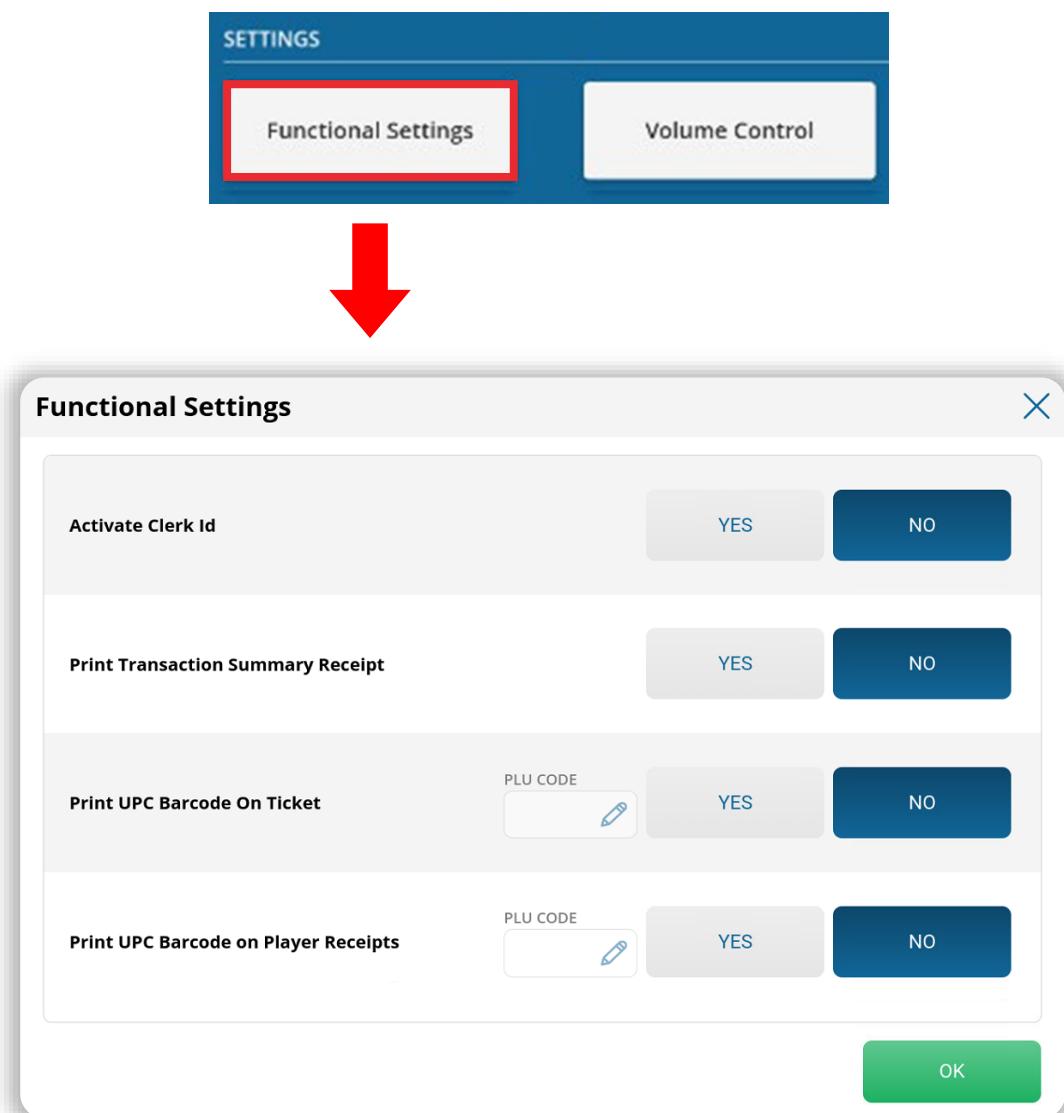


## 2 SETTINGS

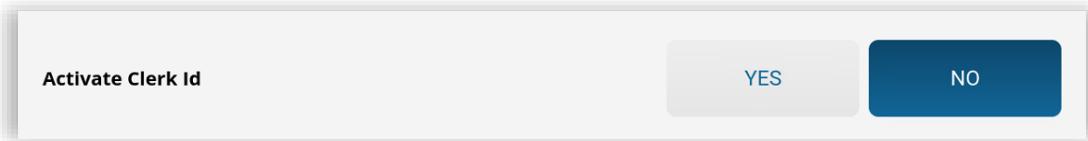
When signed on as a **MANAGER**, the following **FUNCTIONAL SETTINGS** are available:

