Lotto Express Supervisor Handbook

Resource Manual for Lotto! Express Retailers

7/10/2023

The focus of this document is to provide Lotto Express retailers the tools needed to feel proficient in providing their players with the best lottery experience possible. The booklet elaborates on the concepts taught within the Lotto Express Certification e-course surrounding BCLC's rules, policies, and procedures.

Lotto Express

WHAT IS LOTTO EXPRESS

Lotto Express provides your customers with the option to purchase **Quick Pick** lottery tickets −Lotto 6/49, BC/49, LOTTO MAX and Extra, along with their grocery purchases at all checkout lanes. Many of your customers will appreciate having the opportunity to buy their lottery tickets without having to make another stop at the customer service counter.

To make the purchasing process easier and faster, Lotto Express offers only a select group of lottery Quick Pick options. It does not provide the full range of products and services offered by full service lottery locations including ticket validation and prize payout.

Lotto Express Terminals (LXTs) are installed at each checkout lane to enable the purchase of lottery tickets. The LXTs are connected to BCLC's gaming system and to the retailer's Electronic Cash Registers. Payment for the lottery ticket is processed through the Electronic Cash Register on the same bill as the customer's other goods. Customers make their lottery game selection by providing a Lotto Express Purchase Slip to the cashier to scan or by simply asking a cashier to add a lottery ticket to their bill. The selected lottery ticket(s) will print from the in-lane LXT once payment is received. **It's quick, easy and convenient!**

This guide is designed to provide you with detailed information on how to operate and support Lotto Express in your store, as well as how to help customers purchase their lottery tickets at the check-out.

> **Training your staff:** we highly encourage you to review Appendix A: "Training Your Staff – Guide and Checklist". The Guide will take you through the basics that your staff need to know to sell Lotto Express products with confidence, create great customer interactions and remain compliant with BCLC's policies.
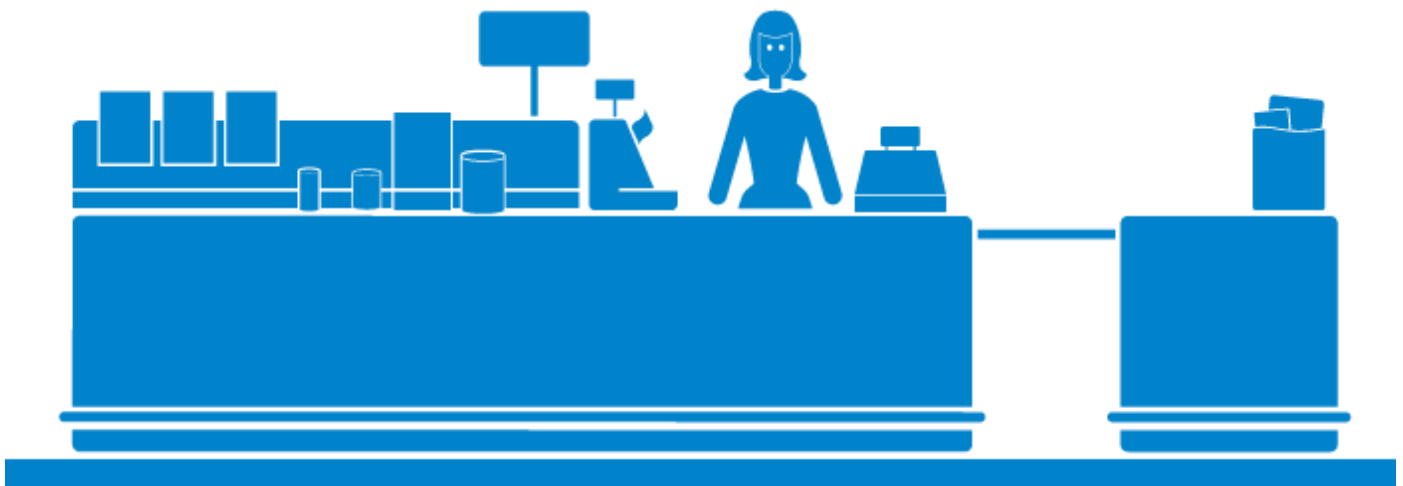
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BCLC RULES AND PROCEDURES

BCLC requires that all active Lotto Express store locations have **two** (2) designated Lottery Retailers from a store certified at all times. The Lotto Express Certification program is part of BCLC's commitment to provide you with the information and tools you will need to sell lottery games with integrity. Following BCLC rules and procedures when selling lottery builds player trust and minimizes risk of penalties to you and your location.

CERTIFICATION

To become certified, you must complete BCLC's Lotto Express Certification. You only need to get certified for the type of lottery responsibilities required by the location where you are employed. Certification remains valid as long as you continue to manage or supervise a location that sells Lotto Express products. Certification expires one (1) year after the day you cease to supervise Lotto Express sales or handle lottery products, or if that date is not known, one (1) year after the date that BCLC is advised of your departure from the retail location where you were employed.

LOTTO EXPRESS RETAILERS:

- Sell BCLC lottery products at their location via Lotto Express Terminals (LXT)

- Supervise or manage Lotto Express operations and staff at the location

LOTTO EXPRESS RETAILER – FAMILY MEMBERS

Suggest to your family members that they purchase their Lotto Express tickets at another location. If your family member wins a prize, this will reduce investigation time and prevent possible delays during the prize claim process.

LOTTO EXPRESS VS. FULL SERVICE LOTTERY

Lotto Express offers customers the ability to purchase Quick Pick lottery tickets via Lotto Express Terminals connected to Electronic Cash Registers at store check-out lanes. The difference between BCLC Lotto Express and BCLC Full Service Retailers is outlined below*:

BCLC Lotto Express Retailers:

- Sell Lotto Express tickets via Lotto Express Terminals

- Sell Lotto 6/49, BC/49, LOTTO MAX & the Extra (Quick Pick only)

- Do not validate lottery tickets or payout lottery prizes
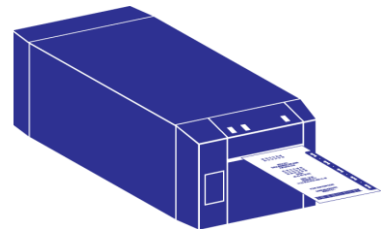
BCLC Full Service Lottery Retailers:

- Sell a full range of lottery games via an Altura Lottery Terminal

- Sell Scratch & Win tickets

- Validate lottery tickets and pay out prizes

Retailers may offer both Lotto Express and Full Service Lottery at the same time.

Lotto Express

PURPOSE OF BCLC RULES & PROCEDURES

BC LOTTERY CORPORATION (BCLC)

Lotto Express Retailers are responsible for ensuring that store employees understand and follow the BCLC rules and procedures when selling lottery products.

Following these rules builds player trust and minimizes risk of penalties to you and your location.

