



2026 SALES MANUAL

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DREAM HOME MANAGEMENT TEAM CONTACT INFORMATION

**Please note. These people are to be contacted by the captain only.
Do not contact the people on this list unless you cannot get ahold of your captain.**

Captain _____

Crystal Ewasiuk 587-434-9613

Melissa Coloumbe 780-832-4532

OPENING CHECKLIST

Man Door: You were provided a man door code and alarm pad code via email. Enter code into man door and door will unlock.

VERY IMPORTANT. YOU ONLY HAVE 60 SECONDS TO REACH THE ALARM PAD BEFORE IT WILL SOUND AND NOTIFY.

The alarm pad is to the left on the wall once you enter the mudroom/garage door to the house. Enter the pass code that was provided to you via email. If you mess up just re-enter.

If you mess up or the alarm is not disarming, try again. If it is still sounding call Melissa at 780-832-4532 or Crystal at 587-434-9613

- All lights turned on through-out house
- Livingroom Electric fireplace turned on (touch the power button top right corner)
- TV in master bedroom on main floor turned on and set to loop (instructions next page)
- TV in basement gym turned on and set to loop (instructions next page)
- TV in basement theatre turned on and set to loop (instructions next page)
- TV in garage turned on and is updating with Jackpot 50/50 (instructions next page)
***Key for TV remote location is kept in cash box in the garage.*
- Security monitor is on (should not be shut off)
- Stereo is playing (should be on at all times). Notify Crystal at 587.434.9613 if not playing
- All signs and artwork are straight
- Both POS machines are put on chargers and powered up
- Verify that batch cleared from previous night (refer to POS instructions included in this Sales Group Binder)
- Both laptops set-up and are on the ticket selling home page
- Review selling procedures with volunteers:
 - Ensure that all volunteers have watched training videos
 - Review suggestive selling procedures
 - Recording of transactions in the book and cash handling
 - Collecting emails from all customers
 - No split payments
 - No shoes/drinks in the home
 - Keep sales table neat & clean
 - Selling of art instructions
 - Should any questions or problems occur reference (Training Binder → Captain → Management Team Rep assigned to your group)
- Unlock door and put OPEN sign out on driveway – Start selling!!!
- When you close the home turn off all lights. Check all windows and doors to ensure they are closed/locked and follow opening instructions in reverse (turn off all TV's, all lights, fireplace, etc.)

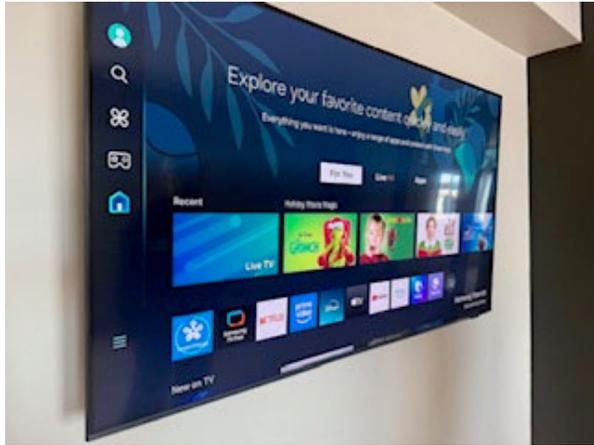
To set the alarm, press the screen and select ARM AWAY. You have 60 seconds to leave the garage man door. Press the lock icon on the man door and pull the handle to ensure its locked!

TELEVISION AND STEREO INSTRUCTIONS

**ECHO
AUDIO VIDEO
UNLIMITED**

GYM TV

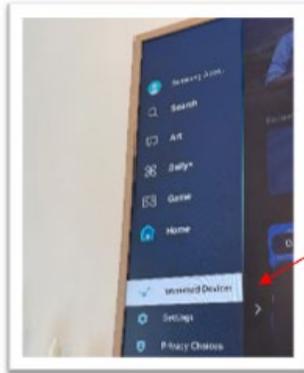
MASTER BEDROOM TV



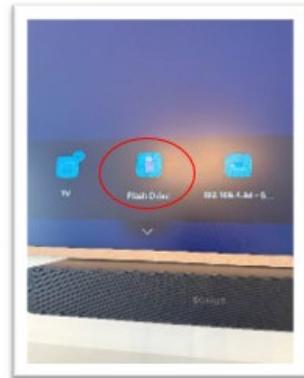
Steps are the same for both rooms and can use the same black remote as shown below. (See next page for remote locations)



