



Retailer Pro

Hardware Quick Reference Guide for Retailers

Brightstar Lottery Hotline
1-800-592-4040

Select Option 0 for Invoice, Security Codes, Licensing Questions or Retailer Adjustment Request Information.

Select Option 1 for Lottery Security, Equipment Issues, Misprinted Tickets, or to Order Supplies.

Select Option 2 the Instant Ticket Department

Select Option 5 for Lottery Accounting

Retailer Self Service **QR code**



Michigan Lottery Retailer Website

<http://Retailers.MichiganLottery.com>

Responsible Gaming

IF THERE IS AN EMERGENCY, CALL 911 IMMEDIATELY.

Crisis hotline counselors are available 24/7 for all Michigan Lottery players. The counselors specialize in gambling disorders and will provide professional help and resources. The responsible gaming button prints a slip containing contact information for the Michigan Problem Gambling Helpline 1-800-GAMBLER.

TIP: Several slips can be printed and placed out for people to take as needed.



The Retailer Pro Terminal



- A Multi Media Monitor
- B Playslip Reader
- C Touch Screen
- D Barcode Scanner
- E Power Button
- F Playslip Stacker
- G Printer

Peripherals



Print Pro



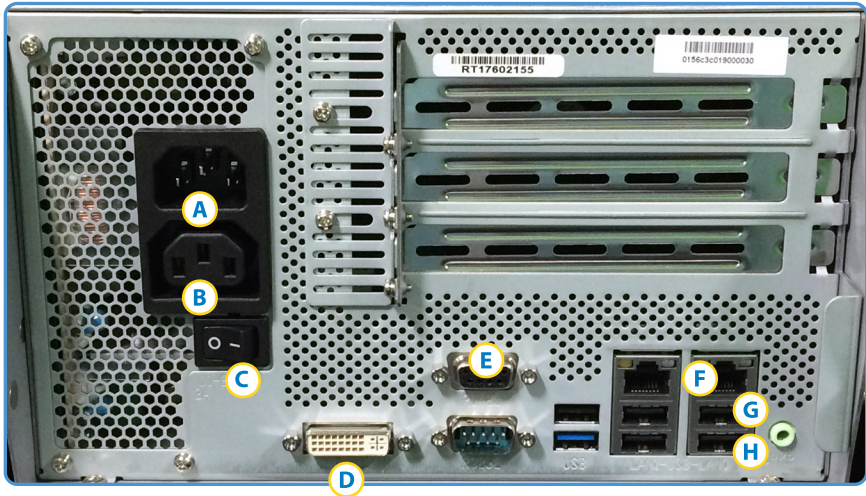
WinCheck



Multi Media Monitor

The Retailer Pro Terminal

Connections



A Terminal A/C Power to Wall

B Power to Printer

C Rear A/C Power Switch

D Multi Media Monitor

E WinCheck

F Comm. Device

G USB to Printer

H USB to Barcode Scanner

Cleaning Instructions

To clean the Retailer Pro terminal and peripherals, spray non-ammonia window cleaner on a soft, dry, lint-free cloth and gently wipe the components clean.

NOTE: DO NOT spray the cleaner directly onto the touchscreen.

Playslips & Tickets

Playslip Reader

Insert completed Playslips or Draw Game Tickets, one at a time, vertically or horizontally on a straight angle in the top Playslip Reader against the rollers. The front of the Playslip must face you.

DO NOT insert Instant Tickets into the Playslip Reader.

Barcode Scanner

Scan Instant Tickets, Pack Barcodes and Draw Game Ticket barcodes using the Barcode Scanner.

Playslip Editing

If a playslip has been filled out incorrectly, or if an error message displays, you may correct the error on the screen or return the playslip to the player to be filled out correctly.



Loading Printer Paper

- First, pull the **silver latch** on the Printer Cover up and pull up to open the Printer.
- Next, remove the used paper roll.
- 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.
- Because this is a new roll, leave about 12 to 18 inches hanging out and close the cover firmly.
- The Printer automatically advances and cuts the paper.
- 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.



**Need help loading
the paper or solving
printer problems?**

**Call Brightstar Lottery Hotline
1-800-592-4040, Option 1.**

Clearing Printer Jams

Caution: Never force the printer door open.

