



LOTTO TRAINING AND CERTIFICATION

Resource Manual
for Lottery Site Employees

April 2026



TABLE OF CONTENTS

BCLC RULES AND PROCEDURES	1
DEFINITION OF A LOTTERY SITE EMPLOYEE	2
CERTIFICATION	2
ID 25 & PLAYERS MUST BE 19+	3
NO PLAY AT WORK	4
FORGOTTEN OR FOUND TICKETS	4
VALIDATIONS.....	5
STEPS TO VALIDATING A TICKET.....	6
PRIZE PAYOUT LEVELS.....	8
PULL TAB ESSENTIALS.....	9
CANCELLATIONS	11
PLAYER HEALTH.....	14
SUPPORT SERVICES.....	16
BCLC PRODUCT INFORMATION	17
BCLC GLOSSARY OF TERMS	18



BCLC RULES AND PROCEDURES

BCLC requires that anyone who sells lottery products be lotto certified. Lotto certification is part of BCLC's commitment to ensuring retailers have the knowledge and tools needed to sell, validate, and cancel lottery games with integrity.

Following BCLC's rules and procedures when selling, validating, cancelling, and paying out lottery prizes helps build player trust and reduces the risk of penalties for you and your store.



A LOTTERY SITE EMPLOYEE IS AN INDIVIDUAL WHO:

- Is the Lottery Retailer or is engaged by the Lottery Retailer to operate a lottery terminal.
- Is involved in the handling, selling, validation, and cancelling of lottery products.
- Includes the Site Manager and Site Registrant.

AN INDIVIDUAL IS NOT CONSIDERED A LOTTERY SITE EMPLOYEE IF THEY:

- Do not use the lottery terminal, do not handle Instant Win products, and do not provide validation or prize payout services; and
- Only interact with lottery products by operating a Lotto Express terminal at point of sale.

CERTIFICATION

BCLC requires all Lottery Site Employees to be certified within 60 days of being entered into the Lottery Retailer Database. Certification is completed through a course that aligns with the lottery services offered at the site.

Certification remains valid as long as the Lottery Site Employee:

- Continues to operate a lottery terminal, or
- Handles BCLC lottery products, or
- Until a new certification standard comes into effect.

Certification expires one year after the date the individual ceases to operate as a Lottery Site Employee, or – if that date is unknown – one year after BCLC is notified of the change in their employment status.

Site Registrants who do not operate a lottery terminal, work at a site, or handle, sell, or validate lottery products are exempt from certification.

BCLC Lottery Retailer Certification Policy, section 2.2



ID 25 & PLAYERS MUST BE 19+

In B.C., it is illegal to sell lottery products to anyone under the age of 19. Selling lottery products to a minor may result in serious penalties, including financial remedy or termination of your store's Lottery Retailer Agreement.

BCLC policy requires Lottery Site Employees to verify a player's age by checking one acceptable piece of government-issued photo ID for anyone who appears to be 25 years of age or younger, before completing a lottery sale, ticket validation, or prize payout. Acceptable forms of government issued photo ID include:

- Driver's Licence
- BC Services Card
- Passport
- Nexus Card
- Permanent Resident Card
- Secure Certificate of Indian Status Card
- Firearms Licence



Mystery shops are conducted across the province, throughout the year to ensure lottery site employees are completing mandatory ID checks for anyone who appears to be 25 or younger.

BCLC Lottery Retailer Policy, section 4.1.1 Customer Age Verification "ID 25", section 6.1.1 Ticket Validation and Prize Payout to Minors.

Date of Birth ticker located at the top of the checkout cart.

The screenshot shows the BCLC website interface. At the top, the date and time are 16:45 Tuesday 30 August. The BCLC logo is in the center. On the right, there are icons for user profile, messages, power, and lock. A red arrow points to a red-bordered ticker that reads "19+ Players must be born before Dec 06, 1998". Below the ticker is a shopping cart icon and the text "Empty Cart". The main content area displays various lottery games and their prices. At the bottom right, there is a "Checkout" button and a summary of costs: "Processed Cost \$0.00" and "Unprocessed Cost \$0.00".

