Atlantic Lottery

Retailer Manual

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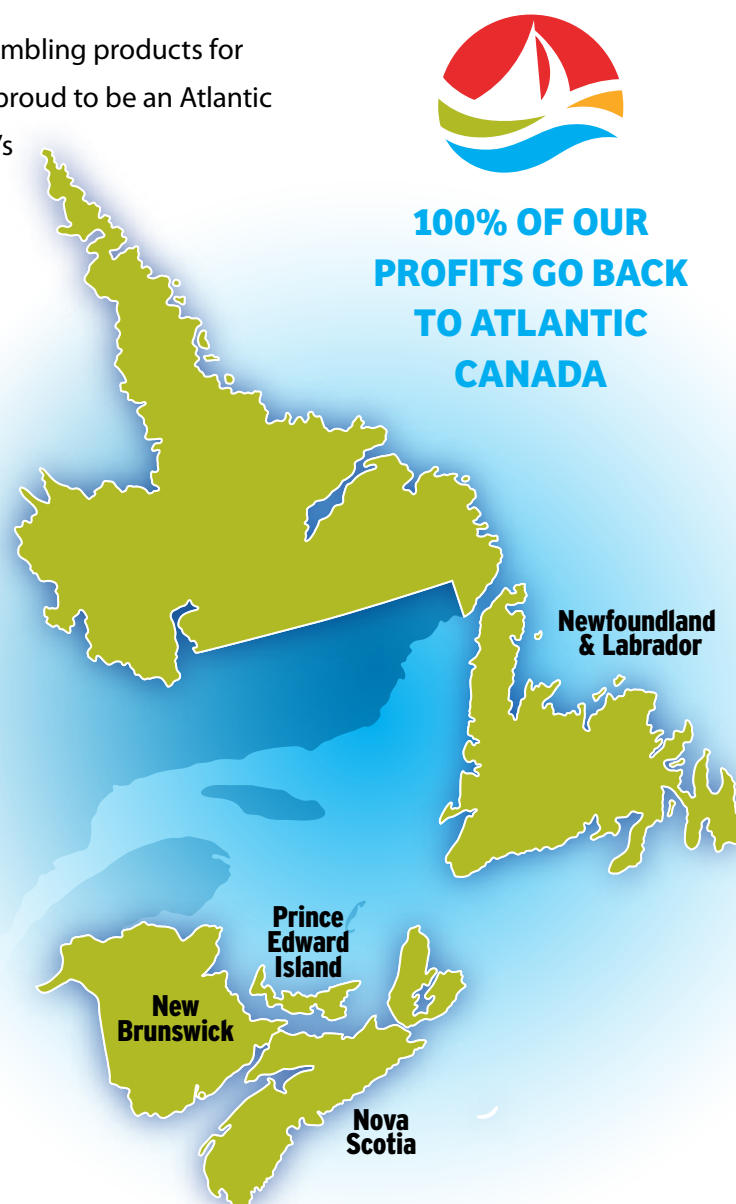# WELCOME TO ATLANTIC LOTTERY

Thank you for joining our Atlantic Lottery family! We are excited to have you on board as our partner and we are looking forward to working with you to help make Atlantic Canada a better place.

Atlantic Lottery is owned by our four Atlantic provincial governments (N.B., N.S., N.L., P.E.I.), which means **100% of our profits** go back to those governments for the funding of health care, education and other essential programs and services in the region. After all of our business costs and bills are paid, everything that's left (profit) goes back to our communities. Every penny, every year. No exceptions.

We're proud to be the provider of fun, regulated gambling products for Atlantic Canadians, but more than anything, we're proud to be an Atlantic Canadian company, putting Atlantic Canada first. It's our job to ensure that gaming is fun, responsible and operated effectively. We offer our customers a variety of products from instant games to draws, video lottery, sports wagering and online access to our products through the **alc.ca** website.

Our goal is the same as yours; we simply want to play whatever role we can in making Atlantic Canada a better place.

100% OF OUR PROFITS GO BACK TO ATLANTIC CANADA

Newfoundland & Labrador

Prince Edward Island

New Brunswick

Nova Scotia

COMMITMENT

Since 1976, Atlantic Lottery has offered regulated and entertaining games of chance. The authority to operate these games comes with our commitment to offer them with integrity and responsibility.

Corporate Social Responsibility (CSR) is at the heart of everything we do at Atlantic Lottery. This operational commitment forms the foundation of all corporate activities and guides how we manage our responsibilities to the four Atlantic Provinces, players and communities. CSR at Atlantic Lottery includes commitments to the environment, communities, volunteerism and responsible gambling.

Fundamental to Atlantic Lottery's responsible gambling (RG) strategy is delivering education and awareness programs around informed player choice.

We have responsible gambling programs in place to train our retailers, certification programs for employees and player education programs, all designed to promote the safest play experience.

As our retailer partner, it's important that we offer you the tools and resources needed to successfully manage lottery. As operator and retailer, we both have an obligation to conduct our business in a responsible way.

As our partner, we are committed to supporting you.

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** (Monday to Friday 7am – 10pm and Saturday/Sunday 8am – 10pm (Atlantic Time).

For non-urgent inquiries, please email us at **info@alc.ca**. Due to the high volume of inquiries, emails will be answered within 48 hours.

RETAILER ZONE ON www.alc.ca

As a retailer partner, it is important that we offer you the tools and resources needed to successfully manage lottery.

This site has been designed to help you manage your daily lottery operations. You can easily access retailer policies, current lottery information, training materials, sales tips, and much more. Click on **RETAILER ZONE** located in the site menu.

RETAILER ZONE & HELP ON YOUR LOTTERY TERMINAL

Did you know, you can access lottery information on your terminal? When on the Main Selling Screen, touch **RETAILER ZONE** for information on selling lottery, responsible gambling and important reminders. For game details, press on the HELP button twice when on the Game Selling Screen to access helpful product information.

CORPORATE WEBSITES

Learn more about Atlantic Lottery by checking out our websites: www.alc.ca & www.askaway.ca.

LOTTERY TICKET RETAILER POLICIES

Atlantic Lottery's Ticket Retailer Policies have been developed with the ultimate goal of providing Atlantic Canadians with a lottery system that operates with the utmost integrity – so that retailers can sell with confidence and players can play with confidence. Many of these policies support your own efforts to demonstrate your integrity as a retailer, particularly as they relate to the validation of lottery tickets.

Key items to note:

- **Atlantic Lottery's Ticket Retailer Policies apply to all retailers.**

- **Compliance to the policies is mandatory.**

- **Retailers must ensure they and all their employees know, understand and fully comply with all of the policies.**

- **Retailers are responsible and accountable for the conduct of their employees.**

- **Non-compliance will result in corrective and/or disciplinary action including suspension or termination of your Retailer Agreement with Atlantic Lottery.**

Compliance to all Atlantic Lottery Ticket Retailer Policies is monitored through Atlantic Lottery internal systems, the investigation of customer complaints and field audits conducted by a mystery shopper. A progressive disciplinary approach will be followed, as outlined in the Ticket Retailer Policies. Infractions could lead to corrective action including fees (for Age of Majority), temporary suspension or termination of your Retailer Agreement. Atlantic Lottery will make every effort to provide retailers and their employees with the necessary tools and training to be successful in following our policies.

It is important that you and your employees are knowledgeable about the policies and comply fully with them. If you have questions or require information on the policies you may contact your lottery representative or call toll free 1-800-561-7913.

Following is a summary of some of the policies that affect how retailers and retailer employees sell and redeem lottery products on a day to day basis. A complete copy of the Atlantic Lottery Ticket Retailer policies is included in the back of this manual for your reference.

RESTRICTIONS ON THE SALE OF LOTTERY TICKETS

MINIMUM AGE REQUIREMENT

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 twenty-five (25) 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.

WHEN IN DOUBT, CHECK ID.   **19⁺**

LOTTERY POOLS

Retailers and retailer employees will not offer, administer or participate in any arrangement in which they collect and pool funds from a number of customers that are then used by the retailer or retailer employee to buy lottery products on behalf of the group who have paid into the pool. By removing yourself from situations where you are expected to handle payment and validations without players present, you are protecting yourself from potential allegations.

PAYMENT FOR LOTTERY PRODUCTS

Customers must purchase lottery products in person at the retailer's premises. Retailers and retailer employees must not sell lottery products to customers who order by telephone/cell phone, the Internet, e-mail systems, the mail or courier. Payment for lottery products must be made at the time of sale to the player. Retailers and retailer employees cannot 'run a tab' for players for the purchase of lottery products.

ACTIVATION OF INSTANT AND BARCODED BREAKOPEN TICKETS

Retailers and retailer employees must activate Instant and barcoded Breakopen tickets prior to selling these tickets to players; in the event a retailer or retailer employee fails to activate the tickets, Atlantic Lottery reserves the right to activate the tickets.

ILLEGAL LOTTERIES

Retailers must not promote, display, operate or offer for sale, any lotteries, games of chance, games of mixed chance and skill, or gaming devices that are illegal or that are not licensed by the appropriate government regulatory body.

TICKETS ISSUED IN ERROR

Tickets issued in error that are not paid for, nor accepted by the player requesting the ticket, must not be subsequently sold to other players or purchased by the retailer or retailer employee. These tickets must be immediately cancelled, marked "VOID" and kept on file by the retailer for a period of three months.

VALIDATION OF TICKETS

- Retailers and retailer employees must not accept for validation any ticket that has not been signed by the player. Having the player sign the ticket eliminates any dispute over the ownership or identification of the ticket once it has left his/her possession. This measure is in place for the protection of players as well as retailers and retailer employees. This policy does not apply to Breakopen tickets, as they do not have a signature line and are not required to be signed by the ticket holder.

  X _____
  It's your ticket. *Simply sign it*
  C'est votre billet, alors, signez-le!

- Retailers and retailer employees must immediately and automatically return to players all tickets that have been presented for validation, along with the associated player receipts. This procedure also applies to barcoded Breakopen tickets that are validated on the lottery terminal. Breakopen tickets without a barcode that are validated for a prize are not returned to the player and must be destroyed or defaced.

- All activities associated with validating tickets must be conducted in an open manner that is visible to players. Retailers must keep the area where tickets are validated clear of other lottery tickets.

- Players can request that the retailer/retailer employee use the Scanner to validate the ticket while the Player holds and retains possession of the ticket.
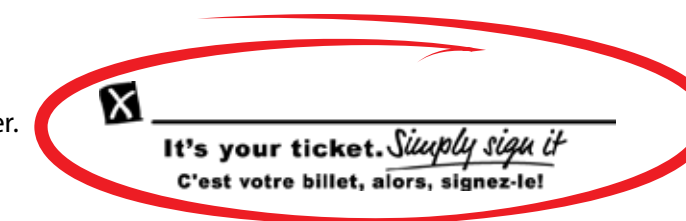
REPORTABLE PRIZE CLAIM (RETAILER WIN)

A "Reportable Prize Claim" means a claim for a prize with a value of $1,000 or greater arising from a lottery ticket offered for sale by Atlantic Lottery through Retailers, where the prize claimant is, or is claiming a prize on behalf of:

I. a Retailer or a person who was a Retailer at any point during the period of time between the purchase of the applicable ticket, or in the case of Scratch'n Win Tickets, the activation of the applicable ticket, and the applicable prize claim ("Reportable Claim by a Retailer");

II. a Retailer Employee or a person who was a Retailer Employee at any point during the period of time between the purchase of the applicable ticket, or in the case of Scratch'n Win Tickets, the activation of the applicable ticket, and the applicable prize claim ("Reportable Claim by a Retailer Employee");

III. the spouse (including common law) or fiancée, or a sibling, parent or child of a person referred to in (i) or (ii) (whether or not they resided with a person referred to in (i) or (ii) during the applicable period) OR any other person or relative, including by marriage, that resides or resided at any point during the applicable period referred to above, with a person referred to in (i) or (ii) ("Reportable Claim by a Relative");

IV. a representative of a group win where any member of the group entitled to share in the prize claimed is a person referred to in (i), (ii) or (iii) ("Reportable Claim by a Group").

RELATED PARTY PRIZE CLAIM POLICY

Retailers must ensure that they review and understand Atlantic Lottery's Related Party Prize Claim Policy. Retailers must make the Related Party Prize Claim Policy readily available to Retailer Employees.

REPORTING OBLIGATIONS

Retailer Prize Claim

Every Retailer must disclose and report to Atlantic Lottery in writing on a prize claim form each Reportable Claim by a Retailer made by or on behalf of that Retailer and the specifics of the prize claim, including the prize claim amount, prior to or at the time of that Retailer making the prize claim.

Other Prize Claims

In relation to a Reportable Claim by a Retailer Employee, a Relative or a Group, as defined in (ii), (iii) or (iv), Retailers must report and disclose in writing each and every such Reportable Prize Claim known to the Retailer and each and every circumstance the Retailer has reason to suspect may be such a Reportable Prize Claim immediately upon the Retailer becoming aware of or suspecting the Reportable Prize Claim.

MANDATORY WAIT PERIOD

On-Line Tickets

Atlantic Lottery will not pay a prize claim with a value of $1,000 or more made by or on behalf of Retailers or Retailer Employees prior to the expiration of thirty (30) days from the date of the prize claim except and only if:

I. the prize claim is based on an On-Line Ticket;

II. the Retailer or Retailer Employee properly used the Retailer Play Button when purchasing the On-Line Ticket that is the subject of the prize claim; and

III. Atlantic Lottery's investigative process does not identify any irregularities, in which event the minimum mandatory wait period of thirty (30) days will be reduced to one (1) day.