Ask for ID 25 & Under – Players Must Be 19+

"I will not sell lottery tickets to anyone under 19 years of age and will ask for photo ID from any player who appears to be 25 years of age or younger".

It is BCLC policy to check one (1) acceptable form of government issued photo ID for customers who appear to be 25 years of age or younger, **before processing** any lottery ticket/product purchase, to verify that the player meets the minimum age requirement.

In B.C., it is illegal to sell lottery products to players who are under the age of 19.

Selling lottery to players who are under the age of 19 can result in potential penalties, including financial remedy or termination of your store's Lottery Retailer Agreement.

An "Ask for ID" prompt may display on your Electronic Cash Register screen prior to a lottery transaction being finalized.

Ask for ID – Selling lottery tickets to anyone under 19 years of age is illegal and may result in penalties.
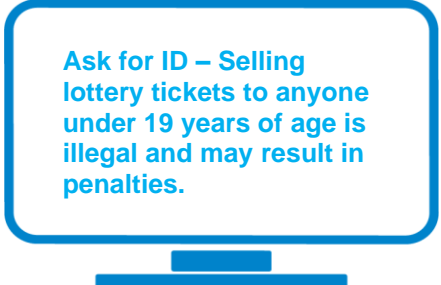
No Play at Work

Employees who become BCLC Lotto Express Certified, **cannot purchase lottery tickets at work, at any time**. Non-BCLC Certified employees may purchase lottery tickets, just not during their shift. However, it is recommended that employees avoid purchasing lottery tickets at their place of work: if an employee buys a winning ticket at their place of work, the verification process by BCLC will be extensive.

Note: Do not accept tickets as gifts or tips – this violates the "No Play at Work" rule.

Left Behind Tickets

If a customer forgets their ticket, report it using the online Ticket Return Form https://forms.bclcretailerhub.com/retailerinquiry. After reporting the ticket, hold the ticket for 30 days. If the ticket has no barcode or control number, the ticket can be destroyed and it does not need to be held for 30 days.

For more information and tips about Ticket Returns, please see Appendix B, "Ticket Return Form Guide".

RESPONSIBLE GAMBLING

WHAT IS RESPONSIBLE GAMLING?

Responsible gambling refers to a safer approach to gambling where adults who choose to gamble have the right information so that they can make an informed choice.

Game information, including the odds of winning, may be found on www.bclcretailerhub.com.

THE 3 PRINCIPALS OF RESPONSIBLE GAMBLING

At BCLC, responsible gambling is based on three principles:

RESPECT

- Retailers must respect an adult player's right to make their own choice

INFORMED CHOICE

- Informed choice means that when a person is deciding whether or not to play one of BCLC's lottery games they have information about:
  - The odds of winning
  - How the games work
  - The possible risks and costs associated with gambling

INFORMATION REFERRAL

- If your customers have any questions or need more information, refer them to the BCLC Problem Gambling number found on the back of their ticket

SUPPORT SERVICES

BCLC LOTTERY SUPPORT HOTLINE

As a Lotto Express Retailer, you should direct your lottery questions or concerns to BCLC Lottery Support Hotline. BCLC Lottery Support Hotline hours of operation are **6:30am to 10:00pm,** seven days a week at **1.800.667.1649**.

They are available to support your inquiries regarding:

- Lottery equipment questions or problems
- Questions regarding Lotto Express errors
- Lottery supply ordering
- How to handle left behind tickets

BCLC CUSTOMER SUPPORT

Direct players to BCLC Customer Support if they have any questions or feedback about BCLC or their lottery ticket. This service is toll free and available from **7:00am to 12am (midnight)**, seven days a week at **1.866.815.0222.**

BCLC Customer Support contact number can also be found:

- On the back of all lottery tickets
- At **www.bclc.com**
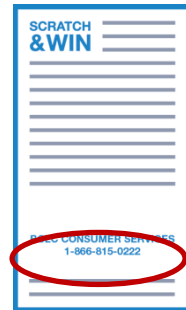
PROBLEM GAMBLING SUPPORT

The BC Problem Gambling Help Line is:

- available 24 hours per day, 7 days per week
- available across BC
- free, confidential and available in a number of languages

The BC Problem Gambling Help Line telephone is found on the back of all lottery tickets.

BCLC RETAILER HUB

Go to **www.bclcretailerhub.com** to learn about:

- Promotions
- Lotto Express Training & Certification
- Game information and the odds
- Policies and procedures
- Hotline Inquiries Online Form
- And much more

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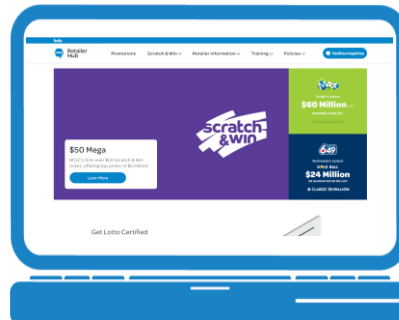
BCLC PRODUCT INFORMATION

BECOME A LOTTERY EXPERT

BCLC strongly believes that providing excellent customer service increases your profit and strengthens your relationship with your customers. One way of achieving this goal is by having knowledgeable staff.

LOTTO EXPRESS QUICK PICK TICKETS	
Lotto 6/49 Quick Pick • Cost per play $3 • Play consists of six numbers from 1 – 49, plus a bonus number for the Classic Draw. • Draws every Wednesday and Saturday at 7:30pm pacific time (PT) • The Classic jackpot is set at $5 Million every draw. • The Gold Ball prize will either be the Guaranteed $1 Million or the Gold Ball Jackpot • Option of adding BC/49 to the purchase • Not available for purchase from 7:25pm to 7:33pm PT on Wednesday and Saturday due to Draw Break*	
LOTTO MAX Quick Pick • Cost per play $5 • Play consists of three lines of seven numbers 1 - 50 • Draws every Tuesday and Friday at 7:30pm pacific time (PT) • Base jackpot is $10 Million (estimated) • When the LOTTO Max jackpot hits $50 Million, additional prizes of $1 Million, called MAXMILLIONS, are offered • Not available for purchase from 7:25pm to 7:33pm PT on Tues and Friday due to Draw Break*	
Extra • Add-on Game for Lotto 6/49 & LOTTO MAX • Cost per play $1 • Play consists of 4 numbers from 1 - 99 • Quick Pick only • Available for purchase in BC only • Top prize of $500,000	

*See 'DRAW BREAK' section in this guide for more information.

Lotto Express

LOTTO EXPRESS PRODUCT & SELECTION OPTIONS

As a Lotto Express Retailer, you will have a number of Lotto Express product selections loaded into your Electronic Cash Register for your customers to select. Customers can select their Lotto Express product by:

- Handing a Lotto Express Purchase Slip to a cashier, OR
- Asking a cashier to add a Lotto Express product to their bill

Important: Of the 19 product selections, only 6 products will be displayed in lane on a Lotto Express Purchase Slip merchandiser for player selection and cashier scanning. All other product selections must be entered by the cashier through the Electronic Cash Register.

