

FOUND/FORGOTTEN TICKETS NEW PROCESS

Note: This process does not apply to INSTANT or Quick Tickets.

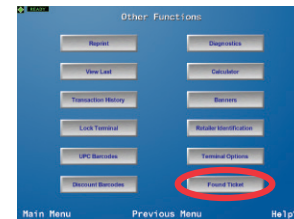
Currently, when retailers find a lottery ticket at retail, they must call OLG to report the details. This process is changing to allow retailers to scan the found ticket on their lottery terminal, place it on Hold and then discard the ticket.

The new process eliminates a call to Customer Care and a disruption in the retailer's day by having to call Customer Care with the found ticket details.

THE FOLLOWING OUTLINES THE NEW PROCESS FOR RETAILERS TO MANAGE FOUND OR FORGOTTEN TICKETS.

1

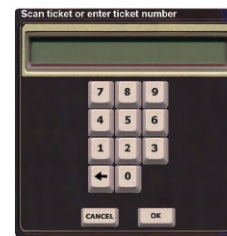
From the Lottery Terminal Main Menu, go to the **OTHER FUNCTIONS** menu and select **FOUND TICKET**.



2

Once **FOUND TICKET** is selected, a keypad will appear for you to either **scan the ticket** or **enter the ticket number manually**.

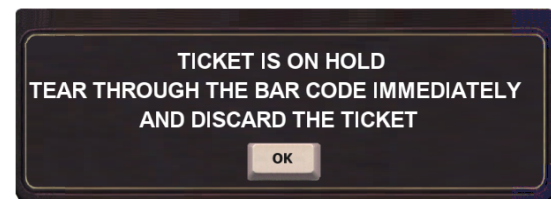
Scan the ticket by placing it in the Optical Reader or manually enter the ticket number.



3

Once the ticket is scanned or manually entered, a pop-up will appear advising that **TICKET IS ON HOLD - TEAR THROUGH THE BAR CODE AND DISCARD THE TICKET**.

Select **OK** to continue/remove the pop-up.
Tear through the bar code of the ticket and discard.



NOTES: If a found ticket has been cancelled, the pop-up message will note that the ticket has been cancelled.
If a found ticket needs further attention from OLG, the pop-up message will note that a call to OLG for further instruction is required.

