

Quick Reference Guide: Returning Scratch & Win Tickets

In this Quick Reference Guide, you will learn how to process Scratch & Win Ticket returns using your Lottery Terminal.

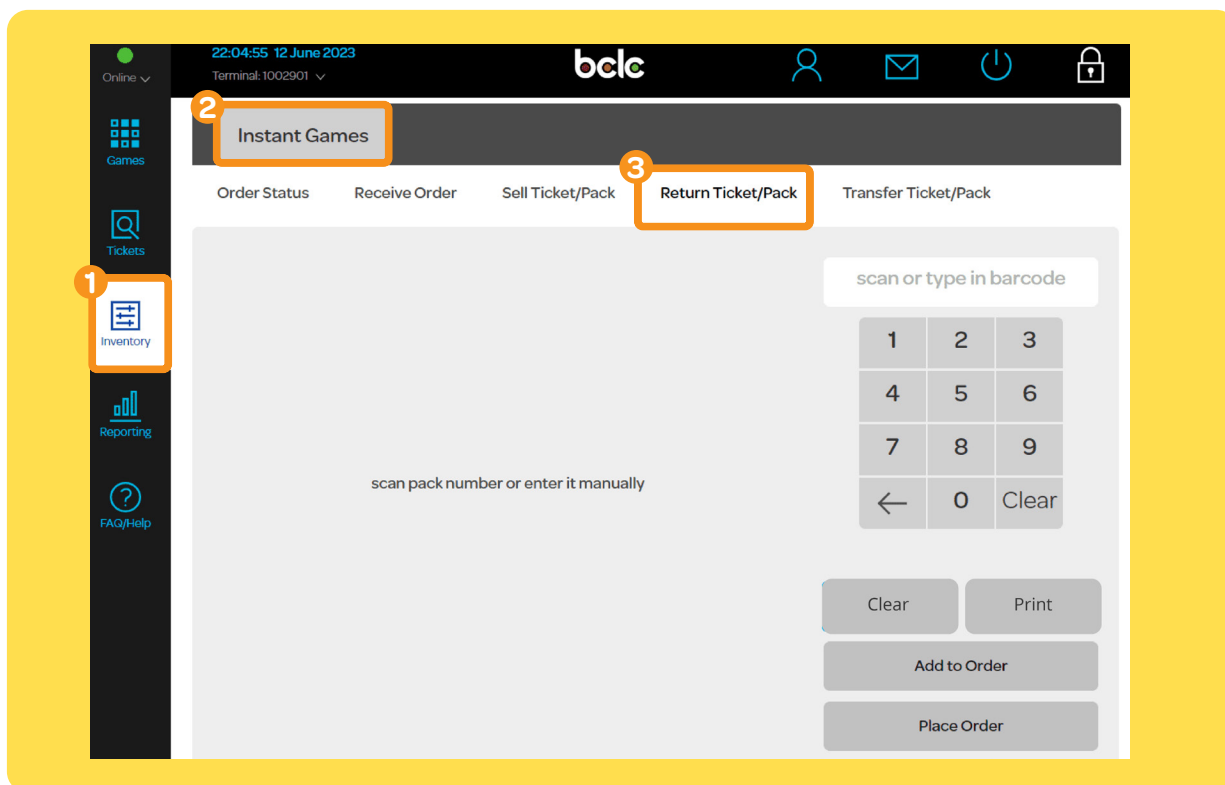


Before starting, gather all the Tickets that are to be returned.

Follow these steps:

1 Scan Tickets and/or Ticket Packs using the handheld Lotto Scanner, placing them in the Ticket Tray, or manually enter the product numbers.

1. Tap **Inventory** icon
2. Tap **Instant Games** tab
3. Tap **Return Ticket/Pack**



Loose Tickets and Opened Packs



Sealed Ticket Packs



On loose tickets, scan the Sales Matrix on each Ticket individually. For sealed packs, scan the barcode on the package insert.

If needed, manually enter all the digits below the Sales Matrix or the digits below the barcode. The **Add to Order** button will turn blue. Tap **Add to Order**.

- Once scanned, the Ticket and/or Ticket Pack is automatically added to the screen.
- If needed, tap the **Trash** icon to delete a line item before placing the order.

