

CRITICAL THINGS TO REMEMBER IN MAY

1 Special Invoice and Sweep Day

Every retailer will have their account swept on **Tuesday, May 25th**

This sweep will capture:

- all online transactions up until Sunday, May 23rd at 4:00am
- all S&W/Pull Tab orders due on or before Tuesday, May 25th
- all Prize Redemption Commission adjustments due on or before Friday, May 21st

B.C.L.C. INVOICE	
FRI FEB10 06 RETAILER 9449 THU JAN17 08 TO WED JAN23 08	
SALES	
6/49	518 2291.00
BC/49	265 1271.00
XTRA	* 355.00
LMAX	10 245.00
XMAX	* 35.00
KENO	90 387.00
SO/50	9 84.00
ODSET	43 194.00
TOTO	29 102.00
POINT	40 175.00
O/U	38 170.00
TOTAL	1051 5310.00
CANCELLATIONS	
6/49	2 4.00
BC/49	1 2.00
LMAX	1 2.00
ODSET	1 2.00
POINT	1 2.00
O/U	1 5.00
TOTAL	7 17.00
DISCOUNTS	
LMAX	12 60.00
TOTAL	12 60.00
VALIDATIONS	
6/49	102 2013.00
BC/49	12 200.00
XTRA	105 132.00
LMAX	10 210.00
XMAX	10 35.00
KENO	13 244.00
SO/50	8 780.00
ODSET	7 140.00
TOTO	5 74.00
POINT	6 158.00
O/U	4 80.00
SAWIN	193 569.65
TOTAL	282 4068.00

Retailers will be able to view special sweep invoices from the Altura on **Sunday, May 23rd**

2 Telus Interactive Voice Response

BCLC is implementing a new system that will enable capabilities to make Inside Sales calls more effective, efficient and to offer a better overall experience to our retailers.

Effective May 25th



3 Blackout Period

BCLC is unable to execute Change of Owner requests, accept new retailers or support new installs during this timeframe.

May 16 – May 30

4 Inside Sales Closures

BCLC Inside Sales will be closed on both **Friday May 21st** to support the launch of our system upgrade and on **Monday May 24th** for Victoria Day.

All impacted retailers will be informed.

5 THANK YOU!

BCLC would like to thank you, in advance, for all your patience and support as our Inside Sales and Order Processors learn our new ordering system. We will continue to work hard to deliver the same level of customer service you're used to, throughout the transition.