Scratch'n Win Tickets

Waiting period exceptions do not apply to prize claims arising from Scratch'n Win Tickets as the Retailer Play Button cannot currently be used when purchasing Scratch'n Win Tickets; prize claims arising from Scratch'n Win Tickets for prizes $10,000 or more will be subject to the thirty (30) day mandatory wait period in accordance with Atlantic Lottery's Related Party Prize Claim Policy.

RESPONSIBLE GAMBLING AND RETAILER/PLAYER PROTECTION

Retailers must display in a manner visible to players:

- All notices and point-of-sale displays related to Atlantic Lottery's Responsible Gambling, Minimum Age Requirement, and Retailer/Player Protection programs

- Customer Display Units (CDU's) and Ticket Checkers

Retailers must complete the mandatory Responsible Gaming Training as required by Atlantic Lottery.

BREAKOPEN TICKET DISPLAY/SALES

Breakopen display units must contain Breakopen tickets at least to the fill-line identified on the unit. Retailers must sell 100% of the Breakopen tickets within each box/unit, unless otherwise authorized by an Atlantic Lottery representative.

REPAIRING EQUIPMENT

Retailers must immediately report when any equipment becomes damaged or does not operate as intended. Retailers must also assist Atlantic Lottery by performing the requested troubleshooting and/or providing detailed information.

SELLING OR CLOSING YOUR BUSINESS/CHANGE OF INFORMATION

- Retailers must provide at least two (2) weeks' notice in writing to Atlantic Lottery prior to any sale, transfer or other change in ownership of their retail location. Atlantic Lottery must approve such sales or transfers before continuing or entering into a new Retailer Agreement.

- Retailers must advise Atlantic Lottery in writing at least one (1) week in advance of vacating their retailer premises or discontinuing business operations.

- Retailers must advise their Lottery Representative of any changes in information provided by the retailer to Atlantic Lottery, including bank account or contact information.

BACKGROUND CHECKS

Atlantic Lottery requires that individuals who are taking ownership of an existing lottery retail location agree to a background check, including a criminal record check, and that the results of this background check must be satisfactory to Atlantic Lottery, in Atlantic Lottery's discretion, prior to Atlantic Lottery approving them as an Atlantic Lottery Retailer. Atlantic Lottery will not enter into a Retailer Agreement with any individual who refuses to undergo a background check, or if the results of the background check are unsatisfactory, in Atlantic Lottery's discretion.

RETAILERS ARE RESPONSIBLE FOR PROVIDING ADEQUATE AND ACCEPTABLE PHYSICAL SECURITY OF ALL LOTTERY PRODUCTS TO PROTECT FROM DAMAGE, THEFT AND LOSS. ATLANTIC LOTTERY WILL INVESTIGATE ALL REPORTED SHORTAGES, HOWEVER, WE MAY CHARGE BACK THE RETAILER FOR INVENTORY SHORTAGES.

RESPONSIBLE GAMBLING

We all know that responsible gambling is important, but for it to have an impact, we need to put it into action. That's where you come in. Our retailers play an important role, both as a representative for Atlantic Lottery and as the connection between Atlantic Lottery and our players.

Responsible gambling is about our players and giving them the tools they need to keep gambling safe and fun. This means providing players with the best possible information and ensuring easy access to a variety of responsible gambling 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 players are age of majority and informing players about where they can get help if they need it.

Together, our role is to create a gambling environment that supports players in making informed decisions about their play. A responsible gambling industry is a sustainable industry, and that's healthy for everyone.

KEY MESSAGES FOR TICKET LOTTERY RETAILER STAFF

WHAT IS RESPONSIBLE GAMBLING?

Responsible gambling is about playing in the spirit of fun and entertainment. The best way to keep gambling fun is to have the right information at hand when you play. Having the wrong information such as believing the chances of winning are better than they are, or that you are due for a big win, can lead a player to take risks. Research shows that informed players make healthier gambling decisions.

Responsible gambling involves:

- Understanding how the games work and the odds of winning

- Awareness of tips to keep gambling fun

- Dispelling some commonly held myths about gambling

- Knowledge of the signs of a potential gambling problem

- Knowledge of where to get assistance if gambling is causing problems

YOUTH GAMBLING

Research consistently shows that young people are at greater risk for problem gambling than adults:

- Lottery products can be a pathway into gambling for young people.

- Adult problem gamblers report early experiences with gambling, often starting between the ages of 10 and 19 years of age.

- Young people may be more likely to gamble as a way to escape their problems, relieve boredom and/or feelings of depression.

- Young people with gambling problems have been shown to have increased thoughts of suicide and suicide attempts.

- Youth gambling negatively impacts family and peer relationships, increases the incidence of delinquent or criminal behaviour and contributes to poor academic performance.

All staff 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 policy that you must be 19+ to purchase, play or redeem any lottery products. Although most parents don't mean any harm when they allow their children to play lottery products, it is very important for you, as an Atlantic Lottery retailer, to educate the parents about the 19+ play policy and the risks of underage gambling. Gambling at a young age can dramatically increase the potential for problem gambling later in life. It is important to remember that knowledge is power and your actions of educating parents will empower them to make more informed decisions about how their children interact with lottery products.

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, Breakopen and jackpot draws fall under the minimum age requirement 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 to anyone under the age of 19.

- If a customer looks younger than twenty-five (25) 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 to these policies. As outlined in the Retailer Policies, failure to comply may result in corrective action including fees, temporary suspension 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

It is the responsibility of all retailers to request ID from players who appear to be under the age of 25 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 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 them lottery products are advised to ask their manager or another colleague to serve their peers.

RESPONSIBILITY MATTERS.

WE I.D.

19+ Know Your Limit. Play Within It.

SAY 'NO' TO THE SALE

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

- Be professional and courteous

- Tell the customer it is Atlantic Lottery's policy

- Refer the customer to Atlantic Lottery's minimum age requirement signage posted in your store

- Request assistance from a co-worker or supervisor

COMMUNICATE THE MESSAGE EFFECTIVELY

- Use active listening skills.

- Use simple and direct, but polite language and avoid using jargon. Speak in short sentences where possible.

- Acknowledge concerns and feelings. An empathetic, responsive but firm reaction will often help the person to calm down.

- Ask open-ended questions.

- Avoid language that implies responsibility onto the other person – be helpful in your dealings with the customer.

- Remember the following Four R's:
    - Remain calm
    - Respond to the person's feelings
    - Reassure the person
    - Remove yourself if the situation becomes threatening

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.

COMMON MYTHS

Providing accurate, factual information is the most important goal of our responsible gambling program. Helping players understand that the outcome of the game is always random, that no one can control who wins or loses, that no tricks can increase the odds of winning, that the odds always favour the house, and that in the long run, players will always lose more than they win, are the types of facts players need to know to make informed decisions about their play.

It's important that players think of gambling as a form of entertainment, not as a way to invest or make money. If a player believes a myth about gambling, educate them and arm them with the facts. With the right knowledge comes informed play which is the best way to prevent future problems.

Here are some common myths:

MYTH: I've scratched four tickets now and haven't won a cent. Based on the odds, I'm pretty much guaranteed a win on the next one!

FACT: *The odds of winning stay the same, no matter how many times you play.* As with all games of chance, the outcomes of all lottery games are 100% random. Every ticket has equal chances of being a winner.

MYTH: If I play Lotto 6/49 regularly for many years, I'm bound to make a profit over time, right?

FACT: *There's no way to predict whether you will win or lose.* The house always wins, so in the long run you will likely lose more than you win. You should always think of playing the lottery as a form of entertainment, not as a way to invest or make money.

MYTH: I was only one number away from a big win - "I was SO close! I really should keep on playing.

FACT: *There's no way to predict when a win will occur.* Tickets that look like they were close to winning are no different from tickets that aren't close at all, they're both losing tickets. How you did on previous tickets has no effect on how you will do on the next ticket. The chances of winning remain the same every time you play.

You are encouraged to correct these myths with facts about gambling. 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 only 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 also indirectly supports or encourages their false beliefs.

- Try to convince players 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 problems. Players who have problems with their gambling may show a variety of signs when they buy lottery products or are in your store. But even then, you should never assume the person has a gambling problem.

SIGNS THERE MAY BE A PROBLEM

- A player approaches you for help with their gambling.
- A player 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 player's friend/family member tells you they are worried about the player's gambling.
- You notice major changes in a player's gambling or mood.

ASSISTING PLAYERS

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

> **New Brunswick:**
> 1-800-461-1234
>
> **Nova Scotia:**
> 1-888-347-8888
>
> **Newfoundland and Labrador:**
> **811**
>
> **Prince Edward Island:**
> 1-855-255-4255

The helpline number can also be found on the PlayWise pamphlets available at ticket lottery retail locations.

In general, when talking with a customer who may have a problem with their gambling, here are some things to remember:

- Don't use the term "problem gambling" - it can be viewed negatively and may upset the player.
- Don't ignore comments the player makes hinting they have a problem, or know someone who has a problem.
- Don't expect the player to "admit" they have a problem.
- Don't try to convince the player to see your point of view or why they should seek help.
- Never argue with the player or "counsel" them by:
  - Talking to the person in order to understand their behaviour. Don't ask "why" questions (e.g., "Why do you feel this way?"); and
  - Determining the problem for the individual. Instead, respond only to what the player says is the problem.

It is important to remember that speaking to a player about their gambling is a sensitive situation. Remember to:

- Respect the player's privacy (don't have discussions in front of other players)
- Be considerate and discreet
- Show them that you care
- Don't ignore the issue

PLAYWISE MATERIALS

PlayWise materials are available at all ticket lottery retail locations and designed to help players make informed decisions and choose their own level of play with the ultimate goal of normalizing responsible play behaviour.

Atlantic Lottery's retailer policies state that retailers must post and display in a manner visible to Players, and in accordance with Atlantic Lottery's standards, notices and point of sale displays related to Atlantic Lottery's responsible gambling and Retailer/Player protection programs.

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

STAFF PLAY

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

Atlantic Lottery encourages all age of majority retailers who play, to gamble responsibly. Responsible gambling can include setting a budget and time limits.

If you or someone you know has a gambling problem, help is just a phone call away. All calls are toll-free and confidential.

New Brunswick: 1-800-461-1234

Newfoundland & Labrador: 811

Nova Scotia: 1-888-347-8888

Prince Edward Island: 1-855-255-4255

RETAILER RESPONSIBLE GAMBLING TRAINING PROGRAM

In addition to the training material that have been covered in this manual, the Retailer Responsible Gambling training program provides tools and strategies for handling challenging situations about RG with the players you serve. To ensure continued player safety, it's important that you complete this mandatory training.

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 safe 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:

- Go to **rgtraining.alc.ca**
- Enter your Retailer ID in the Retailer Number field and then click 'Register'.
- Click 'OK' in the green bar area to validate that this is a valid retailer number.
- Enter your information on the profile screen and then click 'Continue'.
- Click Ticket Lottery Training on the homepage and you are ready to get started!
- Once you have viewed all of the training content, return to the homepage to take the knowledge test to complete the program.

If you wish to return to the program later, just enter your chosen username and password in the Login area of the homepage.
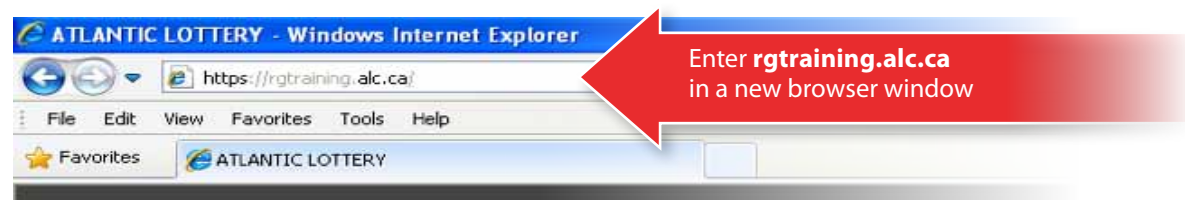
TRAINING SITE INSTRUCTIONS

- Getting Started
- Registration Without a Retailer ID
- Logging in Once you Have Already Registered
- Forgot Password?

PLEASE NOTE: YOU CAN ACCESS THE TRAINING VIA COMPUTER, SMART PHONE OR TABLET.

GETTING STARTED

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

Enter **rgtraining.alc.ca**
in a new browser window

- Enter your Retailer ID and click the Register button.

- Please note:
    - You don't have to enter anything in the Login section while registering; however, when you are fully registered, you will be required to enter your Username and Password to access the site the next time.

Enter your **Retailer ID** in this field, and click the **Register** button

This link is used for any future logins.
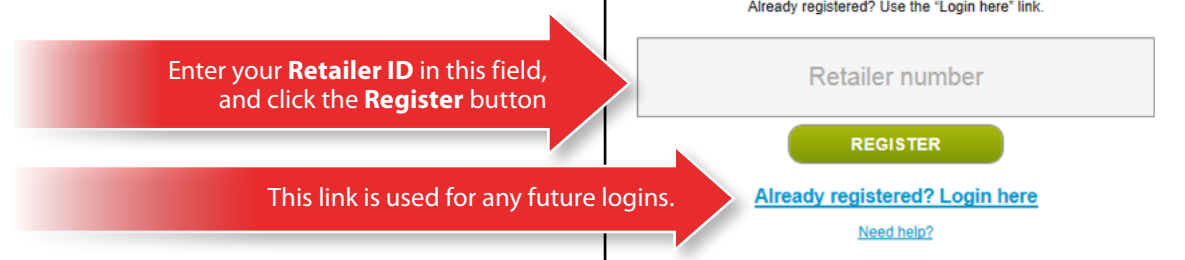
- Validate that the retailer found is you and click **OK**.

