( 5 MIN READ, 9 PAGES



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



### LOTTO TRANSFORMATION | RETAILER INFORMATION | ALL NETWORKS

## Online Games and Scratch & Win Validation Scenarios



#### Want to be a Validation expert?

Understanding the different types of validations scenarios ensures smooth transactions and great customer service. Check out the different types of validation scenarios in this information sheet.

## **Validation Scenarios Overview**

#### **Non-Winning Scenarios:**

There are several different types of non-winning ticket validations, each require an Information Slip to be provided to the Player.

#### Winning Scenarios:

There are three (3) types of winning ticket validations, these include:

- Pay Prize
- Not Paying Prize
- Prize over \$2,000

#### **Other Validation Scenarios**

- Inactive Scratch & Win Tickets
- Out of Province Tickets

## **Quick Tip:**

#### The prize amount is displayed in the Cart until:

- 1. The Cart times out, or
- 2. The Next Player button is tapped, or
  - 3. You return to the Games screen

### To view the prize amount after the validation is complete and it is no longer visible in the Cart:

- 1. Tap Reporting
- 2. Select Transaction History
- **3.** Choose Last Validations







## **Non-Winning Scenarios**

The following non-winning scenarios generate an Information Slip when the **Print/No Pay** tab is selected during Ticket validation:

Validation Outcome	Explanation
Not a Winner	Ticket did not win a prize.
Not a Winner This Time -	Online Games only. The Ticket has multiple draw dates.
Draws Remaining	Completed draws did not win. Check the Ticket after remaining
	draws have completed.
Already Validated	The prize has already been paid out.
Expired Ticket	Ticket is expired.
Awaiting Results	Online Games only. Draw has taken place; results are being
	processed.
Not Drawn Yet	Online Games only. Draw has not occurred. Check the Ticket
	after draw is completed.
Cancelled Ticket	Online Games only. Ticket was cancelled.

### **Lottery Terminal Preview Window**





INFORMATION SLIP

NOT A WINNER Wager ID 100050356084

PLAYER: Ensure the ticket number above matches your ticket.

Questions? Call 1-866-815-0222 or visit <u>BCLC.com</u>

RETAILER: Return the ticket along with this slip and any applicable prizes back to the player.

> Retailer ID:12345. Date: THU MAY25 23 Time: 4:23:13 PM

#### **Player Screen**









## Winning Ticket – Pay Prize Scenario

The following Winning scenarios generate a Validation Slip when the **Pay Prize** tab is selected during Ticket validation.

Validation Outcome	Explanation
Winner – Prize Paid	<ul> <li>Ticket is a Winner</li> <li>Retailer Action:</li> <li>Tap Pay Prize button</li> <li>Return the original Ticket, Validation Slip and Prize to the Player</li> </ul>
Winner – Prize Paid, Draws Remaining	<ul> <li>Ticket is a Winner for completed draws.</li> <li>Retailer Action:</li> <li>Tap Pay Prize to add the prize to the cart</li> <li>A pop-up message will display: This Ticket has pending draw(s). You get an Exchange Ticket. Tap OK.</li> <li>Validation Slip and Exchange Ticket for remaining draws print automatically</li> <li>Return the original Ticket, Exchange Ticket, Validation Slip and Prize to the player</li> </ul>

### Lottery Terminal Preview Window

#### bele Instants Q 1 2 649 4 5 6 You won \$10.00 7 9 8 Wager ID 100040134091 ~ 0 Clear PLAYER: Er Questions? -0222 or visit BCLC old barcode?

## Validation Slip

649

YOU WON! \$10.00

Ticket Number 1132309675752

PLAYER: Ensure the ticket number above matches your ticket.

Questions? Call 1-866-815-0222 or visit <u>BCLC.com</u>

RETAILER: Return the ticket along with this slip and any applicable prizes back to the player.

Retailer 10020 Date: THU MAY25 23 Time: 1:12:24 PM

# Player Screen



### Exchange Ticket Pop-Up





Hub



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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, and Print/No Pay is selected, and the Prize is not paid.