- ⇒ Activate Clerk ID
- ⇒ Print Transaction Summary Receipt
- ⇒ Print UPC Barcode on Ticket
- ⇒ Print UPC Barcode on Player Receipts

Touch **[YES]** to enable a setting and **[NO]** to disable a setting.



⇒ Activating **CLERK ID** allows you to track lottery activity by individual clerk. The **CLERK ID** status displays in the toolbar.

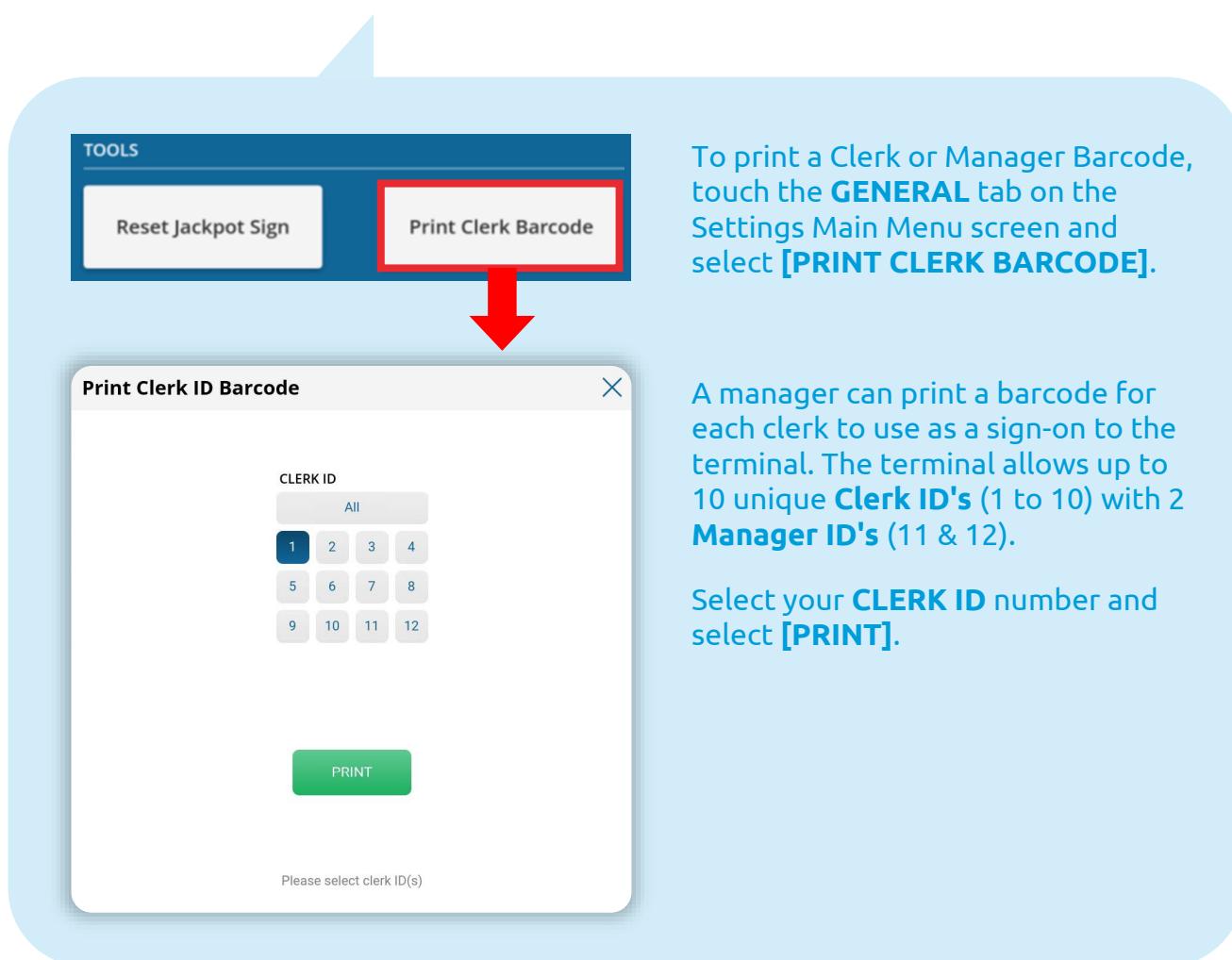


Once enabled, the **CLERK ID** will need to be scanned before using the terminal.

When multiple clerks are working from the same terminal, this allows you to identify lottery transactions, validations, voids, etc. by clerk.

The **CLERK ID** can be scanned when on any screen and will remain active for multiple transactions until the next clerk over-rides the original clerk with their **CLERK ID**.

