



OLG Support Centre 1-800-387-0104

LOTTERY TERMINAL TRAINING GUIDE





Introduction

Welcome to Lottery Retailer Training. This training guide is intended to provide you and your staff with the skills and knowledge needed to operate the Lottery Terminal. You will find helpful questions throughout each section to help check your knowledge about OLG's policies, procedures and equipment.

This guide includes a reference for OLG's Elite Lottery Terminals. Images in this document are for illustration purposes only. Actual components and screens may vary in colour or design.

For all official OLG policies, please refer to your Retailer Policy Manual. Please pay careful attention to directives concerning Age Control, ID25, Pack Activation, Sports Wagering Limits, No Play at Work and Ticket Validation, as non-compliance with these policies may result in penalties for your location. If you have any questions or need assistance call the OLG Support Centre at the number below.

Location Name

Retail Location Number (RL#)

Terminal Number

Pass Number

999999

123456

Training Mode Terminal Number

Training Mode Pass Number



OLG SUPPORT CENTRE

1-800-387-0104

Open 24 hours a day, 7 days a week

Ce document est aussi disponible en français en communiquant avec le Centre de Soutien OLG.

Who should I contact if I have a question or a problem?

Call the OLG Support Centre with any questions or concerns. We are open 24/7 to help you! Our telephone number can be found on your Lottery Terminal (touch General from the Main Menu) and at the front of this guide.

Call the OLG Support Centre for assistance with:

- Your Lottery Terminal; any questions or concerns, anything not working properly
- Lottery products
- Special ticket orders
- Theft of lottery products; INSTANT or Lotto tickets
- eLearning training for any of your staff - new staff or a refresher for anyone!
- Forgotten or Found tickets
- Moving your Lottery Terminal
- Selling your store
- Questions about your Invoice Statement or reports
- Help with a ticket that has misprinted

You will be asked to provide your Retail Location Number, store name and address, as well as your first and last name.





Table of Contents

THE LOTTERY TERMINAL.....	1
Signing On and Off.....	3
Communication & Transaction Icons.....	5
Main Menu	6
Insider Identification	7
Customer Total	9
Training Mode	10
Changing the Paper	12
General Cleaning Information	13
SOCIAL RESPONSIBILITY.....	14
Customer Service.....	14
Scenarios	15
Scenario 1 - Making Exceptions.....	16
Scenario 2 - Always a Next Time	17
Scenario 3 - Dealing with Intimidation	18
Acceptable Forms of ID	19
LOTTERY & SPORTS.....	21
Ways to Play OLG Games	21
Printing Tickets: Navigation.....	22
Producing Quick Pick Tickets	23
Quick Pick Packs	24
Watch 'N Win Games	25
Producing Slipless Play Tickets	26
Selection Slips.....	27
Producing Selection Slip Tickets	28
Using Mobile Devices	29
Lotto Ticket Overview	30
Overview of Sports Lottery Games.....	32
OLG Sports Game Lists	33
Printing Sports Game Lists and Results	34
Paper and Mobile Coupons	36
OLG Gift Cards	37
Activating Lotto Gift Cards	38
Redeeming Lotto Gift Cards	39
Cancelling Tickets	41



INSTANT GAMES.....	43
INSTANT Ticket Activation	44
INSTANT Ticket Functions – Overview	45
Pack Inventory/Launch Reports	47
INSTANT Ticket Returns.....	47
How to Deactivate and Return INSTANT Tickets.....	48
Deactivating a Range of INSTANT Tickets.....	49
 VALIDATION	 50
OLG's Validation Policy	50
Validating Lotto and Sports Tickets	51
Manual Ticket Validation.....	52
INSTANT Ticket Validation	53
Prize Payout Limits	54
Two-Stage Validation	55
Repurchase Option	56
Ticket Checker	57
Draws Remaining - Exchange Tickets	59
Free Play Tickets - Adding ENCORE	60
Watch 'N Win Games with Instant Wins - Exchange Tickets.....	61
Big Wins!	63
 TERMINAL REPORTS	 64
Reports Menu.....	64
Winning Numbers	65
Financial and Sales Reports	66
Invoice Statements.....	68
Printing Invoices and INSTANT Ticket Reports	70
Pack Activation Payment Schedule	73
Retailer Commissions - Bonus Commissions.....	74

THE LOTTERY TERMINAL

*This section
will show you
how to:*

- Name each Lottery Terminal component
- Sign on and off the Lottery Terminal
- Change the terminal paper
- Clean the terminal and its components

Let's begin by taking a look at the Lottery Terminal components.



See the next page for a description of each component.

Customer Display Unit

The Customer Display Unit provides the customer with prize information, jackpot amounts and promotional messages.

This unit can be portrait or landscape orientation, and must be visible to the customer at all times.



Retailer Display Screen

Use the Retailer Display Screen to navigate the terminal screens and produce tickets for customers. The touch screen is heat sensitive and will respond to your fingertips.



Printer

The Printer uses thermal paper to print tickets, receipts and reports.



Optical Reader

Use the Optical Reader to read Selection Slips, Gift Cards, and perform all Lotto and INSTANT ticket validations and cancellations.

The terminal's power button is to the right of the Optical reader.



Customer Barcode Reader (BCR)

Retailers activate the BCR and customers use it to redeem e-Gift Cards, e-coupons and e-slips.



Ticket Checker

The Ticket Checker allows customers to see if their tickets are winners and check the balance of their Gift Cards.



Signing On and Off

The Sign-On screen allows you to sign-on to the Lottery Terminal. The terminal has both a live mode and a Training Mode.

Step 1

Touch Sign-On to display the numbered keypad



Step 2

Enter your Terminal Number and touch OK



Step 3

Enter your Pass Number and touch OK



Step 4

The terminal will take 2 - 3 minutes to sign-on to the main menu and the following reports will print:

- News Message: Important news from OLG
- Unclaimed Prize Report: Shows unclaimed INSTANT ticket prizes.
- Sign-on Slip: The sign-on slip confirms that the terminal has signed on successfully.





What numbers are required to Sign-On to the terminal?

- ☐ Your terminal number and pass number
- ☐ Your employee number and pass number
- ☐ Your phone number and pass number



When should you sign off your terminal? (Select all that apply.)

- ☐ After selling tickets to a customer
- ☐ If you leave the terminal unattended
- ☐ At the end of every business day
- ☐ When chatting with a co-worker at your station



What should you do if a Lottery Terminal component is not working properly?

- ☐ Power off the terminal
- ☐ Call the OLG Support Centre immediately
- ☐ Wait for OLG to call your store

Communication & Transaction Icons

The communication icon and transaction icon are located in the top left corner of the Retailer Touch Screen and indicate the status of the Lottery Terminal. To process a transaction, a **green** diamond and the word “**READY**” must appear. If you see the word “**WORKING**” and a flashing green diamond, this is normal behaviour when the terminal is downloading an update.

Communication Icon

Icon Colour	Description
GREEN	Terminal is connected to the OLG gaming system.
YELLOW	Terminal detects traffic on the line. Wait for a green or red icon.
RED	Terminal is not communicating, call the OLG Support Centre for assistance.

Transaction Icon

Icon Status	Description
READY	Terminal is ready to process a transaction.
WORKING	Terminal is processing a transaction.
RETRY	Terminal is trying to connect, call the OLG Support Centre for assistance.

Terminal Gaming System Hours

	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Sales Open	3:30am	5:30am	3:30am	3:30am	3:30am	3:30am	3:30am
Validations Open	4:00am	5:30am	4:00am	4:00am	4:00am	4:00am	4:00am
Sales & Validations Close	2:00am	1:00am	2:00am	2:00am	2:00am	2:00am	2:00am

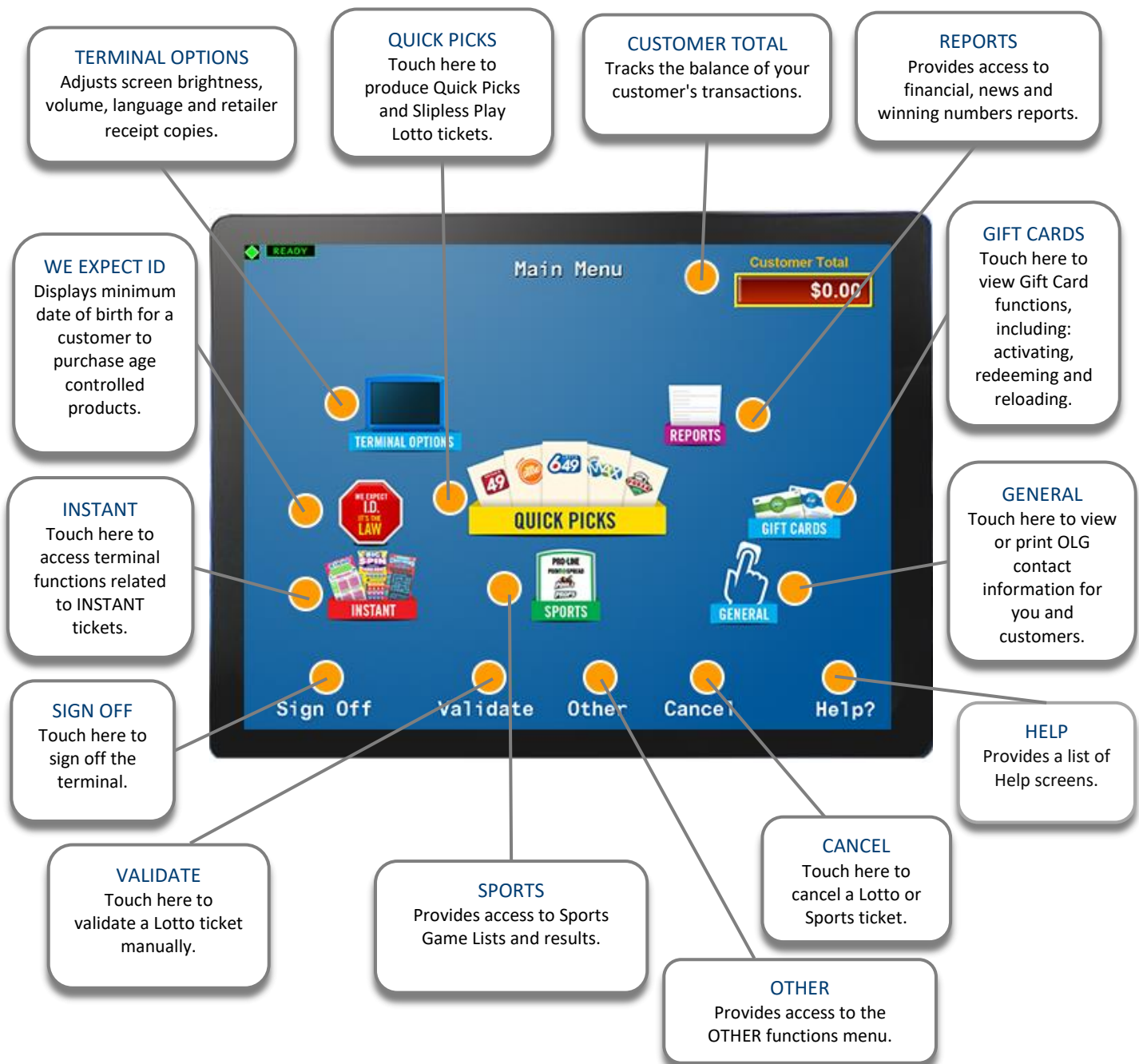
Retailers may continue to sell INSTANT tickets when the terminal is offline, but can only print OLG Lotto tickets during the gaming system hours.

