Scratch & Win
Transfer Order Status

The Transfer Order Status screen allows you to verify ticket information that has been submitted for transfer. Available only on the outgoing/exiting terminal.

- **Placed**: Tickets have been successfully submitted through the terminal, pending BCLC processing. Once placed, tickets are removed from your inventory.

- **Completed:** Approved by BCLC. Credit, where applicable, will display on the General Terminal Report under Returns. !CAUTION – Do Not Print!

- **Rejected:** Order rejected by BCLC.

To view the Transfer Order Status

1. Tap **Inventory** menu
2. Tap **Transfer Order Status**
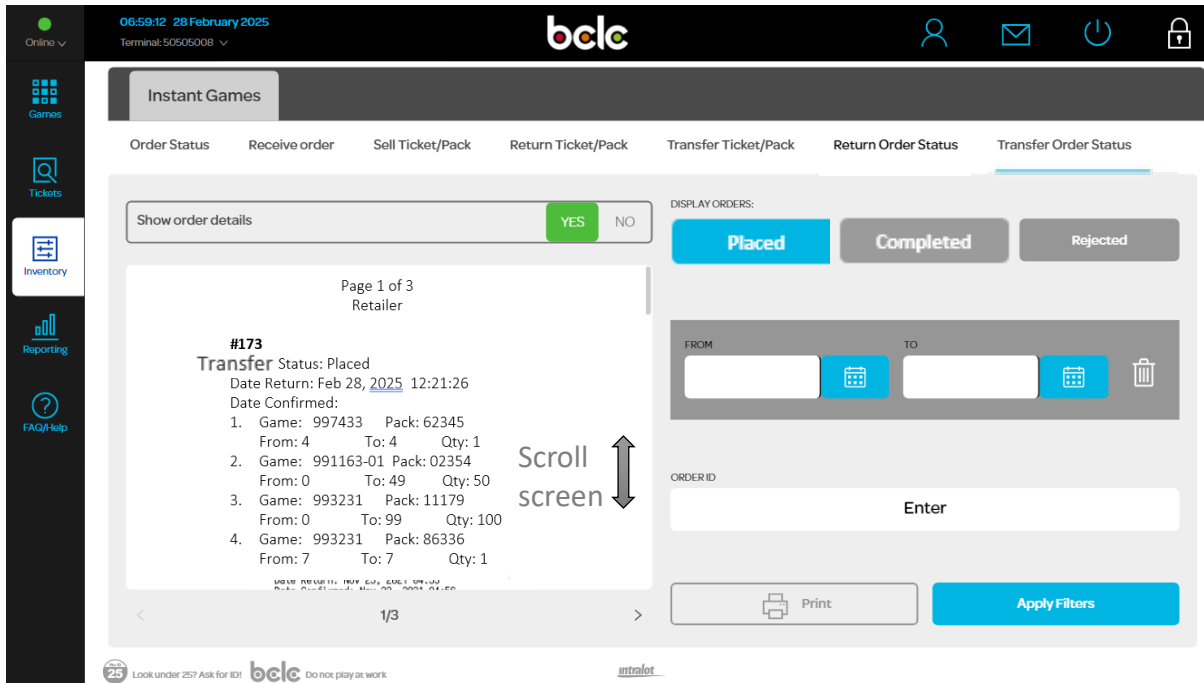
