



Lotto Express Guide

Resource Manual
for Lotto Express Retailers

November 2024



The focus of this document is to equip Lotto Express retailers the tools needed to confidently deliver an exceptional lottery experience for their customers. This guide elaborates on the concepts taught within the Lotto Express Certification e - course, focusing on BCLC's rules, policies, and procedures.

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WHAT IS LOTTO EXPRESS

Lotto Express provides customers the option to purchase Quick Pick lottery tickets, such as Lotto 6/49, BC/49, Lotto Max, Daily Grand and the Extra, along with their other purchases at all checkout lanes. Many of your customers will appreciate having the opportunity to buy their lottery tickets without having to make another stop at the Customer Service counter.

To make the purchasing process easier and faster, Lotto Express offers only a select group of lottery Quick Pick options. It does not provide the full range of products and services offered by full service lottery locations including ticket validation and prize payout.

Lotto Express terminals (LXTs) are installed at each checkout lane to enable the purchase of lottery tickets. The LXTs are connected to BCLC's gaming system and to the retailer's electronic cash registers (ECR). Payment for the lottery ticket is processed through the electronic cash register on the same bill

as the customer's other goods. Customers make their lottery game selection by providing a Lotto Express purchase slip to the cashier to scan or by simply asking a cashier to add a lottery ticket to their bill. The selected lottery ticket(s) will print from the in-lane LXT once payment is received. It's quick, easy and convenient!

This guide is designed to provide you with detailed information on how to operate and support Lotto Express in your store, as well as how to help customers purchase their lottery tickets at checkout.

Training your staff: We highly encourage you to review Appendix A: "Training Your Staff – Guide and Checklist". The guide will take you through the basics that your staff need to know to sell Lotto Express products with confidence, create great customer interactions and remain compliant with BCLC's policies.

BCLC RULES AND PROCEDURES

BCLC requires that all active Lotto Express sites have two designated lottery site employees from a store certified at all times. The Lotto Express certification program is part of BCLC's commitment to provide you with the information and tools you will need to sell lottery games with integrity. Following BCLC rules and procedures when selling lottery builds player trust and minimizes the risk of penalties to you and your location.



Lottery site employees must be certified within 60 days of entering the lottery retailer database. Certification requires the completion of a course applicable to the lottery service that the lottery retailer provides. Certification remains valid as long as the lottery site employee continues to operate the lottery terminal or handle BCLC lottery products, or until a new certification standard becomes effective. Lottery certification expires one year after the day the individual ceases to operate as a lottery site employee, or, if that date is not known, one year after the date that BCLC was advised of their change in employment status.

BCLC Lottery Retailer Certification Policy, section 2.2

LOTTERY SITE EMPLOYEES

“Lottery site employee” means any individual who is either the lottery retailer or engaged by the lottery retailer to operate a lottery terminal or is involved in the handling, selling and/or validation of lottery products. For clarity, this includes the site manager and the site registrant.

Individuals are not regarded as a lottery site employee by BCLC if:

- the individual does not use the lottery terminal, handle Lotto Express products, provide validation, or prize payout services; and
- the individual’s interactions with lottery products are limited to operating a Lotto Express terminal at point of sale.

LOTTERY SITE EMPLOYEE – FAMILY MEMBERS

“Lottery retailer family member” means a spouse (including common law), child or parent of either a lottery retailer or lottery site employee whether they reside with the lottery retailer or lottery site employee or not, as well as anyone who resides with the lottery retailer or lottery site employee.

Suggest to your family members that they purchase their Lotto Express tickets at another location. If your family member wins a prize, this will reduce investigation time and prevent possible delays during the prize claim process.

BCLC Lottery Retailer Policy, Definitions section

LOTTO EXPRESS VS. FULL SERVICE LOTTERY

Lotto Express offers customers the ability to purchase Quick Pick lottery tickets via Lotto Express terminals connected to the electronic cash registers at store checkout lanes. The difference between BCLC Lotto Express and BCLC full service retailers is outlined below*:

BCLC Lotto Express Retailers:

- sell Lotto Express tickets via Lotto Express terminals
- sell Lotto 6/49, BC/49, Lotto Max, Daily Grand & the Extra (Quick Pick only)
- do not validate lottery tickets or pay out lottery prizes

BCLC full service lottery retailers:

- sell a full range of lottery games via a lottery terminal
- sell Scratch & Win tickets
- validate lottery tickets and pay out prizes

*Lottery retailers may offer both Lotto Express and full service lottery at the same location.