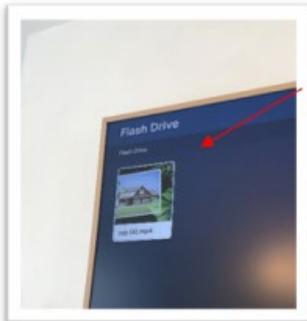
2. Turn on TV with this black remote (top left red button).



1. Select "Connected Devices" from the column on the left using the arrows circled on the black remote image.



3. Select "Flash Drive" in connected devices



4. Select the Dream Home image and video loop will play!

ECHO AUDIO VIDEO UNLIMITED



Basement Theatre System: (Storage Room)

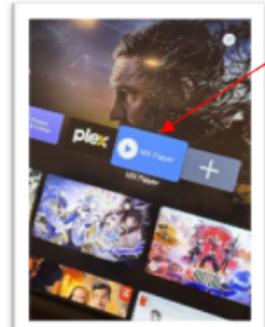
Closet door as shown is where all remotes are kept and to be placed back at the end of the night. Key for this closet is to be kept in the top drawer of the black file cabinet in garage.



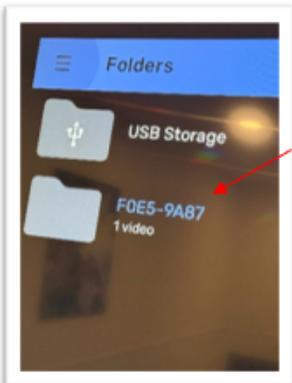
5. Turn on TV with this black remote (top left red button).



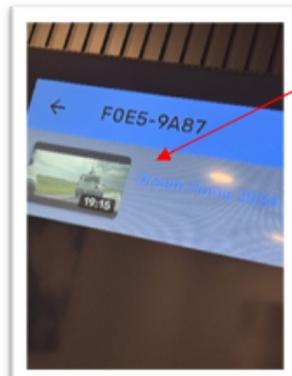
4. Use this black remote (button in center of circle) to select app in next image. →



3. App is MX Player.



1. Echo Audio Loop shown in next image may immediately play. If so, there is nothing further you need to do. If it does not play, use the black remote to select file