Ticket validations are only available when the terminal is online. If a customer presents a ticket outside of the terminal hours of operation, the retailer cannot validate the ticket or pay any prizes.

Some games or events may not be available during all gaming system hours. Terminal messaging will notify the retailer. Call the OLG Support Centre with any questions.

Main Menu

Once you sign-on to your terminal, the Main Menu will display. From there you have access to all other menus and terminal features.



Insider Identification

All retailers and employees who handle OLG products are required to identify themselves to OLG using the Retailer Identification menu on the Lottery Terminal. The Lottery Terminal has a Print Employee List feature that allows you to see a list of all employees who have completed Retailer Identification.

Managers can enter information on behalf of their employees, as long as the employees have given them permission to do so. Insider Identification should be the first thing you do when your Lottery Terminal is activated

Retailer Identification - Print Employee List

The Print Employee List function will list all employees at your location who have completed Retailer Identification.

To print an Employee List:

1. From the OTHER Functions Menu, touch RETAILER IDENTIFICATION.
2. Touch PRINT EMPLOYEE LIST and the report will print.
3. Place a check mark beside any employee names to be removed from the list, then call the OLG Support Centre to report the changes.



Current Employees Identified at Your Location Authorized to Handle Lottery

RL#: 123456 Effective as of: Nov 6, 2016
RDL#: 123456

New employees or those missing from the list must complete the Retailer Identification on the Ex-M terminal.

IMPORTANT: Enter full name as it appears on government issued ID.

To change or remove records please call the OLG Support Centre at 1-800-387-0104.

Remove	Last Name	First Name	I	Minor
	Jones	Bob	K	<input checked="" type="checkbox"/>
	Stevens	Jim	P	<input type="checkbox"/>
	Smith	Kevin	N	<input type="checkbox"/>

A Minor is a retail employee 17 years of age or younger.

Abc
Signature

Abc - Authorized Supervisor
Printed Name – Position (ie: Owner, Manager)

Insider Identification Instructions

Follow the instructions below to complete Insider Identification. To remove employees who no longer work at your store, please call the OLG Support Centre at 1-800-387-0104.

All retailers and employees who handle OLG products are required to identify themselves to OLG using Retailer Identification. To access this feature touch OTHER, then touch RETAILER IDENTIFICATION.

To complete Retailer Identification:

1. From the Retailer Identification page, touch COMPLETE INSIDER IDENTIFICATION.
2. Read the Retailer Code of Conduct and select ACCEPT.
3. Enter First Name, Middle Initial and Last Name as per Government issued ID, select OK for each pop up.
4. If you are 18 years of age or older, select YES, and enter year of birth, month of birth and day of birth. If you are not 18 years or older, select NO.
5. Confirm the information is correct on the pop up message and select OK.

Note: To ensure your store's information is always accurate, notify OLG if an employee was entered into our database incorrectly, has changed their legal name, has reached 18 years of age, or is no longer employed at your location. Each employee should only be entered one time.

Customer Total

The Customer Total tracks purchases and any balance owing to or from the customer. Press the Customer Total icon on the Main Menu for a detailed summary.

There are three ways to close the Customer Total screen:

Cancel: Closes the screen and does not change the total

Print: Prints a copy of the summary, returns the balance to zero and closes the screen. Use this feature if the customer would like a receipt for their lottery purchases.

Close-out: Zeroes the balance and closes the screen.

The Customer Total does not automatically zero out the balance after each customer. Be sure to choose close-out (or Print) after each customer to keep their purchases separate.

SALES SINCE LAST CUSTOMER TOTAL			
	NUMBER	AMOUNT	ENCORE
LOTTO MAX	1	\$5.00	\$1.00
LOTTARIO	0	\$0.00	\$0.00
LOTTO 6/49	1	\$2.00	\$1.00
ONTARIO 49	1	\$0.50	\$1.00
PICK-2	1	\$2.00	\$1.00
PICK-3	0	\$0.00	\$0.00
PICK-4	0	\$0.00	\$0.00
DAILY KENO	0	\$0.00	\$0.00
POKER LOTTO	1	\$2.00	
R-P-S	0	\$0.00	
PRO-LINE	0	\$0.00	
POINT SPREAD	0	\$0.00	
PRO-PICKS	0	\$0.00	
INSTANT	0	\$0.00	
CANCEL	0	\$0.00	
VALID	0	\$0.00	
SALES SUB TOTAL		\$15.50	
VALIDATION SUB TOTAL		\$0.00	
CUSTOMER OWES:		\$15.50	
CANCEL	PRINT	CLOSE-OUT	



What should you choose if the customer wants a receipt for their lottery purchases?

- ☐ Click "Cancel"
- ☐ Click "Close-Out"
- ☐ Click "Print"

Training Mode

The Lottery Terminal has both a live mode and a Training Mode. Training Mode lets you practice using the terminal or show employees how to perform different functions without printing live tickets. All tickets printed in Training Mode are clearly marked VOID and cannot be sold to customers.

Step 1

Touch Training Mode, located on the bottom left of the screen.
A gold Training Mode icon will appear at the top left of the screen.



Step 2

Touch Sign-On



Step 3

Enter Terminal #999999 and touch OK.



Step 4

Enter Pass #123456 and touch OK.

Note: The terminal number and password for Training Mode can also be found at the front of this guide.



Step 5

1. To sign off from training mode, touch Sign-Off.
2. Touch Training Mode to remove the gold icon from the top left side of the screen.
3. Touch Sign-On.
4. Enter your own terminal and pass number.





Where can you find the terminal number and password for Training Mode?

- ☐ Lottery Retailer Manual
- ☐ Lottery Terminal Training Guide
- ☐ Code of Conduct document
- ☐ OLG Website



You can sell tickets that were produced in Training Mode:

- ☐ True
- ☐ False

Changing the Paper

The Lottery Terminal will alert you when the paper is low. When changing the paper, please use OLG paper stock only. If you are low on stock, please call OLG.

Extra paper rolls need to be stocked in a cool dry place. Do not stack the paper roll cases or place objects on top. This will damage the paper rolls and cause the Printer to function improperly. Do not use a roll that is misshapen or bent.

Step 1

Pull the blue printer latch forward.



Step 2

Slide the clear cover back and remove the old paper roll.



Step 3

Insert the new roll with the blue stripe and OLG logo on the right and pull the paper edge forward.



Step 4

1. Slide the cover forward and firmly close the latch.



When changing the paper roll, on which side should you see the OLG logo and blue stripe?

- ☐ Left side
- ☐ Right side
- ☐ Both sides

General Cleaning Information

It is important to keep the Lottery Terminal and all the components clean.

General Cleaning

Use a soft, lint-free and non-abrasive cloth, moistened with clean water to clean the Lottery Terminal.

NEVER use an abrasive cloth or glass cleaner as this could damage the terminal.

NEVER spray water directly onto the Lottery Terminal or any of the components, including the printer. If any liquids are spilled on the terminal, call the OLG Support Centre immediately.

Cleaning the Optical Reader

To clean the Optical Housing and the Camera Glass:

1. Power off the Lottery Terminal (button to the right of the Optical Reader)
2. Moisten a non-abrasive, soft cloth with clean water
3. Wipe down the entire scanning surface, including the Camera Glass on the roof of the Optical Reader
4. Dry the surfaces with a lint-free cloth
5. Power on the Lottery Terminal and Sign-On



What items should you use to clean the Optical Reader?

- ☐ A slightly abrasive cloth
- ☐ A damp, clean, paper towel sheet
- ☐ A non-abrasive, soft cloth moistened with clean water
- ☐ A cloth sprayed with a brand-name glass cleaner

SOCIAL RESPONSIBILITY

*This section
will show you
how to:*

- Assist customers with any OLG inquiries
- Request acceptable ID in various scenarios

Customer Service

If a customer requires assistance with playing OLG games, claiming prizes, etc., have them call our Customer Support line at 1-800-387-0098. We are here to help you help your customers. Our number can also be found on the back of all OLG tickets or by selecting “General” on the Main Menu of the terminal.

It’s the Law

In Ontario, the sale of lottery tickets to anyone under 18 is prohibited by law. Before selling or validating an OLG product, ask for government-issued photo ID from anyone who looks under the age of 25.

Selling to minors can result in disciplinary action including an individual fine of up to \$50,000. A Corporation that employs a seller can be liable to pay a fine up to \$250,000.