Game	Price
Lotto Max (1 QP)	\$6.00
Lotto Max (1 QP)	\$5.00
649 (1 QP)	\$4.00
649 (1 QP)	\$3.00
Keno (5 Draws / 5 Picks)	\$5.00
Keno (1 Draw / 5 Picks)	\$1.00
BC50/50 (1 Pick)	\$1.00
BC50/50 (4 Picks)	\$4.00
BC50/50 (6 Picks)	\$5.00
BC50/50 (15 Picks)	\$10.00
BC49 (1 QP)	\$2.00
BC49 (2 QP)	\$3.00
Daily Grand (1 QP)	\$4.00
Daily Grand (1 QP / 2 Draw)	\$8.00

NO PLAY AT WORK

Lottery Site Employees must not play, validate, or check their own lottery tickets—or any other BCLC-authorized products—at the store where they work or are contracted to sell lottery products.

Lottery Site Employees may purchase and play BCLC lottery games at other retail locations where they are not employed.

It is recommended that family members of Lottery Site Employees (spouse, common-law partner, child, or parent) also purchase, play, and validate their lottery tickets at a different location. Doing so helps reduce investigation time and prevents delays if they later need to claim a prize. There are no restrictions on Lottery Site Employees or their family members playing lottery games online at PlayNow.com.

If a player offers a lottery ticket as a tip, you must not accept it, as this violates the No Play at Work rule.

BCLC Lottery Retailer Policy, section 3.1 No Play At Work



FORGOTTEN OR FOUND TICKETS

If you find a lost, forgotten, or unattended lottery ticket or a Self-Service Terminal (SST) voucher, you must report it to BCLC immediately.

You can report it by calling Lottery Retail Support at 1-800-667-1649, or submitting the online form on the [BCLC Retailer Hub](#).

Reporting forgotten or found tickets protects you from potential penalties related to playing at work, and ensures the ticket is handled properly.

BCLC Lottery Retailer Policy, section 4.10 Forgotten or Found Tickets

DAMAGED OR DEFECTIVE TICKETS

Lottery retailers must not sell damaged or defective lottery tickets to any customers. Damaged or defective tickets are lottery tickets that have spilling, tearing, bending, crushed corners, latex damage and/or printing issues and are considered non-saleable.

Call Lottery Retail Support to report damaged or defective lottery tickets.

BCLC Lottery Retailer Policy, section 4.11 Damaged or Defective Tickets



VALIDATIONS

TYPES OF LOTTERY TICKETS

ONLINE TICKETS

Online tickets are printed and validated by the Lottery Site Employee using the lottery terminal. Players have one year from the draw date to validate winning online tickets and claim their prize.



SCRATCH & WIN TICKETS (S&W)

Scratch & Win tickets require players to scratch the latex covering to determine if the ticket is a winner. These tickets are validated by the Lottery Site Employee using the lottery

terminal. The expiry date can be found on the back of the Scratch & Win ticket.

Only validate lottery tickets that meet the following criteria:

- Purchased in B.C.
- Original tickets (not photocopies)
- Unaltered (no changes or tampering)

CAN PLAYERS CHECK THEIR OWN LOTTERY TICKETS?

TICKET CHECKER

Players can check online tickets and Scratch & Win tickets using the ticket checker located at every lottery retail site across B.C. The ticket checker displays whether a ticket is a winner and, if it is, shows the prize amount.

LOTTO APP

BCLC's official Lotto App allows players to check any online ticket or Scratch & Win ticket for games such as Lotto Max, Lotto 6/49, Daily Grand, BC/49, and more. Players can also view winning numbers from past draws, as well as current jackpot amounts and game information.

WWW.BCLC.COM

Players can check their online tickets on BCLC's website by viewing the draw results on the winning numbers page.

SELF SERVICE TERMINAL VOUCHERS

Many bars and pubs in B.C. have BCLC Self-Service Terminals (SSTs), which issue vouchers for lottery prizes. Most of these vouchers are redeemed at the bar or pub where they were issued; however, some players may ask other lottery retailers to pay out their SST vouchers.

SST vouchers can be paid at any lottery retail location and should be treated like winning tickets. They do not have an expiry date and remain eligible for redemption regardless of when they were printed. To validate a voucher, simply follow the same procedure used for validating an online lottery ticket.

BCLC Lottery Retailer Policy, section 6.8 Self-Service Terminal Voucher Validation





VALIDATION EXPECTATIONS

ID25 - Lottery Site Employees must check one acceptable form of government-issued photo identification for players who appear to be twenty-five years of age or younger before processing any ticket validation or prize payout. If the player cannot provide acceptable identification, do not validate the ticket and return it to the player.

