



REFUND SLIPS REMINDER

When a player presents a refund slip at your establishment for money they have lost in a Gemini Touch self-serve machine, **always verify that your retailer number and the current date are displayed on the top of the slip before issuing reimbursement.** Then, scan the barcode on the self-service machine (note that refund slips won't register on your terminal) and refund the player in cash. If convenient, open the self-serve machine and remove the money to be refunded, or pay the player directly from your register. However, if paid from your register, ensure money is taken from the self-serve machine to replace that taken from your register by day's end to balance your Lottery account. Note that **a refund slip must be processed the day it was received.** If not, the player will need to file a Lottery claim to be reimbursed.