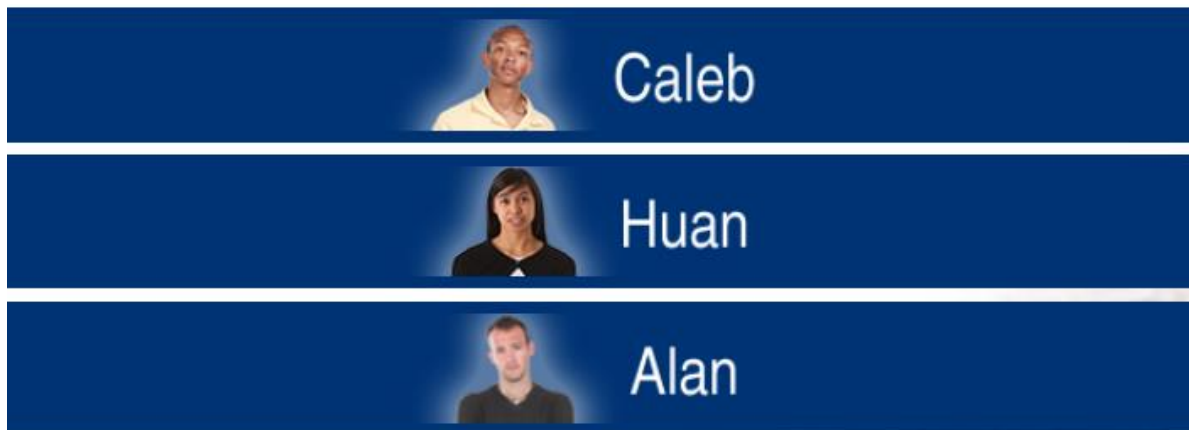
*I will sell lottery
products and redeem
prizes only to
individuals 18 years of
age or older.*



Scenarios

In the following scenarios, Amy the new OLG Retailer and her employee Raymond, have reviewed the Retailer Policy Manual, and know that they can't validate, redeem, or sell any lottery tickets to customers under 18 years of age. They also know that they must ask for ID from anyone that looks younger than 25. Various customers come into the store throughout the day that try to get around providing ID when requested.

We've provided some scenarios to help train you and your staff on asking customers for ID. Go through each scenario and decide whether Amy and Raymond should sell the customer a ticket, or refuse the sale.





Scenario 1 - Making Exceptions

Amy:

"May I please see your ID?"

Caleb:

"I don't have my ID with me. Can't you make an exception this one time?"



What should Amy do?

Refuse to sell the ticket to Caleb.

Here is a helpful response to let your customers know that when it comes to ID25 there are no exceptions.

"I'm sorry, but I have no choice. I need to see government-issued photo ID for anyone who looks younger than 25."



Scenario 2 - Always a Next Time

Raymond:

"May I please see your ID?"

Huan:

"I must have left it in my wallet at home. I will bring it next time, I promise."



What should Raymond do?

Refuse to sell the ticket to Huan.

Try this response when explaining to customers what your legal obligations are when it comes to age controlled products.

"I'm sorry, but I have no choice. Selling lottery tickets to minors is against the law; therefore, I need to see government-issued ID from anyone who looks younger than 25."



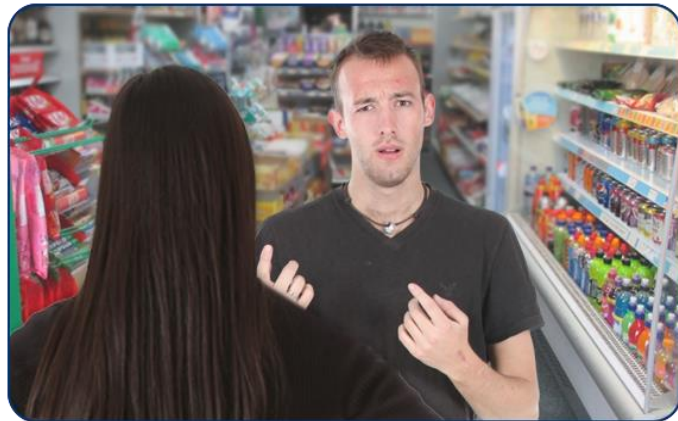
Scenario 3 - Dealing with Intimidation

Amy:

"May I please see your ID?"

Alan:

"Give me a break! I'm 23! If you won't sell it to me, then I'll just go somewhere else."



What should Amy do?

Refuse to sell the ticket to Alan.

Here is a response you can use to help customers understand that ID25 applies to everyone who appears under the age of 25.

"I'm really sorry. This isn't personal, but we could be fined or suspended if we sell tickets to minors. That means I need to ask anyone who looks younger than 25 for government-issued photo ID."

Acceptable Forms of ID

The following are acceptable forms of identification:

- A Driver's Licence
- An Ontario Photo Card
- A Passport
- A Canadian Citizenship Card
- A Possession-Only Licence (POL) or Possession and Acquisition Licence (PAL)
- A BYID Card issued by the Liquor Control Board of Ontario (LCBO)
- A Certificate of Indian Status Card
- Any other Government-Issued Photo ID

Guidelines to Help You and Your Employees

- If a customer does not look 25 years of age or older, ask for government-issued photo ID
- Do not sell to a minor even if the parent or guardian approves
- Do not sell to an adult if you know the adult is purchasing the ticket for a minor
- Discourage adults from letting minors pick their tickets or numbers
- Ask customers wearing a facial covering (Veil, Sunglasses, Mask, Motorcycle Helmet) to remove the covering while you check their government-issued photo ID
- Do not let minors use the Ticket Checker
- Refer all customer complaints to OLG





What is the minimum age, by law, a person must be to purchase or redeem a lottery ticket in Ontario?

- ☐ 21
- ☐ 18
- ☐ 19



Is the following statement True or False?

"Before selling an OLG product, you need to check for government-issued ID for anyone who appears to be under the age of 25."

- ☐ True
- ☐ False

LOTTERY & SPORTS

*This section
will show you
how to:*

- Recognize the ways a customer can play OLG Lotto games
- Print Lotto tickets
(Quick Picks, Slipless Play, Selection Slips and Mobile)
- Print Sports Game Lists and results
- Identify the wager limits for OLG Sports Games
- Cancel OLG Lotto tickets

Ways to Play OLG Games

There are numerous ways a customer can play OLG Lotto games like LOTTO MAX, DAILY KENO and LOTTO 6/49:

QUICK PICK	Customer's selections are randomly generated by the Lottery Terminal. Some Quick Pick games are Watch 'N Win games.
SLIPLESS PAY	Customers select their own numbers, which are entered into the Lottery Terminal by the retailer.
SELECTION SLIPS	Customers select their own numbers by filling out a Selection Slip.
MOBILE DEVICE	Customers build their own ticket on their mobile device and scan a QR code with the Customer Barcode Reader.

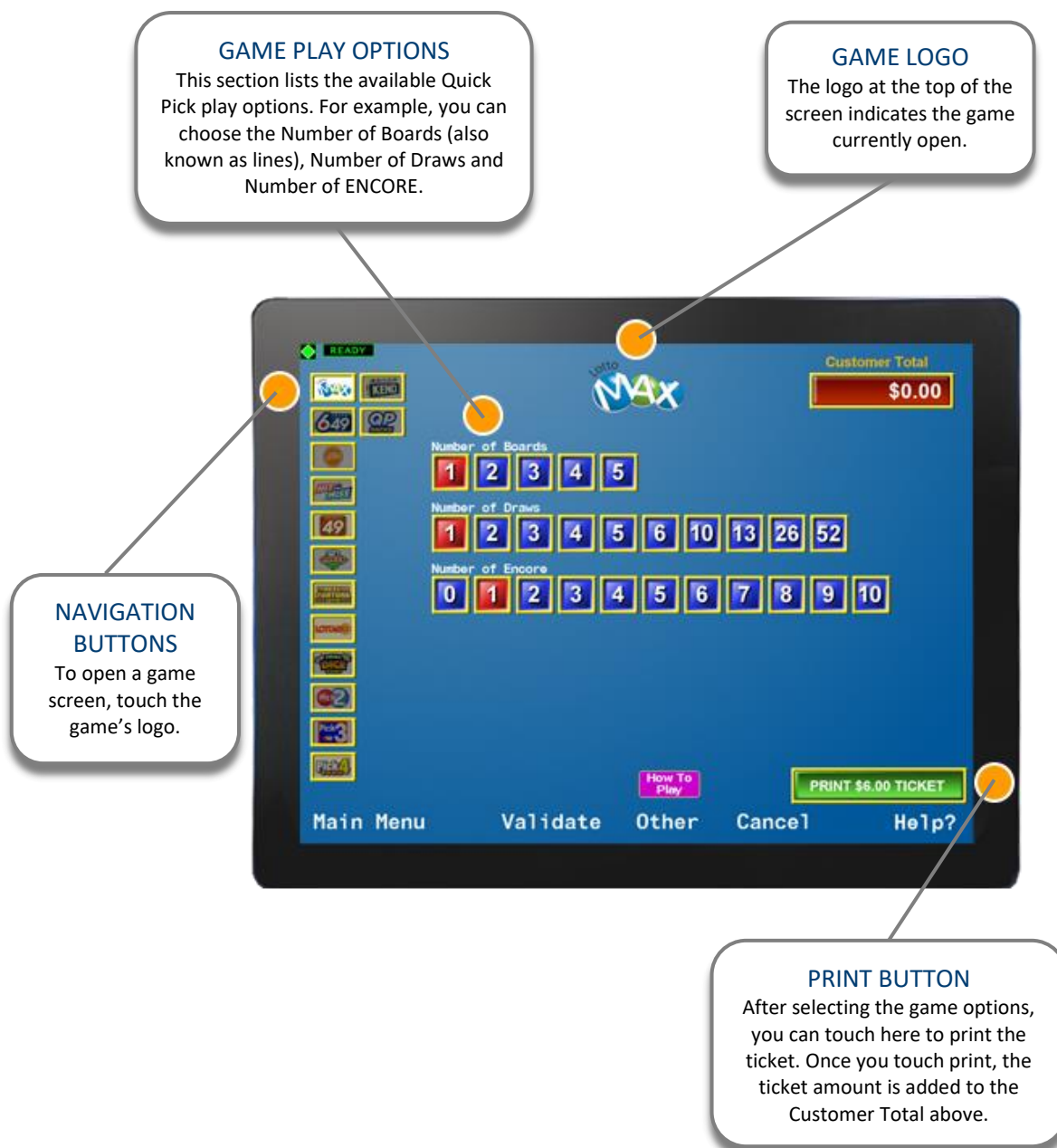
Printing Tickets: Navigation

Quick Picks

The Quick Pick Screen

Each Quick Pick screen allows you to create a Lotto ticket with the customer's choices, based on each game.