Lotto 6/49 Only (Prints 1 ticket)

Purchase Price	# of Plays	Extra?	Purchase Slip
$ 3	1	NO	Yes
$ 4	1	Yes	NO
$ 6	2	NO	NO
$ 7	2	Yes	Yes
$ 9	3	NO	NO
$ 10	3	Yes	Yes

LOTTO MAX Only (Prints 1 ticket)

Purchase Price	# of Plays	Extra?	Purchase Slip
$ 5	1	NO	Yes
$ 6	1	Yes	Yes
$ 10	2	NO	NO
$ 12	2	Yes	Yes
$ 20	4	NO	NO
$ 21	4	Yes	Yes

Lotto 6/49 & LOTTO MAX – Lotto! Express Bundles (Prints 2 tickets)

Purchase Price	# of Plays Lotto 6/49	# of Plays LOTTO MAX	Extra?	Purchase Slip
$ 8	1	1	NO	Yes
$ 10	1	1	Yes	Yes
$ 16	2	2	NO	NO
$ 18	2	2	Yes	Yes

Lotto 6/49 & BC/49 – Lotto! Express Bundles (Prints 1 tickets)

Purchase Price	# of Plays Lotto 6/49	# of Plays BC/49	Extra?	Purchase Slip
$ 5	1	1	Yes	Yes
$ 10	2	2	Yes	NO
$ 15	3	3	Yes	NO

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CUSTOMER SELECTION OF BUNDLE PLAYS AND MULTIPLE PRODUCT SELECTIONS

If a customer chooses to purchase a Lotto! Express Bundle (Lotto 6/49 & LOTTO MAX), two (2) tickets will print from the Lotto Express Terminal. For example:

> *A customer hands the cashier an $8 Lotto Express Bundle purchase slip. Once paid for, the terminal will print one Lotto 6/49 (1 play) ticket and one LOTTO MAX (1 play) ticket.*

Separate tickets will also print for every purchase slip scanned by the cashier. For example:

> *A customer hands the cashier two $6 Lotto 6/49 purchase slips. Once paid for, the terminal will print two (2) Lotto 6/49 (2 plays) tickets.*

Important: A maximum of ten (10) Lotto Express products can be purchased from the Lotto Express Terminal in one transaction.

Tip: Ensure that you hand the player all their ticket(s). Wish the player **good luck**!

ODDS OF WINNING

- The odds of matching 6/6 numbers for Lotto 6/49 are 1 in 13,983,816 per $3 play
- The odds of matching 7/7 numbers for LOTTO MAX are 1 in 33,294,800 per $5 play
- The odds of matching 4/4 numbers for Extra are 1 in 3,764,376 per $1 play

BCLC RETAILER HUB

For a comprehensive list of product and game information, please visit the Retailer Hub: www.bclcretailerhub.com.
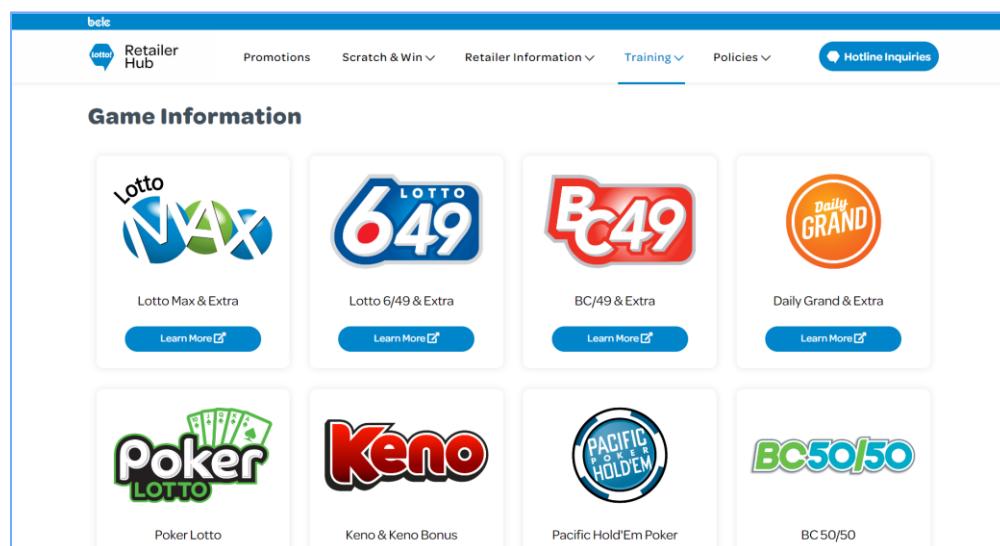
We hope the information will assist you in increasing your product knowledge and your sales!

Lotto Express

SELLING & OPERATING LOTTO! EXPRESS

CASHIER CHECKLIST

- LOTTO EXPRESS TICKET STOCK
- LOTTO EXPRESS PURCHASE SLIPS – Displayed in Lane
- SIGN-ON THE CASH REGISTER – Lotto Express Ready
- CASHIER QUICK REFERENCE GUIDE

LOTTO EXPRESS TICKET STOCK

At the beginning of your shift, ensure that the Lotto Express Terminal (LXT) has enough ticket stock. Have a new roll available at the till and replace it as soon as you see a **pink stripe** running down the side of the paper.

When your paper is low, an error message prompt will display on the screen of your Electronic Cash Register to alert you. You will be unable to sell lottery until the lottery paper roll is replaced.

Order additional ticket stock by contacting BCLC Lottery Support Hotline at 1.800.667.1649, follow the prompts for Supplies or contact your head office for directions.

OPENING THE PRINTER AND REPLACING LOTTO EXPRESS TICKET STOCK

Step 1: Open the front cover of the ticket stock compartment by pressing down on the grey button located at the top right of the LXT.

Pull the front cover down to access the compartment and remove the empty roll.

Step 2: Insert the new roll of ticket stock into the compartment and pull some extra paper out.

When placing the new roll into the LXT, the back of the Lotto Express ticket stock should face forward when pulled upright as shown in the image.

Step 3: Replace the plastic printer cover flap. When you close the door successfully, the LXT will cut the paper so it can be easily detached.

Hold down the "Feed" button on the LXT to confirm the paper feeds through properly.

Step 4: To remove excess paper, rip the paper by gently pulling to the left. The majority of the ticket will have been cut by the LXT.

Tip: use the **"Feed"** button to clear away any paper jams and to ensure that the ticket stock was correctly placed into the printer.
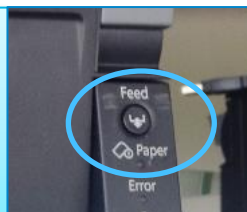
Lotto Express

LOTTO EXPRESS PURCHASE SLIPS

Customers will make their lottery game selection using **Purchase Slips** that are scanned by the cashier in lane, like any other product.

Ensure that the Lotto Express Purchase Slip displays are merchandised in lane as per your store's merchandising standards.

SIGN-ON THE CASH REGISTER – LOTTO EXPRESS READY

Sign-on to your Electronic Cash Register as you normally do at the start of your shift. Lottery will automatically activate upon sign-on and a voice note that says, "Lotto Express Terminal Ready", will play to indicate successful activation of lottery.

If lottery is not successfully activated upon sign-on, an error message will display on your Electronic Cash Register. The error message may contain troubleshooting instructions or simply direct you to contact BCLC Lottery Support Hotline at 1.800.667.1649. BCLC Lottery Support Hotline will diagnose and troubleshoot the issue remotely for a resolution.
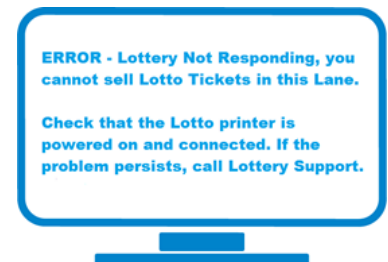
> **Important: Do not power-off the LXT unless advised to do so by the Lottery Support Hotline.**

ERROR - Lottery Not Responding, you cannot sell Lotto Tickets in this Lane.

Check that the Lotto printer is powered on and connected. If the problem persists, call Lottery Support.

CASHIER QUICK REFERENCE GUIDE

Cashiers should familiarize themselves with the Cashier Quick Reference Guide and should keep a copy in lane in case they need it.

*Lotto Express Purchase Slip Merchandiser. Other version may also be available at your location.

Lotto Express

PURCHASE FLOW OF LOTTO EXPRESS

Remember: a maximum of ten (10) Lotto Express Products per Transaction!

Customers may purchase a maximum of ten (10) Lotto Express products per transaction**.**

PURCHASING A LOTTO TICKET IS QUICK & SIMPLE!

The purchase experience is meant to be **simple, seamless, and convenient** for players and **does not slow** down the checkout process for cashiers.

STEP 1: As a customer enters a checkout lane, they notice **Digital Jackpot Signage** and a display of **Lotto Express Purchase Slips**. Wishing to buy a lottery ticket, the customer selects one or more **Purchase Slips** (up to a max of 10 per transaction).

STEP 2: The customer indicates the lottery product they wish to purchase by:

A. **Handing** the cashier the **Purchase Slip** for the lottery product(s) they chose to purchase. The cashier scans the UPC bar code on the **Purchase Slip**, like any other goods. OR

B. **Asking** the cashier to add lottery products (e.g., two Lotto 6/49 and one LOTTO MAX) to their bill. The cashier manually adds the lottery products to the customer's bill using the available selections on their Electronic Cash Register.
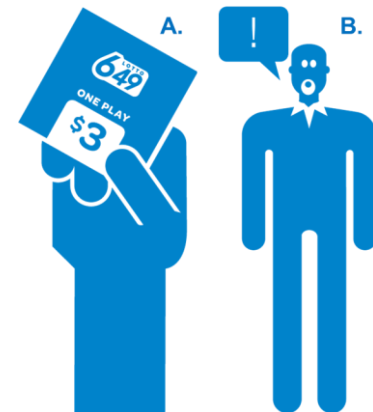
STEP 3: The cashier totals the customer's purchases and asks for payment.

STEP 4: The customer pays the amount owing.

STEP 5: After receiving payment, the LXT prints the selected lottery ticket(s) and partially cuts each selected ticket. The LXT will play a sound indicating the ticket(s) were successfully printed.

STEP 6: Cashier collects the ticket(s) from the LXT and hands it to the customer

Note: Cashiers should check and ensure they have handed <u>all</u> of the customer's Lottery tickets to them.

Important: If a **customer leaves a lottery ticket behind**, Cashiers should provide the left behind ticket with the date and time to their Lotto Express Supervisor as soon as possible and before the end of their shift. The Supervisor will fill out an online Lotto Ticket Return Form (TRF) and hold the ticket for 30 days. See the 'Ticket Return' section and Appendix B of this guide for more information.
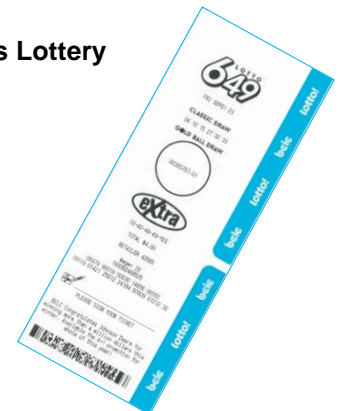
CASHIER ACTIONS AND TROUBLESHOOTING

CANCELLING LOTTO EXPRESS TICKETS

Lottery tickets printed from Lotto Express Terminals (LXT) **CANNOT be cancelled** once they have been printed.

Lotto Express retailers must fill out the online Ticket Return Form (TRF) for any damaged or "printed in error" tickets, and hold the ticket for 30 days. Follow your store's normal process to refund the customer in these cases.

VOIDING A TRANSACTION

Lotto Express selections may be removed from a customer's order at any time **before payment** has been processed by the cashier.

To remove the lottery selection after scanning the Lotto Express Purchase Slip, simply VOID the lottery line item on your Electronic Cash Register as you would any product. The pending lottery product selection will be cleared from the customer's order.

SUSPENDING A TRANSACTION

You will not be able to suspend a transaction after a lottery item has been added to the purchase.

Generally, if you need to suspend a transaction and serve other customers after the Lotto Express Purchase Slip has been scanned, simply void the lottery item.

ELECTRONIC CASH REGISTER ERROR MESSAGES

In the event that your Lotto Express system is not functioning properly, error messages will appear on your Electronic Cash Register to indicate that you will not be able to sell lottery in the affected lane until some action is taken. All error messages will provide some direction on how to resolve the error.

Cashier Action to Resolve Error Messages

Some error messages can be easily resolved by a routine cashier action followed by signing off and back on to the Electronic Cash Register. The error message will indicate the specific action to be undertaken and include:

- Replenishing terminal ticket stock (paper)
- Ensuring the terminal (printer) door is closed
- Ensuring the device is powered on and connected

If the action does not resolve the issue and the error message persists, contact BCLC Lottery Support Hotline.

Lottery Unavailable – Void Lottery Purchase to Proceed

Some error messages will indicate that lottery cannot be sold and the lottery product must be voided prior to completing the transaction. Cashiers should void the lottery product and complete the grocery transaction.

After completing the transaction, follow the directions on the error message and contact BCLC Lottery Support Hotline if you require further assistance.

Lotto Express

Lottery Unavailable – Contact BCLC Lottery Support Hotline

It will be indicated on the error message if BCLC Lottery Support Hotline intervention is required to resolve the error. Inform your customers that lottery is unavailable and contact BCLC Lottery Support Hotline as soon as possible to have the issue resolved.

NO TICKET/ DAMAGED TICKET/ TICKET PURCHASE ERROR SLIP INSTEAD OF LOTTO TICKET

If for any reason the Lotto Express Terminal prints a damaged Lottery ticket, a Ticket Purchase Error Slip instead of a Lottery ticket ,or does not print a Lottery ticket at all. Cashiers should:

1. Issue a refund to the customer using your store's normal Refund Procedure
2. Ask the customer if they wish to make a new Lotto Express selection on a separate transaction
3. Follow BCLC's Ticket Return process outlined in the Training Binder*

*See the *'Processing Lotto! Refunds'* section in this guide for more information.

LOTTO EXPRESS TERMINAL LOSS OF POWER

If a Lotto Express Terminal (LXT) loses power unexpectedly, a **"Lotto Not Responding"** error message prompt will display on your Electronic Cash Register screen. This prompt may display upon Cashier Sign-On, Transaction Sub-Total or Payment Completion (depending on when the LXT losses power)

> **Important:** The LXT should be left powered on at all times and it should never be powered off manually unless the Lottery Support Hotline provides instruction to do so. It takes approximately **2 minutes** for the LXT to reboot and power up.

LOSS OF POWER AT SIGN-ON

If your LXT does not have power when signing on to your Electronic Cash Register, an error message will display when you sign on. Check that the terminal is connected to power and powered on, then, sign off and back on to your Electronic Cash Register.

If the problem persists, the error message will continue to display and you will not be able to sell lottery products. Contact BCLC Lottery Support Hotline at 1.800.667.1649 for assistance.

LOSS OF POWER AT TRANSACTION SUB-TOTAL

If your LXT does not have power when sub-totalling a transaction including lottery, an error message will display. Void any lottery products from your customer's order and proceed with completing the transaction.

Once the transaction is complete, check that the terminal is connected to power and powered on, then, sign off and back on to your Electronic Cash Register. If the problem persists, an error message will continue to display and you will not be able to sell lottery products. Contact BCLC Lottery Support Hotline for assistance.

Lotto Express

LOSS OF POWER UPON PAYMENT COMPLETION

If your LXT loses power after payment is processed for a lottery transaction and the selected lottery ticket does NOT print, an error message will display. Follow your store's normal process to **refund the customer for the lottery purchase.**

After processing the refund, check that the LXT is connected to power and powered on, then, sign off and back on to your Electronic Cash Register. If the problem persists, an error message will continue to display and you will not be able to sell lottery products. Contact BCLC Lottery Support Hotline for assistance.

PROCESSING LOTTO EXPRESS REFUNDS

Retailers will issue a Lotto Express refund to a customer only if the following occurs:

- **No lottery ticket** is printed from the LXT after payment is collected,
- The lottery ticket came out **damaged/ripped** from the LXT and the customer wants to return the ticket
- **Ticket Purchase Error Slip** printed instead of a lottery ticket*

*Ticket Purchase Error slips may print because of Draw Break or a Network Error. Cashiers should destroy the Ticket Purchase Errors slip after processing the customer's refund. **Do not return the slip to the customer.**

> **Important: Refunds should be processed following your store's normal refund process. There is no need to call BCLC to record the refund.**

IF THE DAMAGED LOTTERY TICKET HAS A BARCODE OR CONTROL NUMBER:

Fill out the online Lotto Ticket Return Form (TRF) and hold the ticket for 30 days. (*Follow the instructions outlined in Appendix B).*

Important: Record up to three damaged or left behind tickets on each Ticket Return Form.

Note: If the ticket has **no barcode or control number**, the ticket can be destroyed and it does not need to be sent to BCLC.

Lottery Hotline Inquiries: Ticket Return – Online

After submitting the Ticket Return Form, keep the ticket for 30 days.

Contact Information

Retailer Number	Store Name
12345	123 store

Your First and Last Name	Your Email Address
Samantha	Gray

Ticket 1

Game Name

Total Cost

Control Number

Where was the ticket found

Ticket return reason
Please select a value

Ticket 2

Game Name

Total Cost

Control Number

Where was the ticket found

Ticket return reason
Please select a value

Add Another

View Sample Ticket

Submit

---

*Form may not appear exactly as shown.

Lotto Express

LEFT BEHIND LOTTO TICKET

If the Lotto EXPRESS ticket is **damaged AND it has a barcode or control number**:

- Cashiers should give the lottery ticket with the date and time to the Lotto Express Supervisor as soon as possible and before the end of their shift.

    - Lotto Express Supervisors should fill in and submit the online Ticket Return Form (TRF) and hold the ticket for 30 days.

- If the customer returns the same day while the cashier still has the lottery ticket, they can return it to the customer if they are satisfied the ticket belongs to him or her.

If the Lotto EXPRESS ticket is **damaged <u>and</u> it does not have a barcode or serial number**:

- It should be destroyed following the same process used for Credit cards and Debit slips that customers leave behind in error.

LEFT BEHIND 'TICKET PURCHASE ERROR SLIP'

If a Ticket Purchase Error Slip has been left behind at checkout, Cashiers should give the slip to their Lotto! Express Supervisor. BCLC recommends that Supervisors retain the left behind Ticket Purchase Error Slips in a safe location for **48 hours** in case the customer returns for their refund.

Retailers should cross-reference the customer's purchase receipt with the Ticket Purchase Error Slip **before** processing any lottery refunds for a left behind Ticket Purchase Error Slip*.

*Ticket Purchase Error Slips will list the date and time of the purchase.

Lotto Express

DRAW BREAK (7:30PM PACIFIC TIME – TUES/WED/FRI/SAT)

Draw Break indicates the period where a lottery draw is in progress and Lotto Express tickets CANNOT be sold. Payment for the ticket must occur outside of the Draw Break period in order for the selected Lotto Express ticket to print.

For Lotto Express Bundle products, Draw Breaks apply to both, 6/49, BC/49, and Lotto Max at the same time. Draw Break extends from 7:25PM to 7:33PM PT on Tuesdays and Fridays for LOTTO MAX, and Wednesdays and Saturdays for Lotto 6/49 and BC/49.

NOTIFICATION OF DRAW BREAK – ELECTRONIC CASH REGISTER ERROR

When a customer attempts to purchase a lottery game in draw break, an error message on the Electronic Cash Register will prompt the cashier upon Sub-totaling the transaction. The prompt will notify the cashier that the Lottery product is in draw break, cannot be sold and must be removed from the customer's order to proceed with completing the transaction.

> **Error - The Lotto Product 6 26010 90001 9 is in drawbreak and cannot be sold.**
>
> **Please remove 6 26010 90001 9 from your customer's order.**

The cashier should notify the customer and proceed with removing the lottery product from the customer's order by voiding the lottery product and completing the transaction.

NOTIFICATION OF DRAW BREAK – TICKET PURCHASE ERROR SLIP

If a customer successfully paid for their lottery ticket but did not receive it because the draw was in progress, a Ticket Purchase Error Slip will print.

