Last Plays (Previously Group Copy and Record of Last Transaction)

The Last Plays reporting feature supports Player requests for Group Copies and will also be referred to for transaction details to support Lottery Retail Support when issuing credit in the case of a damaged Ticket.
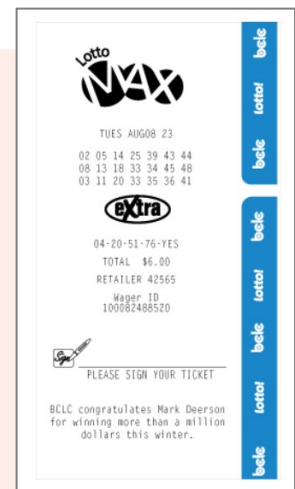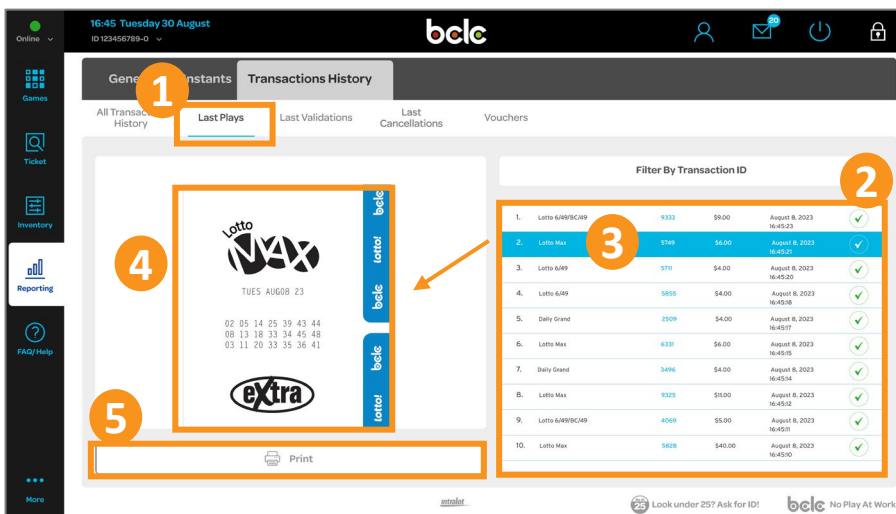
GROUP COPY

Player asking for a copy of a Ticket for their group play?

Print Last Play:

Navigate to Reporting > Transactions History tab

1. Tap **Last Plays** tab.
2. The last 30 Tickets sold successfully that day will be listed.
3. Tap on the correct line item to select the desired transaction.
4. The transaction will appear in the Preview Window.
5. Tap **Print** to print a copy of the transaction. **Note that this is not a valid Ticket, as it <u>does not</u> contain a barcode or the 57-digit Control Number.**

Repeat the steps above to produce multiple copies.

Sample of transaction printed using Last Plays. Note this is not a valid Ticket as it does not contain a barcode or the 57-digit Control Number.

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

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Last Plays (Previously Group Copy and Record of Last Transaction)

DAMAGED TICKET – BARCODE AND CONTROL NUMBER NOT LEGIBLE

Ticket damaged during the printing process? Can't cancel it because the Barcode and the 57-digit Control Number on are not legible?

Capture Date and Time from Last Plays Screen:

Navigate to Reporting > Transactions History tab

1. Tap **Last Plays** tab.
2. The last 30 Tickets sold successfully that day will be listed.
3. **Find the relevant transaction and <u>write down the date and time on the damaged Ticket.</u>**
4. Call Lottery Retail Support at your convenience same day to request credit for the damaged Ticket.

No need to print the Last Play. Date and time, Barcode and Control Number do not appear on it.

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

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