PURPOSE OF BCLC RULES & PROCEDURES

LOTTERY SITE EMPLOYEE RESPONSIBILITY

Lottery site employees are responsible for ensuring that store employees understand and follow BCLC rules and procedures when selling lottery products.

Following these rules builds customer trust and minimizes the risk of penalties to you and your location.



Ask for ID 25 & Under – Players Must Be 19+

In B.C., it is illegal to sell lottery products to players who are under the age of 19. Selling lottery to players or customers who are under the age of 19 can result in potential penalties, including financial remedy or termination of your store's Lottery Retailer Agreement.

It is BCLC policy to verify that the player or customer meets the minimum age requirement by checking one acceptable form of government issued photo ID for players or customers who appear to be 25 years of age or younger, before processing any lottery product sale. An "Ask for ID" prompt may display on your electronic cash register screen prior to a lottery transaction being finalized.



BCLC Lottery Retailer Policy, section 4.1.1 Customer Age Verification "ID 25"

No Play At Work

Employees who become BCLC Lotto Express certified, cannot purchase lottery tickets at work, at any time. Non-BCLC certified employees may purchase lottery tickets, just not during their shift. However, it is recommended that employees avoid purchasing lottery tickets at their place of work: if an employee buys a winning ticket at their place of work, the verification process by BCLC will be extensive.

Note: Do not accept tickets as gifts or tips – 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 lotto ticket that was left behind, give the ticket to your Lotto Express supervisor. Your Lotto Express supervisor will fill out the online form found on the BCLC Retailer Hub - <https://portal.bclcretailerhub.com/retailerinquiry>.

After reporting the forgotten or found 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.

BCLC Lottery Retailer Policy, section 4.10 Forgotten or Found Tickets

BCLC PRODUCT INFORMATION

BECOME A LOTTERY EXPERT

BCLC strongly believes that providing excellent customer service increases your profit and strengthens your relationship with your customers. One way of achieving this goal is by having knowledgeable staff.

LOTTO EXPRESS GAMES



Lotto 6/49 Quick Pick

- Available as a single ticket purchase or part of a bundle, \$3/play
- Play consists of six numbers from 1 – 49, plus a bonus number for the Classic Draw
- Draws occur every Wednesday and Saturday at 7:30 pm Pacific Time (PT)
- Classic Jackpot: Match all six of your numbers to the six numbers drawn to win or share the \$5 Million jackpot
- Gold Ball Prize: Match the unique 10-digit Gold Ball draw number exactly to the selection drawn to win either the guaranteed prize of \$1 Million or the Gold Ball Jackpot which can grow up to \$68 Million
- Not available for purchase from 7:30 pm to 7:32 pm PT on Wednesday and Saturday due to Draw Break*



Lotto Max Quick Pick

- Available as a single ticket purchase or part of a bundle, \$5/play
- Play consists of three lines of seven numbers 1 - 50
- Draws every Tuesday and Friday at 7:30 pm PT
- Base jackpot is \$10 Million (estimated), and can grow to 80 Million
- When the Lotto Max jackpot hits \$50 Million, additional prizes of \$1 Million, called MAXMILLIONS, are offered
- Not available for purchase from 7:30 pm to 7:32 pm PT on Tuesday and Friday due to Draw Break*



Daily Grand

- Available as a single ticket purchase or part of a bundle, \$3/play
- Play consists of one set of five numbers from 1 to 49, and one additional Grand Number from 1 to 7
- Draws every Monday and Thursday at 7:30 pm PT
- The top Daily Grand prize is \$1,000 a day for rest of your life, or a lump sum cash payment of \$7,000,000. The secondary prize is \$25,000 a year for rest of your life, or a lump sum cash payment of \$500,000
- Not available for purchase from 7:30 pm to 7:32 pm PT on Monday and Thursday due to Draw Break*



Lotto 6/49 + BC/49 Quick Pick

- Selections are eligible for both Lotto 6/49 and BC/49
- Eligible in the \$5, \$10, \$15 bundle
- Draws occur every Wednesday and Saturday at 7:30 pm PT
- Not available for purchase from 7:30 pm to 7:32 pm PT on Wednesday and Saturday due to Draw Break*



Extra

- Add-on Game for Lotto 6/49 & Lotto Max
- Cost \$1/play
- Play consists of four numbers from 1 - 99
- Quick Pick only
- Available for purchase in B.C. only
- Top prize of \$500,000

*Bundles are not available for purchase from 7:30 pm to 7:32 pm PT on Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday due to Draw Break for all the games. See 'DRAW BREAK' section in this guide for more information.

