



SELF SERVE TERMINAL – PAY WITH WINNINGS LAUNCH JUNE 30, 2026

Context

On June 30, 2026, OLG will enhance the capability of its Self-Serve Lottery Terminals (SST) by adding the option for customers to redeem lottery prizes to pay for purchases on the SST.

Customers can redeem winning lottery and INSTANT/SCRATCH tickets up to \$300 and apply this win to their SST purchase.

General Q&A

1. What is Pay with Winnings on Self-Serve Lottery Terminals (SST)?

Self-Serve Lottery Terminals (SST) Pay with Winnings is the ability for customers to redeem winning lottery tickets and printed lottery ticket coupons on the SST and use the value of the winnings/coupon to purchase tickets.

This makes winning tickets a payment option on the SST alongside debit and credit, enhancing the self-serve experience to wagers, ticket checking and redemption.

The enhancement is in effect as of June 30, 2026.

2. Which lottery products are eligible for the Pay with Winnings feature on a Self-Serve Lottery Terminal (SST)?

For Self-Serve Lottery Terminals (SST), customers can redeem winning lottery tickets up to \$300 and printed lottery ticket coupons for games available to purchase on SST.

This includes winning tickets from draw-based games like LOTTO MAX and LOTTO 6/49, INSTANT/SCRATCH tickets like CROSSWORD and THE BIG SPIN, and Watch 'N Win games like POKER LOTTO and POWERBUCKS CLEOPATRA.

Customers cannot redeem any winning ticket with a win over \$300, PROLINE tickets, Free Play wins for Watch 'N Win games, Free Play wins of more than five (5) Free Plays, merchandise prizes or eCoupons.

3. Is there a limit to how large a prize can be redeemed on a Self-Serve Lottery Terminal (SST)?

For Self-Serve Lottery Terminals (SST), customers can redeem winning lottery and INSTANT/SCRATCH tickets up to \$300. Winnings over \$300 must be redeemed at a lottery terminal or through the OLG Prize Centre.

To note, redemptions must be less than or equal to the SST cart total. No cash or credit will be dispensed from the SST.

Customer Specific Q&A

4. How do I use my lottery ticket winnings to pay for new lottery purchases on a Self-Serve Lottery Terminal (SST)?

To pay with winnings on a Self-Serve Lottery Terminal (SST), you follow these steps:

- Scan your valid ID
- Add lottery product to your cart
- Go to Checkout
- Select Pay with Winnings
- Scan your winning ticket to redeem it to use the prize amount towards your cart.

To note, if you scan your winning tickets prior to selecting the Pay with Winnings button, this will be treated as a ticket check only and winnings will not be applied to your cart.

5. Can I combine my lottery ticket winnings with other payment methods (debit or credit) on a Self-Serve Lottery Terminal (SST)?

Yes. After you finish scanning your winning lottery tickets to redeem for payment on the Self-Serve Lottery Terminal (SST), you can return to the cart and have the option to pay for any balance on your purchase with debit or credit.

6. Can I apply more than one winning lottery ticket to a Self-Serve Lottery Terminal (SST) purchase?

Yes. After you successfully scan a winning lottery ticket to redeem it for payment on the Self-Serve Lottery Terminal (SST), you will be prompted to scan another ticket or Exit. Once you have completed scanning all of your tickets for redemption, you can complete the check out process.

7. How do I know my lottery ticket winnings were successfully applied towards my Self-Serve Lottery Terminal (SST) purchase?

The Self-Serve Lottery Terminal (SST) will show confirmation in multiple places that the winning ticket redemption was successful, and the winnings will be applied towards your purchase:

1. Confirmation message will display following winning ticket scan.
2. Centre bar on SST screen will show credits below the cart total.
3. Shopping cart will show any redeemed credits in the top left. Cart will show total purchases, total credits and balance remaining to be paid.
4. Printable Shopping Cart Summary (receipt) lists the tickets purchased, winning tickets redeemed and any additional payment methods (as applicable).

8. Can I change my mind after redeeming a winning ticket on the Self-Serve Lottery Terminal (SST) and not apply the winnings to a purchase?

No. Wins are not reversible and once you confirm the redemption of a winning ticket to apply to a Self-Serve Lottery Terminal purchase, you have to continue with the purchase.

