⏱ **6 MIN READ, 10 PAGES**

Reporting

Transactions History Reports

Reporting
Transactions History Reports

The Transactions History feature allows for reporting on the day's Lottery terminal transactions, including reporting on last plays, validations, cancellations and vouchers. This information sheet provides information about each report. Note: Transaction History report information does not carry over to the next day

Navigating to Transactions History:

1. Tap the **Reporting** icon on the left side of the screen.
2. Select **Transactions History** tab on the top menu bar.
3. The screen will default to **All Transaction History.**

How to use All Transaction History

4. Select either '**Show last 30**' or '**Show last 100**' to display 'All Transaction History' in the Preview Window for the current day.
5. Press **Print** to print the report.

Why use All Transaction History?

'All Transaction History' includes the most recent 30 or 100 successful transactions the terminal completes to connect to the BCLC network and on the Lottery Terminal on that day.

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Once in Transactions History, the Last Plays, Last Validations, Last Cancellations and Vouchers information can be easily accessed to support the daily Lottery operations at your location.

How to use Last Plays:

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

Why use Last Plays?

- To print multiple copies for a group play.
- To print a copy of the transaction if the barcode and/or the 57-digit Control Number on the original Ticket was damaged during the printing process and is illegible. **Note: this process replaces the 'Record of Last Transaction' button on the old Lottery Terminal.**

Sample of transaction printed using Last Plays. Note: This is not a valid Ticket, as it <u>does not</u> contain a barcode or the 57-digit Control Number.

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✓ on Last Plays in Transactions History

A ✓ (red checkmark) displayed next to a transaction in the Last Plays Transactions History means that the Ticket was not successfully created in BCLC's back-end system, resulting in an error that prevents 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 a ✓

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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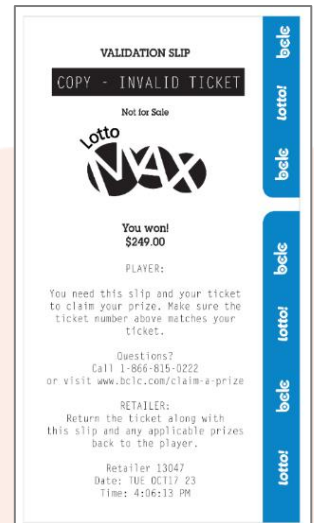1-800-667-1649

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How to use Last Validations:

1. Tap **Last Validations** tab.
2. The last 30 successful Validations completed that day will be listed
3. Tap on the correct line item to select the desired Validation transaction.
4. The Validation transaction will appear in the Preview Window.
5. Tap **Print** to print a copy of the Validation transaction. **Note: This is not a valid Validation Slip, as it does not contain the 12-digit Wager ID.**

Why use Last Validations?

- Printing a copy of each Validation transaction may be used for reconciliation purposes. **Note: This process replaces the previous 'Retailer copy of Validations Slip will print' button on the old Lottery Terminal.**

Sample of Validation transaction printed using Last Validations.

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✅ on Last Validations in Transactions History

A ✅ (red checkmark) in the **Last Validations Transactions History** indicates that the validation was successful in BCLC's back-end system after selecting the 'Pay Prize' button. However, **a system timeout occurred**, preventing the Validation Transaction from successfully completing and the Validation Slip from printing. If you attempt to validate the ticket again, the error message **'Already Validated'** will appear.

This Validation Transaction will appear as a credit in the General Terminal Report, and your store will be credited with the prize amount.

What to do if you experience a Validation Transaction failure?

Verify the transaction in **'Last Validations History'**. If the transaction is displayed as shown, follow the guidelines below for paying **a Cash Prize** and a **FREE Ticket Prize**.

- **Cash Prize**: If you know the correct prize amount owed to the player, you may choose to pay the prize. Note that the prize amount is not displayed in the Last Validation information. **No need to contact Lottery Retail Support to request a credit.**

- **FREE Ticket:** If you choose to pay prize; please **contact Lottery Retail Support** for assistance.

