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Online Games and Scratch & Win Validation Scenarios

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Text or call Lottery Retail Support:
[1-800-667-1649](tel:1-800-667-1649)



Online Games and Scratch & Win



Validation Scenarios

Ticket Validation is a critical part of the Player experience. This information sheet provides a comprehensive list of validation scenarios and their corresponding Slips and screens.

Validation Scenarios Overview

Non-Winning

There are several non-winning validation scenarios that may occur each resulting in an Information Slip to be provided to the Player.

Winning

There are three (3) winning validation scenarios that may occur, these include:

- Winning Ticket – Pay Prize
- Winning Ticket – Not Paying Prize
- Winning Ticket – Prize over \$2,000 Threshold

Prize Payout amount will **temporarily** be displayed in the Cart until it times-out, you tap Next Player, or you return to the Games screen.
To view Payout amount: Tap Reporting, Transactions History, then Last Validations.

Other Scenarios

Other possible validation scenarios unrelated to non-winning or winning scenarios include:

- Inactive Scratch & Win Tickets
- Out of Province Tickets

Reminder

To complete the validation process always return everything across the counter, making everything accessible to the Player.

Winning & Non-Winning Tickets + Respective Slips + Prize



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Online Games and Scratch & Win

Ticket Validation

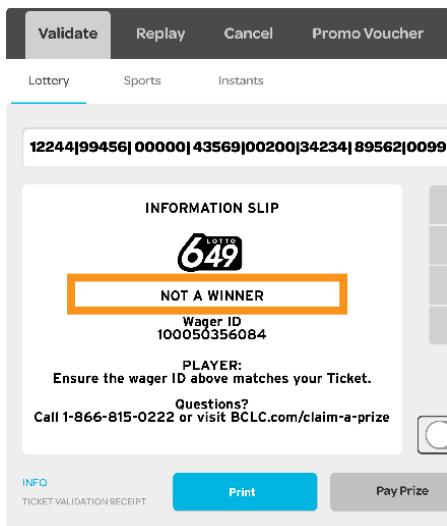


Non-Winning Scenarios

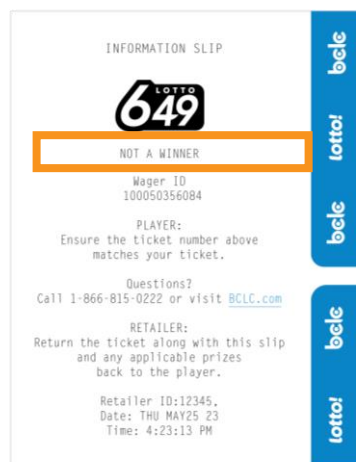
The following non-winning scenarios will result in an Information Slip after selecting Print when validating a Ticket:

Validation Outcome	Explanation
Not a Winner	Ticket did not win a prize.
Not a Winner This Time - Draws Remaining	Online Games only. Ticket has multiple draw dates. Completed draws did not win a prize. Ticket must be checked again at a later date to learn results for draws remaining.
Already Validated	The prize has already been paid out.
Expired Ticket	Ticket has expired.
Awaiting Results	Online Games only. Draw has taken place and results are being processed.
Not Drawn Yet	Online Games only. Draw has not occurred. Ticket must be checked after the draw.
Cancelled Ticket	Online Games only. Ticket was cancelled before the draw.

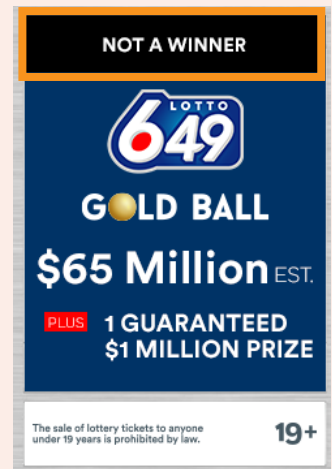
Lottery Terminal Preview Window



Information Slip



Player Screen



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Online Games and Scratch & Win

