



Frequently Asked Questions

Panther .60 - Lottery Payout FAQs

General Information

1. **What is the Lottery Payout feature?**

This feature allows cashiers to process lottery winnings directly at the register terminal. Winning tickets can be applied directly to pay for a customer's active shopping basket, paid out entirely as cash back, or split to cover a purchase while returning the remaining balance as cash.

2. **Does the Global Price Increase (GPI) affect lottery transactions?**

No. Lottery Payout calculations completely ignore GPI adjustments. The system processes these funds using the exact same financial rules as a standard cash transaction.

3. **Where do lottery payouts appear on my daily business audits?**

Lottery data tracks across three specific sections of your **End of Day Report**:

- **Payments** → **Lottery Payout**: Logs lottery funds applied directly toward item sales.
- **Cash Drops and Payouts** → **Lottery Cash Back**: Tracks cash paid out from the drawer (cashback only).
- **Other Information** → **Lottery Total**: Displays the total combined number of transactions and the combined sum of all payouts and cash-back events.

Setup & Requirements

4. **How do I access the Lottery Payout tool on the register interface?**

You can launch the interface using two separate paths depending on your current register workflow:

- **Method A**: From the main screen, navigate to **Register** → **Actions** → **Lottery Payout**.
- **Method B**: During checkout, navigate to **Check Out** → **Others** → **Lottery Payout**.

How the Process Works

5. **How do I pay a customer their winnings if they are not buying any items?**
 - a. Open the interface while the register basket is completely empty.
 - b. Type the specific winning value into the **Cash Back** input field, or tap one of the predefined amount tiles.
 - c. Tap **Confirm Payment [dollar amount]** to verify the payout and open the cash drawer.
6. **What do I do if the lottery winning matches the exact basket total?**
 - a. Open the Lottery Payout screen during checkout.
 - b. Input the exact basket total into the lottery amount line, or select the corresponding price tile.
 - c. Tap **Confirm** to process the ticket as the sole payment method and clear the balance.
7. **How does the system handle ticket values that exceed the current basket price?**

If the winning ticket is worth more than the items being purchased, the system splits the transaction into a payment and a cashback flow:

 - a. Type the total value of the winning ticket into the lottery amount line and tap **Confirm**.
 - b. The window stays open and displays a warning banner stating the transaction will process as cash back.
 - c. Review the updated **Total Basket** cost and the remaining **Cash Back** balance displayed on the screen.
 - d. Tap **Confirm** a second time to authorize the cash-back dispersion and open the drawer.
8. **What options are available after a lottery transaction concludes?**

Once you finalize any lottery payout sequence, a confirmation popup appears, displaying the Total Received amount and Change amount.

