

Terminal Enhancement

Reconcile Ticket/Pack



The **Reconcile Ticket/Pack** feature gives retailers a way to properly reconcile and process unscanned Scratch & Win ticket sales.

This feature provides retailers a way to correct situations where a ticket was mistakenly sold without being scanned into the lottery terminal. It enables retailers to:

- Update ticket inventory to reflect tickets that have been physically sold but still appear as remaining.
- Reconcile your **Stock Summary Report**, improving overall inventory management.
- Enable Players to validate their tickets for prize redemption.

The Benefits

Accurate Inventory Reporting:	Stock Summary Report reflects true inventory status.
Operational Efficiency:	Simple, self-service correction for missed activations.
Flexible Timing:	Retailers can reconcile tickets when they feel comfortable covering the cost, giving them control over timing and cash flow.

Reporting

Reconciling tickets using this method:

- Updates status to 'sold' and ticket(s) is removed from the **Stock Summary Report**
- The sale appears in **transaction reports** and on corresponding **invoice**
 - **Note:** Daily cash reconciliation will not balance on the day you use the **Reconcile Ticket/Pack** feature. This adjustment corrects the cash reconciliation for the original day the ticket/pack was sold without activation.



Need to Know

When Not to Use the Reconcile Ticket/Pack Feature:

If tickets remain in your inventory for any reason other than missed activation, contact Lottery Retail Support for assistance. Do not use this feature for tickets you have reported as lost or stolen.

Approval Required for Reconcile Ticket/Pack Actions:

Lottery Retailer Agreement Signatory or manager approval is required before using the Reconcile Ticket/Pack feature, as the process converts inventory into billable sales and carries immediate financial and operational implications.



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

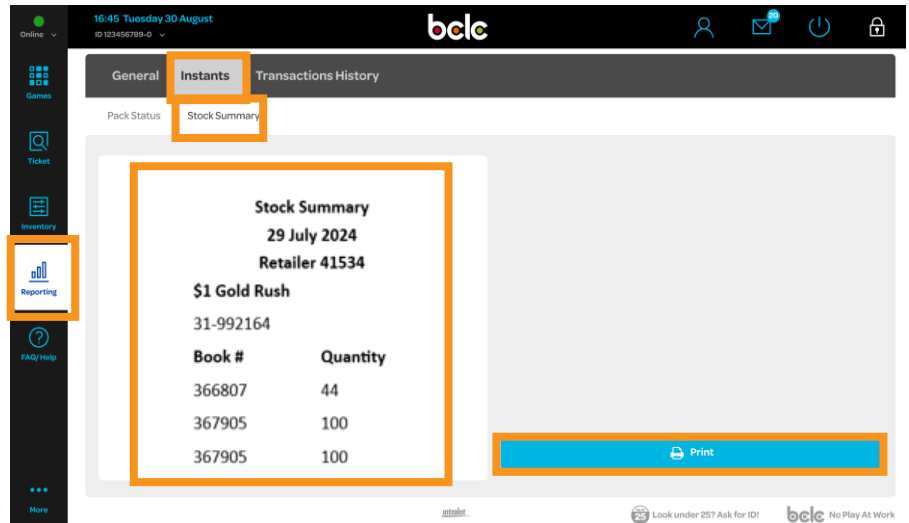


Terminal Enhancement

Reconcile Ticket/Pack

Step 1: Print the Stock Summary Report to gather Game and Pack Number

- Tap **Reporting** menu
- Tap **Instants** tab
- Tap **Stock Summary**
- Scroll down to View, or
- Tap **Print**



Stock Summary	
29 January 2026	
Retailer 41534	
\$1 Gold Rush	
31-992164-00	
Book #	Quantity
366807	44
367905	2
367906	100
TOTAL	244
\$1 Sweet Winnings	
31-993221-00	
Book #	Quantity
4551	44
TOTAL	44
\$2 Blackjack II	
31-992131-00	
Book #	Quantity
179	21

Step 2:

Check your inventory against the Stock Summary Report to identify tickets numbers that are no longer in stock.

Make note of the ticket number(s) that are no longer in stock.

The ticket number is the second-to-last two digits of the barcode number, located under the sales matrix on the back of the ticket (see image).