- If printer light is blinking **RED**, DO **NOT** ATTEMPT TO OPEN THE COVER. Remove power to the printer by unplugging it from the power supply brick, wait 10 seconds and then reapply power. The error should go away.
- If the red light continues to blink, the printer needs to be swapped out. Call Brightstar Lottery Hotline for service.
- If after powering the printer off and back on, a blinking **YELLOW** light should appear, open the printer and clear any debris.
- Pull the paper out of the front of the printer and close the cover. The paper will advance and cut off.
- Return to the **Services** menu and run a **Printer Test**.



Clearing Reader Jams

- To open the Reader door, press the **silver release button** on top of the touch screen and pull the touch screen forward. Then, press the **green button** that looks like a down arrow and open the second door the same way.
- Being very careful not to scratch the glass lens, remove the jammed Playslip or Draw Game Ticket.
- Close the reader door firmly and return to the **Services** menu and run a **CIS Reader Test**.

NOTE: Instant tickets should never come into contact with this area of the terminal. Latex from the tickets will gum up on the reader and cause failure!



Sign On/Sign Off

Sign On

- From the Welcome screen, enter your 6-digit Pass Code **keypad**.
- Enter the Clerk number. If the terminal is 00, the Clerk number is 00. If the terminal is 01, the Clerk number is 01.
- Touch **Send**.
- A sign-on message displays. Touch **Print** to print a sign-on receipt or touch **OK**.
- If there is a News Message it displays automatically. Otherwise, the Home Screen displays.

Sign Off

- Touch **Sign Out** on the Home Screen.
- A confirmation screen will display.
- Touch **Yes to continue** signing out or **No to return** to the Home screen.



The screenshot shows a terminal interface with a top navigation bar and a main content area. The top bar includes a 'Sign Out' button, a home icon, a 'Logged In As - 12' status, a printer icon, 'Device Status', and a mail icon. Below this is a 'STOP' button, 'Current Time' (Apr 2, 2016 2:22:14 PM), and 'Legal Sell Age' (04-02-1998).

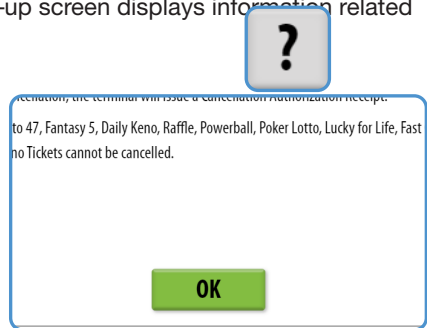
The main content area is divided into several sections:

- Terminal Settings**: A list of menu items including Terminal Settings, Services, Reports, Instant Game Functions, Coupons, Cancel, Validate, Replay, and Responsible Gaming.
- Lottery Games**: A grid of lottery options with prices per play (EP):

Daily3	STR	BOX	2-WAY	WHEEL	1-OFF
Daily4	STR	BOX	2-WAY	WHEEL	1-OFF
POWERBALL	\$2 EP	\$10 EP	\$20 EP		
MEGA MILLIONS MICHIGAN	\$5 EP	\$10 EP	\$25 EP		
LOTTO 7-7	\$1 EP	\$5 EP	\$10 EP		
Quick Pick 5	\$1 EP	\$5 EP	\$10 EP		
MILLIONAIRE FOR LIFE	\$2 EP	\$10 EP	\$20 EP		
- Jackpots**: A section displaying current jackpot amounts for MEGA MILLIONS, POWERBALL, and LOTTO 7-7.
- Games**: A vertical list of other games including CLUB KENO, Fast Cash, CASH POP, ONLINE GAME CARD, KENO, POKERLOTTO, and Raffle.

Help

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



Lock

- Touch **Lock** on the Home screen.
- Enter your 6-digit Pass Code to unlock the terminal.



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

Breadcrumb Navigation

With the Retailer Pro terminal, it's easy to navigate between screens. Simply touch the **Home Icon** or the screen name to return to a previous screen.

In the example to the right, the breadcrumbs displayed are for the Mail screen.

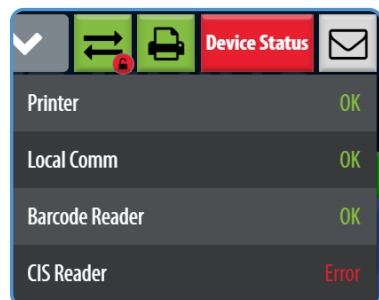
Touch **Services** to return to that menu, or touch the **Home Icon** to return to the Home Screen.



