

## Quick Reference Guide: Cancelling Scratch & Win Transactions

In this Quick Reference Guide you will learn when to cancel a Scratch & Win Transaction, and the steps to complete the cancellation.



### Cancellation Scenarios After Checkout:

Cancellation is intended for the below scenarios only, and when the Player is at the counter.

- If the Player cannot pay, or
- The incorrect Ticket was issued

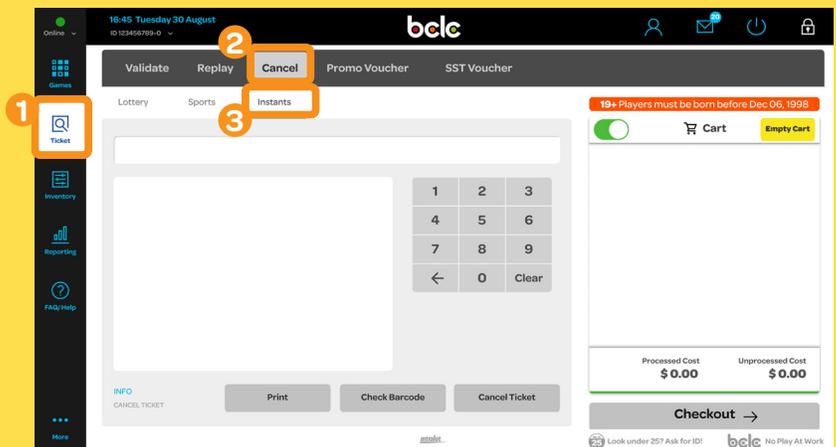
If a Player leaves and returns to your location to return a Ticket, Retailers must decline the return.

### Cancelling a Single Ticket Transaction

1

#### Navigate to the Cancel screen.

1. Tap the **Tickets** icon.
2. Tap the **Cancel** tab.
3. Tap **Instants**.

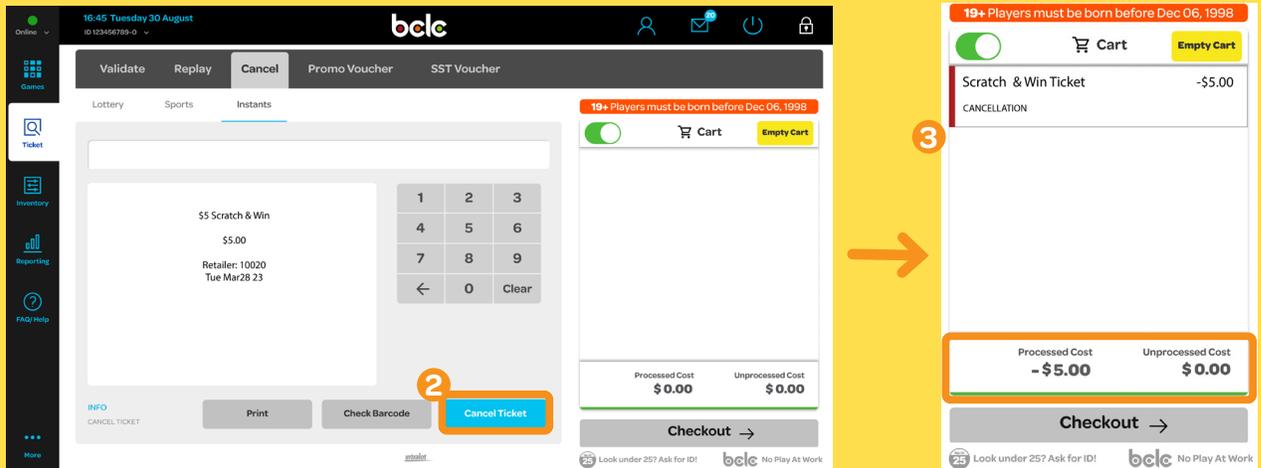


2

1. From the Cancel screen, scan the Sales Matrix on the back of the Ticket using the Lotto Scanner, Ticket Tray, or manually enter in the number that is below the Sales Matrix.



2. Tap on the **Cancel Ticket** button. A Cancel Slip will print, keep as per your store's direction.  
Note: If the number was manually inputted, tap on the **Check Barcode** button.



