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



Scratch & Win



Returning Tickets to BCLC

The process of returning Scratch & Win Tickets to BCLC will undergo a complete transformation. The Returns process is used for Buybacks Campaigns, Expiring Tickets Campaigns, Ticket Withdrawals, and store closures.

This information sheet includes an overview of key topics related to processing returns.

What's Staying the Same?

- With each campaign, BCLC will provide clear communications, outlining the specific Tickets that need to be returned.
- Retailers will receive printed copies of Ticket images sheets and return courier materials.
- Retailers must return the physical Tickets (Traditional and Activation) to BCLC to complete the return.
- Buybacks Campaigns will continue three times a year to provide Retailers the opportunity to return older inventory.

What's Changing?

- No more printed forms to return to BCLC.
- Activation Tickets will be returned without any financial impact (no associated credit).
- Retailers can print the *Stock Summary Report* to view remaining inventory of Activation Tickets.
- Tickets must be scanned on the Lottery Terminal producing a Return Slip(s).
- The Return Slip(s) must be returned with the physical Tickets.

Tips to Streamline Your Ticket Return Process

- Only open packs when ready to sell.
- Sell through single Tickets.
- Scan Tickets for returns before or after operating hours, or during downtime, to minimize interruptions.
- Create Return Slips by price point.
- Note: the maximum number of items per Return Slip is 100.
- Review the Stock Summary Report to ensure all Activation Tickets meant to be returned are accounted for.



 [Read More](#)

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For step-by-step instructions on how to return Scratch & Win Tickets



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The Stock Summary Report

The new Stock Summary Report, printable from the Lottery Terminal, provides information on Activation Tickets allowing you to easily track your inventory at any given time.

Key Points about the Stock Summary Report

- Excludes Traditional Tickets and Web Cash.
- Reports on Activation Tickets that have not yet been activated.
- Inventory is listed by Game Name and Number. The order in which Tickets display is random due to constantly moving inventory.
- Book # does not include the preceding zeros printed on the Pack itself
- The number of Tickets remaining in a pack is listed under Quantity
- When printed, it is very, very long.
- Ensure a full roll of paper in the printer before printing.

Stock Summary		lotto! bele
29 July 2024		
Retailer 41534		
\$1 Gold Rush		
31-992164-00		
Book #	Quantity	lotto! bele
366807	44	
367905	100	lotto! bele
367906	100	
TOTAL	244	lotto! bele
\$1 Sweet Winnings		
31-993221-00		
Book #	Quantity	lotto! bele
4551	44	
TOTAL	44	lotto! bele
\$2 Blackjack II		
31-992131-00		
Book #	Quantity	lotto! bele
179	21	
400	50	lotto! bele
TOTAL	71	
.		
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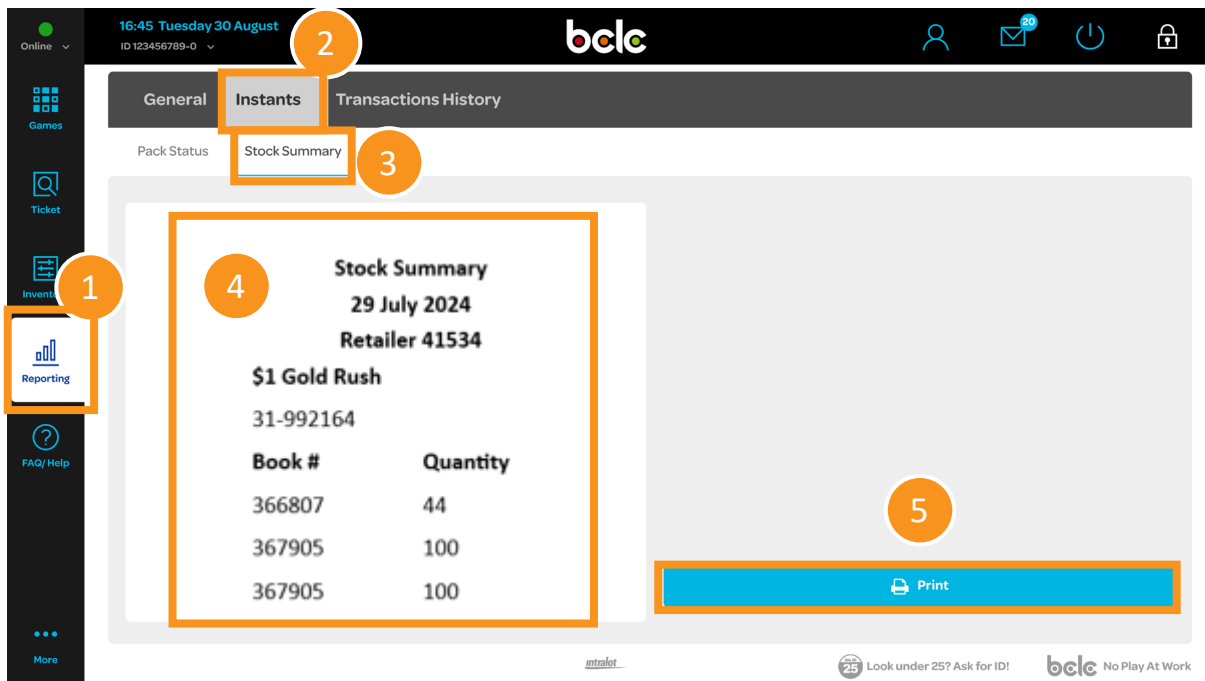
Returning Tickets to BCLC



Printing the Stock Summary Report

How to Print the Stock Summary Report:

1. Tap **Reporting** menu
2. Tap **Instants** tab
3. Tap **Stock Summary**
4. Scroll down to View, or
5. Tap **Print**



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Credit Terms

Traditional Tickets: Credit will be applied to the Retailer’s invoice upon BCLC approval of the Return Order once received at BCLC. Credit is reported under Returns on the Invoice.