Device Status

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

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



Terminal Settings

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.

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

Services

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.

TRANSACTION HISTORY: Displays the last 35 transactions that were performed on the terminal. Touch Print to print a copy of the Transaction History.

TERMINAL RESET: Use to reset the terminal.

VERSION INFO: Displays version of terminal software/firmware.

VIDEO HELP: Use to view short video clips or help information on the CIS Reader, Printer, and Reader.

BARCODE READER TEST: Use to test the Barcode Reader.

CIS READER TEST: Use a playslip to test the CIS Reader.

PRINTER TEST: Use to test the printer.

IP TEST: Use to test the network Terminal IP connection.

TEMPERATURE MONITOR: Displays terminal temperature.

COMM LOG: Displays a log of Communications information.

Reports

Reports

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



- The Reports menu displays report options for Draw Game Sales and Games. Select the desired Report option, then select the desired Day, Week, or Game if necessary.
- The report will display. Touch **Print** to print the report, or touch the **Home Icon** to return to the Home Screen.

Daily Sales: Summarizes Draw Game sales by game, validations, cancels and other Draw Game activity.

Current Jackpots: Displays current jackpot amounts for all Jackpot games.

Sales Display: Provides information on the last 50 completed transactions performed on your lottery terminal. The transactions are listed with the most recent first in the list and include Wagers, Validations and Cancellations. Useful in case of a printer jam to verify that a wager was processed or if it was lost.

Week to Date: Lists sales data by Week to Date, Current Week By Game, and Previous.

Winning Numbers: Lists the Winning Numbers, Draw Date and Draw Data for a selected game for a set amount of previous draws (per game).

Adjustments: Lists detailed adjustments for each type (EFT, IRS, CHECK), including the Adjustment Type and Code, Product, Description, Retailer Number, User name and Amount.

Invoices: Summary of the Draw Game activity for your retailer location for a selected invoice period. Twelve months of invoice periods are available for selection. Select the previous 12 weeks of invoice periods, or touch **Other** for older invoices.

Prizes and Winners: Summary of the Draw Game prizes and winners, by game and by date.

Instant Game Functions

- Touch **Instant Game Functions**.
- Select the desired option.

A dark blue button with rounded corners and a white border. The text "Instant Game Functions" is in white, and a white right-pointing triangle is on the right side.

Delivery Confirmation

Use the Delivery Confirmation function to confirm the delivery of instant tickets to your retailer location. Confirming means you have received your order and it is NOT out for sale. You are not billed for confirmed tickets. You MUST confirm orders within 24 hours of receiving them.

A white button with rounded corners and a blue border. The text "Delivery Confirmation" is in blue.

- From the Instant Game Functions Menu, touch **Delivery Confirmation**.
- Scan the Bill of Lading barcode on the Ticket Delivery Form using the Barcode Reader, or manually enter the number using the **keypad**. Touch **Send**.
- A Confirmation screen displays and a receipt prints automatically. Touch **OK** to return to the Home Screen.

Pack Activation

Use the Pack Activation function to activate packs of instant tickets so that they may be sold at your retailer location. Activating means the billing cycle starts, so do not activate a pack until you are ready to sell tickets from it.

A white button with rounded corners and a blue border. The text "Pack Activation" is in blue.

You MUST activate a pack of instant tickets before you can sell tickets from it. You cannot de-activate a pack of instant tickets once it has been activated!

- From the Instant Game Functions Menu, touch **Pack Activation**.
- Scan the pack barcode using either scanner; or use the **keypad** to manually enter the Game and Pack Number(s) and touch **Send**.
- A confirmation screen displays. Touch **OK** to return to the Home screen. A Pack Activation receipt prints automatically.
- Scan the barcode on the back of the pack using the Barcode Reader, or manually enter the Game/Pack number using the **keypad**. Touch **Send**.
- A Confirmation screen displays and a receipt prints automatically. Touch **OK** to return to the Home Screen. A Pack Activation receipt will print.

Instant Game Functions

Pack Settlement

Use the Pack Settlement function to settle packs of instant tickets. Settling means the pack will be charged to your account on the next invoice and payment is due at the end of the current invoice period.

You cannot cancel or reverse a settlement.

