

QR Code added to Customer Session Report FAQ

Now players can receive a receipt with a QR code that captures and stores the just completed purchase of any draw based game tickets, except Fast Play®. If the number of tickets purchased is more than the data capacity of the QR code, the system will generate multiple receipts. Customer Session Reports will only print and scan from the Photon terminal. The Win30 vending machine will not print or scan a Customer Session Report.

How do I print a Customer Session Report?

Once a player's purchase is complete, the retailer can print a Customer Session Report by pressing the PRINT SESSION button under the Customer Session Menu.

How does the Customer Session Report QR code work?

The player hands the Customer Session Report to the retailer, who scans the QR code on the Photon. This will generate a duplicate of the player's previous purchase transaction in the Photon shopping cart, excluding winning ticket validations and promotional tickets. The retailer can modify the transaction if needed (e.g., remove a play). To complete the transaction, the retailer must select BUY ALL to purchase and then select PRINT SESSION to print the player's tickets. If the Photon does not have the shopping cart enabled at the time of the QR code scan, the system should automatically enable the shopping cart and add all the tickets on the session report to it.

For example, if someone played Pick 3 with a 1-2-3 Straight, 4-5-6 Box, and 7-8-9 Combo on Monday, obtained a Customer Session Report, and wanted to play the same game with the same numbers and play style on Tuesday, the players could hand the Customer Session Report to the retailer. The retailer could then repeat the player's purchase with one scan.

What is the benefit of the Customer Session Report?

In speaking with retailers and players, we heard that they wanted an easy and efficient way to repeat previous draw based game purchases. The Customer Session Report will save the player and retailers time (no play slips to complete, save, or scan), provide a better player experience and allow retailers to sell other lottery and non-lottery items. In addition, it will minimize the possibility of player selection errors.



Will the Customer Session Report automatically print from the Photon terminal?

No. Once a player's purchase is made, the retailer has the option to print a Customer Session Report by pressing the PRINT SESSION button under the Customer Session Menu.

Can I reprint a Customer Session Report after I have printed the customer's tickets and Customer Session Report?

Yes, you can reprint the Customer Session Report after 15 seconds of inactivity, prior to the cart being cleared. A notification will pop up, asking if the retailer would like to continue for one minute with the current session.

Will the plays generated by the scanned QR code on the Customer Session Report be exactly the same as the original plays?

After the retailer scans the QR code, the plays will be added to the Photon shopping cart with the exact same play details (i.e., game(s), play style(s), wager amount(s), number of plays, number of draws and numbers). However, tickets originally produced through a Quick Pick process will not be duplicated as a Quick Pick. Instead, the player will receive the numbers that were originally provided via Quick Pick. As a result, the "Quick Pick" numbers generated by scanning a QR code should not be considered a Quick Pick. In addition, Fast Play tickets will not be duplicated. The retailer will need to add the Fast Play tickets to the Customer Session prior to selecting BUY ALL on the Photon, if the player would like to repurchase them .

Does the Customer Session Report work on vending machines?

No, the QR code on the Customer Session Report will only work on the Photon terminal. If the QR code is scanned on the vending machine, the player will receive an error message: "Error! Please see clerk!" Players must take the Customer Session Report to the store clerk to make their purchase.

To see how the Customer Session Report works, log into Training Mode and create a few transactions. The Photon will prompt you to print the Customer Transaction Report. When you receive the prompt, select PRINT SESSION to generate the sample QR code. When you scan the QR code, a message will pop up that reads, "Scanning the QR code repeats all the tickets listed on the receipt."