Activation Tickets:

- *Tickets Not Activated:* Since no initial payment was processed, no credit will be issued.
- *Tickets Previously Activated but Not Sold to a Player:* Upon scanning the Ticket for return, the system will automatically cancel the activation and sale of the Ticket. The credit will be applied to the Retailer’s invoice upon BCLC approval of the Return Order once received at BCLC. Credit is reported under Returns on the Invoice.

Returns on the Invoice

- Return Orders submitted on the Lottery Terminal will be accumulated into one total on the Invoice.
- On the Invoice, return credits display in the S&W / Pull Tab Games section in a subsection called Returned Tickets.

Expiring Tickets

- Tickets must be returned before they expire to avoid incurring the cost of the expired Ticket.
 - *Traditional Tickets:* BCLC maintains its policy of not issuing credit for expired Tickets.
 - *Activation Tickets:* Ticket cost will be applied to your Invoice at the time of expiry.
- Lottery Retailers will have the opportunity to return Tickets prior to their expiration date during scheduled Expiring Tickets Campaigns conducted by BCLC.
- Expired Tickets are ineligible for credit. See next page for error message.

Lost or Stolen Tickets

- Retailers must report lost or stolen Tickets to Lottery Retail Support to minimize financial impact. In the case where Ticket numbers are reported for non-activated Activation Tickets, the Retailer may avoid being billed for the cost of the Ticket at the time of expiry.
- By reporting lost or stolen Ticket numbers, the validation capability on activated Activation Tickets and Traditional Tickets can be deactivated, effectively preventing criminals from redeeming prizes. This proactive measure significantly contributes to deterring future thefts.



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Rejected Ticket Returns

Expired 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.

An error will display below the line item, after the Order is submitted. The Return Order has been placed; however, the identified line item(s) will not be included in the Return Order or on the Return Slip.

Remove the physical Tickets that have been rejected from your Return order.

To return Expired Tickets contact Lottery Retail Support or your BCLC Territory Manager for assistance.

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' and tabs for 'Order Status', 'Recieve Order', 'Sell Ticket/Pack', 'Return Ticket/Pack', and 'Transfer Ticket/Pack'. A table lists six tickets, with items 4 and 5 highlighted in orange. Item 4 has a status of 'Rejected' and an error message: 'Product inventory date has passed. Productid = [1] 402. Inventory End Date = 2023-04-19T 06:59:59'. Item 5 has a status of 'Rejected' and an error message: 'Product inventory date has passed. Productid = [1] 402. Inventory End Date = 2023-04-19T 06:59:59'. To the right of the table is a barcode scanner area with a numeric keypad and buttons for 'Clear', 'Print', 'Add to Order', and 'Place Order'. The bottom of the interface features the 'mtrlot' logo, a '25' age restriction icon with the text 'Look under 25? Ask for ID!', and the 'bclc No Play At Work' logo.



Should a Ticket or Pack previously reported as lost or stolen be located, you must promptly inform Lottery Retail Support that it has been recovered and is back in your possession.



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Questions & Answers

Can I scan Traditional and Activation Tickets on the same Return Slip?

Yes, the two Ticket types behave the same when scanned for return.

Can I return Tickets at any time using this new process?

Tickets must be approved-for-return by BCLC. If Tickets are returned outside of an approved event, ie. Buyback/Expiring Ticket Campaign, Withdrawal Campaign, or store closure, the return is at risk of being rejected and returned to your location.

Can I use old shipping materials I have on hand to return Tickets to BCLC?

BCLC will ship the required materials to return your Tickets, including courier bags and a custom-printed return shipping label with your location's address on it. Please use the provided materials to ensure accuracy and trackability.

What do I do if there is a discrepancy between the total of my return slips and the amount BCLC credits to my account?

Contact Lottery Finance and Banking (1-800-667-0710) with any questions related to your Invoice and return credits.

Is credit issued for Expired Tickets?

Unsold Scratch & Win Tickets, irrespective of their activation status, must be returned to BCLC prior to their expiry date. Lottery Retailers will have the opportunity to return Tickets prior to their expiration date during scheduled Ticket return campaigns conducted by BCLC. Returning Tickets to BCLC prior to expiry ensures eligibility for credit and prevents charges for expired inventory.

For active but unsold Tickets, BCLC will not issue credit for Expired Tickets. For Activation Tickets that Lottery Retailers have received but not activated, if not returned to BCLC before expiry, the Lottery Retailer will be charged for the Tickets' cost.



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