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[1-800-667-1649](tel:1-800-667-1649)



# 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 that the information contained in the Transaction History reports does not carry forward into the next day.

### Navigating to Transactions History:

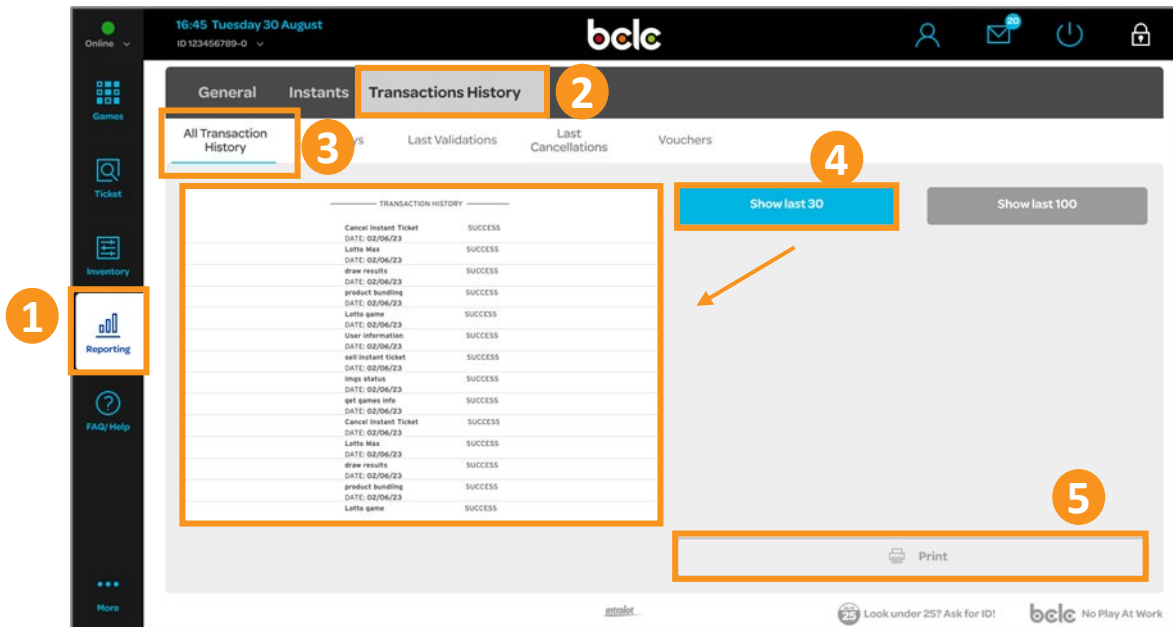
1. Tap the **Reporting** icon on the left side of the screen.
2. Select **Transactions History** tab in the top menu bar.
3. The screen will default to **All Transaction History**.

### How to use All Transaction History

4. Select either 'Show last 30' or 'Show last 100' to display the '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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## Transactions History Reports



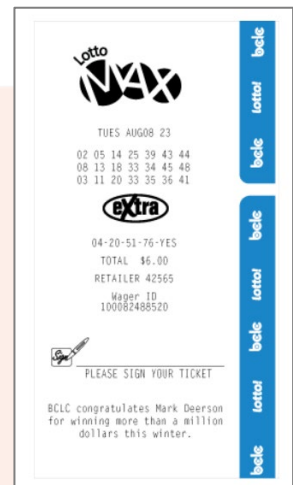
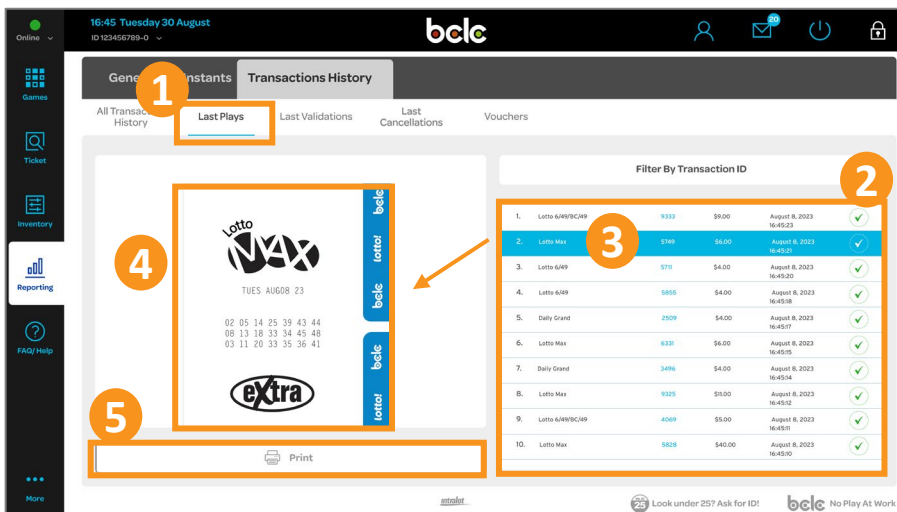
Once in Transactions Plays History, the Last Plays, Last Validations, Last Cancellations and Vouchers information can be easily accessed to support the daily Lottery operations at your location.