- From the Instant Game Functions Menu, touch **Pack Settlement**.
- Scan the barcode on the back of the pack using the Barcode Reader, or manually enter the Game/Pack number using the **keypad**. Touch **Send**.
- A Confirmation screen displays and a receipt prints automatically. Touch **OK** to return to the Home Screen.

Pack Settlement

Games Available

The Games Available function shows the games that are available for order.

- From the Instant Game Functions Menu, touch **Games Available**.
- The report prints automatically.

Games Available

MICHIGAN LOTTERY		
INSTANT GAMES AVAILABLE TO ORDER		
900	GAME900	\$200
901	GAME901	\$300
902	GAME902	\$250
903	GAME903	\$500

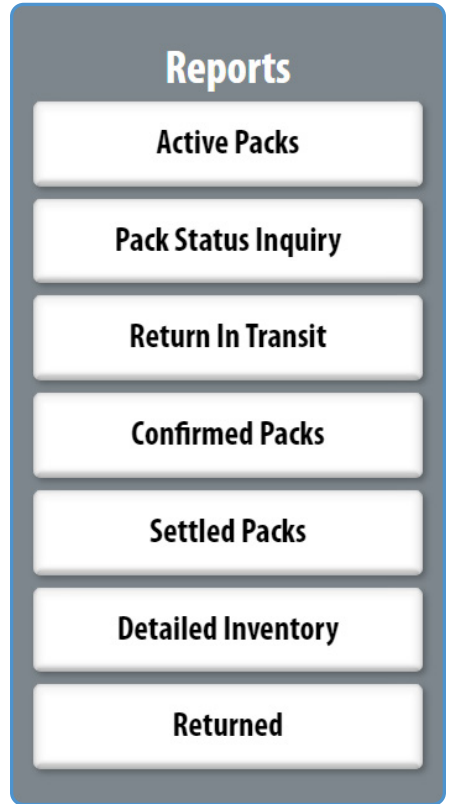
PRINTED TUE 06 OCT 11 13:21:39

Instant Game Functions

Instant Inventory Reports

The Instant Inventory Reports are for instant tickets in your retailer location. Reports available include: Active Packs, Pack Status Inquiry, Return In Transit, Confirmed Packs, Settled Packs, Detailed Inventory, and Returned.

- Touch **Instant Game Functions**.
- The **Reports** menu displays on the right side of the screen.
- Touch the desired report option.
- For example, touch **Detailed Inventory**.
- Touch **Send** for all terminals, or enter a specific terminal number using the **keypad**; then touch **Send**.
- The report displays. Touch **Print** to print the report, or touch the **Home Icon** to return to the Home Screen.



Coupon Voucher

Coupon vouchers should be kept to balance your drawer at the end of the business day. The number of coupon vouchers in your cash drawer should match the number of coupon vouchers listed on your sales report at the end of the day.

Instant Ticket Coupon Voucher

- Scan the coupon voucher barcode using the Barcode Scanner.
- Touch **Send**.

Draw Game Coupon Voucher

- Scan the coupon voucher barcode using the Barcode Reader; or, manually enter the ticket serial number using the **keypad**.
- Touch **Send**.

Validate

Instant Ticket/Pull Tabs Ticket

- **Instant Games:** Scan the barcode under the latex.
- **Pull Tabs:** Scan the barcode under the tabs.
- Pay the player the prize won as indicated on the Pay Receipt.

Draw Game Ticket

- Touch **Draw Game Ticket** from the Validate Menu.
- Scan the ticket barcode using the Barcode Scanner; or, manually enter the ticket serial number using the **keypad** and touch **Send**.

FOR ALL VALIDATION TYPES:

- Before cashing ALL winning tickets with prizes of \$600 and below, the Retailer should verify they have the cash on hand.
- Retailers should cash all winning tickets regardless of where they were sold. Players typically spend their winnings at the location that cashed their ticket.
- Visit MichiganLottery.com/Claims to schedule an appointment for prizes of \$601 or more. Prizes of \$100,000 or more must be claimed in Lansing.
- To claim a prize of \$601 or more, a valid photo ID and Social Security card are required.
- To ensure credit is given for all validations, touch the **YES** button to complete the validation before paying the prize amount.
- DO NOT pay on any winning ticket until the ticket has been properly validated and the terminal has printed a "Pay Cash Receipt".
- Cashed tickets should never be returned to the player.

