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



Scratch & Win Ticket Returns

Best Practices



Avoiding Potential Errors

Scanning Tips



Both the Lotto Scanner and the Terminal Ticket Tray are highly sensitive which may inadvertently cause challenges. **To avoid this, watch the screen to confirm that the intended item was added to Cart, and correct any incorrect scans BEFORE tapping Place Order.**

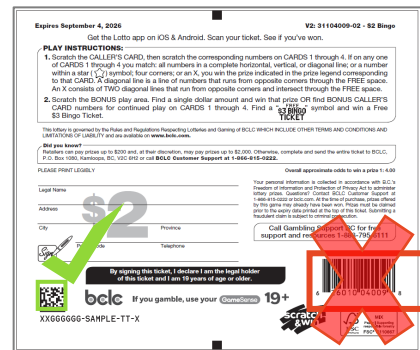
1. LOOSE TICKETS: Scanning the Data Matrix

Potential Error:

The scanner may pick up the UPC barcode.

Best Practice:

Cover the UPC when scanning the Sales Matrix.
Scan from the side inward.



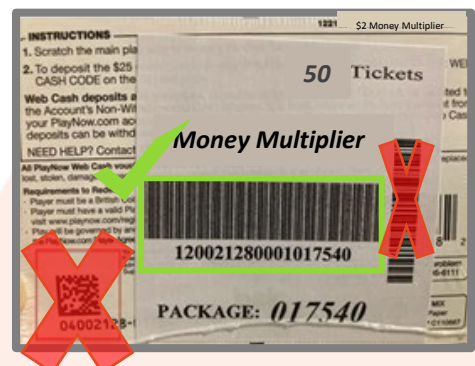
2. TICKET PACKS: Scanning the Pack Insert

Potential Error:

The Scanner may pick up the Data Matrix on the top ticket in the Pack and NOT the pack barcode.
(Ticket vs Pack)

Best Practice:

- 1) Cover the top ticket's matrix when scanning the Pack barcode.
- 2) Catch it and fix it BEFORE tapping Place Order.
 - After scanning a Pack, review the line item to see if it shows 'Pack' vs 'Ticket'.



- If it displays 'Ticket', use the Trash Can to delete the line item.
- Rescan the Pack barcode until it successfully displays 'Pack'.

If you catch the error after tapping Place Order, not to worry! Proceed with returning the full ticket pack in that batch.



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3. ITEM(S) PREVIOUSLY SUBMITTED

Potential Error:

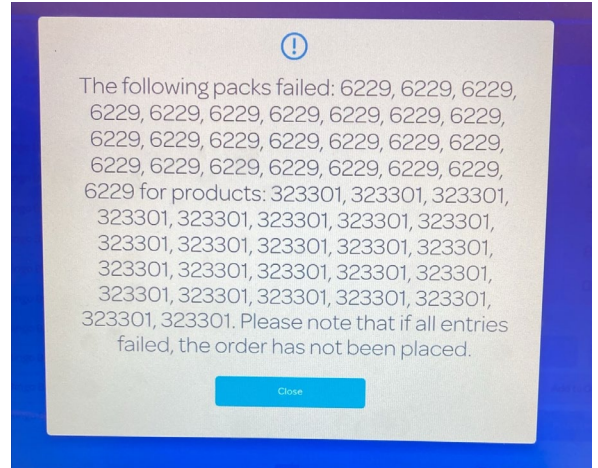
If previously submitted tickets are included in the order, an error message will display upon tapping "Place Order".

The game and pack number only are displayed. The number of times the pack and game number appear reflects the quantity of items that have been previously submitted.

Best Practice:

Be systematic and diligent when scanning tickets. Avoid interruptions and distractions.

If a Return Slip does not print following this message, contact Lottery Retailer Support to verify the return and provide a Return ID to be included in your Returns packages.



4. MISPLACED RETURN SLIP

Potential Error:

Lost the Return Slip after it printed? There is no way to re-print once you leave the screen.

Best Practice:

Contact Lottery Retail Support to verify the return and provide a Return ID to be included in your Returns package.

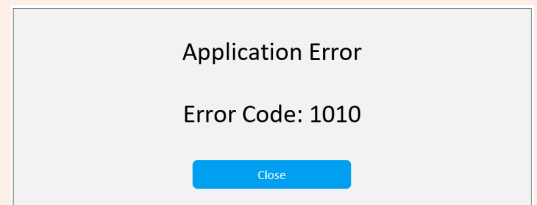
5. ERROR CODE: 1010

Potential Error:

This error can be caused by a network communication issue.

Best Practice:

Contact Lottery Retail Support.



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6. REJECTED TICKET RETURNS

Potential Error:

Expired, tickets expiring within 30 days, or previously reported lost or stolen Tickets or Ticket Packs will be rejected and will not be included in the Return Order or on the Return Slip.

After the Place Order button is selected, an error will display below the line item. The identified line item(s) will not be included in the previously submitted Return Order or on the Return Slip.

Best Practice:

Include those tickets in the return package to return to BCLC for proper disposal.

The screenshot shows the BCLC Instant Games interface. At the top, it displays the time '16:45 Tuesday 30 August' and the user ID 'ID 123456789-0'. The main navigation bar includes 'Instant Games', 'Order Status', 'Recieve Order', 'Sell Ticket/Pack', 'Return Ticket/Pack', and 'Transfer Ticket/Pack'. The 'Return Ticket/Pack' tab is active, showing a table of tickets. The table has columns for '#', 'Game', 'Pack', 'Type', and 'Status'. Tickets 1, 2, and 3 have a green checkmark status, while tickets 4, 5, and 6 have a red 'X' status. Below the table, there are error messages for tickets 4 and 5: 'Product inventory date has passed. Productid = [1] 402. Inventory End Date = 2023-04-19 T 06:59:59'. To the right of the table is a barcode scanner area with a numeric keypad (1-9, 0, Clear) and buttons for 'Clear', 'Print', 'Add to Order', and 'Place Order'. The bottom of the screen features the 'mtralot' logo, a '25' age restriction icon with the text 'Look under 25? Ask for ID!', and the 'bclc No Play At Work' logo.

#	Game	Pack	Type	Status
1	\$5 BINGO MULTIPLIER - BEIGE&BLUE	0500114000395500	Ticket	✓
2	\$5 BINGO MULTIPLIER - BEIGE&BLUE	0500114000395501	Ticket	✓
3	\$5 BINGO MULTIPLIER - BEIGE&BLUE	0500114000395502	Ticket	✓
4	\$5 BINGO MULTIPLIER - BEIGE&BLUE	0400111408013700	Ticket	✗
5	\$5 BINGO MULTIPLIER - BEIGE&BLUE	0400111408013701	Ticket	✗
6	\$5 BINGO MULTIPLIER - BEIGE&BLUE	0400111408013702	Ticket	✗



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