

# Scratch & Win



## Return Order Status

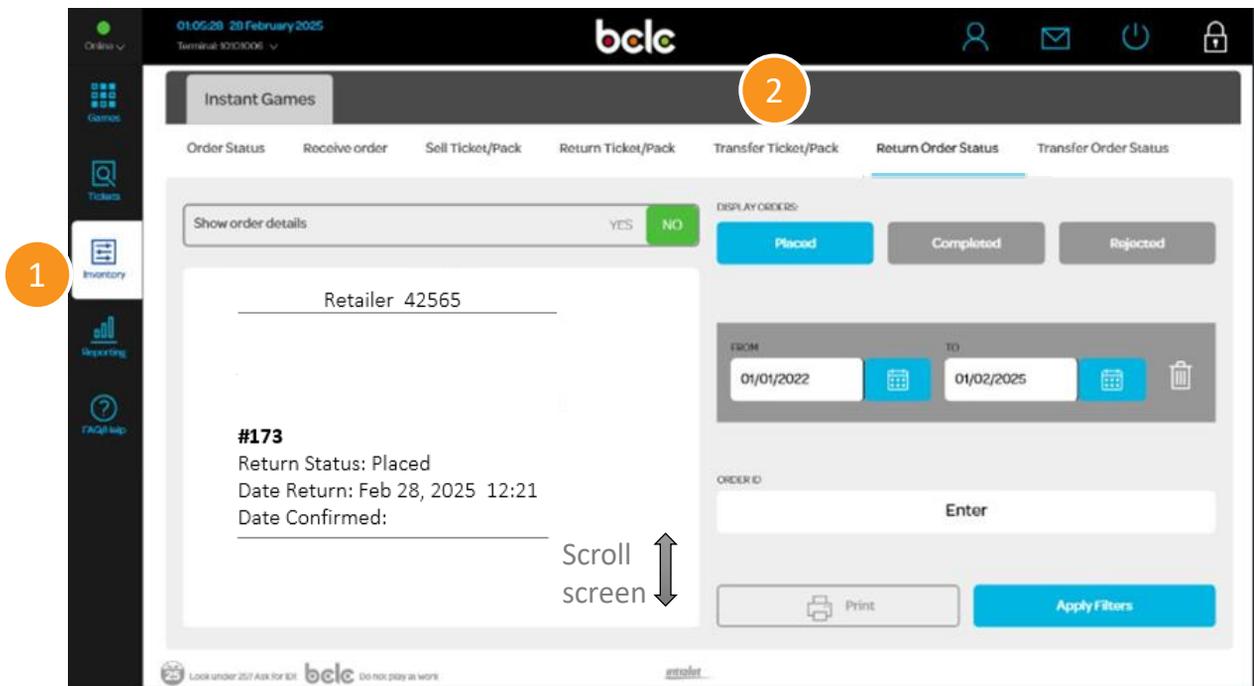
The Return Order Status screen allows you to verify ticket information that has been submitted for return and see the order status.

- **Placed:** Tickets have been successfully submitted through the terminal, pending BCLC processing. Once submitted, tickets are removed from your inventory.
- **Completed:** Approved by BCLC. Credit, where applicable, will display on the General Terminal Report under Returns. **!CAUTION – Do Not Print!**
- **Rejected:** Order rejected by BCLC.

