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Online Games and Scratch & Win
Validation Scenarios

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

Retailer Hub

Online Games and Scratch & Win
Validation Scenarios

Ticket Validation is a critical part of the Player experience and knowing the elements associated with the different validation scenarios will set you up for success. This information sheet provides a comprehensive list of validation scenarios and their corresponding Slips and screens.

Validation Scenarios Overview

Non-Winning
There are several non-winning validation scenarios that may occur each resulting in an Information Slip to be provided to the Player.

Winning
There are three winning validation scenarios that may occur, these include:
- Winning Ticket – Pay Prize
- Winning Ticket – Not Paying Prize
- Winning Ticket – Prize over $2,000 Threshold

Other Scenarios
Other possible validation scenarios unrelated to non-winning or winning scenarios include:
- Inactive Scratch & Win Tickets
- Out of Province Tickets

Reminder
To complete the validation process always return the original Ticket (winning and non-winning), respective Slips, and prize across the counter, making everything accessible to the Player..
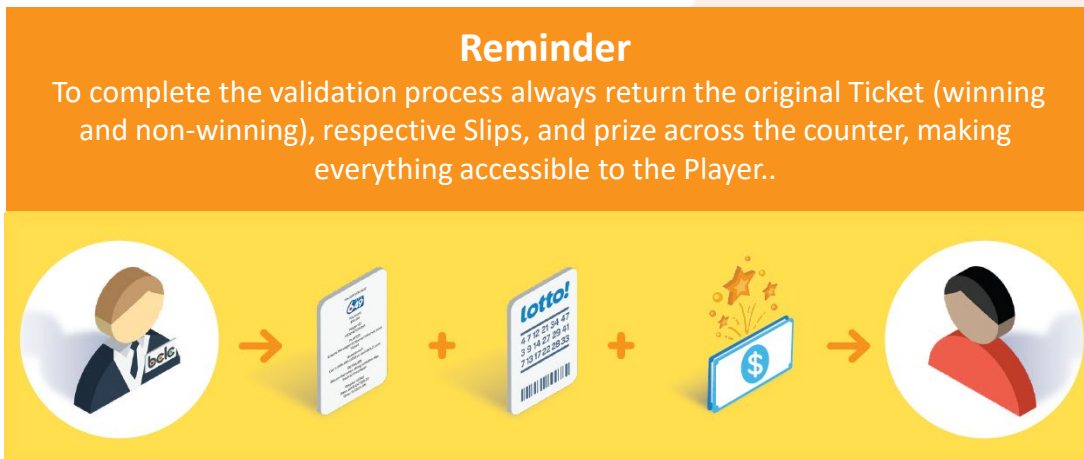
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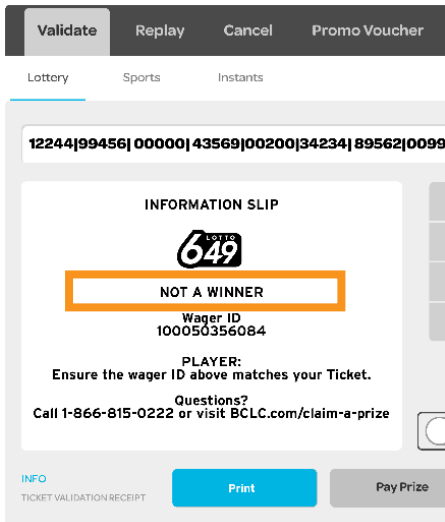# Online Games and Scratch & Win
Ticket Validation
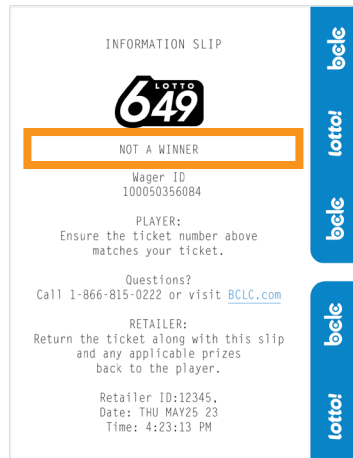
Non-Winning Scenarios

The following non-winning scenarios will result in an Information Slip after selecting Print when validating a Ticket:

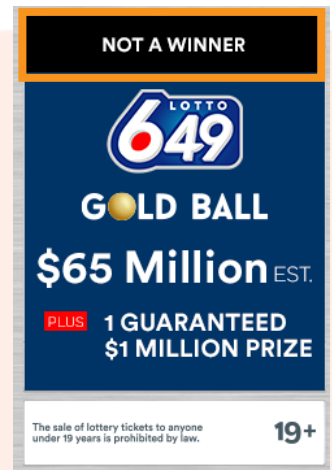| Validation Outcome	Explanation
Not a Winner	Ticket did not win a prize.
Not a Winner This Time - Draws Remaining	Online Games only. Ticket has multiple draw dates. Completed draws did not win a prize. Ticket must be checked again at a later date to learn results for draws remaining.
Already Validated	The prize has already been paid out.
Expired Ticket	Ticket has expired.
Awaiting Results	Online Games only. Draw has taken place and results are being processed.
Not Drawn Yet	Online Games only. Draw has not occurred. Ticket must be checked after the draw.
Cancelled Ticket	Online Games only. Ticket was cancelled before the draw.