Once the terminal goes in screensaver mode (after 60 seconds of inactivity), clerks will need to rescan their ID.



⇒ **PRINT TRANSACTION SUMMARY RECEIPT** – Activates/deactivates the ability to print Transaction Summary Receipts.



The **Retailer Transaction Summary** shows the face value (- amount) of FREE PLAY tickets and cash redemptions in the 'Validations' section and the same face value (+ amount) for sales in the 'Purchases' section.

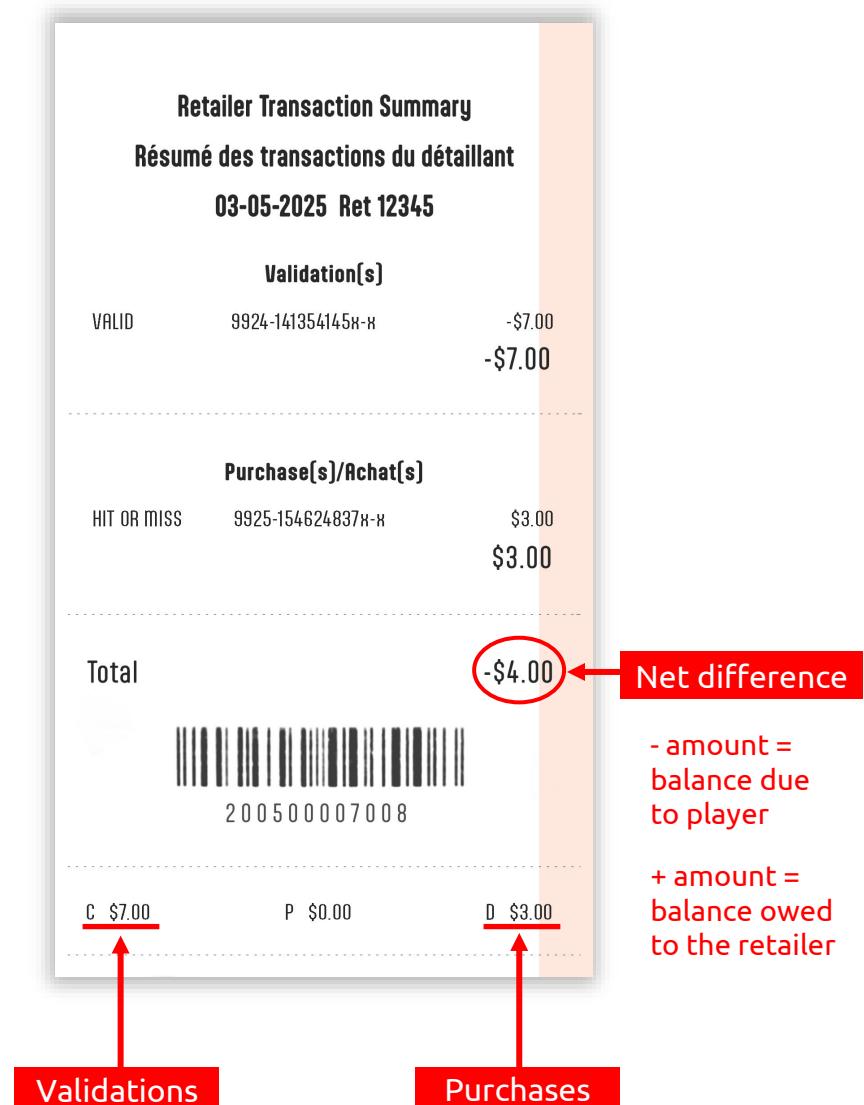
The total of Validations and total of Purchases are displayed on the receipt, along with a balance due to the player or owed to the retailer (net difference).

