

North Carolina *Education* Lottery

Software Enhancements

Effective November 2011

Pack Activation

If an activation attempt is made on a pack and it is unsuccessful an error will be displayed on the terminal.

Terminal Message

```
Activate Pack

Unsuccessful Attempt
Call Lottery Retailer Hotline

TSN    123-123456789-1234
```

```
NORTH CAROLINA EDUCATION LOTTERY

Activate Pack

Retailer 123456
Terminal 007030123
Sat Nov 02 11 16:48:56
Estimated Settle Date 11/23/11

PACK          STATUS
999-008984    ACTIVATED
999-008912    Invalid Attempt
985-145654    ACTIVATED
```

Instant Inventory Reports

If the number of packs being reported exceeds 389 on the Detailed Inventory Report or 273 on the Pack Status Report, a message will be printed at the end of the report to contact Retailer Services for assistance for a detailed report.

```
DETAILED INVENTORY REPORT
SAT APR17 08 16:27:08
RETAILER: 123456

GAME    PACK    STATUS
555     012345   CON
555     012346   CON
etc.
etc.

Report is not complete,
contact retailer services.
```

Wager/Ticket Issue

If an online ticket (Powerball, Mega Millions, Cash 5, Pick 3 or Pick4) does not print or there is a printer jam the terminal will display the error message listed below, which now can be printed. If an adjustment is needed for the ticket error, the print out should be sent in with a retailer adjustment form and the original ticket, if applicable. Contact Retailer Services at 877-382-4530 option 2, and then option 1 if you have any questions.

Terminal Message

Print Ticket Error

Print Failure, note down Serial Number

012-012345678-12

PRINT

OK

Print Ticket Error

Print Failure, Note down ticket Serial Number

123-123456789-12

Pick 3 and Pick 4

When selecting 'Both' option with 'Combo' and 'Quick Pick' option, the value presented in the pop-up message will have the "minimum" and "maximum" range of both of the tickets being requested.

PICK 4

Due to Quick Pick and Combo, total prices could range between \$8.00 and \$48.00
(Once tickets print, check for price.)

Do you wish to continue?

Yes

No

PICK 4

Please ensure the player has between
\$28.00 and \$168.00
to purchase these tickets.
(Once tickets print, check for price.)

No

Yes