2. If required, select the video icon using black remote (button in center of circle).

***If volume is too low or high, use white remote to turn up or down.

ECHO AUDIO VIDEO UNLIMITED

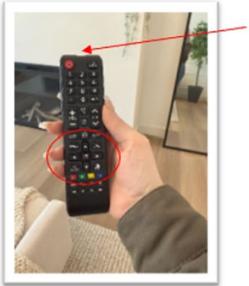
GARAGE TV



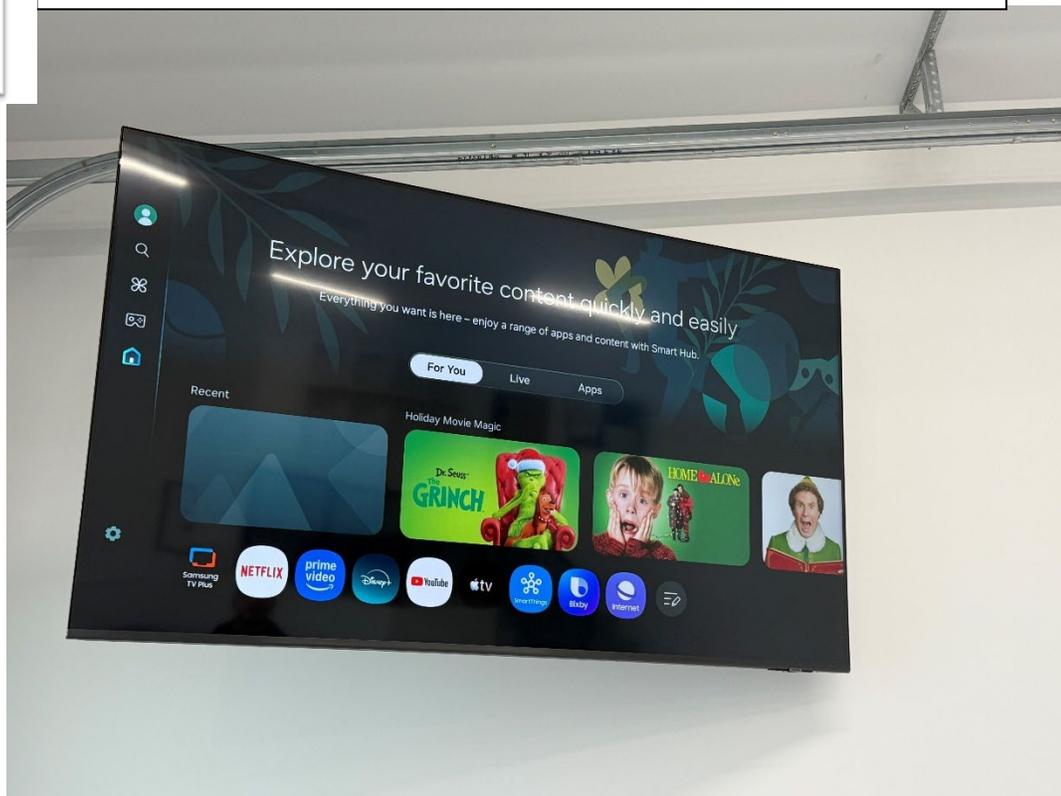
**CASH JACKPOT 50-50™
REAL-TIME COUNTER**

\$ 0 0 0 , 0 0 0

www.winadreamhome.ca



1. Turn the garage TV on with this black remote.
2. If the garage television is showing the 50/50 screen above, you do not need to do anything further.
3. If the screen below is what you see, select the purple “Internet” icon and the 50/50 should then be on the screen.



GENERAL GUIDELINES AND FAQ'S

Thank you for maintaining diplomacy and a positive outlook at all times when dealing with any component of the Dream Home Lottery.

Do a walk through and watch for areas that need tending to from time to time

Fireplace – nice to have – watch for kids – it could get hot.

All shoes must be removed before entering the house – yes, even sellers, or bring slippers!

There is NO food or beverage allowed in the home. Watch for this please with visitors

Visitors and Sellers should not sit on the furniture while visiting the Home.

There are Honey Bucket port-a-potties outside of the home. Please plan accordingly

The artwork in the home may be purchased. Refer to the cards next to the art for purchase details. Instructions on the selling procedure are on the front of the Art Binder located in the filing cabinet near the sales table.

All finishings, décor and furniture remain in the home with the exception of the following:

- Some bedding
- Staging Items
- Living Room Lamps
- Towels, throw blankets
- Clothing
- Books & Board Games
- Artwork
- Gym Equipment
- Patio Furniture, BBQ and Firepit (separate prize)
- Lawnmower and Lawn Vacuum (separate prize)
- Car (separate prize)

All appliances displayed remain in the home as a prize.

Pantry sponsor items remain in the home as a prize.

Early Bird Prizes and draw questions can be found on the Dream Home Flyer!!

CUSTOMER E-MAIL ADDRESSES

Using customer email addresses allows us to reduce lottery costs. We use EMAIL to deliver receipts and tickets.

When we keep it positive and let people know why we require their email addresses they are happy to provide it. Customers want us to be successful.

Please do **not** say “.... what is your email address?”

Instead, please say: “What email address would you like your tickets sent to?”

Additionally, customers in our database are the first to know when tickets sales open and receive notice next year when we launch with a loyalty draw.

Customers may request paper tickets as well.

Please help us obtain accurate email addresses for each transaction.

If a customer does not have an email address, please use info@winadreamhome.ca

DREAM HOME 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 x Dream Home Tickets
15 x Cash Jackpot 50-50™ tickets
15 x Cash Cow Calendar Tickets
Cost: **\$700, great value.**

Friends & Family Plus Pack

5 x Dream Home Tickets
15 x Cash Jackpot 50-50™ tickets
15 x Cash Cow Calendar Tickets
Cost: **\$550**

If a customer wants to purchase the Friends and Family 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)

7 TIPS FOR SUCCESSFUL SELLING

Every ticket seller should review. If you have questions refer to details in sales manual or your captain.