The Credit & Debit at the bottom of the receipt also reflects the displayed amounts for Validations & Purchases.

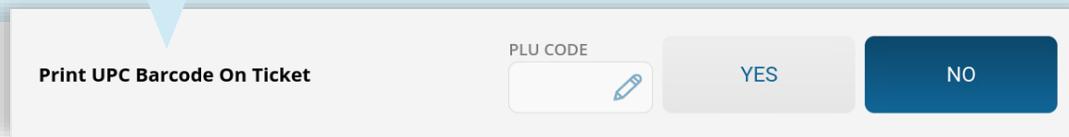
The UPC scans at the amount displayed in the 'Validations' section.

When enabled, a **Retailer Transaction Summary Receipt** is printed after each customer session.

The **Retailer Transaction Summary Receipt** is intended for retailer use and not meant for the player.



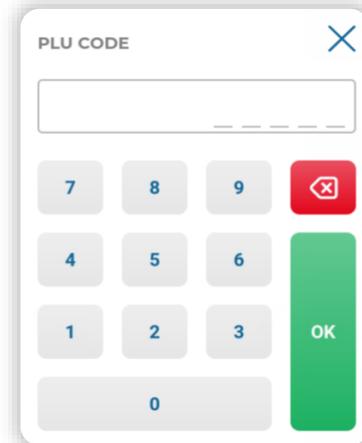
A retailer can set-up a lottery sale PLU (5-digits) that will generate a variable type 2 barcode on all **draw game/sports tickets** generated by the lottery terminal. This barcode can then be scanned on the retailer's POS system to record the lottery purchase. Tickets with a value greater than \$99.99 will not have a UPC printed.



⇒ **PRINT UPC BARCODE ON TICKET –**

Activates/deactivates the UPC BARCODE being printed on tickets. The barcode will reflect the true price of the ticket regardless of any free plays included.

Touch **[YES]** to enable setting and **[NO]** to disable setting. By touching the **YES** button, the **PLU CODE** button is activated, and the **5-digit PLU CODE** can be entered. Select **[OK]**.



A retailer can set-up a lottery validation PLU (5-digits) that will generate a variable type 2 barcode on the **Player Receipt** if a lottery win/payout is required by the retailer. This barcode can then be scanned on the retailer's POS system to record the lottery win/payout.

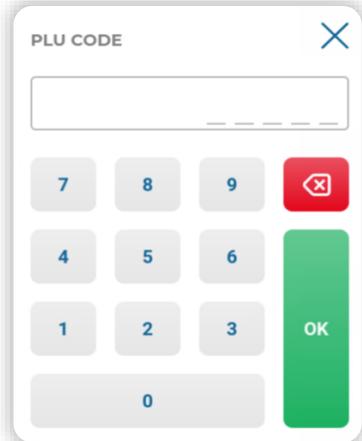
Your POS must be able to accept a variable type 2 barcode and should be configured as a negative (-) value to reflect the payout from the retailer's cash. No barcode will be printed on lottery payouts with a value greater than \$99.99.



