



Pre-Installation Process Begins

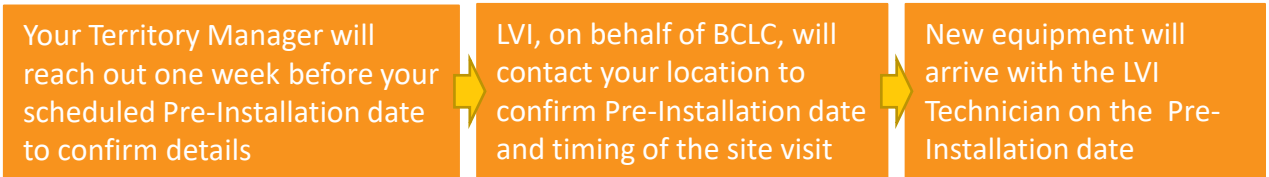
Starting July 10 through to November 30, 2023*, LVI Technicians will be on site to **temporarily install** and test new Lottery Equipment in your location. Please read through this Information Sheet in its entirety, as it explains the Pre-Installation site visit, and the steps involved.

1. Pre-Installation Timelines:



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 **2 hours**. During this time:

- Sale or validation of Lottery products **will not** be available.
- The equipment will be **temporarily installed and tested** while connected to the BCLC Network.
- Once testing is complete, the new Lottery Terminal & Printer will be boxed and removed from your location by the LVI Technician.
- 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 **1-3 business days** before Launch Day. Please check the Equipment Box waybill to ensure it was delivered to the correct location



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





Pre-Installation Process Begins



Pre-Installation Tips:

- Keep track of your **Pre-Installation date**.
- Please **avoid disturbing any** cables or equipment installed by the technician.
- As space will be tight during the Pre-Installation site visit, please minimize the number of staff onsite.
- 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.

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.



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



Pre-Installation Process Begins



Questions & Answers

When will LVI complete the Pre-Installation at my location?

Pre-Installations start on July 10 and run through to November 30, 2023. Your Territory Manager will reach out about one week before the site visit to confirm Pre-Installation details.

Will I have to store the new equipment at my location prior to my Pre-Installation date?

No. The LVI technician will arrive with your new Lottery Equipment on your Pre-installation day.

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 the LVI technician will remove the boxes. The Lottery Equipment will be returned to your site 1-3 business days before Launch Day.

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

1. Make certain to minimize the staff on-site on your Pre-Installation date.
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.



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