### To view the Return Order Status

1. Tap **Inventory** menu
2. Tap **Return Order Status**

### Default – No (Summary)



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

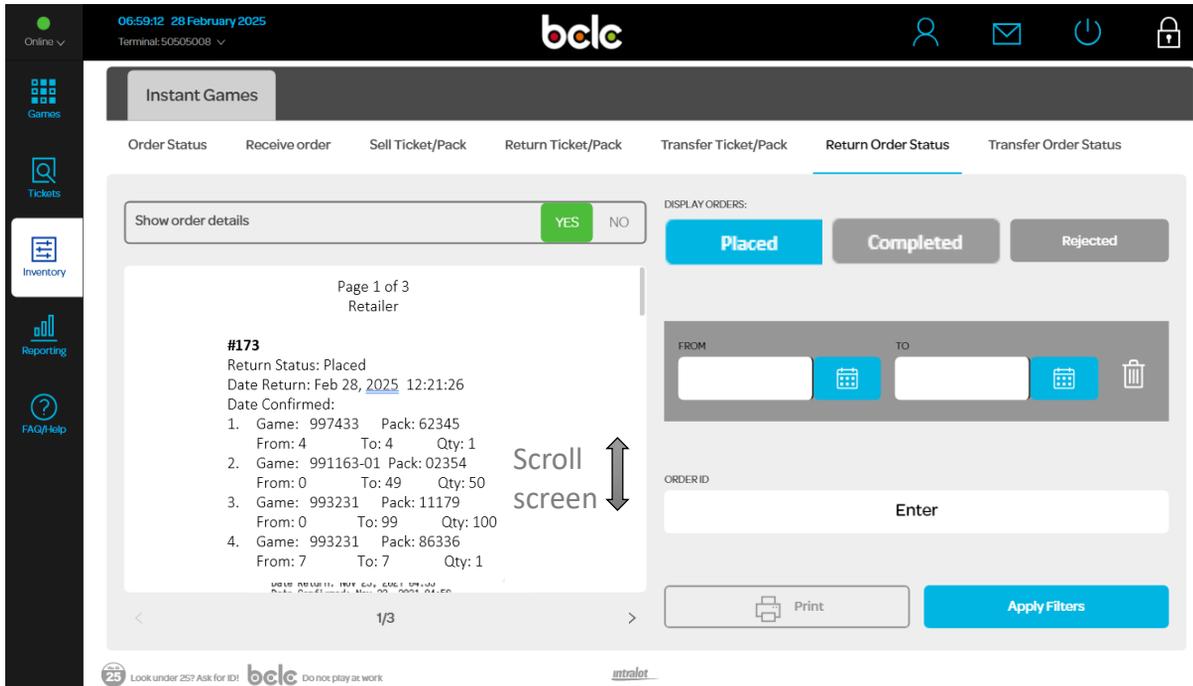


# Scratch & Win

## Return Order Status



### Yes – Show Order Details



**Note:** Game number on Order Status details excludes the 2-digit prefix (ie. 31 or 10)

### Comparing the Return Order Status to the Return Slip

<b>#173</b>		
Return Status: Placed		
Date Return: Feb 28, 2025 12:21:26		
Date Confirmed:		
1. Game: 997433	Pack: 62345	
From: 4	To: 4	Qty: 1
2. Game: 991163-01	Pack: 02354	
From: 0	To: 49	Qty: 50
3. Game: 993231	Pack: 11179	
From: 0	To: 99	Qty: 100
4. Game: 993231	Pack: 86336	
From: 7	To: 7	Qty: 1

Return	
Retailer: 42565	
Return No: 173	
28/02/2025 12:21:26	
Game: 31-997433	\$5 Out of This World
Qty: 1	
Game: 31-991163-01	\$5 Crossword Red-Orange
Qty: 50	
Game: 31-993231	\$1 Sweet Escape
Qty: 102	
 173	

