

3 Steps to Validate a Ticket

Compliance Awareness

1

Ask for 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.

Return the original ticket, respective slips, and prize across the counter making everything accessible to the Player. This includes winning and non-winning tickets.



Validation Mystery Shops are ongoing throughout BC.

The goal of Validation Mystery Shops 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'.



Contact **Lottery Retail Support:**
1-800-667-1649

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Validation Mystery Shop Criteria:

Retailers will receive a “fail” if they do not perform one or more of the following:

When it's a Winner

Paying the prize:

1. Return the correct prize
2. Return the original ticket
3. Print & provide the Validation slip

Not paying the prize:

1. Return the original ticket
2. Print and provide the Validation Information

When it's Not a Winner

1. Return the original ticket
2. Printing and providing a 'Not a Winner' Information Slip for non-winning tickets is optional

- You must make everything accessible to the player after completing the validation on the lottery terminal.
- The player is the rightful owner of all the slips. There may also be Replay and/or Exchange tickets during the Validation process.
- Players may choose to discard the slips, direct you to discard them or leave them behind.



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