Transfer

Default – No (Summary)
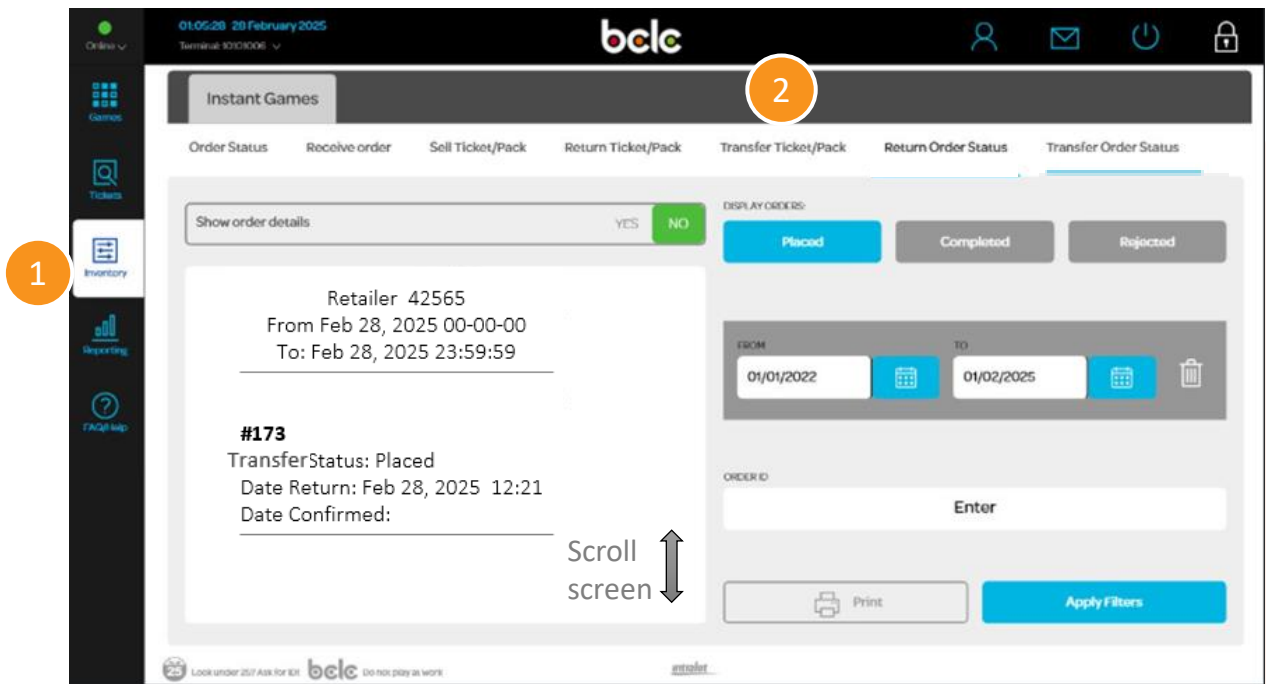
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Transfer Order Status

Yes – Show Order Details

Note: Game number on Order Status details excludes the 2-digit prefix (ie. 31 or 10)

Comparing the Transfer Order Status to the Transfer Slip

#173
Transfer Status: Placed
Date Placed: Feb 28, 2025 12:21:26
Date Confirmed:
1. Game: 997433   Pack: 62345
    From: 4   To: 4   Qty: 1
2. Game: 991163-01 Pack: 02354
    From: 0   To: 49   Qty: 50
3. Game: 993231   Pack: 11179
    From: 0   To: 99   Qty: 100
4. Game: 993231   Pack: 86336
    From: 7   To: 7   Qty: 1