⇒ **PRINT UPC BARCODE ON PLAYER RECEIPTS –**

Activates/deactivates the UPC BARCODE being printed on player receipts.

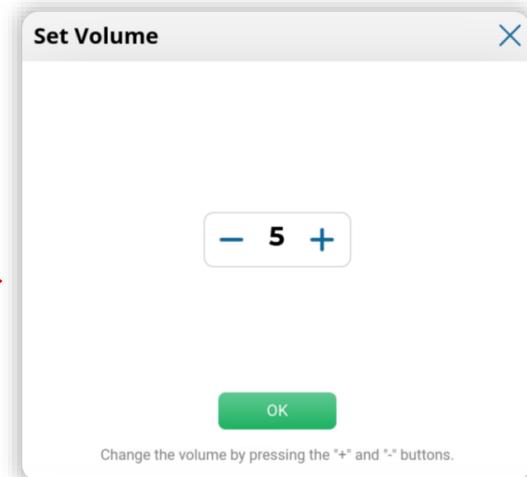
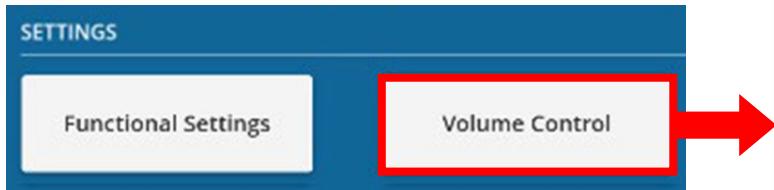
Touch **[YES]** to enable setting and **[NO]** to disable setting. By touching the **YES** button, the **PLU CODE** button is activated, and the **5-digit PLU CODE** can be entered. Select **[OK]**.



## • VOLUME CONTROL

Use this button to adjust the terminal's sound volume. The minimum sound volume is 4 and the maximum is 9.

Decrease or increase the sound volume by touching + or - on either side (- 5 +)

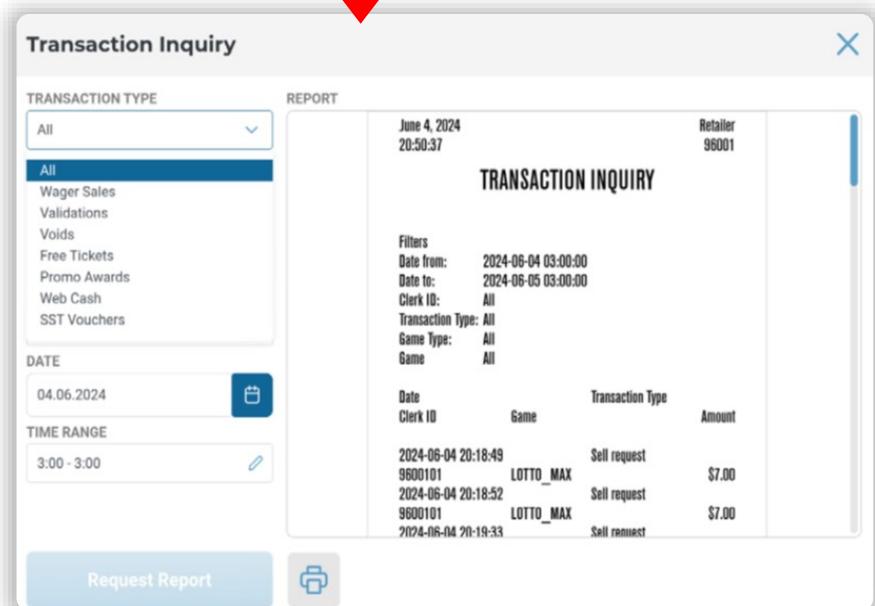


## 3 REPORTS

### • TRANSACTION INQUIRY

Displays an option to generate transaction reports based on unique criteria (transaction type, game type, draw game, Clerk ID, date, and time range).

This report provides details on the last 50 transactions.



