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Ticket Transfers – Between Active Sites

Transferring Tickets Overview

Step #1 –Site A (outgoing tickets) will scan Tickets to transfer to Site B (incoming tickets). The transfer order will be created in BCLC's system pending completion of the transfer.

- Once a ticket has been scanned to be transferred, the ticket cannot be sold to a player until transfer has been completed by Site B.

Step #2 – Site A must print a copy of the transfer order(s) and hand it over to Site B for verification, with the physical tickets.

Step #3 – Site B contacts Lottery Retail Support and provides confirmation that the transfer order matches the inventory that is being transferred.

- If Site B rejects the transfer, inventory will be moved back to Site A.

Step #4 – Lottery Retail Support will then complete the transfer in BCLC's system which will trigger the following payment schedule where applicable:

	Site A	Site B
Pre-activated tickets	Credit issued	Billed as per payment cycle upon ticket activation
Non-activated tickets	Inventory movement only, no credit	Billed as per payment cycle upon ticket activation

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Ticket Transfers – Between Active Sites

Tips to Streamline Your Transfer Process

- Only open packs when ready to sell.
- Sell through single tickets.
- Scan before or after operating hours, or during downtime, to minimize interruptions.
- Create Transfer Slips by Game and/or price point.
- **Note**: can add up to 100 items per Transfer Slip.
- Review the Stock Summary Report for a list of Activation Tickets in inventory. See Appendix.

Contact Support

Finance and Banking (1-800-667-0710) for financial questions.

Lottery Retail Support (Text or call: 1-800-667-1649) for assistance with the transfer process.

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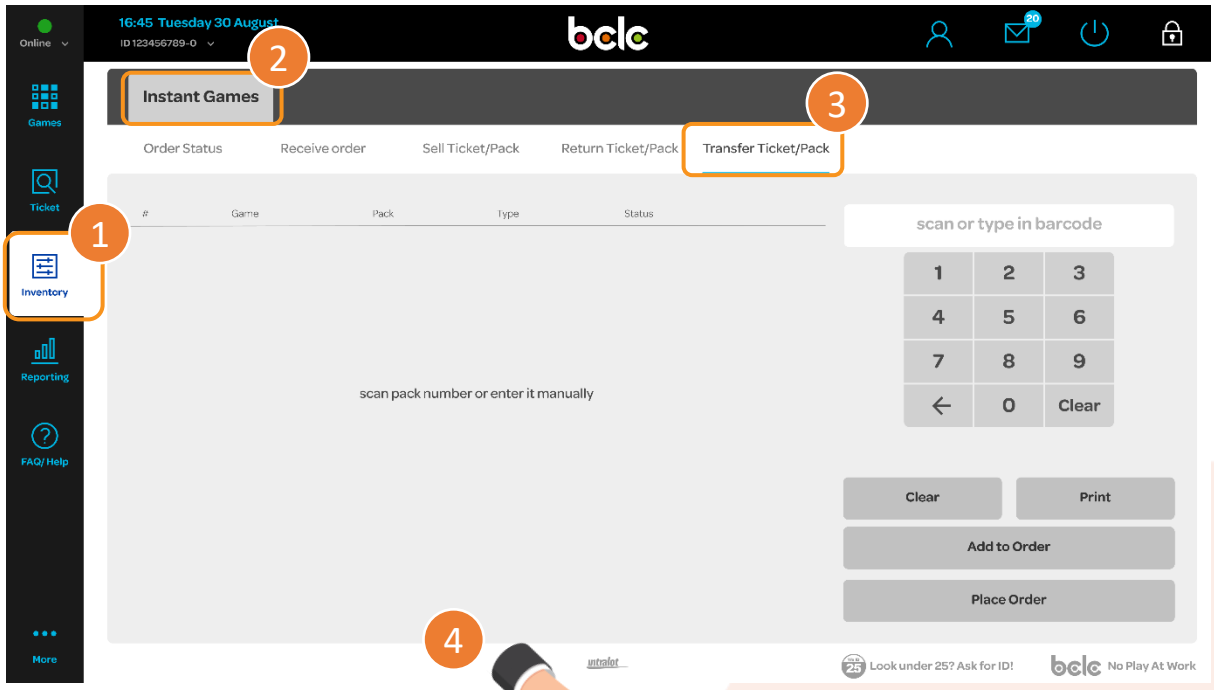
Ticket Transfers – Between Active Sites

How to Transfer Tickets

1. Tap **Inventory** menu
2. Tap **Instants Games** tab
3. Tap **Transfer Ticket/Pack** button
4. **Scan** loose tickets and/or ticket packs. Or, manually enter the digits below the sales matrix or pack barcode - the Add to Order button will turn blue, tap Add to Order.