- Only let the customer leave after you have the order ID, from the computer, written down on the Sales Tracking Sheet.
No order ID = No Tickets.
- Only accept **one** payment method per transaction. No split payment.
- As per Lottery Regulations each ticket/order may only be one individual's name.
- Ask positively. Avoid "What's your email address?" Instead "Where may we email your receipt & tickets? "
- Ensure that customers understand we have three separate lotteries. If they ask for "Just a Dream Home ticket" ask if they would also like 50-50 and Cash Cow Calendar tickets or even better a package. (Upsell)
- Spelling accuracy is important. What you type is what the customer sees on their ticket. Please be diligent. Use the driver's license reader for perfect data, even to update last years' info.
- Be sure to document any discrepancies or concerns, and ensure your captain gets them.

ORDER ID NUMBER

The red **ORDER ID** number at the end of the customer order form is the most important part of the transaction. That is why you **MUST** record every ORDER ID on the tracking sheet.

If no ORDER ID number appears the customer will not be assigned any tickets.

The ORDER system and the POS system are separate. It is possible to charge a customer and not assign them any tickets.

If no ORDER ID is generated re-start the transaction on the computer. (Orange Start Over Button Located Top Right of Screen)
DO NOT take payment again.

DO NOT LET A CUSTOMER LEAVE UNTIL YOU HAVE SUCCESSFULLY OBTAINED THEIR ORDER ID NUMBER.

DREAM HOME FAQ'S

How much are property taxes? * We don't know till the house is assessed but guess \$8000

How do tickets get distributed? Most customers are good with tickets being JUST emailed (no paper copies via Canada Post unless requested). Emailed tickets are more secure, are a greener method of sending tickets, and save the fundraiser considerable money.

Do I have to live in the home if I choose to sell it? No. Should you choose to sell it you do not have to live in the home. In Canada lottery winnings are not taxed whether you live in the home or not.

How soon can I move in after I win it? - It usually takes 3 weeks to transfer title

Can I buy if I live in BC? Anyone in the world can buy if you are in Alberta at the time you pay.

Do I have to be 18 or older to buy? Yes.

How many tickets are printed?

- Dream Home Lottery – 37,285
- Cash Jackpot 50-50™ Lottery – 202,900
- Cash Cow Calendar Lottery – 40,000

All details such as ticket counts, dates, deadlines at <https://winadreamhome.ca/tickets/rules-regulations/>

What is the total of the 50/50? See our live counter at winadreamhome.ca
The jackpot can grow to a maximum of \$750,000 – winner takes half.

What if I want my tickets now?

These are order forms that are filled out by the customer and then processed by the Dream Home Office. **Actual tickets are emailed within the week.**

When is the Dream Home open?

Viewing hours are as follows:

Thursday & Friday Evenings 5:00pm – 8:00pm

Weekends & Holidays 11:00am – 5:00pm

What number do I call if I have a concern?

Customers can contact the Lottery Office at 780-513-8887

Most questions asked will be regarding the home. Location, size, layout, home features and dates. All this information can be found in the brochures and online at

www.winadreamhome.ca

GROUP TICKET PURCHASE REQUESTS

When purchasing, each ticket or a ticket in a set must have the same information. If a customer wishes to split sets of tickets (such as within an office setting) they could devise a document that explains which ticket number belongs to each individual or they could use the Group Purchase Form we have provided for their convenience.

A GROUP PURCHASE FORM can be downloaded from our website at winadreamhome.ca or a few are included in the binder that may be handed out to customers.

Note: Lottery Management and the AGLC are not responsible for resolving any disputes which may arise between multiple purchasers.

