



 5 MIN READ, 6 PAGES

# Self-Serve Terminal Installation Process & Support

New SST Timeline

Delivery of SST

Installation of SST

- Selling Lottery during SST Shutdown
- Marketing Support

Old SST Pick-Up

Questions & Answers

SEE NEXT PAGES FOR MORE INFO



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





# Self-Serve Terminal

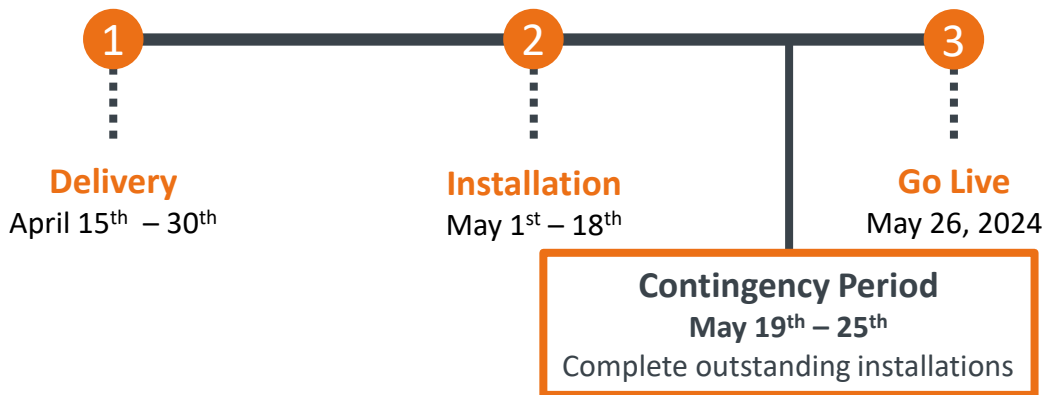
## Installation Process & Support

This document will provide you insight on the Installation process for the new SST.

### Timeline

The new SST installation will undergo a three-step process:

1. **Delivery** of the new SST
2. **Installation** completed by a LVI Technician
3. **New SST will GO LIVE**



### Delivery – April 15<sup>th</sup> – 30<sup>th</sup>

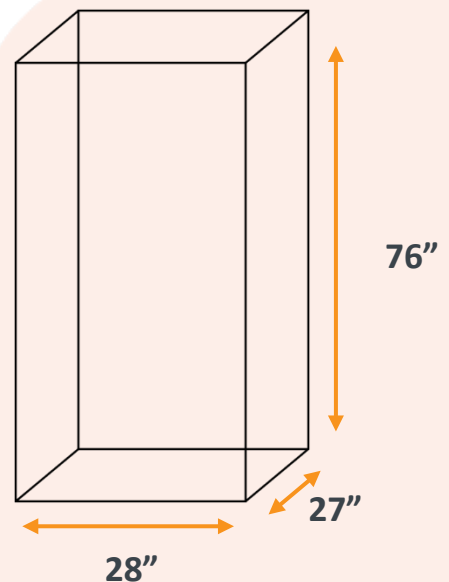
- New SST will be crated for delivery
- Delivery of new SST will be completed by courier
- Notified two-days before delivery
- Courier will inform you of delivery time



#### Retailer Action

- Prior to delivery, **choose a location** for new SST to be temporarily placed
- Location **must be near or on same floor** as current SST location
- BCLC **will not move this unit** until date of installation
- **NOTE:** LVI Technician will use same location when they remove your current SST

### New SST Measurements



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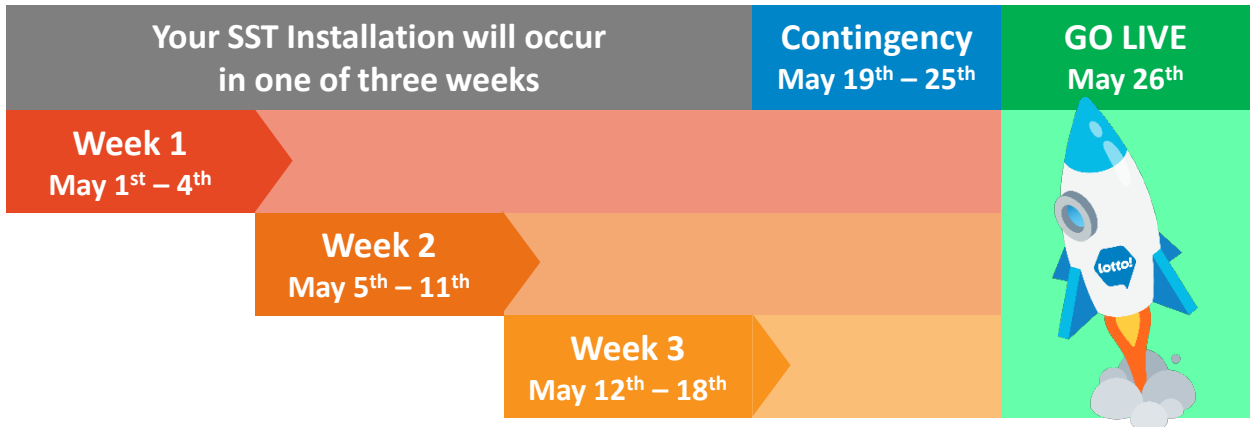


