

# CASHIER QUICK REFERENCE GUIDE

lotto!

Summary guide for cashier operations (Consult the Lotto Express Guide for more details)

## IMPORTANT BCLC CONTACT NUMBERS:

**LOTTERY RETAIL SUPPORT:** 1-800-667-1649

**Hours: 6:30 am - 10 pm, 7 days/week**

Employees can call about:

- lottery equipment questions, errors, problems, order supplies
- how to handle any lost or unattended tickets

**BCLC CUSTOMER SUPPORT:** 1-866-815-0222

**Hours: 7 am - 12 am (midnight), 7 days/week**

Customers can call with any player related questions or concerns. The number is found on the back of all lottery tickets, including Lotto Express tickets.

**BC GAMBLING SUPPORT:** 1-888-795-6111

**Hours: 24 hours/day, 7 days/week**

Available for customers 24/7 and is found on the back of all lottery tickets, including Lotto Express tickets.

## BCLC RULES AND PROCEDURES:

**ID25 & UNDER – PLAYERS MUST BE 19+**

Ask for ID from anyone who appears to be 25 and under.

**Players must be 19+:** Selling lottery to anyone under 19 years of age is illegal.

**NO PLAY AT WORK**

Lottery site employees **cannot purchase lottery tickets at work, at any time.** Do not accept tickets as gifts or tips – this violates the “No Play at Work” rule.

**FORGOTTEN OR FOUND TICKETS**

Give the lost or unattended lottery ticket to your Lotto Express Supervisor immediately and they can report it using the Ticket Left Behind/Ticket Return Form (TRF) at <https://portal.bclcretailerhub.com/retailerinquiry>.

## WHAT IS LOTTO EXPRESS?

- Offers customers the ability to purchase lottery products **in-lane**, during regular store purchases
- Quick, easy, and convenient:** using the purchase slips, they scan like any other store product
- Sells Lotto 6/49, BC/49, Lotto Max, Daily Grand **Quick Pick** tickets and the Extra
- Does not validate or payout** lottery prizes; does not slow down the lane and operations

## PRODUCT & GAME INFORMATION (QUICK PICK PURCHASE SLIPS)

### Lotto 6/49

- Play consists of six numbers from 1 – 49, plus a bonus number for the Classic Draw, \$3/play
- Draws: 7:30 pm (PT) Wednesday and Saturday; Draw Break from 7:30 pm to 7:32 pm on draw days
- Classic jackpot: \$5 Million. Additional **GUARANTEED** prize of \$1 Million in every draw or, Gold Ball jackpot which can grow to \$68 Million

### Lotto 6/49 + BC/49

- Selections are eligible for both BC/49 and Lotto 6/49
- Eligible in the \$5 Mini Dip, \$10 Double Dip, and \$15 Triple Dip Pack
- One ticket will print

### Lotto Max

- Play consists of three lines of seven numbers 1 – 50, \$5/play
- Draws: 7:30 pm (PT) Tuesday and Friday; Draw Break from 7:30 pm to 7:32 pm on draw days
- Base jackpot: \$10 Million est., and can grow to 80 Million. Additionally, when the jackpot is at \$50 Million+, additional prizes of \$1 Million (called MAXMILLIONS) are offered

### Lotto Express Bundles

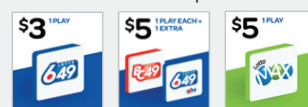
- Conveniently allows customers to **purchase combinations** of Lotto 6/49, Lotto Max, Daily Grand, and Extra
- With the exception of 6/49 and BC/49, one ticket per game in the bundle will print, resulting in multiple tickets

### Daily Grand

- Play consists of one set of five numbers from 1 to 49, and one additional Grand Number from 1 to 7.
- Draws: 7:30 pm (PT) Monday and Thursday; Draw Break from 7:30 pm to 7:32 pm on draw days
- Top prize of \$1,000 a day for the rest of your life, or a lump sum cash payment of \$7,000,000

### IMPORTANT!

One (1) ticket will print from the terminal for these purchases.



Multiple tickets will print from the terminal for these bundles.



**Tip:** Some product selections will not be on the purchase slip merchandiser but are available through your electronic cash register. **Reminder:** Extra is available for all the games!