TICKET PRICES

33rd Anniversary Pack

30 Dream Home Tickets
15 Cash Cow Calendar Tickets
15 Cash Jackpot 50-50™ Tickets
Cost: \$950 per.



Party Pack

8 Dream Home Tickets
15 Cash Cow Calendar Tickets
15 Cash Jackpot 50-50™ Tickets
Cost: \$700 per.



Friends & Family PLUS Pack

5 Dream Home Tickets
15 Cash Cow Calendar Tickets
15 Cash Jackpot 50-50™ Tickets
Cost: \$550 per



Friends & Family Pack

5 Dream Home Tickets
3 Cash Cow Calendar Tickets
5 Cash Jackpot 50-50™ Tickets
Cost: \$490 per

Fantastic 5050 Pack

75 Cash Jackpot 50-50™ Tickets
Cost: \$250 per

Dream Home

1 for \$100
3 for \$250
5 for \$400
8 for \$550
30 for \$825

Cash Jackpot 50-50™

1 for \$10
3 for \$25
5 for \$40
15 for \$50

Cash Cow Calendar

1 for \$20
3 for \$50
15 for \$100

CASH 50/50 JACKPOT SELLING BLURB

Cash Jackpot 50-50™

Winner takes half. (See current Jackpot total on TV screen)

The winner takes half, and the rest stays in the community.

Watch it grow online @ www.winadreamhome.ca



**The 2025 Cash Jackpot
50-50™ \$531,880!**

Winner took half!

Cash Jackpot Tickets are 1 for \$10, 3 for \$25, 5 for \$40, 15 for \$50.

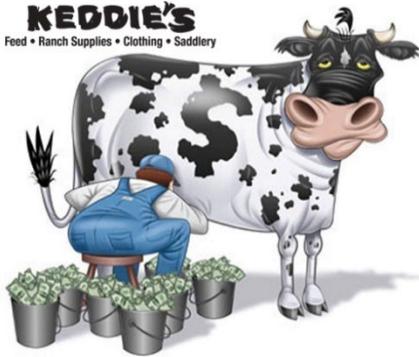
They may be bought along with your Dream Home ticket or without.

**Sellers – always remember to ask if customers would like to add the '50-50' to their purchase.*

CASH COW CALENDAR SELLING BLURB

Cash Cow Calendar

Win Cash weekdays in May.



Monday \$1000 Except May 18th

Tuesdays \$ \$1500

Wednesday \$2250

Thursdays \$4000

Fridays we will award \$10,000.

Plus, each daily winner will also receive a \$50 gift card to Keddie's Tack & Western Wear.

Cash Cow Lottery Tickets are 1 for \$20 or 3 for \$50, 15 for \$100.

They may be bought along with your Dream Home ticket or without.

**Sellers – always remember to ask if customers would like to add the 'Cash Cow' to their purchase.*

CAPTAIN'S GUIDE TO FINDING SALES REPORTS AND BALANCING SALES

At the end of each shift, CAPTAINS need to balance money with their sales summary. The Sales Summary is on the laptops, and can be found by:

Clicking **Order Log** and a summary of the day's transactions will appear. You may need to scroll to the bottom of the screen. Note: You should 'REFRESH' first by clicking the 'Start Over' button.

Total Sales should match the total revenue collected (in debit/credit, cash, cheque/money order). If your money matches the sales total, please proceed to filling out the **Brown Sales Summary Envelope**. (Found in the filing cabinet near the sales table)

Use one brown envelope per day.

If you do not balance, please try to troubleshoot your transactions in the summary log with the reports from the handheld terminals. If you are not able to balance, please get in touch with the Dream Home Management Team.

SALES GROUP COMPLIANCE REQUIREMENTS

Please keep in mind that all Individuals selling Dream Home Lottery Tickets are representing their Group and The Grande Prairie Rotary Clubs during their shifts.

The Dream Home Management Team reserves the right to remove any individual who fails to comply with any of the following compliance requirements.

All individuals selling Dream Home Lottery Tickets MUST:

- Behave in a professional and friendly manner during their shift.
- Dress appropriately for the venue and task. Business casual is a good standard.
- Watch all current training videos and confirm same.
- Arrive on time for assigned shifts and remain for the duration of the shift.
'On time' means being on-site and ready 10 mins before the beginning of the shift.
- Be comfortable working on a computer and speaking with members of the public.
- Refrain from bringing food or eating during their shift
- Refrain from chewing gum during their shift.
- Be 18 years of age or older.
- Remain focused on their assigned tasks and duties during their shifts.
This means refraining from talking on cellphones, playing games, reading, or engaging in any other activities that take their attention from the customers.
- Not bring their family, friends, or children with them for their shift, or encourage them to loiter and/or visit with them during their assigned shifts.
Infants and small children should not accompany an individual during their shift.
- Refrain from holding overly personal or negative conversations in front of customers or where these conversations may be overheard.

