# DRAW GAME VALIDATION

## Single Ticket Validation/ Multiple Ticket Validation

**Draw Game Validation ▶**

1. From any screen, scan tickets using either the handheld or integrated scanner. You will hear a beep if the scan was successful. The terminal will automatically submit the validation; or Touch **Draw Game Validation** to manually enter ticket serial number(s) using the **keypad**. Touch **Single Ticket Validation** to validate a single ticket; or touch **Multiple Ticket Validation** to validate up to 10 tickets, where the winning prize amounts are summed onto a single validation receipt. Touch **SEND**.
2. If the validation is successful, a receipt prints automatically and a confirmation screen displays, indicating if the ticket(s) is a winner; along with the ticket number(s), prize amount, and serial number(s). Touch **OK** to acknowledge the winning amount. If an error occurs during validation, it displays on screen.
3. For validations over $600, a prize claim receipt prints, instructing player to take ticket to a Lottery Payment Center to claim prize.

**NOTE:** Winning a free ticket closes the current Multiple Ticket Validation session. The free ticket prints automatically, but does not display on the multi-ticket validation receipt.

## Redeem Coupon

- From any screen, scan the coupon using either scanner and the terminal will automatically submit the validation; or touch **Draw Game Validation › Redeem Coupon** to manually enter coupon serial number using the **keypad**.
- Touch **SEND**.

# SELLING DRAW GAMES
## Important Notes

To enable/disable the wager confirmation function, touch **Services** and then touch **Sales Confirmation On/Off**. The Lottery recommends leaving the Sales Confirmation On. If you find you've printed in error, use **STOP** function below:

- Touch the **Queued Transaction Icon** when there are one or more transactions in the queue.
- Touch **STOP** to stop any additional queued transactions from being processed. A confirmation message displays in the Queued Transactions, and on the Status Bar.
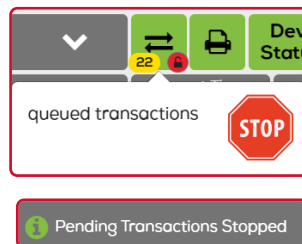
**NOTE:** Wager confirmations always display for Home Screen QP wagers and Combo Picks wagers. Draw Game wager confirmation screens are based on the wager amount.

To switch between game screens, use the **Game Tabs** at the top of each game options screen.

| Powerball® | Mega Millions® | Oregon's Game Megabucks | Keno | Lucky Lines℠ | Win for Life℠ | Pick 4℠ |
|---|---|---|---|---|---|---|

## Play Slip Method

- Insert completed Play Slip into the Retailer Scan, with the marked side facing UP.
- If a confirmation screen displays, touch **Yes** to continue or **No**, if the customer does not agree to the amount shown.
- Ticket[s] print automatically.

## Quick Pick Method

- For all Powerball, Mega Millions, and Oregon's Game Megabucks, touch the **QP button** for the desired game and dollar amount. For example, select **Powerball $2 QP**.
- A ticket prints automatically.

# SELLING DRAW GAMES

## Powerball

- Touch **Powerball**.
- Select the **Set of Numbers** [1–5].
- Select the **Power Play** option [NO/YES].
- Select the **No. of Draws** [1–24].
- Select the **No. of Tickets** [1–10].
- Touch **PRINT TICKET**.
- A confirmation screen displays. Touch **YES** to purchase or **NO** to cancel. You are returned to the Home Screen.

## Mega Millions

- Touch **Mega Millions**.
- Select the **Set of Numbers** [1–5].
- Select the **Megaplier** option [NO/YES].
- Select the **No. of Draws** [1–24].
- Select the **No. of Tickets** [1–10].
- Touch **PRINT TICKET**.
- A confirmation screen displays. Touch **YES** to purchase or **NO** to cancel. You are returned to the Home Screen.

## Oregon's Game Megabucks

- Touch **Oregon's Game Megabucks**.
- Select the **26 Draws For $25** option [NO/YES].
- Select the **Set of Numbers** [2, 4, 6, 8, 10].
- Select the **Kicker℠** option [NO/YES].
- Select the **No. of Draws** [1–24].
- Select the **No. of Tickets** [1–10].
- Touch **PRINT TICKET**.
- A confirmation screen displays. Touch **YES** to purchase or **NO** to cancel. You are returned to the Home Screen.

