

 5 MIN READ, 5 PAGES



Scratch & Win Returns – Error Troubleshooting & Prevention Guide

[Avoiding Potential Errors](#)

[Scanning Tips](#)

[Items Previously Submitted](#)

[Misplaced Return Slip](#)

[Rejected Ticket Returns](#)

[Error Code: 1010](#)

[Missing Return Slips](#)



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



Scratch & Win Ticket Returns

Best Practices



Avoiding Potential Errors

Scanning Tips



Both the Lotto Scanner and the Terminal Ticket Tray are highly sensitive which may inadvertently cause challenges. **To avoid this, watch the screen to confirm that the intended item was added to Cart, and correct any incorrect scans BEFORE tapping Place Order.**

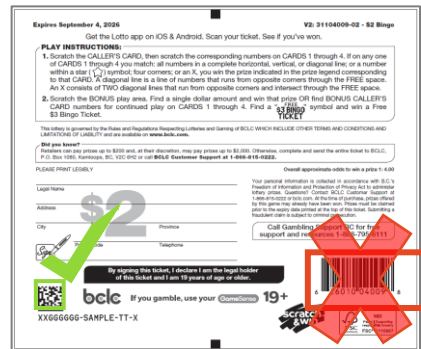
1. LOOSE TICKETS: Scanning the Sales Matrix

Potential Error:

The scanner may pick up the UPC barcode.

Best Practice:

Cover the UPC when scanning the Sales Matrix.
Scan from the side inward.



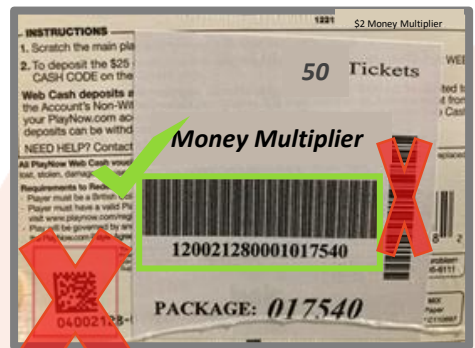
2. TICKET PACKS: Scanning the Pack Insert

Potential Error:

The Scanner may pick up the Sales Matrix on the top ticket in the Pack and NOT the pack barcode.
(Ticket vs Pack)

Best Practice:

- 1) Cover the top ticket's Sales Matrix when scanning the insert barcode.
- 2) Catch it and fix it BEFORE tapping Place Order.
 - After scanning a Pack, review the line item to see if it shows 'Pack' vs 'Ticket'.
 - If it displays 'Ticket', use the Trash Can to delete the line item.
 - Rescan the Pack barcode until it successfully displays 'Pack'.



If you catch the error after tapping Place Order, not to worry! Proceed with returning the full ticket pack in that batch.



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



Scratch & Win Ticket Returns

Best Practices



3. ITEM(S) PREVIOUSLY SUBMITTED

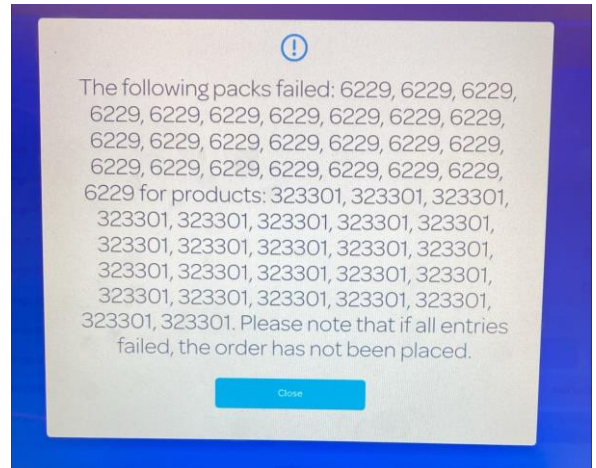
Potential Error:

If previously submitted tickets are included in the order, an error message will display upon tapping "Place Order".

The game and pack number only are displayed. The number of times the pack and game number appear reflects the quantity of items that have been previously submitted.

