



Retailer Partial Pack Return Guide

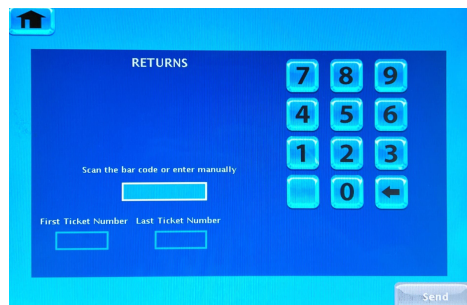
WHAT IS RETAILER PARTIAL PACK RETURN?

Retailer partial pack return is a way for your stores to return partial packs of selected games during the first five days of new game launch. The lottery will identify prior to each game launch games that are eligible for retailer returns giving you the ability to plan for the new game launch and return partial packs that are being replaced in the new Plan O Gram (POG).

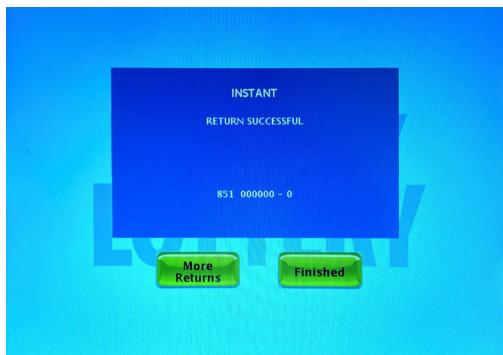
This ability allows you to get new games out quicker and receive credit at the time of the return, just like if your sales rep was returning them. Therefore, putting the tickets in a return status which are no longer able to be redeemed.

HOW TO COMPLETE A RETAILER PARTIAL PACK RETURN.

1. Pull partial packs to be returned. (See Plan O Gram for reference)
Check each pack to ensure there is no break in the pack, meaning no tickets removed from the middle before starting returns.
2. Select 'Retailer Functions'.
3. Select 'Returns'.
4. Scan back of First Ticket (lowest ticket number) to be returned.
5. Scan Last Ticket number (highest ticket number). This could be the same ticket if only one ticket is being returned.
6. Select 'Send' button.



The **INSTANT Return Successful** message will display showing the game and pack number of the partial pack returned, select **More Returns** or **Finished** if all packs have been returned.



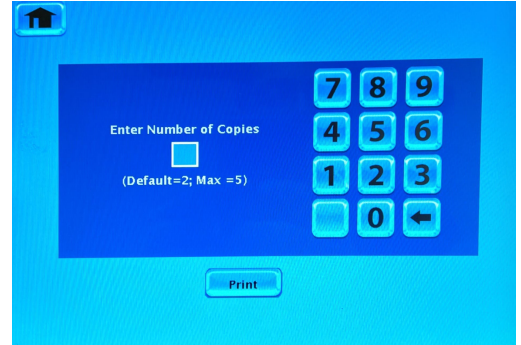
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If additional packs need to be returned, touch **More Returns** and repeat steps 4 through 6.

FINISHING YOUR RETURNS

When the **FINISH** button is selected, the **Number of Copies** screen will display.

1. Select 3 copies.
2. Select **Print**.
3. Verify individual partial pack returns to the **Retailer Return Receipt**, placing one copy with the returns in the provided lottery bag and seal.
4. Save the other receipts for additional reporting needs.



Place returned tickets in the safe until your lottery rep can pick them up.

The **Retailer Return Receipt** is a cumulative receipt, returns will remain on the receipt until your lottery sales rep **Verifies** them on the terminal. This receipt can be accessed anytime through the reports menu.



It is good to verify periodically that all returns have been verified and ensure none are hiding in the safe.

1. Select **Reports**.
2. Select **Retailers Return Receipt**
3. Repeat steps 10 & 11.

