



SciGuard Plus for Retailers



What is SciGuard Plus?

SciGuard Plus is a new behind the scenes method for the Maryland Lottery to verify authenticity of a lottery ticket when barcode scanning is unavailable due to mis-cut or damaged ticket.

Why is this being implemented?

- Increased security measures are now required as new industry standards.
- SciGuard Plus prevents player from falsifying a winning lottery ticket.



What Lottery Tickets are affected?

All lottery tickets printed from your terminal.



You will see new keys called RK (Retailer Key) and LK (Lottery Key) printed on the top and bottom of terminal game tickets. (The RK Key is the only one you will use)



Examples

MARYLAND LOTTERY

CONGRATULATIONS!
This is your FREE FAST PLAY ticket!

024-000001-505-7-98067191-63782
03/31/2023 05:46:28.663
Term: 90617502-02
d23dbb82
\$0.00

Fast PLAY

RK:659EA03E-968BA32B-1BCD8C71-7CD2CDCA-117

\$2

**BL*MIN'
BUCKS**

TOP PRIZE \$10,000!

When you match any of YOUR SYMBOLS to the WINNING SYMBOL in that ROW, win PRIZE shown to the right of that ROW. When WINNING SYMBOL matches two YOUR SYMBOLS in a ROW, win DOUBLE the PRIZE shown for that ROW.

	WINNING SYMBOL	YOUR SYMBOLS	PRIZES
ROW 1			
ROW 2			

MARYLAND LOTTERY

BONUS MATCH 5

1360100000117890211-52
03/31/2023 09:55:54.576
Term: 58422101-01
d364f49d
Exchange

RK:C9767635-9B4239EF-67AA6BBA-ACFB7062-684

A. 06 13 30 31 32
03/31 - 04/03 **4 Draws - \$4.00**

LK:1EE422802C671D06E1AC0CA82A291693007
REWARDS POINTS CODE. Winning tickets must be entered before cashing.
Enter codes at mdlottery.com/rewards

OP1LF-HJ4Z1-37510-280RT-34R5G

Scan with My Lottery Rewards App.

MARYLAND LOTTERY

CASH 4 LIFE

1360100000109824211-54
03/28/2023 07:30:21.749
Term: 36645101-12

RK:919A76CA-3DE8A901-5EB97DA8-9D80924E-943

04 11 18 25 32 CB:04
03/28 **1 Draw - \$2.00**

LK:123E8A3F332391B9F320C5DD286841EC819
REWARDS POINTS CODE. Winning tickets must be entered before cashing.
Enter codes at mdlottery.com/rewards

OP1LF-HJ4YZ-27F10-0N0RT-31MJM

Scan with My Lottery Rewards App.



How does it affect you?

This will not impact your day to day lottery business.

- Any ticket that can be scanned through a terminal, will not prompt for these keys to be entered. (SciGuard Plus is only used if the scanning process fails.)
- These new keys are only entered if a ticket barcode can't be scanned through the terminal and there is a need for a manual cash. (Damaged ticket or missing barcode)



Process

Ticket Scanning Process:

- This is not changed.
- You will still scan a ticket barcode as normal when available and your terminal will notify you if it is a winner and the prize amount to pay just as it does now.

Manual Entry Process:

- When a ticket barcode is not able/available to scan, you will manually enter the ticket serial number into the Cash/Cancel screen of your terminal.
- The terminal will then prompt you to enter the Retailer Key (RK) found at the top of the ticket.