Ticket Validation

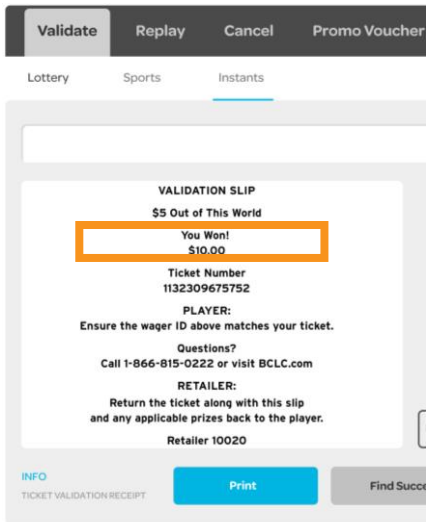


Winning Ticket – Pay Prize Scenario

A Validation Slip is printed when the Ticket is a winner, and the Retailer pays the Prize.

Validation Outcome	Explanation
Winner – Prize Paid	<ul style="list-style-type: none"> • Ticket is a Winner • Retailer Action: Tap Pay Prize button • Prize is Paid • Ticket is validated
Winner – Prize Paid, Draws Remaining	<ul style="list-style-type: none"> • Ticket is a Winner for draws completed to-date. • Retailer Action: <ul style="list-style-type: none"> • Tap Pay Prize to pay the prize. The prize is added to the Cart. <ul style="list-style-type: none"> • If the prize is a Free Play, a pop-up screen will appear to add the Extra • Message will pop-up. This Ticket has pending draw(s) and you get an Exchange Ticket. Tap OK • Validation Slip and an Exchange Ticket for draws remaining print automatically • Return the Validation Slip, Exchange Ticket and Prize to the Player

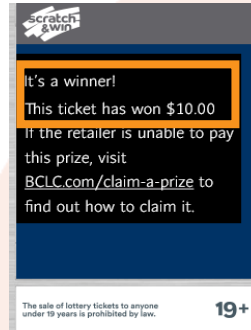
Lottery Terminal Preview Window



Validation Slip



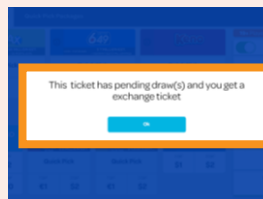
Player Screen



Exchange Ticket



Exchange Ticket Pop-Up



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Online Games and Scratch & Win

Validation Scenarios



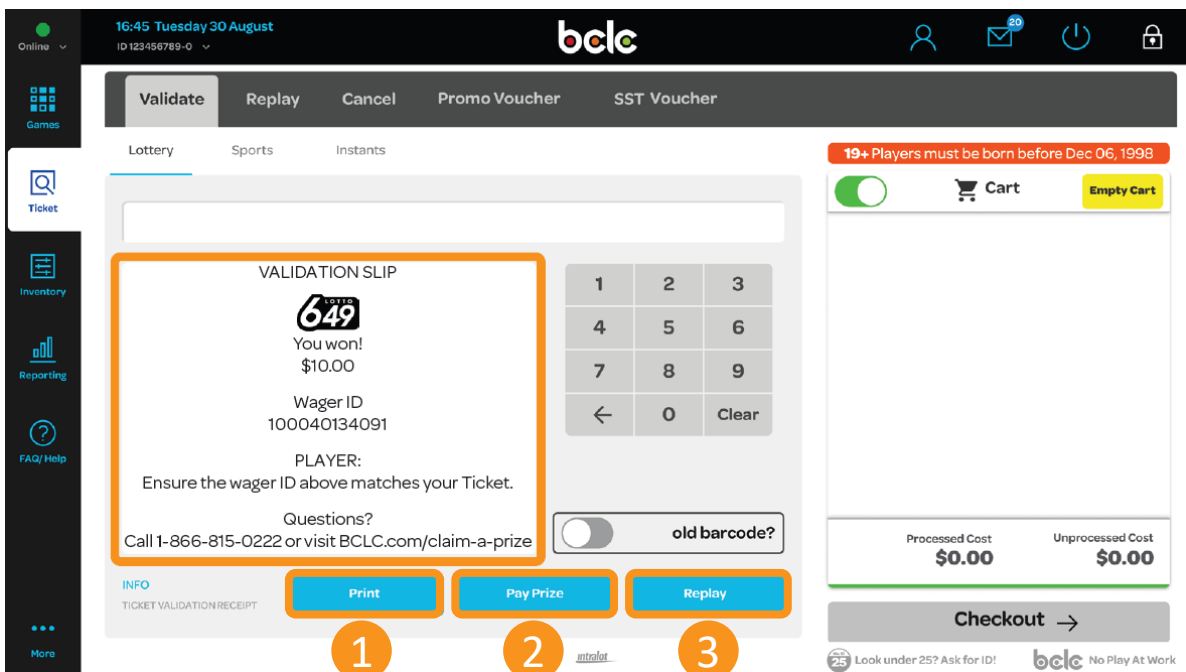
Winning Ticket – Pay Prize Best Practices

