

# Lottery Promotional Vouchers

## How to Process

This Information Sheet provides step-by-step instructions for processing Lottery promotional vouchers on the Lottery Terminal.



### What is it?

A Lottery promotional voucher is a single-use coupon that offers a discount with the purchase of a Lotto ticket.



### When will Lottery Promotional Vouchers be available?

The first Lottery promotional vouchers will be distributed in late January 2026 at BCLC-coordinated events across the Lower Mainland to celebrate the launch of the new Scratch & Win ticket, Big Spin.



Images for reference only



### How to redeem a Lottery Promotion Voucher:

Each voucher includes step-by-step instructions printed on the back for processing on the Lottery Terminal.

**Learn how to process Lottery promotional vouchers by following the detailed steps on the next pages.**



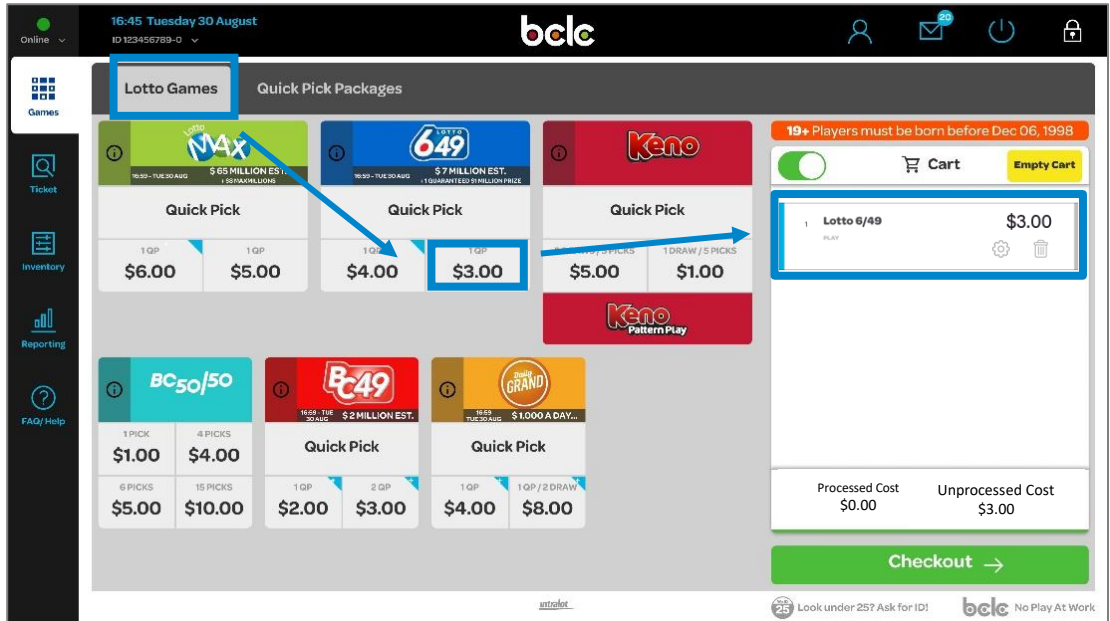
Text or call **Lottery Retailer Support:**  
**1-800-667-1649**



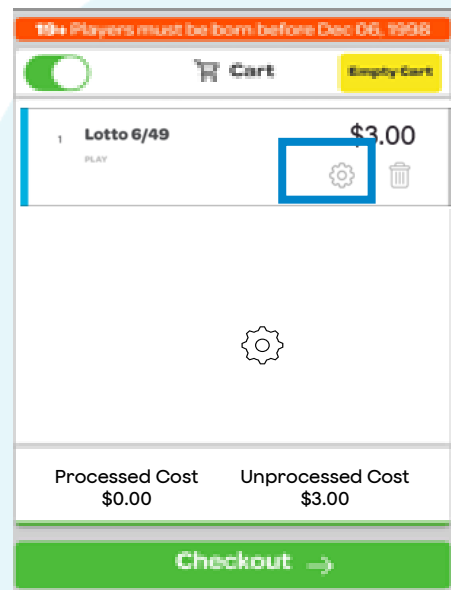
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1. While in the Lotto Games Tab tap on the **1 QP** for Lotto 6/49, a \$3 ticket is added to the cart:



2. Tap on the **Gear Icon** (⚙️)

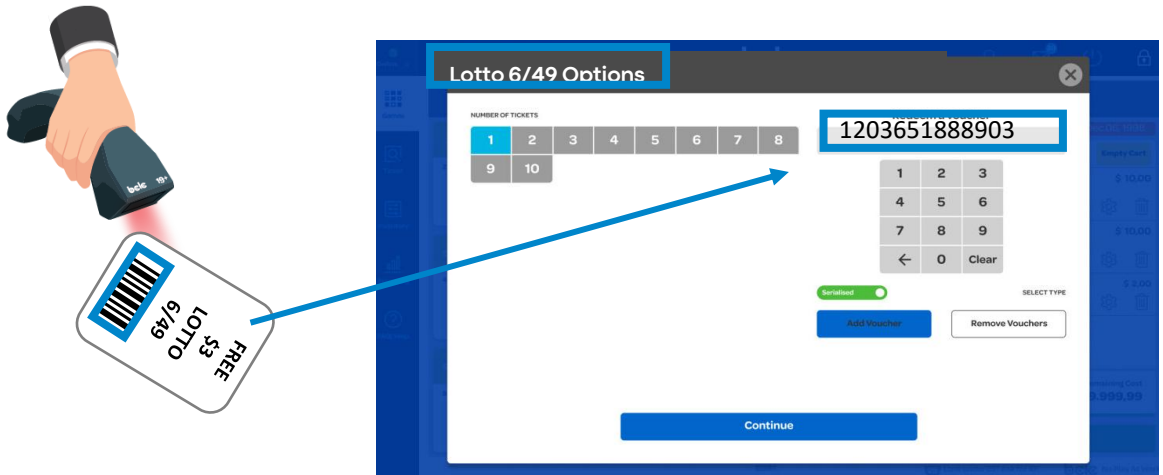


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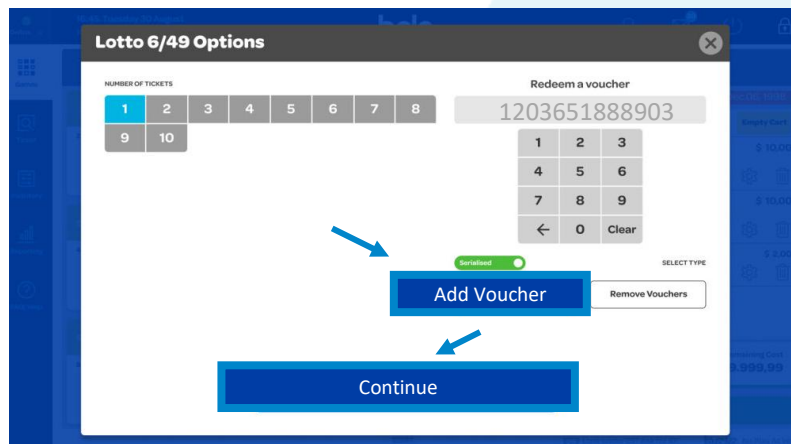
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- While in the Lotto 6/49 Options screen, **scan the voucher barcode**. The scanned barcode number is populated in the **'Redeem a voucher'** field:



- Tap **'Add Voucher'**, then Tap **'Continue'**, the screen will automatically return to the cart:

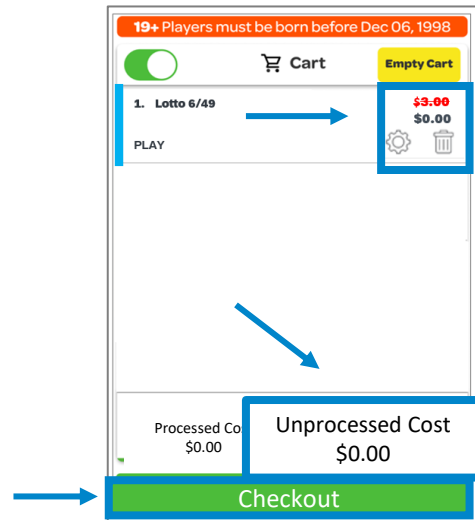


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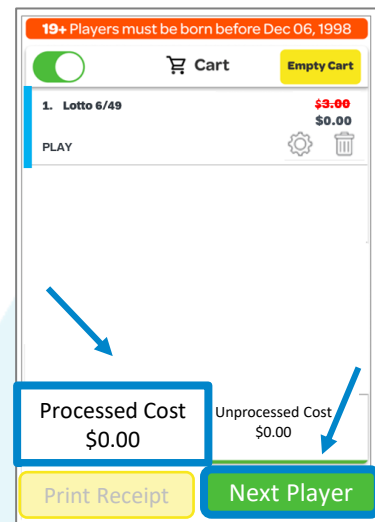
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- In the Cart **before** tapping 'Checkout', the line item will display the **voucher discount amount in red (\$3.00)**, and the net amount will display in **Unprocessed cost \$0.00**.



- In the Cart **after** tapping 'Checkout', the net amount will move to **Processed cost \$0.00**. Tap 'Next Player' to clear the cart



- Return the ticket and the voucher back to the player



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### Troubleshooting Tips!

Please note the following error messages that may occur:

#### Error Messages while in the Game Options Screen:

1. **'Wrong Type of Voucher'**

**Action:** Lottery Ticket not added to the cart. Return to the Lotto Games screen to add the ticket to the cart. Follow steps to redeem a Lottery promotional voucher.

2. **'The voucher's outcome applies to a different game'**

**Action:** Tap **'Remove Voucher'**, return to cart and ensure the ticket in the cart is for the same Lotto Game as shown on the voucher before scanning the voucher again.

3. **'Voucher has already been redeemed'**

**Action:** The voucher has been used previously, and the discount cannot be applied again. Tap **'Remove Voucher'** and return voucher to the player.

4. **'The cost of the voucher is greater than the cost of the ticket'**

**Action:** The voucher value exceeds the ticket price. Advise the player that vouchers cannot be redeemed for cash.

#### Error Messages after tapping 'Checkout' while in the Cart:

1. **'Outcome does not meet promotion criteria'**

**Action:** Clear the line item and ensure the ticket in the cart is for the same Lotto Game as shown on the voucher. Add the correct Lotto ticket to cart and follow the steps to process a Lottery promotional voucher.

2. **'Voucher is not active'**

**Action:** The voucher is either expired or not yet valid. It cannot be applied to this transaction. Return the voucher to the player.



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## Questions & Answers

### Do Lottery Retailers earn Sales Commissions on tickets sold with a voucher?

**Yes.** Retailers receive the full 5% sales commission based on the ticket's face value. For example, if a \$3 Lotto 6/49 ticket is paid for with a \$3 voucher, the retailer earns commission on the full \$3.

### Can a ticket purchased with a voucher be cancelled?

**Yes.** Tickets bought with a voucher can be cancelled if they meet standard cancellation rules. However, vouchers are single-use and not redeemable for cash, so the player forfeits the voucher's value.

### Can a player add the Extra to their Ticket?

**Yes.** Players can add Extra to their purchase. The retailer must adjust the ticket, and the player pays any amount not covered by the voucher. The amount owing by the player will be displayed in the Unprocessed Cost before Checkout.

### Can a player use a Lottery Promotional Voucher on a Quick Pick Package?

**No.** Lottery promotional vouchers cannot be applied to Quick Pick packages.

### Can players redeem their Lottery promotional vouchers at the Self-Service Terminal (SST) in the Hospitality Network?

**No.** Currently, Lottery promotional vouchers cannot be redeemed at SSTs.

### Where will the promotional offer for the voucher be included on the General Terminal Report (GTR)?

The promotional offer for the voucher will be included in the 'Discount' section of the GTR. Important to note the full value for the sale of the ticket will be reported in the Sales - On Demand section of the GTR, and the commission will be included in the Sales - On Demand - Commissions.



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