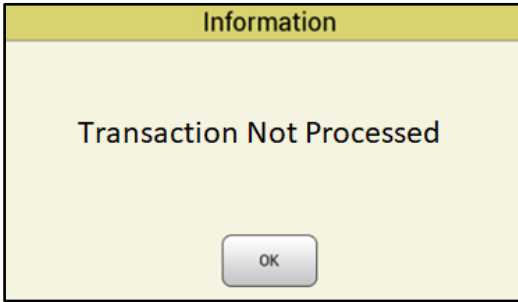


WRONG MESSAGING ON INSTANT ORDER CONFIRMATION and RETURNS



We are aware of an ongoing, intermittent, issue with the message that is displayed when you try to receive or return instant ticket books. We are current working to resolve this issue and can provide an alternative, temporary, solution.

SOLUTION 1: RECEIVING AN INSTANT ORDER ERROR

When attempting to receive an order that was shipped, the resulting message for the transaction **MAY SOMETIMES** read, "TRANSACTION NOT PROCESSED".

Check if the order was received successfully by running the "Inventory Detail" report under the Instant Games Tab. This report will show all the Instant books that the retailer has in inventory. Use this report to verify the correct books are in the "Confirmed" status.

ILLINOIS LOTTERY			
Fri, Apr 19, 2019 13:45:12			

INSTANT INVENTORY DETAIL			
LSR: 789123			
Retailer: 123456			
Game-Book	Game	Date	Status
991-00-0999	\$5 New Game	04/25/2017	Activated
997-00-0001	\$10 New Game	04/25/2017	Activated
992-00-0999	\$2 New Game	04/25/2017	Activated
Total			3
993-00-0001	\$1 New Game	04/25/2017	Issued
Total			1
Grand Total			4

SOLUTION 2: RETURN BOOK ERROR

When you try to return instant books, you **MAY SOMETIMES** receive a message that reads, "TRANSACTION NOT PROCESSED".

Check if the book was returned successfully by running the "Inventory Detail" report under the Instant Games Tab. This report will show you all the Instant books that the retailer has in inventory, you should no longer see the books that were returned.

LSRs can also use the Book History report to check if returns were successful.

ILLINOIS LOTTERY			
Mon, Apr 25, 2017 13:45:12			

BOOK HISTORY REPORT			
Retailer: 123456			
GAME 800 800TST BOOK 805			
Range	Status	Date	Amt
000-149	Issued	03/17	150.00
000-149	Activated	03/19	150.00
051-100	Returned - Partial	04/22	50.00

If you do not see the order or the book in the correct status, please contact the Illinois Lottery Retailer Helpline at 1-844-806-8930 Option 6