10 MIN READ, 12 PAGES



Online Games

Adding Multiple Draws to Quick Pick Packages with a Bonus Game.

Quick Pick Packages Menu

$100 LOTTO MAX PACK – Adding One Additional Draw

$120 MONTHLY PACK – Adding One Additional Month

$100 LOTTO MAX PACK – DAILY GRAND Incorrectly Updated

$120 MONTHLY PACK – Incorrect Multiples

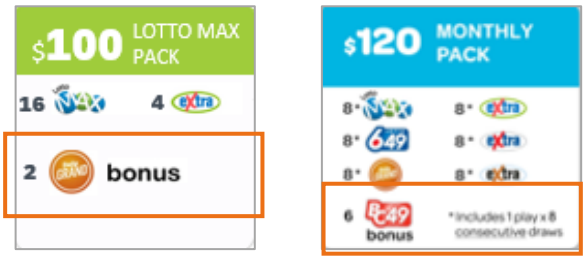
Questions & Answers



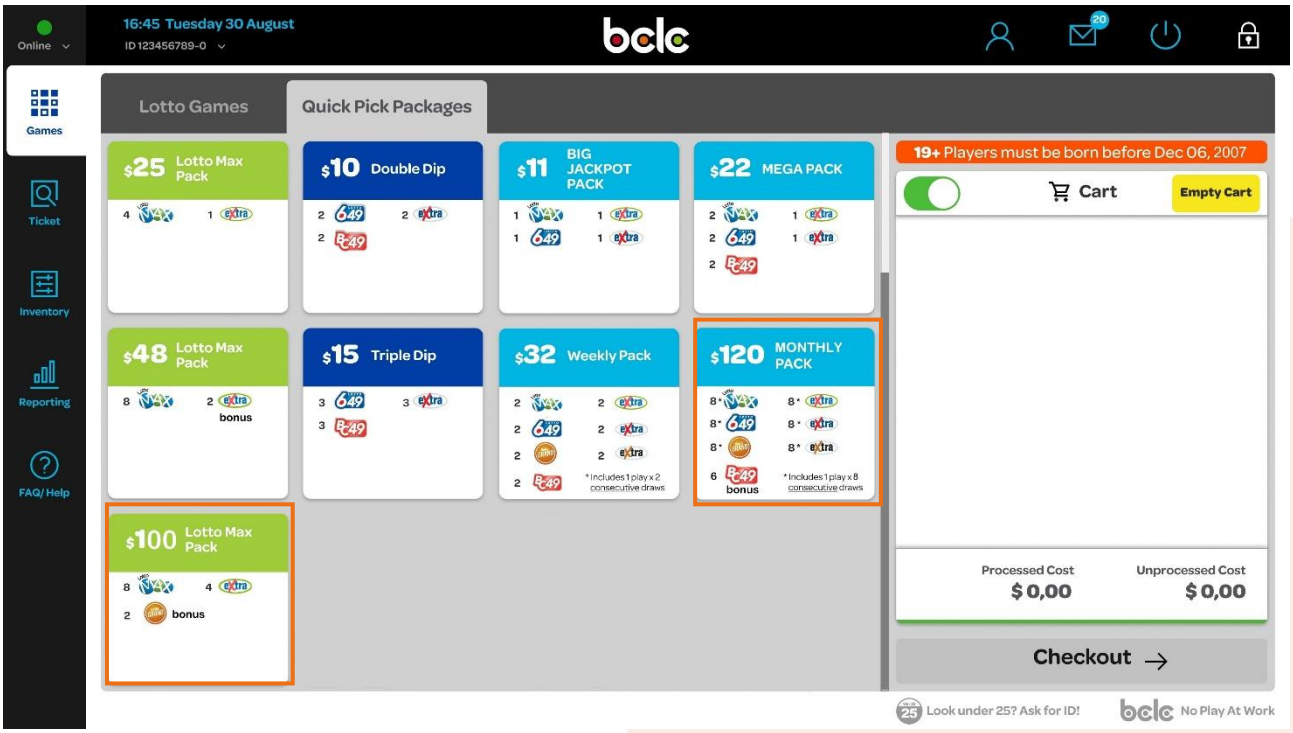
Online Games

Adding Multiple Draws to Quick Pick Packages with a Bonus Game.

