

## TICKET PRINTER DUTIES

Welcome to the Stampede lotteries printer operators team. Printer operators are responsible for accurately entering ticket buyer's information into the Ticket Printing Application (using the laptop provided) and printing the ticket buyer's information on the buyer's lottery tickets. You will not only be printing tickets for the Rotary Dream Home but also for the Kinsmen car lotteries.

Printers should arrive at the Dream Home office at their designated time. Introduce yourself to the Day Captain who will confirm your assignment and direct you to your printing booth. Ask questions to ensure you understand your assignment before you leave the Dream Home office. Blue cooler bags and freezer packs are available. Take what food and drink you and your co-printers, if any, need for your shift.

When you arrive at the booth, if you are replacing a printer from an earlier shift, spend a few moments discussing the work and any problems they might have had (and how they were resolved). Make sure you have the telephone number to call to resolve any Printer Problems.

Just some hints and tips:

- Buyers must be 18 years old to buy and win!
- The screens on the laptop are easy to navigate and will step you through the process
- It is preferable to only have one name on each ticket
- If the buyer is from Calgary, no street address is required (just put their name, Calgary, and their phone number)
- Ask for Email. Why? We can contact you easier. It will only be used for marketing future year's lotteries. Stampede has a robust privacy policy. If you had bought Lottery Ticket package on-line this year you would have received a free entry pass to the grounds.
- Half the sheets can be printed with one name and the other half with a second name.
- Confirm the accuracy of entry with purchaser before printing.
- Enter the number of sheets you are printing into the computer.
- If error is made after printing, apologize and ask the purchaser to go to ANY seller for a new set of tickets.

Tear off the receipt portion of the tickets prior to placing the tickets in the printer. Place the tickets in the tray, top first, and face up. Press print. If it is windy, lightly hold the sheets until they feed into the printer.

If you have any printer issues, you may need to clear out the printer's memory by running a few pieces of scrap paper through the printer before printing the next set of tickets (otherwise you may print the

last buyers information on the new buyer's tickets by accident). Scrap paper can be found in the printing booth. If you need extra scrap paper, ask the nearest ticket seller to provide you some.

Remind buyers to separate their tickets before putting the tickets in the appropriate ticket boxes - the BLUE ticket boxes are for the Rotary Dream Home and the RED ticket boxes are for Kinsmen. The Kinsmen ticket boxes are all individually marked - the tickets must correspond with the correct prize. At the beginning of your shift, familiarize yourself with where the ticket boxes are located.

When your shift is over (and you have been relieved by an incoming Printer Operator) spend a few moments with your replacement discussing the work, any problems you might have had and how they were resolved. If you are on a closing shift follow the instructions of the Shift Supervisor as to closing down the booth.

Many thanks for your help, and, if there is still time you can go Stampeding.