Lottery tickets must be validated before a prize payment is made. Online tickets and Scratch & Win tickets must always be validated through a lottery terminal. Sites that do not have a lottery terminal are not permitted to validate or pay out prizes for online tickets or Scratch & Win tickets.

Never pay a prize without validating the ticket on the lottery terminal. Validating the ticket protects you from paying a prize that may be invalid, fraudulent, or already paid.

THREE STEPS TO VALIDATING A TICKET

STEP 1

ASK FOR A SIGNATURE

Lottery Site Employees must check that a lottery ticket has been signed before validating it. If a ticket is not signed, the Lottery Site Employee should return the ticket to the player and ask the player to sign or print their name on the front or back of the ticket.

BCLC recommends that players sign their lottery tickets before validation. However, Lottery Site Employees may still proceed with validation even if a player chooses not to sign.

Why is this important?

Player protection: By signing their ticket, the player will know that it is their ticket being returned after the validation process.

Retailer protection: As a retailer, you are protecting yourself and ensuring the player is confident you are returning the ticket they handed you.

BCLC Lottery Retailer Policy, section 6.1 Signing of Tickets

STEP 2

SCAN AND VALIDATE

Scan the ticket's validation barcode or data matrix by placing the ticket onto the ticket tray within the marked boundary and releasing it, or use the lotto scanner to scan the barcode. The ticket results will appear in the preview window and on the player screen.

Non-Winning Ticket

Tap the 'Print/No Pay' if the ticket is not a winner. An information slip will print.

Winning Ticket

Tap the 'Pay Prize' to validate the ticket and pay the prize. A validation slip will print.

If the prize includes a free Scratch & Win ticket and the Lottery Site Employee chooses to pay the prize, they must scan a new Scratch & Win ticket of equivalent value and tap **Add to Cart** to activate the free Scratch & Win ticket and to complete the prize payment.

Tap the 'Print/No Pay' if the ticket is a winner, but the Lottery Site Employee chooses to not pay the prize. A validation information slip will print.

BCLC Lottery Retailer Policy, section 6.2.1 Online and Scratch & Win Ticket Validation Procedures

STEP 3

RETURN ALL TICKETS AND VALIDATION SLIPS TO THE PLAYER

Return the original ticket(s), printed slips associated with the validation result, and prize across the counter, making everything accessible to the player. This includes winning and non-winning tickets. Everything belongs to the player.

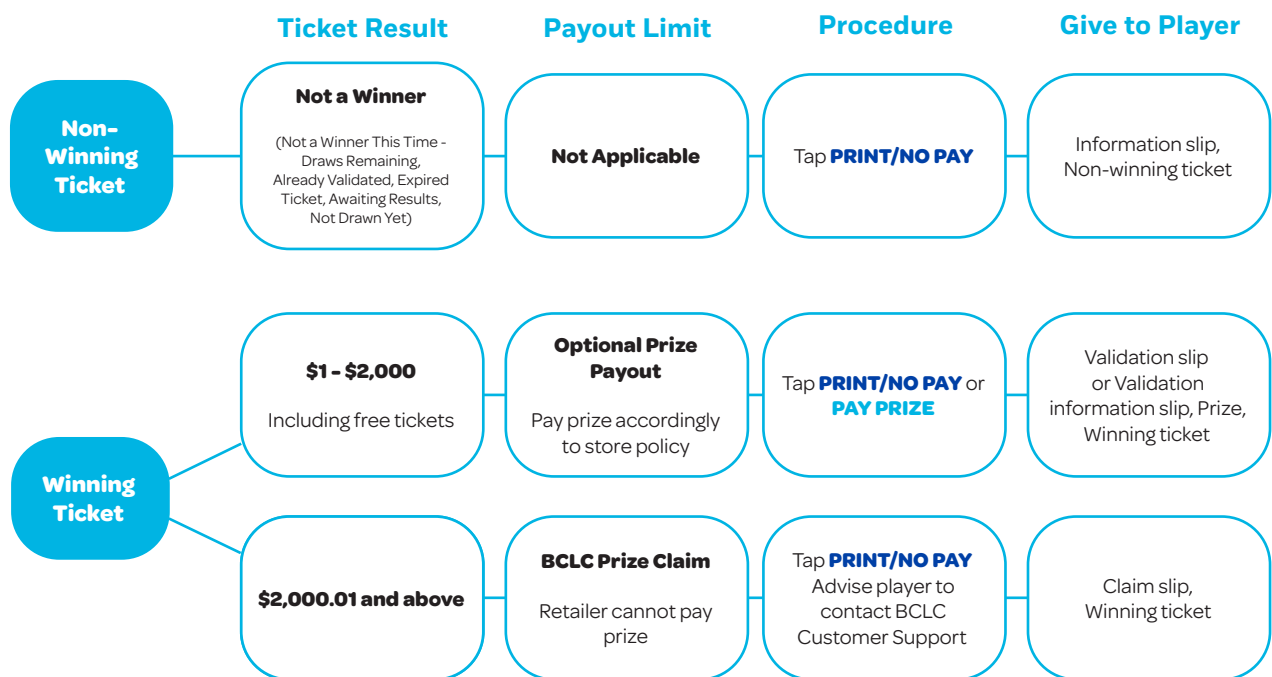
BCLC Lottery Retailer Policy, section 6.6 Return of Tickets And Slips from a Validation

