5 MIN READ, 8 PAGES

Scratch & Win

Ticket Activation & Cancellation

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

lotto! Retailer Hub

Scratch & Win
Ticket Activation

This information sheet explains the benefits and operational impacts of Scratch & Win ticket activation, and cancellation.
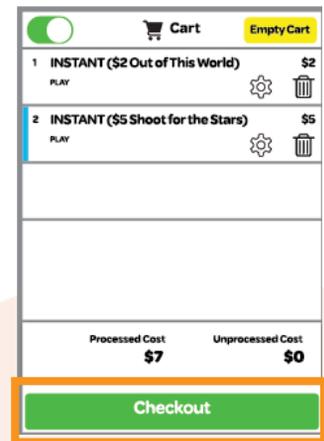
What is Ticket Activation?

Ticket Activation is the process of converting a Scratch & Win Ticket or Ticket Pack from an *inactive* state to an *active state,* which:

- Enables the ability to check the Ticket results
- Deems the product as sold:
    - Terminal sales reporting is updated with the sale
    - Terminal inventory reporting is updated with the item removed from Inventory
    - Sales commission is applied. (Aligned with the location's 7-day cycle for Online Ticket sales)
    - Payment terms are triggered. (Aligned with the location's 7-day cycle for Online Ticket sales)

When Does Ticket Activation Happen?

After scanning a Ticket or Pack to the Cart, the product activates **upon tapping Checkout.**

Scan all Tickets through the Lottery Terminal at the point of sale to prevent the risk of selling an inactive Ticket and provide a positive Player experience.

	Cart	Empty Cart
1 INSTANT ($2 Out of This World) PLAY		$2
2 INSTANT ($5 Shoot for the Stars) PLAY		$5

Processed Cost	Unprocessed Cost
$7	$0

Checkout

What Happens If Ticket Activation is Missed?

If a Ticket isn't activated, **Players will not be able to check or validate their Ticket**, causing a negative Player experience.

The Player will not be able to check the Ticket using the **Ticket Checker** or the **BCLC Lotto App**; as well Ticket validation on the **Lottery Terminal** would not be possible.

Retailer Action: If presented with an inactive Ticket at the point of validation, advise the Player to call BCLC Customer Support. The number is on the back of the Ticket.
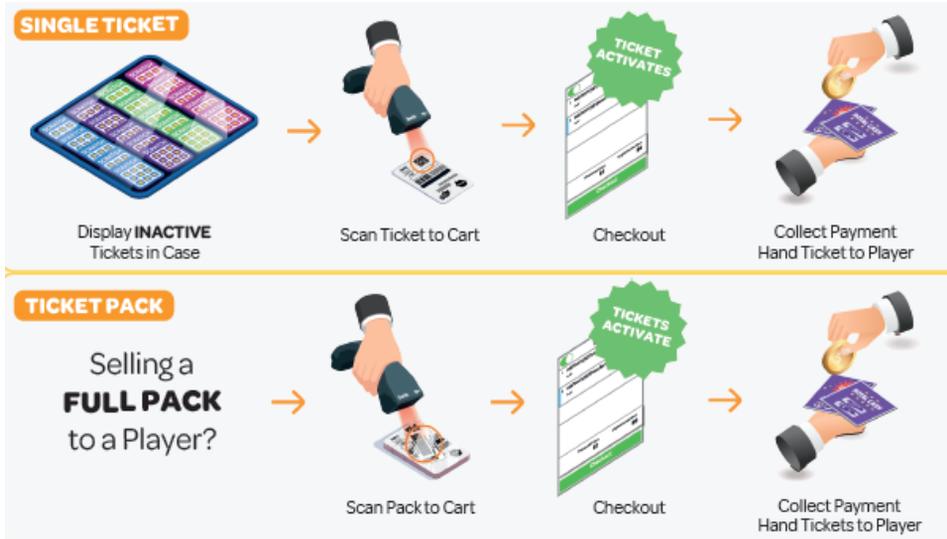
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Scratch & Win
Ticket Activation

The Selling Process

The Benefits of Ticket Activation

Scratch & Win Ticket Activation provides many new benefits to your Lotto business!

Healthier Cash Flow
Pay BCLC for product after it's been sold

Inventory Tracking
Terminal inventory reporting reflects actual daily customer transactions

Improved Sales Reporting
Terminal sales reporting reflects actual daily customer transactions

Enhanced Ticket Security
Inactive Tickets in the Display Case means less product vulnerability

What is the policy on Activation of Scratch & Win Tickets?