When processing a Quick Pick Package that include a bonus game such as the $100 LOTTO MAX PACK and the $120 MONTHLY PACK the number of draws for each game must be updated accurately to ensure that the discount is applied properly.



The $100 and $120 Quick Pick Package tiles are in the Quick Pick Packages screen.



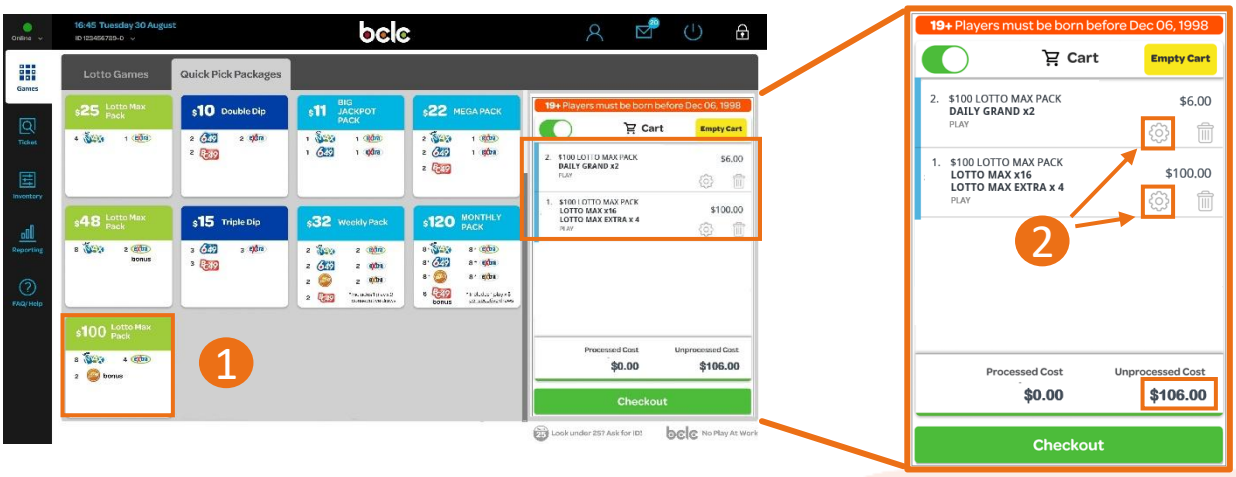
Online Games

Adding Multiple Draws to Quick Pick Packages with a Bonus Game.

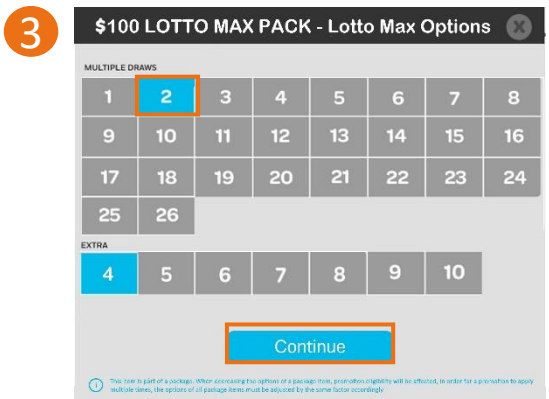
$100 LOTTO MAX PACK – Adding One Additional Draw

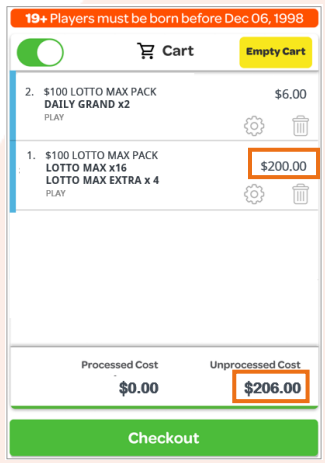
The number of draws for each game in the Quick Pick Package must be updated accurately to ensure that the discount is applied to the entire Quick Pick Package.