Tip: scan using the handheld Lotto Scanner or place them in the Ticket Tray.

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

Retailer Hub

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Ticket Transfers – Between Active Sites

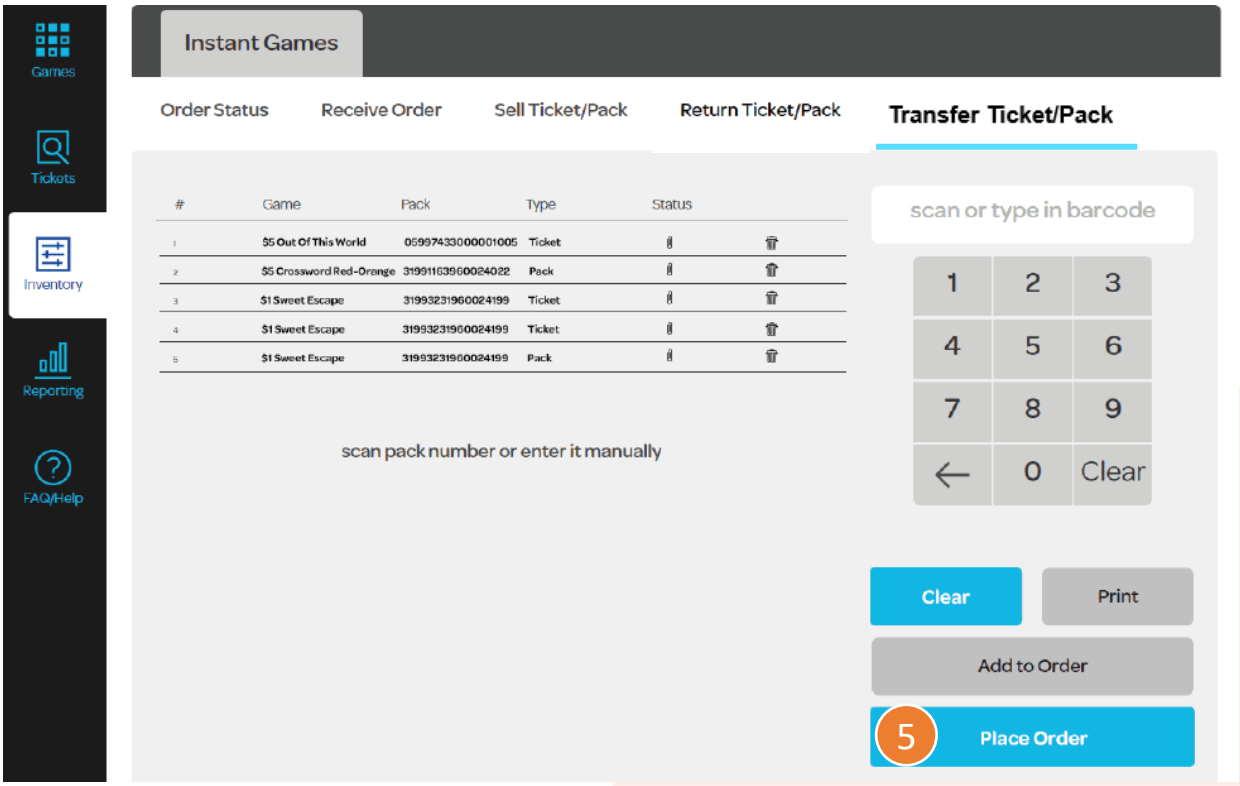
How to Transfer Tickets

Once scanned, the Ticket and/or Ticket Pack is automatically added to the screen.

To delete a line item before placing the order, tap the Trash icon.

5. Tap **Place Order** button

Once **Place Order** button is selected, a Transfer Slip automatically prints containing the Request ID.



If you navigate away from the screen before tapping on the **Place Order** button, the displayed items will disappear and you will be required to rescan the Tickets and/or Packs again.