## Keno

- Touch **Keno**.
- Select the **No. of Spots** [1–10].
- Select the **Wager Amount** [$1, $2, $3, $4, $5, $10, $20].
- Select the **No. of Games** [1–5, 10, 15, 20, 50, 100].
- Select the **No. of Tickets** [1–10].
- Select the **Keno To Go** option [NOW, 6am–3am].
- Select the desired add-on option(s) [Special Keno, Multiplier, or Bulls-Eye] by touching **NO** or **YES**.
- Touch **PRINT TICKET**.
- A confirmation screen displays. Touch **YES** to purchase or **NO** to cancel. You are returned to the Home Screen.

## Lucky Lines

- Touch **Lucky Lines**.
- Select the **Number of Draws** [1–14].
- Select the **No. of Tickets** [1–10].
- Touch **PRINT TICKET**.
- A confirmation screen displays. Touch **YES** to purchase or **NO** to cancel. You are returned to the Home Screen.

## Win For Life

- Touch **Win For Life**.
- Select the **Number of Draws** [1–10].
- Select the **No. of Tickets** [1–10].
- Touch **PRINT TICKET**.
- A confirmation screen displays. Touch **YES** to purchase or **NO** to cancel. You are returned to the Home Screen.

# SELLING DRAW GAMES

## Pick 4

- Touch **Pick 4**.
- Select the **Number of Draws** [1–8, and 12].
- Select the **No. of Tickets** [1–10].
- Touch **PRINT TICKET**.
- A confirmation screen displays. Touch **YES** to purchase or **NO** to cancel. You are returned to the Home Screen.

## Jackpot Trio

- Touch **Jackpot Trio**.
- A confirmation screen displays. Touch **YES** to purchase or **NO** to cancel. You are automatically returned to the Home Screen.

## Total Screen

As transactions are being made for the current customer they are displayed in the mini sales display on the bottom of each screen.

**TO TOTAL OUT YOUR CUSTOMER:**

- Touch **TOTAL** on the Home Screen after completing transactions for each customer.
- The Total Screen displays:
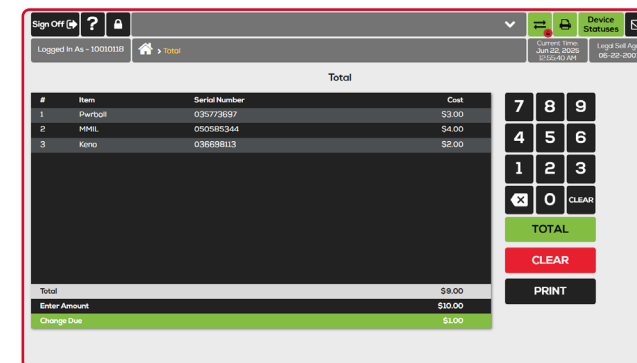


- A negative sign indicates an amount owed to the customer.
- A positive amount indicates an amount owed to the retailer.
- Enter the cash amount received from customer using the **keypad**.
- Touch **TOTAL** to total out the transaction.
- Touch **PRINT** to print a receipt for the transaction.
- Touch **CLEAR** to clear the transaction and return to the Home screen to begin the next customer transaction.

**NOTE:** Be sure to clear the totals after each customer!

# CLEANING INSTRUCTIONS

Spray non-ammonia window cleaner on a soft, dry, lint-free cloth and gently wipe the components. Do not spray the cleaner directly onto the terminal.

# LOADING PAPER

1. First, pull the **silver latch** on the Printer Cover up and pull up to open the Printer.
2. Next, remove the used paper roll.
3. Detach the piece of tape on the new roll that holds the end of the paper to the roll then place the new roll into the Printer. It is important that the paper feeds from the bottom toward you.
4. Leave about 12 to 18 inches hanging out and close the cover firmly.
5. The Printer automatically advances and cuts the paper.
6. Next, run the Printer Test to ensure print quality. From the Home Screen, touch **Services**, then **Printer Test**. A test ticket will print if the printer is loaded properly.



