

# LOTTERY TERMINAL INSTANT TICKET RETURNS PROCESS

## DEACTIVE SINGLE TICKETS

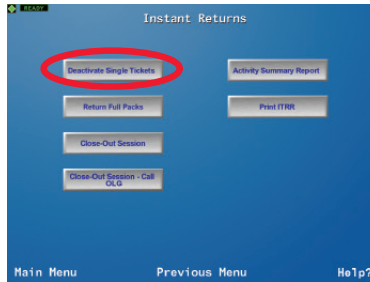
1

From the Main Menu, select **INSTANT**.



2

From the INSTANT Returns menu, select **Deactivate Single Tickets**.



3

Deactivate Single tickets until complete.

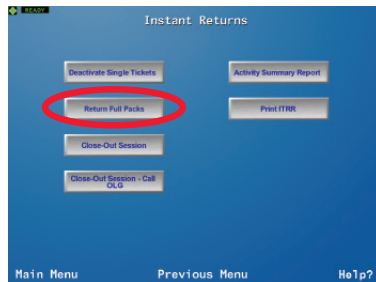
\$ Value	# Single Tickets	Total
\$1 Instant	0	\$0.00
\$2 Instant	4	\$7.36
\$3 Instant	0	\$0.00
\$4 Instant	0	\$0.00
\$5 Instant	0	\$0.00
\$10 Instant	0	\$0.00
\$100 Instant	0	\$0.00
\$100 Instant	0	\$0.00

## NEW SCAN FULL PACKS

**ONLY FULL PACKS WITH A PACK ACTIVATION END DATE CAN BE SCANNED FOR RETURN TO OLG.**

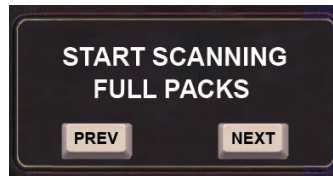
1

From the INSTANT Returns menu, select **Return Full Packs**.



2

A **START SCANNING FULL PACKS** pop-up will be displayed. Select **Next** at the bottom of the screen.



3

Start scanning full packs. As full packs are scanned, the screen will be populated with the Game Number and total packs scanned for return.

PAID GAMES	TOTAL SCANNED
2424	1
2467	2
2440	1
2430	1

### TIP!

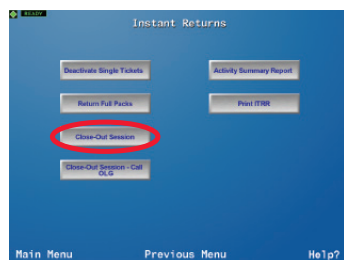
Two ways to know what Packs can be returned:

1. Refer to your Pack Inventory Launch Report and review the Pack Activation End Date section. These are the packs you may return.
2. Print the Instant Ticket Activity Summary report. The top section of the report indicates full packs for return.

# FOLLOW THE PROMPTS ON THE RETAILER DISPLAY TO CLOSE OUT YOUR SESSION ON YOUR OWN, WITHOUT HAVING TO CALL OLG.

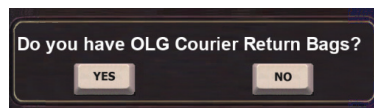
## 1 CLOSE-OUT SESSION

To begin, select **Close-Out Session** from the INSTANT Returns screen.

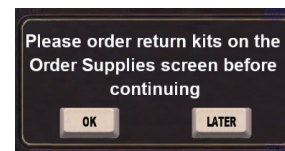


A pop-up appears – **Do you have OLG Courier Return Bags? YES or NO.**

Select **YES**.



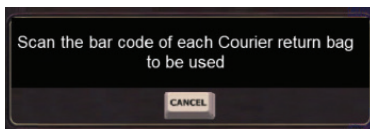
If **NO** is selected, the return will stay open, and you will be redirected to the Supply Order screen to order return kits.



**NOTE:** There is still an option to Close-Out Session – Call OLG.

## 2 SCAN COURIER BAGS

Selecting **Yes** on the **Do You have OLG Courier Return Bags?** pop-up will display a pop-up to Scan the bar code of each Courier return bag to be used.

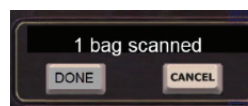


Place each bag to be scanned in the Optical Reader or use the Customer Barcode Reader to scan.

You can scan a maximum of seven bags.



The progress of scanning the bags will be displayed on screen after each scan.



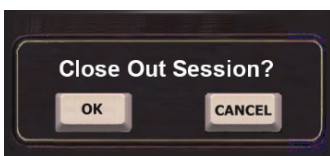
Once all bags are scanned, select **DONE**.

Selecting **CANCEL** will cancel the bags scanned, and bags will have to be rescanned once close-out session is re-initiated. Single tickets scanned for the session will be retained.

**TIP!** Scan bags prior to filling them with tickets as they may not fit into the reader once filled.

## 3 CLOSE-OUT SESSION/PRINT ITRR

On the **Close-Out Session?** pop-up, select **OK**.



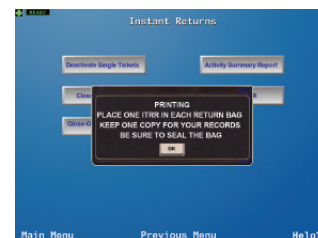
Select **OK** on the ITRR Report printing pop-up.

An ITRR will print for each bag scanned plus one for your records.

Enclose one ITRR in each bag.

Seal the bags.

Purolator will pick up the bags.



## 4 PACK UP TICKETS FOR RETURN

Place all full packs and single tickets scanned into the Courier bags.

If you scanned three Courier bags for returns, divide tickets up into the three bags.

### TIPS!

- Enclose an ITRR in each Courier bag.
- Approximately 20 full packs can fit into one Courier bag.
- Try to keep all single tickets together in one bag.

**IMPORTANT INFORMATION:** If you scan a Courier bag PIN and you do not use the bag, it can be rescanned at a later date for the next return. You must call OLG to have the additional bag removed from the return or you can divide the tickets up among all bags, which eliminates the call to OLG.

If you did not scan enough bags, you can include a bag that was not scanned. In this case, ensure you print another ITRR to place in the bag that was not scanned.

Purolator will pick up automatically. There is no need for you to call for a pick-up.