

online functions

- Touch **Online Functions**.
- Touch the desired option.



Cancel Ticket

A ticket can be cancelled only on the day of purchase, prior to the drawing, and only from the terminal where it was sold, prior to the end of sales for the draw for which it was purchased. Mega Millions, Powerball, Cash4Life® and FastPlay tickets cannot be canceled.

- Touch **Cancel Ticket**.
- Scan the ticket, insert the ticket into the image reader, or enter the serial number using the **numeric touchpad**.
- Touch **OK** to confirm the ticket cancellation on the confirmation screen, and automatically print a cancellation receipt.



Reprints

Reprints should be used only for in-store purposes and are not for distribution to customers. Reprints from the Last Play option are not valid tickets, will not contain a barcode, and are clearly labeled REPRINT NOT FOR SALE.

- Touch **Reprints** from the Online Functions menu.
- Touch the button for the desired reprint option.



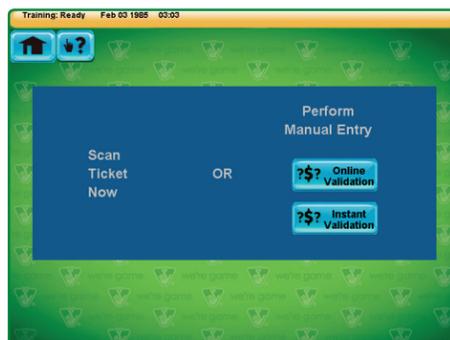
validation

- Touch **Validation** from the home screen to inquire about the status of tickets.



Online Validation

- Scan the ticket using the CCD barcode reader, **OR** touch **Online Validation**. Then enter the ticket number manually using the **numeric touchpad**.
- If the ticket is valid and a winner, you have the option of proceeding to pay the winning amount to the customer if within retailer cashing limits.
- Touch **Cash** to cash the ticket, or touch **Return** to exit and return to the Validate screen.



Instant Validation

- Scan the ticket using the CCD barcode reader, **OR** touch **Instant Validation**. Then manually enter the 18-digit *Scratcher* ticket number PLUS the security code using the **numeric touchpad**.
- If the ticket is valid and a winner, you have the option of proceeding to pay the winning amount to the customer if within retailer cashing limits.
- Touch **Cash** to cash the ticket, or touch **Return** to exit and return to the Validate screen.

selling online games

Easy Picks from the Home Screen

- Touch the **EP** button, and only the games available for that wager will be displayed.
- Select Game.
- Ticket(s) print automatically.



Playslip Entry

- Insert a completed playslip for the desired game into the top of the reader, as shown on reverse side.

Manual Entry by Game

PICK 3

- Touch **Pick 3**.
- Select the Wager Amount, Play Type, Draw Type, Number of Draws, Number of Tickets and Future Play option.
- Manually enter 3 numbers using the numeric touchpad, **OR** touch **Easy Pick** to allow the system to randomly choose the numbers.
- Boost can be added to receive 5 sets of randomly computer picked numbers.
- Touch **Send**, and ticket(s) print automatically.



PICK 4

- Touch **Pick 4**.
- Select the Wager Amount, Play Type, Draw Type, Number of Draws, Number of Tickets and Future Play option.
- Manually enter 4 numbers using the numeric touchpad, **OR** touch **Easy Pick** to allow the system to randomly choose the numbers.
- Touch **Send**, and ticket(s) print automatically.



CASH 5

- Touch **Cash 5**.
- Select the Wager Amount, Number of Panels, Number of Draws, Draw Type, Number of Tickets and Future Play option.
- Touch **Manual Entry** to manually enter 5 numbers, **OR** touch **Easy Pick** to allow the system to randomly choose the numbers.
- Touch **Send**, and ticket(s) print automatically.