1. Tap on the **$100 LOTTO MAX** tile. Tickets will populate separately in the Cart.
2. Tap the Gear icon for **each** line item to update the number of draws for each Ticket.



3. Tap **2** to increase **LOTTO MAX** to two (2) draws. Tap **Continue**. Note: Do not change the number of Extras





LOTTO MAX & **Unprocessed Cost** will update.

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

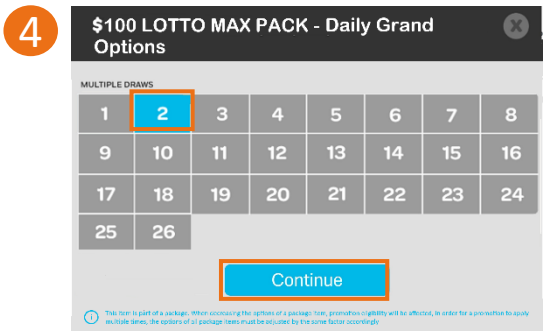
lotto! Retailer Hub

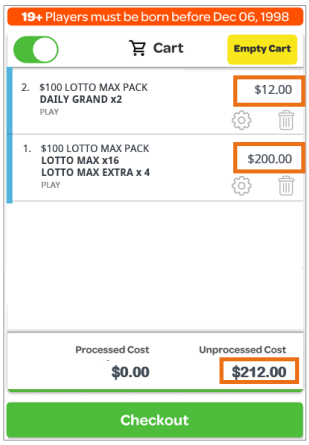
Online Games

Adding Multiple Draws to Quick Pick Packages with a Bonus Game.

$100 LOTTO MAX PACK – Adding One Additional Draw

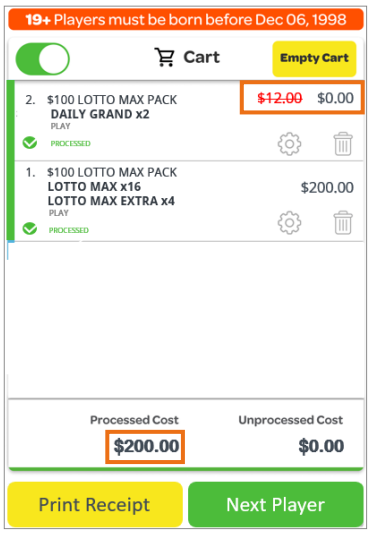
4. Tap **2** to change DAILY GRAND to two (2) draws. Tap **Continue**. Cart will update to show cost for two (2) draws each for LOTTO MAX and DAILY GRAND. Tap **Continue**.





DAILY GRAND & **Unprocessed Cost** will update.

5. Tap **Checkout**. The discount will be applied to DAILY GRAND.



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- $12.00 discount will apply to **DAILY GRAND**
- **Processed Cost** will display $200, the correct cost for two (2) $100 LOTTO MAX PACK.

