

# Cashier Quick Reference Guide

Summary guide for cashier operations. (Consult the Supervisor Guide for more details.)



## IMPORTANT BCLC CONTACT NUMBERS:

## BCLC RULES AND PROCEDURES:

<p><b>LOTTERY SUPPORT HOTLINE:</b> <b>1.800.667.1649</b>  <b>HOURS: 6:30 AM-10 PM, 7 DAYS/WEEK</b>  <b>Employees</b> can call about:</p> <ul style="list-style-type: none"> <li>Lottery equipment questions, errors, problems, order supplies</li> <li>How to handle left behind tickets</li> </ul> <p><b>BCLC CUSTOMER SUPPORT:</b> <b>1.866.815.0222</b>  <b>HOURS: 7AM-12AM (MIDNIGHT), 7 DAYS/WEEK</b>  <b>Customers</b> can call with any player related questions or concerns. The number is found on the back of all Lottery tickets, including Lotto Express tickets.</p> <p><b>PROBLEM GAMBLING SUPPORT:</b> <b>1.888.795.6111</b>  <b>HOURS: 24 HOURS/DAY, 7 DAYS/WEEK</b>  Available for <b>customers</b> 24/7 and is found on the back of all Lottery tickets, including Lotto Express tickets.</p>	<p><b>ID25 &amp; UNDER – PLAYERS MUST BE 19+</b>  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.</p> <p><b>NO PLAY AT WORK</b>  BCLC Lotto Express Certified employees <b>cannot purchase lottery tickets at work, at any time.</b> Do not accept tickets as gifts or tips – this violates the “No Play at Work” rule.</p> <p><b>LEFT BEHIND TICKETS</b>  Give the left behind ticket to your Lotto Express Supervisor immediately and they can report it using the online Ticket Return Form at <a href="https://forms.bclcretailerhub.com/retailerinquiry">https://forms.bclcretailerhub.com/retailerinquiry</a>.</p>
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## WHAT IS LOTTO EXPRESS?

- Offers customers the ability to **purchase** lottery products **in lane**, during regular store purchases
- Quick, easy, and convenient:** scans like any other store product using purchase slips
- Sells Lotto 6/49, LOTTO MAX, and BC/49 **Quick Pick** tickets and the Extra
- Having these select products is great for new players, who may not be familiar with Lotto products
- 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, **\$3/play**
- Draws: 7:30PM (PT) Wed and Sat; *Draw Break from 7:25pm to 7:33pm Wed and Sat*
- Base jackpot: \$5 Million est. with additional GUARANTEED Prize of \$1 Million in every draw

### LOTTO MAX

- Play consists of three lines of seven numbers 1 – 50, **\$5/play**
- Draws: 7:30PM (PT) Tues and Fri; *Draw Break from 7:25pm to 7:33pm Tues and Fri*
- Base jackpot: \$10 Million est. When the jackpot is at \$50 million, additional prizes of \$1 Million (called MAXMILLIONS), are offered.

### Extra

- Add-on Game for Lotto 6/49 & LOTTO MAX
- Play consists of 4 numbers from 1 – 99, **\$1/play**
- Top prize of \$500,000
- Available for purchase in BC only



\$7 2 Plays Lotto 6/49 + \$1 Extra



\$5 LOTTO MAX + \$1 Extra

1 ticket will print from the terminal

## Lotto Express Bundles

- Conveniently allow customers to **purchase combinations** of Lotto 6/49 and LOTTO MAX or Lotto 6/49 and BC/49
- Lotto 6/49 and LOTTO MAX 2 ticket prints, 6/49 and BC/49 1 ticket prints

**Tip:** some product selections will not be on the purchase slip merchandiser **but** are easily available from your point of sale terminal.

**IMPORTANT!** 2 tickets will print from the terminal.



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## BUYING LOTTERY PRODUCTS FROM LOTTO EXPRESS

1) Customer selects a purchase slip from in-lane purchase slip merchandiser.



2) A. Customer hands the purchase slip to the cashier for scanning.

OR

B. Asks the cashier to manually add a Lotto Express product through the Electronic Cash Register.



3) Cashier scans the UPC bar code on the back of the purchase slip.