The system should prevent this from occurring but in the event that it occurs, the Ticket Purchase Error slip will indicate to the customer to return the slip to the cashier for a refund of the purchase. **Follow your store's refund process**, and scan the barcode on the Ticket Purchase Error slip to facilitate the refund*.

*Cashiers should destroy the error slip after processing the refund.

> **Ticket Purchase Error**
>
> Lottery Ticket(s) failed to print. Give this slip to the cashier for a refund.
>
> 6 26010 90016 3
>
> Lane: 1
> Receipt: 00012675765G
> Date: Aug 19, 2015 07:43 AM
> Response Code: LXT40-40200

TICKET PURCHASE ERROR SLIP FOR LOTTO EXPRESS BUNDLES

A Ticket Purchase Error Slip will print in addition to live Lottery Tickets in situations where a Lotto Express Bundle is successfully paid for but a single lottery game, Lotto 6/49 or LOTTO MAX, is in Draw Break. **This is possible but extremely rare.**

In these cases, cashiers should refund the customer for the total cost of the Lotto Express Bundle and **collect the live lottery tickets as well as the Error Slips from the customer.**

The live lottery tickets should be returned using the online Lotto Ticket Return Process outlined in this guide.
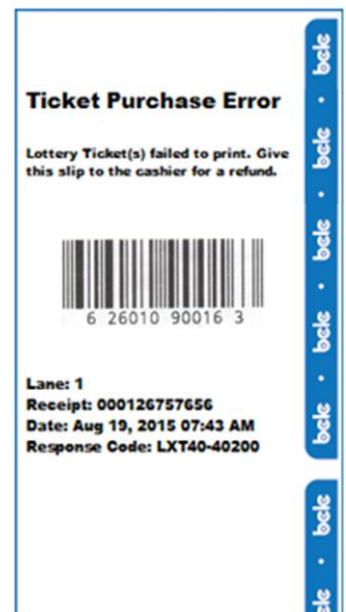
> **Time Zones:** Although British Columbia has two time zones – Pacific and Mountain – all Draw Breaks happen at Pacific Time. All times shown on Lotto Express slips are also on Pacific Time.

Lotto Express

CONTACTING BCLC LOTTERY SUPPORT HOTLINE

When contacting BCLC Lottery Support Hotline for troubleshooting, you will need to identify:

1. **Retailer Number** – ☐☐☐☐

- Your unique 4-digit Lotto Express retailer number located in your Welcome Letter.

If calling to reset/pair a malfunctioning or replacement Lotto Express Terminal, you will also require:

2. **Lotto Express Terminal Device ID** – ☐☐☐☐☐☐☐☐☐

- Serial Number of the LXT which can be found on stickers located on the **right hand side** of the device.

3. **Test Lotto Purchase Slip** – *Barcode for $0 Lotto Express purchase*

- Scan this barcode to test the lottery functionality of your LXT OR use the laminated Test Slip (in your Training binder)

- Complete the order as a $0 cash sale (subtotal, then payment)

Once you have this information, follow these steps to contact BCLC Lottery Support Hotline:

1. Contact BCLC Lottery Support Hotline at **1.800.667.1649**. Open daily from 6:30AM to 10:00PM PT.

2. Follow the prompts for **Lottery Equipment Problems** to speak to an agent.

3. Inform Lottery Support Hotline that your LXT is generating error messages on your electronic cash register or on error slips printed from the LXT.

4. Lottery Support Hotline will troubleshoot the issue remotely to determine a resolution.

5. If a terminal reset (Electronic Cash Register pairing) is required, the Lottery Agent will guide you through the reset/pairing process.

626010900002

Lotto Express

PRIZE PAYOUT

LOTTO EXPRESS ONLY LOCATIONS ARE NOT ABLE TO PAY OUT LOTTERY PRIZES. PLEASE DIRECT CUSTOMERS TO THE NEAREST FULL SERVICE LOTTERY RETAILER.

Free Play - $200

Claim prize at any full service retail location.

$201 - $2000.00

At their discretion, full service retailers may pay prizes up to $2000.00.

$2000.01 - $24,999

Customers can claim their prize in person or by mail at a BCLC office or at one of BCLC's Regional Prize Payout Centres.

$25,000+

Contact BCLC Player Services.

Lotto Express

LOTTO EXPRESS ACTIVATION

THE START-UP KIT

As part of the initial activation of Lotto Express in your store, BCLC will courier a package with the supplies needed to setup for Lotto Express. The Start-up Kit contains:

1. **WELCOME LETTER** – On this letter you will find your store's unique Retailer Number

2. **LOTTO EXPRESS SUPERVISORS HANDBOOK (this document)** – Provides a complete overview of Lottery Retailer Compliance, Product Information as well as Selling and Operational support to help train staff.

3. **TRAINING YOUR STAFF – GUIDE AND CHECKLIST** – A handy outline to assist you in training your staff.

4. **CASHIER QUICK REFERENCE GUIDE** – The basics for compliance, selling and operations for cashiers.

5. **LOTTO EXPRESS QUICK SHEET** – 1 page reference guide with product information and common issues or errors that can easily be resolved. Keep **in each lane,** so that cashiers can easily access the information.

6. **TEST SLIP** – Use this $0 test slip when instructed by BCLC Lottery Support Hotline to see if your terminal is working.

7. **BCLC LOTTO EXPRESS TICKET STOCK** – An initial supply of thermal paper ticket stock supply that will be used in your Lotto Express Terminals. Initial is supply is approximately 2 rolls per store checkout lane.

8. **LOTTO EXPRESS PURCHASE SLIPS** – Replacement purchase slip pads.

9. **OPTICAL WIPES TO CLEAN THE PRINTER** – Alcohol wipes to clean the Lotto Express Terminal and prevent paper jams and other issues.

Lotto Express

LOTTO CUSTOMER FAQs

Can Lotto Express Only locations pay out small prizes?
- No, direct customer to the nearest full service Lottery Retailer

Can lottery tickets be checked or validated at Lotto Express Only locations?
- No, direct customer to the nearest full service Lottery Retailer

Can selection slips be used to purchase lottery tickets with Lotto Express?
- No, direct customer to the nearest full service Lottery Retailer

Can winning tickets be used as tender?
- No, direct customer to the a full service Lottery Retailer or BCLC to claim their prize

Can other lottery products be purchased at Lotto Express locations?
- No, direct customer to the nearest full service Lottery Retailer

Can lottery tickets be refunded?

Check your Store Refund Policies. Lotto Express locations should process returns when they are unable to supply the customer with an intact and usable ticket after it has been paid for. This may include:

- Ticket was ripped or damaged at the time of purchase
- Ticket Purchase Error Slip printed instead of the selected Lottery ticket (no ticket)
- Lotto Express Terminal out of paper (no ticket)
- Ticket did not print due to system error or network issue (no ticket)

BC Lottery Corporation **will NOT issue a refund** if the customer:

- Did not like their numbers
- Selected the wrong game
- Purchased a higher or lower ticket value than intended
- Wanted/did not want the Extra Cashiers should scan the barcode on the Ticket Purchase Error slip to facilitate your store's normal refund process*.

> **Important: The customer's shopping experience is extremely important. Contact your Supervisor or Manager on Duty if you need help resolving a situation for the customer.**

Can cashier/staff accept a lottery ticket as tip/gift?
- Store staff cannot accept lottery tickets since it would contravene the BCLC "No Play at Work" rule.

How many tickets can be purchased?
- A maximum of ten (10) Lotto Express product selections can be purchased per transaction, which will print between 10 and 20 lottery tickets depending on the products selected.

Can my family or I buy Lotto Express tickets if I am a Cashier?
- Non-BCLC Certified cashiers may purchase lottery tickets at their location, just not during their shift. BCLC recommends that Cashiers and their family members purchase their Lotto Express tickets at another location. If an employee or their family member buys a winning ticket at their place of work, the verification process by BCLC will be exhaustive.

BCLC GLOSSARY OF TERMS

CHECK-A-TICKET TERMINAL (CATT)	Players can verify a lottery ticket using the Check-A-Ticket Terminal (CATT) located at Full Service Lottery Locations.
ELECTRONIC CASH REGISTER	A retailer's hardware and software system used at checkout to process customer transactions. An Electronic Cash Register system will include a cashier display, barcode scanner, receipt printer, scales, and pole display.
INFORMED CHOICE	Making a decision based on relevant information about games and the odds of winning.
LOTTO EXPRESS PRODUCT	Each lottery ticket selection or bundle of lottery ticket selections is represented by a Lotto Express Product. Each product has a UPC number and barcode assigned to it to process the lottery purchase through your ECR.
LOTTO EXPRESS PURCHASE SLIP	Purchase Slips are displayed in lane for customers to make their Lotto Express product selection. Once selected by a customer, the Purchase Slip is used to process payment for a lottery ticket, or ticket bundle, by scanning the barcode on it.
LOTTO EXPRESS TERMINAL (LXT)	BCLC lottery equipment that is connected to a retailer's ECR and is used to process and print lottery tickets at checkout lanes.
LOTTO EXPRESS TICKET	Lotto Express tickets printed from an LXT are similar but slightly narrower compared to lottery tickets printed on a full service lottery terminal. They can be validated or checked at any Full Service Lottery Retailer.
LOTTO EXPRESS TICKET STOCK	You will receive ticket stock in your Start-up Kit. Order additional ticket stock by contacting BCLC Lottery Support Hotline at 1.800.667.1649, follow the prompts for supplies or contact your head office for directions.
POS PURCHASE RECEIPT	The new purchase receipt shows the lottery purchase and the UPC number.
PROBLEM GAMBLING	When a person is experiencing negative legal, financial, personal or health issues due to their gambling.
RESPONSIBLE GAMBLING	A safe approach to gambling where adults who choose to gamble have the right information so that they can make an informed choice.
RETAILER NUMBER (SYSID)	This is your store's unique 4-digit identification number. You will need it when contact BCLC Lottery Support Hotline for supply ordering, equipment problems, etc.

Lotto Express

APPENDIX A: TRAINING YOUR STAFF – GUIDE AND CHECKLIST

TRAINING YOUR STAFF

It is highly recommended that you review the following sections with your cashiers prior to their first day of operating a Lotto Express Terminal ("LXT") in the lane. This Guide will take you through the basics a cashier needs to know to sell Lotto Express products with confidence, create great customer interactions and remain compliant with BCLC policies.

Provide your cashiers with a copy of the "Cashier Quick Reference Guide" to support training.

Part 1) Compliance:

- [ ] BCLC Rules & Procedures (ID25 & Under – Players Must Be 19+; No Play at Work; Left Behind Tickets)
- [ ] Important Numbers (BCLC Lottery Support Hotline; Customer Support; Problem Gambling Support) and the purpose of each

Part 2) Product Knowledge & Awareness:

- [ ] What is Lotto Express? What are the benefits to your customers?
- [ ] What lottery products are available on the Purchase Slip and through Electronic Cash Register (ECR)
  - ❑ [If your location also has a full service lottery terminal, you may wish to highlight what other products are available. If not, discuss where is the nearest full service lottery location.]
- [ ] LXT vs. Full Terminal differences and understanding how to communicate them in a positive way:
  - ❑ Only sells Quick Pick LOTTO Max, 6/49, BC/49 and Extra add-ons– helps with game selection!
  - ❑ Cannot validate lottery products – makes it fast and easy for customers in lane, does not hold up operations
  - ❑ Maximum 10 purchase slips per transaction (could yield a total of 20 individual lottery tickets)

Part 3) Operations – Set Up for Success:

In-lane experience: run-through of how to operate LXT using a variety of scenarios.

- [ ] Review parts of the terminal:
  - ❑ Digital Jackpot Sign
  - ❑ Purchase Slip Merchandiser
  - ❑ Purchase Slips
  - ❑ Point of Sale Terminal Product Selections
  - ❑ LXT printer and paper
    - ❑ [If your location also has a full service lottery terminal, you may wish to highlight the difference between paper sizes – the LXT printer paper is smaller and narrower.]
- [ ] Practice on the LXT:
  - ❑ Sign on/off
  - ❑ Terminal sounds – sign on successful, sign on failed, ticket printing and ticket errors
  - ❑ Scanning slips, including: a bundle (reminder: it prints two tickets!), scan 4 bundles to get 8 tickets
  - ❑ Using the Electronic Cash Register to ring in lottery products

- ❏ Voiding a lottery item
- ❏ Scan and print a $0 Test Ticket: (<u>reminder: you can't have</u> a test ticket and a live ticket on the same order!)

