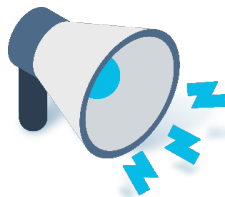


# Lottery System Upgrades

## What to expect May 24 - 26, 2024



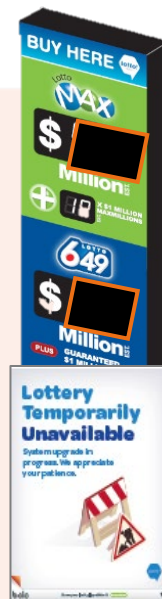
### Saturday May 25, 2024, BCLC will begin the transition to a new Lottery system!

This will impact Lottery Retailers throughout the Province as BCLC replaces legacy equipment and modernizes the Lottery business. To transition to the new equipment, the Lottery sales system will experience a temporary shutdown. This means that players will be unable to purchase Lottery Tickets during this time.

### How does this impact Lotto Express?

#### Friday May 24, 2024:

- After the Lotto Max & Lotto Max Extra 7:30PM draw, sales from the Lotto Express Terminal will be temporarily unavailable until Sunday May 26.
- At this time, the in-lane **Jackpot sign will no longer display the Jackpot amounts.**
- **Retailer Action required:** Please affix the ‘**Lottery Temporarily Unavailable**’ poster in all lanes covering the purchase slips.  
**Note:** Posters will arrive in store between May 21-24, please watch for these and keep in a safe place for use.
- **Purchase Slip scanned in error:** The Lotto Express system will be unavailable for the duration of the transition to the new Lottery system. If a Lotto Express UPC is scanned into the POS system during this time an error message will display on the POS screen. The cashier must remove the UPC from the basket to complete the transaction.



Text or call Lottery Retail Support:  
**1-800-667-1649**



# Lottery System Upgrades

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### Saturday May 25, 2024:

- Sales from the Lotto Express Terminal continue to be unavailable.
- In-Lane Jackpot signs continue to be blank.
- At approx. 11:49PM the Lottery System will shutdown, Lottery Sales at Retailers throughout the Province will be temporarily unavailable.



### Sunday May 26, 2024:

- BCLC anticipates the transition to **continue into Sunday May 26**. Exact timing is unknown, however BCLC anticipates **Lottery transactions will remain unavailable until approx. 7:00PM**.
- **When the Jackpot amounts are displayed**, sales from the Lottery Express Terminal can resume.
- **Retailer Action required:** Remove all 'Lottery Temporarily Unavailable' signs and replace any purchase slips as required.

*Thank you for all your efforts while we navigate this unprecedented system and equipment transformation!*



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# Lottery System Upgrades

## What to expect May 24 - 26, 2024



### Questions & Answers

#### When will my store be able to start selling Lottery again?

The duration of upgrading to the new Lottery system is influenced by various factors. BCLC will be making every effort to getting your store online as soon as possible, we thank you for your patience. It is anticipated Lottery Terminal sales will not be operational prior to 7:00PM on May 26, 2024.

Before calling Lottery Retail Support for assistance please visit:

<https://www.bclcretailerhub.com/lotto-transformation.html> for the most updated information about the progress of the system upgrade.

#### Is it only Lotto Express that will be unavailable for sale during this time?

All Full-Service Lottery Retailers will be installing new Lottery Terminals at their locations. These locations will be unable to sell or validate Lottery products during the transition to the new system. Online sales through the BCLC Lotto! App and PlayNow.com will also be unavailable during this time.

#### What do I tell my customers that want to buy a Lottery Ticket?

BCLC will be supporting player messaging by advertising to players that Lottery purchases will be disrupted during the transition to the new Lottery system. Retailers can direct players to contact BCLC Customer Support at 1-866-815-0222 or visit [www.playnow.com/retailchanges](http://www.playnow.com/retailchanges)

#### What happens if a purchase slip is scanned into the POS system during the downtime?

The Lotto Express system will be unavailable for the duration of the transition to the new Lottery system. If a Lotto Express UPC is scanned into the POS system during this time an error message will display on the POS screen. The cashier must remove the UPC from the basket to complete the transaction.



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