# OREGON LOTTERY®
### Together, we do good things.

# RETAILER PRO
## QUICK REFERENCE

## CUSTOMER SERVICE
### 1-800-766-6789

# SIGN ON / SIGN OFF

## Sign On

1. On the Welcome Screen, enter your 6–digit Retailer Number + 00, and 4-digit Pass Number using the **keypad**.
2. Touch **SUBMIT**.
3. A sign-on message displays. Touch **Print** to print a sign-on receipt or touch **OK**.
4. If there is a News Message it displays automatically. Otherwise, the Home Screen displays.
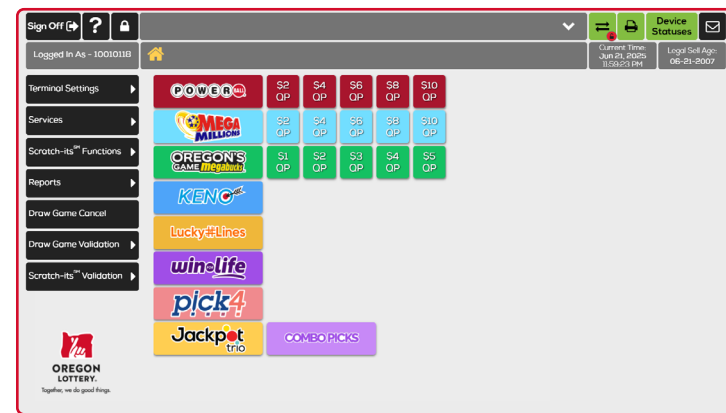
## Sign Off

- Touch **Sign Off** on the Home screen.

**Sign Off ⏏**

**NOTE:** You are not allowed to sign out if the total is not cleared. In this case, the error message below displays:



Sign off not allowed
Cannot sign off, please total current customer.

**OK**
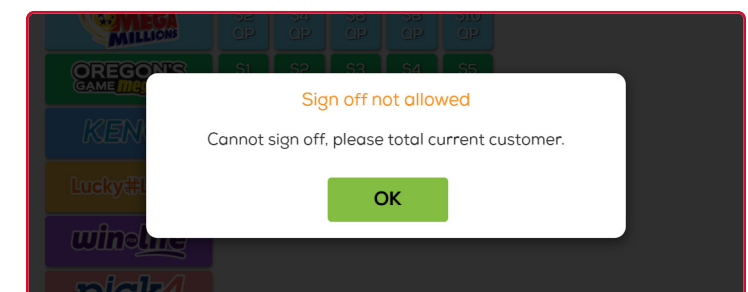
# HOME SCREEN



## BREADCRUMB NAVIGATION

With your new terminal, it is very easy to navigate between screens! Simply touch the **Home Icon** or the screen name to return to a previous screen.

In the example below, the breadcrumbs displayed are for the Mail screen. Touch **Services** to return to that menu, or touch the **Home Icon** to return to the Home Screen.



## DEVICE STATUSES

When there is an **ERROR** with a device or peripheral, the Device Status button displays in red.
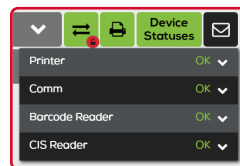


- Touch **Device Statuses** to see the drop-down with the status for each of the following: Printer, Comm, Barcode Reader, and CIS Reader.

## CONTEXT HELP

1. Touch **Help** from any screen. A Help pop-up screen displays information related to your current screen.
2. For example, touch **Help** on the **Draw Game Cancel** screen, and the help information displays:
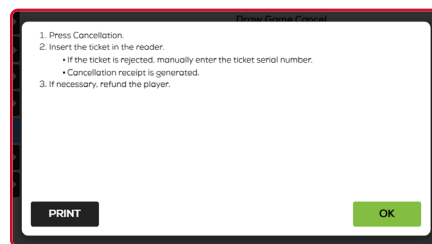


3. Touch **PRINT** to print the help information, or touch **OK** to return to your current screen.

## LOCK

**RECOMMENDATION:** Lock it if you are not using it. Puts the terminal into a paused mode.

1. Touch **Lock** on the Home screen.
2. Enter your 4-digit Pass Number to unlock the terminal.

**NOTE:** If the Pass Number is entered incorrectly three [3] times, you will be required to Sign On to the terminal again. The terminal locks automatically after 10 minutes.

