

Validations Policy & Procedure



3 Steps to Validating a Ticket...

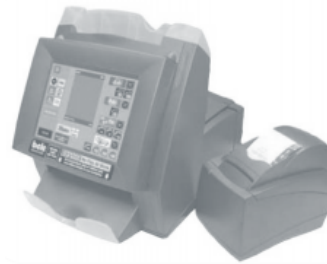
1

Get a signature on every ticket you check
(Online and Scratch & Win)



2

Scan and validate the ticket using the lottery terminal



3

Return EVERYTHING to the player



(Winning & non-winning tickets, validation slips, and the prize, when applicable.)

Validation Mystery Shops are ongoing throughout BC.

The goal of Validation compliance checks is to demonstrate that Retailers handle lottery products with integrity and provide players the resources they need, or want, to verify their ticket was the one validated and its outcome.

Please see Service Standard Remedies within the Lottery Retailer Policy Manual - Section 8 – for Validation issues Not Related to Fraud / Theft.