

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 (Wager ID)

S&W – Scratched (Control # Visible)

SST Voucher

1. Retailer contacts Lottery Retail Support of ticket(s) left behind, provides Wager ID/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 Lottery Retail Support 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

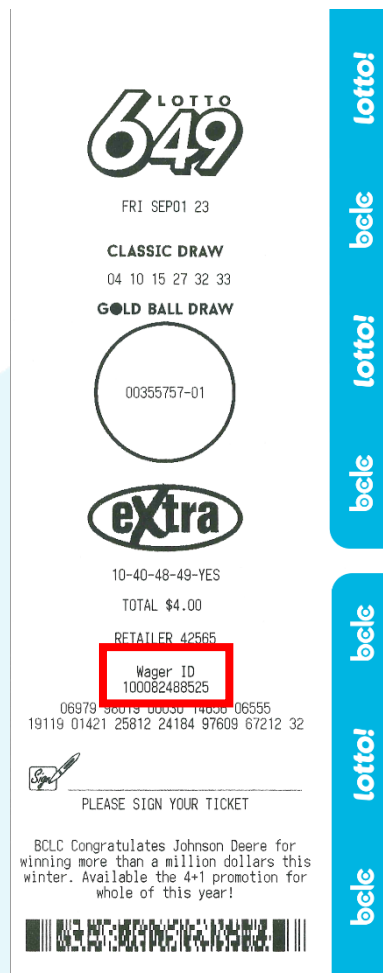
Partially Cancel – Multiple Draws

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



Wager ID & Control Number

- Online Ticket: 12-Digit primary identifier for Online Tickets
- S&W Ticket: 13-Digit-Number found underneath the latex near the validation barcode



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