Lottery Retailers are required to activate all Scratch & Win Tickets for validation either before the sale or as part of the sale to the Player. Scratch & Win Tickets may be activated as a Pack or on a Ticket-by-Ticket basis.

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For step-by-step instructions on how to sell Scratch & Win Tickets

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Scratch & Win
Ticket Activation Cancellation

Cancelling ticket activation plays a role in maintaining the accuracy of sales, and inventory reporting, for your Lotto business.

What is Ticket Activation Cancellation?

Ticket Activation Cancellation is the process of <u>reversing</u> a Scratch & Win Ticket or Pack from an *active* state back to an *inactive* state. Cancellation reverses the enhanced capabilities triggered upon Checkout.

Ticket Activation Cancellation:
- Deems the product as unsold:
    - Terminal sales reporting is updated with the cancelled sale
    - Terminal inventory reporting is updated with the item moved back into Inventory
    - Sales commission is cancelled
    - Payment Terms are cancelled
- Disables the ability to check the Ticket results

The 5 Minute Rule

Cancelling a Scratch & Win Ticket or Pack transaction can only be done:

Within 5 minutes <u>after Checkout</u>

An error message will appear. See next page for details.

Place Ticket Back in the Display Case

When cancelling, or attempting to cancel but can't due to the 5 minute cut-off, return the Ticket to the Display Case. On the next sale, the Ticket or Pack will scan to Cart once again.

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For step-by-step instructions on how to cancel Scratch & Win transactions.

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Scratch & Win

Ticket Activation Cancellation

Questions & Answers

What happens if I attempt to cancel <u>after</u> 5 minutes?

An error message will appear if it has been more than 5 minutes since Checkout, and the transaction and the activation capabilities cannot be cancelled. This means **the Ticket or Pack will remain active and the financial triggers will remain associated with the initial sale**. Place the Ticket or Pack back into the Display Case or inventory for resale.

Impacts to Reporting and Cash Reconciliation – Cancellation Error – Activation Tickets

If the previously activated Ticket or Pack is sold to a Player before reconciliation, everything will balance.

If the previously activated Ticket or Pack is not sold to a Player before reconciling, and until the Ticket or Pack is actually sold to a Player and payment is received:

- The physical Ticket count will be *more than* the quantity shown on the Inventory report, because the system assumes the Ticket was sold; and the actual cash count will be *less than* what is displayed on the sales report.

Furthermore, when the Ticket is sold to a Player, reconciliation will once again be unbalanced. This time, the Ticket count will be *under*, and the cash count will be *over*.

Your store may need to make adjustments to reconcile with your POS, if applicable, in order to accommodate this.

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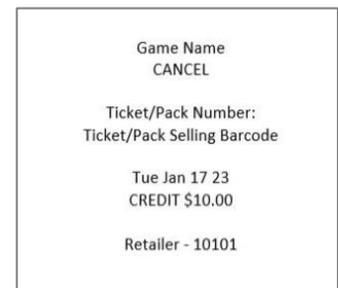# Scratch & Win
Ticket Activation Cancellation

Questions & Answers

What should I do with the Ticket after I've canceled the transaction?

The sales transaction and Ticket activation have been cancelled; not the game-play of the Ticket(s). Therefore, after cancellation, place the Ticket or Pack back into the Display Case or inventory. The Ticket Activation capabilities will activate again on the next sale.

What should I do with the Cancel Slip?

A small Cancel Slip will print confirming the cancellation and credit amount. Unlike cancelling an Online Ticket, Retailers are not required to keep the Scratch & Win Cancel Slip. It is at the store's discretion how to manage this slip.

```
Game Name
CANCEL

Ticket/Pack Number:
Ticket/Pack Selling Barcode

Tue Jan 17 23
CREDIT $10.00

Retailer - 10101
```

What is the Print button for on the Instants Cancel screen?

If selected, a small slip will print showing the name and price of the Ticket or Pack.

```
Game Name

$10.00

Retailer – 10101
Tue Jan 17 23
```

What if I don't want to cancel the Ticket or Pack after scanning it?

Tap the X in the top corner or tap outside of the window to close the window.

What scenarios would require cancelling a Scratch & Win transaction?