PRIZE PAYOUT LEVELS

When validating a player’s ticket, you will encounter various scenarios depending on the ticket results.

The table below outlines the prize payout limits and associated procedures for the three different categories of prize amounts.

BCLC Lottery Retailer Policy, section 6.7 Prize Payout Limits



PRIZE PAYOUT LEVELS FOR REGIONAL PRIZE PAYOUT LOCATIONS

Regional prize payout (RPP) locations, located in select BC Casinos and malls, are authorized by BCLC for higher payout thresholds.

	Ticket Result	Payout Limits
Winning Ticket	\$1 - \$24,999 Including free tickets	Prize Payment up to \$24,999
	\$25,000 and above	BCLC Prize Claim RPP cannot pay prize

PULL TAB ESSENTIALS

PULL TABS

Pull Tab tickets are available for sale within BCLC's hospitality network.

VALIDATIONS

When validating a Pull Tab:

- Only validate Pull Tabs purchased at your site.
- Only pay Pull Tabs ticket winnings during the same visit that the Pull Tab ticket was purchased.
- Sites must pay all prizes, including the top prize level of any Pull Tab sold at your site.

BCLC Lottery Retailer Policy, section 6.4 Pull Tab Ticket Validation

VALIDATION PROCESS

Paying a winning Pull Tab ticket is a 3-step process:

STEP 1: CONFIRM THE PRIZE AMOUNT

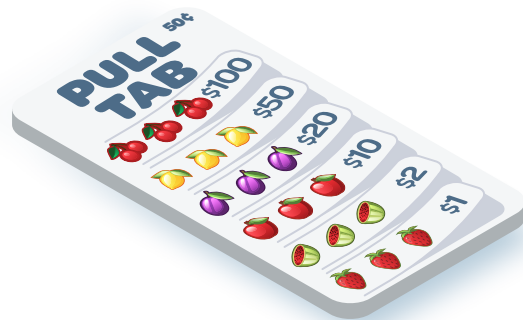
Check the prize amount indicated in the winning window on the front of the Pull Tab ticket.

STEP 2: PAY THE PRIZE

Pay the corresponding prize amount.

STEP 3: DEFACE THE PULL TAB

Cross out the back of the winning Pull Tab ticket using a permanent marker to indicate that the prize has been paid.



CANCELLATIONS

CANCELLATION RULES FOR ONLINE TICKETS

Online tickets can only be cancelled under the following conditions:

- The ticket is cancelled on a lottery terminal at the same site where it was originally printed; and
- The cancellation is completed on the same business day the ticket was printed; and
- The cancellation is completed before the draw occurs, or before the first draw on an advance buy ticket.

The following ticket types cannot be cancelled under any circumstances:

- Free Play tickets for online games.
- Exchange tickets.
- Pacific Hold'em Poker tickets sold in the hospitality network.

CANCELLING AN ONLINE TICKET

STEP 1: CANCEL THE ONLINE TICKET ON THE LOTTERY TERMINAL

- Navigate to the cancel screen and tap **Tickets icon → Cancel tab → Lottery.**
- Scan the ticket's barcode using the lottery terminal or the lotto scanner.
- Tap **Cancel Ticket.** A cancellation slip will print.