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## BUYING LOTTERY PRODUCTS FROM LOTTO EXPRESS

1. Customer selects a purchase slip from the in-lane purchase slip merchandiser.
2. Customer hands the purchase slip to the cashier for scanning.  
OR  
Asks the cashier to manually add a Lotto Express product through the electronic cash register (ECR).
3. Cashier scans the UPC bar code on the back of the purchase slip.
4. Cashier totals the customer's purchases and asks for payment.



5. The customer pays the amount owing.
6. The Lotto Express terminal prints the selected lottery ticket(s) and partially cuts each ticket.
7. Cashier collects the ticket(s) from the Lotto Express terminal and hands it to the customer.



**IMPORTANT: A maximum of ten (10)** Lotto Express products can be purchased from the Lotto Express terminal in a single transaction.

**Tip:** Collect the purchase receipt and Lotto Express tickets to hand to the customer at the same time.

## DRAW BREAK

(7:30 PM TO 7:32 PM PACIFIC TIME – MON/TUES/WED/THURS/FRI/SAT)

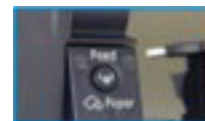
Draw Break is a **time period from 7:30 pm to 7:32 pm** where a lottery draw is in progress and **lottery tickets cannot be sold**.

Payment for the transaction must occur outside of Draw Break for tickets to print. Draw Break results in two outcomes:

1. Before payment: An electronic cash register error message will be shown upon sub-total. Cashiers should void lottery item(s).
2. After payment: Ticket purchase error slip prints. Important: Refund the customer if a ticket purchase error slip prints instead of a lottery ticket after payment. Destroy the ticket purchase error slip after processing the customer's refund.

## HOW TO REPLACE LOTTO PAPER IN THE LOTTO EXPRESS TERMINAL

1. Open the front cover of the lotto paper compartment by pressing down the grey button located at the top right of the Lotto Express terminal (LXT).
2. Insert the new roll of lotto paper into the compartment. The BCLC logo should be on the left-hand side.
3. Shut the front cover. When you close the door successfully, the LXT will cut the paper so it can be easily detached. Hold down the "Feed" button on the LXT to confirm the paper feeds through properly.
4. To remove excess paper, tear the paper by gently pulling down and to the left.



**Tip:** Use the "Feed" button to clear away any paper jams.

**Tip:** At the beginning of your shift, ensure the LXT has enough lotto paper. When paper is low, an error message will display on the screen of your ECR. You will be unable to sell lottery until the lotto paper roll is replaced. To order more lotto paper, call Lottery Retail Support at 1-800-667-1649.

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## SUSPEND A TRANSACTION

You will not be able to suspend a transaction after a lottery item has been added to the purchase.

If you need to suspend a transaction and serve other customers after the Lotto Express purchase slip has been scanned, simply void the lottery item.

## VOID A LOTTERY TRANSACTION

Before payment: Remove all lottery products from a customer's order by VOIDING the lottery line item on your electronic cash register as you would any grocery product.

**Tip:** Consider ringing in lottery products last to make it easy to find if voiding is required.

## PROCESS LOTTO REFUNDS

### Refund the customer only if:

- no lottery ticket prints from the Lotto Express terminal;
- the lottery ticket came out damaged/ripped from the terminal; or
- ticket purchase error slip prints instead of a lottery ticket.

**IMPORTANT:** Refunds should be processed by following your store's regular refund process. Cashiers should destroy the ticket purchase error slip after processing the customer's refund. Contact your Supervisor on duty if you need assistance resolving a customer concern.

### BCLC WILL NOT ISSUE A REFUND IF THE CUSTOMER:

- did not like their numbers
- selected the wrong game
- purchased a higher or lower ticket value than intended; or
- wanted/did not want the Extra

## CANCEL LOTTO EXPRESS TICKETS

**Lotto Express only locations** - Lottery tickets printed from Lotto Express terminals at Lotto Express only locations **CANNOT** be cancelled once they have been printed.

**Lotto Express locations** with a full Service lottery terminal **CAN** cancel online tickets.

Online tickets can only be cancelled:

- on the same business day it was printed;
- if the first draw on the ticket has not yet occurred; and
- at the same retail location where the ticket was purchased.

