

Rotary Club of Grande Prairie Dream Home Lottery

Box 21320, Grande Prairie AB, T8V 6W7
Admin Ph: 780 513-8887
Email: info@winadreamhome.ca



Dream Home Volunteer Laptop Sales Instructions

It's Simple! Begin by logging onto the ticket sales site:

Dream Home Outlet:

Log in at <http://winadreamhome.ca/secure/dream-home>

PRESS F5 ON LAPTOP

The **RED** area on the screen is Volunteer Staff instructions and they will guide you through the process. Please review and follow up with your captain if you have any questions.

Ask the customer if they ordered tickets last year – if yes, ask for their phone number, and their information from last year will appear. For privacy reasons **verbally** verify contact details, rather than share this screen with customer. Fields can be updated if inaccurate later on (example: new mailing address).

If the customer did not purchase last year or they have a different phone number, begin a **new order** by clicking “**NEW CLIENT ORDER**”. Note as you type the information the software will begin to auto-populate including the postal code.

Remember to ask “Would you like to purchase our Party Pack or the Friends & Family Plus Pack?”

Party Pack

8 Dream Home Tickets
30 Cash Jackpot 50-50™ Tickets
30 Cash Cow Calendar Tickets
Cost: \$725 per.

Friends & Family Plus Pack

5 Dream Home Tickets
30 Cash Jackpot 50-50™ Tickets
30 Cash Cow Calendar Tickets
Cost: \$575 per

***If a customer wants to purchase the Friends and Family Plus Pack for multiple names, please refer to the Group Purchase Form – all tickets in the same order must be printed in *one* name.**

Proceed with ticket order **USING RED INSTRUCTION DETAILS ON YOUR COMPUTER SCREEN.**

Email addresses are important so we can email the customer a receipt, and remind them of the Loyalty

Always give a total to the customer before processing payment:

(ie: That is 3 Dream home tickets and 3 Cash jackpot 50-50™ for \$275 total)

Advise the customer that they will receive their ticket(s) in the mail within 2-3 weeks.

Selling out of tickets is our favorite problem to have – so we ask that you please:

Always ask “Would you like the Party Pack or the Friends & Family Plus Pack?”

Always ask “Would you like the Cash Jackpot 50-50™?”

Always ask “Would you like the Cash Cow Calendar?”

Ticket purchasers **MUST be 18 years or older to purchase tickets.**

Customers can live *anywhere in the world*, but must purchase tickets in Alberta – **so yes**, folks visiting from *out of province* are still welcome to purchase tickets at the Dream Home and have them mailed to their home address wherever that may be

At the *Dream Home Outlet*, the internet service provider is **Telus**. Should wireless internet go out, inform your captain immediately so they can begin the process of reestablishing an internet connection. Should the loss of internet connection last longer than a few minutes, please use the **Back-Up Kit Ticket Order Books** (refer to instructions for filling out the ticket order books and storing receipts found later on in this manual)

Dream Home Sales Outlet Rotary Supervisor will be your Group Captain.

Thank you for your support!