STEP 2: KEEP THE CANCELLATION SLIP

- Staple the cancellation slip to the cancelled ticket.
- Retain the cancelled ticket and slip for 30 days after the last draw date listed on the ticket.
- BCLC may request the ticket if there is a dispute.

If you make an error processing an online ticket or if the player cannot pay, cancel the ticket on the lottery terminal. Lottery Site Employees must contact Lottery Retail Support if they are unable to cancel a ticket that a player has not paid for and no longer wants. This includes Pacific Hold'Em Poker tickets.

Contact Lottery Retail Support for assistance.

BCLC Lottery Retailer Policy, section 5.1 General Rules for Lottery Terminal Ticket Cancellations

CANCELLATION RULES FOR SCRATCH & WIN TICKET ACTIVATION

When cancelling the activation of a Scratch & Win ticket from a lottery terminal, the activation must be cancelled:

- On a lottery terminal at the site that activated the ticket; and
- Within five minutes of the ticket or pack being activated.

Cancelling the activation of a ticket should only occur when a player cannot pay for their purchase, or if the incorrect ticket was issued. If the customer leaves and returns to your site to return a Scratch & Win ticket, the lottery site employee must decline the return.

CANCELLING A SCRATCH & WIN TICKET

STEP 1: CANCEL THE SCRATCH & WIN TICKET ON THE LOTTERY TERMINAL

- Navigate to the cancel screen and tap **Tickets icon > Cancel tab > Instant.**
- Scan the sales matrix on the back of the ticket using the lottery terminal or lotto scanner.
- Tap **Cancel Ticket**. A cancellation slip will print; keep it as per your store's direction.
- The cancellation will appear as a line item in the cart. Check the processed cost for the amount owing to the player if payment was received.

STEP 2: RETURN THE TICKET TO THE DISPLAY CASE

- Return the ticket to the display case for future sale. The ticket can be scanned to the cart again at the point of sale for another player.

Scratch & Win tickets that remain activated but not sold may be sold to another player, but payment terms to BCLC will be based on the time of activation.

BCLC Lottery Retailer Policy, section 5.2 General Rules for Cancelling Scratch & Win Ticket Activation and Returns



BEST PRACTICE

Always confirm price and collect payment before printing lottery tickets to avoid cancellations.

CANCELLATION RULES FOR PROLINE TICKETS

Proline Ticket Cancellation Rules:

Lottery Site Employees must confirm price and collect payment before printing any Proline ticket.

Proline tickets may only be cancelled when all of the following are met:

- The ticket does not contain any Live Betting selections; and
- The cancellation is completed within five (5) minutes of printing.

Live Betting

Live Betting refers to wagers placed while an event is already in progress.

Live Betting may also be labeled as:

- Live Bet
- In Play
- Betting in Running
- BIR

The following ticket types cannot be cancelled under any circumstances:

- Tickets that include any Live Betting selections cannot be cancelled after they are printed.
- Proline tickets printed from a Self-Serve Terminal (SST) cannot be cancelled at any time after printing.
- Under no circumstances can a Proline ticket be cancelled once the first event listed on the ticket has started.

STEPS

Follow the same steps as cancelling an online ticket and keep the ticket and cancellation slip for 30 days. Start by tapping **Tickets icon → Cancel tab → Sports**.

BCLC Lottery Retailer Policy, section 5.1.2 Cancellation of Proline Tickets and Wagers

CANCELLATION RULES PROLINE TOTO TICKETS

Proline TOTO Cancellation Rules:

Lottery Site Employees must collect payment before printing a Proline TOTO ticket

Proline TOTO tickets may only be cancelled when all of the following are met:

- The cancellation occurs within one (1) hour of printing; and
- The cancellation is completed before the earliest event listed on the ticket begins.

The following ticket types cannot be cancelled under any circumstances:

- Proline TOTO tickets printed from a Self-Serve Terminal (SST) cannot be cancelled at any time after printing.

STEPS

Follow the same steps as cancelling an online ticket and keep the ticket and cancellation slip for 30 days. Start by tapping **Tickets icon → Cancel tab → Sports**.

BCLC Lottery Retailer Policy, section 5.1.3 Cancellation of Proline and TOTO Tickets



PLAYER HEALTH

WHAT IS PLAYER HEALTH?

