

# Scratch & Win Ticket Returns

## Questions & Answers



### Do I scan Traditional Tickets on the Lottery Terminal?

Yes. In order to return tickets to BCLC they must be scanned. This includes Traditional Tickets.

- Scan the barcode on the pack insert when returning a Ticket Pack, and
- Scan the Sales Matrix on the back of the ticket for loose tickets.
- **Best Practice:** cover any non-targeted barcodes the scanner may pick up

The September Buyback Campaign includes only Traditional Tickets, they must all be scanned to print an accompanying Return Slip(s) before returning them to BCLC.

Buybacks that do not include a Return Slip will be returned to the Site for correct processing.

### When can I expect my credit?

BCLC recommends getting your Buybacks returned early. Buybacks are processed on a first-in basis. Processing time will vary and is dependent on the volume of returns, however, we strive to have your return processed in a timely manner.

### How will return credits display on the reporting?

Once BCLC reviews and approves your Return Order:

- On the **General Terminal Report**, return credits will display under the **Returns** subsection.
- On the **Invoice**, return credits display in the **S&W / Pull Tab Games** section in a subsection called **Returned Tickets**.

### What's the policy on expired Traditional Tickets?

Tickets must be returned before they expire to avoid incurring the cost of the expired Ticket. BCLC maintains its policy of not issuing credit for expired Traditional Tickets.

### Can I use old shipping materials I have on hand to return Tickets to BCLC?

Please dispose of old courier materials and use the provided materials shipped to you at the start of the campaign to ensure shipping trackability.

### What do I do if there is a discrepancy between by records and the amount BCLC credits to my account?

Contact Lottery Finance and Banking (1-800-667-0710) with any questions related to your Invoice and return credits.



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