Number of boards, draws and ENCORE allowed depends on which Lotto game you've selected.



Producing Quick Pick Tickets

Step 1

Touch the Quick Picks logo on the Main Menu screen.



Step 2

Touch the appropriate game logo.



Step 3

Select the customer's choice for each game play option.



Step 4

Touch the PRINT button and the ticket will print.

Note:

Some games require that customers pay before you press PRINT. Be sure to follow all instructions on the Retailer Touch Screen for collecting customer payment.



Quick Pick Packs

QUICK PICK PACKS are a convenient way to purchase OLG's most popular draw-based games in one lottery transaction.

OLG offers many different Quick Pick Packs. Quick Pick Packs are subject to change at any time. Here are some examples of the types of Quick Pick Packs OLG offers:



Follow these steps to produce Quick Pick Packs:

1. Choose the TYPE of Quick Pick Pack the customer would like.
2. Choose the NUMBER of Quick Pick Packs they would like.
3. Once you've confirmed the information with the customer, press the PRINT button to print the tickets.



Quick Pick Packs are always Quick Picks – customers cannot choose their selections. All tickets purchased as part of a QUICK PICK PACK will print as individual tickets and will be for the next available draw for each game in the pack.

Watch 'N Win Games

Watch 'N Win Games are an exciting way for customers to play lottery with animated instant wins right in your store! When customers purchase a Watch 'N Win game, they watch the gameplay on the Customer Display Unit for a chance to win instantly, and they keep their ticket for the nightly draw. Most Watch 'N Win Games are Quick Pick games.

Follow all of the prompts on your Retailer Display Screen to get the customer the ticket they would like. You must collect payment for Watch 'N Win games **BEFORE** pressing **PRINT** on the terminal.



Producing Slipless Play Tickets

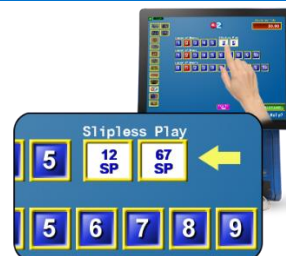
Step 1

From the appropriate game screen, choose the number of boards.



Step 2

Touch the white SP button to enter a Slipless Play selection.



Step 3

When then Numbered keypad appears, enter the customer's requested numbers and touch OK.



Step 4

Repeat steps 2 and 3 for any additional Slipless Play boards.



Step 5

Select the Number of Draws and ENCORE, as requested by the customer, and then touch the PRINT button.



IMPORTANT: Always verify selections with your customer before printing and ask the customer to check the numbers on their ticket for accuracy.

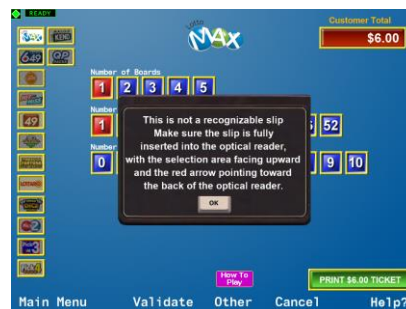
Selection Slips

Customers must choose their numbers, number of boards, number of draws, etc. by completing the selection boxes on their slip.

Ensure the selection boxes have a strike through the box with a pen or pencil (see "Correct" image below).



If the selection boxes are entirely filled in, the Lottery Terminal will display one of the pop-up error messages shown below.



If you receive an error message, inform the customer and ask that they redo their slip.

Producing Selection Slip Tickets

Step 1

Insert the completed Selection Slip face up into the Optical Reader.



Step 2

The Optical Reader lights will turn from **Green** to **Red**.



Step 3

When the Selection Slip has been read, the lights will flash and the Optical Reader lights will return to **Green**.



Step 4

Give the ticket(s) and Selection Slip(s) to the customer.

Note: Some games require that customers pay before you press PRINT. Be sure to follow all instructions on the Retailer Display Screen for collecting customer payment.



Using Mobile Devices

Customers can also use their mobile device to create a ticket. The Customer Barcode Reader is activated by you before they can scan the QR Code on their mobile device.

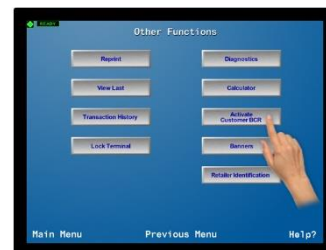
Step 1

From the Main Menu select "Other".



Step 2

Touch the "Activate Customer BCR" button.



Step 3

Ask any customer who appears under 25 years of age for ID.
Touch "OK" to verify the Customer ID.



Step 4

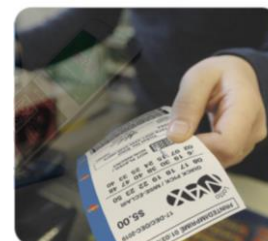
Direct the customer to scan their device.



Step 5

The customer's ticket will print. Provide the ticket to the customer and remind them to sign it.

If the ticket doesn't print, read any error messages or pop ups on the terminal and provide instruction to the customer.



Lotto Ticket Overview

A sample Lotto ticket is shown below. Depending on your customer's selections, their ticket will be longer or shorter and will reflect the way they played.

- 1 **The Game Logo:**
The game the customer has played.
- 2 **Quick Picks:**
The customer's Quick Pick numbers entered into the draw. This ticket has one line, plus two free lines.
- 3 **Customer Signature Area:**
Encourage your customers to sign their tickets right away.
- 4 **Date & Time:**
The draw date and time the ticket was printed.
- 5 **Ticket Price:**
Price of the ticket.
- 6 **ENCORE:**
ENCORE was not played on this ticket.
- 7 **Ticket Number:**
Twenty-two digit ticket number.





What screen do you need to go to if your customer would like to have their selections randomly generated for them?

- ☐ Main Menu
- ☐ Quick Pick Screen
- ☐ Customer Total



When producing a Slipless Play ticket for a customer, you should: (Select all that apply)

- ☐ Verify number selections with your customer
- ☐ Ask the customer to check the numbers on their ticket for accuracy
- ☐ Place their Selection Slip in the Optical Reader



Once you have produced a Lotto ticket from a Selection Slip, you should:

- ☐ Give the customer the ticket, but not the Selection Slip
- ☐ Give the customer the ticket with some new blank Selection Slips
- ☐ Give the customer both the ticket and their Selection Slip



Is this statement True or False?

"Retailers must activate the customer facing barcode reader in order for customers to produce tickets from their mobile devices."

- ☐ True
- ☐ False



What are the different ways a customer can play an OLG Lotto game?

- ☐ Quick Pick, Slipless Play, and Selection Slips
- ☐ Quick Pick and Selection Slips
- ☐ Quick Pick only

Overview of Sports Lottery Games

OLG's Sports lottery games provide an opportunity for customers to wager on sporting events.

OLG offers four Sports lottery games, PRO•LINE, POINT SPREAD, PROPS and POOLS.

How to play information is available by visiting www.proline.ca or customers can find more information on OLG's PRO•LINE App.

Sports Wagering Limits

OLG's Sports wagering limit is \$100 per customer (or group of customers), per product, per day, per location.

This means that a customer can spend up to \$400 in one day if purchasing \$100 from each of the four Sports products. See your Retailer Policy Manual for more information. Non-compliance with this policy may result in penalties for your location.

The following are examples of wagering limits:

Customers CAN purchase up to \$100 per product:

Here is an example of what a customer **can** purchase per product per day.

- \$100 PRO•LINE
- \$100 PROPS
- \$100 POOLS
- \$100 POINT SPREAD

Customers CAN'T purchase more than \$100 per product:

Here is an example of what a customer **can't** purchase per product per day.

- \$500 PRO•LINE
- \$150 POOLS
- \$300 POINT SPREAD



OLG Sports Game Lists

To wager on a Sports event, customers require an OLG Sports Game List to fill out a Selection Slip, or access to the PRO•LINE App to build their ticket.

Sports Game Lists are available by:

- Printing them from your Lottery Terminal.
- Customers can visit www.proline.ca or www.prolinemobile.ca
- Customers can download the PRO•LINE App from the iTunes or Google Play store.
- Customers can also use their mobile devices to scan the QR codes found on the printed Game Lists.

Printing Sports Lottery Tickets

Scan the customer's Selection Slip with the Optical Reader or have the customer use the Customer Barcode Reader to scan their mobile device. Provide all selection slips and tickets to the customer.



Printing Sports Game Lists and Results

Review the following steps below to learn how to print Sports Reports like Game Lists and Results.

Step 1

From the Main Menu, touch the Sports icon.



Step 2

From the Sport Reports menu, select the Game List or Results Report.



Step 3

Select the Game List number (if required).



Step 4

Enter the number of copies on the keypad and press OK.

Sports Reports can be given directly to customers, or you can print multiple copies and display them on your Playstand.



Lottery and Sports - More Information

Need more information about OLG's Lottery and Sports games?

Visit www.olg.ca for information on all OLG's Lottery and Sports games, or call the OLG Support Centre anytime at 1-800-387-0104.

Where can customers find an OLG Sports Game List and Results?



- ☐ Retailers can print them from the Lottery Terminal
- ☐ www.proline.ca
- ☐ By scanning the QR codes on the printed Game Lists with their mobile devices
- ☐ All of the above

For OLG Sports lottery games, what is the wagering limit?