Validation Outcome	Explanation
Winner – Prize Not Paid	Ticket is a Winner. Prize is <b>NOT</b> being paid.
	Retailer Action:
	<ul> <li>Tap Print/No Pay button</li> </ul>
	PRIZE NOT PAID Message displays on the Validation
	Information Slip under the Wager ID
	Ticket is <b>NOT</b> validated
	Return the original Ticket and Validation Information Slip to the
	player

#### Lottery Terminal Preview Window Validation Information Slip

#### **Player Screen**

Validate Replay Cancel Promo Voucher	VALIDATION INFORMATION SLIP	ž (Ceno	Ī
Lottery Sports Instants	Kêno	ption the second	
12244 99456  00000  43569 00200 34234  89562 009	You Won! \$300.00 Wager ID 327343052743	This ticket has won \$300.00	
VALIDATION INFORMATION SLIP	THIS PRIZE IS NOT PAID PLAYER: If the retailer is unable to	this prize, visit <u>BCLC.com/claim-a-prize</u> to	
You won! \$300.00 Wager ID 327343052743	BCLC.com/claim-a-prize to find out how to claim it. Keep this slip and your ticket to claim your prize. Make sure the	हैं find out how to claim it.	
THIS PRIZE IS NOT PAID. PLAYER: If the retailer is unable to pay this prize, visit BCLC.com/claim-a-prize to	wager ID above matches your lottery ticket. Questions? Call 1-866-815-0222 or visit <u>BCLC.com</u>	lotto:	
INFO TICKET VALIDATION RECEIPT Print/No Pay Prize	RETAILER: Return the lottery ticket, along with this slip, back to the player.	The sale of lottery tickets to anyone under 19 years is prohibited by law.	F
	Retailer 12345 Date: MON MAYO8 23	otto	



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





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

A Claim Slip is printed when the Ticket is a winner, and the prize is higher than the \$2000 Prize Payout threshold.

Validation Outcome	Explanation
Winner – Prize over	Ticket is a winner, and the Prize amount is higher than the \$2000
\$2,000 Threshold	threshold
	Retailer Action:
	<ul> <li>Tap Print/No Pay</li> </ul>
	<ul> <li>Return the original Ticket and Claim Slip to the Player</li> </ul>
	Ticket is <b>NOT</b> validated

### Lottery Terminal Preview Window

1-800-667-1649

**Claim Slip** 

#### **Player Screen**





Date: WED APR12 23 Time: 2:24:13PM



19+

## Online Games and Scratch & Win Validation Scenarios



## **Other Scenarios**

The following other scenarios may happen when completing a Ticket validation.

Scenario	Explanation
<b>Inactive Ticket</b>	Scratch & Win Tickets only
	Ticket was not activated at the point of sale.
	Retailer Action:
	<ul> <li>Message will pop-up. Ticket cannot be checked. Advise</li> </ul>
	Player to call BCLC Customer Support.
	<ul> <li>Tap Print/No Pay button, return the Ticket and Information</li> </ul>
	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 cannot be validated.
Ticket	Retailer Action:
	<ul> <li>Message will pop-up. Invalid number. Try again.</li> </ul>
	No slip will print.
	<ul> <li>Advise the Player to call number on the back of the Ticket to</li> </ul>
	claim in jurisdiction where the Ticket was issued.

### Lottery Terminal Pop-Up Message



### Lottery Terminal Preview Window







LOTTO TRANSFORMATION | RETAILER INFORMATION | ALL NETWORKS

## Online Games and Scratch & Win Validation Scenarios



## **Important Reminders**

### 1. Tap Print/No Pay:

- Prize NOT Paid
- Ticket NOT validated
- Information Slip will print
- Return original Ticket and Information Slip to the Player

### 2. Tap Pay Prize:

- Prize IS Paid
- Ticket IS validated
- Validation Slip will print
- Return original Ticket, Validation Slip and Prize to the Player

### 3. Tap Replay :

- This is a Ticket Replay only
- Prize NOT Paid
- Ticket NOT validated
- New Ticket prints
- Return original Ticket and new Ticket to the Player





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## I scanned a winning ticket, preview window indicates it is a \$100 prize, I don't have enough cash to pay the prize. What should I do?

Select the **Print/No Pay** tab to print a Validation Information Slip. Return the Validation Information Slip and Ticket to the player. Since the Ticket is **NOT** validated, the player can validate the Ticket at another Lottery retailer.

## What happens if I scan a winning ticket, pay the player, but forgot to press the Pay Prize button?

If you don't select the **Pay Prize** button, the ticket is **NOT** validated. Your location will **NOT** be credited with the prize amount paid to the player nor will you earn the 2% validation commission. The player can validate the Ticket at another Lottery retailer.

### 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.