Is this you?

- Enter all of the required fields and click **CONTINUE**.

Select a Username and Password you will remember
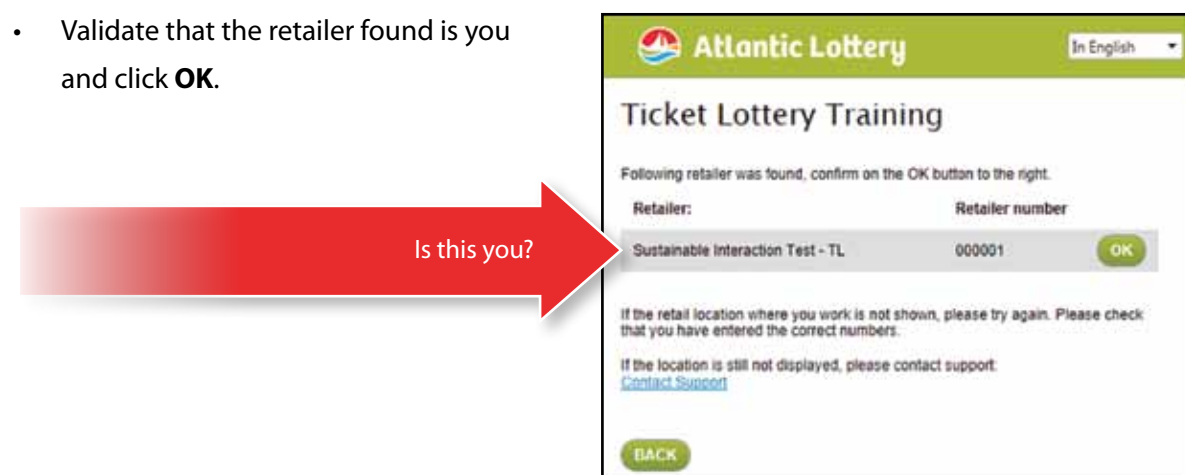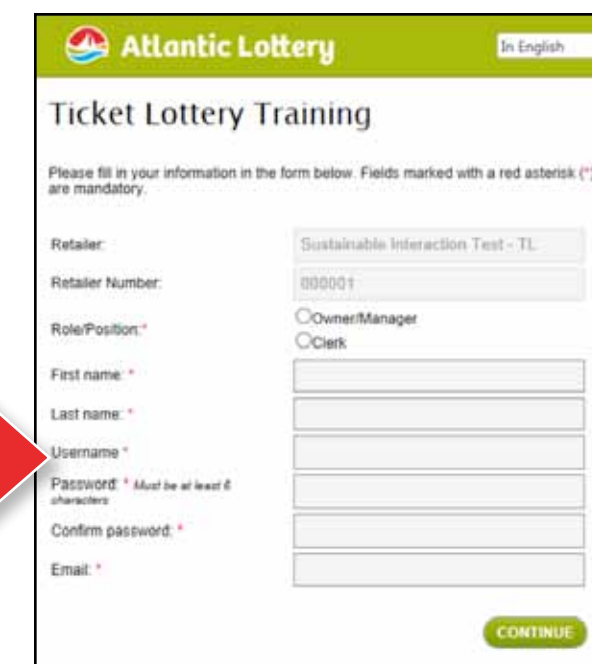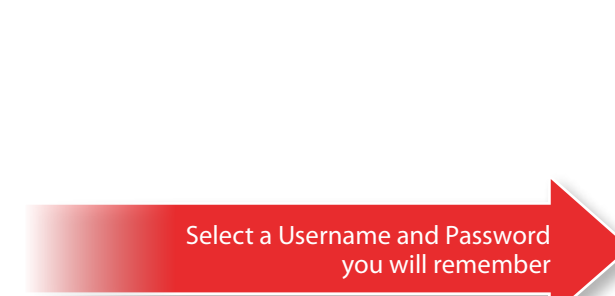
- You are now ready to get started!

- Note: Once you have viewed all of the training content, return to the homepage to take the knowledge test to complete the program.

Don't forget to take the knowledge test

REGISTRATION WITHOUT A RETAILER ID

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

Enter **rgtraining.alc.ca**
in a new browser window
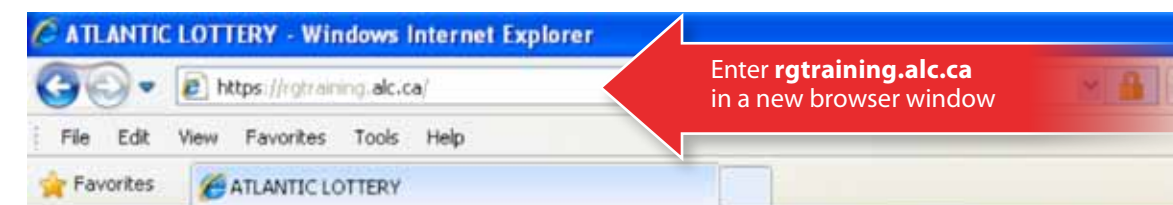
- Enter the following code in the "Registration number" field depending on your province:
  - – NL/NB/PEI retailers enter "tlatlanticlottery"
  - – NS retailers enter "nsatlanticlottery"

- Enter the location information in the fields:

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

LOGGING IN ONCE YOU HAVE ALREADY REGISTERED

- Go to **rgtraining.alc.ca**.

- Click the **ALREADY REGISTERED? LOGIN HERE** link.

This link is used for any future logins.

- Enter your Username and Password in the Login section and then click **LOGON**. This is the same username and password that you chose when registering for the program.

Enter your Username and Password and then click **Logon**.
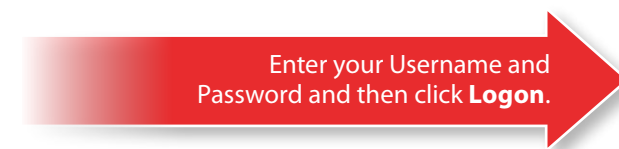
FORGOT PASSWORD?

- If you forget your password, click the **FORGOT YOUR PASSWORD?** link below the Login section on the homepage.

- Enter your username or e-mail address and click **SEND**.

- The following message will appear.

- 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 new password and click **SAVE**.
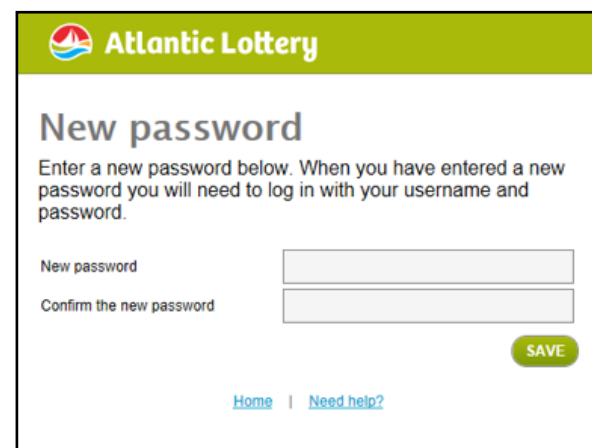
- The following success message will appear. Clicking **HOME** will take you back to the login screen where you will be required to enter your username and new password to access the site.
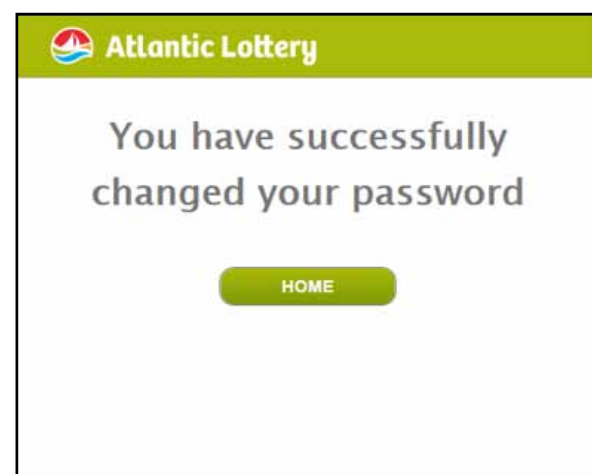
OUR GAMES

We have games for everyone. Every game comes with a chance to win big money or small change. Just a reminder players must be 19+ to purchase, play or redeem our products.

LOTTERIES

Tickets for games that are purchased through your lottery terminal.

National Draw Games:

Regional Draw Games:

PRO•LINE PRODUCTS

Players use their sports knowledge to make predictions on the outcomes for professional sporting events.

INSTANT GAMES

SCRATCH'N WIN TICKETS

Tickets for games in which a player scratches a covering on a ticket to reveal instantly whether the ticket is a winning ticket. The ticket will spell out the play instructions for the customer. Examples include: Scratch'n Win Bingo and Crossword.

BREAKOPEN TICKETS

Breakopen tickets let you know with the flip of a thumb if you've won a prize. We have $0.50 and $1.00 Breakopen tickets. The top prize for a $0.50 ticket is $100 and the $1.00 top prize is $500.

Examples include: Super Bar and Bar 10. We have two types of Breakopen Tickets:

Barcoded Breakopen Tickets

These tickets are capable of being validated using our online gaming system by means of a control validation barcode.

Non-Barcoded Breakopen Tickets

These tickets do not have a control validation barcode and are not capable of being validated by our online gaming system.

The Non-Barcoded Breakopen tickets are redeemable only at the location where they were purchased.

LOTTERY BASICS

THE GENe TERMINAL

Customer Display Unit (CDU)

Selection Slip Reader

Touch Screen

Barcode Scanner

Printer

Selection Slip Collection Tray

IMPORTANT TIPS:

✓ Power to the terminal must remain on at all times. The central computer system communicates important information to the terminal during "off" hours. The terminal should only be turned off or unplugged upon instructions from a Customer Care Representative.

✓ Use only your fingertips or knuckles on the terminal's touch screen. The screen will not respond to pens, pencils or long fingernails and these items will damage the screen.

✓ Do not spray glass cleaner or any other liquids directly onto the touch screen. To clean the GENe terminal and components, spray non-ammonia/non-vinegar glass cleaner, plain water or 91% isopropyl alcohol on a soft, clean lint-free cloth and gently wipe the components clean. Do not use a dry cloth to clean as it will cause static and possible terminal malfunctions.

✓ Do not insert tickets into the terminal's Selection Slip Reader. To validate a Scratch'N Win or draw ticket, scan the barcode on the ticket using the Barcode Scanner.

✓ Do not attempt to validate or pay prizes for tickets when your lottery terminal is inoperable.

✓ Immediately report any malfunction of your lottery terminal or components to Atlantic Lottery's Customer Care Center at 1-800-561-7913.

TERMINAL COMPONENTS

Touch Screen

The screen can be tilted upward or downwards to the angle that is most comfortable. Use only your fingertips or knuckles on the terminal's touch screen. The screen will not respond to pens, pencils or long fingernails and these items will damage the screen.

Selection Slip Reader

Feed selection slips through the reader located at the top of the touch screen. Slips can be placed one at a time, horizontally or vertically into the selection slip reader with the marked side facing the front. The reader will accept slips that have been crumpled or folded. Selection slips can be run through continuously even if the first transaction has not been processed.

Selection slips that are filled out correctly will feed through the reader and come out at the bottom in the collection tray. If a slip is not filled out correctly, or is blank, it will be rejected and a status message or an edit screen will be displayed on the screen.

DO NOT INSERT TICKETS INTO THE SELECTION SLIP READER.

Figure 1
Release Buttons

Figure 2

Figure 3
Sensors

Glass Reader

Figure 4
Sensors

Sensors

Cleaning the sensors in the Selection Slip Reader

1. Push in the silver release button above the touch screen and bring the screen gently forward to access the reader.

2. Push down on the green button and pull the reader door toward you.

3. Do not use glass cleaner or spray any liquid directly on the reader. Wipe it with a lint free cloth dampened slightly with water or 91% isopropyl alcohol. Using a dry cloth will create static and may cause terminal problems.

4. Ensure you clean and remove any dust in the **18 small sensors** on both sides of the reader. These sensors can also be cleaned with a dampened cotton swab or compressed air.

5. Close the reader door firmly.

6. Push the terminal screen back into place.

7. You may also need to do a Power Reset.

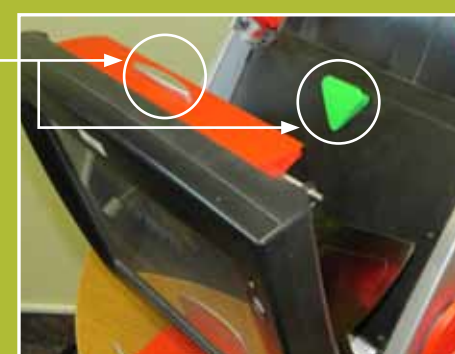**Clearing a jam in the selection slip reader**

Figure 1

Silver Release Button

Figure 2

1. Push in the silver release button above the touch screen and bring the screen gently forward to access the reader *(Figure 1)*

2. Push down on the green button and pull the reader door toward you *(Figure 2)*

3. Remove the jammed selection slip

4. Close the reader door firmly

5. Push the terminal screen back into place

View a help video by selecting MAIN MENU > HELP > VIDEO HELP > READER > CLEAR PAPER JAM

Power-On Switch

The power-on switch is located on the front of the terminal for ease of access. To prevent accidental shut-downs the switch must be pushed and held for 8 seconds before the terminal will turn off. Power to the terminal must remain on at all times. The central computer system communicates important information to the terminal during 'off' hours. The terminal should only be turned off or unplugged upon instructions from a Customer Care Representative.