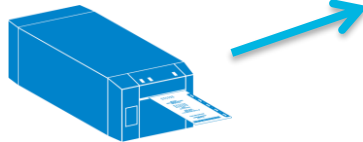
4) The cashier totals the customer's purchases and asks for payment.



5) The customer pays the amount owing.



6) The Lotto Express Terminal prints the selected lottery ticket(s) and partially cuts each ticket.



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 (7:30PM PACIFIC TIME – TUES/WED/FRI/SAT)

Draw Break is a time period from **7:25PM to 7:33PM** 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. 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.**

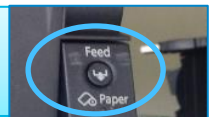
## HOW TO

### REPLACE TICKET STOCK IN THE LOTTO EXPRESS TERMINAL

- 1) Open the front cover of the ticket stock compartment by pressing down the grey button located on the right of the LXT.
- 2) Insert the new roll of ticket stock into the compartment. The BCLC logo should be on the left hand side.
- 3) Replace the plastic printer cover flap. 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, rip 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 **ticket stock**. When paper is low, an error message will display on the screen of your ECR. You will be unable to sell lottery until the lottery paper roll is replaced. **To order more ticket stock, contact Lottery Support Hotline at 1.800.667.1649.**

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## 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 the lottery item when voiding. Lotto Express tickets **cannot be cancelled** once they are printed.

## 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
- **Ticket Purchase Error Slip** prints instead of a Lotto 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 or Manager on Duty in situations where you require assistance in resolving the 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
- Wanted/did not want the Extra

## CANCEL LOTTO EXPRESS TICKETS

Lottery tickets printed from Lotto Express Terminals **CANNOT be cancelled** once they have been printed.

## SUSPEND A TRANSACTION

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

Generally, 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.

## HANDLE LEFT BEHIND OR DAMAGED TICKETS

**If a ticket is left behind or damaged AND still has a barcode or control number:**

- Give the lottery ticket with the date and time to a Lotto Express Supervisor as soon as possible or before the end of your shift.
- If the customer returns, and the cashier has already given the lottery ticket to the Supervisor, refer the customer to the supervisor to recover the ticket.

**If the ticket is left behind or damaged and does not have a barcode or serial number:**

- It must be destroyed following the same process used for Credit card and Debit slips that customers leave behind in error.

## TROUBLESHOOTING THE LOTTO EXPRESS TERMINAL (LXT)

### ELECTRONIC CASH REGISTER (ECR) ERROR MESSAGES

Lotto Express Error Messages that appear on your Electronic Cash Register mean 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:

**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

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

### 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 the BCLC Lottery Hotline for further support.

### 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 Hotline for support if the issue is not resolved.

### LOTTERY UNAVAILABLE – CONTACT LOTTERY SUPPORT

The Electronic Cash Register error message will indicate when BCLC Lottery Support help is required to resolve the error. Inform your customers that lottery is unavailable and contact BCLC Lottery Support as soon as possible to have the issue resolved.

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## 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.

**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 **BCLC Lottery Hotline at 1.800.667.1649** for support.

## FAQs

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

- As such, Lotto Express only locations **cannot pay out small 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?

*A: No, direct customer to a full service Lottery Retailer or BCLC to claim their prize.*

### Can a customer pick their own numbers?

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

### 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**.

### Why are other Lottery games not available for purchase in the Lotto Express Terminal?

*A: Lotto Express features a specific selection of popular lottery games and bundles to make purchasing lottery easy and quick, for all types of players. Other Lottery games can be purchased at any full service Lottery Retailer.*

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

*A: Store staff cannot accept Lottery tickets since it would contravene the BCLC “No Play at Work” rule.*

### How many tickets can be purchased?

*A: A maximum of 10 Lotto Express product selections can be purchased per transaction. This can print between 10 and 20 lottery tickets depending on the products selected. (Example: giving the cashier 4 \$8 bundles will print 4 Lotto 6/49 tickets and 4 LOTTO MAX tickets.)*

### Are all products displayed on the Purchase Slip Merchandiser?

*A: Of the 19 product selections, only 6 products are displayed in lane by means of a Lotto Express Purchase Slip. All other product selections must be entered by the cashier through the ECR*

## NEAREST FULL SERVICE LOTTERY RETAILER:

Store Name:

Store Name:

Address:

Address: