

Scratch & Win

The Impacts of Selling Inactive Tickets



The activation of Scratch & Win Tickets represents the biggest change for everyone, and in some cases, Retailers have inadvertently sold inactive tickets to players. When this happens, **the impacts include daily reconciliation not balancing and the Stock Summary report also failing to balance, indicating that the ticket remains in inventory.**

What Happens Next

If the player contacts BCLC Customer Support, BCLC may direct them to return to your Site to have the ticket activated. Simply scan the ticket to Cart and tap Checkout – no need for payment as payment was exchanged when the player bought the ticket. Rest assured, only Activation Tickets associated with your Retailer ID can be activated. If the Ticket does not activate, please direct the Player to call BCLC Customer Support at 1-866-815-0222.

If activating the ticket happens on a different day from the original sale, once again daily reconciliation will not balance and the ticket will come off the Stock Summary report.

Alternately, if the player contacts BCLC Customer Support, BCLC may further investigate the case. In this case, after the investigation, BCLC may activate the ticket in the back-office system. Activating the ticket will trigger the sale to appear in your reporting under Sales on the General Terminal Report and the ticket will come off the Stock Summary report.

If the ticket activation is never processed—for instance, if the player doesn't call in or return to have the ticket activated because they found out it wasn't a winner after scratching it—then once the ticket expires, the Site will be billed for it. Once the billing occurs, the ticket will come off the Stock Summary report. In this case, the adjustment will display on the General Terminal Report under Settlements and Settlements Commission. At this time, the ticket will come off the Stock Summary report.

What Can Your Site Do To Mitigate Selling Inactive Tickets?

- Scan every ticket through the Lottery Terminal at the point of sale to the player. Tapping Checkout activates the ticket.
- Review the Selling Scratch & Win training information on the [BCLC Retailer Hub](#).



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