Customer Care – if the customer has an issue with redemption, please follow existing SST process.

9. What do I do if I don't receive my tickets purchased or Free Plays won through a Self-Serve Lottery Terminal (SST)?

Customer Care – please follow existing SST process

10. I have won over \$300 on a lottery ticket. Can I redeem this winning ticket on a Self-Serve Lottery Terminal (SST)?

For Self-Serve Lottery Terminals (SST), customers can redeem winning lottery and INSTANT/SCRATCH tickets up to \$300.

Winnings over \$300 must be redeemed at a lottery terminal or through the OLG Prize Centre.

11. I have a winning PROLINE ticket. Can I redeem this winning ticket on a Self-Serve Lottery Terminal (SST)?

Currently, we are not offering the option to redeem winning PROLINE tickets through a Self-Serve Lottery Terminal (SST).

PROLINE winnings must be redeemed at a lottery terminal or through the OLG Prize Centre.

12. I have won \$XXX.XX on a lottery ticket. Can I redeem this ticket on a Self-Serve Lottery Terminal (SST) for part of the winning amount and get a cash prize for rest?

No. For a Self-Serve Lottery Terminal (SST) winning ticket redemption, you must purchase the equivalent value of tickets, or more and pay the balance. The Self-Serve Lottery Terminal (SST) does not pay either full or partial prizes in cash or to a credit/debit card.

If you want a full or partial cash payout, please see a retailer to redeem your winning ticket.

13. Can I get a cash payout or credit to my debit/credit card for a winning ticket through a Self-Serve Lottery Terminal (SST)?

No. A Self-Serve Lottery Terminal (SST) does not pay either full or partial prizes in cash or to a credit/debit card. Winnings from a redeemed winning lottery ticket can only be used to purchase lottery tickets during the same purchase session.

If you want a cash payout, please see a retailer to redeem your winning ticket.

14. Can I redeem a winning lottery ticket on a Self-Serve Lottery Terminal (SST) and use the winnings across multiple days/purchase sessions? I scanned my ID so OLG knows who I am.

Scanning your ID into a Self-Serve Lottery Terminal (SST) is for proof of age only, and OLG does not retain this information, nor automatically create you an account you can use across multiple days or sessions.

For a Self-Serve Lottery Terminal (SST) winning ticket redemption, you must purchase the equivalent value of tickets, or more and pay the balance, in the same purchase session.

15. Can I add ENCORE to a Free Play prize I've redeemed through a Self-Serve Lottery Terminal (SST)?

No. At this time, adding ENCORE to a Free Play prize you've redeemed through a Self-Serve Lottery Terminal (SST) is not available. We hope to offer this option in the future.

If you want to add ENCORE to a Free Play win, please see a retailer to redeem your winning ticket.

Coupon Specific Q&A

16. How do I redeem a printed coupon through a Self-Serve Lottery Terminal (SST)?

To redeem a printed coupon through a Self-Serve Lottery Terminal (SST):

- Scan your valid ID
- Add a lottery product to your cart that matches your coupon type and value
- Go to Checkout
- Select Pay with Coupon
- Scan your coupon to redeem it
- If your coupon is for a draw-based game like LOTTO MAX or LOTTO 6/49, your ticket will automatically print when your coupon is successfully scanned.
- If your coupon is for an INSTANT/SCRATCH ticket, credit will be added to your cart, and your ticket will dispense when you check out.

17. I am trying to redeem a printed/ecoupon through a Self-Serve Lottery Terminal (SST) and am getting an error message “Please speak to Retailer or Call OLG 1-844-842-6464”. What is the problem?

Some printed coupons and all ecoupons are not available for redemption on Self-Serve Lottery Terminal (SST). Please see a retailer to redeem your coupon, and if they have difficulty, please ask them to call OLG while you are still at the location.

Retailer Specific Q&A

18. Can I see the winning ticket redemptions for the Self-Serve Terminal (SST) at my location?

Retailers will see have the option for redemption reporting on the Self-Serve Terminal (SST) by following these steps:

- Log in
- Select reports > Redemption reports > Date range or today's date.

This report will list all redemptions within the selected range.