Ticket Checker

The Ticket Checker uses the same information as your lottery terminal to see if the ticket is a winner and displays the prize amount on the screen. Customers must scan the 3D barcode on their instant tickets, or the barcode located on the bottom of their online tickets.

Barcode Scanner

The barcode scanner is removable and connects into the USB port on the back of the terminal. The light on the scanner will be lit and active at all times so make sure not to accidentally leave any tickets or other items with a barcode within the beam area. Tickets scan best when held 5 to 6 inches away from the scanner. If players wish to keep their ticket in their possession while validating, the scanner can be removed from its position on the terminal to scan.

Atlantic Lottery can provide an extended scanner cord. Please contact your lottery representative if required.

Customer Display Unit (CDU)

The customer display unit displays the 'shopping basket' that details customer tickets purchased through the lottery terminal and validation results. The CDU must be operational at all times and placed so that it is clearly visible to customers. The CDU is connected to the DVI port at the back of the terminal and also has a power cord. The power switch is located on the front of the unit on the lower right edge. If your unit is not functioning for any reason, contact our Customer Care Center immediately for troubleshooting or replacement.

PRINTER AND TICKET STOCK

TICKET STOCK

Ticket stock is light and heat sensitive. Rolls should be stored in a cool, dry place and kept sealed in the box they were delivered in until you need to use it. Keep individual rolls of stock in their plastic bags until you are ready to load them into the printer. Do not store ticket stock near a heat source and use old boxes of stock FIRST.

OUT OF PAPER

When the paper sensor reads the red strip on the back of the ticket stock the printer will finish printing the current ticket then stop. A screen message will say 'Please add paper'. If the paper runs out during the printing of an Advance Draw purchase it will not continue printing once the paper has been replenished. You will only be charged for the draws that have been produced.

Figure 3

Figure 4

Figure 5

Changing the paper in the printer

1. Press in the black latch button and open the paper cover on the printer

2. Remove the used paper roll from the printer

3. Place the new paper roll in the printer with the paper unwinding from the bottom *(Figure 3)*

4. Close the paper cover so that it latches securely *(Figure 4)*

5. The printer feeds the paper automatically to align itself and automatically cuts the excess paper *(Figure 5)*

6. When you replace your paper ensure the printer is free from dust or debris. Any small piece of paper can cause your printer to jam or not print clearly.

View a help video by selecting MAIN MENU>HELP>VIDEOHELP>PRINTER>LOAD PAPER or >CLEAR PAPER JAM

Clearing a printer jam

1. Press in the black latch button and open the paper cover on the printer

2. Remove the jammed paper from the printer

3. Ensure that the paper roll is unwinding from the bottom

4. Close the paper cover firmly so that it latches securely

5. The paper feeds automatically to align itself and automatically cuts the excess paper

All Atlantic Lottery equipment must be kept in good working order. This includes the lottery terminal, printer, Customer Display Unit and the self-scan Ticket Checker. Where applicable this also includes Digital Merchandise (advertising screens), Media Engines and Wireless Jackpot Signs. If your equipment is not functioning properly, please call Customer Care immediately. You will be required to follow some troubleshooting steps to try and resolve the issue. Please do not wait for the next visit from your Lottery Representative as your equipment may be out of service longer than necessary.

OPERATING THE TERMINAL

PRE-SIGN-ON SCREEN

The first screen to display when the terminal is turned on is the PRE-SIGN-ON SCREEN. From here you can sign the terminal on, change the language between English and French or place the terminal in training mode.

SIGN ON

1. From the PRE-SIGN ON SCREEN select SIGN ON

2. When prompted enter your Retailer Number and Pass Number using the number key pad

3. Select ENTER

4. A confirmation screen displays and a sign on receipt prints automatically

5. Select OK to complete the sign on and proceed to the DAILY STARTUP screen

If you make a mistake entering the Retailer Number or Pass Number use the CLEAR key to start over. If you don't know the Retailer Number or Pass Number for your store, ask your manager or supervisor.

IMPORTANT MESSAGE

If Atlantic Lottery sends an **Urgent Message** prior to sign on, this message will display on your screen after successful sign on. Terminal functionality will not be available until this message has been read. By pressing the OK button, the message will disappear from the screen but will still be available from the Mail Message screen.

When an **Urgent Message** is received after sign on, the message will automatically display on the screen. This message will remain on the screen until you read and press OK. By pressing OK on the mail message window, the terminal will return to the Main Selling screen. The terminal functions will be unavailable until the message has been read and the ok button pressed.

TRAINING MODE

From the PRE-SIGN-ON Screen you can access Training Mode.

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

When in Training Mode, the terminal screen background will be different than the standard retailer background and will display a 'Training Mode' watermark.

The Ticket Checker will not be available when the terminal is in Training Mode (displays "Scanner is Closed").

The GENe will print a small piece of paper in place of a ticket so it can never be mistaken for an actual ticket.

To exit Training Mode, you will need to sign off and sign on again to resume lottery transactions.

TERMINAL LANGUAGE

Select FRANÇAIS to toggle the terminal language to French. The FRANÇAIS button changes to ENGLISH when the terminal language is set to French. The language setting can also be changed on the MAIN MENU.

DAILY STARTUP SCREEN

The DAILY STARTUP screen is only available at sign on. It allows you to send all your NEWS MESSAGES, PRO•LINE GAMES LISTS and WINNING NUMBERS REPORTS to the printer in one step.

1. Select the button for the report you want to print and enter the desired number using the number keypad (up to 20)

2. Repeat for each report you want to print

3. Select DONE to start printing your reports and move to the MAIN SELLING SCREEN

If you don't require any reports at sign on, select EXIT to proceed to the MAIN SELLING SCREEN.

Once you select DONE you will have to wait for printing to stop before you can process a ticket for a customer. Printing cannot be stopped from the DAILY STARTUP screen.

NEWS MESSAGES and WINNING NUMBERS can also be printed from the MAIN MENU.

PRO•LINE GAME LISTS/RESULTS can be printed from the MAIN MENU as well as by selecting the PRO•LINE logo on the MAIN SELLING SCREEN.

MAIN SELLING SCREEN

The MAIN SELLING SCREEN contains all the terminal functions related to selling, validating and voiding tickets.

Status Bar

The status bar is always at the top of your screen.

The status bar has a reminder that players must be 19+ in order to purchase or redeem lottery products. Displayed next to the 19+ reminder is the date a player must be born 'on or before' in order to meet the age requirement as of the current date. This will make it easier to verify that the date of birth on customer identification meets the minimum age requirement.

The current date is displayed on the right hand side of the status bar.

Transaction Bar Functions

MAIN/ PRINCIPAL — Select **MAIN/PRINCIPAL** to display the MAIN MENU and access non-selling terminal functions.

RETAILER ZONE — Press the **RETAILER ZONE** button to access valuable information on selling lottery and important product updates.

HELP — Press the **HELP** button twice when on the Game Selling Screen to access helpful product information.

VALIDATE — Use **VALIDATE** when you cannot scan the barcode on a ticket and must enter the control number manually.

VOID — Select **VOID** to cancel a ticket processed on the terminal. *See page 53* for more information voiding tickets.

REPRINT — Select **REPRINT** to print a copy of the last financial transaction processed by the terminal. *See page 53* for more information on REPRINTS.

STOP

Select **STOP** to halt transactions that are processing multiple tickets. The printer will finish printing the current ticket but will not print pending transactions that have not been sent to the central system. You are only charged for tickets that have printed. If tickets were printed in error they must be cancelled. Also use STOP when you want to cancel the printing of WINNING NUMBER REPORTS, NEWS MESSAGES and GAME LISTS that were generated from the MAIN MENU or by selecting the PRO•LINE logo on the MAIN SELLING SCREEN.

CLOSE LANE

CLOSE LANE allows you to lock your terminal when you need to temporarily leave the selling area. When selected, no terminal functions can be performed. While the terminal is locked it does not lose connection to the central system and your CDU and ticket checker will not be affected. To return to the MAIN SELLING SCREEN enter your 4-digit sign on Pass Number. Three invalid attempts to unlock the terminal will return the terminal to the SIGN ON SCREEN.

HISTORY

HISTORY provides a list of the last 10 transactions completed on the terminal for the current business day. The list can be printed. If the terminal is reset the history will be cleared.

MAIL

Atlantic Lottery will also send mail messages that you can access by pressing the **ENVELOPE** button located on the top right of the Main Menu screen. When a new message is received, the **ENVELOPE** button will flash until the message is opened.

The mail messages will be displayed in a descending order with the newest message at the top. The maximum number of messages stored at any time on the terminal is ten (10) messages. If there are 10 messages and a new one is received, the oldest message will be automatically deleted by terminal.

TRANSACTION TOTAL
0 $0.00

The **TRANSACTION AREA** displays the number of transactions processed for the current customer and their total cost.

The **HEALTH ICON** alerts you to the operating status of your terminal and its components. A green circle means everything is fully functional. A red octagon is an indication that something is not operating correctly. This information can also be viewed from the MAIN MENU under DIAGNOSTICS.

A BLUE DOT BESIDE THE GAME LOGO MEANS A DRAW TONIGHT!

RETAILER PLAY

When RETAILER PLAY has been selected, all tickets and the player receipt that are produced within that customer session will print with "RETAILER PLAY".

- You can only select the RETAILER PLAY option after COMPLETE CURRENT CUSTOMER has been selected to close the previous customer session and clear the shopping basket.

- Once you select RETAILER PLAY a confirmation screen will display.

- After selecting YES on the confirmation screen you will be returned to the MAIN SELLING SCREEN. Notice that the RETAILER PLAY button is now inactive (grey instead of blue) indicating you are in a RETAILER PLAY customer session.

- Once you have selected COMPLETE CURRENT CUSTOMER to close the RETAILER PLAY customer session the terminal will exit RETAILER PLAY. Notice the RETAILER PLAY button is now active (blue).

To exit RETAILER PLAY without completing a transaction you must select the MAIN/PRINCIPAL button at the top of the screen to go to the MAIN MENU. When you return to the MAIN SELLING SCREEN the RETAILER PLAY customer session will be terminated and the RETAILER button will be active again.

> **IF A RETAILER IDENTIFIES THEIR TICKET WITH RETAILER PLAY PRINTED ON IT, THE 30 DAY WAIT WILL BE WAIVED.**

GROUP PLAY

When GROUP PLAY has been selected, all tickets and the player receipt that are produced in that customer session will print with "GROUP PLAY".

- You can only select the GROUP PLAY option after COMPLETE CURRENT CUSTOMER has been selected to close the previous customer session and clear the shopping basket.

- Once you select GROUP PLAY a confirmation screen will display.

- After selecting YES on the confirmation screen you will be returned to the MAIN SELLING SCREEN. Notice that the GROUP PLAY button is now inactive (grey instead of blue) indicating you are in a GROUP PLAY customer session.

- Once you have selected COMPLETE CURRENT CUSTOMER to close the GROUP PLAY customer session the terminal will exit GROUP PLAY. Notice the GROUP PLAY button is now active (blue).

To exit GROUP PLAY without completing a transaction you must select the MAIN/PRINCIPAL button at the top of the screen to go to the MAIN MENU. When you return to the MAIN SELLING SCREEN the GROUP PLAY customer session will be terminated and the GROUP PLAY button will be active again.

Retailer Play vs Group Play

In the event a member of the general public buys a ticket on behalf of a group, which includes a Related Party member, they should use the Group Play button.

In the event a retailer or retailer employee buys a ticket on behalf of a group of their fellow employees, they should use the Retailer Play button.

In the event a retailer or retailer employee buys a ticket on behalf of a group consisting members of the general public, it is considered a "pool", and therefore against Atlantic Lottery policy.

AGE VERIFICATION

Select **AGE VERIFICATION** and then scan the barcode on the back of a player's Drivers License to confirm they are 19+. This feature is available for your convenience. Its use is optional (Note: NL drivers licenses contain 2 barcodes; you must scan the long horizontal one).

MAIN MENU

The Main Menu provides access to non-gaming functions that are not available on the MAIN SELLING SCREEN. To access the MAIN MENU, select MAIN/PRINCIPAL on the MAIN SELLING SCREEN.

FRANÇAIS

Select FRANÇAIS to toggle the terminal language to French. The FRANÇAIS button changes to ENGLISH when the terminal language is set to French. The language setting can also be changed on the SIGN-ON SCREEN.

OTHER SERVICES

DIAGNOSTICS
Select to perform diagnostic tests of the terminal and peripherals. Normal functioning components are indicated in green, whereas components that are not functioning properly are indicated in red. The message printed on the red stripe will help you and the Customer Care Center diagnose any problem. This information can also be viewed by selecting the health icon on the MAIN SELLING SCREEN.

CLEAN SCREEN
When you want to clean the touch screen select OTHER SERVICES from the MAIN MENU and then select CLEAN SCREEN. The screen will not display any active buttons for 10 seconds allowing you to wipe it down with a damp cloth. DO NOT use glass cleaner or spray any liquid directly on the screen. Wipe it with a lint free cloth dampened slightly with water or 91% Isopropyl alcohol. Using a dry cloth will create static and may cause terminal problems. Press EXIT to return to the MAIN MENU.

TICKET INVENTORY
Here you will find all the functions and reports required for managing your Scratch'N Win and Breakopen ticket inventory. Detailed information can be found in the INVENTORY MANAGEMENT section of this manual.