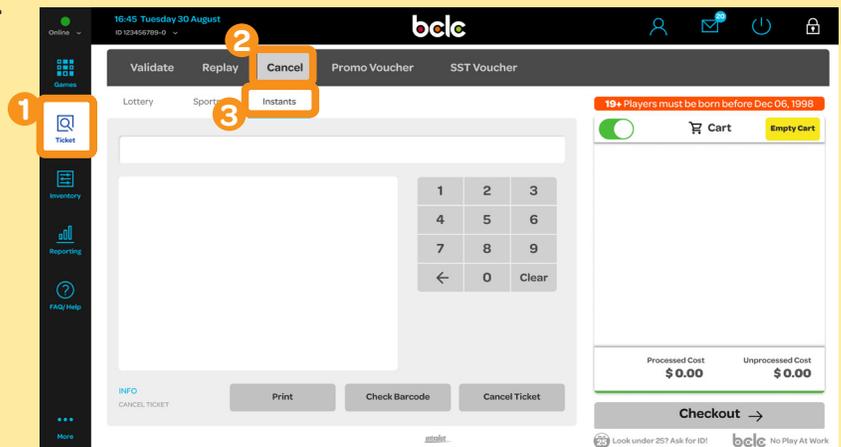
3. The cancellation will appear as a line item in the Cart. Check Processed Cost for the amount owing to the Player if payment was received.

3. Return the Ticket to the Display Case for future sale. The Ticket can be scanned to the Cart again at the point of sale for another Player.

## Cancelling a Ticket Pack Transaction

1. **Navigate to the Cancel screen.**

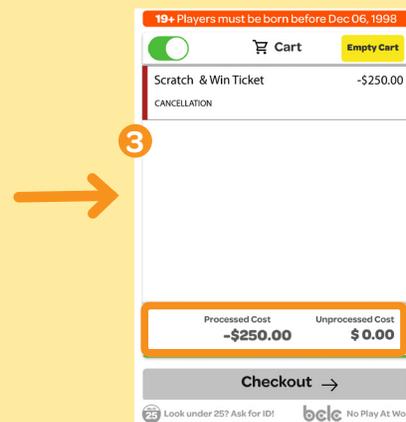
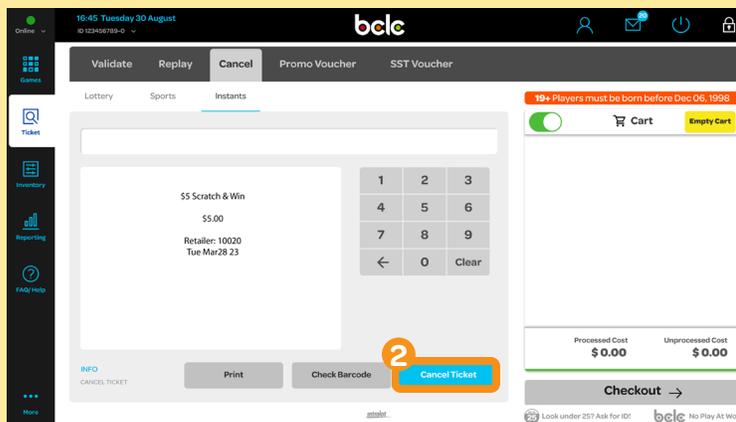
1. Tap the **Tickets** icon.
2. Tap the **Cancel** tab.
3. Tap **Instants**.



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1. From the Cancel screen, scan the Ticket Pack Barcode using the Lotto Scanner, or manually enter the number.



2. Tap on the **Cancel Ticket** button. A Cancel Slip will print, keep as per your store's direction.  
Note: If the number was manually inputted, tap on the **Check Barcode** button.



3. The cancellation will appear as a line item in the Cart. Check Processed Cost for the amount owing to the Player if payment was received.

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- Return the Ticket Pack to your inventory for future sale. The Ticket Pack can be scanned to the Cart again at the point of sale for another Player.

## Cancellation Error Message

A Scratch & Win Transaction can only be cancelled within 5 minutes after tapping Checkout.

However, the Ticket or Ticket Pack can still be sold to another Player. Place the Ticket back into the Display Case for a future sale.

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