A Validation Slip is printed when the Ticket is a winner, and the Retailer pays the Prize.

1. To pay prize for a winning Ticket, tap **Pay Prize**
2. Check the printed slip to ensure it says 'Validation Slip' and not 'Validation Information Slip'.
3. Pay prize. Ticket is validated.

Important Notes:

- Check Last Validations (Tap Reporting > Tap Transactions History > Tap Last Validations) on your terminal to verify that large payouts were successful. Green checkmarks indicates that a ticket has been paid. Do **NOT** use All Transaction History screen.
- Validation Slip will print automatically after taping Pay Prize unless the Extra was added.



1. **Print** – Ticket will **not** be validated, validation information slip will print and show the prize amount won on the ticket.
2. **Pay Prize** – Ticket will be validated, validation slip will print, and Retailer pays prize to player.
3. **Replay** – Ticket will **not** be validated. This only replays the ticket.



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Online Games and Scratch & Win Ticket Validation

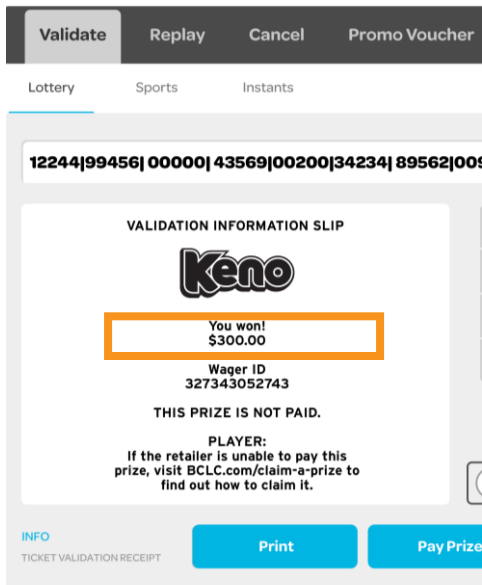


Winning Ticket – Not Paying Prize Scenario

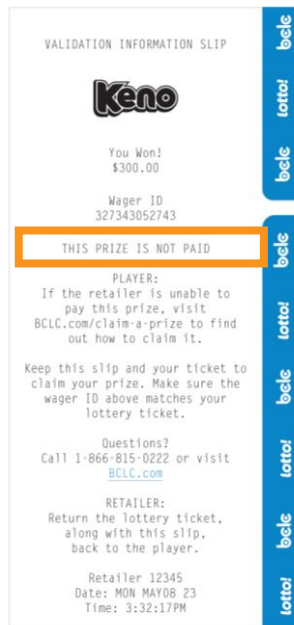
A Validation Information Slip is printed when the Ticket is a winner, but the Prize is not paid.