VOLUME CONTROL
Select OTHER SERVICES from the MAIN MENU and then select VOLUME CONTROL. Press the speaker to adjust volume from the default level 4 up to level 7.

SCREEN BRIGHTNESS
To adjust the brightness of the touch screen select OTHER SERVICES from the MAIN MENU and then select SCREEN BRIGHTNESS. Touch the Up or Down arrow until the desired brightness is achieved then select EXIT to return to the MAIN MENU.

SIGN OFF

For security reasons you should sign off when the terminal is unattended and at the close of each business day. Touch SIGN OFF. A confirmation screen will appear and ask 'Do you want to sign off?' Select OK to continue or NO to return to the MAIN MENU. Note: The terminal must be cleared of transactions before you are allowed to sign off.

SELL + VALIDATE TICKETS

Select SELL + VALDIATE TICKETS to return to the MAIN SELLING SCREEN.

WINNING NUMBERS

1. Select the desired game
2. Use the current date (default) to print winning numbers for the most recent draw or use the number keypad to enter the desired draw date
3. Enter the number of copies and select PRINT
4. If you make an error select CLEAR
5. To return to the MAIN MENU without printing select EXIT

PRO•LINE

Select PRO•LINE to print GAME LISTS, GAME RESULTS, and CLOSED/CAPPED GAMES . These reports are also available on the MAIN MENU by selecting the PRO•LINE logo on the MAIN SELLING SCREEN; GAME LISTS can also be printed from the DAILY START UP screen when you sign on to the terminal.

MESSAGES

NEWS MESSAGES are updated regularly and contain important daily messages, information on winners, products, etc.

1. Select SIGN-ON MESSAGE, NEWS MESSAGE 1, NEWS MESSAGE 2 or MAIL from the MESSAGE screen

2. Enter the desired number of copies

3. Select PRINT

HELP

VIDEO HELP

Select HELP from the Main Menu, then select VIDEO HELP to view video clips that demonstrate how to load paper in the printer, clear paper jams in the printer and selection reader and clean the reader. Choose the desired video to begin play. Select the left and right arrows to reverse or advance the video as needed. Select Pause to pause the video and Play to resume.

RETAILER ZONE
PRESS THE RETAILER ZONE BUTTON TO ACCESS VALUABLE INFORMATION ON SELLING LOTTERY AND IMPORTANT PRODUCT UPDATES.

SCREENSAVERS

When the terminal is idle for a few minutes a SCREENSAVER appears that may be programmed with information on new games, promotions or other information important to retailers. Touch anywhere on the screen to remove the screensaver. Some screensavers will display in English and will have the option of changing the text to French by pressing the button on the top right hand corner.

CLERK ZONE

This area was specifically developed to keep clerks informed and up to date on everything lottery.

- DAILY SALES - can be used to balance at the end of your shift. The time the report is created is printed at the top.

- ALERTS - view important news and information on lottery issues.

- PROMOTIONS - details on incentives and contests for clerks.

MANAGER'S AREA

The **MANAGER'S AREA** contains functions that some lottery retailer locations may want to restrict access to.

TICKET INVENTORY - provides access to all ticket inventory functions. Refer to the Inventory Management section of this manual for more information on these processes.

When the MANAGER'S AREA is password protected the TICKET INVENTORY functions can still be accessed from the MAIN MENU under OTHER SERVICES.

SALES REPORTS - selecting SALES REPORTS displays the SALES REPORTS menu where managers/operators can select DAILY and WEEKLY SALES REPORTS. Refer to the Sales Reporting section of this manual for more information on sales reports.

ALERTS - view important news and information on lottery.

PROMOTIONS - view details on programs, promotions and incentives.

TERMINAL OPTIONS – access options to manage the terminal in your location. These settings are specific to the terminal and if your terminal is replaced you should go in this area to ensure your new terminal is set with the same preferences as your previous one.

> **PROTECT MANAGER'S AREA** - Select to assign a pass number for accessing the MANAGER'S AREA.
>
> **VALIDATION SUMMARY** - Validation Summary is an optional feature on the GENe terminal that is intended for your use and not meant for the player.
>
> If PRINT VALIDATION SUMMARY has been turned on, a Validation Summary will print after each Customer Session in which tickets have been validated for a prize. This summary shows validations only and not purchases.

> To turn on this feature, go to MANAGER'S AREA/TERMINAL OPTIONS/VALIDATION SUMMARY. Select PRINT VALIDATION SUMMARY.

UPC CODE - The GENe lottery terminal allows you to print a barcode on tickets that can be scanned by any point of sale system that supports a "Variable Price" Type 2 UPC. As point of sale systems vary greatly, you may need to contact your point of sale supplier to determine if your system supports this type of barcode.

In order to use this function you must set up a PLU that accepts the type 2 barcode and assign it to your lottery department.

To enable the printing of barcodes on tickets:

1. Select UPC CODE from the TERMINAL OPTIONS MENU and select ENABLE UPC CODES.

2. Enter the 5 digit PLU number you previously set up in your POS system. Your system may require longer PLU numbers but might be able to ignore the leading zeros.

3. Select DONE to complete the set up.

PRINTED COST / UPC COST

The UPC will always reflect the true ticket price regardless of free tickets. For example, if a free LOTTO MAX ticket is won the value printed on the free ticket will be $0.00 but the UPC will scan as $5.00. This is to capture the $5.00 sale that was offset by the $5.00 free ticket validation.

Please note: tickets with a value above $99 will receive a message indicating that a UPC bar code cannot be printed on this ticket.

FREE PLAY

TICKET COST

UPC $5.00
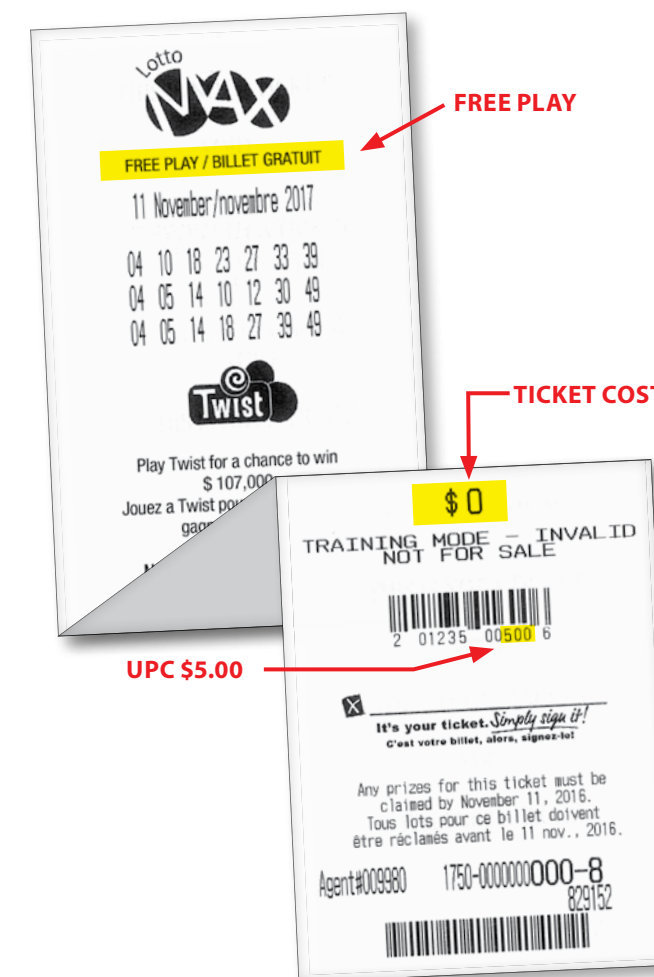
SELLING LOTTERY

• You must not sell or validate lottery products, or pay prizes to anyone under the age 19. If a player looks younger than 25, you must ask for identification to confirm that he/she has reached the age of 19.

• Only sell tickets to customers who are at your store in person to purchase their tickets. Do not sell tickets to customers who request them over the telephone, by e-mail, etc.

• All customers must pay for their tickets at the time of sale. Tickets may be paid for by credit/debit card, etc. but you must not agree to run a tab for customers. If the player does not have the funds immediately void the ticket(s).

The Customer Session

When you begin a transaction with a customer, by selling or validating a ticket on your terminal, you open a Customer Session. All on-line ticket sales and validation results for that customer are detailed in the Tally Area on the touch screen and in the Shopping Basket displayed on the Customer Display Unit (CDU). The total amount owed by the customer, or the amount of winnings to be paid to them, as a result of all terminal transactions is displayed. If the total is a credit owed to the customer the amount will be displayed in red (e.g. -2.00). Sales of Scratch'n Win and Breakopen tickets are not included in the total and are not displayed on the Player Receipt.

1. Once **COMPLETE CURRENT CUSTOMER** is selected a Player Receipt prints.

2. The Player Receipt details customer purchases generated through the lottery terminal and all ticket validations, including control numbers the customer can use to confirm validation results with their tickets.

3. The Player Receipt must be given to the customer automatically after each Customer Session. If the customer refuses the Player Receipt it may be discarded

4. Pressing **COMPLETE CURRENT CUSTOMER** will return the total on the tally screen to $0 in readiness for the next customer.

5. If your terminal is idle for 30 seconds during a Customer Session and **COMPLETE CURRENT CUSTOMER** is not pressed the terminal will 'beep' once and automatically print the Player Receipt.

IMPORTANT REMINDER: BE SURE TO PRESS COMPLETE CURRENT CUSTOMER AFTER EACH CUSTOMER AND A PLAYER RECEIPT WILL PRINT. THE PLAYER RECEIPT(S) MUST BE GIVEN TO THE CUSTOMER.

Player Receipt

There is a tally on the bottom of the Player Receipt. The total of payouts and sales (credits & debits) means easier entry of lottery transactions into your POS system. The value of all free draw tickets is included.

On occasion, you will notice a "P" on the bottom of the player receipt. This shows the validation results of a promotion.

Player Receipts are not required to claim prizes and will not be accepted for validation if original ticket is missing.

Free LOTTO MAX ticket
The $5 value will never appear here

$3 Win

Total cash value of validations

$1 is owed to the customer
A positive amount: the customer owes money to retailer
A negative amount: the retailer owes the customer

Added TAG/Twist

Debits/Sales
$2 Add-On games plus $5 Free LOTTO MAX

Credits/Payouts
$3 win plus $5 Free LOTTO MAX

The C & D amounts are to be used by the retailer to register the transaction in their cash.

```
          Player Receipt/Reçu du Joueur
             01-23-2017  Ref 92803
                   Validation(s)
   LMAX      3648-0022381824-5        -$3.00
      1 Free LMax TKT/BILLET
                                      -$3.00
   -----------------------------------------
              Purchase(s) / Achat(s)
   F LMAX    3654-000646732X-X          $2.00
                                        $2.00
   -----------------------------------------
   Total                              -$1.00

   Ensure the validation control numbers
   of your tickets match this receipt.
   Please verify your results.
   Assurez-vous que les numéros de contrôle
   de validation de vos billets
   et du reçu correspondent.
   Veuillez vérifier vos résultats.
   -----------------------------------------
   C 8.00                      D 7.00
   -----------------------------------------
```
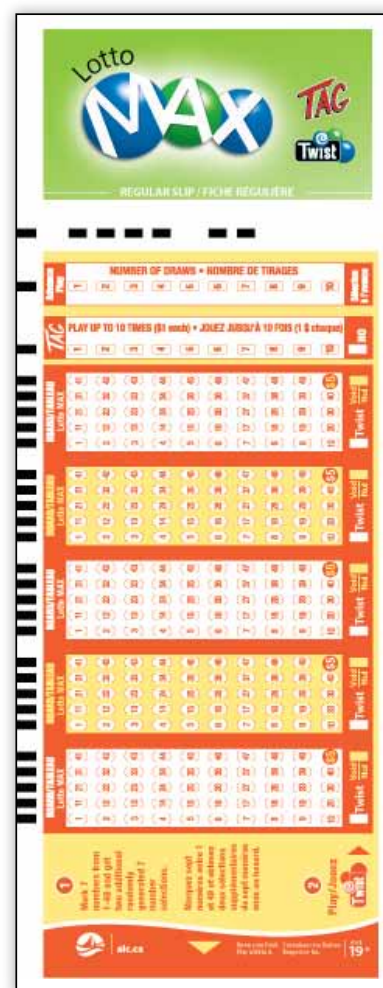
Selection Slip Method

The customer marks a selection slip with the numbers he/she wants on the ticket.

With the terminal on the Main Selling Screen, feed completed selection slips through the selection slip reader located at the top of the touch screen. The customer's ticket(s) will print automatically. Slips can be placed one at a time, horizontally or vertically into the reader with the marked side facing the front.

The reader will accept slips that have been crumpled or folded. Selection slips can be run through continuously even if the first transaction has not been processed.

Selection slips that are filled out correctly will feed through the reader and come out at the bottom in the collection tray. If a slip is not filled out correctly, or is blank, it will be rejected and a status message or an edit screen will be displayed on the screen.

As you enter the selection slip(s) to process tickets for the customer the Shopping Basket displayed in the tally area on the touch screen is updated with the cost of the ticket(s) being printed. The customer can view their shopping basket on the CDU. When all tickets and validations have been processed, select COMPLETE CURRENT CUSTOMER to close the customer session. The player receipt will print automatically. The Player Receipt must be given to the customer. If your terminal is idle for 30 seconds during a Customer Session and COMPLETE CURRENT CUSTOMER is not pressed the terminal will 'beep' once and automatically print the Player Receipt.