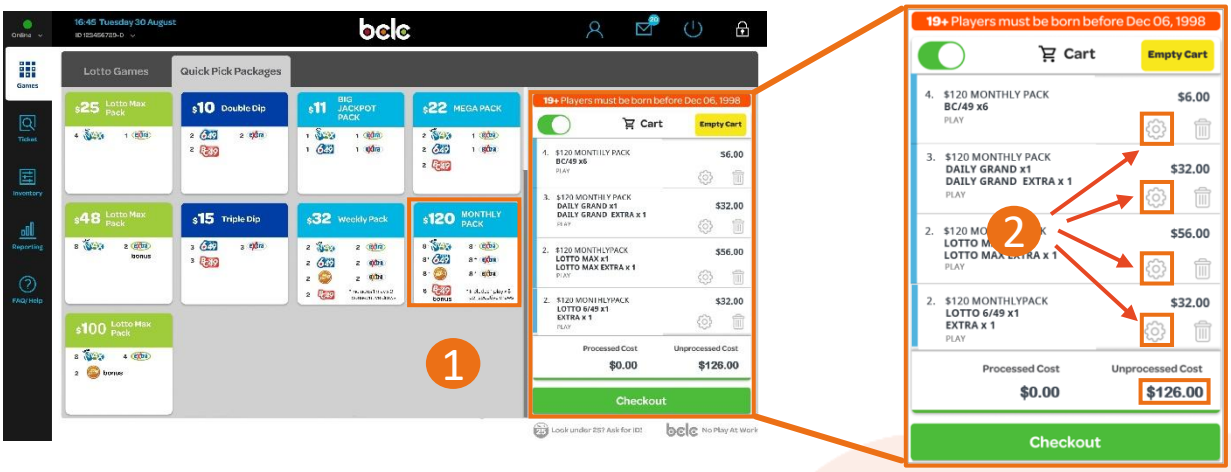
Online Games

Adding Multiple Draws to Quick Pick Packages with a Bonus Game.

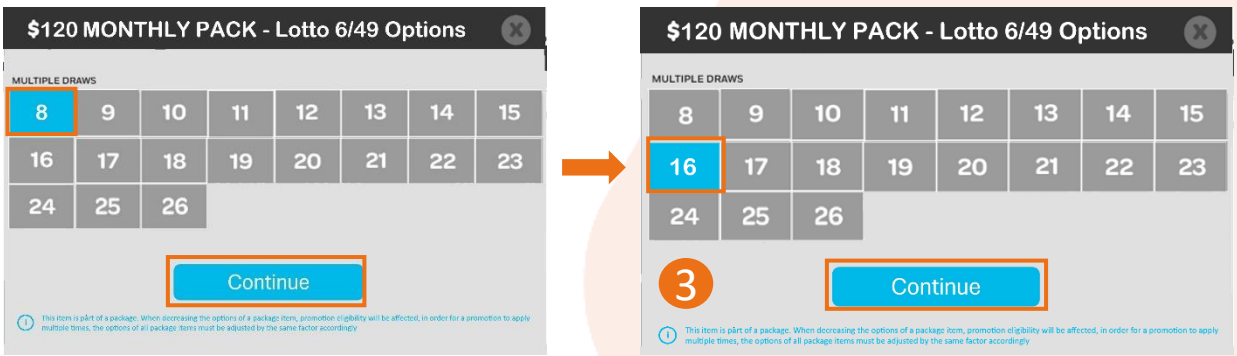
$120 MONTHLY PACK – Adding One Additional Month

To purchase an additional $120 MONTHLY PACK, update the number of draws for all games in the package using the same multiplier, including the bonus BC/49 ticket. This ensures the Player receives the correct number of draws and bonus tickets.

1. Tap on the Quick Pick Package tile. Tickets will populate separately in the Cart
2. Tap the Gear icon ⚙ for **each** line item to update the number of draws for each Ticket.



