

Play Slips and Tickets

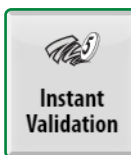
- Insert Play slips and Online Game tickets vertically *OR* horizontally on a straight angle in the top reader, against the rollers. The front of the Play slip and Online Game ticket must face you. **DO NOT** insert Scratchers into the Reader.
- Scan Scratchers and pack barcodes using the external Handheld Barcode Scanner.



Instant Validation

You can validate Scratchers by touching **Instant Validation** right on the Home screen. Remember, you **MUST** use your external Handheld Barcode Scanner to scan Scratchers—never insert Scratchers into the top Reader as it will damage the Reader lens.

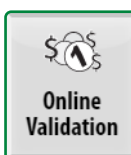
Note: The validation rules for Scratchers are on the ticket.



Online Validation

Online Game tickets can also be validated right from the Home screen—simply touch **Online Validation!** You may use your external Handheld Barcode Scanner to validate Online Game tickets, or insert them into the top Reader.

Note: The validation rules for Online Game tickets remain the same.



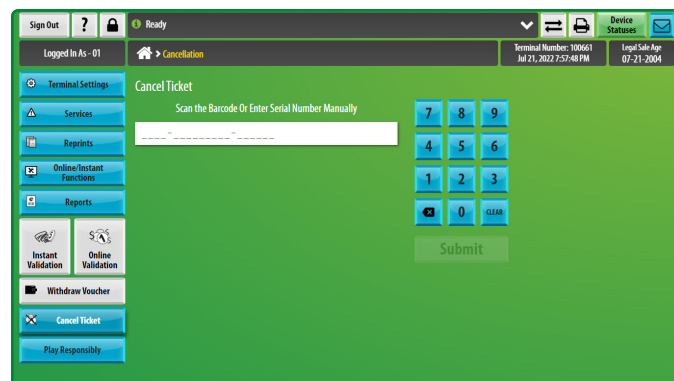
Cancel Ticket

Simply touch **Cancel Ticket** and proceed to cancel your Online Game by scanning the ticket you want to cancel.



Note: 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®, Print N Play, Ca\$h 5 with EZ Match, Rolling Jackpot, KENO, Cash Pop, and Raffle tickets cannot be canceled.



Changing Printer Paper

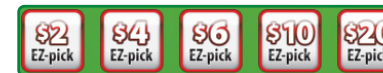
- Press the **silver button** on the Printer Cover and pull up on the sides of the Printer Cover to open.
- Next, take the used paper roll out of the printer and set it aside.
- Now, detach the piece of tape that holds the end of the paper stock to the roll, then simply place the roll into the Printer so that the paper feeds from the bottom towards you and hangs out of the printer. **DO NOT** place the paper under the black bar, as the printer will not work if you do.
- Because this is a new roll, be sure to leave about 12 – 18 inches of paper hanging out, and close the cover firmly.
- The Printer automatically advances and cuts the paper.
- Finally, don't forget to run a **Printer Test** to ensure print quality.



Selling Online Games

Easy Picks from the Home Screen

- Touch the **EZ-pick** button for the desired game/amount.
- Ticket(s) print automatically.



Play Slip Entry

- Insert a completed Play slip for the desired game into the top of the reader, as previously shown.

Manual Entry

Placing manual entry wagers is easy! All of the **Default Options** for a game are highlighted in orange, and most of your options display right on the game options screen— simply touch a button to highlight/select it:



Game Tabs are at the top of each game options screen. The current game is displayed in a green tab:



POWERBALL EXAMPLE

- Touch **Powerball**.
- Select the desired game options: Power Play option, Panels, Draws, Future Play option, or Repeat.
- Touch **Manual Entry** to manually enter 5 numbers in the top portion of the screen (blue buttons). Then select the Powerball number in the bottom portion of the screen (yellow buttons), *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 may display depending on your selected options. Touch **Yes** to confirm the wager, or touch **No** to cancel.
- Ticket(s) print automatically.



Play Responsibly

- Touch **Play Responsibly** to print a receipt with a hotline number for players with a potential gambling problem.



Flex

Retailer Quick Reference



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–11:30 PM

Option 1: Equipment Issues/Supplies

HOURS: Monday–Friday / 6:30 AM–7:30 PM

Leave message if not during business hours

Option 2: Report a Problem Ticket

Option 3: Accounting/ Billing Questions

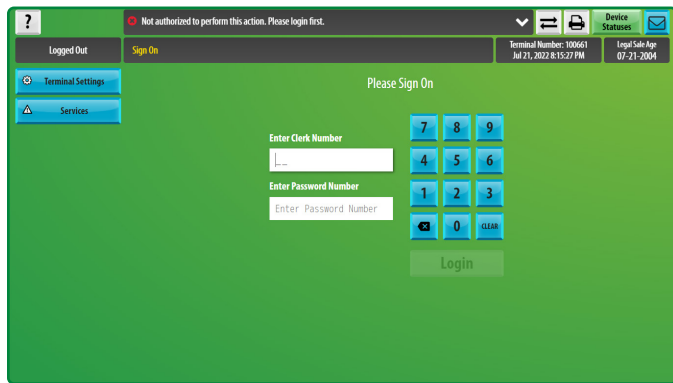
Option 4: Help Desk/ All other Issues

Virginia Lottery Learning Wizard

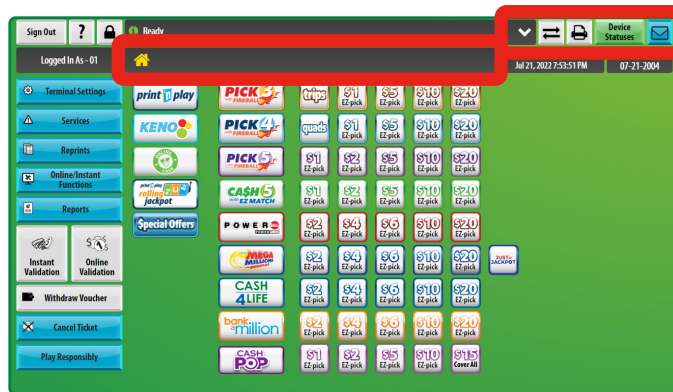
<https://learningwizard.lotteryservices.net/vas>

Signing On

- The Sign On screen is available right after you power up your terminal!



Home Screen



Breadcrumb Navigation

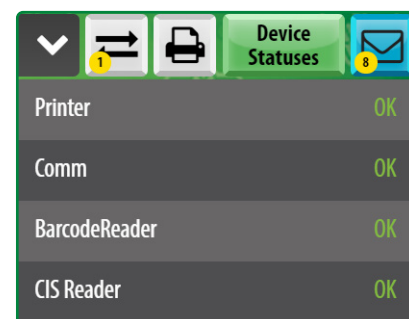
It is easy to navigate between screens! Simply touch the Home icon or the screen name to return to a previous screen.

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



Status Buttons

- Comm Lines
- Printer
- Devices (i.e. Barcode Reader & CIS Reader)
- Shortcut to Access Mail



Help

- Touch **Help** from any screen. A Help pop-up screen displays information related to your current screen.
- Touch **Print** to print the help information, or touch **OK** to return to your current screen.



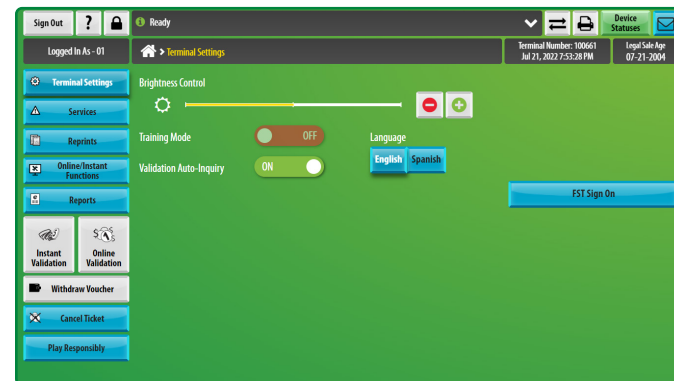
Terminal Settings

Terminal Settings is available on the Home screen.



