

Launch Weekend

Readiness Checklist



Install your new Lottery Terminal immediately after your store closes on Saturday, May 25, 2024.

For locations that remain open past 10:30PM, ensure installation is completed before 10:30PM.

Installing your Lottery Terminal as early as possible on Saturday, will help ensure your location will be ready when we transition to the new gaming system.

FRIDAY, MAY 24	SATURDAY, MAY 25	SUNDAY, MAY 26
<p>Lotto Express sales will be halted immediately after the Lotto Max draw on Friday night.</p> <p>Retailers to affix the 'Lottery Temporarily Unavailable' poster in all lanes covering the purchase slips.</p>	<p>Install your new Lottery Terminal at close of business. Late closing or 24/7 retailers, ensure installation by 10:30PM.</p> <p>No further action is required, BCLC will do the rest once your equipment is plugged in and powered on.</p> <p>**Do Not Attempt to Login**</p>	<p>BCLC will be transitioning to the new gaming system and executing terminal software updates.</p> <p>Lottery terminals will not be operational prior to 7:00PM.</p> <p>Game On! The Keno draw will display when your Lottery Terminal is ready for first-time login. In-lane Jackpot signs will display when Lotto Express sales can resume.</p> <p>Regularly check the Retailer Hub Transformation page for status updates.</p>

Bringing up over 3,400 Lottery Terminals is no small task. We thank you for your patience and cooperation.



Call or Text Lottery Retail Support:
1-800-667-1649





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LEADING INTO LAUNCH WEEKEND

What to Expect:

- Receive a Start-Up Kit and a separate shipment of new Selection Slips. Put aside until May 26. May 13 - 23
- The Site Manager will receive an email with your location's Temporary Password and instructions for first-time login. May 21 - 24
- Receive new Lottery equipment. If you have not received by May 24, contact Lottery Retail Support. May 15 - 23
- 'Lottery Temporarily Unavailable' posters for Lotto Express in-lane purchase slips to arrive. May 21 - 24
- Customer Service Lottery Terminal: Daily Grand + Daily Grand Extra sales and validations shutdown after the 7:30PM draw. May 23
- Critical go-live info on Sign On News Message and Retailer Hub. Throughout May

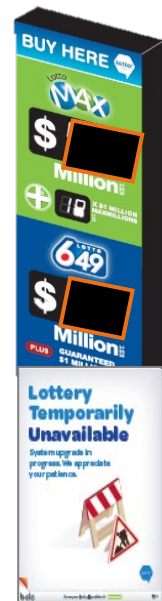
FRIDAY, MAY 24

What to Expect:

- Customer Service Lottery Terminal:** Lotto Max + Lotto Max Extra sales and validations shutdown after the 7:30PM draw.
- Lotto Express Terminals:** All sales will be suppressed after the Lotto Max 7:30PM draw. In-lane Jackpot signs will no longer display the Jackpot amounts.

What To Do:

✓ Activity
Affix the 'Lottery Temporarily Unavailable' poster in all lanes covering the purchase slips.



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SATURDAY, MAY 25 – INSTALLATION DAY

What to Expect:

- Install your new equipment at store close, or before 10:30PM.
- Sales and validations will shutdown as per the chart.
- At approx. 11:49PM the Lottery System will shutdown.
- At approx. 11:55PM Keno & Pacific Hold'em Poker screens will rotate error messages, Player Displays will be blank, and BCLC digital signage will display Lottery Temporarily Unavailable.

NO SALES OR VALIDATIONS AFTER	
	~4:00 PM
	7:30 PM
	9:00 PM
	11:00 PM
	11:30 PM
	11:40 PM

What To Do – By 10:30PM:

✓ Activity	
	On the old Terminal, print Today's Sales Report and your most requested Draw Results.
	Display the Lottery Temporarily Unavailable sign provided in the Start-Up Kit.
	Secure Scratch & Win Tickets. Tickets cannot be sold until terminal operations resume.
	Unplug and remove the old Lottery equipment.
	Install the new Lottery equipment.
	Power on all the new Lottery equipment, including Ticket Checker, Printer and Terminal.
	After the Lottery equipment is installed and powered on, the Lottery Terminal will display the Login screen. *Do Not Attempt To Login*
	No further action required.



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SUNDAY, MAY 26

What to Expect:

- Lottery terminals, and Lotto Express sales, will **not be operational prior to 7:00PM**. Please do not call Lottery Retail Support to inquire about your site’s up-time.
- Keno draws will display on the monitors when your Lottery terminal is ready to sell.
- The in-lane Jackpot signs will resume when your Lotto Express sales can resume.
- Regular updates will be posted on [BCLC Retailer Hub Lotto Transformation homepage](#).

What to Do:

✓	Activity
	Do not display or sell Scratch & Win product until your Lottery Terminal is ready for use.
	Wait for the Keno draws to display on the monitors. Do not attempt to login.
	<p>Game On!</p> <p>Lottery Terminal: Once you see the Keno show: Login to the Lottery Terminal using your 5-digit Retailer Number, and Temporary Password that was emailed to you. You will be prompted immediately to reset your Password.</p> <ul style="list-style-type: none"> ○ For First-Time Login instructions and password requirements click ‘here’. ○ If your Temporary Password cannot be located, contact your BCLC Territory Manager. ○ Share the new Password with your team.
	Keno has resumed, but can’t log into your Lottery Terminal? Call Lottery Retail Support for assistance.
	Follow the instructions in the box of new Selection Slips and replace all Selection Slips at your location. Recycle all old Selection Slips. Old slips will not work with the new Lottery Terminal.
	Lotto Express Terminals: Once you see the in-lane Jackpot signs resume: Remove all ‘Lottery Temporarily Unavailable’ signs and replace any purchase slips as required.