3. Increase the number of draws for LOTTO 6/49 from 8 to **16**. Tap **Continue**.

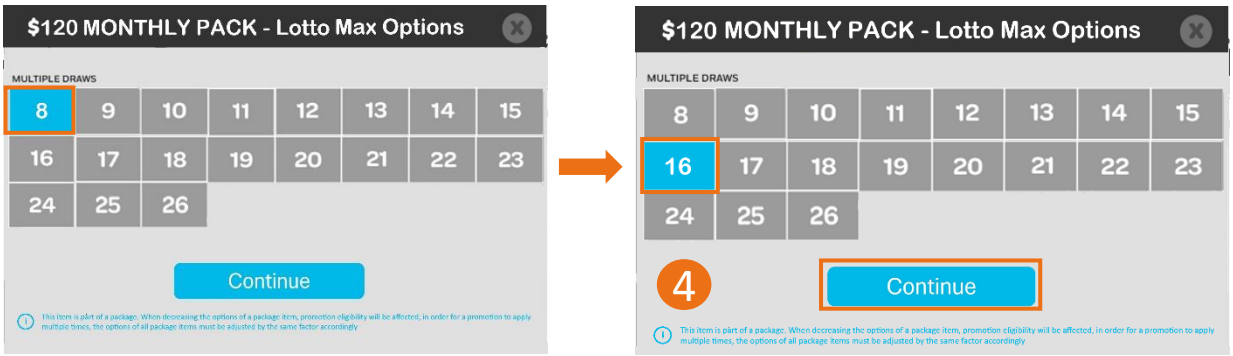


Online Games

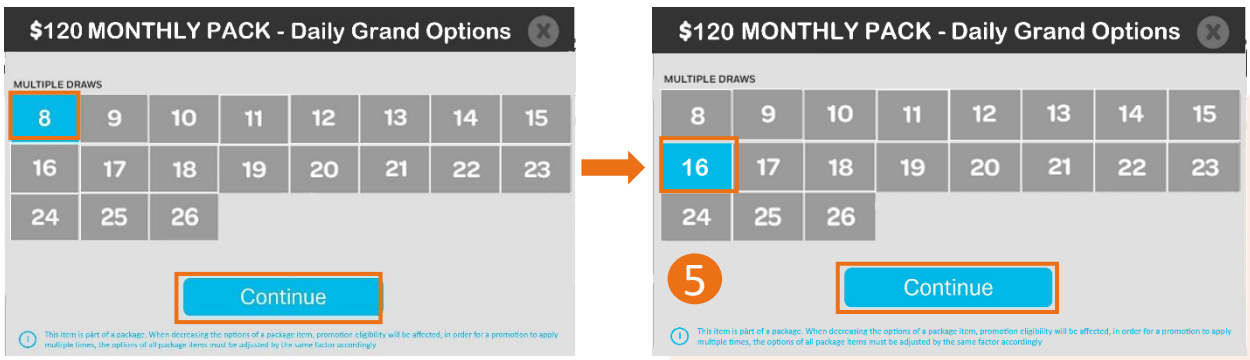
Adding Multiple Draws to Quick Pick Packages with a Bonus Game.

$120 MONTHLY PACK – Adding One Additional Month

4. Increase the number of draws for LOTTO MAX from 8 to **16**. Tap **Continue**.



5. Increase the number of draws for DAILY GRAND from 8 to **16**. Tap **Continue**.

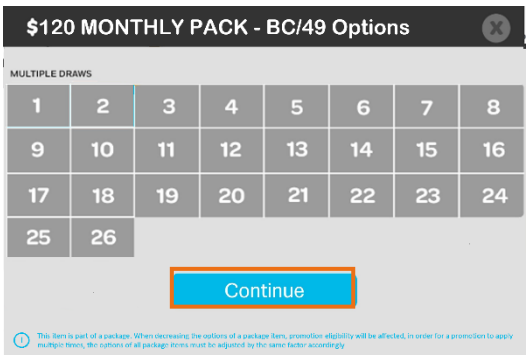


Online Games

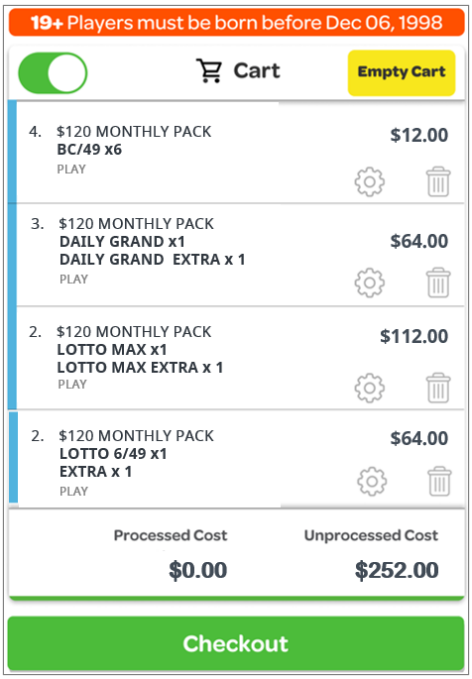
Adding Multiple Draws to Quick Pick Packages with a Bonus Game.