Validate

Coupon Voucher & Withdraw Voucher

- Touch **Withdraw Voucher** from the Validate Menu.
- Scan the ticket barcode using the Barcode Scanner; or, manually enter the ticket serial number using the **keypad** and touch **Send**

Reissue Tickets

A player may cash a winning draw game ticket even if there are draws remaining on their wager. In this case, validate the ticket following the steps above. A “reissue” ticket will print immediately following the pay receipt.

The reissue ticket must be given to the player so they may play their remaining draws and the original validated ticket should be kept by the Retailer. .

Incomplete Draw Game Tickets

Damaged Draw Game tickets that do not contain a complete, legible barcode and serial number are considered void. Prizes cannot be paid by the Lottery on these tickets. Players should never be sold one of these tickets and Retailers should never pay winnings on a Lottery ticket that will not validate at the terminal. Retailers must follow the Credit Requests/Adjustments procedure on pages 46 - 48 if they have an incomplete or damaged draw game ticket.

Reimbursement for incomplete tickets can be given for face value only.

Cancel

A dark grey button with rounded corners and a blue border, containing the word "Cancel" in white text.

Use the Cancel function to cancel Draw Game Tickets.

NOTE: Only Daily 3 & Daily 4 tickets can be canceled, and there is a limited amount of canceled tickets of those allowed. All tickets must be cancelled the same business day, on the same machine the tickets were produced from, and before the draw break takes place.

Same Business Day: i.e. a Daily 3 or 4 generated at 2AM cannot be cancelled at 7AM. It's the same day but not the same business day.

Cancellations must be kept to a minimum or the ability to cancel will be lost.

- Touch **Cancel** from the Home Screen.
- Scan the ticket barcode on the Barcode Scanner.
No manual entry of the ticket number is allowed.
- A Cancel confirmation screen displays, and a cancellation receipt prints automatically.
- Touch **OK** to return to the Home Screen.

Replay

A dark grey button with rounded corners and a blue border, containing the word "Replay" in white text.

Use to replay a Draw Game wager.

- Touch **Replay** from the Home Screen
- Scan the barcode on the original ticket using the Barcode Scanner, or manually enter the ticket serial number using the **numeric keypad**.
- Identical ticket prints automatically.

Selling Draw Games

Playslip Method

The Retailer Pro terminal has been designed to allow continuous feeding of playslips, even though a transaction might not be fully processed.

- Insert the completed Draw Game playslip into the reader vertically or horizontally, with the marked side facing toward you.
- A confirmation screen may display. Touch **Yes** to continue with the wager or **No**, if the customer does not agree to the amount shown.
- Ticket[s] print automatically.



Easy Pick Method

You can generate Easy Pick wagers for Daily 3, Daily 4, Powerball, Mega Millions, Lotto 47, Fantasy 5, and Millionaire For Life very quickly for players who want them for the standard defaults by selecting an EP button from the Home Screen.

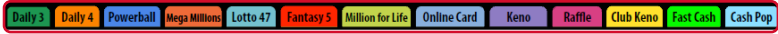
- From the Home Screen, touch one of the Draw Game Easy Pick (EP) buttons for the desired game and dollar amount. For example, select **Powerball \$2 EP**.
- A confirmation screen displays for \$20 EP wagers prior to printing the ticket. Touch **Yes** to continue with the purchase or **No** to cancel.
REMINDER: The Lottery does not reimburse for sellable tickets.
- Confirmed tickets print automatically.



Selling Draw Games

Game Tabs

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



Daily 3/Daily 4

- From the Home Screen, touch **Daily 3/Daily 4**.
- Touch the desired **Mid/Eve** option (MID or EVE).
- Touch the desired **Play Amount**.
(**NOTE:** \$.50 wagers are only available on Daily 3.)
- Touch the desired **Bet Type** [STR, BOX, 2-WAY, WHEEL, or 1-OFF].
- Select the number of **Repeats** [1–5 or Other 1–100].
- Select the desired number of **Draws** [1–5 or Other 1–60].
- Select the desired draw **Day** [Today, SAT–FRI].
- Enter the player's 3 or 4 desired numbers by touching the **keypad**.
- Touch **Send**. If a confirmation screen displays, touch **Yes** to continue with the wager or **No** to cancel.