Player Health means taking care of players, not just today, but every day.

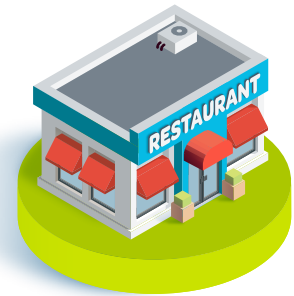
We know that the sustainability of our business is directly linked to the well-being of our players. BCLC continues to focus on new, innovative ways to support those who struggle with gambling and to keep our players safe and well-informed.

To learn more, check out www.GameSense.com

WHAT IS BCLC DOING TO SUPPORT PLAYER HEALTH?

BCLC is committed to helping players make healthy, informed decisions about gambling. To support Player Health, BCLC focuses on four key commitments:

1. Provide players with the information they need to make healthy gambling decisions.
2. Offer tools and resources that help players adopt and maintain healthy gambling behaviours.
3. Continuously seek ways to ensure players enjoy a safe and fun gambling experience.
4. Ensure players can access relevant and timely help whenever they need support.



HOW LOTTERY SITE EMPLOYEES CAN SUPPORT PLAYER HEALTH

As a Lottery Site Employee, you play an important role in supporting the well-being of our players. You can help promote Player Health by:

- Direct players to www.GameSense.com for more information on how games work and the odds with each game.
- Make Player Health resources like the GameSense brochure available to players.
- Refer players to resources like a GameSense Advisor for support.

GameSense

GAMESENSE ADVISOR SUPPORT

GameSense Advisors are specialist who can educate curious players on how the games work, and support players who are looking to take a break from gambling.

- Refer players to a GameSense Advisor by calling BCLC's Customer Support Centre at 1-866-815-0222.
- Live chat with a GameSense Advisor on www.GameSense.com. Open 7am until midnight everyday.
- Phone support or live chat is available from 7am until midnight everyday.

The B.C. Government also provides British Columbians with a 24/7 gambling support line. Players can call 1-888-795-6111 for support if they need it.

SUPPORT SERVICES

BCLC LOTTERY RETAIL SUPPORT

Lottery Site Employees can call or text BCLC Lottery Retail Support at 1-800-667-1649 for assistance with questions, troubleshooting, or operational concerns related to lottery products or equipment.

BCLC CUSTOMER SUPPORT

Players should be referred to BCLC Customer Support if they have questions or feedback about BCLC, their lottery ticket, game information, or prize payouts. This service is toll-free and available 7:00 a.m. to midnight, seven days a week.

BCLC Customer Support contact number can be found:

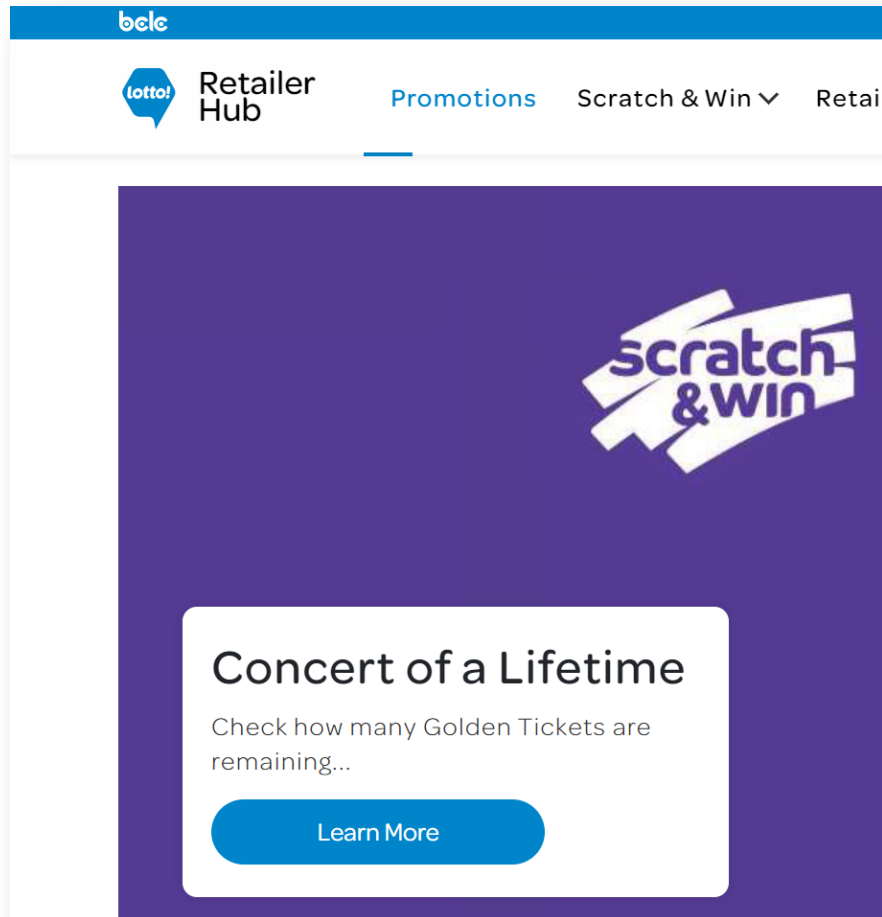
- On the back of all lottery tickets.
- At www.bclc.com.