Best Practice:

Be systematic and diligent when scanning tickets. Avoid interruptions and distractions.



4. RETURN SLIP DID NOT PRINT

Potential Error:

Lost the Return Slip after it printed? There is no way to re-print once you leave the screen.

Best Practice:

Write a note to accompany the tickets in the courier bag. I.e. Lost Return Slip

5. MISPLACED RETURN SLIP

Potential Error:

Lost the Return Slip after it printed? There is no way to re-print once you leave the screen.

Best Practice:

Write a note to accompany the tickets in the courier bag. I.e. Lost Return Slip



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



Scratch & Win Ticket Returns

Best Practices



6. REJECTED TICKET RETURNS

Potential Error:

Expired, tickets expiring within 30 days, or previously reported lost or stolen Tickets or Ticket Packs will be rejected and will not be included in the Return Order or on the Return Slip.

After the Place Order button is selected, an error will display below the line item. The identified line item(s) will not be included in the previously submitted Return Order or on the Return Slip.

Best Practice:

Include those tickets in the return package to return to BCLC for proper handling.

The screenshot shows the BCLC Instant Games interface. At the top, it displays '16:45 Tuesday 30 August' and 'ID 123456789-0'. The main menu includes 'Instant Games', 'Order Status', 'Recieve Order', 'Sell Ticket/Pack', 'Return Ticket/Pack', and 'Transfer Ticket/Pack'. A table lists six tickets, with items 4 and 5 highlighted in orange and marked with error messages: 'Product inventory date has passed. Productid = [1] 402. Inventory End Date = 2023-04-19T 06:59:59'. To the right is a barcode scanner area with a numeric keypad and 'Clear' and 'Print' buttons. At the bottom, there are 'Add to Order' and 'Place Order' buttons. The footer includes 'mtralot', '25 Look under 25? Ask for ID!', and 'bclc No Play At Work'.

#	Game	Pack	Type	Status
1	\$5 BINGO MULTIPLIER - BEIGE&BLUE	0500114000395500	Ticket	✓
2	\$5 BINGO MULTIPLIER - BEIGE&BLUE	0500114000395501	Ticket	✓
3	\$5 BINGO MULTIPLIER - BEIGE&BLUE	0500114000395502	Ticket	✓
4	\$5 BINGO MULTIPLIER - BEIGE&BLUE	0400111408013700	Ticket	✗
5	\$5 BINGO MULTIPLIER - BEIGE&BLUE	0400111408013701	Ticket	✗
6	\$5 BINGO MULTIPLIER - BEIGE&BLUE	0400111408013702	Ticket	✗



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



Scratch & Win Ticket Returns

Best Practices



7. ERROR CODE: 1010 & MISSING RETURN SLIPS

Potential Error:

If you encounter Application Error Code: 1010 on the Lottery Terminal while scanning return tickets or if a Return Slip did not print, please contact Lottery Retail Support.

While we work to resolve these issues, here are some tips to help you avoid the known issues from occurring:

Best Practice:

1. Create a Return Order per game

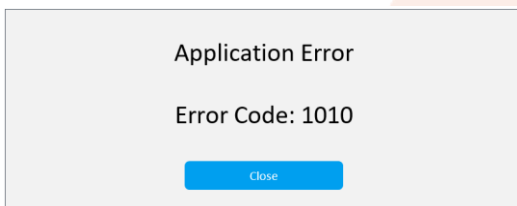
Grouping the Return Order by game makes it easier to track your scanning progress and spot errors

- *Example:* Create a Return Order for \$2 Blackjack, then start a Return Order for \$20 High Roller Casino.

2. Limit each Return Order to a maximum of 50 line items

Although the Cart limit is 100 line items, we recommend scanning only 50 line items at a time. Creating smaller Return Orders helps the Terminal process requests faster, increasing your chances of successfully scanning into the system and printing a return slip.

- *Example:* If returning 75 tickets of \$1 Fruit Fortune, create 2 Return Orders instead of 1.



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