After scanning a Ticket or Pack to the Cart and completing Checkout, the need to cancel the transaction can result if the Player is unable to pay, or the incorrect Ticket was issued. Cancellation is intended for **when the Player is at the counter**. If a Player leaves and returns to your location to return a Ticket, Retailers must decline the return.

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Scratch & Win
The Impacts of Selling Inactive Tickets

In some cases, Retailers inadvertently sell inactive tickets to players. When this happens, **the impacts include daily reconciliation not balancing and the Stock Summary report also failing to balance, indicating that the ticket remains in inventory.**

What Happens Next

Player may return to have the ticket activated. Simply scan the ticket to Cart and tap Checkout – no need for payment as payment was exchanged when the player bought the ticket. Rest assured, only Activation Tickets associated with your Retailer ID can be activated. If the Ticket does not activate, please direct the Player to call BCLC Customer Support at 1-866-815-0222.

If activating the ticket happens on a different day from the original sale, once again daily reconciliation will not balance and the ticket will come off the Stock Summary report.

Alternately, if the player contacts BCLC Customer Support, BCLC may activate the ticket in the back-office system in real time or create a case for further investigation. Once the ticket is activated, it will come off the Stock Summary report and billing will be included on the corresponding invoice.

If the ticket activation is never processed—for instance, if the player doesn't call in or return to have the ticket activated because they found out it wasn't a winner after scratching it—then once the ticket expires, the Site will be billed for it. Once the billing occurs, the ticket will come off the Stock Summary report. In this case, the adjustment will display on the General Terminal Report under Settlements and Settlements Commission. At this time, the ticket will come off the Stock Summary report.

What Can Your Site Do To Mitigate Selling Inactive Tickets?

- Scan every ticket through the Lottery Terminal at the point of sale to the player. Tapping Checkout activates the ticket.
- Review the Selling Scratch & Win training information on the BCLC Retailer Hub.

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Scratch & Win
Scanning Tips & Troubleshooting

Both the Lotto Scanner and the Terminal Ticket Tray are highly sensitive which may inadvertently cause challenges. To avoid this, listen for prompts from the Terminal and watch the screen to confirm that the barcode has been successfully processed. Check out two potential challenges when scanning a barcode and how to overcome them.

1. Error Message - Scanning the Sales Matrix on the Ticket back

The scanner is picking up the UPC barcode. Additionally, scanning the UPC could redirect you to the Tickets > Validate screen.
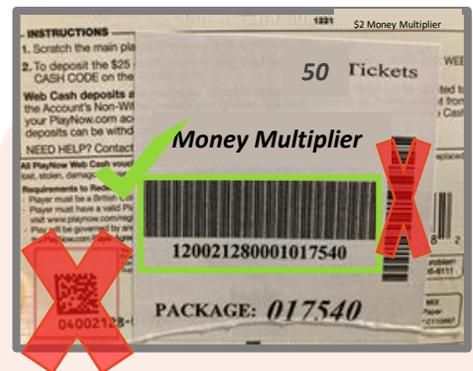

- Cover the UPC when scanning the Sales Matrix
- Best practice is to sell/activate/scan a Scratch & Win Ticket from the Lotto Games Screen.
- Review the steps to scan sell a Scratch & Win Ticket.
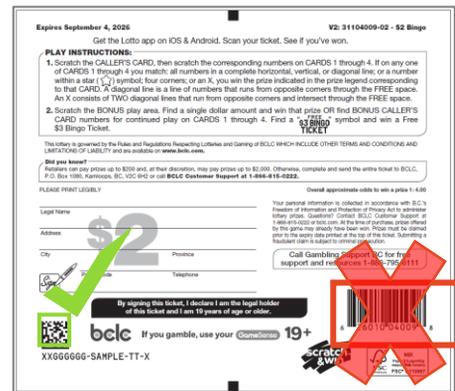
2. Pack Activation – Unintended Item in Cart

When scanning a Pack of tickets, the Scanner or Terminal Ticket Tray is picking up the Sales Matrix on the ticket in the Pack and NOT the Pack barcode.

- Cover the Sales Matrix on the ticket when scanning the barcode on the Pack insert.
- Best practice is to sell/activate/scan a Ticket Pack from the Lotto Games Screen.
- Review the steps to scan sell a Scratch & Win Ticket Pack.

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