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

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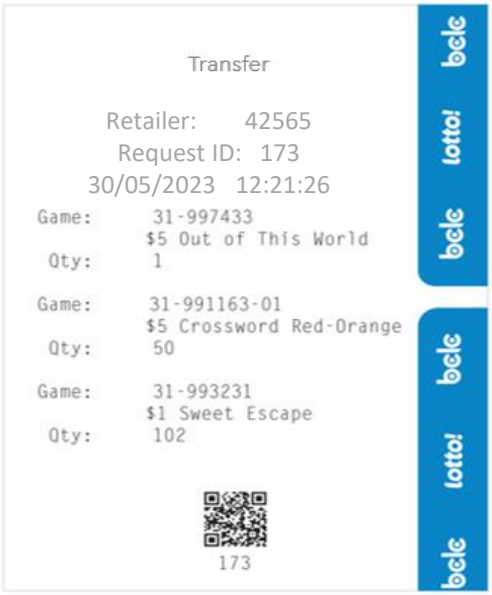
Ticket Transfers – Between Active Sites

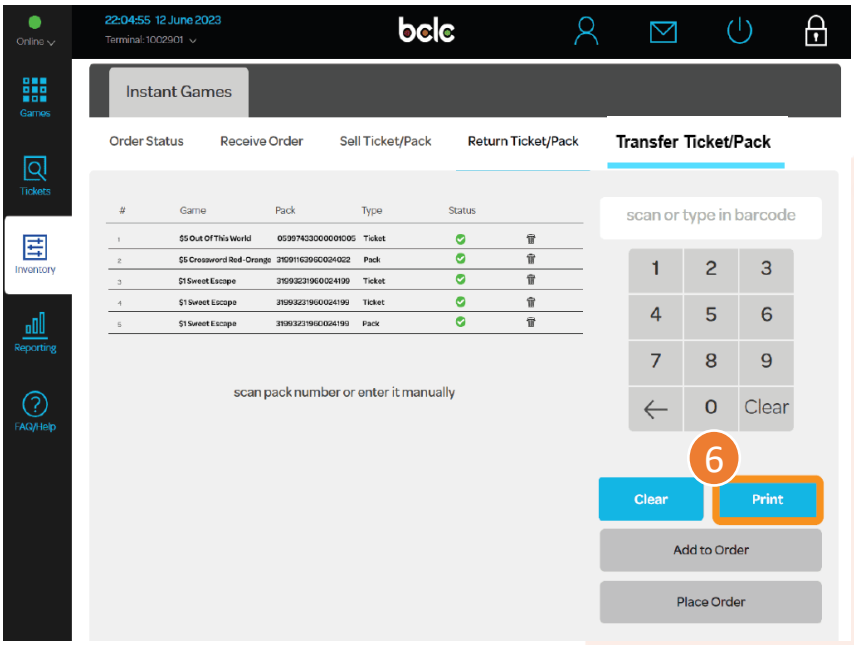
How to Transfer Tickets

6. **Print a copy** of the Transfer Slip for your records.
- Stay on the screen and **tap Print again**.
- Once you navigate off the screen, the Transfer Slip is no longer available. In this case, take a photo of the printed slip.

7. **Bundle** the Transfer Slip with the batch of tickets for hand-off to Retailer B.

Lottery Retail Support uses the Request ID on the Transfer Slip(s) to complete the transfer.





Transferring Tickets in multiple batches?

Repeat 1 – 6. Each batch must have an accompanying Transfer Slip.

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

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Ticket Transfers – Between Active Sites