#	Game	Pack	Type	Status
1	\$5 Out of This World	05997433000001005	Ticket	ⓘ 🗑️
2	\$5 Crossword Red-Orange	3199163960024022	Pack	ⓘ 🗑️
3	\$1 Sweet Escape	3199323960024199	Ticket	ⓘ 🗑️
4	\$1 Sweet Escape	3199323960024199	Ticket	ⓘ 🗑️
5	\$1 Sweet Escape	3199323960024199	Pack	ⓘ 🗑️

If you navigate away from the screen without tapping on the **Place Order** button, the displayed items will be erased and you will be required to rescan the Tickets and/or Packs again.

2 Submit the Tickets

Tap **Place Order** button.

The screenshot shows a mobile application interface for submitting tickets. At the top, there is a text input field labeled "scan or type in barcode". Below this is a numeric keypad with buttons for digits 1-9, 0, a back arrow, and a "Clear" button. Underneath the keypad are two buttons: a blue "Clear" button and a grey "Print" button. Below these is a grey "Add to Order" button. At the bottom, there is a prominent blue "Place Order" button with an orange border.

A Return Slip automatically prints containing a unique Return Number and QR Code. This Return Slip is essential and must accompany the relevant batch of Tickets for BCLC to process the return.

The screenshot shows a printed return slip. The text on the slip is as follows:

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

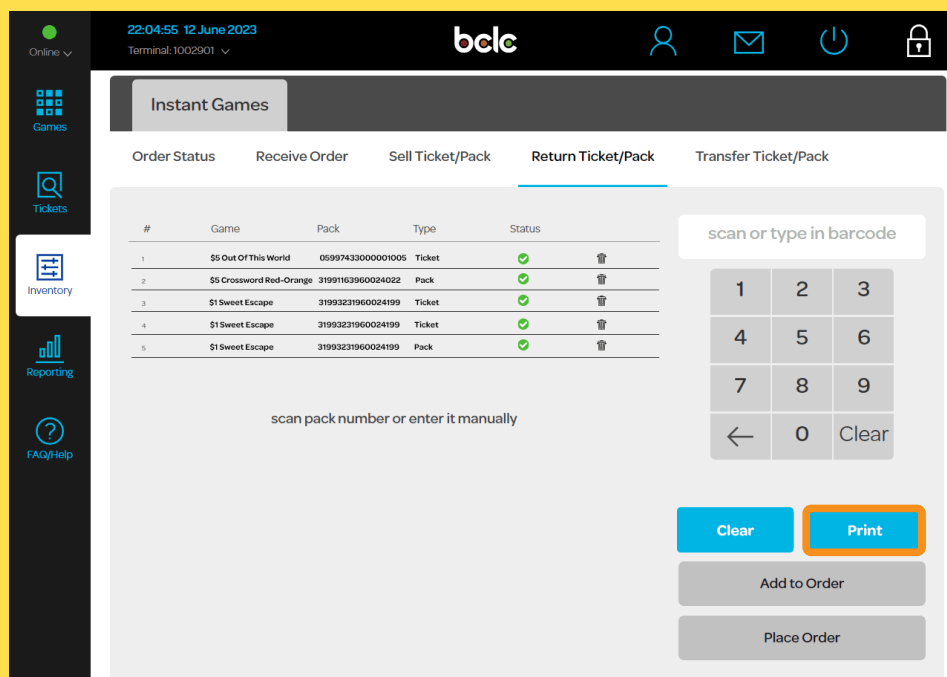
At the bottom of the slip is a QR code and the number 173. On the right side of the slip, there are three vertical blue bars with the BCLC logo and the word "lotto!" repeated.

Print a copy of the Return Slip for your records.

To print a copy:

- Stay on the screen and tap **Print** again.

Once you navigate off the screen, the Return Slip is no longer available. In this case, take a photo of the printed slip.



Clear the screen and continue scanning tickets to complete processing your returns.

3 Return Tickets to BCLC

Place submitted Tickets and printed Return Slip(s) in the provided courier bag(s) and call the courier for pick-up or ship as per your location's delivery method.

If you experience any challenges processing your Ticket return, contact Lottery Retail Support for assistance.

Visit the BCLC Retailer Hub for more information and training videos.

