

Left Behind & Damaged Tickets

Process Update

 5 MIN READ, 3 PAGES



Content Summary

- List of Updated Processes
- Date when Process begins
- Left Behind Ticket Process Review
- Damaged Tickets & Tickets Printed in Error Process Review

SEE NEXT PAGES FOR MORE INFO



Contact your **Territory Manager** or
Lottery Hotline: 1-800-667-1649



Left Behind & Damaged Tickets

Process Update

WHAT:

BCLC has updated its process for:

- Left Behind Ticket
- Damaged Tickets & Tickets Printed in Error

WHEN:

Effective May 23rd, 2022

LEFT BEHIND TICKETS

New Process:

Online Tickets

S&W – Scratched (Control # Visible)

SST Voucher

1. Retailer contacts Lottery Hotline of ticket(s) left behind, provides Control Number on ticket
2. Retailer to hold ticket(s) for 30 days and then dispose of them

Current Process Remains

S&W – Not Scratched (Control # Not Visible)

1. Retailer tells Hotline of ticket(s) left behind
2. Hotline dispatches Hotline Envelope to Retailer
3. Retailer returns ticket(s) to BCLC



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Left Behind & Damaged Tickets

Process Update

DAMAGED/PRINTED IN ERROR

New Process

Online Tickets – Two Scenarios

Cannot Cancel - Draw has already taken place

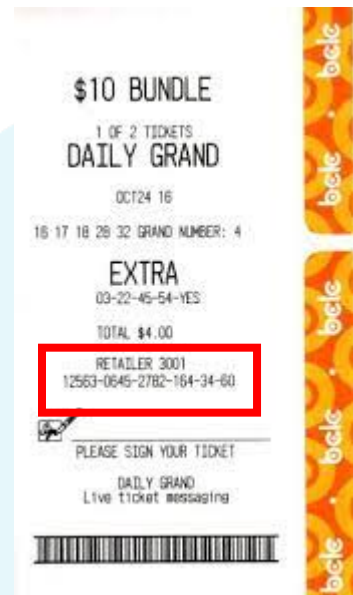
Partially Cancel – Multiple Draws

1. Retailer tells Hotline of ticket(s), provides Control Number
2. Retailer to hold ticket(s) for 30 days and then dispose of them



What is a Control Number?

- Online Ticket: 20-Digit Number located below the retailer number
- S&W Ticket: 13-Digit-Number found underneath the latex near the validation barcode



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