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

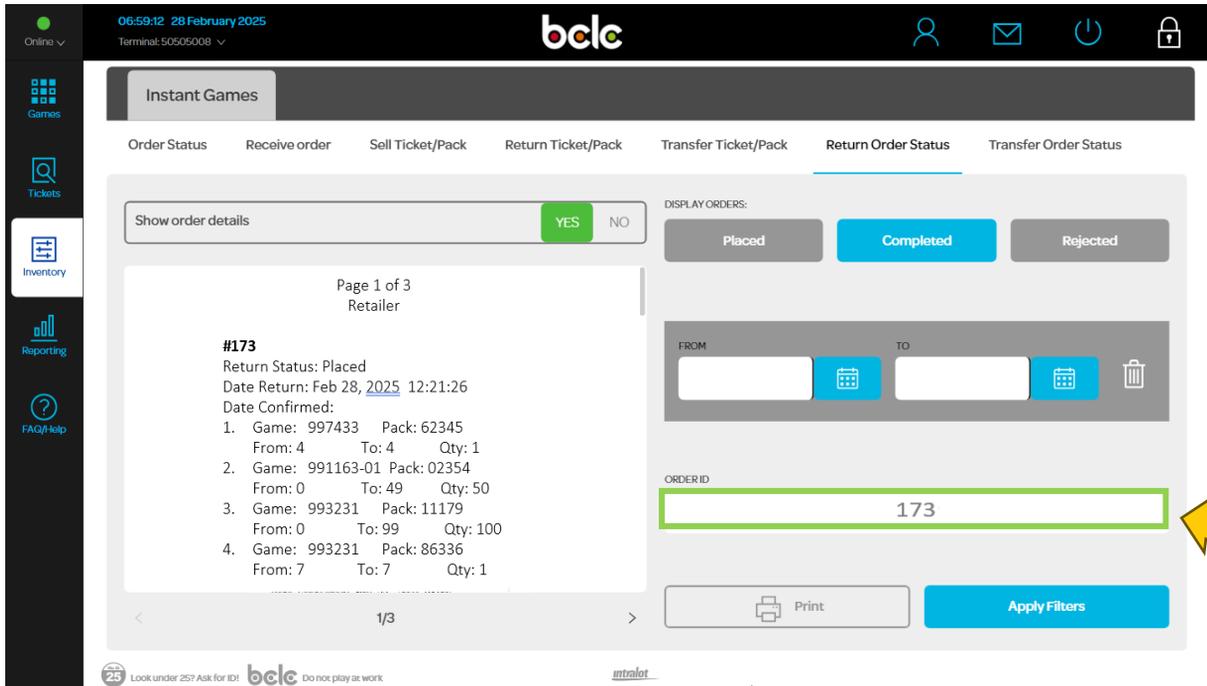


# Scratch & Win

## Return Order Status



### Show Order Details – Completed Orders



#### Caution

Printing is **NOT** recommended

**DO NOT PRINT 'Completed Orders'** -prints details for ALL orders ever submitted.

Prints many pages and cannot be cancelled.



#### Best Practices:

- View onscreen – Do not print
- Search by Order ID (Return No.)



#### Caution

Volume of data retrieved by date range can cause blue screen timeout.



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



# Scratch & Win

## Return Order Status



### Returns from START to FINISH – Placed Orders

#### 1. Return Ticket/Pack

Shows each individual item scanned

#	Game	Pack	Type	Status
1	\$5 Out of This World	0599743300001005	Ticket	☰
2	\$5 Crossword Red-Orange	31991163960024032	Pack	☰
3	\$1 Sweet Escape	31993231960024199	Ticket	☰
4	\$1 Sweet Escape	31993231960024199	Ticket	☰
5	\$1 Sweet Escape	31993231960024199	Pack	☰

#### 2. Return Slip

Shows quantity by game

Return

Retailer: 42565  
Return No: 173  
30/05/2023 12:21:26

Game: 31-997433  
\$5 Out of This World  
Qty: 1

Game: 31-991163-01  
\$5 Crossword Red-Orange  
Qty: 50

Game: 31-993231  
\$1 Sweet Escape  
Qty: 102

173

#### 3. Return Order Status

Shows each individual item scanned

06:59:12 28 February 2025  
Terminal 50555008

Instant Games

Order Status Receive order Sell Ticket/Pack Return Ticket/Pack Transfer Ticket/Pack Return Order Status

Show order details YES NO

DISPLAY ORDERS: Placed Completed Rejected

Page 1 of 3  
Retailer

#173  
Return Status: Placed  
Date Return: Feb 28, 2025 12:21:26  
Date Confirmed:

1.	Game: 997433	Pack: 62345	From: 4	To: 4	Qty: 1
2.	Game: 991163-01	Pack: 02354	From: 0	To: 49	Qty: 50
3.	Game: 993231	Pack: 11179	From: 0	To: 99	Qty: 100
4.	Game: 993231	Pack: 86336	From: 7	To: 7	Qty: 1

ORDER ID: Enter

Print Apply Filters



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



# Scratch & Win

## Return Order Status



### Questions & Answers

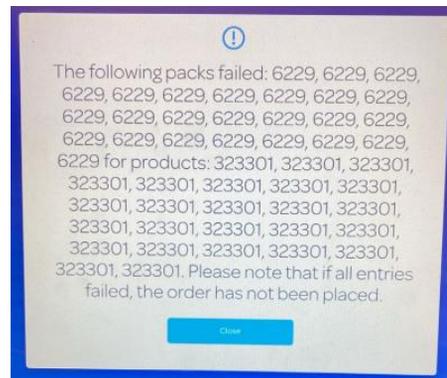
#### When would I use the Return Order Status?

Here's a few examples of when you may want to use the Return Order Status:

##### 1. 'Packs failed' Error Message

If you get the "The following packs failed" error while placing an order, it means some tickets were already submitted. Unfortunately, the error doesn't specify the ticket number.

To find out which tickets were submitted, and which still need processing, check the Return Order Status screen and review ticket numbers associated with the pack numbers on the error message.



##### 2. Check Completion Date

Check the Completed tab to see returns that have been processed by BCLC, providing a prompt to check the General Terminal Report for the amount.

Remember, the General Terminal Report will only show financial details if the returned tickets were previously sold or were Traditional Tickets. If the return was unsold inventory, no credit will be issued in the Returns section.

##### 3. Historical Orders

Use the Completed tab to review historical return orders.



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