Selection Slip Editing

If a selection slip is not filled out correctly the touch screen will display the options that are marked on the selection slip. You can correct the error(s) on the screen by adding or removing options to complete the wager, or you may return the selection slip to the player to be corrected.

DO NOT INSERT TICKETS INTO THE SELECTION SLIP READER.

InstaPik Method

The lottery terminal randomly generates the numbers.

1. To begin creating an Instapik ticket, select the desired game logo on the MAIN SELLING SCREEN.

2. On the GAME SELLING SCREEN, enter the number of plays the customer wants on their ticket, using the number buttons.

3. Enter the add-on games (TAG, etc.), the number of tickets and the number of advance draws requested by the customer.

   As the ticket is built, the ticket cost is updated in the TALLY Area and in the customer's Shopping Basket displayed on the Customer Display Unit (CDU).

4. Confirm the purchase with the customer and press ENTER to print the ticket(s). If an error is made, an entry can be changed by pressing the correct number or by pressing CANCEL to cancel the ticket.

   You will be returned to the MAIN SELLING SCREEN where you can create additional tickets, or perform validations for the customer.

5. When all tickets/validations have been processed, press **COMPLETE CURRENT CUSTOMER** to close the Customer Session and print the Player Receipt. *Make sure to give the Receipt to the customer along with tickets that were validated and/or purchased.*

GAME SELLING SCREENS

- Only the add-on games available with the game being purchased are included on the GAME SELLING SCREEN. The desired number of add-on game plays must be selected using the numbers beside the add-on logo. If none are requested enter 0.

- NUMER OF TICKETS - If the customer wants to purchase more than one of the tickets being created, for the SAME draw, enter the requested number of tickets beside NUMBER OF TICKETS. The default number of tickets is 1.

- NUMBER OF DRAWS - If the customer wants to purchase advance draws enter the requested number of draws beside NUMBER OF DRAWS. The default number of draws is 1.

Selling PRO•LINE

All Atlantic Lottery Sports games require players to fill out a selection slip in order to place a wager.

Select the PRO•LINE logo on the bottom of the MAIN SELLING SCREEN to print GAME LISTS, GAME RESULTS and CLOSED/CAPPED/ CHANGED GAMES. These reports are also available on the MAIN MENU by selecting the PRO•LINE button; GAME LISTS can also be printed from the DAILY START UP SCREEN.

Selling WebCash

WebCash is a voucher that can be purchased by players to fund their **alc.ca** accounts to participate in draw, sports and interactive lotteries.

Selecting the WebCash logo on the MAIN SELLING SCREEN displays the WebCash SELLING SCREEN where you can print a voucher that customers can use to pay for their lottery products on **alc.ca**. Webcash is available from $5 to $80 per voucher.

Atlantic Lottery will pay commission on all WebCash sold. You will earn a commission for each sale which is credited to your weekly online invoice.

Selling Combos

The Combos selling screen is located on the bottom of the MAIN SELLING SCREEN.

This feature allows you to conveniently offer bundled lottery products to your players. Select the Combos button on the MAIN SELLING SCREEN to choose from the options available.

MISPRINTED OR PARTIAL TICKETS

Auto Void

If there is a printer jam while you are printing a ticket, a screen message will appear asking if the ticket is misprinted.

1. Select **DO NOT VOID** if the ticket numbers and control number are readable and the ticket can still be sold to the customer.

2. Select **VOID** if the ticket is not legible and must be canceled. A VOID slip will print and the customer receipt will be credited. Staple the VOID slip to the canceled ticket and keep for 3 months. You will not be invoiced for the ticket and do not need to make a claim for reimbursement.
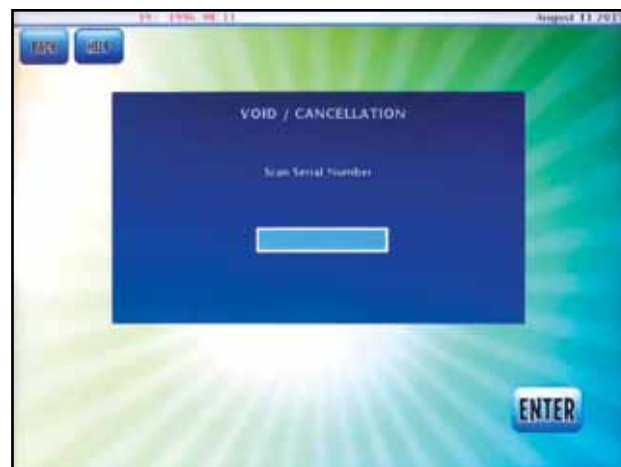
Voids

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.

After accepting and paying for an On-Line Ticket, a Player can return an On-Line Ticket for a refund or exchange but only to the same Retailer where the ticket was purchased, only prior to the time of Atlantic Lottery's system shutdown for the earliest draw for which the ticket was purchased and only on the same day on which the On-Line Ticket was issued

Sports tickets must be voided at the selling retail location on the same day they were printed AND prior to the start of the first event.

1. Select the VOID button on the MAIN SELLING SCREEN.
2. Scan the barcode located on the bottom of the ticket you wish to void.
3. When the barcode number appears on the screen, select ENTER.
4. A void slip will be printed.
5. Mark VOID directly on the ticket and staple the void slip to the ticket.

> **ALL VOIDED TICKETS ALONG WITH THE CORRESPONDING VOID SLIPS MUST BE KEPT FOR THREE MONTHS FOR AUDITING PURPOSES.**
>
> **YOU MUST NOT BUY TICKETS THAT ARE GENERATED IN ERROR, OR OFFER THEM FOR SALE TO OTHER CUSTOMERS.**

Reprints

A reprint is a record of the last transaction registered on your terminal. A reprint should only be generated when the original transaction does not print properly – if the ticket or validation is blank, mutilated or unreadable for any reason.

To create a reprint, select the REPRINT button on the MAIN SELLING SCREEN. This will print a slip with a control number confirming the last transaction on your terminal. A reprint can only be obtained before the next transaction occurs. Even if your terminal has been signed off or the power has been interrupted, you can still produce a reprint of the last transaction. In the case of

an Advance Play purchase only the last wager can be printed. If the reprint also misprints, fix the problem and reprint again.

Any time an adjustment is required, obtain a reprint then contact Atlantic Lottery's Customer Care Center to report the problem.

Reprints must never be given to a customer.

> **CANCELLED TICKETS AND REPRINTS SHOULD BE KEPT TO A MINIMUM AND ARE SUBJECT TO INTERNAL MONITORING BY ATLANTIC LOTTERY.**

Selling Scratch'n Win Tickets

Scratch'n Win tickets are ordered through your Inside Sales Representative and must be activated on your terminal before they can be sold.

Instructions for activating tickets are found in the section called INVENTORY MANAGEMENT.

Our policies indicate that activation must occur prior to tickets being offered for sale. However should this step be missed, if the pack has been RECEIVED on your terminal, the pack will automatically activate upon validation.

Players scratch off the latex covering the play area(s) on the ticket to see if they have won a prize. Play instructions are printed on the back of each ticket and spell out how to win for the customer.

Selling Breakopen Tickets

Breakopen tickets are ordered through your Inside Sales Representative. Like Scratch'n Win tickets Breakopen tickets must be activated on your terminal before they are sold.

Breakopen ticket customers know with a flip of their thumb if they've won a prize. Find three identical symbols on the same row; win the corresponding prize in the legend.

When you open a box of Breakopen tickets you will find a card that contains the serial number for that unit, as well as other security features that will help you confirm whether or not a ticket is a winner.

Note: auto-activation applies for Breakopen as well as Scratch 'n Win tickets.

VALIDATING TICKETS

Never accept a ticket for validation unless it has been signed by the customer. This applies to all tickets except Breakopen tickets since they do not have a signature line and are not required to be signed by the ticket holder.

You must not validate tickets for, or pay prizes to anyone under 19. If a player looks younger than 25, you must ask for identification to confirm that he/she has reached the minimum age requirement.

All activities associated with validating a ticket must be completed in an open manner that is visible to players, and the area where tickets are validated must be kept clear of other lottery tickets.

If players wish to keep their ticket in their possession while validating, the scanner can be removed from its position on the terminal to scan.

Validating Tickets on the GENe Terminal

1. All lottery tickets must be validated by scanning the barcode on the ticket using the the Barcode Scanner on your lottery terminal or manually entering the control number. All tickets with a barcode can be validated and redeemed at any location with a lottery terminal.

- **On-line Tickets**
    - On-line tickets are validated by scanning the barcode on the bottom of the ticket or by selecting VALIDATE on the Main Selling Screen and manually entering the control number.

- **Scratch'N Win Tickets**
    - Validate Scratch'N Win tickets by scanning the 3D barcode under the latex or scan the barcode on the bottom of the ticket and enter the 4-digit security code found under the latex.

- You can also select VALIDATE on the Main Selling Screen and manually enter the control number and 4-digit security code.

- **Barcoded Breakopen Tickets**
    - Validate Breakopen tickets by scanning the 3D barcode under the tabs on the inside of the ticket or scan the barcode on the front of the ticket and enter the 4-digit security code also found under the tabs.

    - You can also select VALIDATE on the Main Selling Screen and manually enter the control number and 4-digit security code.

- **Validating Coupons**
    - On occasion, Atlantic Lottery may set-up special player programs, incentives and promotions at various retail sites. Some promotions may issue coupons that you will need to validate. To validate a coupon, Select VALIDATE on the Main Selling Screen, select Coupon Validation and scan the barcode. The Main Selling Screen will appear for you to select the appropriate game.

2. When a ticket is validated for a prize you will receive a confirmation screen informing you of the amount of the prize. Press OK to proceed.

3. Validation results along with the amount owed to/from the customer are displayed in the tally area on the touch screen and in the customer shopping basket displayed on the CDU. A credit payable to the customer will be displayed in red (eg, -$2.00).

4. After all transactions have been processed press COMPLETE CURRENT CUSTOMER to print the player receipt and close out the customer session. The receipt contains the results of all validations with control numbers. You must give the Player Receipt to the customer along with all validated tickets. If your terminal is idle for 30 seconds during a Customer Session and COMPLETE CURRENT CUSTOMER is not pressed the terminal will 'beep' once and automatically print the Player Receipt.

5. If **PRINT VALIDATION SUMMARY** has been enabled on your terminal, a Validation Summary will print after each Customer Session in which tickets have been validated for a prize. To turn on this feature, go the MANAGER'S AREA/TERMINAL OPTIONS/VALIDATION SUMMARY. Select **PRINT VALIDATION SUMMARY**.

PAYING PRIZES

- If the ticket is <u>not a winner</u> hand the player receipt and the ticket back to the customer. If the customer declines the ticket and Player Receipt you may discard them.

- When a ticket is <u>validated for a prize of $250 or less</u> pay the customer the prize amount printed on the Player Receipt. Return the ticket to the player along with the player receipt. If the customer declines the ticket and Player Receipt you may discard them.

- Some retailers are authorized to pay prizes above $250. If you are setup to pay prizes over $250, when a ticket is validated for a prize over $250 and under your maximum payout limit, you are required to pay the prize amount. Return the ticket to the player along with the player receipt.

Prizes over Encashment Level

When a ticket is <u>validated for a prize over your encashment level</u> the Player Receipt will say RETAILER CANNOT PAY PRIZE and will instruct the player to contact Atlantic Lottery or visit **alc.ca** for instructions on how to claim their prize. Do not pay the prize. Give the Player Receipt and the winning ticket to the player.

Prizes up to $9,999 can be claimed at any branch of Scotiabank. To claim their prize the customer will need to present two pieces of identification, one being a photo ID. Give the Player Receipt and the winning ticket to the player.

Prizes of $10,000 or more must be claimed at an office of Atlantic Lottery. The customer should contact our Customer Care Center for instructions on where to claim the prize. Give the Player Receipt and the winning ticket to the player.

Note: prize amount will display upon first validation only.

Retailer/Player Mail-in Claim Process

If you have a customer who needs to send in a ticket because of a validation issue, provide the customer with a retailer/player-claim form, and advise the customer that Atlantic Lottery will need a photocopy of a valid, government-issued photo ID (a driver's license or passport for example) that proves they are of age (19+) to validate a lottery ticket and to receive a lottery prize. If the customer does not have photo ID, Atlantic Lottery will accept photocopies of two pieces of secondary ID such as a birth certificate or Medicare card (please note that for privacy reasons, Atlantic Lottery cannot accept a photocopy of a Social Insurance card).

> **FORMS CAN BE ORDERED FROM YOUR INSIDE SALES REPRESENTATIVE.**

Claiming Prizes at Atlantic Lottery Offices

Because of enhanced security procedures, most ticket prize claims presented at Atlantic Lottery's head office will take about three hours from the time the ticket is presented. In the event there are situations that require further prize claiming processes, payment may not be made on the same day the winner(s) presents the ticket for payment.

Winners who claim a prize of $10,000 or more at an Atlantic Lottery Regional office will be required to make a return trip to pick up their cheque as all prizes worth $10,000 or more must be processed through Atlantic Lottery's head office in Moncton. It will normally take two to five days before the winner receives his/her prize.

If you have a winner over $10,000; please direct them to call our Customer Care Center.

Group Wins

For group wins of $10,000 or more, all members will be required to sign a Group Agreement form before the payment can be issued. In order to fill out this form, the group needs to appoint one to four members as group trustees. As the cheque is made out to the group trustee(s) on behalf of the group, this person or persons must be present to claim the prize.