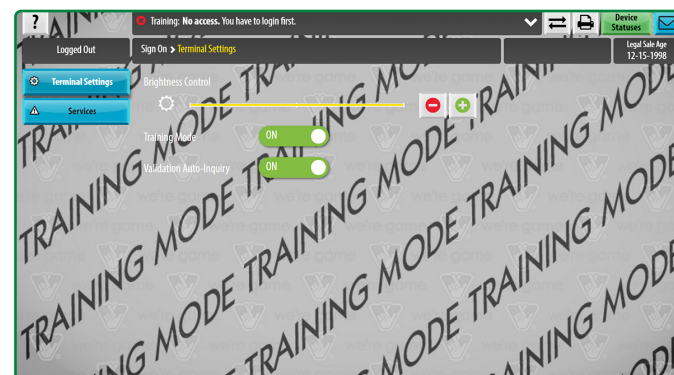
Terminal Settings Options:

- Brightness Control
- Training Mode
- Validation Auto-Inquiry
- FST Sign On



Training Mode

Turn **Training Mode** on to educate new employees on how to produce transactions and view reports. While in Training Mode, your terminal screen will be gray with the words "TRAINING MODE" across the screen. No monetary transactions can take place at this time. It is important to turn Training Mode off once you are finished so you can resume selling tickets.



Services

Touch **Services** and all of your options are right there—no need for additional navigation.



Services Options:

- Mail
- News
- Transaction History
- Version Info
- Printer Test
- External Barcode Reader Test
- CIS Reader Test
- IP Test
- Temperature Monitor
- Sign Device Test
- Terminal Reset



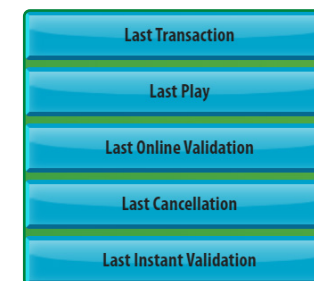
Reprints

Simply touch **Reprints** and select the desired option. The reprint option only allows whatever was done last to be reprinted.



Reprints Options:

- Last Transaction
- Last Play
- Last Online Validation
- Last Cancellation
- Last Instant Validation



Withdraw Voucher

Retailers can pay out players Withdraw Vouchers up to \$250 per voucher.



- Touch **Withdraw Voucher** and then scan the barcode on the Withdraw Voucher or manually enter the 13-digit serial number under the barcode.
- The Withdraw Voucher Confirmation screen displays. Touch **Yes** to validate the voucher and pay the voucher amount.

Online/Instant Functions

The Online/Instant Functions allows retailers to confirm deliveries, activate packs, generate online games with digital play slips, and use coupons. This is also where SR Sign On is.



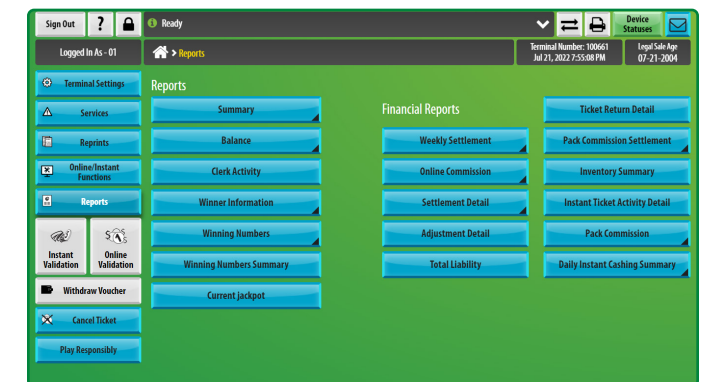
Online/Instant Functions Options:

- Confirm Delivery
- Activate Pack
- EZ Cards (formerly EZ Cards & Coupons)
- SR Sign On
- Coupons



Reports

The Reports tab is on your Home Screen. Retailers can easily view/print all Reports including Financial reports.



- You can select the **Number of Copies** you want to print, right at the bottom of each report screen!