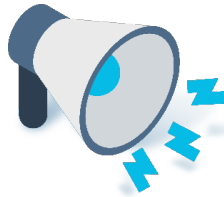




Launch Weekend

Readiness Checklist



BCLC is asking all Retailers to install their new Lottery Terminal by 10:30PM on Saturday, May 25, 2024.

Installing your Lottery Terminal by 10:30PM on Saturday, will help ensure your location will be ready when we transition to the new gaming system.

SATURDAY, MAY 25	SUNDAY, MAY 26
<p>Retailers to install new Lottery equipment by 10:30PM.</p> <p>No further action is required, BCLC will do the rest once your equipment is plugged in and powered on.</p> <p>**Do Not Attempt to Login**</p>	<p>BCLC will be transitioning to the new gaming system and executing terminal software updates.</p> <p>Lottery Terminals and Self-Serve Terminals will not be operational prior to 7:00PM.</p> <p>Game On! Keno and Pacific Hold'Em Poker draws will display when your Lottery Terminal is ready for first-time login.</p> <p>Regular updates will be posted on the BCLC Retailer Hub Lotto Transformation homepage.</p>
<p>Bringing up over 3,400 Lottery Terminals is no small task. We thank you for your patience and cooperation.</p>	



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





Launch Weekend

Readiness Checklist

LEADING INTO LAUNCH WEEKEND

What to Expect:

- Receive a Start-Up Kit and a separate shipment of new Selection Slips. Put aside until May 26. May 13 - 23
- The Site Manager will receive an email with your location's Temporary Password and instructions for first-time login. May 21 - 24
- Receive new Lottery equipment. If you have not received by May 24, contact Lottery Retail Support. May 15 - 23
- Daily Grand + Daily Grand Extra sales and validations shutdown after the 7:30PM draw May 23
- Lotto Max + Lotto Max Extra sales and validations shutdown after the 7:30PM draw May 24
- Critical go-live info on Sign On News Message and Retailer Hub. Throughout May

NO SALES OR VALIDATIONS AFTER		
Thursday, May 23		
		7:30 PM
Friday May 24		
		7:30 PM



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Launch Weekend

Readiness Checklist

SATURDAY, MAY 25 – INSTALLATION DAY

What to Expect:

- Retailers may halt Lottery sales and install their new Lottery Terminal anytime it makes sense for their business, ensuring completion by 10:30PM.
- Sales and validations will shutdown as per the chart.
- At approx. 11:49PM the Lottery System will shutdown.
- At approx. 11:55PM Keno & Pacific Hold'Em Poker screens will rotate error messages, Player Displays will be blank, and BCLC digital signage will display Lottery Temporarily Unavailable.

NO SALES OR VALIDATIONS AFTER	
	~4:00 PM
	7:30 PM
	9:00 PM
	11:00 PM
	11:30 PM
	11:40 PM

What To Do – By 10:30PM

<input checked="" type="checkbox"/>	Activity
	On the old terminal, print Today's Sales Report and your most requested Draw Results.
	Display the Lottery Temporarily Unavailable sign provided in the Start-Up Kit.
	If your location sells Scratch & Win, put away Tickets in a secure location. Scratch & Win Tickets cannot be sold until terminal operations resume.
	Unplug and remove the old Lottery equipment.
	Install the new Lottery equipment.
	Power on all the new Lottery equipment, including Ticket Checker, Printer and Terminal.
	After the Lottery equipment is installed and powered on, the Lottery Terminal will display the Login screen. *Do Not Attempt To Login*
	No action required on the Self-Serve Terminal .



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Launch Weekend

Readiness Checklist

SUNDAY, MAY 26 – FIRST-TIME LOGIN

What to Expect:

- The Lottery Terminal and the Self-Serve Terminal will not be operational prior to 7:00PM.
- Keno and Pacific Hold'Em Poker draws will display when your terminals are ready to sell.
- Once the Self-Serve Terminal is online and the games screen displays, it's ready for players to use. No login required.
- Cash prize payouts will not be available until the Lottery Terminal is ready.

What to Do:

✓	Activity
	If your location sells Scratch & Win, do not display or sell Scratch & Win product until your Lottery Terminal is ready for use. Pull Tab sales are permitted.
	Wait for Keno and Pacific Hold'Em Poker draws to display on the monitors. Do not attempt to login.
	Game On! Once you see the Keno and Pacific Hold'Em Poker draws: Lottery Terminal: <ul style="list-style-type: none"> ○ Login using your 5-digit Retailer Number, and Temporary Password that was emailed to you. You will be prompted immediately to reset your Password. <ul style="list-style-type: none"> ○ For First-Time Login instructions and password requirements click 'here'. ○ If your Temporary Password cannot be located, contact your BCLC Territory Manager. Self-Serve Terminal: Remove the decal and await terminal to come online. No login required for it to become transactional. Login is for reporting access only.
	Draws are on, but can't log into your Lottery Terminal? Call Lottery Retail Support.
	Follow the instructions in the box of new Selection Slips and replace all Selection Slips at your location. Recycle all old Selection Slips. Old slips will not work with the new Lottery Terminal.



