

# Keno Hold for Payment Screen



To deter theft of Keno tickets and support the safety of our Retailers, BCLC will be implementing a **Hold for Payment** screen for Keno and Keno Pattern Play starting **August 24, 2020**.

Thieves target Keno as it is a high value, high frequency game. The *Hold for Payment* screen provides retailers the opportunity to slow the transaction down to reinforce getting payment before printing the ticket in an effort to deter theft.

- In addition to the *Hold for Payment* screen, Retailers must continue to keep tickets out of reach of the player until after payment is complete; and to maintain awareness at all times.

## How it works:

- The *Hold for Payment* screen will display on Keno purchases **greater than \$50 generated by selection slip and Quick Pick**.
- The price of the ticket will display on the screen before the ticket prints, enabling the Retailer to ask for payment.
- When presented with multiple selection slips, the Retailer must press the “YES, PRINT TICKET” button for each slip that exceeds the \$50 cost, and must wait until the ticket prints before inserting the next slip.
- It’s good practice to always Clear the main transaction screen before starting a new player’s transactions to keep tickets together, and tally their Total.
- Pressing the “NO, GO BACK TO MAIN” button rejects the current ticket request and returns to the main screen.



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## Questions & Answers:

### Are Keno cancellations changing?

Protocols for Keno cancellations will not change. Retailers can still cancel a Keno ticket in full before the first draw starts. Once the first draw has started, remaining draws can be cancelled but the cancellation must be processed before the start of the second draw.

### Can the Keno *Hold for Payment* screen be suppressed if I don't want it on my lottery terminal?

All lottery terminals will be updated with the *Hold for Payment* screen.

### Will the *Hold for Payment* screen be a long-term feature?

New lottery terminals scheduled for the Summer of 2021 will have different capabilities supporting the security of lottery transactions.

### What can I do as a Retailer to help reduce the number of theft and attempted theft incidents throughout the lottery network?

Practice theft prevention behaviours including keeping tickets out of the player's reach until payment has been confirmed, and staying aware. In addition, it's critical that Retailers report lottery theft, and attempted theft incidents related to their location. This supports Lottery Investigations to track, monitor and apprehend criminals in conjunction with the local police authorities.

## How to Overcome Player Challenges:

### 'Why do I have to pay before the ticket is printed?'

As with any product, payment is required in advance; the purchase of lottery product is no different. Receiving payment before printing the ticket is a security precaution for the store.

Remember that you, the Retailer, manages the purchase process, and that players will adapt with time.

### 'You missed printing my ticket in time for the last draw, that was the draw I wanted to get into.'

Keno is a random number generated game and the odds are the same for every draw, however, core players may perceive that they can predict patterns which makes it very important to them to not miss a draw.