MEGA MILLIONS

- Touch **Mega Millions**.
- Select the Megaplier option (Yes/No), Wager Amount, Number of Panels, Number of Draws, Draw Type, Number of Tickets and Future Play option.
- Touch **Manual Entry** to manually enter 5 numbers. Then touch **Mega Ball** to select the Mega Ball number, **OR** touch **Easy Pick** to allow the system to randomly choose the numbers.
- Touch **Send**.
- If the Megaplier option was not previously selected, a screen displays asking you if this option is desired. Touch **YES** or **NO**.
- A confirmation screen displays. Touch **YES** to confirm the wager, or touch **NO** to cancel.
- Ticket(s) print automatically.



selling online games

CASH4LIFE®

- Touch **Cash4Life®**.
- Select Select Number of Panels, Number of Draws and Future Play option.
- Touch **Manual Entry** to manually enter 5 numbers, then touch **Cash Ball** to select the Cash Ball the number, **OR** touch **Easy Pick** to allow the system to randomly choose the numbers.
- Touch **Send**, and ticket(s) print automatically.



BANK A MILLION

- Touch **Bank A Million**.
- Select Wager Amount, Number of Panels, Number of Draws, Number of Tickets and Future Play option.
- Touch **Manual Entry** to manually enter 6 numbers, **OR** touch **Easy Pick** to allow the system to randomly choose the numbers.
- Touch **Send**, and ticket(s) print automatically.



POWERBALL

- Touch **Powerball**.
- Select the Power Play option (Yes/No), Wager Amount, Play Type, Draw Type, Number of Draws, Number of Tickets and Future Play option.
- Touch **Manual Entry** to manually enter 5 numbers. Then touch **Powerball** to select the Powerball number, **OR** touch **Easy Pick** to allow the system to randomly choose the numbers.
- Touch **Send**.
- If the Power Play option is not selected, a screen displays asking if you would like to add this option. Touch **YES** if you would like to add Power Play; otherwise touch **NO**.
- A confirmation screen displays. Touch **YES** to confirm the wager, or touch **NO** to cancel.
- Ticket(s) print automatically.



Trips or Quads

TRIPS

- Touch **Trips**.
- Select the Wager Amount and Draw Type.
- Touch **Send**, and ticket(s) print automatically.



QUADS

- Touch **Quads**.
- Select the Wager Amount and Draw Type.
- Touch **Send**, and ticket(s) print automatically.



Print 'N Play Games

- Touch **Print 'N Play**.
- Select the desired game and ticket price.
- Once the game is selected, touch the player's desired number of tickets.
- Touch **Send**, and tickets print automatically.



altura

retailer reference guide



Virginia Lottery Retailer Response Center

For questions about Lottery products or using your terminal, please call:

1.800.654.2500

HOURS: Monday-Sunday / 5:30 AM-1:00 AM

Virginia Lottery Offices

Richmond Prize Zone (Headquarters)

900 E. Main Street
Richmond, Virginia 23219
(804) 692-7000
(804) 692-7102 (fax)

Hampton Roads

2306-2308 W. Mercury Blvd.
Hampton, Virginia 23666
(757) 825-7800
(757) 825-7813 (fax)

Central Virginia

Longwood Village
Shopping Center
1506 S. Main Street
Farmville, Virginia 23901
(434) 392-7294
(434) 392-7292 (fax)

Richmond Prize Zone West

1620 E. Parham Rd
Richmond, VA 23228
(804) 692-7950
(804) 266-1748 (fax)

Northern Virginia

14550 Potomac Mills Road
Woodbridge, Virginia 22192
(703) 494-1501
(703) 494-0640 (fax)

Shenandoah Valley

1790-26 E. Market Street
Harrisonburg, Virginia 22801
(540) 433-7979
(540) 433-9299 (fax)

Roanoke Valley

1287 Towne Square Blvd.
Roanoke, Virginia 24012
(540) 561-7011
(540) 561-7402 (fax)

Southwest Virginia

408 E. Main Street
Abingdon, Virginia 24210
(276) 676-5540
(276) 676-5548 (fax)

signing on

- Touch **Sign On**.
- Enter your 2-digit clerk number, then your 4-digit pass number.
- A sign-on confirmation screen will display. Touch **OK** to display the Home Screen.
- If there is a news message, it displays automatically, or you can touch **Services**, then **Services**, then **Mail** or **News** to view any terminal messages.



home screen



playslips and tickets

- Insert playslips and draw game tickets vertically and on a straight angle against the rollers. The front of the playslip and draw game ticket must face you. **DO NOT** insert instant tickets into the reader.
- Scan instant tickets and pack barcodes under the barcode scanner located beneath the touchscreen.



help

General Help

Displays a submenu of General Help topics.

