

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!

Transfer

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

To view the Transfer Order Status

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

Default – No (Summary)

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Games	Instant Games		2				
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all Reporting	Retailer 42565 From Feb 28, 2025 00-00-00 To: Feb 28, 2025 23:59:59	-	EROM 01/01/2022	TO 01/02/202	5	1	Ì
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Text or call Lottery Retail Support: **1-800-667-1649**

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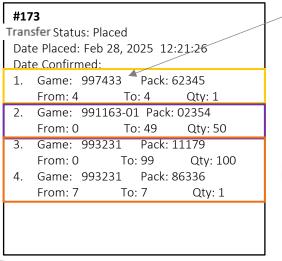




Yes – Show Order Details

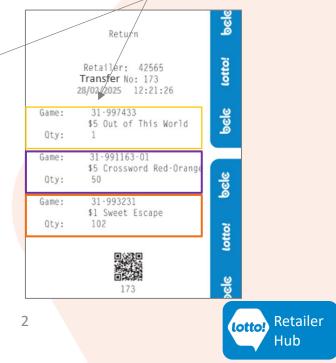
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Games	Instant Games							
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FAQ/Help	From: 0 3. Game: 99 From: 0	From: 4 To: 4 Qty: 1 Game: 991163-01 Pack: 02354 From: 0 To: 49 Qty: 50 Game: 993231 Pack: 1179 From: 0 To: 99 Qty: 100 Game: 993231 Pack: 86336	Scroll screen	ORDER ID	Enter			
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	25 Look under 25? Ask for ID!	ot play at work	untralot	<u> </u>				

Comparing the Transfer Order Status to the Transfer Slip



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





Show Order Details – Completed Orders

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Tickets	Show order de	tails		YES NO	DISPLAY ORDERS:	Completed	Rejected	
Inventory Reporting FAQ/Help	<	#173 Return Status: Plac Date Confirmed: 1. Game: 99743 From: 4 2. Game: 99116 From: 0 3. Game: 99323 From: 0	8, <u>2025</u> 12:21:26 3 Pack: 62345 To: 4 Qty: 1 3-01 Pack: 02354 To: 49 Qty: 50 1 Pack: 11179 To: 99 Qty: 1 1 Pack: 86336 To: 7 Qty: 1 1/3	00		173	Apply Filters	
	Caution Printing is NOT recommended DO NOT PRINT 'Completed				• •	Best Prac View onscr Do not prin Search by C (Return No	een – It Drder ID	
Orders' -prints details for ALL orders ever submitted. Prints many pages and cannot be cancelled.			by d		a retrieved can cause			





Scratch & Win Return Order Status



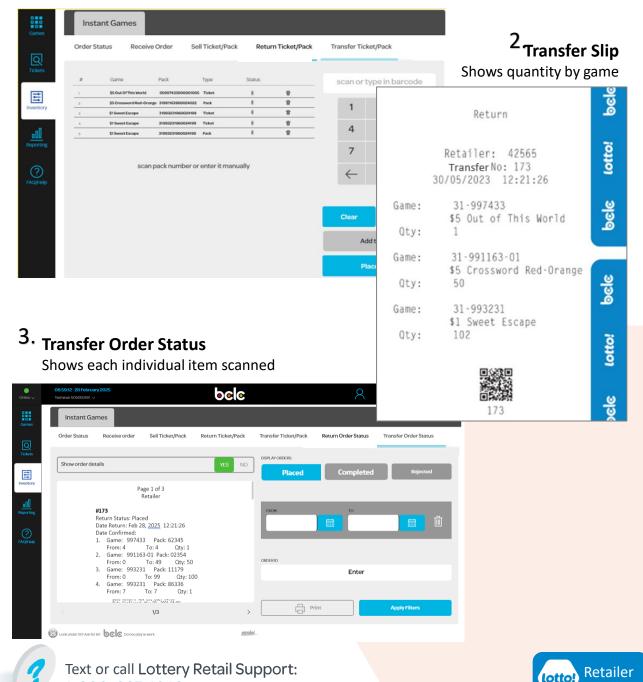
Hub

Returns from START to FINISH – Placed Orders

1. Transfer Ticket/Pack

1-800-667-1649

Shows each individual item scanned



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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