LOTTO EXPRESS PRODUCT & SELECTION OPTIONS

As a Lotto Express retailer, you will have a number of Lotto Express product selections loaded into your electronic cash register for your customers to select. Customers can select their Lotto Express product by:

- Handing a Lotto Express purchase slip to a cashier, OR
- Asking a cashier to add a Lotto Express product to their bill

Important: The games offered may vary. Some purchase slips will be displayed in-lane on a Lotto Express purchase slip merchandiser for customer selection and cashier scanning. All other purchase selections must be entered by the cashier through the electronic cash register.

Lotto 6/49 Only

(Prints 1 ticket)



Purchase Price	# of Plays	Extra?
\$3	1	No
\$4	1	Yes
\$6	2	No
\$7	2	Yes
\$9	3	No
\$10	3	Yes

Lotto 6/49 & BC/49 Only

(Prints 1 ticket)



Purchase Price	# of Plays	Extra?
\$5	1	Yes
\$10	2	Yes
\$15	3	Yes

Lotto Max Only

(Prints 1 ticket)



Purchase Price	# of Plays	Extra?
\$5	1	No
\$6	1	Yes
\$10	2	No
\$12	2	Yes
\$20	4	No
\$21	4	Yes

Lotto 6/49 & Lotto Max – Lotto Express Bundles

(Prints 2 tickets)



Purchase Price	# of Plays Lotto 6/49	# of Plays LottoMax	Extra?
\$8	1	1	No
\$10	1	1	Yes
\$16	2	2	No
\$18	2	2	Yes

Daily Grand

(Prints 1 ticket)



Purchase Price	# of Plays	Extra?
\$4	1	Yes

Other Multi Game Bundles

(Prints multiple tickets)



Purchase Price	# of Plays 6/49	# of Plays BC/49	# of Lotto Max	# of Plays Daily Grand	Extra?
\$15	1	1	1	1	Yes
\$22	2		2	1	Yes
\$30	2	2	2	2	Yes

NUMBER OF TICKETS PRINTED

Separate tickets will print for every purchase slip scanned by the cashier.

For example:

- A customer hands the cashier a \$7 Lotto 6/49 purchase slip. Once paid for, the terminal will print one Lotto 6/49 ticket that contains two plays plus an Extra.
- A customer hands the cashier a \$5 Lotto Express Mini Dip purchase slip. Once paid for, the terminal will print one ticket applicable to both Lotto 6/49 and BC/49.
- A customer hands the cashier an \$8 Lotto Express bundle purchase slip. Once paid for, the terminal will print one Lotto 6/49 (1 play) ticket and one Lotto Max (1 play) ticket.



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ODDS OF WINNING

Important: A maximum of 10 Lotto Express products can be purchased from the Lotto Express terminal in one transaction.

Tip: Ensure that you hand the customer all their tickets. Wish them good luck!

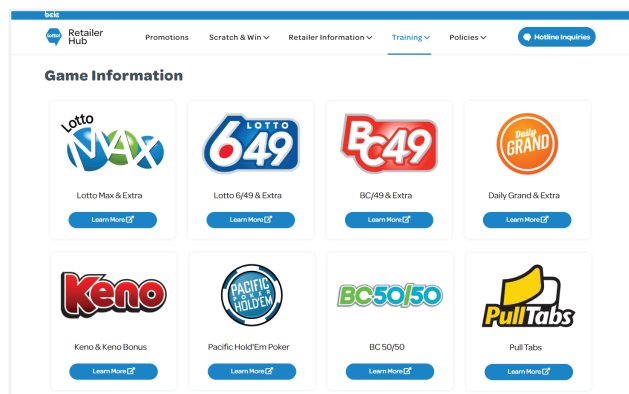
- The odds of matching 6/6 numbers for Lotto 6/49 and BC/49 are **1 in 13,983,816** per \$3 play
- The odds of matching 7/7 numbers for Lotto Max are **1 in 33,294,800** per \$5 play
- The odds of matching 5/5 + 1/1 for Daily Grand are **1 in 13,348,188** per \$3 play
- The odds of matching 4/4 numbers for Extra are **1 in 3,764,376** per \$1 play

BCLC RETAILER HUB

For a comprehensive list of product and game information, please visit the Retailer Hub:

www.bclcretailerhub.com.