Selling Draw Games

Powerball



- From the Home Screen, touch **Powerball**.
- Select the number of **Panels** [1–10]. Cost is \$2 per panel.
- Select the number of **Draws** [1–7 or Other Draws 1–30].
- Select the number of **Repeats** [1–7 or Other 1–100].
- Select the **Power Play** option [YES /NO].
- Select the **Double Play** option [YES /NO].
- Touch **Easy Pick** to allow the system to randomly choose the numbers, or touch **Select Numbers** for manually entry.
- Select the 5 numbers [1 to 69] using the **keypad**, then select the Powerball number [1 to 26].
- Touch **Send**. If a confirmation screen displays, touch **Yes** to continue with the wager or **No** to cancel.

Millionaire For Life



- From the Home Screen, touch **Millionaire For Life**.
- Select the number of **Panels** [1–10].
- Select the number of **Draws** [1–7 or Other Draws 1–30].
- Select the number of **Repeats** [1–7 or Other 1–100].
- Touch **Easy Pick** to allow the system to randomly choose the numbers, or touch **Select Numbers** for manually entry.
- Select the 5 numbers [1 to 58] using the **keypad**, then select the Millionaire Ball number [1 to 5].
- Touch **Send**. If a confirmation screen displays, touch **Yes** to continue with the wager or **No** to cancel.

Selling Draw Games

Mega Millions



- From the Home Screen, touch **Mega Millions**.
- From the Home Screen, touch **Mega Millions**.
- Select the number of **Panels** [1 to 10]. Cost is \$5 per panel.
- Select the number of **Draws** [1 to 7 or Other Draws 1 to 26].
- Select the number of **Repeats** [1 to 7 or Other Draws 1 to 100].
- A **Multiplier** number will automatically be assigned to each panel. Multiplier numbers range from 2, 3, 4, 5 or 10.
- Touch **Easy Pick** to allow the system to randomly choose the numbers, or touch **Select Numbers** for manually entry.
- Select **5 numbers** [1 to 70] using the **keypad**, then select **one Mega Ball number** [1 to 24].
- Touch **Send**. If a confirmation screen displays, touch **Yes** to continue with the wager or **No** to cancel.

Lotto 47



- From the Home Screen, touch **Lotto 47**.
- Select the number of **Panels** [1–10].
- Select the number of **Draws** [1–7 or Other Draws 1–60].
- Select the number of **Repeats** [1–7 or Other 1–100].
- Select the **Double Play** option [YES /NO].
- Select the **EZ Match** option [YES /NO].
- Touch **Easy Pick** to allow the system to randomly choose the numbers, or touch **Select Numbers** for manually entry.
- Select the 6 numbers [1 to 47] using the **keypad**.
- Touch **Send**. If a confirmation screen displays, touch **Yes** to continue with the wager or **No** to cancel.

Selling Draw Games

Fantasy 5

- From the Home Screen, touch **Fantasy 5**.
- Select the number of **Panels** [1–10].
- Select the number of **Draws** [1–7 or Other Draws 1–60].
- Select the number of **Repeats** [1–7 or Other 1–100].
- Select the **Double Play** option [YES /NO].
- Select the **EZ Match** option [YES /NO].
- Touch **Easy Pick** to allow the system to randomly choose the numbers, or touch **Select Numbers** for manually entry.
- Select the 5 numbers [1 to 39] using the **keypad**.
- Touch **Send**. If a confirmation screen displays, touch **Yes** to continue with the wager or **No** to cancel.



Online Game Card

- From the Home Screen, touch **Online Game Card**.
- Select the desired **Online Game Card Value**.
- A confirmation screen displays. Touch **Yes** to process the wager, or touch **No** to cancel.



Selling Draw Games

Daily Keno

- From the Home Screen, touch **Keno**.
- Select the number of **Panels** [1–10].
- Select the number of **Draws** [1–7 or Other Draws 1–60].
- Select the number of **Repeats** [1–7 or Other 1–100].
- Touch **Easy Pick** to allow the system to randomly choose the numbers.



Club Keno

- From the Home Screen, touch **Club Keno**.
- Select the number of **Spots** [1 to 10].
- Select the wager **Amount** [\$1 to \$5, \$10 or \$20].
- Select the number of **Draws** [1 to 7 or Other Draws 1 to 60].
- Select the number of **Repeats** [1 to 7 or Other 1 to 100].
- Select the **Kicker** option YES /NO.
- Select **The Jack** option YES /NO.
- Select the **Plus 3** option YES /NO.
- Touch **Easy Pick** to allow the system to randomly choose the numbers.