In-lane efficiency: operational tips for smooth day-to-day transactions:

- ❏ **Lotto In Last** – ringing in the lottery product as the last item in a transaction, to make it easier to void the lottery product if needed
- ❏ **Hand Tickets to Customer** – cashier to collect the purchase receipt and **ALL** Lotto Express tickets to hand to the customer after they print.
- ❏ **Customer Service** – void lottery item(s) if there is an issue with Lotto Express that cannot be fixed quickly
- ❏ Cancelling a ticket vs. refunding vs. left behind ticket

Part 4) Troubleshooting:

Show What Cashiers Can Solve

- ❏ Unable to purchase more than 10 SKUs: *void item*
- ❏ Printer Open: *close printer*
- ❏ Printer Low on Paper: *replace roll of paper*
- ❏ Paper Jam Error: *open printer and use "feed" button to clear*
- ❏ Printer "Turned Off" Error (unable to sell lottery): *turn printer back on*
- ❏ Printer is Rebooting (remind of length of time: 1 – 2 minutes)
- ❏ Lotto Products are in Draw Break: *void lottery item from list*
- ❏ Ticket Purchase Error: *refund the ticket using your location's refund process*
- ❏ Test $0 purchase slip to check terminal and print a $0 test ticket

When to Contact BCLC Lottery Support Hotline

In situations where a cashier cannot resolve the error on their own, an error message on the Electronic Cash Register will direct you to contact BCLC Lottery Support Hotline to get assistance with handling the error. For example:

- ❏ Network Down (pulled out Wi-Fi dongle)
- ❏ Lotto Not Responding Error

Part 5) Service Excellence Review:

Encourage cashiers to engage with customers to promote repeat in-lane lottery purchases. This aspect of service training is simple and directional, and helps build stronger in-lane brand awareness:

- Promote LX products to customers <u>when appropriate</u>:
  - ▪ "Did you hear that the current <<LOTTO MAX/Lotto 6/49>> jackpot is at $$? It could be you!"
  - ▪ "Thank you and good luck!"
  - ▪ "Did you need to contact Customer Support? The number is on the back of your ticket."

Conclusion:

Any questions? Review FAQs in Cashier Quick Reference Guide as a quiz/summary. Remind cashiers where to find answers to questions –training materials in the Start-Up Kit Training Binder.

Lotto Express

APPENDIX B: LOTTO EXPRESS TICKET RETURN FORM ("TRF")

How to access and submit the Online TRF form to BCLC.

TRF PROCESS

Lotto Express tickets that need to be reported through the Ticket Return Form (TRF) process include tickets that are left behind, refunded or damaged with a **complete** barcode or **control number**.

To complete the TRF process, Lotto Express retailers should:

1. Fill in and submit the online TRF. *Note: You may complete one (1) form for up to 3 individual tickets.*

2. Hold onto the ticket for 30 days.

If the Lotto Express ticket does not have a barcode or serial number, destroy the ticket following the same process used for destroying Credit card and Debit slips.

PROCESS FLOW CHART
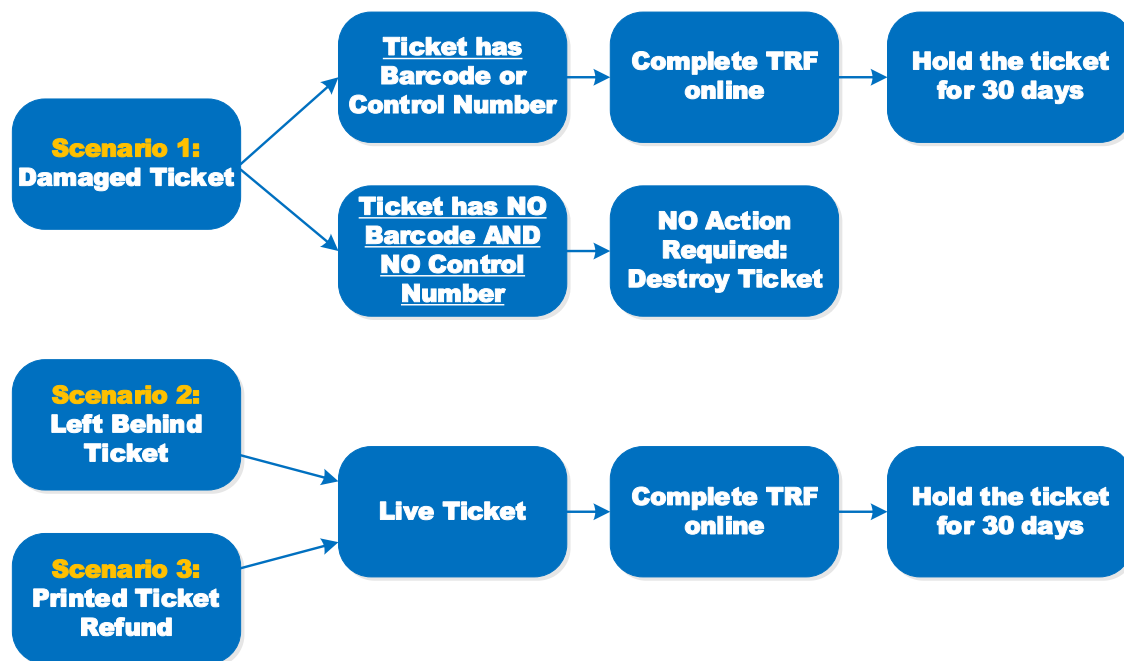
Lotto Express

HOW TO ACCESS AND SUBMIT THE TRF ONLINE

Step1: Access the Ticket Return Form located at: https://forms.bclcretailerhub.com/retailerinquiry

Step 2: Select 'Lotto! Express' - **Note**: You may complete one form for up to three (3) individual tickets.

Lottery Hotline Inquiries

This form is designed to respond to questions and requests from retailers that are not deemed urgent. It's important that you complete the form with accurate information so we can assess and respond accordingly.

If this is an urgent request, please call the Lottery Support Hotline 1-800-667-1649.

What type of retailer are you?	What is your question about?
Lotto Express Retailer	Ticket Left Behind / Ticket Return Form (TRF)

Submit Lotto Express tickets that are left behind, refunded or damaged with a complete barcode or control number.

Please hold on to the submitted tickets. Courier materials will arrive shortly for you to return the ticket(s) to BCLC.

[Continue]

Step 3: Complete the fields on the form

Lottery Hotline Inquiries: Ticket Return – Online

After submitting the Ticket Return Form, keep the ticket(s) for 30 days.

Contact Information

Retailer Number	Store Name
12345	123 store

Your First and Last Name	Your Email Address
Samantha	Gray

Ticket 1

- Game Name
- Total Cost
- Control Number
- Where was the ticket found
- Ticket return reason — Please select a value

Ticket 2

- Game Name
- Total Cost
- Control Number
- Where was the ticket found
- Ticket return reason — Please select a value

[Add Another]

View Sample Ticket

[Submit]

*Form may not appear exactly as shown.

Step 4: Click Submit

Lotto Express

TICKET RETURN TIPS

Tip 1:

If the ticket has a Control Number or Barcode, fill out the online Ticket Return Form.

If the ticket has no Control Number **and** no Barcode, **do not return it to BCLC.** Destroy the ticket following the same process as for Credit card and Debit slips.

20 digit Control Number

Barcode

Sample of ticket NOT required by BCLC

Tip 2: Do not return purchase slips or Ticket Purchase Error Slips to BCLC. Cashiers should destroy Ticket Purchase Errors slips after processing the customer's refund. **Do not return the Ticket Purchase Error Slip to the customer.**

Error Slip

Ticket Purchase Error

Lottery Ticket(s) failed to print. Give this slip to the cashier for a refund.

6 26010 90016 3

Lane: 1
Receipt: 000126757656
Date: Aug 19, 2015 07:43 AM
Response Code: LXT40-40200