- Touch **Help**.
- Touch the button that corresponds to the topic for which you would like help.



- The terminal displays text help for that item.
- Touch **Print** to print the topic.

Context Help

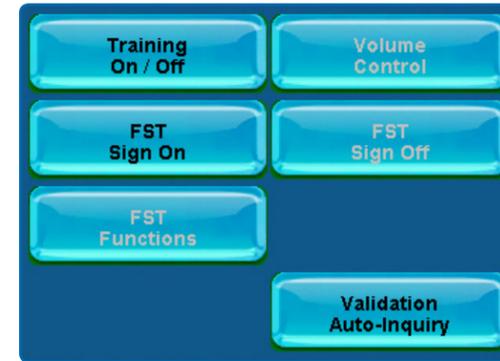
- Touch **Context Help**.
- Touch the function button that corresponds to the subject matter for which you would like help.
- The screen displays text help for that item.
- Touch **Print** to print that topic.



services

Terminal Settings

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



Training ON/OFF

- Toggle to start or stop Training Mode. In this mode, all printed tickets have the text "TRAINING MODE - INVALID - NOT FOR SALE" printed on the top of the ticket, and the transactions are not logged into the system. If you select this mode when the terminal is signed onto the system, the error "Sign off Before Switching to Training" appears. In the reverse instance, you must sign off from the system before switching to Training.

Reports

The Reports function provides access to the following retailer report information:

Balance, Summary, Clerk Activity, Winner Information, Winning Numbers, Winning Numbers Summary, and Current Jackpot.

In addition, a submenu for financial reports includes:

Weekly Settlement, Inventory Summary, Adjustment Detail, Instant Ticket Activity Detail, Settlement Detail, Online Commission, Ticket Return Detail, Pack Commission, Pack Commission Settlement, Instant Cashes, Total Liability, and Daily Cashing Summary.

Reports



services

Pack Management

Pack Management functions are used to manage packs of Scratchter tickets. Note that tickets cannot be sold until activated.

- From the Services Menu, touch **Pack Management**.



Confirm Delivery

- Touch **Confirm Delivery** from the Pack Management menu.
- Scan the 18-digit tracking number, **OR** manually enter the last 8 digits of the tracking number using the numeric touchpad. The transaction is automatically sent to the ESTE, where it is confirmed, and the following options become available:

Exclude Missing Packs: The clerk can exclude up to 5 missing packs by entering the game and pack information.

Include Extra Packs: The clerk can include up to 5 extra packs by entering the game and pack information.

Exclude Extra Packs: The clerk can exclude up to 5 extra packs by entering the game and pack information.

- Select the desired option, and enter the 4-digit game and 8-digit pack numbers using the **numeric touchpad**. Then touch **Send**.
- If the confirmation cannot be made because of a mismatch of invoice numbers, the clerk has the option of accepting or rejecting the delivery. Selecting **NO** produces a message screen with, "A Lottery Representative will contact you about this mis-delivery." Accepting the delivery will produce the same Delivery Confirmation screen that you would normally get if there were no mismatches on the invoice.

Activate Pack

All packs of Scratchter tickets must be activated prior to sales to customers.

- Touch **Activate Pack** from the Pack Management menu.
- Scan the printed barcode found on the pack, or manually enter the game and pack numbers using the **numeric touchpad**.
- Repeat for each pack that you want to activate (up to 10). Entered pack numbers appear in the column on the left of the screen.
- When all packs ready for activation have been entered, touch **Send**.
- An acknowledgment screen displays, and a receipt prints automatically.

*Note that entries appearing in the Packs Entered list cannot be edited.

services

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



Services

Services

- Touch Services.
- Touch the desired option.

Mail

- Use this to obtain mail messages sent by the Virginia Lottery to selected terminals.

News

- Use this service to obtain news messages sent by the Virginia Lottery.

Password Modify

- Use this service to change a clerk's current password.

Diagnostics

- Use this service to access terminal diagnostics functions.