Fraudulent Tickets

If you are in doubt about whether a winning ticket is valid do not pay the customer and instruct them to send the ticket to Atlantic Lottery for payment. If you determine that an attempt is being made to pass a fraudulent ticket:

1. Never enter into a situation where your personal safety is at risk.

2. Try to obtain identifying particulars of the person/persons (name, description, make/model of vehicle, license plate, etc).

3. Contact your local police immediately to advise them of the incident and obtain a case number.

4. Contact our Customer Care Center to report the incident.

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.

INVENTORY MANAGEMENT

Your Scratch'N Win and Breakopen tickets are ordered through Atlantic Lottery's Inside Sales Department. Your Inside Sales Representative will call you on a regular basis to take your order and your tickets will then be delivered to your store by courier.

When you receive your ticket order it will contain a SHIPMENT PACKING SLIP that details what is included in your order. Make sure the quantity of packs/units received, and the pack/serial numbers, match your packing slip. If your order is correct, you need to **RECEIVE** your product on your lottery terminal.

> **CONTACT YOUR INSIDE SALES REPRESENTATIVE BY CALLING 1-800-561-7913 TO REPORT ANY DISCREPANCIES IN YOUR TICKET ORDER. YOU ARE HELD RESPONSIBLE FOR MISSING PACKS IF YOU DON'T REPORT THEM AS MISSING WHEN YOU RECEIVE YOUR SHIPMENT.**

Before Scratch'N Win and Breakopen tickets are offered for sale to customers you must **ACTIVATE** them on your terminal. Should this step be missed, if the pack has been RECEIVED on your terminal, the pack will automatically activate upon validation.

If you have not activated a pack when it reaches the final activation date, the pack will be activated by Atlantic Lottery on your behalf. Your Inside Sales Representative will advise you of upcoming activations due.

When tickets are to be sent back to Atlantic Lottery, you must **RETURN** them on your terminal to receive credit for the tickets. Instructions for these inventory procedures are detailed in this section.

Becoming familiar with the following terms and following the procedures for RECEIVING, ACTIVATING and RETURNING tickets on your terminal will simplify the management of your ticket inventory.

DEFINITIONS

Activation – The process of scanning a pack of Instant tickets or a unit of Breakopen tickets to put them into an active or live state. Tickets must be Activated before selling.

Consignment - The period of time allotted to sell a pack/unit of tickets before billing is triggered and the amount owing is included on your invoice.

Shipment Packing Slip (or Manifest) - The delivery slip included in your ticket order that documents the details of the order (game number, pack number, quantity, delivery date). The packing slip contains a barcode that can be scanned to Receive your order all at once.

Receiving Product – tickets must be Received on your terminal before they can be Activated and sold. Tickets can be Received by scanning the barcode from the packing slip, manually entering the control number or scanning the barcode on individual packs/units.

Returns - Retailers can return full or partial packs of Scratch'N Win tickets as well as loose tickets. Only un-opened units of Breakopen tickets can be returned.

Settle Pack – Stage in the invoicing process when packs/units are placed into the billing cycle. A pack of Scratch'N Win tickets settles four days after you Activate it for sale. A unit of Breakopen tickets will settle eight days after Activation.

Sweep – The day funds are withdrawn from your bank account. Atlantic Lottery's billing week runs from Sunday to Saturday, with the funds withdrawn from your account on Tuesday. You will be notified if there are any exceptions due to holidays. Your sweep amount is always for transactions that took place during the previous week.

Inventory processes are carried out by selecting the OTHER SERVICES button on the MAIN MENU and then selecting TICKET INVENTORY. The TICKET INVENTORY menu can also be accessed through the MANAGERS AREA.

From the TICKET INVENTORY menu you can

✓ Receive from the manifest

✓ Receive individual packs

✓ Return tickets, full packs or partial packs

✓ Activate packs

✓ Print inventory reports

Please note that on the TICKET INVENTORY Menu 'Pack' also refers to a 'Unit' of Breakopen tickets.

RECEIVE TICKETS

Before receiving your tickets check your order to ensure it is complete. If there are discrepancies or if you did not receive a copy of your packing slip contact our Customer Care Center by calling 1-800-561-7913.

Receive From Manifest (Shipment Packing Slip)

1. On the TICKET INVENTORY menu select RECEIVE FROM MANIFEST.

2. Scan the barcode beside the letters ITSI on the shipment packing slip, or manually enter the control number located under the barcode. When the control number has been entered on the screen press ENTER.

3. When you are asked "Do you want to scan more product?" select NO. Scanning the barcode on the packing slip receives all of the tickets in your order at once.

Receive Individual Packs

If you are not able to scan the barcode on the packing slip, you can Receive individual packs/units of tickets.

1. Select RECEIVE INDIVIDUAL PACKS on the TICKET INVENTORY menu.

2. 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 ENTER.

3. When you are asked "Do you want to scan more product?" select YES until all packs/units have been received, then select NO.

ACTIVATE TICKETS

Scratch'N Win and Breakopen tickets must be activated before they are offered for sale to your customers. Tickets are assigned to a specific retailer on Atlantic Lottery's inventory system and only that retailer can Activate or Return them on the system.

1. From the Ticket Inventory menu select Activate Pack

2. 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 ENTER.

3. When you are asked "Do you want to scan more product?" choose NO if you are finished, or YES if you want to activate more packs/units.

RETURN TICKETS

Your Inside Sales Representative will advise you of the tickets that can be returned during your regularly scheduled call.

1. From the Ticket Inventory menu you can choose:

    Return Full Pack: Scan the barcode on the top ticket in the pack or enter the control number.

    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 of the tickets in the partial pack should still be attached.

    Return Individual Tickets: Scan the barcode or enter the control number from each ticket being returned.

2. After scanning all tickets to be returned select Enter.

3. When you are asked "Do you want to scan more product?" choose Yes until all tickets have been scanned and then select NO.

4. After you have entered the returns on the terminal, print a Daily Return Detail Report. See INVENTORY REPORTS on page 68 for more information.

5. Place the tickets you are returning and the Daily Return Detail Report in a courier bag and give it to the courier on their next visit, to be delivered to Atlantic Lottery. Courier bags can be ordered through your Inside Sales Representative.

EXPIRED TICKETS

If you have Instant tickets (typically National tickets) in your inventory that have expired:

1. Remove the expired tickets from display immediately.

2. Arrange their return with your Inside Sales Representative.

BREAKOPEN WEIGHING

There are several ways to use scales to help you manage your Breakopen ticket inventory. Two methods are outlined in this manual. If you want more information on Breakopen weighing or would like help training your staff contact your lottery representative.

Please note:

- Breakopen weighing requires a digital scale that displays at least 3 digits after the decimal point.

- Scales should be placed on a level surface.

- To maintain accuracy, bins should be reweighed when starting a new unit of tickets or if they are dropped.

- The weight of tickets may vary from game to game, so it is important to establish an average ticket weight with each unit you purchase so your inventory calculations are as accurate as possible.

- Humidity can cause a variance in ticket weight because the tickets are printed on paper which may absorb moisture.

- Your Lottery Representative can provide you with spreadsheets to use along with Breakopen weighing to manage your inventory.

1. Simple Math Method

Step 1 – Establish individual ticket weights

1. Weigh the empty bin and record the weight.
2. Place tickets in the bin and record the weight of the bin and tickets (a full unit of 2,800 tickets for $.50 and 3,920 for $1.00 or a minimum of 499 tickets).
3. Subtract the empty bin weight from the weight of the bin and tickets to find the weight of the tickets.
4. Divide this number by the number of tickets you weighed to find the average ticket weight.

Step 2 –Determine number of tickets sold between shift changes

1. Weigh the bin full of tickets and record the weight at the beginning and end of each shift.
2. Subtract the end weight from the beginning weight and divide the difference by the average weight of one ticket as established in Step 1. This will give you the number of tickets sold during the shift.

2. Excel Spreadsheet Method

Initial setup

1. Place an adhesive label on each bin and number them 1 to 4.
2. Weigh each bin by placing it diagonally on the scale to ensure it is in the center.
3. Open the Excel control sheet on your computer and enter the bin weights under the corresponding bin number on the table at the bottom of the spreadsheet.
4. Count 499 tickets of each game and record on the lid of the Breakopen case the initial inventory count minus the 499 tickets and mark the subtotal. Using 499 tickets to establish the average ticket weight improves the accuracy of the Breakopen weighing process.
5. Weigh the 499 tickets and divide the weight of the tickets by 499 to give you the average weight of one ticket.
6. Enter the game name and number above the appropriate bin number and enter the corresponding ticket weight. Always use 3 digits after the decimal when recording ticket weight.
7. Place the 499 tickets into each of their corresponding bins and put the bins in the merchandising unit.
8. Save the spreadsheet and call it "Master".

Daily procedures

1. At the beginning of each shift each cashier will weigh their bins with the tickets in the bin and record the weight.

2. At the end of each shift, they will weigh the bin with the tickets in the bin again and record the weight.

3. Each cashier will provide the beginning and ending weights to the person managing the spreadsheet in the back office.

4. Each day, you will open your master spreadsheet and rename it using the current date.

Adding Tickets Mid-shift

1. Remove the bin you need to add tickets to and weigh the bin with the tickets in it and record the weight.

2. Add enough tickets until the bin is full. Re-weigh the bin with the tickets in it and record the weight.

3. Enter the beginning and ending weight for the corresponding shift on the control sheet under the columns "weight before and weight after". The spreadsheet will automatically calculate how many tickets you added.

4. This number can then be recorded on the lid of the Breakopen case and subtracted to give you the remaining inventory in the case.

Starting a New Unit

1. Count the tickets left from the old unit and add enough tickets from the new unit to equal 499.

2. Follow the procedures under 'Initial Setup' and start a new spreadsheet.

INVENTORY REPORTS

Inventory Reports are a great tool to help you manage lottery and complement your inventory controls. These reports are easily accessed by selecting the OTHER SERVICES button from the MAIN MENU and then selecting TICKET INVENTORY. They can also be accessed through the MANAGERS AREA.

From the Ticket Inventory menu select Inventory Reports

From the Inventory Report Menu you can select:

✓ Inventory Summary

✓ Inventory Detail

✓ Issued Detail

✓ Returns Report

✓ Activation Detail

✓ Instant Game Names

Inventory Summary - A summary of Instant tickets by game, assigned to the retailer as of the date the report is requested.

Inventory Detail - Provides the details of each pack of Instant tickets assigned to the retailer as of the date the report is requested (pack number, ticket number, date and quantity).

Issued Detail - Provides a list of Instant tickets with received status on the date selected.

Return Reports

Daily Return Report - Lists tickets or packs returned on the chosen date. This report must be placed in the courier bag with tickets that are being returned to Atlantic Lottery.

Week-to-Date Returns - Shows tickets or packs returned to date this week.

Weekly Returns - Shows all tickets or packs returned in the chosen week.

Pending Returns - Provides a list of Instant product scanned for return shipment on the date selected.

Activation Detail - Provides a list of Instant tickets activated for sale on the date selected. It will indicate packs activated by the retailer and packs that were auto-activated due to validation prior to activation.

Instant Game Names - Lists all Scratch'n Win and Breakopen games that are currently available for activation.

SALES REPORTS

Sales reports available on your terminal can be accessed by selecting MANAGER'S AREA on the MAIN MENU and then selecting SALES REPORTS.

From the **SALES REPORTS** menu you can view DAILY or WEEKLY SALES REPORTS.

DAILY SALES REPORTS include:

DAILY SALES - can be used to balance at the end of your shift. The time the report is created is printed at the top.

DAILY SETTLED PACKS - a daily report of the packs for which you will be charged on your next invoice.

DAILY INSTANT REDEMPTIONS - a detailed report by prize amount, of the Instant game redemption activity for the day.

DAILY CASH RECONCILIATION – this report can be used to balance at the end of your day. The report shows online sales plus prize payouts (redemptions) for all lottery products for the day (ONLINE, INSTANT & BREAKOPEN).
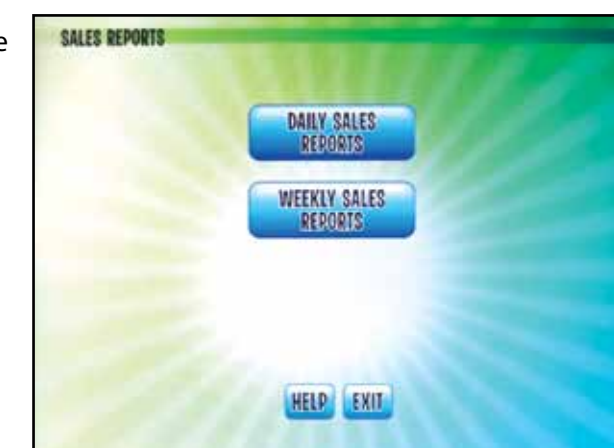
WEEKLY SALES REPORTS include:

WEEKLY SALES –a detailed report showing all sales activity by game.

INVOICE REPORTS – provides your weekly invoice that contains a summary of all your financial transactions for the past week.

ADJUSTMENT DETAILS - provides a report of the adjustments for the week selected.

WEEKLY SETTLED PACKS- a weekly report of the packs for which you will be charged on your next invoice.

WEEKLY INSTANT REDEMPTIONS – a detailed report showing prize redemptions for the week requested.

WEEKLY CASH RECONCILIATION – this report shows online sales plus prize payouts (redemptions) for all lottery products for the week (ONLINE, INSTANT & BREAKOPEN).

WEEKLY INVOICE

Your weekly invoice contains a summary of all your financial transactions for the past week. Print an invoice on Sunday to see what will be withdrawn from your bank account on Tuesday. You can print this report for any previous week by selecting the applicable date.