# PLAY SLIPS & TICKETS

- Insert completed Play Slips, one at a time, vertically or horizontally on a straight angle in the top **PLAY SLIP READER ①**, against the rollers. The front of the Play Slip must face you.
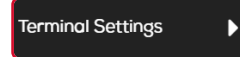
  **NOTE: DO NOT** insert Scratch-its℠ into the Reader.

- Scan Scratch-its℠, Draw Game tickets and pack barcodes using the **HANDHELD BARCODE SCANNER ②**. You must push the trigger button to scan.



# TERMINAL SETTINGS

- Touch **Terminal Settings**.
- Select the desired option.



**VOLUME CONTROL:** Touch **Minus [–]** or **Plus [+]** to change the terminal volume.

**BRIGHTNESS CONTROL:** Touch **Minus [–]** or **Plus [+]** to change terminal screen brightness.

**LANGUAGE TOGGLE:** Use to toggle the terminal language between English, Korean and Spanish.

**FST SIGN ON:** Used by the FST to access service functions.

# SERVICES

- Touch **Services**.
- Select the desired option.



**MAIL:** Use to obtain mail messages sent by the Lottery.
**NEWS:** Use to retrieve News messages sent by the Lottery.
**MODIFY PASS NUMBER:** Use to change Clerk Pass Number.
**VIDEO HELP:** Use to view short video clips or help information on the CIS Reader, Printer, and Reader.
**GAMETOUCH FUNCTIONS:** Select the desired GameTouch device. Reports available include: Status/Alarm Reports, Sales Reports, Inventory Reports, and Security Reports.
**SALES CONFIRMATION TOGGLE:** Use to enable/disable the wager confirmation function.

## Diagnostics

**TERMINAL RESET:** Use to reset the terminal.
**COMM LOG:** Displays a log of Communications information.
**CIS READER TEST:** Use a game slip to test the CIS Reader.
**PRINTER TEST:** Use to test the printer.
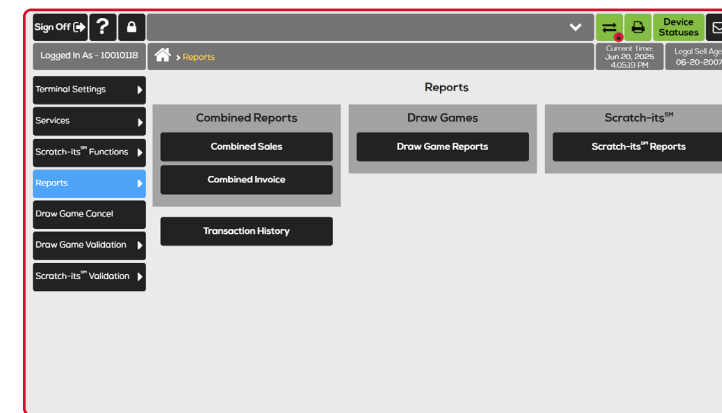**IP TEST:** Use to test the network Terminal IP connection.
**BARCODE READER TEST:** Use to test the Barcode Reader.
**TERMINAL INFORMATION:** Displays version of terminal software/firmware, Application Modules, and Libraries.
**TEMPERATURE MONITOR:** Displays terminal temperature.

# REPORTS



- Touch **Reports**.
- Select the desired option.



## Combined Reports

Combined Reports available include: Combined Sales and Combined Invoice.

1. Touch **Reports**.
2. Select the desired Combined Reports option. For example, touch **Combined Sales**.
3. Select the desired option.
4. The report displays. Touch **PRINT** and enter the number of copies, if desired; or touch **SEND**.
5. Touch the **Home Icon** to return to the Home screen.

## Draw Games

Draw Game Reports available include: Validations, Draw Game Commission, Draw Game Clerk Sales, Winner Information, Winning Numbers, All Winning Numbers, and Current Jackpot.

