Recovery Voucher Overview for Scratch Off Tickets

*Recovery Voucher*s 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 a scratch off ticket that has already been previously scanned as 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 scratch off 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.


```
            OHIO
    NOT FOR SALE - REPORT ONLY
   Shopping Basket Voucher Report
        Retailer:082643-01
   Date:Tue, Apr 19, 2022 10:45:50

1     $2-MONEY BAGS MULTIPLIER     $8.00
2     $30-EXTREME MILLIONS        $60.00
3     $1-FAST $50S                 $6.00
4     $2-POWER PLAY CASHWORD      $10.00

   Credit Card:                  -$84.00

   Net Due:                        $0.00

        Session Id:33715
   Vantiv invoice Id:82643011650379529
rcode:00743 17824 00345 24288 10066 49562 61533
```

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 a scratch off ticket that has been previously sold.
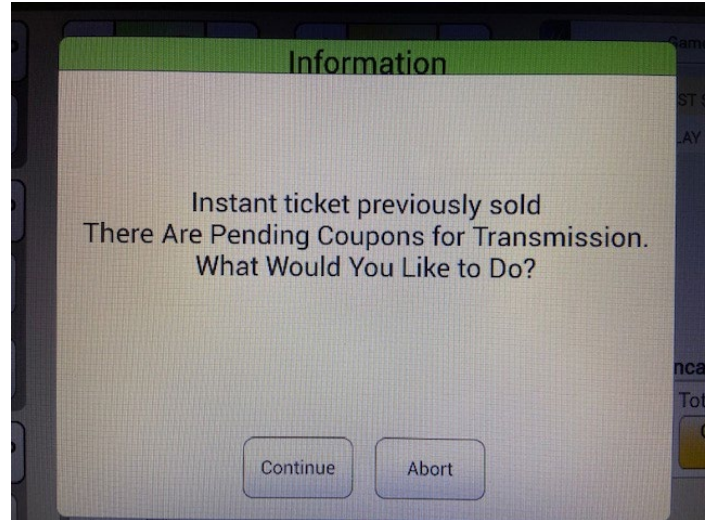
4. If *Continue* is selected, the shopping cart will continue processing the plays remaining after the affected ticket(s). There will always be one or more tickets that are interrupted and do not process. If *Abort* is selected, the shopping cart will not process the remaining plays. In this example, 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.

6. In the event you see the above screen, at this point retailer has 3 options:
   a. Return voucher to the customer, pointing out the net due for use in making additional purchases. The scratch off ticket should not be given to the customer unless they purchase with cash.
   b. Give the customer the same tickets (previously scanned) but scan two other scratch off tickets of the same value. Scan the voucher to apply the credits and send the shopping cart to complete the transaction. The tickets scanned to complete the transaction must now be sold for cash only.

c. Sell the customer different tickets totaling the amount of the voucher, with retailer retaining the original scanned tickets to be returned to your Ohio Lottery sales rep for credit.

NOTE: To assist with reconciliation, the scratch off tickets sold on the Photon terminal can be looked up by game using the following procedure.
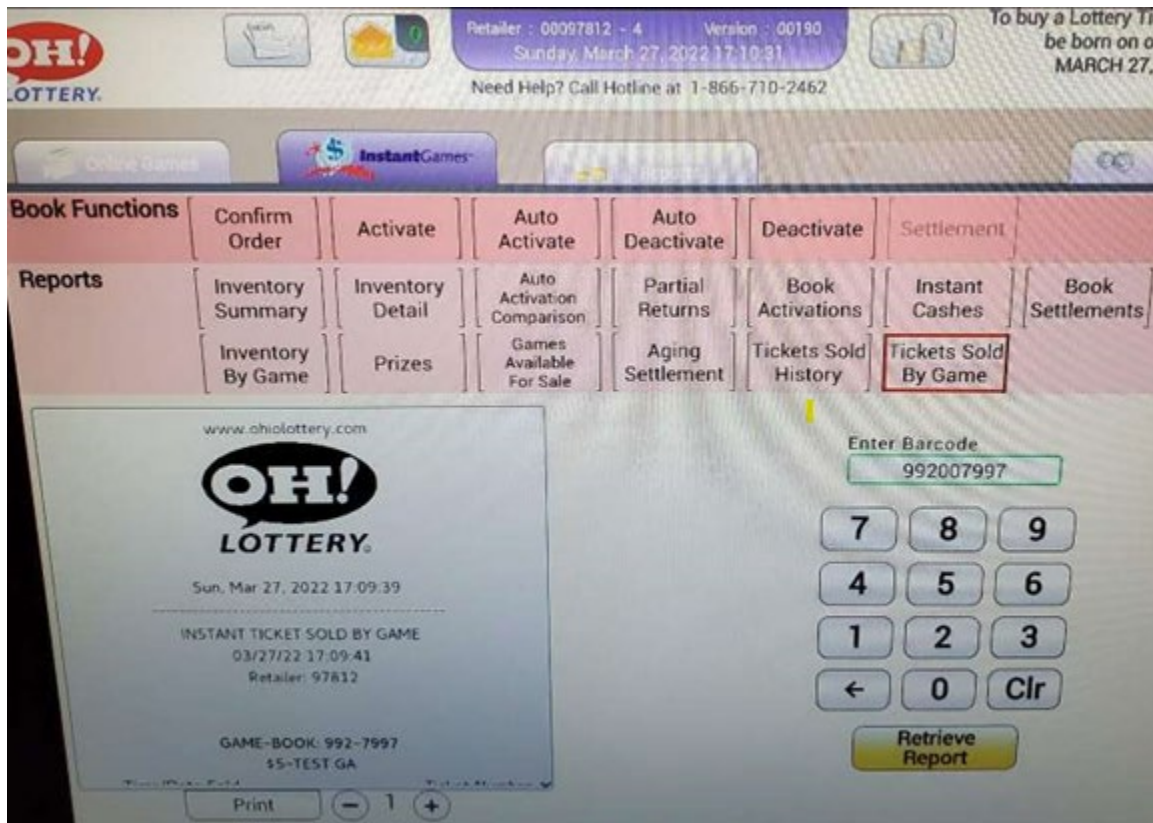
1. Instant Games tab on Photon
2. "Tickets Sold By Game" button
3. Enter Game & Book (3 digit game + 6 digit book) number
4. Retrieve Report button
5. View or print

For further assistance, contact your Ohio Lottery Sales Rep.