

Web Cash - Discontinuation

April – August 2026



What?

Web Cash will be discontinued as part of BCLC's transition to a new PlayNow platform. The new platform will not support the current Web Cash functionality.



Key Dates

Retailer ordering is no longer be available.

Final Order (Auto-Distribution):
(Select accounts)

Arrive starting May 4

Sell-Through Target:

May 31, 2026

(Not a hard stop. Continue selling Web Cash until inventory is sold)

Player Redemption Cutoff:

Tentative Mid-August 2026

(PlayNow Platform Change-Over)



Reminder

Scan and activate Web Cash through the lottery terminal to complete the sale.



Text or call Lottery Retail Support: [1-800-667-1649](tel:1-800-667-1649)



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Questions & Answers

Why is Web Cash being discontinued?

Web Cash will be discontinued as part of the transition to a new PlayNow platform which does not support the current Web Cash format.

When will retailers and customers be notified?

Email notifications will be sent on March 30, 2026. PlayNow users will see an announcement advising that Web Cash remains available for purchase until May 31, or while quantities last.

Why are the final order quantities being managed by BCLC?

The reason the final order is being handled centrally is to manage remaining inventory efficiently, avoid overstocking as the product winds down, and ensure customers still have access to Web Cash during the final weeks before sales end.

When can players redeem Web Cash online?

Players can redeem Web Cash on PlayNow until the platform change in mid-August 2026. After that, unredeemed Web Cash must be processed manually through Customer Support. PlayNow customers will receive direct notification from BCLC with more details closer to the transition.

What if a player has more questions about the phase-out?

Players can contact BCLC Customer Support for more information. The phone number is printed on the back of every Web Cash voucher and lottery ticket.

What if I don't sell through my Web Cash by May 31?

May 31 is a sell-through target designed to give players enough time to redeem their Web Cash before redemptions are no longer supported in August. If you still have Web Cash vouchers after May 31, you should continue selling them.

Will returns be accepted for unsold product?

With preset inventory levels and customer messaging emphasizing “while quantities last,” full sell-through is expected. Inventory levels will be reviewed in August, and direction will be provided on a case-by-case basis if needed.



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