Validation Outcome	Explanation
Winner – Prize Not Paid	<ul style="list-style-type: none"> • Ticket is a Winner. Retailer is unable to pay the Prize, or Player has requested not to redeem prize at this time • Retailer Action: Tap Print button • PRIZE NOT PAID Message displays on the Validation Information Slip under the Wager ID • Prize is Not Paid • Ticket is not validated

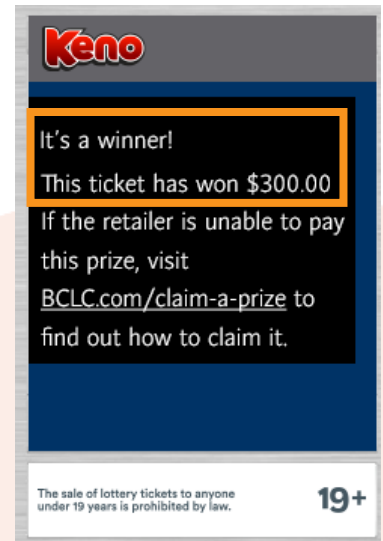
Lottery Terminal Preview Window



Validation Information Slip



Player Screen



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Online Games and Scratch & Win

Ticket Validation

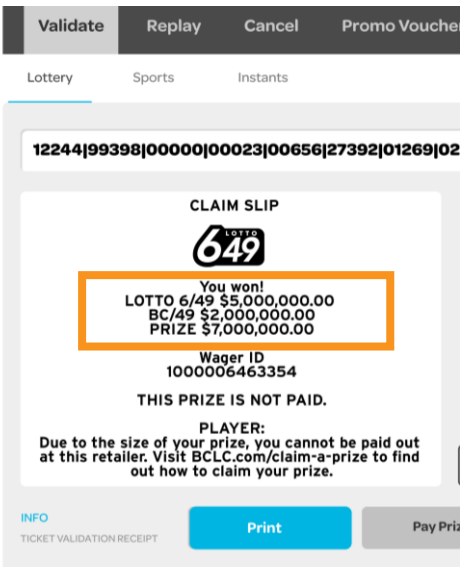


Winning Ticket – Prize Over \$2,000 Threshold Scenario

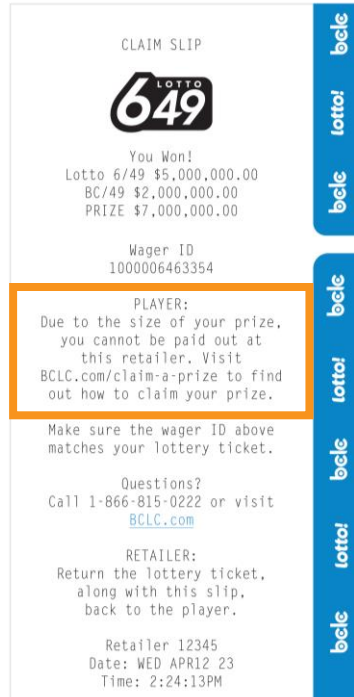
A Claim Slip is printed when the Ticket is a winner, but the prize is higher than the threshold allowed for Retailers to pay.

Validation Outcome	Explanation
Winner – Prize over \$2,000 Threshold	<ul style="list-style-type: none"> • Ticket is a winner, but Prize amount is above Retailer Threshold • Retailer Action: Tap Print • Claim Slip includes instructions for Player to claim their prize • Ticket is not validated

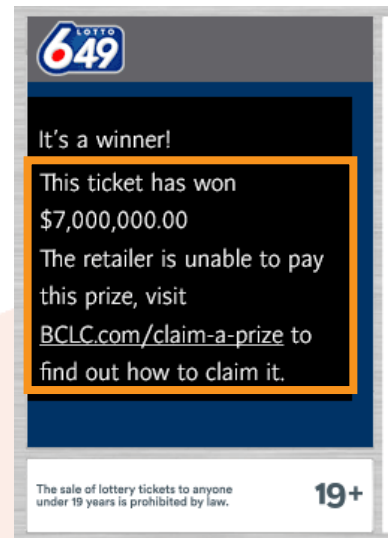
Lottery Terminal Preview Window



Claim Slip



Player Screen



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Online Games and Scratch & Win Validation Scenarios

