

June 2, 2025

Dear Lottery Retailer:

Return tickets listed on the images sheet, including those expiring soon.

Tips for an Efficient and Accurate Return

1. To help make returns quicker and easier, BCLC recommends **selling through loose tickets and returning full packs only** whenever possible. While all tickets will be accepted, this recommendation is intended to help streamline the process for you.
2. Maximize the number of items per Return Slip by scanning **up to 100 items**. This helps keep the number of Return Slips easier to manage.
3. Need to verify if you scanned a certain ticket or pack? Check the **Placed** orders on the new **Return Order Status report** found on the **Inventory screen**. This report shows ticket and book numbers.

Returning Tickets

1. Please send your Return package to BCLC by Friday, June 27, 2025.
2. When your Return package is ready, contact **Purolator at 1-888-744-7123** to arrange pick-up. Keep a record of the PIN.

Steps to Process Returns on the Lottery Terminal

1. Gather tickets as per the enclosed images sheets (Returns and Expiring)
2. On the Lottery Terminal, go to the **Inventory** screen > **Return Ticket/Pack** tab
3. **Scan** loose tickets and full packs
To avoid scanning errors:
 - Cover the UPC barcode when scanning the Sales Matrix on loose tickets
 - Cover visible Sales Matrix and UPC on the top ticket when scanning the barcode on the ticket pack insert
4. Tap **Place Order** to print the **Return Slip**
5. On the Return screen, after placing the return order, tap the **Print** button to print a copy for your records. Once you leave the screen, the Return Slip cannot be reprinted.
6. **Bundle Tickets with corresponding Return Slip**
7. Place submitted Tickets and accompanying printed Return Slip(s) in the provided courier bag(s)

Please note: Tickets returned to BCLC without following the required steps will be sent back to the Site for proper processing.



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Vancouver, BC V5M 0A6

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Reporting – Viewing Your Credit

Approved-for-return tickets in this campaign include Activation Tickets and Traditional Tickets. Here's how credit is applied:

Traditional Tickets	Credit issued.
Pre-activated Activation Tickets	Credit issued. Upon scanning the Ticket for return, the system will automatically cancel the activation and sale of the Ticket.
Non-activated Activation Tickets	Inventory movement only, no credit.

- **The credit will be applied to the Retailer's invoice upon BCLC approval of the Return Order once received at BCLC.** The credited amount will display under **Returns** on the **General Terminal Report** and under the **S&W section** on the accompanying **Invoice**.

For invoice and/or General Terminal Report inquiries, please contact BCLC Credit Admin at 1-800-667-0710 or email KAMAcntCreditAdmin@bclc.com

Courier/Shipping Highlights

1. Do not use old waybills; please dispose of any old waybills from previous campaigns. PINs expire after one year, making it impossible for you to track the package if it gets lost or re-routed.
2. Record the Purolator PIN for your records and track your delivery on www.purolator.com
3. Check your driver's Purolator identification prior to releasing your buyback package. Do not release your buyback package to anyone without proper Purolator identification.

If you experience any challenges or have questions about processing your Ticket Return, please contact Lottery Retail Support at 1-800-667-1649 for assistance.

Additionally, support documentation can be found on the BCLC Retailer Hub under the Scratch & Win > Buybacks & Expired Tickets drops down.

Thank you,

BCLC