Process

For a manual cash:

1. Go to the Cash/Cancel tab of your terminal.





Process

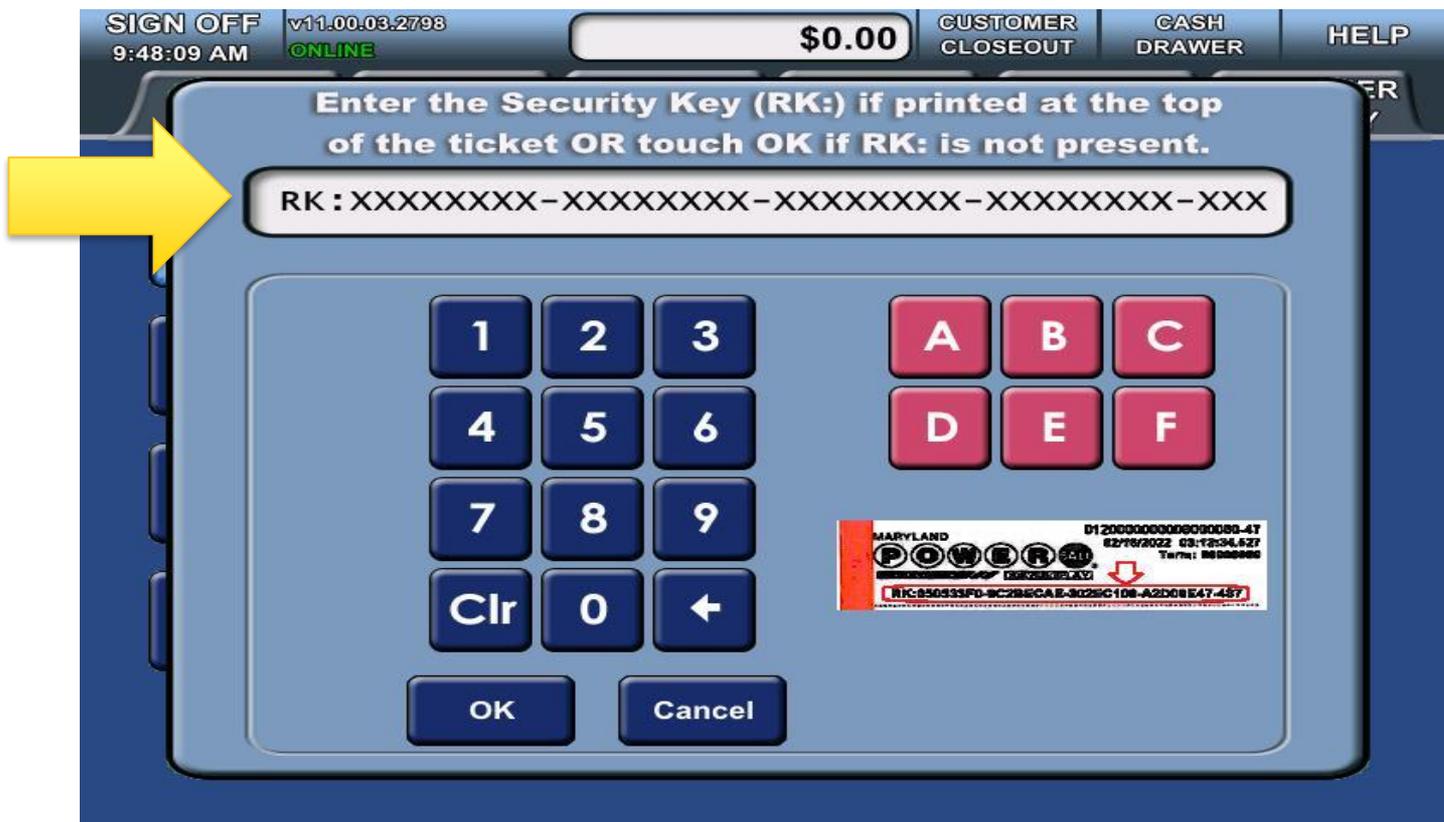
2. Enter the ticket serial number as usual.