Lottery Terminal Preview Window

Information Slip

Player Screen

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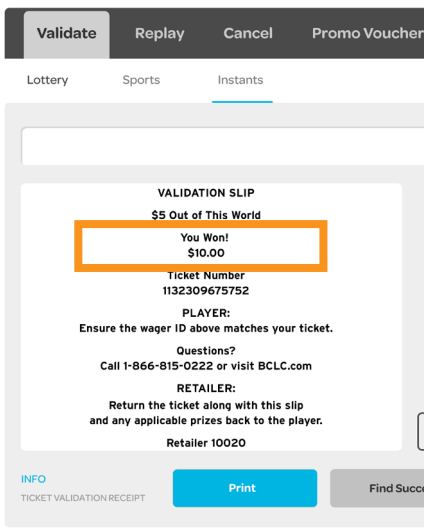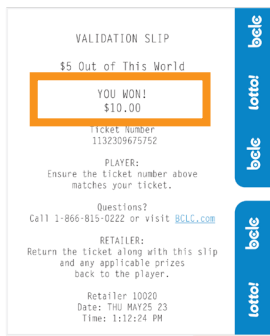## Ticket Validation

Winning Ticket – Pay Prize Scenario

A Validation Slip is generated when the Ticket is a winner, and the Retailer pays the Prize.

| Validation Outcome	Explanation
Winner – Prize Paid	• Ticket is a Winner • Retailer Action: Tap Pay Prize button • Prize is Paid • Ticket is validated

Winner – Prize Paid, Draws Remaining	• Ticket is a Winner for draws completed to-date.
	• Retailer Action:
	    • Tap Pay Prize to pay the prize. The prize is added to the Cart.
	        • If the prize is a Free Play a pop-up screen will appear to add the Extra.
	    • Message will pop-up. **This Ticket has pending draw(s) and you get an Exchange Ticket.** Tap OK.
	    • Validation Slip and an Exchange Ticket for draws remaining print automatically.
	    • Return the Validation Slip, Exchange Ticket and Prize to the Player.

Lottery Terminal Preview Window

Validation Slip

Player Screen
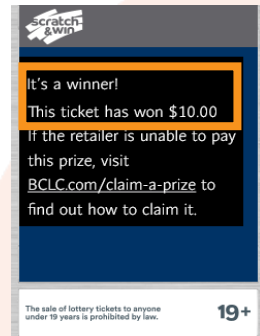
Exchange Ticket
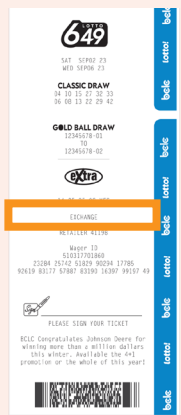
Exchange Ticket Pop-Up
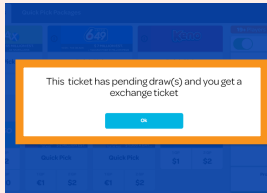
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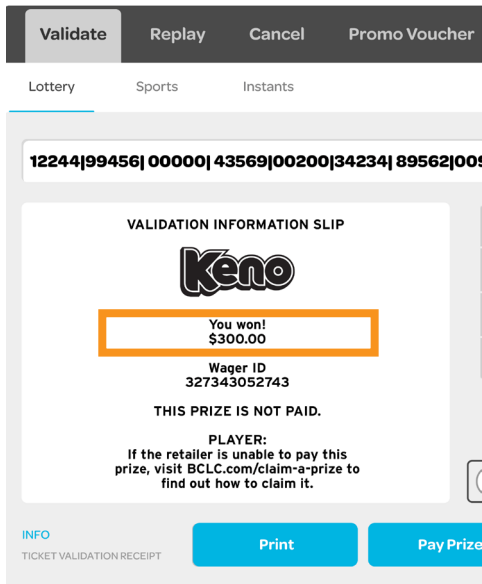## Ticket Validation

Winning Ticket – Not Paying Prize Scenario
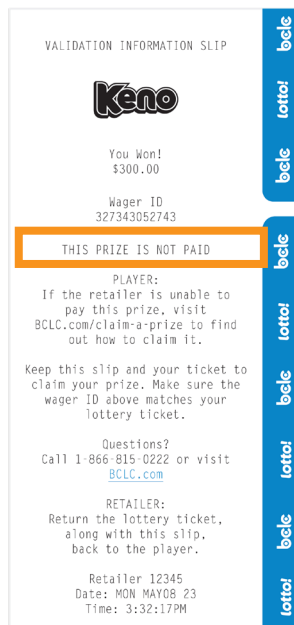
A Validation Information Slip is generated when the Ticket is a winner, but the Prize is not paid.