NOTE: If the player wants to select their own numbers, they must use a playslip.

NOTE: If the player selects both Kicker & Plus 3, the Kicker dollar amount doubles.

Selling Draw Games

Poker Lotto

- From the Home Screen, touch **Poker Lotto**.
- A confirmation screen displays. Touch **Yes** to process the wager, or touch **No** to cancel.



Raffle

- From the Home Screen, touch **Raffle**.
- Select the **Wager Amount** [1 for \$5, 3 for \$10, 5 for \$20, 15 for \$50, or 20 for \$55,].
- Select the number of **Repeats** [1–7 or Other 1–100].
- Touch **Send** to allow the system to randomly choose the numbers.
- A confirmation screen displays. Touch **Yes** to process the wager, or touch **No** to cancel.



Fast Cash

- From the Home Screen, touch **Fast Cash**.
- Select the desired **Fast Cash Game**.
- Select the number of **Repeats** [1–5].
- Touch **Send** to allow the system to randomly choose the numbers.
- A confirmation screen displays. Touch **Yes** to process the wager, or touch **No** to cancel.



Selling Draw Games

Cash Pop

- From the Home Screen, touch **Cash Pop**.
- Select the **Cash Pop Number(s)** [1 to 15].
- Select PLAY ALL to play all 15 **Cash Pop** numbers.
- Select the **Wager Amount** [\$1, \$2, \$5 or \$10].
- Select the number of **Consecutive Draws** [1 to 15].
- Select the number of **Repeats** [1 to 35].
- Touch **Easy Pick** to allow the system to randomly choose one number.
- Touch **Send**.
- If a confirmation screen displays (wager amount equal or greater than \$20), touch **Yes** to process the wager, or touch **No** to cancel.



Selling Draw Games

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:

Item	Serial Number	Cost
LOTO	XXX433298	\$1.00
MEGA	XXX433297	\$2.00
Total		\$5.00

Total

The screenshot shows the 'Total' screen with a dark background. At the top, there is a navigation bar with 'Sign Out', a home icon, and 'Logged In As - 00'. On the right, there are icons for a printer, a device status indicator (STOP), and a mail icon. Below the navigation bar, the title 'Total' is centered. A table lists three items: 1 PWRB (Serial XXX433296, Cost \$2.00), 2 MEGA (Serial XXX433297, Cost \$2.00), and 3 LOTO (Serial XXX433298, Cost \$1.00). To the right of the table is a numeric keypad with buttons for 7, 8, 9, 4, 5, 6, 1, 2, 3, a backspace icon, 0, and CLEAR. Below the keypad are three buttons: 'Total' (green), 'Cash' (red), and 'Print' (grey). At the bottom, a summary section shows 'Total' as \$5.00, 'Enter Amount' as \$10.00, and 'Change Due' as \$5.00.

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

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

Lottery Contact Information

Lottery Claim Centers are open by appointment only.

To make an appointment and for information on how to claim a prize of \$601 or greater, including required documents and forms visit MichiganLottery.com/claims

Lottery Headquarters

101 E. Hillsdale Street
P.O. Box 30023
Lansing, MI 48909
Phone: (517) 335-5600

Lottery Regional Offices

DETROIT

Cadillac Place
3060 W. Grand Boulevard
Suite L-600
Detroit, MI 48202
Phone: (313) 572-0711

STERLING HEIGHTS

34700 Dequindre Road
Sterling Heights, MI 48310
Phone: (586) 939-2300

SAGINAW

Jerome T. Hart State Office Building
411 E. Genesee Avenue
Saginaw, MI 48607
Phone: (989) 758-1670

LIVONIA

33231 Plymouth Road
Livonia, MI 48150
Phone: (734) 266-3769

GRAND RAPIDS

3391- B-Plainfield
Grand Rapids, MI 49525
Phone: (616) 364-3372

Lottery Contact Information

Partner Banks in Northern Michigan and Upper Peninsula

The Lottery has partnered with a number of banks in the northern Lower Peninsula and the Upper Peninsula in order to serve players in this part of the state. To see a full listing, please visit the Lottery website:

www.MichiganLottery.com

or call the Public Relations office at (844) 917-6325.