BCLC RETAILER HUB

Visit www.bclcretailerhub.com to learn about:

- promotions and incentives
- planograms
- game information and the odds
- policies and procedures
- training and certification and more!



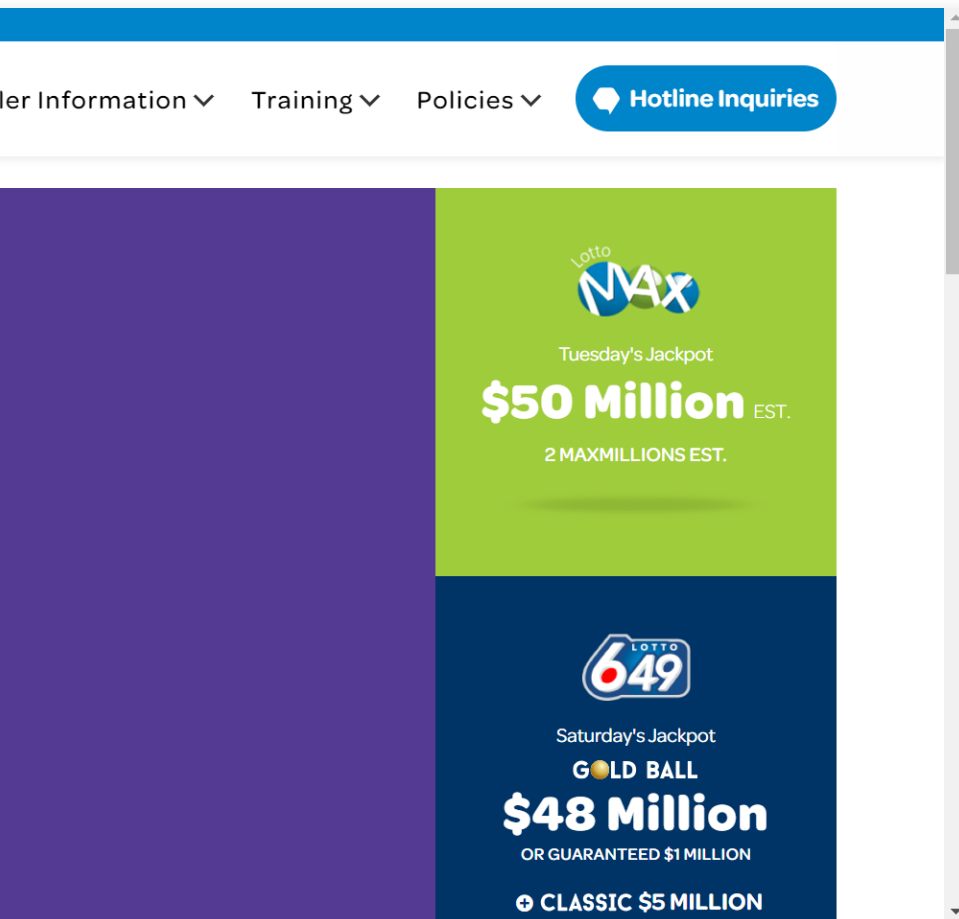
BCLC PRODUCT INFORMATION

BECOME A LOTTERY EXPERT

BCLC believes that delivering an excellent player experience not only supports player satisfaction but can also help increase your sales and strengthen relationships within your community.

