PROLINE Sports
How to Sell

PROLINE

🕐 **5 MIN READ, 3 PAGES**

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This document will provide details on how the Player creates a PROLINE Sports Betslip and completes their purchase at a Lottery Terminal

Player Action - Create a Betslip

The Player can create a Betslip QR Code two different ways:

PROLINE Sports App

1. The Player downloads the PROLINE Sports app (available for iOS and Android devices)

2. Finds the league(s) or game(s) they are looking for and select their picks

3. Player reviews their picks and enters their wager amount. When ready, hit the Create QR Code button to generate a QR Code with their selections.

PROLINE Sports app

PROLINE Sports Website

1. The Player visits the PROLINE Sports website: proline.BCLC.com

2. Finds the league(s) or game(s) they are looking for and select their picks

3. Player reviews their picks and enters their wager amount. When ready, hit the Create QR Code button to generate a QR Code with their selections.

4. Print or capture an image of their QR code

PROLINE Sports website

Complete the Purchase

To lock in their selections, the Player brings their QR code to a Lottery Retailer. The Lottery Retailer scans the QR code and pays for their PROLINE or TOTO Ticket.

▶ Watch More

Player Instructional Video

Text or Call Lottery Retail Support:
1-800-667-1649
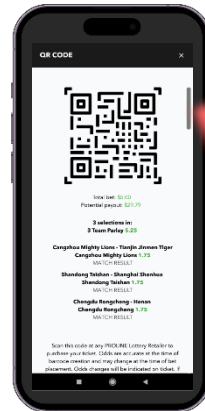
lotto! Retailer Hub
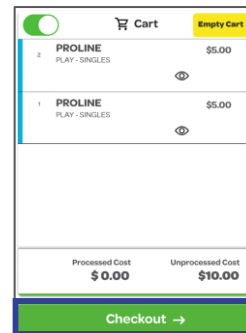
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Retailer Action – Scan and Print

1. Retailer scans QR Code in the Lottery Terminal with the Lotto Scanner

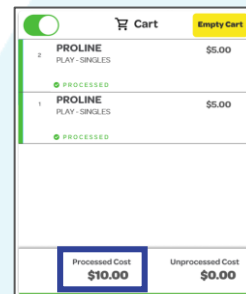   • Best practice, have the Player holds their phone

Lotto Scanner

2. Ticket(s) will automatically be added to the Cart

3. Tap **Checkout,** Ticket(s) will print and collect payment as indicated in the Cart as **Processed Cost**

Text or Call Lottery Retail Support:
1-800-667-1649

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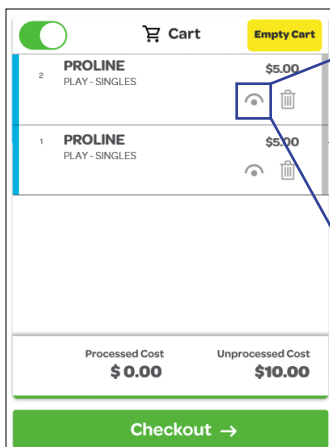
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PROLINE - Bet Details

The Player can confirm the details of their PROLINE wager prior to purchase. Select the **Eye** icon in the Cart. A **Bet Details** pop up will appear on the Lottery Terminal and the Player Screen providing the following information:

1. Event and Market
2. Selection
3. Current Odds, along with a ⬆ or ⬇ to indicate if the odds have changed
4. Total Bet Amount and Potential Return

Please note: TOTO Tickets **do not** have this function

Bet Details Pop Up:
Lottery Terminal & Player Screen

Change in Odds
If there is a change in odds, the change will be captured on the Player's Ticket with ⬆ / ⬇

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Invalid QR Code

After scanning a Player's QR Code with selection no longer valid (e.g. a game has already started), this error message will display on the Lottery Terminal and Player Screen:

(!)

One or more of the markets/selections in this betslip is no longer valid

Close

Lottery Terminal

PR⬛LINE

One or more of the events in this betslip is no longer valid

Player Screen

Retailer Action

1. Tap **Close** on pop-up

2. Inform the Player that their QR Code **is no longer valid** and to review the Betslip on the PROLINE Sports App or Website

*Please note that nothing will be added to the Lottery Terminal Cart

If the Player continues to experience issues generating a valid QR Code in the BCLC PROLINE app, ask them to call
BCLC Customer Support @ 1-866-815-0222