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Launch Weekend

Readiness Checklist

RETURNING THE OLD EQUIPMENT TO BCLC

What to Do:

✓	Activity
	<p>Lottery Terminal, Printer and Ticket Checker</p> <p>Box up the old equipment in the box the new equipment arrived in.</p> <p>If you receive a <i>Return Waybill</i> in the Lottery Terminal box:</p> <ul style="list-style-type: none"> • Stick the Return Waybill over top of the old label on the box. • Contact Purolator at 1.888.744.7123 to arrange pickup. <p>If you do not receive a <i>Return Waybill</i> in the Lottery Terminal box:</p> <ul style="list-style-type: none"> • A BCLC Representative will pick up the equipment within 1 – 3 business days. No need to call for pick-up.
	<p>Self-Serve Terminal</p> <p>The old Self-Serve Terminal will be picked up May 19 – June 2. Courier to call in advance to inform of pick up.</p>

WHAT'S NEXT?

What to Expect:

- Over the next few months, LVI technicians will be visiting every location to clean up any left-over cables and equipment and ensure all the new equipment is in place for ease of maintenance.
- Continue to update and refine your store's Lottery procedures and policies in accordance with the latest Lottery equipment and updated BCLC Retailer policies and procedures.
- Continue to train employees on terminal operations and any updated store policy and procedures.
- Use Training Mode on the Lottery Terminal and continue to leverage the videos and information sheets available on the BCLC Retailer Hub Lotto Transformation pages.
- Continue to read the Monthly Retailer eBulletin for post-launch information and tips.



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Launch Weekend

Readiness Checklist



Questions & Answers

How will sales and validations of big Lotto games be impacted leading into Launch weekend?

To support the transition to the new system, sales and validations of our big Lotto games will be unavailable immediately after each game’s last draw before new terminals are installed.













This means players will not be able to purchase or validate tickets until new terminals are able to transact.

Additionally, players will not be able to check their tickets on the Ticket Checker, or on the BCLC Lotto App.

See the chart for the full schedule of shutdown times.

What can I do to ensure my terminal is ready for launch day?

1. Upon delivery of the equipment, check the waybill and confirm the 5-digit Retailer Number and address is your location. If it is not meant for your location, decline the delivery and contact Lottery Retail Support.
2. Watch and read the [Installation videos and quick reference guides](#) available on the BCLC Retailer Hub Lotto Transformation pages.

NO SALES OR VALIDATIONS AFTER	
Thursday, May 23	
 	7:30 PM
Friday May 24	
 	7:30 PM
Saturday, May 25	
	~4:00 PM
  	7:30 PM
	9:00 PM
	11:00 PM
	11:30 PM
	11:40 PM

When can the new Lottery Equipment be installed on Saturday, May 25?

Please install your new equipment by 10:30PM.

Can I swap my equipment earlier?

Install the equipment at a time that works for you. Determine the best time for your business to halt Lottery sales and schedule the installation accordingly, ensuring installation is complete by 10:30PM.



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





Launch Weekend

Readiness Checklist



Questions & Answers

What happens if I don't have my new terminal installed on Saturday night?

BCLC will support all our Retailers to be operational as quickly as possible. If you are not able to install your new terminal on Saturday night, we will do our best to support your store once Lottery sales have started.

What do I do if I have problems with installing the new Lottery Equipment?

First refer to the training aids provided such as the Troubleshooting Guide and the Installation Quick Reference Guide. If there are still issues installing the new Lottery Equipment contact Lottery Retail Support.

When will my store be able to start using the new Lottery Terminal?

The duration of upgrading to the new Lottery system, and executing terminal software updates, is influenced by various factors. However, it is anticipated Lottery terminals will not be operational prior to 7:00PM on Sunday, May 26. We will be making every effort to getting your store online as soon as possible and thank you for your patience.

Please visit: <https://www.bclcretailerhub.com/lotto-transformation.html> for the most updated information about the progress of the system upgrade.

How will I know when I can log onto the new Lottery Terminal?

It's **Game On!** when you see the Keno and Pacific Hold'Em Poker draws resume; bringing your lottery environment back online.



Game shows are on, but can't login to the Lottery Terminal? Call Lottery Retail Support for assistance.

When will my site be able to start using the new Self-Serve Terminal?

It's **Game On!** when you see the Keno and Pacific Hold'Em Poker draws resume; remove the decal from the touch screen. When the game screen displays, the Self-Serve Terminal is ready for Player use. No login required.



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Launch Weekend

Readiness Checklist



Questions & Answers

Can I complete the first-time login on Monday morning? The system won't be up before 7PM on Sunday, and my location closes early that day.

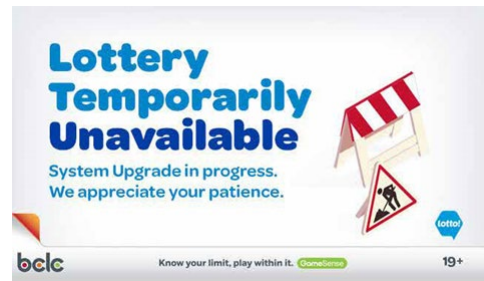
You can login anytime after the Keno and Pacific Hold'Em Poker draws have resumed.

Will players know that Lottery is unavailable?

BCLC will be supporting player messaging by advertising to players that Lottery purchases will be disrupted during the transition to the new Lottery system.

In addition, Lottery Temporarily Unavailable messaging will be displayed on all BCLC monitors when the system is shutdown.

Retailers can direct players to contact BCLC Customer Support at 1-866-815-0222.



How can I stay up to date with what's happening?

BCLC will be providing updates via email and posting regular updates on BCLC Retailer Hub Lotto Transformation homepage: <https://www.bclcretailerhub.com/lotto-transformation.html>.

Thank you for all your efforts while we navigate this unprecedented Lotto transformation!



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