- ☐ \$100 per person or group, per product, per day
- ☐ \$500 per product
- ☐ There are no wagering limits for Sports

Paper and Mobile Coupons



To support and promote lottery sales, OLG may distribute coupons to customers for redemption at retail. Customer's may present physical coupons (paper) or coupons on their mobile devices.

All OLG coupons will have a barcode and must be scanned by the Barcode Reader. OLG keeps retailers informed of different types of coupons on the market through communications like the Lotto Post and Lottery Terminal messages.

When a customer presents you with a coupon, always read and follow any instructions to scan and redeem the prize.

Coupon Redemption

To redeem paper coupons

- Scan the barcode using the Optical Reader.
- Provide the prize and receipt to the customer.
- Destroy the coupon by tearing through the barcode.

To redeem mobile coupons

Do not handle the customer's mobile device. You can activate the Customer Barcode Reader by:

- Touching Other from the Main Menu.
- Touching Activate Customer BCR.
- Asking the customer to scan the barcode when the pop-up appears.
- Provide the prize and receipt to the customer.



ID
25

ID25 REMINDER

When redeeming any coupon you must always ask for government-issued photo identification if the customer appears to be under the age of 25.

Coupon Reminders

- Coupons can only be redeemed once
- Printed coupons may vary in look based on the customer's printer
- Retailers may redeem their own coupons at stores where they do not handle lottery products
- Do not handle a customer's mobile device; you can activate the Customer BCR and have the customer scan the barcode

OLG Gift Cards

OLG offers Reloadable Gift Cards as a convenient option for lottery gift giving.

Customers may purchase Gift Cards in price increments of \$1 ranging from a minimum of \$5 to a maximum of \$100. Gift Cards can be redeemed for any lottery product or a combination of products (Lotto, INSTANT and Sports). Gift Cards are reloadable.



Activating Lotto Gift Cards

Step 1

From the Main Menu Screen, select Gift Cards.



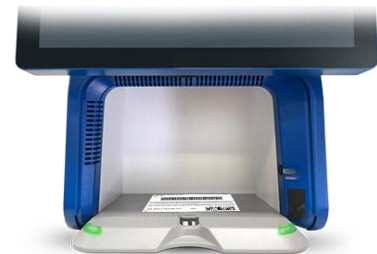
Step 2

Select Activate.



Step 3

Scan the Gift Card using the Optical Reader.



Step 4

Enter the amount the customer would like added and touch OK.



Step 5

Return the loaded Gift Card and Receipt to the customer.



Redeeming Lotto Gift Cards

After a customer has made their lottery purchase selections, follow the steps below to use the Lotto Gift Card as a method of payment for their purchase. Lotto Gifts Card can be combined with any other method of payment if the lottery purchase exceeds the available balance.

For Watch 'N Win Games, redeem Gift Card before printing tickets.

Step 1

From the Main Menu Screen, select Gift Cards.



Step 2

Select Redeem.



Step 3

Enter the dollar amount that the customer wishes to redeem. The redemption amount must not be more than the amount available on the Gift Card.



Step 4

Enter the PIN found on the back of the card, beneath the scratch off material.

Select Redeem.



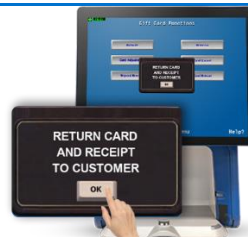
Step 5

Confirm the Redemption amount and touch OK.



Step 6

Return the Redemption Receipt and Lotto Gift Card to the customer along with their lottery purchase(s).





What is the maximum amount of money a customer can load on an OLG Gift Card?

- ☐ \$500
- ☐ \$100
- ☐ \$50



Is the following statement True or False?

“OLG Gift Cards can be reloaded”

- ☐ True
- ☐ False

Cancelling Tickets

Lotto game tickets (excluding games with an instant component, such as POKER LOTTO) can be cancelled before the draw closes. Sports Game tickets can be cancelled within 30 minutes and before the event close time. You can only cancel tickets printed at your store.

Step 1

Touch CANCEL at the bottom of the screen.



Step 2

A cancellation keypad will appear.



Step 3

Insert the ticket into the Optical Reader.

The terminal's lights will flash between red and green as the ticket is read. A cancellation slip will print.



Step 4

Staple the ticket to the cancellation slip and keep for 30 days from the ticket's last draw/event date.



NOTE: If a customer cannot pay for a ticket, the ticket must be cancelled immediately. For help cancelling a ticket, please call the OLG Support Centre.



What must you do with a cancelled ticket and the cancellation slip?

- ☐ Staple them together and keep for 30 days from the ticket's last draw/event date
- ☐ Tear through the barcode and keep the ticket for a year
- ☐ Destroy the ticket and slip immediately

INSTANT GAMES

*This section
will show you
how to:*

- Activate a pack of INSTANT tickets
- Read INSTANT ticket reports
- Deactivate & Return INSTANT tickets to OLG

INSTANT Ticket Overview

INSTANT games, also known as Scratch Tickets, are games customers play by scratching off the play area to reveal if the ticket is a winner. There are various ways to play INSTANT tickets; what's important is that customers read the instructions on the back of the tickets to understand how to play each of the games.

Features of OLG's INSTANT tickets

SCRATCH & SCAN BARCODE

Use this barcode to validate a ticket at the Lottery Terminal. Customers use this barcode to check their tickets on the ticket checker and mobile app.

BACKUP BARCODE

Use this barcode if the Scratch & Scan barcode is damaged. This barcode cannot be used on the Ticket Checker.

PACK ACTIVATION BARCODE

The pack activation barcode is found on the back of each ticket. Use this barcode to activate a full pack of tickets, or to deactivate a single ticket before returning to OLG.

SIGNATURE LINE

Remember to ask the customer to sign their ticket before you validate it.

GAME NUMBER

The bold 4-digit number within the ticket number. Use this number to identify games on your inventory reports.

PLAY AREA

Customers scratch this area to play the game.



INSTANT Ticket Activation

When you receive your INSTANT ticket order, the packs are in an assigned state, meaning they are inactive. It is very important that you activate any pack of tickets before you sell them. Selling inactive INSTANT tickets may result in a financial penalty for your store.

To activate a pack of INSTANT tickets, simply select the INSTANT Functions icon from your Main Menu. Touch Activate and scan the Pack Activation Barcode with your Optical Reader. A pop-up message and Pack Activation Receipt will print to confirm a successful activation.

Once the pack is active, you can remove the clear plastic and display your tickets for sale.



INSTANT Ticket Functions – Overview

INSTANT TICKET FUNCTIONS



To open the INSTANT Ticket Functions menu, touch INSTANT on the Main Menu.

From the INSTANT Functions menu you can activate a pack of INSTANT tickets, print a pack inventory report, print an unclaimed prize report, check the status of a ticket, or process returns.

INSTANT TICKET STATUS



Assigned (full packs):

OLG sends packs of tickets to your store in an assigned state. A pack of assigned tickets has no value until you activate them. Selling tickets from an assigned pack can result in a penalty for your location.

Activated (single tickets):

Once an assigned pack of tickets is activated, all the tickets in the pack become active and are ready to sell.

Deactivated (single tickets):

Once an active ticket is deactivated, that ticket is no longer able to be sold and needs to be returned to OLG as soon as possible.

PACK OR SINGLE TICKET INQUIRY



To verify the status of an INSTANT ticket or pack:

1. Touch Pack Status Inquiry OR Single Ticket Status Inquiry on the INSTANT Functions menu.
2. Scan the Pack Activation barcode (small square barcode - shown here) on the back of the ticket.
3. A pop-up message will display the status as Assigned, Activated or Deactivated.

UNCLAIMED PRIZE REPORT

Unclaimed Prize Report Rapport sur les lots non réclamés As of/en date du 12-JUN-JUL-2019			
Game Jeu	Prize Lot	Total Nombre	Unclaimed Non réclamés
\$30 INSTANT	VOID51-028	20	0
\$20 INSTANT	VOID51-028	5	4
\$10 INSTANT	VOID51-028	20	0

The Unclaimed Prize Report provides details on the number of prizes still available for INSTANT games currently on sale.

The report is updated each night and will print automatically during sign-on.

To print extra copies, touch INSTANT on the Main Menu then touch Unclaimed Prizes.



Is the following statement True or False?

"Selling inactive INSTANT tickets could result in financial penalty."

☐ True

☐ False



What are the steps you must take to activate a pack of INSTANT tickets?

☐ Remove the clear plastic, touch Activate and scan each ticket in the pack

☐ Touch Activate, scan the Pack Activation barcode and only remove the plastic after the receipt prints to confirm the pack has been activated

☐ INSTANT tickets do not have to be activated

Pack Inventory/Launch Reports

1 **PACK INVENTORY/LAUNCH REPORT**
06-JAN-2010 12:23:44
Terminal #010336
Retailer #123456

2 **COMING SOON**

PRODUCT	LAUNCH	#PACKS
\$1 INSTANT		
0605 MONEY	07-JAN-2010	1
\$2 INSTANT		
1890 BANCO	07-JAN-2010	2
\$3 INSTANT		
1203 BINGO	07-JAN-2010	1

3 **ON SALE NOW**

PRODUCT	LAUNCH	#PACKS
\$1 INSTANT		
0660 GIFT BOX	05-JAN-2010	2
\$2 INSTANT		
0637 BANCO	15-DEC-2009	1

4 **PRODUCTS STILL AVAILABLE FOR ACTIVATION**

PRODUCT	LAUNCH	#PACKS
\$1 INSTANT		
0990 LUCKY O	01-NOV-2009	1

PRODUCTS WITH AN ACTIVATION END DATE

PRODUCT	EXPIRY	#PACKS
\$1 INSTANT		
0222 LUCKY L	30-DEC-2009	1

Total Packs 9

The Pack Inventory/Launch Report is an important tool to assist you when preparing your returns. It provides a detailed list of assigned, full packs of tickets currently in your inventory.