The screenshot displays a lottery terminal interface with a dark blue background. At the top, there is a status bar with the following information: "SIGN OFF" and "11:17:43 AM" on the left; "v11.00.03.2798" and "ONLINE" in the center; "\$50.00" in a white box on the right; and "CUSTOMER CLOSEOUT", "CASH DRAWER", and "HELP" on the far right. Below the status bar is a menu with six buttons: "GAMES", "SCRATCH-OFFS", "CASH / CANCEL", "SPECIAL FUNCTIONS", "REPORTS", and "CUSTOMER HISTORY". The "SCRATCH-OFFS" button is highlighted. In the center, there is a text prompt "Scan ticket or manually enter number" above a white input field containing "XXXXXXXXXXXXXXXXXXXX-XX". A yellow arrow points to this input field. Below the input field is a "New Format" section with a "Mode" button. A numeric keypad is located below the "New Format" section, with buttons for digits 1-9, "Clr", "0", and a left arrow. A yellow arrow points to the "9" button. At the bottom center is an "OK" button. On the left side of the screen, there are four large buttons: "Draw Cash", "Scratch-Off or Fast Play Cash", "Cancel Ticket", and "Voucher Cash".



Process

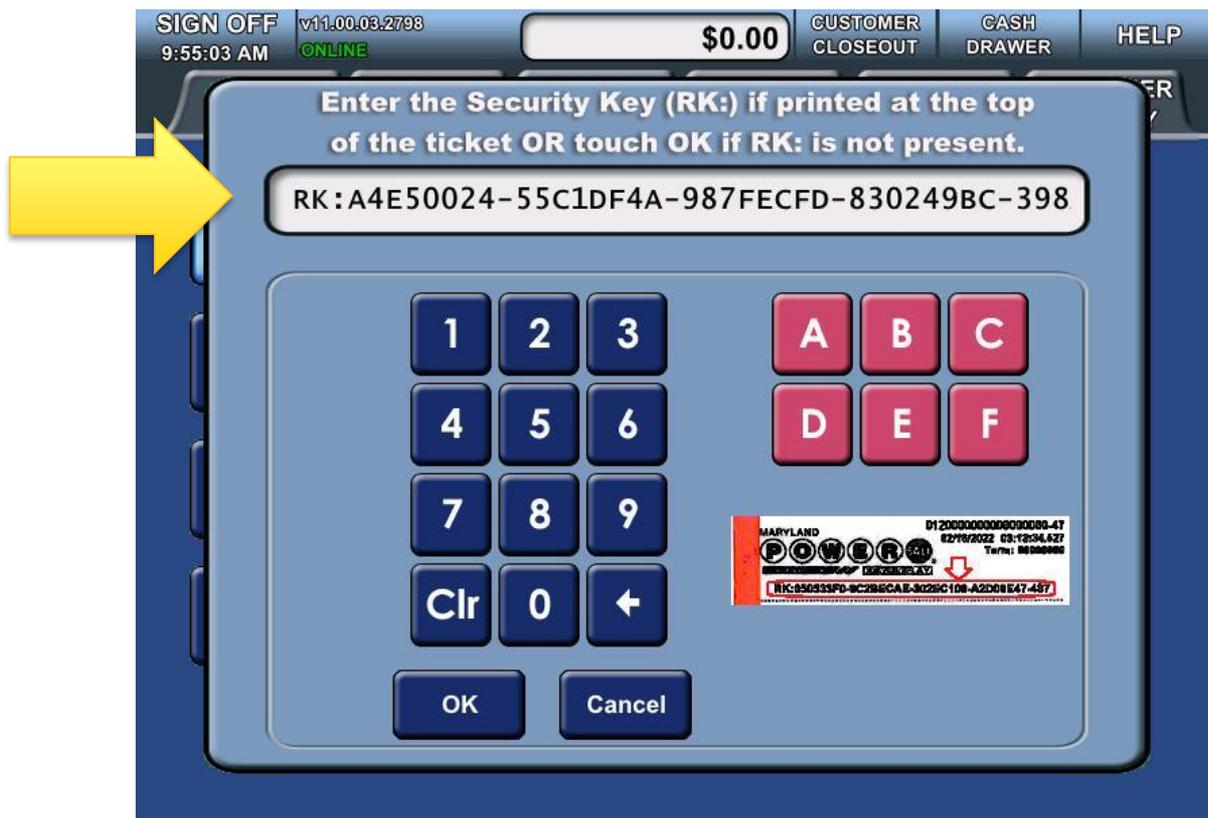
3. The terminal will prompt you to enter the RK Key.