$120 MONTHLY PACK – Adding One Additional Month

6. Increase the number of draws for BC/49 from 8 to **16**. Tap **Continue**.







Once number of draws has been updated for each line item, the Cart will show:

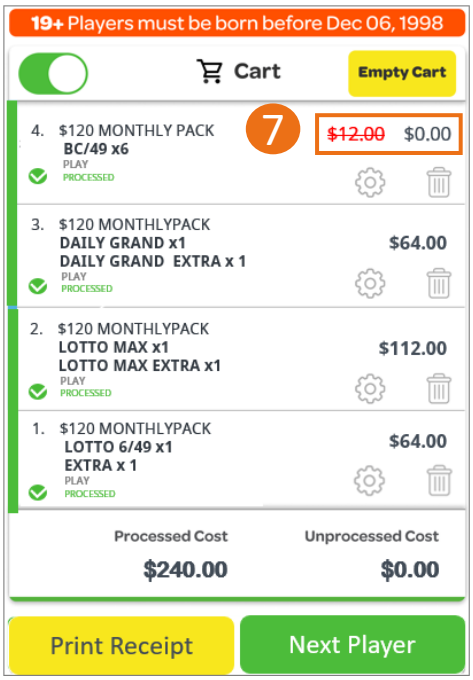
- Cost for 16 draws each of **LOTTO 6/49, LOTTO MAX & DAILY GRAND** and 16 Extra for each game.
- Cost for 12 plays of **BC/49**.
- **Unprocessed Cost** = $252

Online Games

Adding Multiple Draws to Quick Pick Packages with a Bonus Game.

$120 MONTHLY PACK – Adding One Additional Month

7. After tapping **Checkout**. The discount will be applied to BC/49



- $12.00 discount will apply to **BC/49**.
- **Processed Cost** will display $240, the correct cost for two (2) $120 MONTHLY PACK.

Online Games

Adding Multiple Draws to Quick Pick Packages with a Bonus Game.

$100 LOTTO MAX PACK – DAILY GRAND Incorrectly Updated

Important!

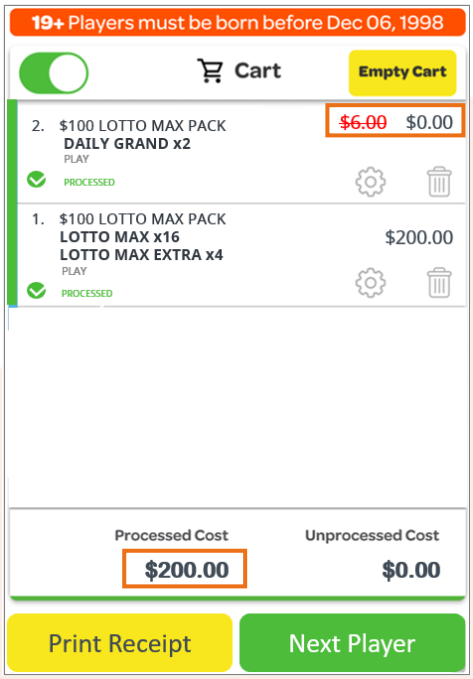
When updating the number of draws for a Quick Pick package with a bonus game, ensure that the number of draws for all tickets in the package are updated by the same number of draws.

In this example, LOTTO MAX number of draws is changed to two (2), and DAILY GRAND is not updated by the same number of draws.

The **Processed Cost** will display the correct cost.

However, the Player will only receive two (2) bonus DAILY GRAND plays, instead of the four (4) plays they should receive for two (2) LOTTO MAX PACKs.