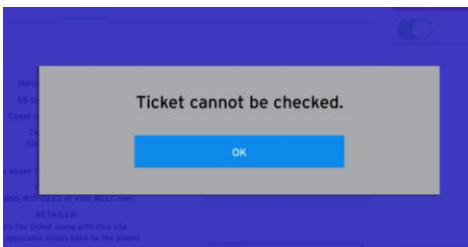


Other Scenarios

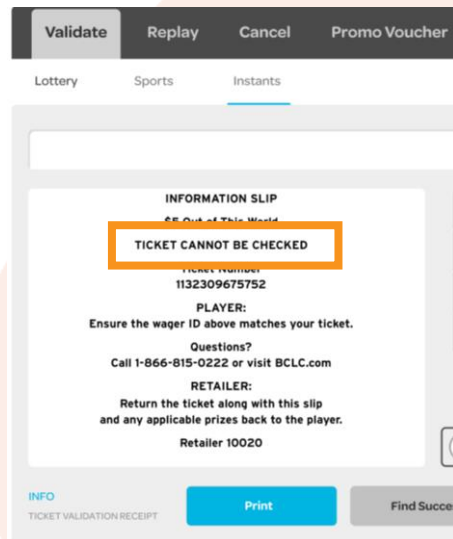
The following are scenarios may arise during the validation process.

Scenario	Explanation
Inactive Scratch & Win Ticket	<ul style="list-style-type: none"> Ticket was not activated at the point of sale. Retailer Action: <ul style="list-style-type: none"> Message will pop-up. Ticket cannot be checked. Advise Player to call BCLC Customer Support. Tap Print button and return the Ticket and Information Slip to the Player. Advise the Player to call the BCLC Customer Support number on the back of the Ticket 1-866-815-0222
Out of Province Ticket	<ul style="list-style-type: none"> Ticket cannot be validated. Retailer Action: <ul style="list-style-type: none"> Message will pop-up. Invalid number. Try again. No slip will print. Advise the Player to call number on the back of the Ticket to claim in jurisdiction where the Ticket was issued.

Lottery Terminal Pop-Up Window



Lottery Terminal Preview Window



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Online Games and Scratch & Win Validation Scenarios



Other Scenarios

The following are scenarios that can arise during the validation process.

Scenario	Explanation
<p>Ticket Replay</p>	<ul style="list-style-type: none"> • Ticket Replays can be produced at the point of validation. • Replay button will appear on the Validation Preview Window. <p> Select the Replay button to add the Replay Ticket to the Cart <u>before</u> selecting Print or Pay Prize to complete the validation.</p>



Replay button does not mean Pay Prize.
Replay button only replays the ticket and is an independent step from Pay Prize.



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Online Games and Scratch & Win

Ticket Validation



Questions & Answers

A Player has presented a winning Ticket with a prize greater than cash available in my register, what do I do?

Select Print to print a Validation Information Slip and provide the Slip and Ticket back to the Player. The Ticket has not been validated, so the Player may return at another time or take their Ticket to another retailer for Payout.

What happens if I scan a winning Ticket and pay the prize to the Player, but did not select the Pay Prize button?

The Ticket will not have been validated and the Player will be able to present the Ticket for prize Payout again at any Lotto Retailer. Your location will **not** be credited the prize amount or qualify for validation commission.

What do I do if a Player brings in an inactive Scratch & Win Ticket for Validation?

The Lottery Terminal will display an error message will pop-up **Ticket cannot be checked.**

Advise Player call BCLC Customer Support 1-866-815-0222 for next steps. This number is located on the back of the Ticket.

For Step-by-Step Instructions
Validating Online Tickets



Read More



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For Step-by-Step Instructions
Validating Scratch & Win Tickets



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For Prize Payout Levels



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