

MOST COMMON ERROR MESSAGES FOR SCRATCH TICKET VALIDATION

MESSAGE	EXPLANATION/ACTION
Ticket/VAL not found	<p>Explanation: Most often due to attempting to validate a non-winning ticket; may also indicate a problem finding the validation file.</p> <p>Action: Return the ticket to the player explaining that it appears to be a non-winning ticket. If the player still believes the ticket to be a winning ticket, they should be referred to the Lottery (Games Control).</p>
Invalid Prize Code	<p>Explanation: Incorrect prize code was entered for the ticket.</p> <p>Action: Re-enter the correct prize code. If the prize code is damaged or unreadable, contact Games Control to validate over the phone.</p> <p>Note: Too many errors of incorrect prize codes may result in an instant ticket validation lockout (ITV Lockout) on the terminal. Retailers will then be required to contact Games Control.</p>
Credited to You Today Recently	<p>Explanation: Ticket was validated and credited to the retailer within past 10 minutes.</p> <p>Note: Due to a transmission error, it may be that the ticket submitted itself twice to the host (main) computer. At times, no original pay ticket is produced.</p> <p>Action: Retailer should pay the player. Credit will appear on Daily Activity report for today's date.</p>
Credited to You Earlier Today	<p>Explanation: Ticket was validated and credited to the retailer earlier in the day.</p> <p>Action: Verify that the ticket is not being presented for another payment. Check validation activity to ensure reconciliation is accurate. Credit will appear on Daily Activity report for today's date. If appropriate, the retailer should pay the player (i.e. payment was not made earlier in the day).</p>
Previously Credited to You	<p>Explanation: Ticket was validated and credited to the retailer prior to today.</p> <p>Action: Verify that the ticket is not being presented for another payment. Check validation activity to ensure reconciliation is accurate.</p>
Previously Credited to Other, call 1-877-212-1633	<p>Explanation: The ticket was validated and credited to another retailer.</p> <p>Action: Retailer should not pay on this ticket. During business hours, contact Games Control at the number provided. After business hours, return the ticket to the player and refer them to the Lottery (Games Control).</p>
Previously Cashed, call 1-877-212-1633	<p>Explanation: The ticket was validated prior to today.</p> <p>Action: Retailer should not pay on this ticket. During business hours, contact Games Control at the number provided. After business hours, return the ticket to the player and refer them to the Lottery (Games Control).</p>
Unable to validate, call 1-877-212-1633	<p>Explanation: There is an issue with the pack status for the ticket.</p> <p>Action: During business hours, contact Games Control at the number provided. Note: After hours, return the ticket to the player and refer them to the Lottery (Games Control). Do not pay on this ticket.</p>
Ticket sched for return, call 1-877-212-1633	<p>Explanation: The ticket has been scheduled for a return.</p> <p>Action: During business hours, call Games Control at the number provided. After hours, do not pay on the ticket. Return the ticket to the player and refer them to the Lottery (Games Control). Also, the retailer should check if it is from a pack they are selling. If so, they should stop selling the pack immediately and call Games Control during business hours.</p>

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MESSAGE Inactive Game	EXPLANATION/ACTION Explanation: This game has not yet started or is past the last date to claim. Action: Retailers should not pay on this ticket – return it to the player and refer them to the Lottery (Games Control). Also, the retailer should check if it's from a pack they are selling. If they are selling it, pull it immediately. If they are not selling it, contact Games Control.
Pack Not Active	Explanation: The ticket is from a pack that has not been activated. Action: Check if the ticket is from a pack currently being sold. If so, activate the pack. If not, call Games Control during business hours. After hours, return the ticket to the player and refer them to the Lottery. Do not pay.
Winning Ticket over \$100.00- Have cash to pay?	Explanation: A prompt to ensure that the retailer will have adequate funds to pay the ticket. The ticket has not been validated and credited on the system. The retailer must respond Yes if they are able to pay – which will then validate and credit the retailer or No if they do not have enough funds – no credit will be issued and the ticket should be returned to the player. Action: Respond appropriately after ensuring adequate funds available (and store policy).
File Claim at Lottery Office	Explanation: Payout amount is \$600 or over. Must be claimed at a Lottery office. Action: Refer player to the Lottery for payment.

MOST COMMON ERROR MESSAGES FOR PACK ACTIVITY

Retailer mismatch	Explanation: The pack does not belong to retailer attempting to activate or settled. Action: Do not sell the tickets. Contact Games Control.
Pack Already Active	Explanation: The pack was already activated. Action: Verify that the tickets you are placing out to sell, match the number on the activate/settle card. If so, no action needed – pack was already activated. If not, contact Games Control.
Pack Already Settled	Explanation: The pack was already settled. Action: No action needed.

MOST COMMON ERROR MESSAGES FOR SCHEDULING RETURN

Cannot Schedule Pack – Settled During Incentive	Explanation: The pack attempting to be returned was a qualifying pack during a retailer incentive. Action: Unable to schedule a return for these tickets and should continue selling (unless it's a pulled game) or contact Games Control.
Cannot Schedule Pack – Tickets Cashed Within Range	Explanation: There are tickets validated within the range being scheduled for a return. Action: Verify the range being scheduled or contact Games Control.
Must Schedule required Games through Games Control	Explanation: The pack attempting to be scheduled for a return is a required game. Action: It must be scheduled through Games Control.
Cannot Schedule Pack – Call Games Control	Explanation: The retailer is attempting to schedule a pack and there is an issue with the scheduling process. Action: Contact Games Control.

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