| Validation Outcome	Explanation
Winner – Prize Not Paid	• Ticket is a Winner. Retailer is unable to pay the Prize, or Player has requested not to redeem prize at this time. • Retailer Action: Tap Print button • PRIZE NOT PAID Message displays on the Validation Information Slip under the Wager ID • Prize is Not Paid • Ticket is not validated

Lottery Terminal Preview Window

Validation Information Slip
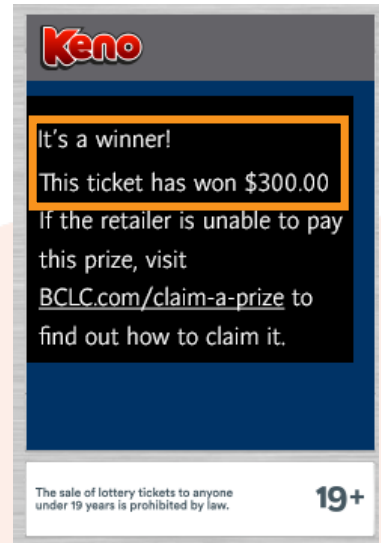
Player Screen

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Online Games and Scratch & Win
Ticket Validation

Winning Ticket – Prize Over $2,000 Threshold Scenario

A Claim Slip is generated when the Ticket is a winner, however the prize is higher than the threshold allowed for Retailers to pay.

Validation Outcome	Explanation
Winner – Prize over $2,000 Threshold	• Ticket is a winner, but Prize amount is above Retailer Threshold • Retailer Action: Tap Print • Claim Slip includes instructions for Player to claim their prize • Ticket is not validated

Lottery Terminal Preview Window

Claim Slip

Player Screen

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Online Games and Scratch & Win
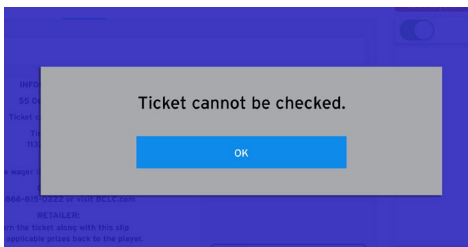## Validation Scenarios

Other Scenarios

The following are scenarios that can arise during the validation process.

Scenario	Explanation

Inactive Scratch & Win Ticket	• Ticket was not activated at the point of sale.
	• Retailer Action:
	    • Message will pop-up. **Ticket cannot be checked. Advise Player to call BCLC Customer Support.**
	    • Tap Print button and return the Ticket and Information Slip to the Player.
	    • Advise the Player to call the BCLC Customer Support number on the back of the Ticket 1-866-815-0222

Out of Province Ticket	• Ticket cannot be validated.
	• Retailer Action:
	    • Message will pop-up. **Ticket cannot be checked.**
	    • No slip will print.
	    • Advise the Player to call number on the back of the Ticket to claim in jurisdiction where the Ticket was issued.

Lottery Terminal Pop-Up Window

Lottery Terminal Preview Window

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Online Games and Scratch & Win
Validation Scenarios

Other Scenarios

The following are scenarios that can arise during the validation process.

Scenario	Explanation
Ticket Replay	• Ticket Replays can be produced at the point of validation. • Replay button will appear on the Validation Preview Window. Select the Replay button to add the Replay Ticket to the Cart **before** selecting Print or Pay Prize to complete the validation.

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Online Games and Scratch & Win
Ticket Validation

Questions & Answers

A Player has presented a winning Ticket with a prize greater than cash available in my register, what do I do?

If you do not have the cash available, Select Print to print a Validation Information Slip and provide the Slip and Ticket back to the Player. The Ticket has not been validated and they may return at another time for Payout or take their Ticket to another retailer to redeem their Prize.

What happens if I scan a winning Ticket and pay the prize to the Player, but did not select the Pay Prize button?

If you miss selecting Pay Prize and provide the prize payout to the Player, the Ticket will not have been validated and the Player will be able to present the Ticket for prize payment again at any Lotto Retailer. Your location will not be credited the prize amount or qualify for validation commission. Always select Pay Prize before paying out or Print if you are not able to payout.

What do I do if a Player brings in a Scratch & Win Ticket for Validation, but it turns out to be inactive?

The Lottery Terminal will display an error message indicating that the Ticket Cannot Be Checked. Advise the Player to call BCLC Customer Support 1-866-815-0222 for next steps. This number is also located on the back of the Ticket.

For Step-by-Step Instructions Validating Online Tickets	PDF Read More	▶ Watch More
For Step-by-Step Instructions Validating Scratch & Win Tickets	PDF Read More	▶ Watch More
For Details About Payout Levels	PDF Read More	▶ Watch More

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