We hope the information will assist you in increasing your product knowledge and your sales!



SELLING & OPERATING LOTTO EXPRESS

CASHIER CHECKLIST

- ✓ LOTTO EXPRESS LOTTO PAPER
- ✓ LOTTO EXPRESS PURCHASE SLIPS
- ✓ SIGN-ON THE CASH REGISTER – 'Lotto Express Ready'
- ✓ CASHIER QUICK REFERENCE GUIDE

LOTTO EXPRESS LOTTO PAPER

At the beginning of your shift, ensure that the Lotto Express terminal (LXT) has enough lotto paper. When your paper is low, an error message prompt will display on the screen of your electronic cash register to alert you. You will be unable to sell lottery until the lottery paper roll is replaced.

Order additional lotto paper by calling the BCLC Lottery Retail Support at 1-800-667-1649, follow the prompts for supplies or contact your head office for directions.

OPENING THE PRINTER AND REPLACING LOTTO EXPRESS LOTTO PAPER

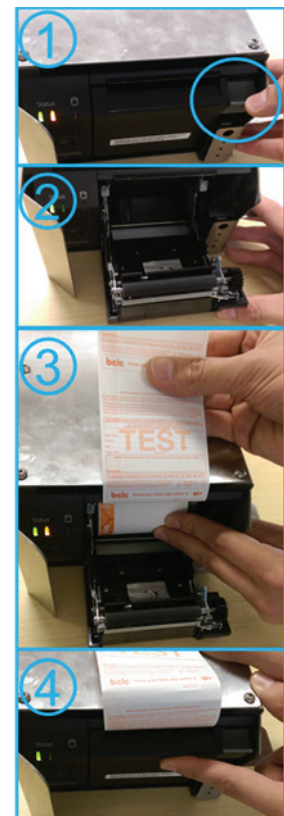
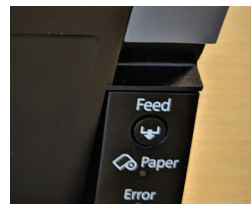
STEP 1: Open the front cover of the lotto paper compartment by pressing down on the grey button located at the top right of the LXT.

Pull the front cover down to access the compartment and remove the empty roll.

STEP 2: Insert the new roll of lotto paper into the compartment and pull some extra paper out.

When placing the new roll into the LXT, the back of the Lotto Express lotto paper should face forward when pulled upright as shown in the image.

STEP 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.

STEP 4: Tear off any excess paper. The majority of the ticket will have been cut by the LXT.

Tip: use the "Feed" button to clear away any paper jams and to ensure that the lotto paper was correctly placed into the printer.

LOTTO EXPRESS PURCHASE SLIPS

Customers will make their lottery game selection using purchase slips that are scanned by the cashier in-lane, like any other product.

Ensure that the Lotto Express purchase slips are displayed and merchandised in-lane as per your store's merchandising standards.

SIGN-ON THE CASH REGISTER – LOTTO EXPRESS READY

Sign-on to your electronic cash register as you normally do at the start of your shift. Lottery will automatically activate upon sign-on and a voice note that says, "Lotto Express terminal ready", will play to indicate successful activation of lottery.

If lottery is not successfully activated upon sign-on, an error message will display on your electronic cash register. The error message may contain troubleshooting instructions or simply direct you to contact BCLC Lottery Retail Support at 1-800-667-1649. BCLC Lottery Retail Support will diagnose and troubleshoot the issue remotely for a resolution.

Important: Do not power-off the LXT unless advised to do so by the Lottery Retail Support.

CASHIER QUICK REFERENCE GUIDE

Cashiers should familiarize themselves with the Cashier Quick Reference Guide and should keep a copy in lane in case they need it.



Lotto Express purchase slip merchandiser (horizontal version). Other version may also be available at your location.