- **SALES PER CLERK**

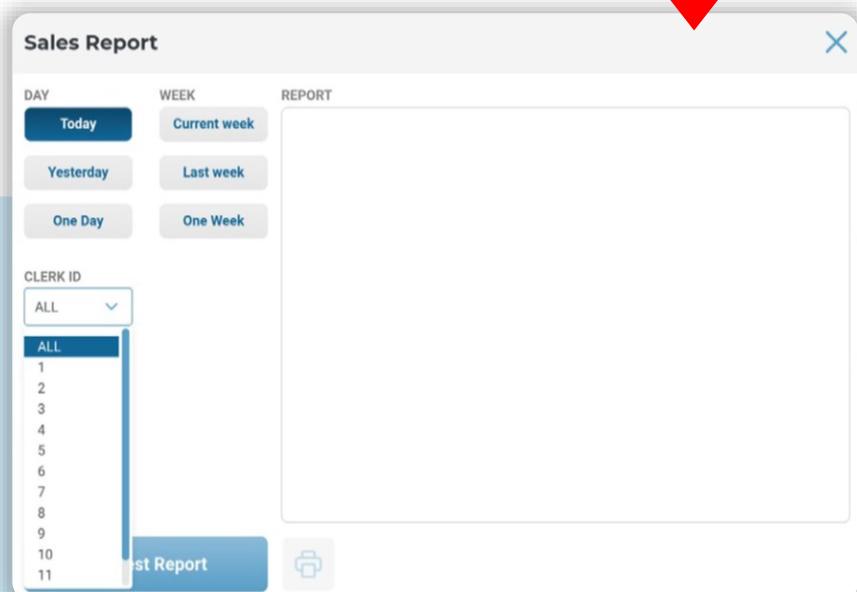
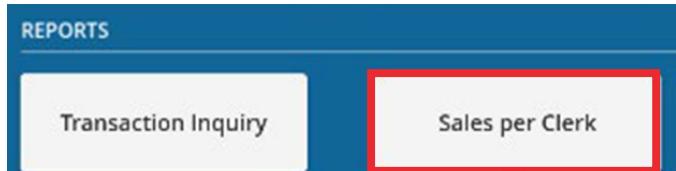
When CLERK ID is enabled, a manager can generate sales reports based on specific clerk's usage of the terminal.

After selecting the date and time period, the report displays and there is an option to print.

**IMPORTANT NOTE:**

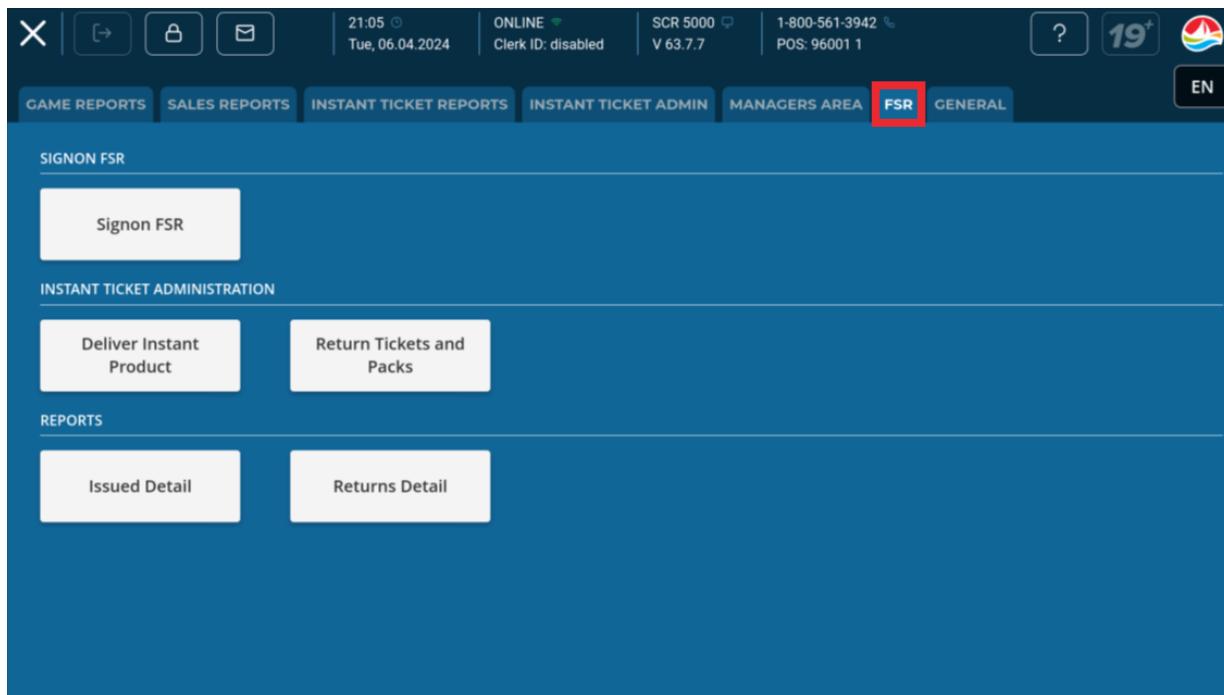
*The **SALES PER CLERK REPORT** will allow you to print specific sales by clerk except for Sports transactions. To view Sports transactions, you will need to access the **TRANSACTION INQUIRY REPORT**.*

