

Last Plays (Previously Group Copy and Record of Last Transaction)



The Last Plays reporting feature supports Player requests for Group Copies and will also be referred to for transaction details to support Lottery Retail Support when issuing credit in the case of a damaged Ticket.

GROUP COPY

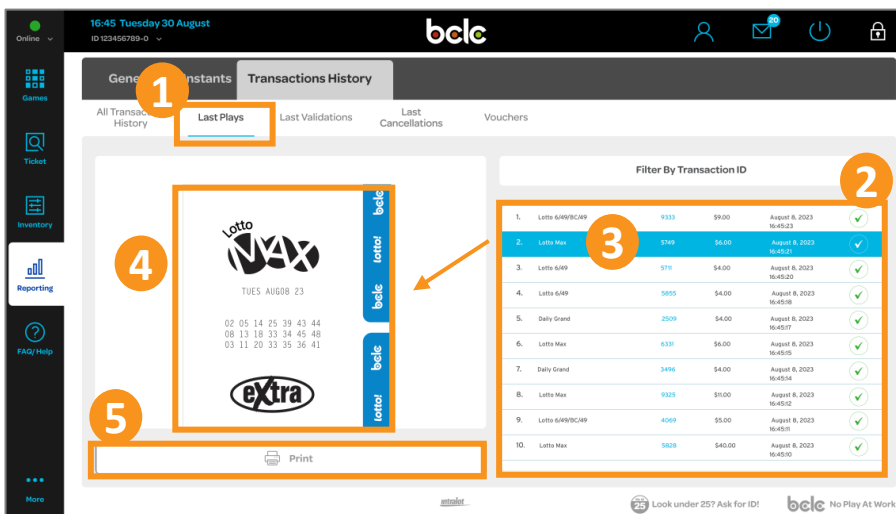
Player asking for a copy of a Ticket for their group play?

Print Last Play:

Navigate to Reporting > Transactions History tab

1. Tap **Last Plays** tab.
2. The last 30 Tickets sold successfully that day will be listed.
3. Tap on the correct line item to select the desired transaction.
4. The transaction will appear in the Preview Window.
5. Tap **Print** to print a copy of the transaction. **Note that this is not a valid Ticket, as it does not contain a barcode or the 57-digit Control Number.**

Repeat the steps above to produce multiple copies.



Sample of transaction printed using Last Plays. Note this is not a valid Ticket as it does not contain a barcode or the 57-digit Control Number.



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



Last Plays (Previously Group Copy and Record of Last Transaction)



DAMAGED TICKET – BARCODE AND CONTROL NUMBER NOT LEGIBLE

Ticket damaged during the printing process? Can't cancel it because the Barcode and the 57-digit Control Number on are not legible?

Capture Date and Time from Last Plays Screen:

Navigate to Reporting > Transactions History tab

1. Tap **Last Plays** tab.
2. The last 30 Tickets sold successfully that day will be listed.
3. Find the relevant transaction and **write down the date and time on the damaged Ticket.**
4. Call Lottery Retail Support at your convenience same day to request credit for the damaged Ticket.

The screenshot shows the bclc reporting interface. The top navigation bar includes 'General' and 'Transactions History' tabs. The 'Transactions History' tab is active, and the 'Last Plays' sub-tab is selected. A list of transactions is displayed, with the following data:

Transaction ID	Game	Control Number	Amount	Date and Time	Status
1.	Lotto 6/49/BC/49	9333	\$9.00	August 8, 2023 16:45:23	✓
2.	Lotto Max	5149	\$4.00	August 8, 2023 16:45:21	✓
3.	Lotto 6/49	5711	\$4.00	August 8, 2023 16:45:20	✓
4.	Lotto 6/49	5855	\$4.00	August 8, 2023 16:45:18	✓
5.	Daily Grand	2509	\$4.00	August 8, 2023 16:45:17	✓
6.	Lotto Max	6331	\$6.00	August 8, 2023 16:45:15	✓
7.	Daily Grand	3459	\$4.00	August 8, 2023 16:45:14	✓
8.	Lotto Max	9325	\$11.00	August 8, 2023 16:45:12	✓
9.	Lotto 6/49/BC/49	4069	\$5.00	August 8, 2023 16:45:11	✓
10.	Lotto Max	5828	\$40.00	August 8, 2023 16:45:10	✓

The 'Last Plays' tab is highlighted with a red box and a '1'. The transaction list is highlighted with a red box and a '2'. The date and time for the second transaction (August 8, 2023 16:45:21) is highlighted with a red box and a '3'. A lightbulb icon is present next to the transaction list.



No need to print the Last Play. Date and time, Barcode and Control Number do not appear on it.



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



Last Plays (Previously Group Copy and Record of Last Transaction)



! on Last Plays in Transactions History

An '!' (exclamation mark) displayed next to a transaction in the Last Plays Transactions History means the Ticket was created in BCLC's back-end system, but there was an error during printing, causing the Ticket to **not print or only partially print**.

This transaction will still appear as a sale in the Terminal report, and you will be charged.

- This can also happen when an 'Extra' is added to a Free Ticket prize during validation.
- This error is specific to the Lottery Terminal and Compact Lottery Terminal.

What to do if you see an '!'

'!' indicates a printing error has occurred. Green check mark indicates that the Ticket was created successfully.

1. Find the relevant transaction and write down the date and time on the damaged Ticket.
2. Call Lottery Retail Support to receive credit for this transaction.

Filter By Transaction ID					
1.	Lotto 6/49/BC/49	9333	\$9.00	August 8, 2023 16:45:23	✓
2.	Lotto Max	5769	\$6.00	August 8, 2023 16:45:31	!
3.	Lotto 6/49	5711	\$4.00	August 8, 2023 16:45:20	✓
4.	Lotto 6/49	5855	\$4.00	August 8, 2023 16:45:18	✓
5.	Daily Grand	2509	\$4.00	August 8, 2023 16:45:17	✓
6.	Lotto Max	6331	\$6.00	August 8, 2023 16:45:15	✓
7.	Daily Grand	3496	\$4.00	August 8, 2023 16:45:14	✓
8.	Lotto Max	9325	\$11.00	August 8, 2023 16:45:12	✓
9.	Lotto 6/49/BC/49	4069	\$5.00	August 8, 2023 16:45:11	✓
10.	Lotto Max	5828	\$40.00	August 8, 2023 16:45:10	✓



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