### 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 that this is not a valid Ticket, as it does not 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, 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 does not contain a barcode or the 57-digit Control Number.



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### ! 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 transaction displaying the '!' and write down the date and time of the Ticket.
2. **Call Lottery Retail Support to receive credit for this transaction.**

The screenshot shows the BCLC reporting interface. The top navigation bar includes 'General', 'Instants', and 'Transactions History'. Under 'Transactions History', there are sub-tabs for 'All Transaction History', 'Last Plays', 'Last Validations', 'Last Cancellations', and 'Vouchers'. The 'Last Plays' tab is active, displaying a list of transactions. A 'Filter By Transaction ID' section is visible on the right. The table lists 10 transactions, with the second transaction highlighted in blue and marked with an exclamation mark (!) in a blue circle. An orange arrow points to this icon with the number '1' in a blue circle. The transaction details for the highlighted row are: 2. Lotto Max, 5769, \$6.00, August 8, 2023, 16:45:21. The interface also shows a preview of a 'Lotto MAX extra' ticket on the left side.

Transaction ID	Game	Amount	Date	Time	Status	
1.	Lotto 6/49/BC/49	9333	\$9.00	August 8, 2023	16:45:23	✓
2.	Lotto Max	5769	\$6.00	August 8, 2023	16:45:21	!
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	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	✓



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# Reporting

## Transactions History Reports

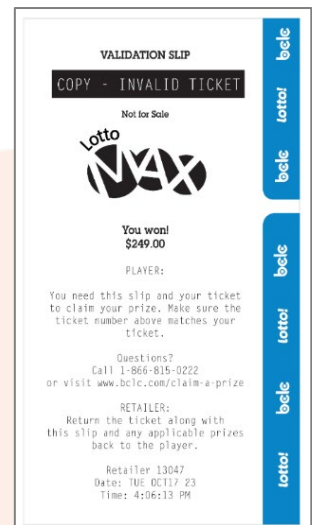
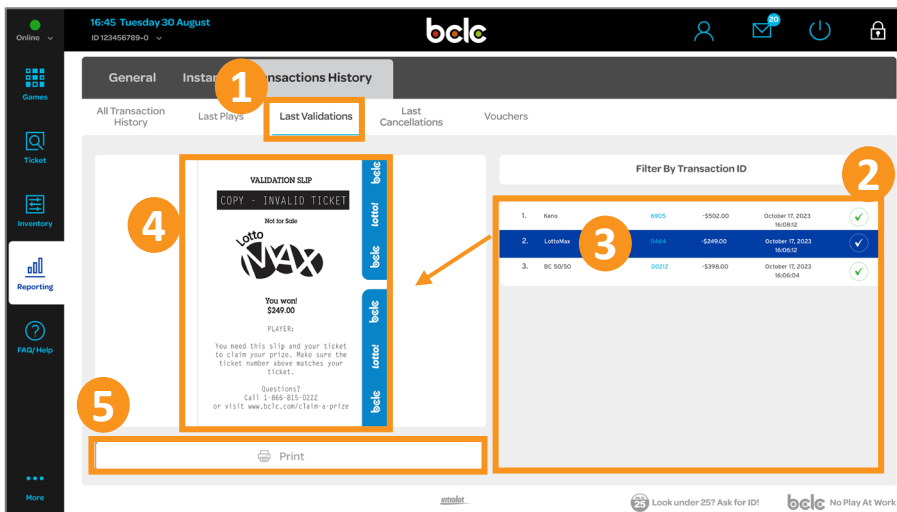