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

Terminal Enhancement

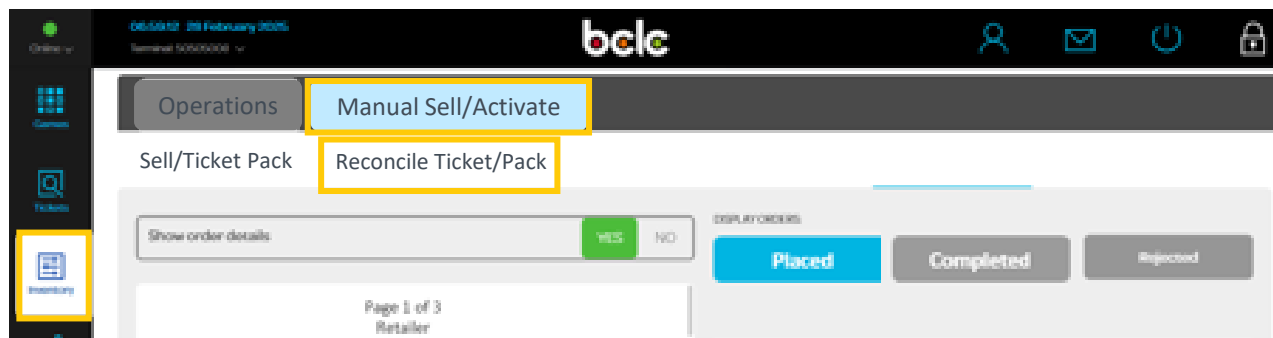
Reconcile Ticket/Pack



Step 3: Reconcile packs that are no longer physically in inventory

Under the **Inventory Menu**:

- Tap **Manual Sell/Activate** tab
- Tap **Reconcile Ticket/Pack**



- Enter **Game ID** (10-digit game number from Stock Summary Report)
- Enter **Pack ID** (6-digit book number; if the book number is less than 6-digits do not include leading zero(s), ie. 000437 = 437)
- Tap **Next**

The screenshot shows the terminal screen for entering Game ID and Pack ID. The 'GAME ID' field contains '31-992164-00' and the 'PACK ID' field contains '367905'. Below these fields is a numeric keypad with buttons for digits 1-9, 0, and a 'Clear' button. At the bottom right, there is a 'Next' button highlighted with a yellow box. At the very bottom, there are small logos for 'ntale', 'Look under 25? Ask for ID!', 'bcgc', and 'No Play At Work'.



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

Terminal Enhancement

Reconcile Ticket/Pack



All unsold tickets matching the inputted Game and Pack number will display.

RECONCILE TICKET(S)

- **Select** the ticket(s) that are no longer physically in inventory that need to be reconciled

RECONCILE A FULL PACK

- Tap ☒ **ALL** to select all tickets in the book
 - Once the box to select All is checked, tickets across all the pages will be selected, not only the one page (see notation at the bottom indicating the total pages, ie. 1/7)
- Tap **Add to Cart**

Operations Manual Sell/Activate

Sell/Ticket Pack Reconcile Ticket/Pack

	Game	Pack	Ticket Number
<input checked="" type="checkbox"/>	31992164	367905	11
<input checked="" type="checkbox"/>	31992164	367905	12
<input type="checkbox"/>	9915801	05	12
<input type="checkbox"/>	9915801	05	12
<input type="checkbox"/>	9915801	05	12
<input type="checkbox"/>	9915801	05	12
<input type="checkbox"/>	9915801	05	12

(<) Arrows to navigate through the pages (>)

Back 1/7 Add to Cart



1. Cart Limit: Maximum 100 items. Checkout is required once the Cart reaches 100 items. Packs that contain 100 tickets must be processed on their own.

2. Reconciliation is Final: If the wrong game, pack or ticket number is reconciled, it cannot be corrected. Uncheck boxes or select Clear All to remove tickets before adding to cart.



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

Terminal Enhancement

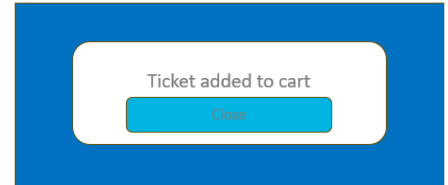
Reconcile Ticket/Pack



Step 4: Checkout to complete the sale

After tapping Add to Cart, a confirmation pop-up will appear.

- Tap **Close**

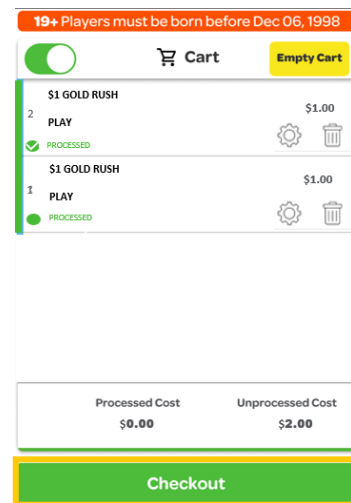


- Return to **Games screen**.
- Tap **Checkout** to complete the sale.



Checkout is Final: If the wrong game, pack or ticket number is reconciled, it cannot be corrected.

Confirm ticket details before tapping Checkout. Use the Trash icon to remove items before tapping Checkout.