## FORGOTTEN OR DAMAGED TICKETS

If you find a lotto ticket that was left behind or a damaged ticket, give the ticket to your Lotto Express Supervisor. Your Lotto Express Supervisor will fill out the Ticket Left Behind/ Ticket Return Form (TRF) found on the BCLC Retailer Hub, <https://portal.bclcretailerhub.com/retailerinquiry>.

After reporting the left behind or damaged ticket, hold the ticket for 30 days. If the ticket has no barcode or control number, the ticket can be destroyed and it does not need to be held for 30 days.

## TROUBLESHOOTING THE LOTTO EXPRESS TERMINAL (LXT)

### ELECTRONIC CASH REGISTER (ECR) ERROR MESSAGES

Lotto Express error messages that appear on your electronic cash register means that you will not be able to sell lottery in the affected lane until some action is taken. All error messages will provide some direction to resolve the error. This includes:

### CASHIER ACTION TO RESOLVE ERROR

These error messages can be resolved by a routine cashier action followed by signing off and back on to the electronic cash register. The error message will explain what action needs to be taken, and to call the BCLC Lottery Retail Support if the issue is not resolved.

#### Tip: Routine cashier actions include:

- ✓ Unable to purchase more than 10 products
- ✓ Printer open
- ✓ Printer low on paper
- ✓ Paper jam
- ✓ Printer turned off error (unable to sell lottery)
- ✓ Lotto products are in Draw Break

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## TROUBLESHOOTING THE LOTTO EXPRESS TERMINAL (LXT) CONT'D...

### LOTTERY UNAVAILABLE – VOID LOTTERY PURCHASE TO PROCEED

These error messages indicate that lottery cannot be sold and the lottery product must be voided prior to completing the transaction. Cashiers should simply void the lottery product and complete the transaction. After completing the transaction, follow the directions on the error message and call BCLC Lottery Retail Support.

### LOTTERY UNAVAILABLE – CALL LOTTERY RETAIL SUPPORT

The electronic cash register error message will indicate when BCLC Lottery Retail Support is required to resolve the error. Inform your customers that lottery is unavailable and contact BCLC Lottery Retail Support as soon as possible to have the issue resolved.

### LOSS OF POWER

If an LXT loses power unexpectedly, a “Lotto Not Responding” error message will display on your electronic cash register screen. The message may display at various stages, depending on when power is lost.

#### At sign-on

Check that the LXT is connected to power and powered on, then, sign-off and back on to your electronic cash register.

**Tip:** When signing on, listen for the terminal to play the voice note that says “Lotto Express Terminal Ready” if the sign on was successful.

#### At transaction sub-total

Void any lottery products from the customer’s order and proceed with completing the transaction.

#### Upon payment completion (refund the lottery product)

If your LXT loses power after payment is processed for a lottery transaction and the lottery ticket does NOT print, follow your store’s normal process to refund the lottery purchase.

**IMPORTANT:** In all cases, check that the LXT is connected to power and powered on, then, sign-off and back on to your cash register. If the problem persists, you will not be able to sell lottery and should contact Lottery Retail Support at 1-800-667-1649 for assistance.

## FAQs

**Remember:** Lotto Express provides a quick and convenient way to purchase lottery products (Lotto 6/49, Lotto Max, Daily Grand, and BC/49 with the option to add the Extra) directly in-lane during regular store purchases.

- Lotto Express only locations cannot pay out prizes or check and validate tickets
- lottery selection slips cannot be used to purchase lottery tickets, and
- other lottery products cannot be purchased at Lotto Express locations

If the customer asks you about any of the above-noted items, direct customer to the nearest full service lottery retailer.

### Can winning tickets be used as tender?

No, direct customer to a full service lottery retailer or BCLC to claim their prize.

### Can a customer pick their own numbers?

No, the games and bundles are Quick Pick only. This means numbers are automatically picked for the customer.

### Can cashier/staff accept a lottery ticket as tip/gift?

Store staff cannot accept lottery tickets since it would contravene the BCLC “No Play at Work” rule.

### How many tickets can be purchased?

A maximum of ten (10) Lotto Express product selections can be purchased per transaction.

### Are all products displayed on the purchase slip merchandiser?

Only some of the products are displayed in-lane by means of a Lotto Express purchase slip for player selection and cashier scanning. All other product selections must be entered by the cashier through the ECR.