### How to use Last Validations:

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 that 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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# Reporting

## Transactions History Reports



### ✔ on Last Validations in Transactions History

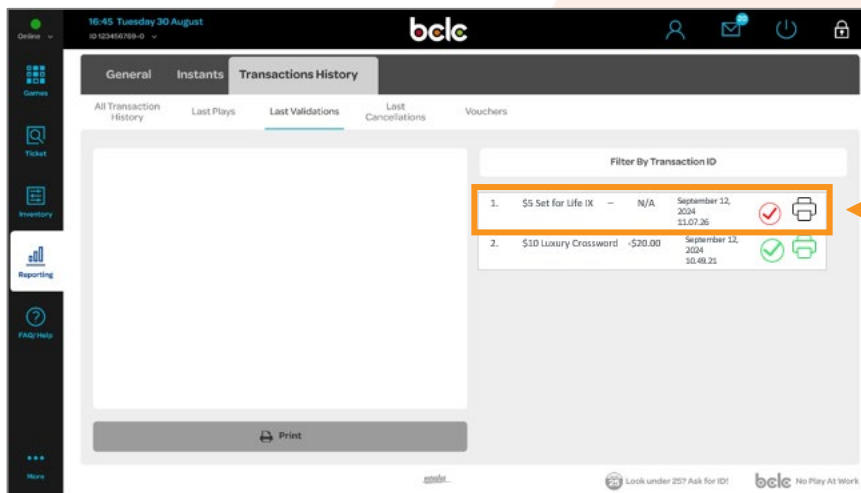
A ✔ (red checkmark) in the **Last Validations Transactions History** indicates that the validation was successful in BCLC's back-end system after selecting the 'Pay Prize' button. However, a **system timeout occurred**, preventing the Validation Transaction from successfully completing and the Validation 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** to receive credit for the value of the Ticket generated to redeem the FREE Ticket prize.



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## Transactions History Reports

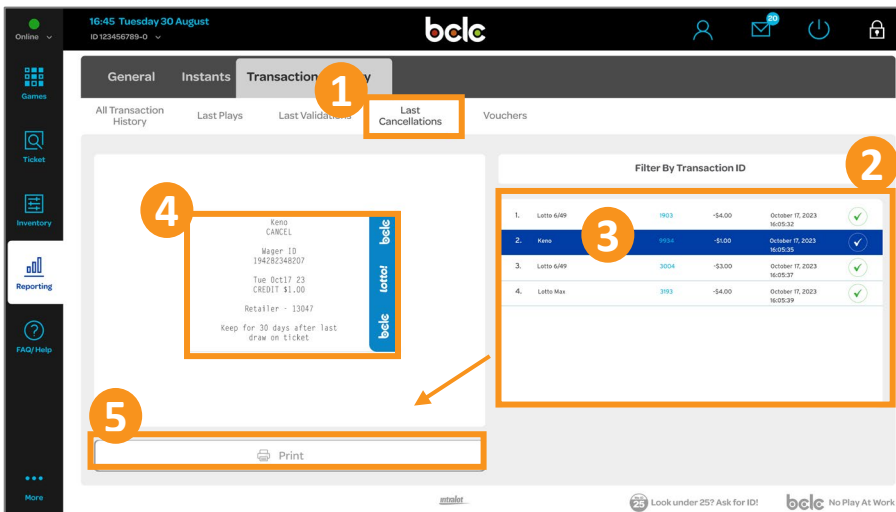


### How to use Last Cancellations:

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 a Cancellation Slip, if needed for your records.



Sample of Cancellation Slip printed using Last Cancellations



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# Reporting

## Transactions History Reports



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

#### Currently, our store prints a copy of every Validation transaction for reconciliation. How do we do this on the new Lottery Terminal?

To print a copy of the Validation transaction, follow the steps outlined on page 4. Please note that only the latest 30 transactions will be accessible on the Terminal daily. It is recommended each location implement a best practice to ensure all Validation transactions are printed 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.

#### Am I able to access Transaction History from days prior on the Lottery Terminal.

No. Transaction History is refreshed daily. Therefore, transaction from the day prior will no longer be available on the Lottery Terminal. Please contact Lottery Retail Support for assistance.



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