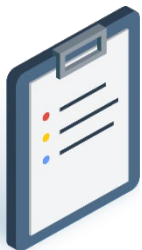


# Lotto Transformation Pre-Installation Overview

 6 MIN READ, 5 PAGES



## Content Summary

- Pre-Installation: What to Expect
- Pre-Installation Check List
- Questions & Answers section

SEE NEXT PAGES FOR MORE INFO



Contact your Territory Manager or  
Lottery Retail Support: **1-800-667-1649**



# Lotto Transformation Pre-Installation



## What is it?

Pre-Installation is when LVI, our contracted technicians, come to your retail location to set-up the new equipment for testing and connecting it to the Lottery network.



## When is it?

Pre-Installation site visits will run approximately 4-5 months prior to Launch Day.



## What you need to know

1. BCLC has contracted LVI to schedule and conduct Pre-Installation.
2. Equipment will arrive at your retail location 1-5 days before the scheduled Pre-Installation.
3. The technician will be on-site for up to 3 hours. During this time:
  - The new equipment will be installed, tested and connected to the Lottery network
  - Lottery will not be available during this time
  - Once testing is complete, the new Lottery Terminal & Printer will be boxed up and ready for courier pick-up within 1-3 days
  - The Lotto Scanner, Ticket Checker and new cables will remain on site ready for Launch Day
  - The technician will re-install the old Lottery Equipment so you may resume selling and validating Lottery in your store
4. The new Lottery Equipment will be returned to your store 1-3 days prior to Launch Day.
5. After launch, the old equipment will be picked up. Please ensure it is boxed and ready for pick-up and recycling.



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# Lotto Transformation Pre-Installation

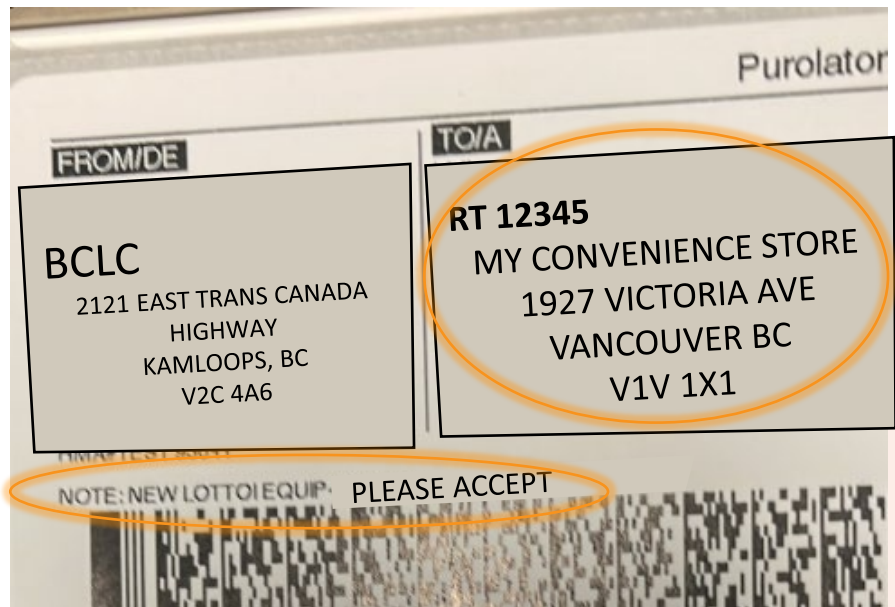
## Pre-Installation Check List:



- Mark your Pre-Installation day in the calendar when booked with LVI
- Make certain staff know to accept the delivery of the new equipment
- Check the waybill to make certain the retailer information is correct. If not, please contact Lottery Retail Support at 1-800-667-1649
- Ensure a key staff member or your store's Lotto lead is on-site to watch the equipment installation. This will support understanding the set-up requirements for Launch Day.
- Do not disturb any of the cables or equipment installed by the technicians. These will be needed for Launch Day.



You can expect the Lottery Terminal Box to be well marked when it arrives.



We have included a note on the waybill identifying that the box contains New Lottery Equipment.



Contact your Territory Manager or Lottery Retail Support: **1-800-667-1649**





# Questions & Answers

## When does Pre-Installation start?

Pre-Installations will begin approximate 4-5 months prior to Launch Day.

## Who is LVI?

Lang's Ventures Inc., (LVI) is a valued partner BCLC has engaged with to support critical steps in preparation of our new Lottery Equipment, and to complete Pre-Installations at every Lottery Retailer across the Province of British Columbia.

## How long will the technician be on-site during Pre-Installation?

The technician will be on-site for approximately three hours. During this time, your site will be unable to sell or validate Lottery Products, including Scratch & Win.

## What if I reject the delivery in error? What happens?

If a delivery is rejected, it could delay your location being ready for Launch Day.

## How will I be able to identify the correct Lottery Equipment has arrived at my site?

Retailers will be able to identify the correct Lottery Equipment has arrived at their site by reviewing the waybill information to confirm store name, 5-digit retailer number and address.

## What happens if I check my waybill and the address on the waybill doesn't match the site address for where the Lottery Equipment was delivered?

If the wrong Lottery Equipment was shipped to a retail location, call Lottery Retail Support immediately to ensure this is corrected prior to Launch Day.

## Who do I contact if there are issues with the lottery equipment?

Contact Lottery Retail Support at 1-800-667-1649 if there are any issues with the lottery equipment at your location after the technician leaves.



Contact your Territory Manager or  
Lottery Retail Support: **1-800-667-1649**





## Questions & Answers

### Do I have to store the new Lottery Terminal until Launch Day?

No, you will not be required to store the equipment. After Pre-Installation testing has been completed, the LVI technician will re-install your current equipment to resume Lottery sales. The new equipment will be boxed up and a courier will be scheduled for pick up within 1-3 days to return the equipment for offsite storage until the launch delivery.

### What do I need to do to support Pre-Installation at my location?

1. Make certain staff are aware to accept the delivery of the new equipment.
2. Have key staff on site during the Pre-Installation to learn how the new terminal is installed
3. Leave all installed cabling and equipment as is until Launch Day for a smooth transition to the new equipment.

### Where can I go to learn more about Pre-Installation?

Reach out to your Territory Manager.



Contact your Territory Manager or  
Lottery Retail Support: **1-800-667-1649**