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RETURNING THE OLD EQUIPMENT TO BCLC

What to Do:

✓	Activity
	<p>Box up the old equipment in the box the new equipment arrived in.</p> <p>If you receive a <i>Return Waybill</i> in the Lottery Terminal box:</p> <ul style="list-style-type: none"> • Stick the Return Waybill over top of the old label on the box. • Contact Purolator at 1.888.744.7123 to arrange pickup. <p>If you do not receive a <i>Return Waybill</i> in the Lottery Terminal box:</p> <ul style="list-style-type: none"> • A BCLC Representative will pick up the equipment within 1 – 3 business days. No need to call for pick-up.

WHAT'S NEXT?

What to Expect:

- Over the next few months, LVI technicians will be visiting every location to clean up any left-over cables and equipment and ensure all the new equipment is in place for ease of maintenance.
- Continue to update and refine your store's Lottery procedures and policies in accordance with the latest Lottery equipment and updated BCLC Retailer policies and procedures.
- Continue to train employees on terminal operations and any updated store policy and procedures.
- Use Training Mode on the Lottery Terminal and continue to leverage the videos and information sheets available on the BCLC Retailer Hub Lotto Transformation pages.
- Continue to read the Monthly Retailer eBulletin for post-launch information and for tips and tricks related to operating the Lottery Terminal.



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Questions & Answers

Will sales and validations of big Lotto games be impacted leading into Launch weekend?

To support the transition to the new system, sales and validations of our big Lotto games will be unavailable immediately after each game's last draw that takes place before new terminals are installed.










This means players will not be able to purchase or validate tickets until new terminals are able to transact.

Additionally, players will not be able to check their tickets on the Ticket Checker, or on the BCLC Lotto App.

See the chart for the full schedule of shutdown times.

What can I do to ensure my terminal is ready for launch day?

1. Upon delivery of the equipment, check the waybill and confirm the 5-digit Retailer Number and address is your location. If it is not meant for your location, decline the delivery and contact Lottery Retail Support.
2. Watch and read the [Installation videos and quick reference guides](#) available on the BCLC Retailer Hub Lotto Transformation pages.

NO SALES OR VALIDATIONS AFTER	
Thursday, May 23	
 	7:30 PM
Friday May 24	
 	7:30 PM
Saturday, May 25	
	~4:00 PM
  	7:30 PM
	9:00 PM
	11:00 PM
	11:30 PM
	11:40 PM

When can the new Lottery Equipment be installed on Saturday, May 25?

Please install your new equipment within 30 minutes of your store closing on Saturday. For locations that remain open past 10:30PM, ensure installation is completed before 10:30PM.

Can I swap my equipment earlier?

Determine the best time for your business to halt Lottery sales and schedule the installation accordingly, ensuring installation is complete promptly after closing, or by 10:30PM.



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Questions & Answers

What happens if I don't have my new terminal installed on Saturday night?

BCLC will support all our Retailers to be operational as quickly as possible. If you are not able to install your new terminal on Saturday night, we will do our best to support your store once Lottery sales have started.

What do I do if I have problems with installing the new Lottery Equipment?

First refer to the training aids provided such as the Troubleshooting Guide and the Installation Quick Reference Guide. If there are still issues installing the new Lottery Equipment contact Lottery Retail Support at 1-800-667-1649.

When will my store be able to start using the new Lottery Terminal?

The duration of upgrading to the new Lottery system, and executing terminal software updates, is influenced by various factors. However, it is anticipated Lottery terminals will not be operational prior to 7:00PM on Sunday, May 26. We will be making every effort to getting your store online as soon as possible and thank you for your patience.

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

How will I know when I can log onto the new Lottery Terminal?

It's **Game On!** when you see that Keno has resumed; bringing your lottery environment back online.



Keno has resumed, but can't login to the Lottery Terminal?
Call Lottery Retail Support for assistance.

Can I complete the first-time login on Monday morning? The system won't be up before 7PM on Sunday, and my location closes early that day.

You can login anytime after Keno has resumed.



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Questions & Answers

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

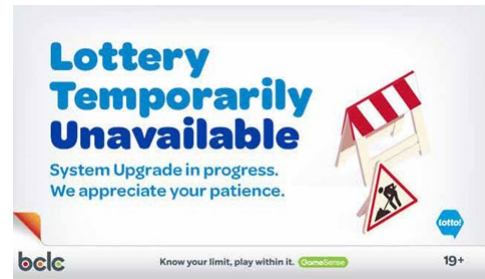
The Lotto Express system will be unavailable for the duration of the transition to the new Lottery system. If a Lotto Express UPC is scanned into the POS system during this time an error message will display on the POS screen. The cashier must remove the UPC from the basket to complete the transaction.

Will players know that Lottery is unavailable?

BCLC will be supporting player messaging by advertising to players that Lottery purchases will be disrupted during the transition to the new Lottery system.

In addition, Lottery Temporarily Unavailable messaging will be displayed on all BCLC monitors when the system is shutdown.

Retailers can direct players to contact BCLC Customer Support at 1-866-815-0222.



How can I stay up to date with what's happening?

BCLC will be providing updates via email and posting regular updates on BCLC Retailer Hub Lotto Transformation homepage: <https://www.bclcretailerhub.com/lotto-transformation.html>.

Thank you for all your efforts while we navigate this unprecedented Lotto transformation!



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