Text or Call Lottery Retail Support:
1-800-667-1649

lotto! Retailer Hub
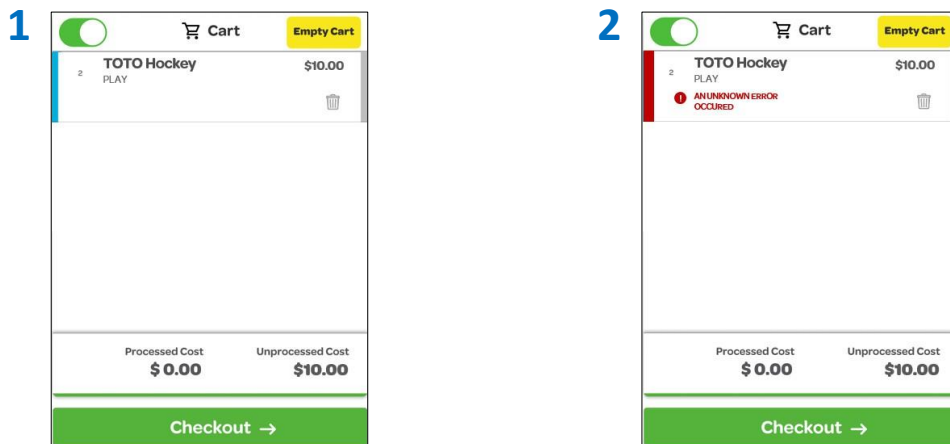
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TOTO - Invalid QR Code

After scanning a Player's QR Code with a **TOTO selection no longer valid** (e.g. a game has already started) the following scenario will occur:

Retailer Action

1. TOTO Selection will be added to the Cart with no indication of an error

2. When tapping **Checkout**, the **Error Message AN UKNOWN ERROR HAS OCCURRED** will display on the TOTO line item in the Cart

1

	Cart	Empty Cart
2	TOTO Hockey PLAY	$10.00 🗑

Processed Cost	Unprocessed Cost
$ 0.00	$10.00

Checkout →

2

	Cart	Empty Cart
2	TOTO Hockey PLAY	$10.00
ⓘ	AN UNKNOWN ERROR OCCURED	🗑

Processed Cost	Unprocessed Cost
$ 0.00	$10.00

Checkout →

3. Tap the **Trash Can** icon on the TOTO line item to delete from the Cart

4. Inform the Player that their TOTO QR Code **is no longer valid** and to review the TOTO Betslip on the BCLC PROLINE app or Website

> ⚠️ If the Player continues to experience issues generating a valid QR Code in the BCLC PROLINE app, ask them to call
> **BCLC Customer Support @ 1-866-815-0222**

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Questions & Answers

Which app do Players need to use to play BCLC's PROLINE?

Players will have to download the **BCLC PROLINE** app. The BCLC PROLINE app has a **BC** on the app icon to help Players identify the correct app.

👍 **PROLINE** BC

PLEASE NOTE, if the Player attempts to use another PROLINE app, they will not be able to place a bet through BCLC's Lottery Terminal.

👎 **PROLINE**

Does a Player need to download the BCLC PROLINE app to play?

No, if a Player is unable to download the BCLC PROLINE app on their phone, they can create their Betslip and generate the QR Code at proline.BCLC.com.

The Player will need to take a screenshot OR print a copy of the QR code(s) OR bookmark the webpage for the QR Code. When the Player arrives at a retail location, scan their QR Code(s) and complete the transaction.

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Questions & Answers

Is a Player account required to play PROLINE?

No, you can play PROLINE without creating an account.

Will I be able to print PROLINE and TOTO Menus on the Lottery Terminal?

No, the PROLINE menu will **ONLY** be available in the BCLC PROLINE app or at proline.BCLC.com.

Yes, the TOTO menu will be available to print from the Lottery Terminal and available in the BCLC PROLINE app or at proline.BCLC.com.

How much can a Player wager?

Players may wager between $1.00 to $100.00 per Betslip. To wager more, than $100.00, a will separate Betslip must be created.

Is PROLINE an online betting experience for Players?

No, this is not an online sports betting experience. PROLINE is a retail sportsbook. It does not require an account and payment cannot be made within the app or on the website.

Will PROLINE be part of BCLC's Retailer Commission?

Yes, PROLINE sales are included in BCLC's sales commission program. Sales commission is paid on the sale of all BCLC Lottery products.

Review the Retailer Commissions details HERE

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Questions & Answers

How will PROLINE and TOTO sales show up on my General Terminal Report that I print from the Lottery Terminal?

PROLINE and TOTO will be added line items on your General Terminal Report. That will be the only change to your General Terminal Report. See below:

```
                Report – CUSTOM
        Mon. 06 Nov 2023 – Sun. 12 Nov 2023
                Retailer 10259
                Terminal 1025901
             Time 13. 11. 2023 13:35:20

                 Per Terminal

                     Sales
   3 TOTO                           $3.00
   1 Lotto Max                      $5.00
  22 PROLINE                      $402.00
   SUBTOTAL                       $410.00

            Sales – Commissions
   3 TOTO                           $0.15
  22 PROLINE                       $20.10
   SUBTOTAL                        $20.25

                 Validations
   2 TOTO                           $2.00
   SUBTOTAL                         $2.00

          Validations – Commissions
   2 TOTO                           $0.04
   SUBTOTAL                         $0.04

               Cancellations
   SUBTOTAL                         $0.00

         Cancellations – Commissions
   SUBTOTAL                         $0.00
```

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