

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)

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	2				01/01/2022	01/02/202	25	a í	Ì
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	🙆 Looku	nder 25/7 Add for Kit 600 (C Do not play	28. WORL	introl					



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

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Yes – Show Order Details

● Online ∨	06:59:12 28 February 2025 Terminal: 50505008 ∨		bele		8	\square	(1)	•
Games	Instant Games							
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	Show order details		YES NO	DISPLAY ORDERS:	Completed		Rejected	
	#173 Return Status Date Return: Date Confirm	Page 1 of 3 Retailer : Placed Feb 28, <u>2025</u> 12:21:26 ed:		FROM	TO		Ì	Û
FAQ/Help	1. Game: 9 From: 4 2. Game: 9 From: 0 3. Game: 9 From: 0 4. Game: 9 From: 7	197433 Pack: 6345 To: 4 Qty: 1 191163-01 Pack: 02354 To: 49 Qty: 50 193231 Pack: 1179 To: 99 Qty: 100 193231 Pack: 86336 To: 7 Qty: 1	Scroll screen	ORDER ID	Enter			
	vate neu Pode Po-	1/3	>	Pri	int	Apply	/ Filters	
	25 Look under 25? Ask for ID!	not play at work	untralot					

Comparing the Return Order Status to the Return Slip



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

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





Show Order Details – Completed Orders

● Online ∨	06:59:12 28 February 20 Terminal: 50505008 ∨)25		bele		8		£
Games	Instant Game	s						
ସ	Order Status	Receive order	Sell Ticket/Pack	Return Ticket/Pack	Transfer Ticket/Pack	Return Order Status	Transfer Order Status	_
Tickets	Show order details			YES NO	DISPLAY ORDERS:	Completed	Rejected	
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			1/3	>	P	rint	Apply Filters	
DO Or ALL P	Caution Printing is NOT recommended DO NOT PRINT 'Completed Orders' -prints details for ALL orders ever submitted. Prints many pages and			urtaloi	Cautio	Best Prac View onscr Do not prin Search by C (Return No	rtices: een – It Drder ID .)	
cannot be cancelled.			Volu by c blu	ime of dat date range Je screen t	a retrieved can cause imeout.			







Returns from START to FINISH – Placed Orders

1. Return Ticket/Pack

1-800-667-1649

Shows each individual item scanned

	Instant Games						
	Order Status Receive Order Sel	Ticket/Pack Return Ticket/Pack	Transfer Ticket/Pack		² . Return Slip		
Tickets	ø Game Pack	Type Status	scan or type in	barcode	Shows quantity by	game	
Inventory	1 55 Out Of This Workd 00997433000001005 2 55 Crossword Red-Orange 319911396004002 3 55 Sectorape 3199223196004199 4 51 Severt Except 3199323196004199 5 51 Severt Except 3199323196004199	E P Pack E P Totast E P Totast E P Pack E P	1 4		Return	୭୧୧	
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3. Ret Sho	turn Order Status ows each individual ite	em scanned	G	ame: \$ Qty:	31-993231 1 Sweet Escape 102	otto! 6	
Online V Termi	912 29 fabruary 5025 mat 55055000 ↓ Instant Games rder Status Receive order Sell Ticker/Pack	Beuun Ticket/Pack	Return Order Status		173	oele to	
Tickets Tickets	How order details		Completed	Rejected	1		
all Insporting	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: 99163-01 Pack: 02354 From: 0 To: 49 Qty: 50 3. Game: 993231 Pack: 11179 From: 0 To: 49 Qty: 50 5. Game: 79292 Oty - 100	CREERD	TO Enter				
<	4. Game: 993231 Pack: 8636 From: 7 To: 7 Qty: 1	> Print	t	Apply Filters			
25 Loc	okunder 257 Ask for IDI	<u>intralot</u>					
0	Text or call Lotterv R	etail Support:				Rotaile	



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.