The report is made up of four sections:

1. Coming Soon
2. On Sale Now
3. Products Still Available for Activation
4. Products with an Activation End Date

To print a copy of your Pack Inventory/Launch Report, touch INSTANT on the Main Menu and select Pack Inventory Launch.

Products with an Activation End Date are packs that can be returned to OLG. Your Inside Sales Specialist will call you regularly to discuss ticket orders and returns.



Is the following statement True or False?

"The Pack Inventory/Launch Report lists all full packs of assigned INSTANT tickets in your inventory."

☐ True

☐ False

INSTANT Ticket Returns

Once an OLG INSTANT game has reached the end of its life cycle, retailers are asked to return the unsold tickets to OLG. In this section, you will learn how to return INSTANT product to OLG.

How to Deactivate and Return INSTANT Tickets

Once OLG has assigned a pack activation end date to an INSTANT game (found by printing your Pack Inventory/Launch Report), you can return single tickets to OLG for a credit. To deactivate and return single tickets, follow the steps below:

Step 1

From the INSTANT Functions menu, select Instant Returns.



Step 2

Select Deactivate Single Tickets.



Step 3

Begin scanning the individual tickets that need to be deactivated. Tickets can be in any order (regardless of value).



Step 4

The number of Single Tickets and Total columns will be updated in the appropriate row following each successful ticket scan.



Step 5

Exit the Scan Single Tickets screen by selecting “Main Menu”.



Step 6

Keep the deactivated tickets in a secure spot until your next sales call. Do not sell these tickets to customers.

Scan Single Tickets		
\$ Value	# Single Tickets	Total
\$1 Insects \$0.32	<input type="text" value="0"/>	\$0.00
\$2 Insects \$0.64	<input type="text" value="0"/>	\$0.00
\$3 Insects \$0.96	<input type="text" value="0"/>	\$0.00
\$4 Insects \$1.28	<input type="text" value="0"/>	\$0.00
\$5 Insects \$1.60	<input type="text" value="0"/>	\$0.00
\$6 Insects \$1.92	<input type="text" value="0"/>	\$0.00
\$7 Insects \$2.24	<input type="text" value="0"/>	\$0.00
\$8 Insects \$2.56	<input type="text" value="0"/>	\$0.00
<div>SCAN RANGE PRINT</div>		
Main Menu Previous Menu Help		

Deactivating a Range of INSTANT Tickets

You have an option to scan a range of tickets, if their perforation is not broken. This can be done by:

- Select Scan Range
- Scan the first ticket
- Scan the last ticket
- Click "OK" when the number of tickets scanned comes up

Full packs of tickets that have not been activated don't need to be scanned. Keep the pack in a secure spot until your next sales call.

Scan Single Tickets		
\$ Value	# Single Tickets	Total
\$1 Instants \$0.92	0	\$0.00
\$2 Instants \$1.84	0	\$0.00
\$3 Instants \$2.76	0	\$0.00
\$4 Instants \$3.68	0	\$0.00
\$5 Instants \$4.60	0	\$0.00
\$10 Instants \$9.20	0	\$0.00
\$20 Instants \$18.40	0	\$0.00

SCAN RANGE PRINT

Main Menu Previous Menu Help?

IMPORTANT: OLG may, from time to time, ask you to remove a game from sale. In this case, please remove the tickets from your trays immediately, deactivate them, and prepare to process returns on your next sales call. Keep these tickets in a secure location until you return them.



Is the following statement True or False?

"You can return unsold INSTANT product to OLG for a credit, once they have been deactivated."

- ☐ True
- ☐ False

VALIDATION

*This section
will show you
how to:*

- Validate OLG Lotto and INSTANT Tickets
- Pay winning prizes up to \$999.90
- Respond to a Big Win Terminal Freeze

OLG's Validation Policy

1. If a lottery ticket is not signed, ask the customer to sign the ticket before validating. DO NOT validate an unsigned ticket or a ticket where any signature is crossed out.
2. Pay any prize owing to the customer up to your redemption limit.
3. Tear through the barcode of each winning ticket paid out. Return all winning and non-winning tickets and the Customer Receipt to the customer.
4. Keep lottery clutter away from the lottery terminal and the printer.
5. Ensure the customer display is visible to customers at all times.

Validate Signed Tickets Only



We encourage all players to sign their ticket at the time of purchase. However, there are times when a customer will present a ticket for validation without a signature.

If this happens, kindly ask the customer to sign or print their name on the ticket. If they refuse, or if it appears that someone has crossed out the signature - do not validate it. Return the ticket and ask them to contact OLG.

When asking a customer to sign their ticket, remember:

- all tickets must be signed - Lotto, Sports and INSTANT
- customers can make their "mark", such as an "x", if they have trouble signing their name
- customers do not need to make their mark on the signature line; they can sign the back of the ticket
- if customers have a disability and cannot sign the ticket at all, they can have someone else print their name on the ticket

Validating Lotto and Sports Tickets

Follow the steps below to validate a Lotto or Sports ticket.

Step 1

Insert the signed ticket, facing up, into the Optical Reader.



Step 2

The Optical Reader lights will turn from Green to Red.



Step 3

When the Lotto ticket has been read, the lights will flash and the Optical Reader lights will return to Green.



Step 4

Remove the Lotto ticket.



Step 5

- If the ticket is a winner and you are paying out the prize, rip the barcode.
- For non-winning tickets or prizes that are over your limit, do not rip the barcode

Return the ticket(s) and Customer Receipt(s) to the customer.



Manual Ticket Validation

If you are unable to validate a Lotto or Sports ticket using the Optical Reader, you can validate the ticket manually.

Step 1

Ensure the ticket is signed and touch Validate.



Step 2

Enter the 22-digit ticket number. Double check to ensure you have entered the number correctly.



Step 3

Touch OK and the ticket will validate.



NOTE: If the 22-digit ticket number is not clearly visible, do not attempt to validate manually. Return the damaged ticket to the customer and ask them to contact OLG. (The number can be found on the back of the ticket).

INSTANT Ticket Validation

Before validating an INSTANT ticket, ensure the customer has removed all the scratch-off material from the barcode.

Step 1

Insert the signed ticket, facing up, into the Optical Reader.



Step 2

The Optical Reader will turn from Green to Red.



Step 3

When the INSTANT ticket has been read, the lights will flash and the Optical Reader lights will return to Green.

If the Optical Reader cannot read the Scratch and Scan Barcode, reveal the Backup Barcode and try again.

If both barcodes are damaged, advise the customer to contact OLG using the number on the back of the ticket.



Step 4

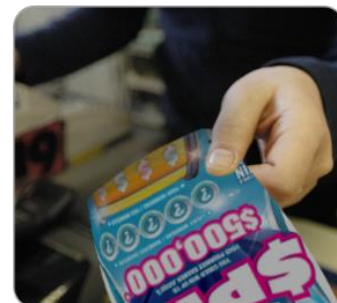
Remove the INSTANT ticket.



Step 5

- If the ticket is a winner and you are paying out the prize, rip the barcode.
- For non-winning tickets or prizes that are over your limit, do not rip the barcode.

Return the ticket(s) and Customer Receipt(s) to the customer.



Prize Payout Limits

You must pay all prizes up to \$50. You can choose to pay – based on your cash levels and store policies – prizes from \$51 - \$999.90. All prizes over \$1,000 must be claimed through OLG. They cannot be paid at retail.

Review and check below to see the action you must take for each prize amount.

PRIZE	ACTION
Free Play to \$50	Always pay out the prize. Return all tickets and Customer Receipts to the customer.
\$51 - \$999.90	<p>Terminal Message: Can you Pay?</p> <p>You can choose to pay out prizes of \$51-\$999.90, depending on your cash on hand, and your own internal policies.</p> <p>Follow the terminal prompts to say if you'll be paying or not. Return all tickets and Customer Receipts to the customer.</p>
\$1,000 - \$4,999.90	<p>DO NOT PAY. This exceeds the OLG Retailer limit.</p> <p>You cannot pay prizes of this amount to your customer. No retailer can pay any prizes of \$1,000 or more. Congratulate your customer! Do not tear through the barcode, provide all tickets and Customer Receipts back to the customer. Their claim options will print on their Customer Receipt.</p> <p>You can direct them to call OLG with any questions.</p>
\$5,000 +	<p>DO NOT PAY - BIG WIN! Wait for OLG to call you.</p> <p>Prizes of \$5,000 or more are considered a Big Win! Your terminal will freeze and OLG will call your store. It's an exciting time for you and your customer! Tell your customer to stay in the store so they can speak to OLG. Return all tickets and Customer Receipts to the customer.</p>
Ticket is Not a Winner	<p>Do not pay.</p> <p>If the ticket is not a winner, do not pay any prizes.</p>

Two-Stage Validation

When validating a ticket that has won over \$50, you will see the Two-Stage Validation Redemption Screen. Once you confirm you have the money available to pay the prize, answer the terminal pop-up by selecting Yes, or No if you don't have the money on hand.



What happens when I select **NO** on this screen

The validation process is stopped and a Customer Receipt will print. This receipt includes "where to claim" information for your customer. Return the ticket and the Customer Receipt to the customer.

What happens when I select **YES** on this screen

The ticket will validate and you are required to pay the prize. Tear through the barcode and return the original ticket, Customer Receipt, any Free Tickets and any Exchange Tickets to the customer along with their prize payment.

Repurchase Option

When you validate a Lotto ticket with no draws remaining, the repurchase screen will prompt you to ask the customer if they would like to "Play Selections Again?"

If the customer would like to play these numbers again, select the number of draws and ENCORE and touch PRINT. The new ticket will print with the same selections, but will have a new ENCORE number, draw date(s) and ticket number. If the customer does not want to play the selections again, simply touch NO.

Note: The repurchase feature is only available up to 28 days from the last draw on the ticket for non-winning tickets, and 365 days from the last draw on the ticket for winning tickets that have not been cashed.



READY

LOTTO 6/49

Customer Total
-\$538.00

PLAY SELECTIONS AGAIN?