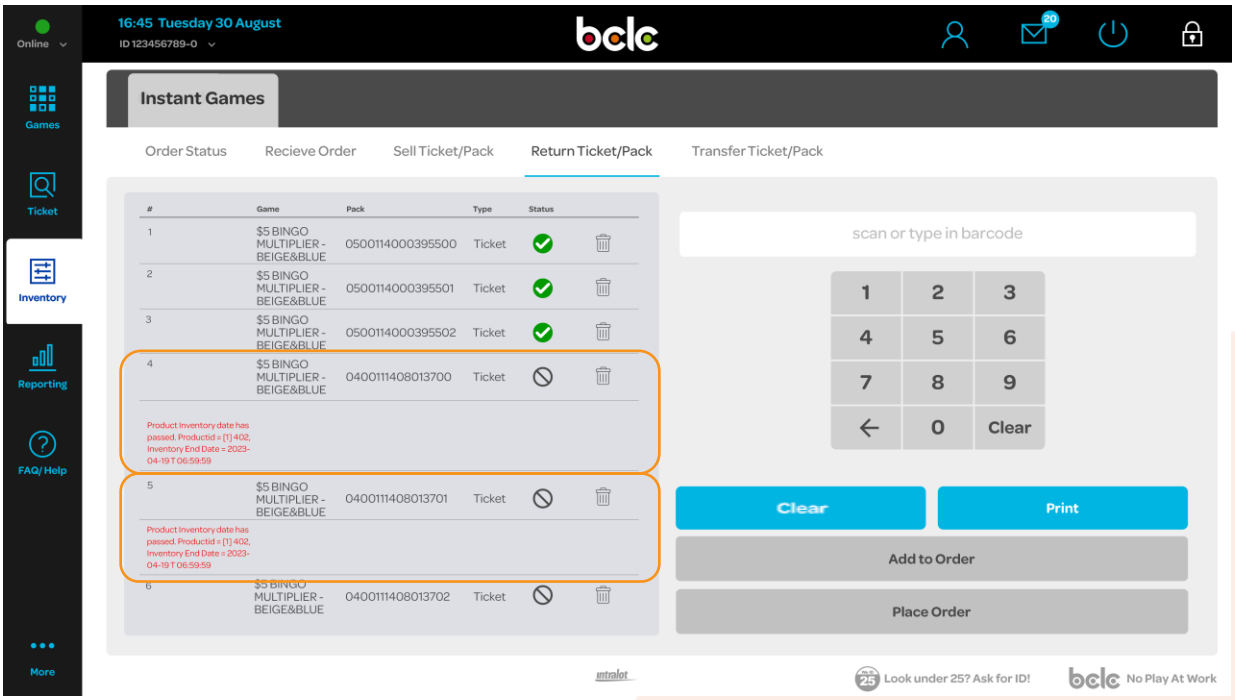
Rejected Tickets

Expired or previously reported lost or stolen tickets or ticket packs will be rejected and will not be included in the Transfer Order or on the Transfer Slip.

An error will display below the line item, after the Order is placed. The Transfer Order has been submitted; however, the identified line item(s) will not be included in the Transfer Order or on the Transfer Slip.

Remove the physical tickets that have been rejected.

To return rejected tickets contact Lottery Retail Support or your BCLC Territory Manager for assistance.



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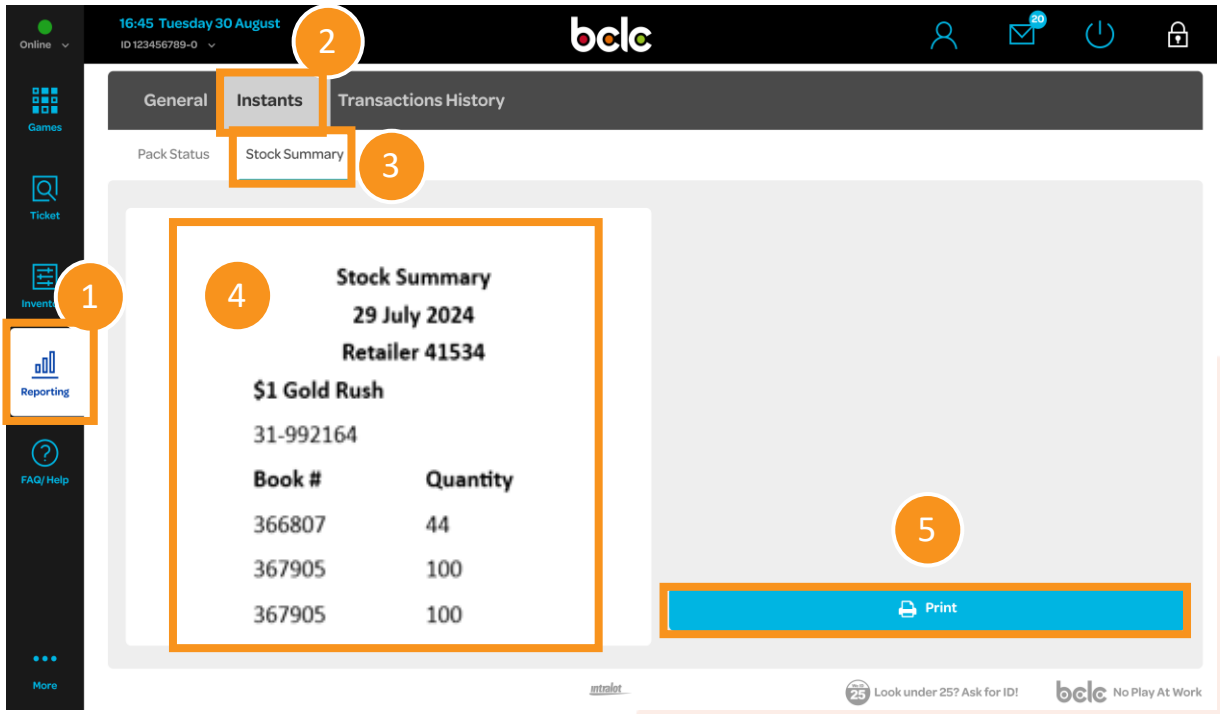
Ticket Transfers – Between Active Sites

Appendix

How to Print the Stock Summary Report (Activation Tickets Only)

1. Tap **Reporting** menu
2. Tap **Instants** tab
3. Tap **Stock Summary**
4. Scroll down to View, or
5. Tap **Print**