Process

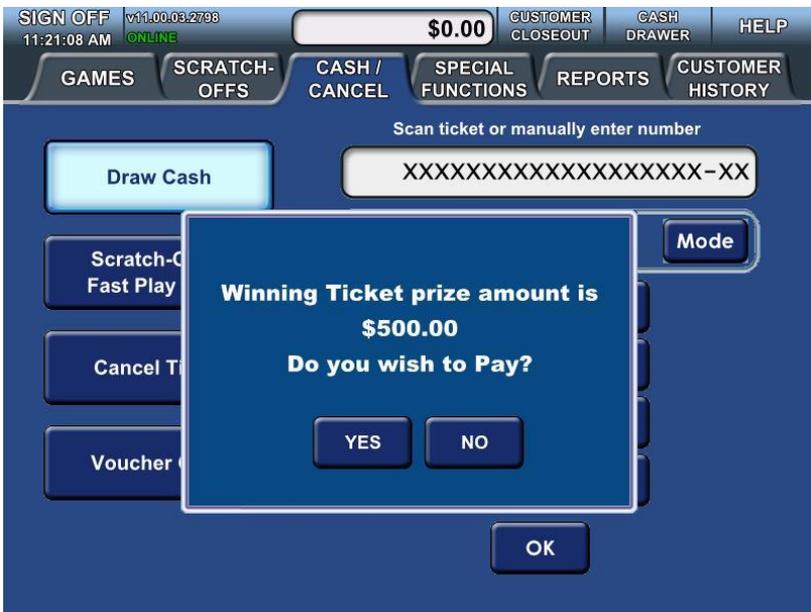
4. Enter the RK Key found near the logo of the ticket in the window, as shown below.





Process

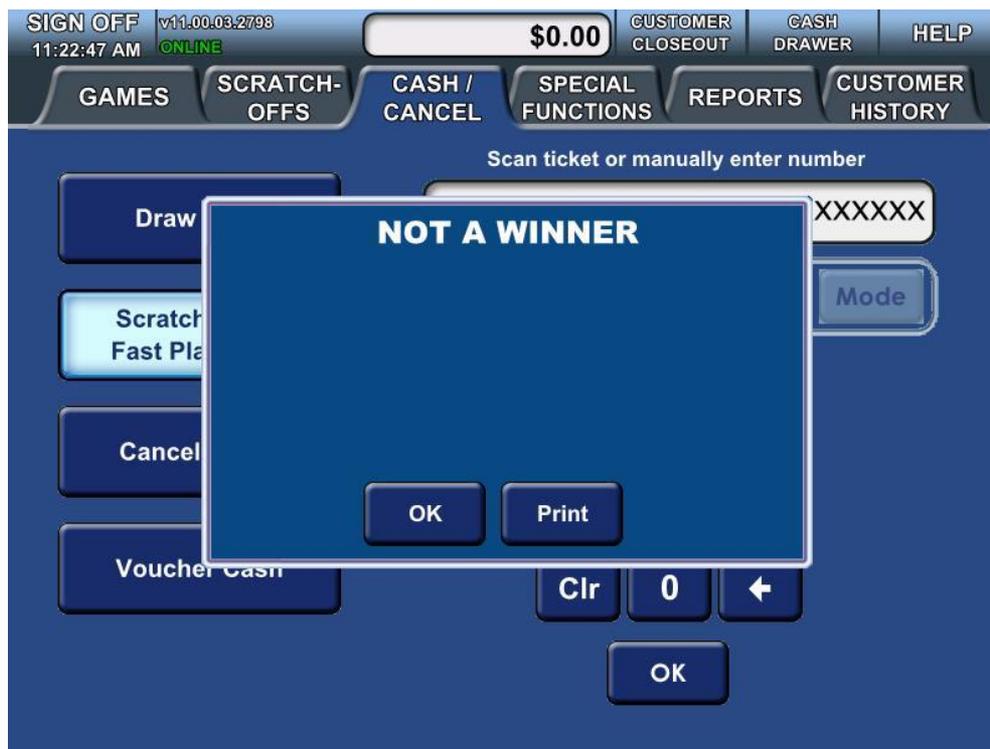
5. If the ticket is a winner, the terminal will notify you of the amount and print two copies of the winner receipt just as it does today. You will then pay the customer. (If the winning ticket is over \$100, you will see the screen below, otherwise, it will just inform you to pay and print the receipts.)