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

Terminal Enhancement

Reconcile Ticket/Pack



Bonus Method

Another method to resolve residual inventory issues

Activate remaining tickets using the book barcode

If the retailer has sold through a book of tickets but still sees tickets remaining in the system:

1. Scan the book barcode (if kept on hand)
2. Tap Checkout to complete the sale
3. The terminal will activate/sell remaining unsold tickets

Stock Summary	
29 January 2026	
Retailer 41534	
\$5 Ruby 8s 31-114073-00	
Book #	Quantity
34955	2
367905	100
367906	100
TOTAL	244
\$1 Sweet Winnings	
31-993221-00	
Book #	Quantity
4551	44



19+ Players must be born before Dec 06, 1998

☒
Cart
Empty Cart

\$5 RUBY 8s
\$10.00

1
PLAY
PROCESSED

Processed Cost
Unprocessed Cost

\$10.00
\$0.00

Checkout



If you see an error when scanning a book barcode to sell remaining tickets, the ticket status may have been updated in the back-office system (e.g., lost, stolen, partially returned, or transferred). In this case, the remaining tickets cannot be sold by scanning the book barcode. Use the Reconcile Ticket/Pack feature to activate remaining tickets no longer in stock.



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

Terminal Enhancement

Reconcile Ticket/Pack



Questions & Answers

How often should I reconcile my Scratch & Win inventory?

You should reconcile your Ticket/Pack inventory at least once per week to maintain accuracy and prevent discrepancies. For high-volume retailers or during peak periods, daily reconciliation is strongly recommended.

Is there a limit to how many tickets can be added to Cart?

Yes. The Cart can contain a maximum of 100 tickets per Checkout.

Do I need to Checkout after every pack is added?

Not necessarily. Most packs contain 10, 20 or 50 tickets and may be combined in a single Cart, provided the total does not exceed 100 items. Checkout is required once the Cart reaches 100 items. Packs that contain 100 tickets must be processed on their own.

What do I do if I activate the wrong ticket by accident?

If you accidentally activate a ticket that is still in stock, you can still sell it to a customer. When you scan it into the Cart at point of purchase, you won't be charged again. The terminal will recognize that the ticket has already been billed.

What do I do when I have a lot of tickets that need to be reconciled?

If you have many tickets to reconcile, break them into manageable groups and complete the process over several days to ensure accuracy and manage costs effectively.

Why do I have so many discrepancies on my Stock Summary Report.

Since the implementation of the single-ticket activation model for Scratch & Win, there have been instances where tickets were sold to players without being activated. Discrepant tickets showing in your inventory are the result of missed activations accumulating over the past 20 months.



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

Terminal Enhancement

Reconcile Ticket/Pack



Questions & Answers

What do I do when I have tickets on my Stock Summary Report that I returned to BCLC?

If tickets you have returned to BCLC still appear on your Stock Summary Report, please call Lottery Retail Support 1-800-667-1649.

How will reconciled tickets show up on the Transaction History?

The Transaction History will show individual ticket processed

How will reconciled tickets show up on the General Terminal Report (GTR) and the weekly invoice?

Reconciling a ticket or pack captures the sale that was missed when the ticket was originally sold without being activated/scanned. Once reconciled, the sale appears on the General Terminal Report under Sales – S&W and on the corresponding weekly invoice.

Note: Daily cash reconciliation will not balance on the day you use the Reconcile Ticket/Pack feature. This is expected, as the adjustment corrects records for the original day the ticket/pack was sold without activation, ensuring accurate inventory and financial reporting.



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



Terminal Enhancement

Reconcile Ticket/Pack



Checklist

1. Verify the Root Cause

- ☐ **Confirm it is a "Missed Activation":** Ensure the discrepancy is strictly due to tickets being sold without scanning.
- ☐ **Rule Out Theft or Loss:** Verify that the missing inventory is not a result of lost or stolen tickets. If tickets are lost or stolen, do not use this feature. Report lost or stolen tickets to Lottery Retail Support.
- ☐ **Check for Returns:** Confirm the tickets were not previously returned to BCLC. If the tickets were returned and more than 28 days have passed since the return date, and they still appear on the report, contact Lottery Retail Support.

2. Validate Inventory Data

- ☐ **Review Stock Summary Report:** Ensure a fresh Stock Summary Report was printed to identify the specific Game and Pack numbers.
- ☐ **Physical Count Confirmation:** Confirm that a physical check was performed against the report to prove the tickets are physically gone from the store.

3. Assess Financial Impact

- ☐ **Approve the Cost:** Acknowledge that reconciling these tickets will update their status to 'sold' and the cost will appear on the corresponding invoice.
- ☐ **Check Cash Flow:** Confirm the business is comfortable covering the cost currently.

4. Accounting & Reporting

- ☐ **Expect Balancing Discrepancies:** Note that daily cash reconciliation will not balance on the day this feature is used. Reconciling these tickets will update their status to 'sold' and the sale will appear on the corresponding General Terminal Report.
- ☐ **Notify Accounting:** Ensure the person responsible for bookkeeping knows this adjustment corrects cash reconciliation for the original day the ticket was sold.



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