

Recovery Voucher Overview

Recovery Vouchers are created anytime there is a failed attempt to utilize cashless funds. In troubleshooting these issues with others, they may be referred to as *Abandoned Vouchers* or *Clear Credits*. Since cashless is available on self-service vending terminals, as well as the clerk operated Photon terminal, there are different issues and methods of resolving each type.

For Self-Service:

1. When cashless funds are entered on the machine and the funds are not playable for whatever reason, and the terminal loses communications, the *Create Offline Clear Credit* option in the menu may be used to produce a voucher. The voucher produced in this instance will be for the balance on the machine at the time of outage. It can be redeemed like any other voucher but, since it contains cashless funds, the funds must be used to make a purchase.
2. When cashless funds are entered on the machine and are not played for roughly 48 hours, the system will clear the session and fund balance. Since no actual voucher is created, a call to the Lottery will provide the information required to validate the proper credit voucher for the customer to use. Since these were cashless funds, the funds cannot be redeemed for cash.

For the Photon:

1. When the shopping cart containing cashless funds gets interrupted and not all the tickets are produced, the receipt (both initial and secondary) can be used as a recovery voucher to recover the player's affected funds. If the barcoded voucher is validated within 48 hours, then this is known in the system as a *Clear Credit Voucher*.
2. When the same issue as above occurs **but** the barcoded voucher **is not** validated within 48 hours, then this is known in the system as an *Abandoned Voucher*.

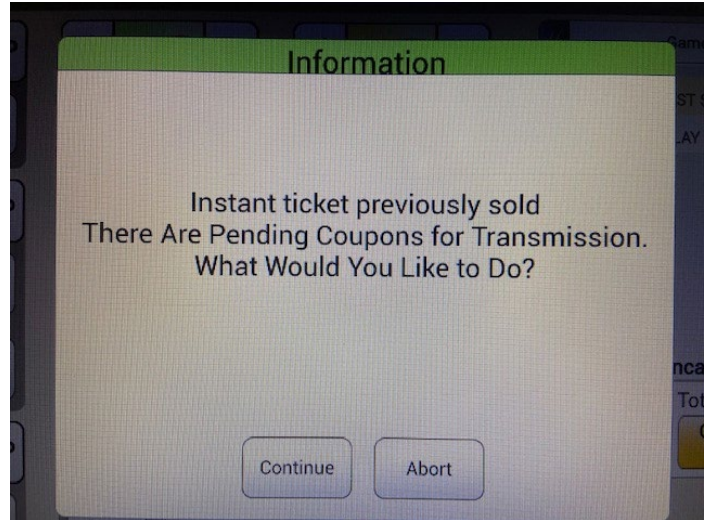
Photon Example:

For this example, we will utilize a scenario of purchasing an instant ticket that has already been previously sold.

1. Plays are added to the shopping cart, it is submitted, and the player completes payment with their credit card – their card is charged the full amount.
2. The Photon will print the initial receipt, as shown to the right with 4 sets of instant tickets, containing all play information as well as a barcode that contains the session information. This barcode is the same as the one on the secondary/recovery receipt and either can be used for redemption should an interruption occur.



3. Should an interruption occur while processing the shopping cart, a message box will appear on the Photon screen similar to the one as shown to the right. The interruption could be for a variety of issues such as printer malfunction, loss of communications, a wager that has hit the liability limit, a progressive play where the jackpot has been hit, a draw break, or as in this example, attempt to sell an instant ticket that has been previously sold.



4. If *Continue* is selected, the shopping cart will continue processing the plays remaining after the affected ticket(s). There will always be one or more tickets that are interrupted and do not process. If *Abort* is selected, the shopping cart will not process the remaining plays. In this example, transaction 2 (\$30 -EXTREME MILLIONS) is affected because one of the tickets in the set has been previously sold and *Continue* is selected; so transaction 2 will not process at all, and the secondary receipt will show a credit of \$60. This \$60 credit voucher can be used at any location for ticket purchase but cannot be redeemed for cash.



5. Once a selection is made, the secondary receipt is printed, as shown to the right. The plays that printed will be renumbered on the receipt and it will display a new Net Due based on the ticket(s) that did not process. Also, a new section will be added to the receipt with the phrase “Pay Voucher below is good for transaction balance at time of interruption”. If plays are affected in this manner, the credit amount on the receipt should be brought to the player’s attention. They can use the credit at the Photon or any self-service terminal for play. On the Photon, it is processed just like any *Pay Voucher* but it cannot be cashed out and must be used to make purchases.