1. Touch **Reports** › **Draw Game Reports**.
2. Select the desired Draw Game Reports option. For example, touch **Validations**.
3. Select the desired option. Touch **SEND**, if necessary.
4. The report displays. Touch **PRINT** and enter the number of copies, if desired; or touch **SEND**.
5. Touch the **Home Icon** to return to the Home screen.

## Scratch-its℠

Scratch-its℠ Reports available include: Summary Inventory, Detailed Inventory, Scratch-its Billing Summary, Scratch-its Billing Detail, Pack Status, Pack Settlement Current Week, and Pack Settlement Previous Week.

1. Touch **Reports** › **Scratch-its℠ Reports**.
2. Select the desired Scratch-its℠ Reports option. For example, touch **Summary Inventory**.
3. Select the desired options as prompted.
4. The report displays. Touch **PRINT** and enter the number of copies, if desired; or touch **SEND**.
5. Touch the **Home Icon** to return to the Home screen.

## Transaction History

Use to view and print the last 100 transactions that were performed on the terminal.

1. Touch **Reports** › **Transaction History**.
2. The Transaction History screen displays.
3. Touch **PRINT** to print a copy of the Transaction History.
4. Touch the **Home Icon** to return to the Home screen.

# SCRATCH-ITS℠ FUNCTIONS

- Touch **Scratch-its℠ Functions**.
- Select the desired option.



## Confirm Delivery

1. Touch **Scratch-its℠ Functions** › **Confirm Delivery**.
2. Scan the Tracking Number using either scanner; or use the **keypad** to manually enter the 12-digit Order Number and touch **SEND**.
3. A confirmation screen displays in the Status Bar at the top of the screen, and a receipt prints automatically.

## Pack Activation

All packs of Scratch-its℠ must be activated before selling. Pack Activation allows for up to 10 packs at a time.

1. Touch **Scratch-its℠ Functions** › **Pack Activation**.
2. Scan the pack barcode using either scanner; or use the **keypad** to manually enter the Game and Pack Numbers and touch **SEND**.
3. A confirmation screen displays. Touch **OK** to return to the Home screen. A Pack Activation receipt prints automatically.

## Pack Settlement

Use to settle packs of Scratch-its℠. Pack Settlement allows for up to 10 packs at a time.

1. Touch **Scratch-its℠ Functions** › **Pack Settlement**.
2. Scan the pack barcode using either scanner; or use the **keypad** to manually enter the Game and Pack Numbers and touch **SEND**.
3. A confirmation screen displays. Touch **OK** to return to the Home screen. A Settle Pack receipt prints automatically.

## FSR Sign On

To be used by FSRs only.

# SCRATCH-ITS℠ VALIDATION

1. From any screen, scan tickets using either scanner. You will hear a beep if the scan was successful. The terminal will automatically submit the validation; or Touch **Scratch-its℠ Validation** to manually enter the ticket serial number and the 4-digit validation code using the **keypad**. Touch **Single Ticket Validation** or touch **Multiple Ticket Validation** to validate up to 10 tickets, where the winning prize amounts are summed onto a single validation receipt. Touch **SEND**.



2. If the validation is successful, a receipt prints automatically and a confirmation screen displays, indicating if the ticket(s) is a winner; along with the ticket number(s), prize amount, and serial number(s). Touch **OK** to acknowledge the winning amount. If an error occurs during validation, it displays on screen.
3. For validations over $600, a prize claim receipt prints, instructing player to take ticket to a Lottery Payment Center to claim prize.

# DRAW GAME CANCEL

**NOTE:** Cancellations must take place prior to the draw, at the same retailer, on the same day and terminal as it was produced.



1. Touch **Draw Game Cancel**.
2. Scan the ticket using the Barcode Scanner and the terminal will automatically submit the cancellation; or manually enter the ticket serial number(s) using the **keypad**. Touch **SEND**.
3. If there is an error, an error message displays. Touch **OK**.
4. If the cancellation is successful, a confirmation screen displays and a Cancel Wager receipt prints automatically. Touch **OK** to return to the Draw Game Cancel screen.

**NOTE:** The following tickets **CANNOT** be cancelled: Powerball, Mega Millions, Oregon's Game Megabucks and Raffle.