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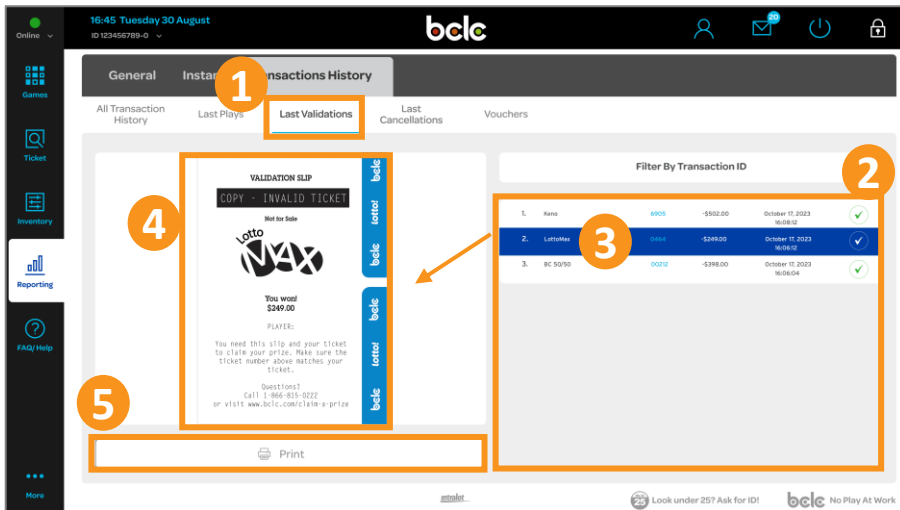## Transactions History Reports

How to use Last Cancellations:

1. Tap **Last Cancellations** tab.
2. The last 30 successful Cancellations completed that day will be listed.
3. Tap on the correct line item to select the desired Cancellation transaction
4. The Cancellation Slip will appear in the Preview Window.
5. Select **Print** to print a copy of the Cancellation Slip.

Why use Last Cancellations?

*   To print a copy of the Cancellation Slip if needed for your records.

Sample of Cancellation
Slip printed using
Last Cancellations

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Use this chart to easily troubleshoot Last Plays and Last Validations in the Transactions History Report. It also outlines the Retailer actions required to receive credit, if applicable.

Compare Troubleshooting Methods for Failed Last Plays and Last Validations

After navigating to Transactions History, note the ✅ (red checkmark) varies in meaning based on whether it's displayed on the Last Plays or Last Validations tab.

✅ in Last Plays	✅ in Last Validations
• Sale **not** successful in back-end system.	• Validation successful in back-end system.
• No ticket printed.	• No validation slip printed.
• Recorded as a sale **and** a cancellation in General Terminal Report (i.e. cancels each other out).	• Recorded as validation in General Terminal Report.
• Wager is void.	
• Transaction value is 'N/A'	

Retailer Action:
No action required.
Your store is not charged.

Retailer Action:
Paying Cash Prize:
No action required.
Your store will be credited.

⚠️ **Paying Free Ticket:**
Contact Lottery Retail Support.

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Questions & Answers

What information will be available in the Vouchers tab shown in Transactions History?

The Vouchers tab will contain details related to promotional vouchers. We will share more information about Vouchers when this feature becomes available.

How do I access a Record of Last Transaction if needed?

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 is not a valid Ticket, as it <u>does not</u> contain a barcode or the 57-digit Control Number.**
6. See page 3 for more details if needed.

How do we print a copy of every Validation transaction for reconciliation?

To print a copy of the Validation transaction, follow the steps outlined on page 4. Only the last 30 transactions are accessible on the Terminal daily. It is recommended that each location implement a best practice to print all required Validation transactions if required.

What do I do if I forget to print a Last Plays or Last Validations transaction from the Terminal?

Please reach out to Lottery Retail Support for assistance.

Can I access Transaction History from previous days on the Lottery Terminal?

No, Transaction History is refreshed daily. Transactions from the previous day or earlier are not available on the Lottery Terminal.

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