Process

5. If the ticket is not a winner, the terminal will notify you it is not a winner. Inform the customer.





Process

6. If you entered the RK Key incorrectly the terminal will notify you and will allow you to re-enter the RK Key.



In the Cash/Cancel screen of the terminal you can press the Help button in the top right of the screen and instructions are provided for entering the RK Key.

Cash / Cancel

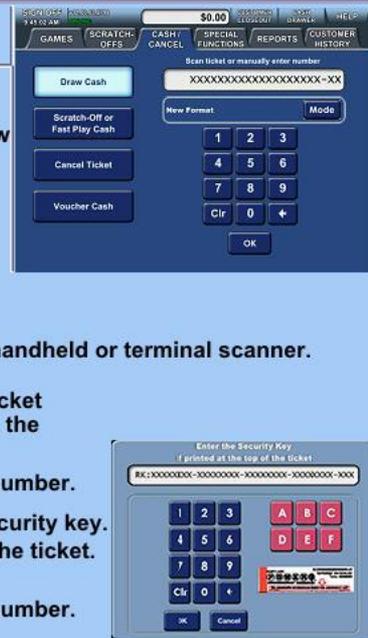
Draw Cash Function

The Draw Cash function is used to cash winning draw tickets. To cash a draw ticket, follow these steps:

1. Touch the [Draw Cash] button. The Draw Cash button highlights and the ticket serial number window changes as follows:
 - Window displays serial number format.
2. The user then:
 - Scans the bar code on the draw ticket with the handheld or terminal scanner.
 - OR
 - Manually enters the serial number of the draw ticket using the keypad. The serial number displays in the keypad window in the proper format.
 - Touch the [OK] button to accept the displayed number.

A pop-up keypad window displays requesting the Security key. The Security key is located under the game logo on the ticket.

- Enter the Security key.
- Touch the [OK] button to accept the displayed number.



The screenshot shows the terminal interface for the 'Cash / Cancel' function. The top navigation bar includes 'GAMES', 'SCRATCH-OFFS', 'CASH / CANCEL', 'SPECIAL FUNCTIONS', 'REPORTS', and 'CUSTOMER HISTORY'. The 'CASH / CANCEL' menu is open, showing options: 'Draw Cash', 'Scratch-Off or Fast Play Cash', 'Cancel Ticket', and 'Voucher Cash'. The 'Draw Cash' option is highlighted. Below the menu is a keypad with numbers 1-9, 0, and a plus sign, along with 'OK' and 'Cancel' buttons. A text field above the keypad displays 'XXXXXXXXXXXXXXXXXXXX-XX'. A 'New Format' and 'Mode' button are also visible. At the bottom of the screen, there is a 'Return' button and left/right navigation arrows.



This screenshot shows a 'Security Key' entry screen. The text reads 'Enter the Security Key' and 'If printed at the top of the ticket'. Below this is a text field containing the format 'RK:XXXXXXXX-XXXXXXXX-XXXXXXXX-XXXX'. A keypad with numbers 1-9, 0, and a plus sign is shown, along with red function keys labeled A, B, C, D, E, F. 'OK' and 'Cancel' buttons are at the bottom.



Help

Should you need any assistance with the new process for manual entry tickets, please reach out to your District Sales Manager or Regional Sales Manager. They can assist you with any questions you may have.

Further information for SciGuard Plus can also be found on Retailer Corner of mdlottery.com.



Wrap Up

- Again, this new SciGuard Plus process will not affect your day to day lottery business.
- This new cashing process is only followed for manual entering tickets. The cashing process for tickets that can be scanned is unaffected.
- Familiarize yourself and know where to locate the RK Key on lottery tickets for ease of use.
- Thank you for all you do as a MD Lottery Retailer!



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