*To view all transactions for each Clerk, you will need to access the **TRANSACTION INQUIRY REPORT** and the **SALES PER CLERK REPORT**.*



## FSR

This tab is used by Atlantic Lottery Representatives only.

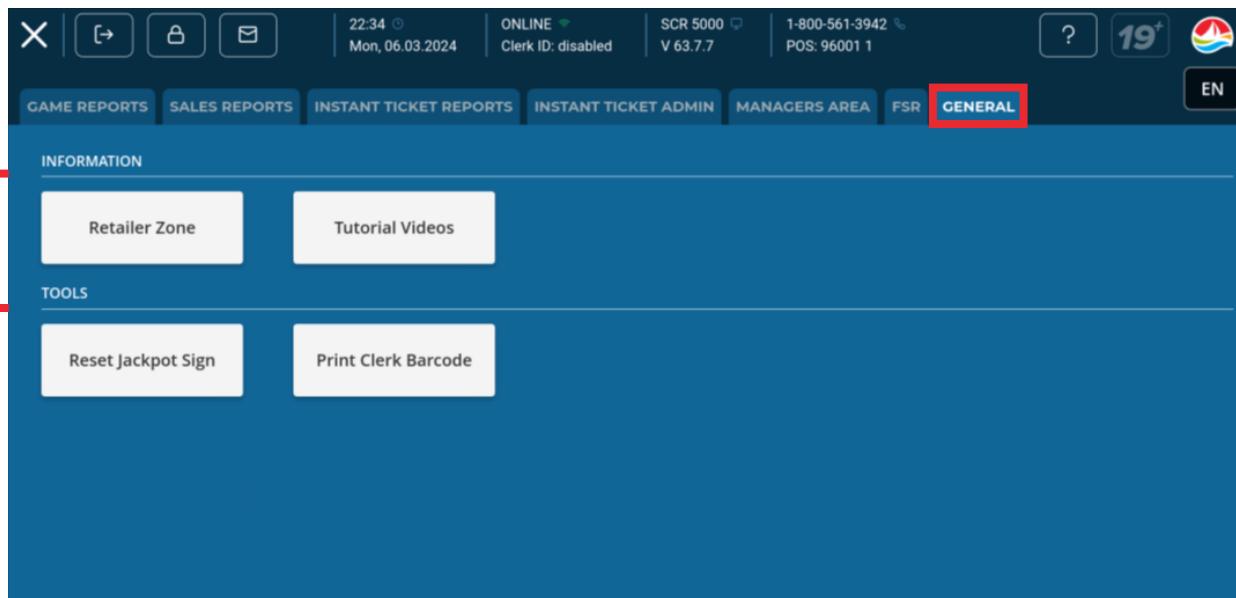


## GENERAL

Select the **GENERAL** tab to access:

1. INFORMATION

2. TOOLS



### 1 INFORMATION

- **RETAILER ZONE** - The Retailer Zone was designed to help you manage your daily lottery operations. You can easily access retailer policies, product updates, training materials, sales tips, and much more.
- **TUTORIAL VIDEOS** - Access to various training videos:
  1. Changing the Printer Paper
  2. Validation
  3. Inventory Management

### 2 TOOLS

- **RESET JACKPOT SIGN** – Resets the Jackpot Signs.
- **PRINT CLERK BARCODE** – A manager can print a barcode for each clerk to use as a sign-on to the terminal. A Clerk Barcode enables the ability to track sales per clerk.

## TERMINAL MAINTENANCE

Please remember that it is your responsibility to safeguard your Lottery equipment from damage.

Retailers must promptly report to Atlantic Lottery any suspected defect, abuse, illegal or criminal activity related to lottery products or any suspected damage or malfunction of its lottery equipment.

**Please contact our Customer Care Center at 1-800-561-7913.**

### CLEANING THE DOCUMENT SCANNER

Clean the document scanner head at least once a week.

- 1** Pull down the document scanner cover.
- 2** Remove any debris from inside the terminal.
- 3** With a soft, lint-free cloth, clean the scanner lid, reader head, and the rollers.
- 4** Close the document scanner cover.

#### **\*\*\*CAUTION\*\*\***

- *Never use liquids or sprays on the terminal.*
- *Never use anything sharp or abrasive, such as a screwdriver, fingernail, or Velcro, to clean the document scanner.*



## CHANGING THE PRINTER PAPER

- 1** Open the printer cover by pulling up on the black cover release. An error message will display on the terminal screen saying the printer cover is open.
  
- 2** Remove the paper roll from the printer.
  
- 3** Place the new roll of ticket stock in the printer and roll out a few inches of paper from the bottom of the roll. Extend the paper past the printer compartment.
  
- 4** Push down on the printer cover and the cover release will lock in place. The printer will print a test strip to confirm that the paper roll has been loaded properly.



# SUPPORT

## CUSTOMER CARE CENTRE

Our Customer Care Centre (CCC) is ready to assist you with your lottery operations. Remember, you will need to have your retailer name and ID number ready when calling our Customer Care Centre.

Call CCC at **1-800-561-7913**, choose your language preference and select option “2”. Our agents are available Sunday to Saturday from 8am to 9pm (Atlantic Time). There is also a voicemail option for after hours and a call back option if there is a wait in queue. If you have requested a call back, please do not call back into the call center because this will remove your previous call back request from our queue.

## INSIDE SALES

Our **Inside Sales team** is ready to assist you with your Scratch'N Win, Breakopen and lottery supplies.

Call our Inside Sales team at **1-800-561-7913**, choose your language preference and select option “1”.

Our agents are available from Monday to Friday 8am – 4pm (AT).

**Retailers can now order SCRATCH'N WIN, BREAKOPEN and SUPPLIES online!**

**Ask your Inside Sales Representative for more information.**

## **IMPORTANT REMINDERS**

- Players must have reached the age of nineteen (19) to purchase, play or redeem lottery tickets. Retailers and retailer employees must ask for identification if the player looks younger than thirty (30) years of age to confirm that he/she meets the minimum age requirement before selling lottery tickets to the customer or validating tickets/paying prizes.
- Lottery tickets must be validated on your lottery terminal. Tickets need to be signed by the customer before validation. This applies to all tickets that have a customer signature line.
- You must immediately and automatically return to players all tickets (except Non-Barcoded Breakopen) that have been presented for validation, along with the associated player receipts.
- Retailers must promptly report to Atlantic Lottery any suspected defect, abuse, illegal or criminal activity related to lottery products or any suspected damage or malfunction of its lottery equipment. Please contact our Customer Care Center at **1-800-561-7913**.