

September 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 **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, September 26, 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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## Reporting – Viewing Your Credit

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

<b>Traditional Tickets</b>	Credit issued.
<b>Pre-activated Activation Tickets</b>	Credit issued. Upon scanning the Ticket for return, the system will automatically cancel the activation and sale of the Ticket.
<b>Non-activated Activation Tickets</b>	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](mailto:KAMAcntCreditAdmin@bclc.com)

## Courier/Shipping Highlights

1. Do not use old waybills; please dispose of any old waybills from previous campaigns. PINs can expire, 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](http://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