

Digital Purchase Slips available on the Lotto App at Participating Lotto Express Locations

Launching July 2019



Starting July 2019, players will now be able to use Digital Purchase Slips (Lotto Vouchers) available on the Lotto App (Android and iOS 9 or higher devices) at participating Lotto Express retail locations.

HOW DOES IT WORK?

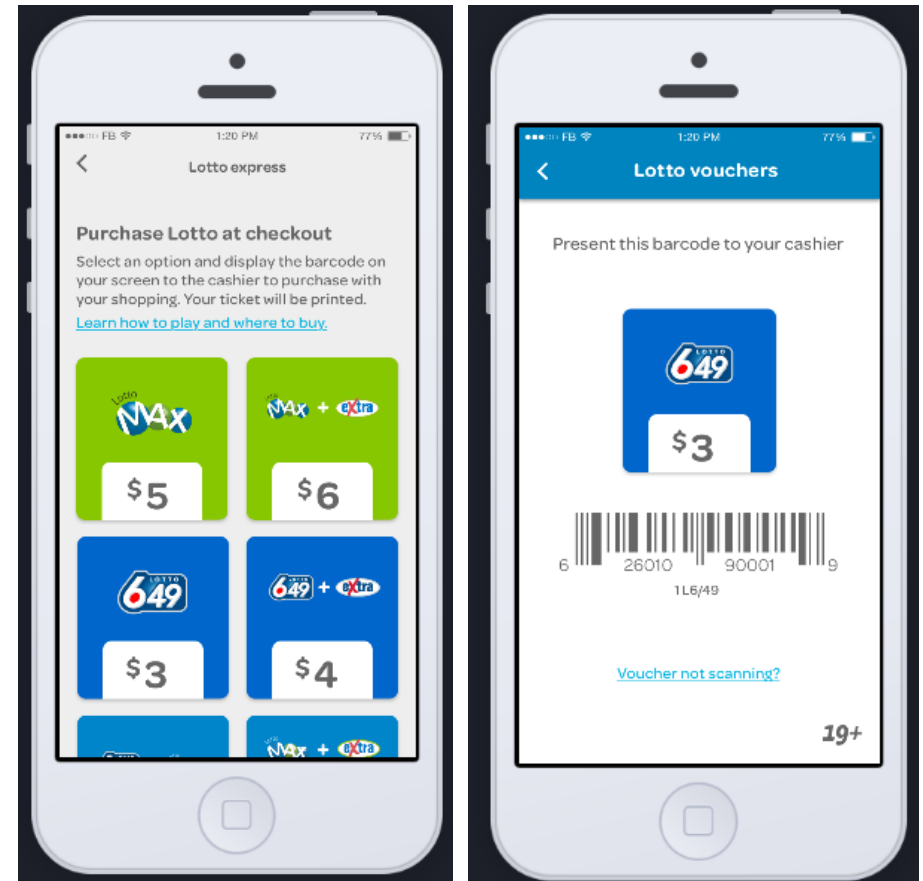
- While in the grocery checkout lane, players can access the Lotto Voucher (Digital Purchase Slips) via the Menu drop down “Buy at Grocery Checkout” on the Lotto App (similar to in-lane purchase slip merchandisers).
- Player selects the Lotto Purchase of their choice which displays a UPC bar code.
- Player holds their mobile device and presents the bar code to the cashier for scanning.
- Cashier scans the digital UPC bar code on the player’s mobile device with a bar code scan gun or asks the customer to hover the bar code over the bar code scanner.
- The cashier totals the purchases and asks for payment. Customer pays the amount owing.
- Cashier collects the ticket(s) from the Lotto Express Terminal and hands it to the customer.

Players are only able to scan their selected Lotto Voucher from the Lotto App at participating Lotto Express retail locations.

Note – Lotto Vouchers will not work at self-service checkout counters.

NO PLAY AT WORK:

The Lotto App is subject to BCLC’s “No Play at Work” retailer policy. The policy states that “Lottery Retailers will not, at any time, purchase, play, check or validate their personal lottery tickets at their place of employment”, which includes use of the Altura lottery terminal, Check-A-Ticket terminal or Lotto App.



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**QUESTIONS & ANSWERS:****Q. Why is BCLC launching Lotto Express Purchase Slips on the Lotto App?**

A. BCLC's Lotto App is an innovative way to connect and engage with our customers, and enhance their overall experience by making lottery convenient to play. Digital Purchase Slips (Lotto Vouchers) is an example of using digital lottery tools to enhance the retail experience.

Q. Which Lotto Express retailers will support the “Buy at Grocery Checkout” capabilities on the Lotto App?

A. The following participating retailers will support the “Buy at Grocery Checkout” capabilities on the Lotto App: Buy-Low Foods, Nesters Market, PriceSmart Foods, Save-On-Foods, Safeway, Thrifty Foods, and Urban Fare.

Q. What happens if a player attempts to use Lotto Voucher (Purchase Slip) on the Lotto App at non-participating retailers?

A. Retailers will explain to the player that the Lotto Voucher(s) on the Lotto App are only available to be used at participating grocery checkout lanes (at select Lotto Express retail locations). Players will be able to access a list of select retailers who have this capability via the Lotto App.

Q. How many Lotto Vouchers / Lotto Purchase Slips are available on the Lotto App?

A. In total, there are 16 purchase slips available on the Lotto App. For your reference, the 16 purchase slips have the same UPC code as the physical purchase slips currently available at participating Lotto Express Retailers.

Q. What is the policy regarding cashiers and engaging with players' mobile devices?

A. Please explain to your frontline staff/cashiers to follow your company's policy regarding engaging with players' mobile devices. As a best practice, please ask the player to hold their mobile devices as the barcode is being scanned by the scan gun or ask the player to hover the bar code over the bar code scanner.

Q. Do cashiers have the option to not scan the digital purchase slips?

A. If any of your store locations are unable to scan the digital purchase slips due to technology constraints, please scan the physical purchase slips found on the purchase slips merchandiser or manually enter the digital purchase slip UPC code.