Number of Draws
1 2 3 4 5 6 7 8 9 10

Number of Encore
0 1 2 3 4 5 6 7 8 9 10

How To Play

Main Menu Validate Other Cancel Help?

Ticket Checker

- The Ticket Checker allows customers to check to see if their tickets are winners and check the balance on their Gift Cards.
- Although the Ticket Checker and the Lottery Terminal are connected, you must validate tickets with the terminal before paying out a prize.
- OLG encourages customers to use the Ticket Checker prior to presenting their tickets for validation.
- The Backup Barcode on INSTANT tickets cannot be used on the Ticket Checker.
- If you use the Lock Terminal feature, customers will still have access to the Ticket Checker.





What should you do before validating a Lotto ticket?

- ☐ Ensure the ticket is signed
- ☐ Pay the prize
- ☐ Tear through the barcode



To validate an INSTANT ticket, which barcode do you scan?

- ☐ The Scratch & Scan Barcode or Backup Barcode
- ☐ The UPC Barcode
- ☐ The Activation Barcode



What should you do when validating a signed lottery ticket that is NOT A WINNER?

- ☐ Throw the ticket in the garbage
- ☐ Tear through the barcode
- ☐ Do not tear the barcode and return it to the customer along with the Customer Receipt



Is the following statement True or False?

"Retailers are instructed to not validate a customer's ticket if the customer refuses to sign it."

- ☐ True
- ☐ False

Draws Remaining - Exchange Tickets

An Exchange Ticket will print when a winning multi-draw ticket is validated before the last draw. An Exchange Ticket is valid for the remaining draws and will have the same selections and the same ENCORE number as the original winning ticket.

An Exchange Ticket will not print if:

- the multi-draw ticket is a non-winner
- the multi-draw ticket wins a prize you cannot pay
- the multi-draw ticket wins a prize that is over your limit to pay (\$1,000+)

Remember:

Only tear through the ticket barcode when you pay the customer their prize and be sure to return all tickets and receipts to the customer.



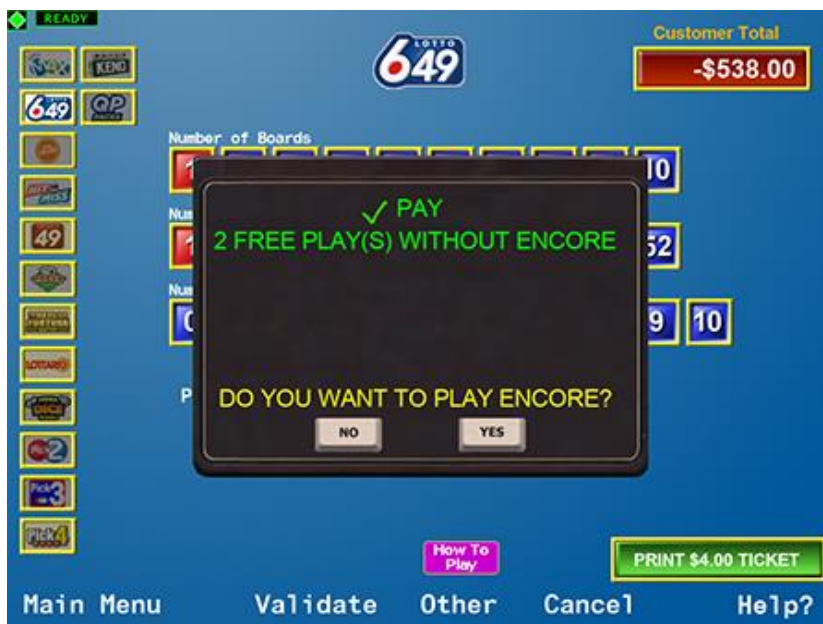
Free Play Tickets - Adding ENCORE

When you validate a ticket that has won a Free Play, the customer has the option to pay to add ENCORE.

The winning jingle will play and an audio message will ask the customer if they would like to add ENCORE to their Free Play ticket.

Select YES to add ENCORE or NO to continue. If you select YES, a keypad will display for you to enter the number of ENCORE.

Remember to tear through the barcode of the winning ticket and return all tickets and Customer Receipts to the customer.



Watch 'N Win Games with Instant Wins - Exchange Tickets

Exchange Tickets for Watch 'N Win games are a little different than other Lotto games, since customers can validate their tickets for the instant win, and then need an Exchange Ticket for the nightly draw.

Let's review an example of what happens when an Exchange Ticket prints after a customer has won a prize.

Step 1

On this POKER LOTTO ticket, the customer has won a FREE PLAY.



Step 2

Because this POKER LOTTO ticket won an instant prize, tear through the barcode at the bottom of the ticket after validating it.

If a Watch 'N Win ticket wins an instant cash prize, all validation procedures apply - ie. choosing yes or no to paying out over \$50, etc.



Step 3

The Customer Receipt will automatically print from your terminal. It will show the winning prize amount and the ticket number of the original winning ticket.

Return all tickets and receipts to the customer along with their prize.



Step 4

Since POKER LOTTO offers a nightly draw, the customer requires an Exchange Ticket.

An Exchange Ticket will automatically print from your terminal with the words "Exchange Ticket" written on the top.

The selections on the Exchange Ticket are the same as on the original winning ticket.



Step 5

Here is an overview of the original POKER LOTTO ticket, the Customer Receipt and the Exchange Ticket. Return all tickets, receipts and exchange tickets to the customer.

Original Ticket with an
Instant Prize of Free Play



Customer Receipt showing
winning prize details



Exchange Ticket valid for
nightly draw



What should you do when you validate a signed lottery ticket and the prize is \$1,000 or more?

- ☐ Pay the prize
- ☐ Do not pay the prize, it exceeds your limit to pay
- ☐ Pay \$300

Big Wins!

All prizes \$5,000 or more are considered Big Wins and are an exciting time for retailers and customers. When you validate a Big Win ticket, the terminal will play an extended winning jingle and an audio message will play advising the customer that an OLG Representative is calling the store to speak with them.

During a Big Win validation, your terminal is temporarily frozen. This means you cannot print or validate any tickets until you speak with OLG.

When the OLG Representative calls your store, they'll need to speak with you and the customer. Follow all instructions given by OLG. We will instruct you on how to re-validate the big winning ticket. We can then un-freeze your terminal.



When you validate a ticket and the prize is \$5,000 or more, the terminal will freeze. What must you do?

- ☐ Ask the customer to wait, an OLG representative is contacting the store and would like to speak with them
- ☐ Pay the prize
- ☐ Tell the customer to call OLG

TERMINAL REPORTS

*This section
will show you
how to:*

- Print Winning Numbers for OLG Lotto Games
- Print Daily and Weekly Sales Reports
- Print Invoice Statements

Reports Menu

To access the Reports Menu touch REPORTS from the Main Menu.

From this menu you will be able to print winning numbers, news messages, promotion information and financial reports.



Winning Numbers

Winning Numbers/Prize Payout reports provide customers with information on current winning numbers and draw results.

Step 1

From the Main Menu touch Reports.



Step 2

From the Reports menu touch Winning Numbers/Prize Payouts.



Step 3

Select the requested game from the options on the screen.



Step 4

Choose the type of report and enter the number of copies.

Touch the OK button and the report will print.

You can provide a copy of these reports to your customers if they ask, and you can keep a stock of them available for customers.



Under which menu can you find Winning Numbers for OLG Lotto games?

- ☐ Promotions
- ☐ Reports
- ☐ Financial

Financial and Sales Reports

From the Financial Reports menu you can print Sales Reports, your current Invoice, Invoice Details and a Pack Projection report.

Open Reports

From the Main Menu touch Reports.

From the Reports Menu press Financial.



Types of Reports:



Today's Daily Sales

Touch Today's Daily Sales to print the report. This report provides cumulative sales results for the current day starting at 12:00 a.m. up to when the report is printed.



Daily Sales

Touch Daily Sales and then the applicable day to print the previous days' Sales Report (Sunday to Saturday).



Week to Date

Touch Week to Date report to print a detailed report of the current week's sales activity from Sunday to the end of the previous day.





For what periods are Sales Reports available?

- ☐ Today's daily sales
- ☐ Daily sales for the current week
- ☐ Weekly sales
- ☐ All of the above



Invoice Statements

The Invoice Statement provides sales, redemption, activation and commission details for the current invoice period.

Print your invoice every MONDAY and THURSDAY to see your new balance. The next day, any balance owing will be withdrawn from your account. If the balance is negative, it will be deducted from your next invoice.

Pay close attention to Lottery Terminal messaging that will provide instructions for invoicing near holidays. The messaging will include when to print your Invoice Statement, and when any balance owing will be drawn from your account.

Keep your invoices for income tax purposes and to track important financial information such as retailer commissions. OLG does not provide Year to Date or Yearly Commission Statements.

INVOICE STATEMENT DETAILS

1. Invoice period start and end date.
2. A message regarding your invoice may appear here.
3. The amount due from the previous invoice.
4. The previous amount paid to OLG, minus any payment returned and the new balance based on your current amount due.
5. In the On-Line Products section you will see sales details for each Lotto and Sports game, combined gross sales, voids (cancellations), and net sales for the current invoice period.
6. The total Lotto and Sports game cash prizes you have paid to customers.
7. The total net Lotto and Sports sales for the invoice period minus cash redemptions.
8. The Instant Products section details your total INSTANT Game cash prizes paid (Cash Redemptions), Free Ticket prizes paid, and total activations/deactivations for the current invoice period.
9. Activations, minus Cash Redemptions, minus Free Tickets equals Net Instant.
10. Order Sales Returns is the total credit amount of Activated INSTANT tickets you have returned and has been processed by OLG, that will be credited to your account.
11. The Commission section provides a detailed summary of the commission you have earned from On-Line sales, On-Line redemptions and Free Play tickets, plus the commission earned from INSTANT redemptions, activations and promotions.
12. Any financial credits/debits processed by OLG, including major win bonus commissions.
13. Subtotal of commission activity, minus financial adjustments, service charges, and other charges.
14. Total amount to be paid to OLG. The Total Due must be available in your OLG bank account prior to the bi-weekly withdrawal every Tuesday and Friday.