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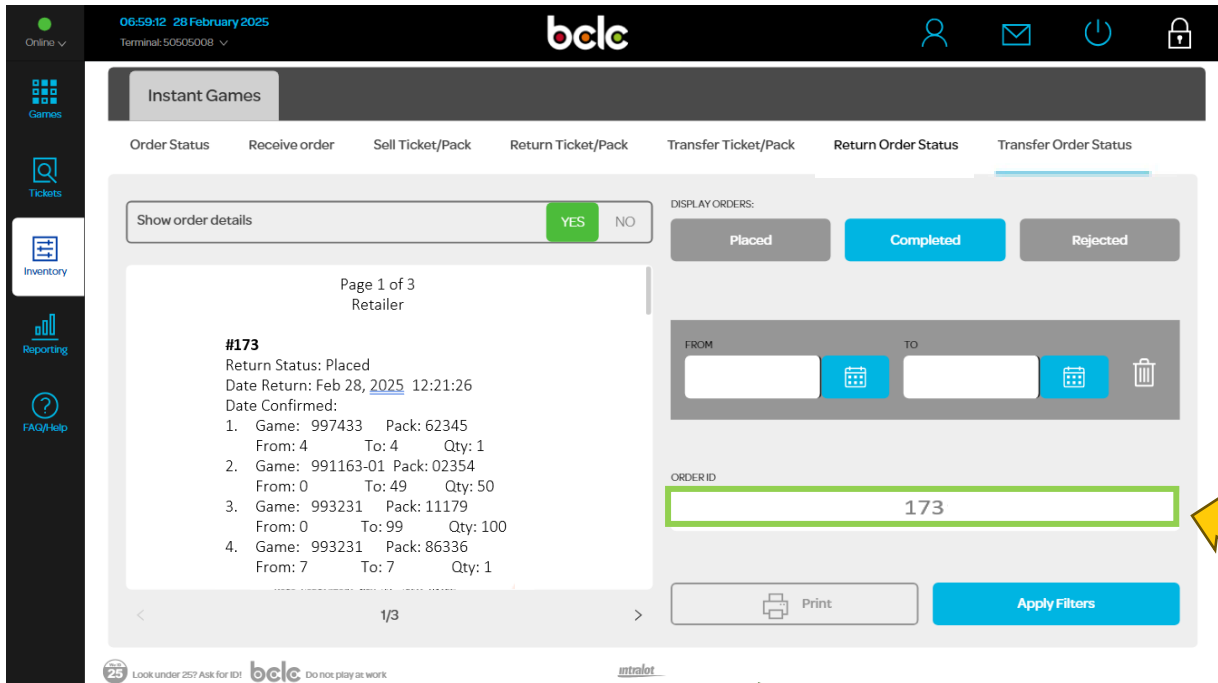**1-800-667-1649**

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Show Order Details – Completed Orders

Caution

Printing is NOT recommended

DO NOT PRINT 'Completed Orders' -prints details for ALL orders ever submitted.

Prints many pages and cannot be cancelled.

Best Practices:

- **View onscreen – Do not print**

- **Search by Order ID (Return No.)**

Caution

Volume of data retrieved by date range can cause blue screen timeout.

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

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Scratch & Win
Return Order Status

Returns from START to FINISH – Placed Orders

1. **Transfer Ticket/Pack**
Shows each individual item scanned

2 **Transfer Slip**
Shows quantity by game

3. **Transfer Order Status**
Shows each individual item scanned

Text or call Lottery Retail Support:
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Transfer Order Status

Questions & Answers

### When would I use the Transfer Order Status?

As a reminder, the Transfer Order Status will only be available to the 'sending' terminal, ie. outgoing tickets or existing retailer.

Here's a few examples of when you may want to use the Transfer Order Status:

1. **'Packs failed' Error Message**

If you get the "The following packs failed" error while placing an order, it means some tickets were already submitted. Unfortunately, the error doesn't specify the ticket number.

To find out which tickets were submitted, and which still need processing, check the Transfer Order Status screen and review ticket numbers associated with the pack numbers on the error message.
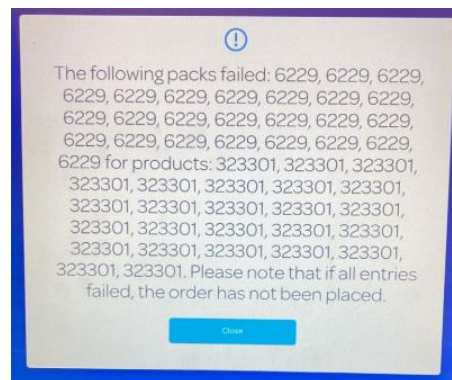
2. **Check Completion Date**

Check the Completed tab to see completed transfers, providing a prompt to check the General Terminal Report for the amount.

Remember, the General Terminal Report will only show financial details if the transferred tickets were previously sold or were Traditional Tickets. If the transfer was unsold inventory, no credit will be issued in the Returns section.

3. **Historical Orders**

Use the Completed tab to review historical transfer orders.

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