Scratch & Win
Ticket Activation

The new Lottery Terminals and new Activation Tickets provide the opportunity for real-time Ticket Activation. This information sheet explains Scratch & Win Ticket Activation and its benefits and operational impacts.

What is Ticket Activation?

Ticket Activation is the process of converting a Scratch & Win Ticket or Ticket Pack from an *inactive* state to an *active state,* which:
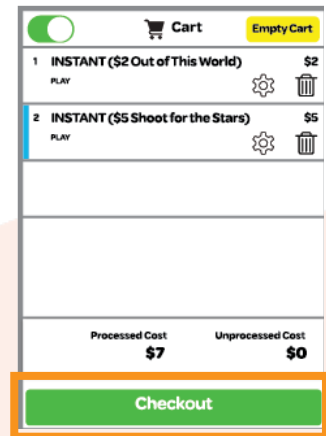
- Enables the ability to check the Ticket results
- Deems the product as sold:
  - Terminal sales reporting is updated with the sale
  - Terminal inventory reporting is updated with the item removed from Inventory
  - Sales commission is applied. (Aligned with the location's 7-day cycle for Online Ticket sales)
  - Payment terms are triggered. (Aligned with the location's 7-day cycle for Online Ticket sales)

Note: Ticket Activation is not applicable to Traditional Tickets.

When Does Ticket Activation Happen?

After scanning a Ticket or Pack to the Cart, the product activates **upon tapping Checkout.**

Scan all Tickets through the Lottery Terminal at the point of sale to prevent the risk of selling an inactive Ticket and provide a positive Player experience.

What Happens If Ticket Activation is Missed?

If a Ticket isn't activated, **Players will not be able to check or validate their Ticket**, causing a negative Player experience.

The Player will not be able to check the Ticket using the **Ticket Checker** or the **BCLC Lotto App**; as well Ticket validation on the **Lottery Terminal** would not be possible.

Retailer Action: If presented with an inactive Ticket at the point of validation, advise the Player to call BCLC Customer Support. The number is on the back of the Ticket.

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

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The Selling Process

SINGLE TICKET

Display **INACTIVE** Tickets in Case → Scan Ticket to Cart → **TICKET ACTIVATES** → Checkout → Collect Payment Hand Ticket to Player

TICKET PACK

Selling a **FULL PACK** to a Player? → Scan Pack to Cart → **TICKETS ACTIVATE** → Checkout → Collect Payment Hand Tickets to Player

The Benefits of Ticket Activation

Scratch & Win Ticket Activation provides many new benefits to your Lotto business!

Healthier Cash Flow
Pay BCLC for product after it's been sold

Inventory Tracking
Terminal inventory reporting reflects actual daily customer transactions

Improved Sales Reporting
Terminal sales reporting reflects actual daily customer transactions

Enhanced Ticket Security
Inactive Tickets in the Display Case means less product vulnerability

What is the policy on Activation of Scratch & Win Tickets?

Lottery Retailers are required to activate all Scratch & Win Tickets for validation either before the sale or as part of the sale to the Player. Scratch & Win Tickets may be activated as a Pack or on a Ticket-by-Ticket basis.

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

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