- **LOTTO MAX = Two (2) draws**
- **DAILY GRAND = One (1) draw**



- **DAILY GRAND** displays a $6.00 discount as only one (1) draw was selected.
- Net discounted cost will be $0.00.
- Only one (1) DAILY GRAND play will print on the ticket.
- The **Processed Cost** will display the correct cost for both draws.

Online Games

Adding Multiple Draws to Quick Pick Packages with a Bonus Game.

$120 MONTHLY PACK – Incorrect Multiples

LOTTO 6/49, LOTTO MAX, AND DAILY GRAND Updated to Nine (9) and BC/49 Updated to Two (2)

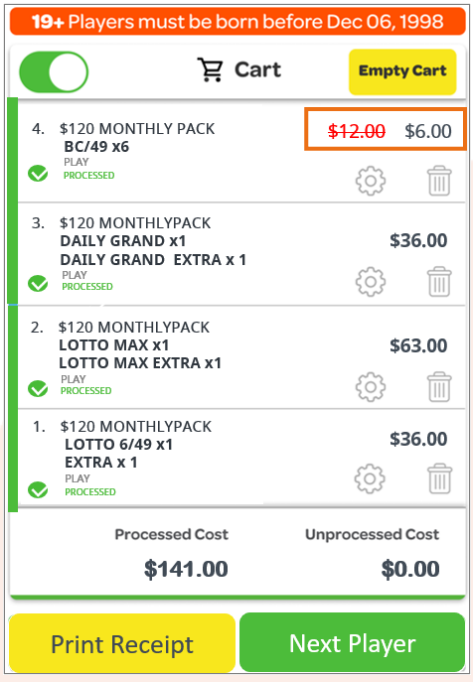
Important!

When updating the number of draws for a monthly Quick Pick package with a bonus game, ensure that the number of draws for all tickets in the package are updated by the same multiples.

In this example, LOTTO 6/49, LOTTO MAX, and DAILY GRAND is changed to nine (9) and BC/49 is changed to two (2).

LOTTO 6/49 = Nine (9) draws
LOTTO MAX = Nine (9) draws
DAILY GRAND = Nine (9) draws
BC/49 = Two (2) draws

- **BC/49** displays a cost of $6.00 and is discounted by $12.00. Net discount $6.00.
- Due to incorrect multiple being applied to **LOTTO 6/49, LOTTO MAX, and DAILY GRAND**.



Online Games

Adding Multiple Draws to Quick Pick Packages with a Bonus Game.





Questions & Answers

How do I add multiple Quick Pick Package with a bonus game for the same draw date?

Process a separate transaction for each draw date the player wants to buy. All tickets will have the same draw dates.

Can I purchase future draw dates for a Quick Pick Package with a bonus game?

No. Future draw dates can't currently be selected for Quick Pick Packages with a bonus game. Please follow the process in this guide.

Do I need to select the draw multiplier to each game separately?

Yes, including the bonus game. Use the same multiplier for each game so the player is charged the correct price and gets the correct plays, draws, and tickets.

When will I see the bonus game discount?

You'll see the bonus game discount in red text, after you tap **Checkout**.

Does a correct Processed Cost guarantee the correct bonus game plays or draws?

No. The Processed Cost can look right even when the bonus game has the wrong number of plays or draws. Select the same draw multiplier to every game, including the bonus game. Then check each game's plays or draws in the Cart before you tap Checkout.

What should I review in the Cart before tapping Checkout?

Check each game in the Cart, including the bonus game:

- The draw multiplier is the same for every game.
- The number of plays or draws matches the package.
- The cost of each game matches those plays or draws.

A correct **Processed Cost** alone doesn't guarantee that the multiplier was correctly selected for each game.



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

Online Games

Adding Multiple Draws to Quick Pick Packages with a Bonus Game.





Questions & Answers

What should I do if I notice a mistake before Checkout or after tickets print?

- **Before Checkout:** Tap Empty Cart and start a new transaction.
- **After tickets print:** Follow the ticket cancellation process. For details, see the BCLC Retailer Hub, Cancelling Online Tickets.



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1-800-667-1649

lotto! Retailer Hub