INVOICE SUMMARY

Outstanding Balance – This will usually be zero because your bank account is swept every week.

On-Line Net – This is the total from the On-Line section of the invoice.

Instant Net – This is the total from the Instant section of the invoice.

Breakopen Net – This is the total from the Breakopen section of the invoice.

Adjustment – If your account is adjusted, the dollar amount will show here. For details refer to the Adjustment Detail Report.

Administration Fee – The administration fee is the same each week.

Total Due – This is the amount that will be withdrawn from your account. We will deposit this amount into your account if there is a credit.

```
February 19  2017           Retailer
10:54:12                    2527

              Invoice
        For Week Ending
        February 19, 2017

        ------------------
OUTSTANDING BALANCE          0.00
ON-LINE NET                236.40
INSTANT NET                118.30
BREAKOPEN NET                0.00
ADJUSTMENT                   0.00
ADMINISTRATION FEE           0.80
                        ----------
TOTAL DUE                  355.50
        ---------  -------
              ONLINE

SALES                     1660.00
VOIDS                        0.00
REDEMPTIONS               1324.20-
PROMOTIONS                   0.00
SALES COMMISSION            78.50-
SELLER'S PRIZE               0.00
ENCASHMENT                  16.40-
WEB CASH EARNINGS            4.50-
                        ------------
TOTAL ON-LINE              236.40
        ------------------  ----------
              INSTANT

SETTLEMENTS                390.00
RETURNS                      0.00
REDEMPTIONS                248.00-
PROMOTIONS                   0.00
SALES COMMISSION            19.50-
SELLER'S PRIZE               0.00
ENCASHMENT                   4.20-
                        ------------
TOTAL INSTANT              118.30
------------------------------
           BREAK OPEN
NO BARCODE
-----------
SETTLEMENTS                330.00
RETURNS                      0.00
                        ------------
TOTAL NO BARCODE           330.00
------------------------------
BARCODED
-----------
SETTLEMENTS                666.00
RETURNS                      0.00
RETURNS COMMISSIONS          0.00
OUTSTANDING PRIZE            0.00
EXPENSE ADJ
PROMOTIONS                   0.00
ENCASHMENT                   1.10-
CREDIT PRIZE ADJ            11.00-
DEBIT PRIZE ADJ             28.00
                        ------------
TOTAL BARCODED             681.90
                        ------------
TOTAL BREAKOPEN           1011.90
```

ONLINE SECTION

Sales – Total sales of all on-line games.

Voids – Credit for tickets that were voided.

Redemptions – This is the value of the tickets that you validated and paid out.

Promotions – If you participated in a promotion this week, your credit will show here.

Sales Commission – Commission you earned on ticket sales.

Seller's Prize – If you sold a winning ticket of $10,000, or more, you earn 1% of the prize amount. It will be shown as a credit here.

Encashment – You earn $0.10 for validating every ticket that is worth a cash prize. For details of this line, refer to the Weekly Redemption report.

Web Cash Earnings – total of WebCash sales.

INSTANT SECTION

Settlements – This is the retail value of packs that settled this week. There is a four-day grace period from the time of activation until the time of settlement. For details of this line, refer to the Weekly Settle Pack report. Please note some chain retail locations have chosen to auto-settle which means there is no grace period. If this is applicable to you, check with your head office for details about your settlement period.

Returns – If you returned tickets this week, it will be shown here. For details of this line, refer to the Return Detail report.

Redemptions – This is the value of the tickets that you validated and paid out. For details of this line, refer to the Weekly Redemption report.

Promotions – If you participated in a promotion this week, your credit will show here.

Sales Commission – Commission you earned on ticket sales.

Seller's Prize – If you sold a winning ticket of $10,000, or more, you earn 1% of the prize amount. It will be shown as a credit here. This prize amount is a taxable earning.

Encashment – You earn $0.10 for validating every ticket that is worth a cash prize. For details of this line, refer to the Weekly Redemption report.

BREAKOPEN SECTION

Settlements - Number of units settled x unit price.

Returns - Tickets returned x price point; Net Pack Price for full units.

Returns Commissions - Reimbursement of sales commission to Atlantic Lottery - 12% on the face value of returned tickets.

Outstanding Prize Expense Adj - Total prize expense of a returned unit minus the total dollar value of validations.

Promotions - Payment for promotions offered by Atlantic Lottery.

Encashment - 10¢ for each barcoded Breakopen ticket validated for a prize.

Credit Prize Adj - Credit for barcoded Breakopen tickets you validated but did not activate (sold at another location).

Debit Prize Adj - Charges for barcoded Breakopen tickets you activated but did not validate (validated at another location). This includes any adjustments for tickets over your encashment level paid by Atlantic Lottery.

BREAKOPEN INVOICING

- Barcoded Breakopen tickets will 'settle' 8 days after they are activated.

- The amount you are invoiced will take into account the prize payout for the unit.

- You will be reimbursed on your weekly invoice for prizes you paid out for Breakopen tickets that were activated at another location.

- You will be charged back for prizes paid out by other retail locations for barcoded Breakopen tickets that were activated at your store, and for prizes over your encashment level paid by Atlantic Lottery.

Breakopen Prizes Over Your Encashment Level

Even though the amount you are invoiced for each barcoded Breakopen unit credits you with paying all prizes in the unit, you must not pay prizes that are over your encashment level.

For example, if your encashment level is $250, you cannot pay a prize of $500 which is currently the top prize offered on $1 Breakopen. If you attempt to validate a ticket on the terminal that is over your encashment level, give the ticket and the validation slip back to the customer and tell them to present both for payment at any branch of the Scotiabank or at Atlantic Lottery. Once the customer has been paid, the prize amount will be charged back on your invoice.

BREAKOPEN REPORTING

Validations & Redemptions

When you validate a barcoded Breakopen ticket that was activated at your store the redemption does not appear on your Invoice or Sales Reports. The amount you paid for the unit of Breakopen tickets included a credit for paying out all the prizes in the unit. Therefore, you will not be reimbursed for the prize payment.

> **IT IS IMPORTANT TO VALIDATE ALL BARCODED BREAKOPEN TICKETS PRIOR TO PAYING ANY PRIZES.**

Breakopen Prize Adjustments

1 When you validate a winning barcoded Breakopen ticket that was not sold at your store you will receive a credit for the prize amount you pay out. Since you did not purchase the tickets you did not receive a credit for paying the prize and will be reimbursed for the prize payment. These amounts are shown on your DAILY SALES REPORT under **CREDIT PRIZE ADJUSTMENT**.

2 If another retailer validates a winning barcoded Breakopen ticket that was sold at your store you will be debited for the prize amount because you must refund the credit already received for paying that prize. These amounts will be shown on your DAILY SALES REPORT under **DEBIT PRIZE ADJUSTMENT**.

```
              DAILY SALES
                  For
            November 15, 2017

                INSTANT

      SETTLEMENTS           0.00
      RETURNS               0.00
   2  REDEMPTIONS          40.00-
      PROMOTIONS            0.00
                         -----------
   TOTAL INSTANT          40.00-
   -----------------------------

              BREAK OPEN

   NO BARCODE
   ----------
      SETTLEMENTS           0.00
      RETURNS               0.00
                         -----------
   TOTAL NO BARCODE         0.00
   -----------------------------
   BARCODED
   ----------
      SETTLEMENTS           0.00
      RETURNS               0.00
      OUTSTANDING PRIZE
        EXPENSE ADJ         0.00
      PROMOTIONS            0.00
      CREDIT PRIZE ADJ      4.00-
      DEBIT PRIZE ADJ       1.00

                         -----------
   TOTAL BARCODED           3.00-
                         -----------
   TOTAL BREAKOPEN          3.00-

                         -----------
              TOTAL        43.00-
```

The adjustments show the number of validations and a total dollar value. They do not detail individual validations or include information on Breakopen unit numbers.

Balancing ticket sales and prize payouts

To find the daily total of your barcoded Breakopen prize payouts (redemptions), print the Daily Cash Reconciliation Report.

DAILY CASH RECONCILIATION
For July 08, 2015

```
ONLINE

GROSS ONLINE SALES        294.00
VOIDS                      24.00
                        ----------
TOTAL ONLINE              270.00

REDEMPTIONS

ONLINE                    150.00
INSTANT                   245.00
BREAKOPEN                 253.00
                        ----------
TOTAL REDEMPTIONS         648.00

PROMOTIONS REDEEMED

ONLINE                      0.00
INSTANT                     0.00
                        ----------
TOTAL PROMOTIONS REDEEMED   0.00

TOTAL CASH SUMMARY

TOTAL ONLINE              270.00
TOTAL REDEMPTIONS         648.00-
TOTAL PROMOTIONS            0.00-
                        ----------
TOTAL CASH               378.00-

BARCODED BREAKOPEN REDEEMED
FROM YOUR UNITS

                   COUNT   $ AMOUNT
$1 TICKETS          23       70.00
$0.50 TICKETS       54       50.00
```

ONLINE
Shows online ticket sales & voids for the day. Does not include Instant and Breakopen ticket sales.

REDEMPTIONS
Shows prize payouts for all lottery categories for the day.

The Breakopen total in this section includes prizes paid out from your units plus prizes paid out from other retailers.

PROMOTIONS REDEEMED
This will indicate the amount redeemed during special offers and promotions.

TOTAL CASH SUMMARY
Total of previous three sections.

BARCODED BREAKOPEN REDEEMED FROM YOUR UNITS
Shows total amount redeemed in prizes from units sold at your location only.

CONSIGNMENT SCHEDULES

Breakopen

WEEK 1							WEEK 2							WEEK 3							WEEK 4		
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T
Activate											Settle				Invoice		Sweep						
	Activate											Settle				Invoice		Sweep					
		Activate											Settle		Invoice		Sweep						
			Activate											Settle		Invoice		Sweep					
				Activate											Settle	Invoice		Sweep					
					Activate											Settle/Invoice		Sweep					
						Activate									Settle					Invoice			Sweep

Scratch'N Win

WEEK 1							WEEK 2							WEEK 3		
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T
Activate				Settle	Invoice								Sweep			
	Activate				Settle	Invoice							Sweep			
		Activate				Settle/Invoice							Sweep			
			Activate					Settle							Invoice	Sweep
				Activate					Settle						Invoice	Sweep
					Activate					Settle					Invoice	Sweep
						Activate					Settle				Invoice	Sweep

OWN A MOBILE PHONE?
YOU CAN TAKE US ANYWHERE!
WINNING NUMBERS ON MOBILE!

Players can get the winning numbers while on the go or even at home from their smartphone.

Players can visit us at **m.alc.ca** and easily check to see if they are a potential winner for the most recent draw!

Players can also see the estimated jackpot amounts, find out where the winning tickets were purchased in the prize payout table, or even watch the draw videos for LOTTO MAX and Lotto 6/49.

REMINDERS

- A person must be 19 years old to purchase, play or redeem lottery products. You must ask for proof of age from any customer who looks younger than 25 years.

- Lottery tickets can only be sold to customers who ask to buy tickets in person at your premises. You cannot sell lottery products to customers who order them over the phone, online, or through the mail.

- Tickets must be paid for at the time of sale. You can accept payment by Interac or credit card, as well as cash. You cannot run a tab for players or grant them credit.

- You must not offer, administer or participate in any arrangement in which you collect and pool funds from a number of customers and use those funds to purchase lottery tickets on behalf of the group.

- Draw tickets issued in error, or not paid for or accepted by the player, must be cancelled and marked VOID. You must retain all cancelled tickets for three months.

- Scratch'n Win and Barcoded Breakopen tickets must be activated before they are offered for sale.

- You must not accept for validation any ticket that has not been signed by the player.

- You must immediately and automatically return to players all tickets that have been presented for validation, along with the associated player receipts.

- You must not pay out prizes for any expired or irregular tickets.

- You must not sell illegal or unlicensed tickets or tickets acquired from another retailer or lottery jurisdiction.

- You must not sell tickets at any location other than that stated in your agreement with Atlantic Lottery.

- You must not sell a ticket at a price other than the face amount shown on the ticket.

- The maximum amount that a retailer can sell in any one day is $1500 worth of Proline (which includes Moneyline, Spreads and Totals).

- The maximum amount that a retailer can sell in any one day is $500 worth of each Fantasy and Futures.

- Winning Non-Barcoded Breakopen tickets must not be returned to players and must be destroyed by retailers after paying prizes for the ticket(s).

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.

RETAILER CHECKLIST

Use this daily checklist to help maximize lottery sales at your location and to ensure that you're in compliance with Atlantic Lottery's Retailer Policies related to product display, signage and merchandising.

☐ Scratch'n Win Tickets are properly displayed in counter top display units. Trays are full and display only Atlantic Lottery products. Ticket trays should be unobstructed. Be sure not to have any merchandise on top of the tray to obstruct view of the tickets.

☐ Breakopen bins are filled with loose tickets, to the Breakopen fill line.

☐ All jackpot signs inside and outside of the store are updated with the current jackpot amounts. Jackpot amounts can be found by printing a winning numbers report from your terminal.

☐ Selection slip holders are stocked and well organized.

☐ Promotional and POS items are up to date.

☐ Winning Numbers Reports and Sports Results are printed and available for your customers.

☐ CDU and Ticket Checker are operational and clearly visible to players.

☐ All Responsible Gambling, 19+, and Player Protection signage is posted in a place that is clearly visible to players.

☐ The area where tickets are validated can be seen by players and is clear of other lottery products.

NOTES