

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? Follow instructions below:

#### **Print Last Plays:**

#### 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: This example is not a valid Ticket, as** it <u>does not</u> 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 example is not a valid Ticket, as it <u>does not</u> contain a barcode or the 57-digit Control Number.



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



### Damaged Ticket – Barcode or Control Number Not Legible

Was the Ticket damaged during the printing process? Can't cancel it because the Barcode and/or the 57-digit Control Number on the Ticket is not legible? Follow instructions below:

### 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 the **same day** to request credit for the damaged Ticket.

Online ~	<b>16:45 Tuesday 30 August</b> ID 123456789-0 ~	60		<u>A</u>	v 🖞	ŀ
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			3. Lotto 6/49	5855 \$4,	30  August 6, 2023    36:45:21	
?	02 05 14 25 08 13 18 33 03 11 20 33	39 43 44 34 45 48 35 36 41	5. Daily Grand 6. Lotto Max	2509 \$4. 6331 \$6.	16:45:18 00 August 8, 2023 16:45:17 00 August 8, 2023	$\bigcirc$
FAQ/Help	ext	ra z	7. Daily Grand 8. Lotto Max	3496 \$4. 9325 \$11.	16:45:15 00 August 8, 2023 16:45:14 00 August 8, 2023	
			9. Lotto 6/49/8C/49 10. Lotto Max	4069 \$5/ 5828 \$44	16:45:12 DD August 8, 2023 16:45:11 0.00 August 8, 2023	
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No need to print out the La<mark>st Play of the damaged ticket, as the date, time, barcode and Control Number are not displayed.</mark>







## l 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 <u>write down the date and time on the Ticket that did</u> <u>not print or only partially printed.</u>
- 2. Call Lottery Retail Support the same day to request credit for this transaction.

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## **On Last Plays in Transactions History**

A  $\checkmark$  (red checkmark) displayed next to a transaction in the Last Plays Transactions History means the Ticket was not successfully created in BCLC's back-end system, resulting in an error and prevented the ticket from printing.

This Last Plays transaction will show up as a sale <u>and</u> a cancellation in the General Terminal Report, which will cancel each other out because the wager is void.

Your store will be credited with the transaction amount.

### What to do if you see an 🗸

Verify the transaction in 'Last Plays Transactions History'.

- Note that the transaction amount is not displayed in the Last Plays information.
- No need to contact Lottery Retail Support to request a credit.

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