# Self-Serve Terminal

## Installation Process & Support

### Installation – May 1<sup>st</sup> – 18<sup>th</sup>

When the new SST is installed, **your current SST will be SHUTDOWN** and unavailable to sell lottery products.



### Installation Schedule

- To be communicated by your Territory Manager



#### Prior to Installation:

- Cash Box **MUST** be empty
- Keys **MUST** be onsite and available

### Selling Lottery during SST Shutdown

You will have two options during the SST Shutdown:

- Use the Lottery Terminal at the bar for the **sale** and **validation** of lottery products

**OR**

- Pause the selling of lottery products until the new SST is operational (May 26<sup>th</sup>, 2024)

SST Shutdown **will not** have an impact on the selling of Pull Tabs



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# Self-Serve Terminal

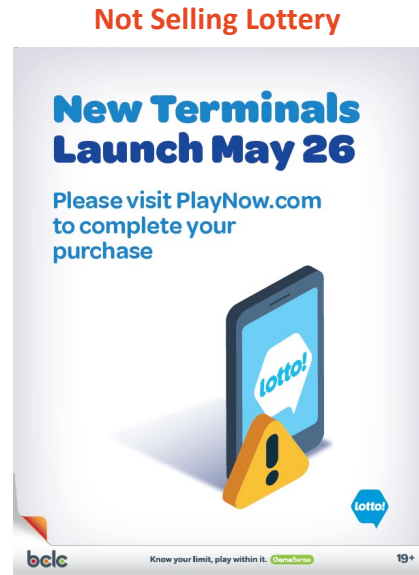
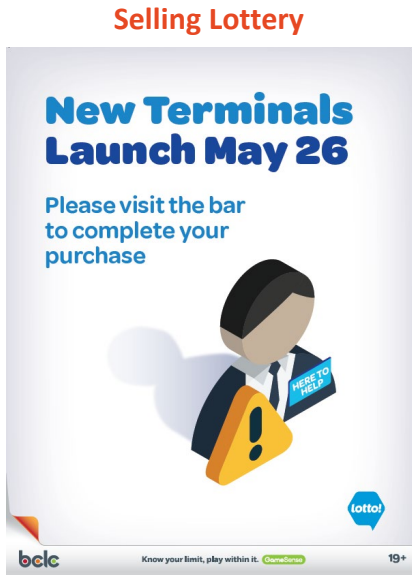
## Installation Process & Support

### Marketing Support

During SST Shutdown, Retailers will be supported with different POS assets:

#### Double-sided Poster

Guides Players to complete their purchase at the bar OR visit PlayNow.com



#### New SST Marketing Display

- Will be operational once the new SST is installed
- Provides additional information to Players

\*awaiting final images



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# Self-Serve Terminal

## Installation Process & Support

### Old SST Pick-Up – May 19<sup>th</sup> – June 2<sup>nd</sup>

- Pick-up of old SST will be completed by courier
- Notified two-days before pick-up
- Courier will inform you of pick-up time



#### Retailer Action

- Prior to pick-up, inform staff of the date and time of pick-up
- Make sure courier has full access to the old SST



**Do not call Lottery Retail Support or Courier to pick up old SST**



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# Self-Serve Terminal

## Installation Process & Support



### Questions & Answers

#### Can I change the SST Installation date for my location?

The SST installation date for your location cannot be changed. The schedule has been carefully planned and coordinated to ensure timely completion and to minimize disruptions.

#### Will I receive compensation for the time my current SST is shut down?

BCLC will not be providing financial compensation for the downtime of your current SST. We understand the inconvenience this may cause and apologize for any disruption. However, our focus is on ensuring a smooth transition to the launch of our new Lottery Equipment and providing support throughout the process to minimize any inconvenience as much as possible.

#### Having the SST shut down will make it harder on my staff, can I stop selling Lottery until the new SST is operational?

You have the flexibility to decide whether to continue selling Lottery products or temporarily pause sales until the new equipment is operational. BCLC understands that the SST downtime may pose challenges for your staff, and we respect your decision to prioritize operational efficiency. If you choose to pause sales during this period, please let your Territory Manager know.



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