Note: If the Total Due is negative, no payment is required. The balance with the subtracted from your next invoice

STATEMENT		
Terminal # 001234	Retailer # 999999	
FROM: 01-OCT-2016	TO: 03-OCT-2016	
Due to the banking holiday, the Sept 5th invoice must be deposited at your bank on Tuesday Sept. 6th.		
BALANCE DUE LAST INVOICE	\$1703.97	
PAID	\$1703.97	
PAYMENT RETURNED	\$0.00	
NEW BALANCE	\$0.00	
INVOICE 9378711		
ON-LINE PRODUCTS		
PRODUCT	AMOUNT	ENCORE
LOTTO MAX	\$194.00	\$34.00
LOTTARIO	\$40.00	\$2.00
6/49	\$610.00	\$67.00
ONTARIO 49	\$27.50	\$6.00
PICK-2	\$8.00	\$2.00
PICK-3	\$25.00	\$3.00
PICK-4	\$20.00	\$2.00
DAILY KENO	\$67.00	\$8.00
POKER LOTTO	\$0.00	
ALL IN	\$0.00	
NHL LOTTO	\$0.00	
MEGADICE LOTTO	\$0.00	
WHEEL FORTUNE	\$0.00	
PRO-LINE	\$111.00	
POINT SPREAD	\$50.00	
POOLS/PROPS	\$30.00	
SUB TOTAL	\$1182.50	\$124.00
GROSS SALES	\$1306.50	
VOIDS	\$10.50	
NET SALES	\$1296.00	
CASH REDEMPTIONS	\$354.40	
NET ON-LINE	\$941.60	
INSTANT PRODUCTS		
CASH REDEMPTIONS	\$162.00	
FREE TICKETS	\$10.00	
ACTIVATIONS	\$1725.00	
DEACTIVATIONS	\$0.00	
NET INSTANT	\$1553.00	
RETURNS		
ORDER SALES	\$0.00	
COMMISSION		
ON-LINE PRODUCTS SALES	\$65.33	
CASH REDEMPTIONS	\$7.09	
FREE TICKETS	\$7.48	
INSTANT PRODUCTS		
CASH REDEMPTIONS	\$4.86	
ACTIVATIONS	\$138.00	
PROMOTIONS	\$0.00	
TOTAL COMMISSIONS	\$222.76	
ADJUSTMENTS		
PACK PENALTY	\$0.00	
SPORTS WAGR LIMIT	\$0.00	
NSF S/C	\$0.00	
ADMIN FEE	\$2.50	
TOTAL ADJUSTMENTS	\$2.50	
NET	\$220.26	
TOTAL DUE	\$2241.74	

Printing Invoices and INSTANT Ticket Reports

From the Financial Reports menu you can print a current Invoice, Invoice Details and a Pack Projection report.

Open Reports

From the Main Menu touch Reports.

From the Reports Menu touch Financial.



Types of Reports:



Pack Invoice Projection

Touch Pack Invoice Projection to print the report. This report shows the projected amount due on future invoice(s) based on your recent INSTANT ticket activations and payment terms.



Pack Invoice Detail

Touch Pack Invoice Detail to print the report. This report provides INSTANT ticket activation details for your current.



Single Ticket Detail

Touch Single Ticket Detail to print the report. This report itemizes returned, unsold INSTANT ticket credits for the current invoice.





After printing your invoice on Mondays and Thursdays, when is any balance owing withdrawn from your bank?

- ☐ The next day
- ☐ Two days later
- ☐ The week after



TODAY'S SALES REPORT		
09-MAY-2019 09:31:02		
TERMINAL #007326		
ON-LINE PRODUCTS		
PRODUCT	AMOUNT	ENCORE
LOTTO MAX	\$0.00	\$0.00
FREES	\$0.00	
LOTTARIO	\$0.00	\$0.00
FREES	\$0.00	
6/49	\$0.00	\$0.00
FREES	\$0.00	
HIT OR MISS	\$0.00	\$0.00
FREES	\$0.00	
DAILY GRAND	\$0.00	\$0.00
FREES	\$0.00	
ONTARIO 49	\$0.00	\$0.00
FREES	\$0.00	
PICK-2	\$0.00	\$0.00
FREES	\$0.00	
PICK-3	\$0.00	\$0.00
FREES	\$0.00	
PICK-4	\$0.00	\$0.00
FREES	\$0.00	
DAILY KENO	\$0.00	\$0.00
FREES	\$0.00	
POKER LOTTO	\$0.00	\$0.00
FREES	\$0.00	
ALL IN	\$0.00	\$0.00
MEGADICE LOTTO	\$0.00	\$0.00
FREES	\$0.00	
WHEEL FORTUNE	\$0.00	\$0.00
FREES	\$0.00	
PRO-LINE	\$0.00	\$0.00
POINT SPREAD	\$0.00	\$0.00
POOLS/PROPS	\$0.00	\$0.00
SUB-TOTAL	\$0.00	\$0.00
GROSS SALES	\$0.00	
VOIDS	\$0.00	
NET SALES	\$0.00	
CASH REDEM	\$0.00	
NET ON-LINE	\$0.00	
INSTANT PRODUCTS		
CASH REDEMPTIONS	\$0.00	
NET CASH TRANSACTIONS	\$0.00	
GIFT CARD SALES		
SALES	\$0.00	
VOIDS	\$0.00	
CASH OUT	\$0.00	
NET GIFT CARD	\$0.00	
GIFT CARD REDEMPTIONS		
DECLINING BALANCE	\$0.00	
DEFINED OFFER	\$0.00	
TOTAL	\$0.00	
PROMOTIONS		
PROMOTION ACTIVITY		
PROMOTION NOT AVAILABLE		
FREE TICKETS		
ON-LINE	\$0.00	
INSTANT	\$0.00	
TOTAL FREE TICKETS	\$0.00	
NET TERMINAL	\$0.00	
TODAY'S PACK ACTIVITY		
09-MAY-2019		
TERMINAL #007326		
ACTIVATIONS	0	

Today's Sales Report

The Today's Sales Report provides cumulative sales results for the current day starting at 12:00 am up to when you print the report.

1. Sales period date and time of printing.
2. In the On-Line Products section, you will see the sales for each Lotto and Sports game, all Free Play tickets, the combined gross sales, total voids (cancellations) and net sales.
3. Total Lotto and Sports game cash prizes you have paid.
4. Gross sales, minus Voids and Cash Redemptions equals your Net On-Line sales.
5. Instant Cash Redemptions is the total of all cash prizes you have paid from INSTANT ticket validations.
6. Net On-Line minus Instant Cash Redemptions equals your net Cash Transactions.
7. In the Promotion Activity section you will see a description of all active promotions and the total free promotion plays.
8. Net Promotion will always show as \$0.00, as free promotional tickets have no dollar value and there is no charge to you.
9. The Free Tickets section shows the credit value you will receive for Free Play tickets redeemed from an INSTANT ticket or coupon validation. The Free Play value for Lotto game Free Play tickets is also included in the total sales of the same game.
10. The sum of all On-Line and INSTANT ticket activity (Does not include Total Free Tickets).
11. The total number of INSTANT ticket packs activated.

Pack Activation Payment Schedule

When you activate a pack of INSTANT tickets, you will have up to 17 days before payment is due. Packs with tickets of \$20+ have extended terms. For more information, please call the OLG Support Centre.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						A
A	A	A	B	B	B	
	Print Invoice Every Monday	Pay ' A ' on this day		Print Invoice Every Thursday	Pay ' B ' on this day	

Retailer Commissions - Sales Commissions

Retailers earn commissions on the sale and redemption of Lotto and Sports products, INSTANT tickets, Gift Cards, and Quick Tickets. See below for details.

If you have any questions about commissions earned on your sales and redemptions, please speak to your Sales Specialist.

Sales

- 5% on the sale of Lotto and Sports products
- 5% on the sale of free Lotto ticket prizes
- 8% on the sale of INSTANT ticket products

Redemptions

- 2% on the redemption of Lotto ticket prizes
- 3% on the redemption of INSTANT ticket prizes

Lottery Gift Card Sales & Redemptions

- 2.5% on the sale of Gift Cards
- Net equivalent of 2.5% on the redemption of Lottery Gift Cards for Lotto and Sports products
- Net equivalent of 5.5% on the redemption of Lottery Gift Cards for INSTANT products

Quick Ticket Redemptions

- 2% on the redemption of Quick Tickets

Retailer Commissions - Bonus Commissions

Bonus commissions are earned when you sell a top-prize-winning ticket at your store.

PRIZE AMOUNT	COMMISSION
\$10,000	\$100
\$20,000	\$200
\$25,000	\$250
\$50,000	\$500
\$75,000	\$750
\$100,000 \$200,000 \$250,000	\$1,000
\$300,000 \$500,000	\$1,250
\$1,000,000 \$1,500,000 \$2,000,000	\$1,500
\$1000 A Week For Life	\$1,250
\$2000 A Week For Life	\$1,500

	PRIZE AMOUNT	COMMISSION
Lotto 6/49 Lottario Encore Lotto Max Ontario 49	Top Prize - Winning Ticket	\$1000
Lotto 6/49 Lottario Lotto Max Ontario 49	Second Prize - Winning Ticket	\$500
Lotto 6/49 \$1 Million Guaranteed Prize Draw	Any Winning Ticket	\$500
Poker Lotto Megadice Lotto Wheel of Fortune Lotto NHL Lotto	\$100,000 Nightly Draw Prize	\$500
For LOTTO 6/49, LOTTO MAX, ONTARIO 49, ENCORE and LOTTARIO, the seller's bonus is divided by the number of winning retailers in Ontario.		

For Lotto 6/49, LOTTO MAX, ONTARIO 49 and LOTTARIO, \$100 is added to the \$1000 seller's bonus each time the previous jackpot is not won.

For a comprehensive list of bonus commissions offered by OLG, please call the OLG Support Centre. Bonus commissions are subject to change at any time.