



# Pre-Installation Process Begins

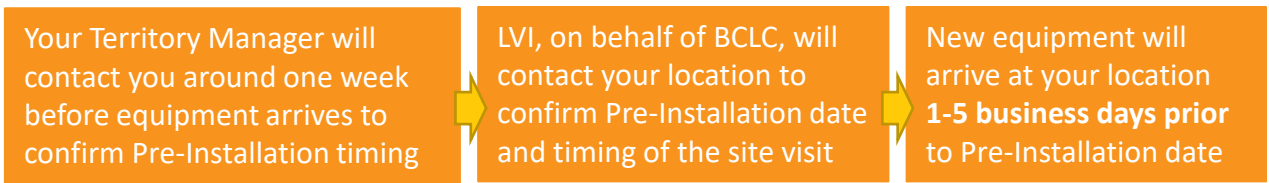
**Starting July 10 through to November 30, 2023\***, LVI Technicians will be on site to **temporarily install** and test new Lottery Equipment in your location. Please read through this Information Sheet in its entirety, as it explains the Pre-Installation site visit, and the steps involved.

## 1. Pre-Installation Dates:



*\* Please Note: Due to unexpected circumstances, Pre-Installations may continue until early 2024, excluding the end of year Holiday Season.*

## 2. Steps Before Pre-Installation Site Visit:



## 3. Steps during Pre-Installation Site Visit:

The technician will be on-site for up to **3 hours**. During this time:

- Sale or validation of Lottery products **will not** be available.
- The new equipment will be **temporarily installed and tested while connected** to BCLC’s network.
- Once testing is complete, the new Lottery Terminal & Printer will be prepped for **courier pick-up** within 1-3 business days. Note that remote locations may require up to 5 business days for courier pick-up.
- The Lotto Scanner, Ticket Checker and cables **remain installed** ready for Launch Day.
- The technician will re-install the old Lottery Equipment and ensure it is operational before leaving.
- The new Lottery Terminal & Printer will be returned to your location 1-5 Business days before Launch Day



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





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## Pre-Installation Tips:

- Keep track of your **Pre-Installation date**.
- Ensure **your staff accepts** the delivery of the new equipment.
- **Check the equipment waybill** to confirm the retailer information is correct.
  - If not, contact Lottery Retail Support at 1-800-667-1649.
- To **support equipment set up on Launch Day**, BCLC recommends a manager or staff member **observe the LVI Technician** as they deinstall the old equipment and install the new equipment.
- Please **avoid disturbing any** cables or equipment installed by the technician.

## Sample of Equipment Box and Waybill:



In order to accommodate the work required of LVI during pre-installation phase, BCLC will be reducing regular service levels for equipment fixes and retail changes. This will begin in July and includes equipment installs, relocations and removals. BCLC will monitor these requests closely and will do everything possible to meet your business needs.



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## Questions & Answers

### How will I know when my Pre-Installation is scheduled?

Pre-Installations start on July 10 and run through to November 30, 2023. Your Territory Manager will reach out about one week before the new Lottery Equipment arrives to confirm Pre-Installation timing.

### What happens if the equipment delivery is NOT accepted at my store?

If the delivery is rejected, LVI will not be able to complete Pre-Installation at your location and will delay the required steps necessary for Launch Day.

### How can I to identify the correct Lottery Equipment has arrived at my site?

By reviewing the waybill information to confirm store name, address and 5-digit retailer number.

### What should I do if I receive Lottery Equipment that was meant for a different location?

If you receive Lottery Equipment that was meant for a different location, reject the order and call Lottery Retail Support immediately.

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

After Pre-Installation testing has been completed, the LVI technician will re-install your current Lottery Equipment. The new Lottery Equipment will be boxed up and a courier will be scheduled for pick up to return the equipment for offsite storage until Launch.

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

1. Make certain ALL staff are aware to accept the delivery of the new equipment.
2. Have a manager or staff member 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.

### Who do I contact if there are issues with the Lottery Equipment?

Contact Lottery Retail Support if there are any issues with the Lottery Equipment at your location.



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