For a comprehensive list of product and game information, including details on current games, odds, promotions, and key updates, please visit the BCLC Retailer Hub.

We hope these resources help you grow your product knowledge, enhance your player interactions, and support your continued success as a lottery expert!



BCLC GLOSSARY OF TERMS

ADVANCE BUY

A lottery ticket that is valid for more than one draw.

ALPHANUMERIC SYMBOL

On a Pull Tab ticket, the letter represents the prize amount (as shown on the Alpha Security Code sheet). Add the two numbers to determine the numbered window where the prize appears.

BENDAY PATTERN

When a UV light is shined on the open windows of a Pull Tab ticket, the words BRITISH COLUMBIA LOTTERY CORPORATION appear repeatedly in a diagonal pattern across every window.

CANCEL TICKET

A function on the lottery terminal that allows you to cancel a lottery ticket on the same day it was printed and before the draw has taken place.

EXCHANGE TICKET

When an advance buy ticket is validated as a winner before all scheduled draws are completed, the remaining draws are re-issued on an exchange ticket.

FREE PLAY TICKET

If you tap Pay Prize and the customer has won a free play, a new free online lottery ticket will print automatically.

GAME NUMBER

The game number, exclusive to your location, appears on the front of each Pull Tab ticket. Verify that the ticket was purchased at your location.

INFORMED CHOICE

Making a decision based on relevant information about games and the odds of winning.

LOTTERY RETAILER

The party identified as the retailer in the Lottery Retailer Agreement.

LOTTERY SITE EMPLOYEE

Any individual who is the lottery retailer or is engaged by the lottery retailer to operate a lottery terminal or handle, sell, or validate lottery products. This includes the site manager and site registrant.

SITE MANAGER

A Lottery Site Employee who is designated by the lottery retailer as the person responsible for managing the services at a site.

ONLINE LOTTERY TICKET

A lottery ticket printed and validated by the lottery terminal or Self-Serve terminal. Customers have one year from the draw date to validate winning online tickets and claim their prize.

PAYOUT

The act of paying the prize and returning the ticket and slip to the player. Players have one year from the draw date to validate a winning online ticket and claim their prize.

PLAYER HEALTH

Player Health is the well-being of our players. BCLC continues to focus on new innovative strategies that support those who struggle with gambling, and find ways to keep our players safe and well-informed.

PULL TAB

A lottery product sold within BCLC's hospitality network. Pull Tab tickets must be manually validated by the retailer at the same location and during the same visit in which the ticket was purchased.

TICKET CHECKER

A device that allows players to check or verify the status of their lottery tickets on their own.

TRANSACTION HISTORY REPORT

The transaction history feature on the lottery terminal allows for reporting on the day's lottery terminal transactions, including reporting on last plays, validations, cancellations, and vouchers. This information sheet provides information about each report.

REPLAY

A replay ticket can be created for the next available draw with the same play numbers as the original ticket with two exceptions:

System generated numbers like the Lotto 6/49 Gold Ball draw number, lines 2&3 of Lotto Max, the 'grand number' for Daily Grand, and Extra will always be a new number.

SCRATCH & WIN TICKET

A lottery ticket where latex is scratched off to reveal the play area. The expiry date can be found on the back of Scratch & Win tickets.

SELF-SERVE TERMINAL (SST)

SSTs are located throughout BCLC's hospitality network. A SST allows customers to take control of their gaming experience. They can play and validate lottery tickets at their convenience.

VALIDATE

Online tickets and Scratch & Win tickets must be validated through a lottery terminal. Sites that do not have a lottery terminal are not permitted to validate or payout prizes for online tickets or Scratch & Win tickets.

VOUCHER

Vouchers are issued by Self-Serve Terminals and are redeemable at any retail location across BC. SST vouchers do not have an expiry date and remain eligible for redemption by a customer, irrespective of the date they were printed. To validate a voucher, simply follow the same procedure used for validating an online lottery ticket.

WIN CODE

A six-digit code printed in one of the five windows on winning Pull Tabs valued at \$20 or more. Each box of Pull Tabs includes a win code verifying sheet to confirm winning codes.



Head Office
74 West Seymour Street
Kamloops, B.C. V2C 1E2

Regional Office
2940 Virtual Way
Vancouver, B.C. V5M 0A6

Lottery Retail Support: 1-800-667-1649