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Using Your Lottery Terminal

Updates to Your Lottery Terminal

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



Using Your Lottery Terminal

September 2024 Software Updates





In this Retailer Information Sheet, you will learn about the recent modifications to the Lottery Terminal introduced with the September 2024 Software Updates.

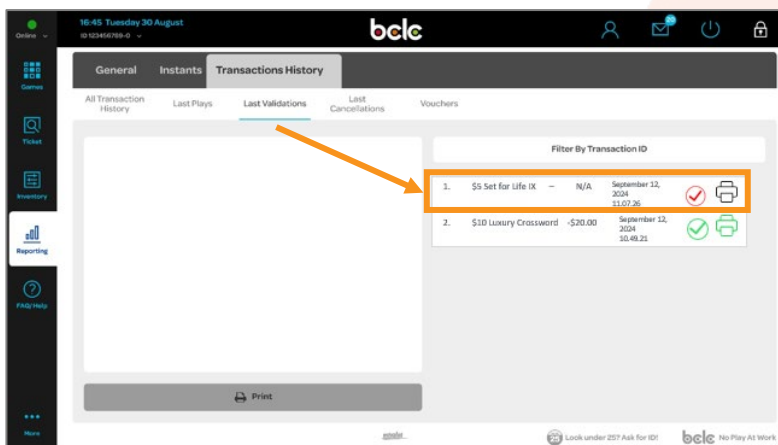
1. Validation Transaction Failure:

If this scenario occurs during a validation after 'Pay Prize' is selected:

- The prize amount is displayed in the preview window
- The validation transaction is in the cart
- The screen turns blue, and then the transaction fails
- Attempting to validate the ticket a second time triggers the 'Already Validated' pop-up message

What to do if this happens:

1. Access **Last Validations in Reporting**.
2. A  displayed next to a transaction in Last Validations Transaction History means the validation transaction was successful in BCLC's back-end system, but a **system timeout occurred**, preventing the Validation Transaction from successfully completing and the Validation Slip from printing. The  indicates your location will receive a credit equal to the prize amount owed to the player.
 - **Cash Prize:** If you know the correct prize amount owed to the player, you may choose to pay the prize. Note that the prize amount is not displayed in the Last Validation information. **The validation transaction will appear as a credit in the Terminal Report, and your store will be credited with the value of the prize.**
 - **Free Ticket:** If you choose to pay prize; please **contact Lottery Retail Support** to receive credit for the value of the Ticket generated to redeem the FREE Ticket prize.



Transactions History:

PDF

Read More



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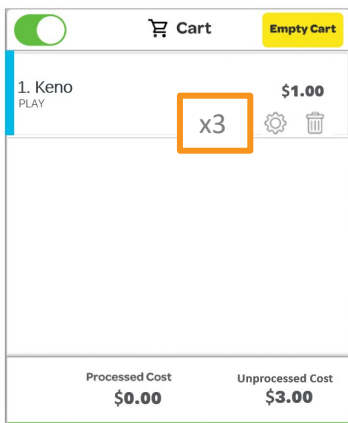


2. New Print Receipt Layout:

Please note the following update made to the player receipt when multiple tickets are being produced by using the gear icon.

Gear Icon

After an Online Ticket has been added to the Cart, the Gear Icon can be used to increase the number of tickets. This will appear as a multiple in the line item. Example shown here is **x3**.



Editing Online Tickets:



New Player Receipt Layout

The **Old Print Receipt** layout would not accurately reflect the number of tickets being produced. The **New Print Receipt** layout **accurately** reflects the number of tickets produced.

✘ Old Print Receipt

| CART SESSION | |
|--------------------------------|---------------------|
| PRINTED ON 06/16/2024 01:22:36 | |
| ----- | |
| Keno | |
| Play | 06/16/2024 01:21:49 |
| Original Cost | \$1.00 |
| Discount | \$0.00 |
| Cost | \$1.00 |
| ----- | |
| Processed Cost | \$3.00 |

✔ New Print Receipt

| CART SESSION | |
|--------------------------------|---------------------|
| PRINTED ON 21/08/2024 00:34:21 | |
| ----- | |
| Keno | |
| Play | 21/08/2024 00:33:50 |
| Original Cost | \$1.00 |
| Discount | \$0.00 |
| Cost | \$1.00 |
| ----- | |
| Keno | |
| Play | 21/08/2024 00:33:49 |
| Original Cost | \$1.00 |
| Discount | \$0.00 |
| Cost | \$1.00 |
| ----- | |
| Keno | |
| Play | 21/08/2024 00:33:49 |
| Original Cost | \$1.00 |
| Discount | \$0.00 |
| Cost | \$1.00 |
| ----- | |
| Processed Cost | \$3.00 |



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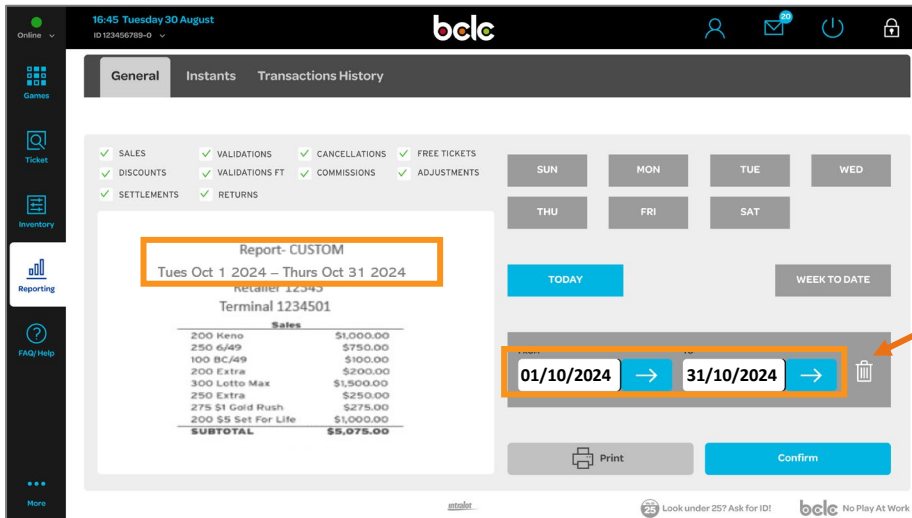
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3. General Terminal Report date range:

The General Terminal Report can now be requested using the maximum range of 31 days.



The General Terminal Report:



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