

## Quick Reference Guide: Cancelling Online Tickets

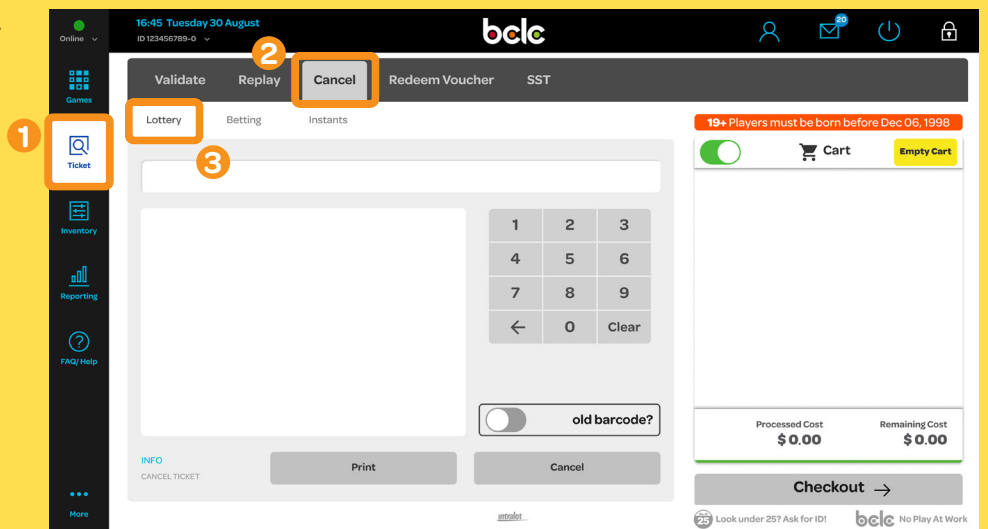
In this Quick Reference Guide you will learn how to cancel Lottery Terminal printed tickets, otherwise known as Online Tickets.



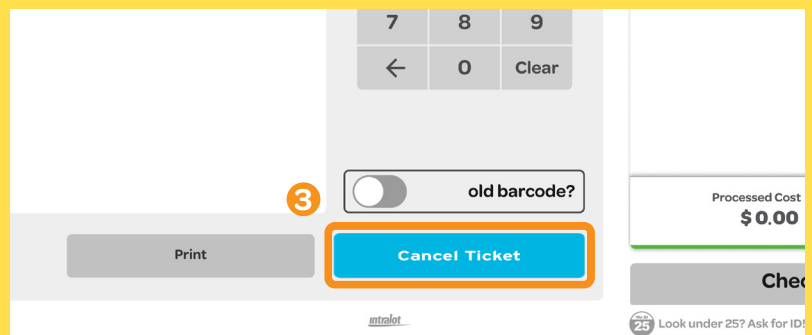
### Follow these steps:

1

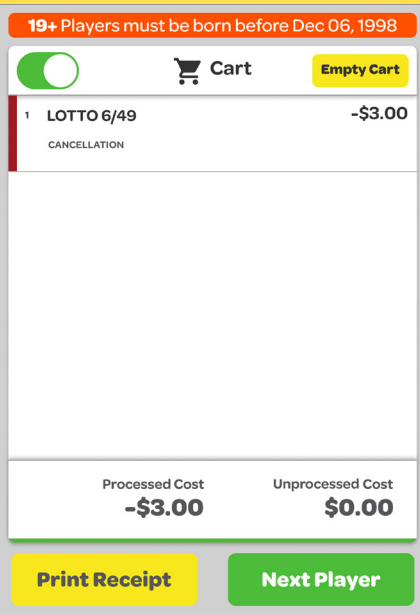
1. Tap on the **Ticket** icon.
2. Tap on the **Cancel** tab.
3. Tap on **Lottery**.



2



1. Place the Ticket within the marked boundary of the Ticket Tray.
2. Let go of the Ticket so that it can be scanned by the camera.
3. Tap on the **Cancel Ticket** button. A Cancellation Slip will print.



- The cancellation will appear as a line item in the Cart. Check the **Processed Cost** for the amount owing to the Player.
- Tap **Next Player** or **Empty Cart** once you have completed the Player's request.



**If the ticket is not eligible to be cancelled, you will be prompted with an error message that prevents cancellation.**

**3**

### Keep for 30 days

- Staple the Cancellation Slip to the cancelled Ticket.
- Keep for 30 days after the last draw date on the Ticket.

**BCLC may require you to produce the Cancellation Slip and ticket if there is a dispute.**



## General Rules

Online Tickets can only be cancelled:

- If the first draw on the Ticket has not yet occurred. This also applies to **Keno**, **Tickets with Advance Draws**, and **Tickets with Multiple Draws**.
- At the same Retail Location where the ticket was purchased.

## Tickets that cannot be cancelled

- Free Play Tickets for Online Games **cannot be cancelled**.
- Pacific Hold'em Poker Tickets sold in the Hospitality network **cannot be cancelled**.