You can practice a sale by [using this link](#). You can put in test phone number 780 555 1234 to populate a name and data.

- Additional Home Opening/Closing Duties include (Generally performed by the captain. Closing duties are to be completed only after all visitors have left the home):
 - Opening
 - Disinfect common spaces with antibacterial cleaners including door handles, light switches, cupboard knobs, sink handles, counter surfaces.
 - Turn on all lights, open all interior doors including closets to minimize the need for visitors to touch them.
 - Closing
 - Disinfect common spaces with antibacterial cleaners including door handles, light switches, cupboard knobs, sink handles, counter surfaces.

Groups that violate any of the above requirement's risk affecting their eligibility to participate in future Dream Home Lotteries.

LOSS OF INTERNET – BACK UP KIT INSTRUCTIONS

If there is a loss of internet connection at the Dream Home for more than a few minutes you have a couple of options:

- **Connect via Hotspot from a cellphone. (Note that this will use the phone's data so only do it if the owner of the phone has sufficient data and is willing to use it.)**
- **Use the Back Up Kit found at in the filing cabinet.**

Within the Back Up Kit you will find:

- **Order Books**
- **Sales Per Order Book Form**

Ticket Order Form Procedure: The process is easy.

- Follow the normal ticket selling procedure to assist customer with selecting their tickets;
 - Dream Home singles, triples, 5 pack or 8 pack
 - Ask if they would like to include the Cash Jackpot 50-50™ and/or the Cash Cow Calendar.
- Ensure stiff cardboard is placed under the ticket order form copies. (Each order has three copies – white, yellow, pink)
- Complete the paper ticket with all the customers information including email address.
- Process payment on the handheld as usual.
- Distribution of ticket orders as follows:
 - **White** copy to customer.
 - Yellow copy torn out of order form book and stored tidily and securely in binder or envelope.
 - Pink copy stays within book.
- Write order number on back of Debit/Credit Card receipt and staple receipt to yellow order form copy.
- **Record all order form sales on the Sales Per Order Book form included in your back up kit.** Please note, collect contact information on the Sales Per Order Book form for people who pay in CASH.
- Tell customers their ticket order will be entered into the system as soon as internet connectivity is restored. Customers will receive receipt confirmation via email to the email address provided as soon as the order is in the system.

Advise the customer that they will receive their ticket(s) via e-mail within a few days. If they select to have tickets sent via Canada Post they will arrive within 2-3 weeks.

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

Always ask “Would you like the Party Pack or the Friends & Family 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 **Eastlink**. 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)

CLOSING OUT

Computer

- 1-Refresh your screens
- 2-Click order log top right side
- 3-Shows all sales for Cash, Cheque, Debit, Visa, Mastercard

Debit Machine

Don't press settlements until balance.

- 1-Click on Green Button
- 2-Click on Reports
- 3-Enter Manager ID - 2
- 4-Password - 1993
- 5-Click on Detailed Report – Print
- 6-Then Red Button to go back to Summary – Print
- 7-From your POS Terminal Summary Report, write the total for each debit, visa and mastercard on the Brown Envelope. **DO NOT write what the computer screen shows! Must write what the POS machine report shows**
- 8-The Cash, Visa Debit Mastercard should equal what's on the computer

If you balanced

Press Settlement on home screen - Deposit Money into the Account; if you don't do this, you will not balance the next day. You will be out the amount from yesterday.

If you don't balance, please try to troubleshoot your transactions in the summary log with the reports from the handheld terminals. If you are not able to balance, please contact the Dream Home Management Team.

Text a photo of the envelope once you are balanced to the Dream Home Manager assigned to your group.

Power down the POS machine by holding the yellow button and the # button at the same time for 5 seconds. ****Make sure the machine is not plugged in or it will not power down!**