PURCHASE FLOW OF LOTTO EXPRESS

PURCHASING A LOTTO TICKET IS QUICK & SIMPLE!

The purchase experience is meant to be simple, seamless, and convenient for customers and does not slow down the checkout process for cashiers.

STEP 1: As a customer enters a checkout lane, they notice the digital jackpot signage and a display of Lotto Express purchase slips. Wishing to buy some lottery tickets, the customer selects one or more purchase slips (up to a max of 10 per transaction).



STEP 2: The customer indicates the lottery product they wish to purchase by:

- A. Handing the cashier the purchase slips for the lottery products they chose to purchase. The cashier scans the UPC bar code on the purchase slip, like any other goods. OR
- B. Asking the cashier to add the lottery products to their bill. The cashier manually adds the lottery products to the customer's bill using the available selections through their ECR.

STEP 5: After receiving payment, the LXT prints the selected lottery tickets and partially cuts each selected ticket. The LXT will play a sound indicating the tickets were successfully printed.

STEP 6: Cashier collects the tickets from the LXT and hands it to the customer.

Note: Cashiers should check and ensure they have handed all of the customer's lottery tickets to them.

Remember: Customers may purchase a maximum of 10 Lotto Express products per transaction.

STEP 3: The cashier totals the customer's purchases and asks for payment.



STEP 4: The customer pays the amount owing.



Important: If a customer leaves a lottery ticket behind, Cashiers should provide the forgotten ticket to their Lotto Express Supervisor. The Lotto Express Supervisor will fill out the Ticket Left Behind/Ticket Return Form (TRF) form found on the BCLC Retailer Hub.

After reporting the 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.

DRAW BREAK

7:30 PM – 7:32 PM PACIFIC TIME EVERY MON, TUES, WED, THURS, FRI, AND SAT

Draw Break indicates the period where a lottery draw is in progress and Lotto Express tickets CANNOT be sold. Payment for the ticket must occur outside of the Draw Break period in order for the selected Lotto Express ticket to print.

Draw Break extends from 7:30 pm to 7:32 pm PT on Monday and Thursday for Daily Grand, Tuesday and Friday for Lotto Max, and Wednesday and Saturday for Lotto 6/49 and BC/49.

Lotto Express bundle products are not available to purchase if one of the games is in Draw Break.

NOTIFICATION OF DRAW BREAK – Electronic cash register error

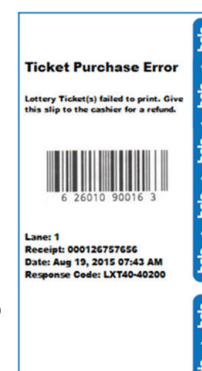
When a customer attempts to purchase a lottery game in Draw Break, an error message on the electronic cash register will prompt the cashier upon sub-totaling the transaction. The prompt will notify the cashier that the lottery product is in Draw Break, cannot be sold and must be removed from the customer's order to proceed with completing the transaction.

The cashier should notify the customer and proceed with removing the lottery product from the customer's order by voiding the lottery product and completing the transaction.

NOTIFICATION OF DRAW BREAK – Ticket Purchase Error Slip

If a customer successfully paid for their lottery ticket but did not receive it because the draw was in progress, a ticket purchase error slip will print.

The system should prevent this from occurring but in the event that it occurs, the ticket purchase error slip will indicate to the customer to return the slip to the cashier for a refund. Follow your store's refund process, and scan the barcode on the ticket purchase error slip to facilitate the refund*.



*Cashiers should destroy the error slip after processing the refund.

TICKET PURCHASE ERROR SLIP FOR LOTTO EXPRESS BUNDLES

A ticket purchase error slip will print in the situation where a Lotto Express bundle is successfully paid for, but one of the lottery games is in Draw Break. This is possible but extremely rare.

In this case, the cashier should refund the customer for the total cost of the Lotto Express bundle and collect the error slip from the customer.

Time Zones: Although British Columbia has two time zones – Pacific and Mountain – all Draw Breaks happen at Pacific Time (PT). All times shown on Lotto Express slips are also on Pacific Time.

VOIDING, REFUNDS, AND CANCELLING TICKETS

VOIDING A TRANSACTION

Lotto Express selections may be removed from a customer's order at any time before payment has been processed by the cashier.

To remove the lottery selection after scanning the Lotto Express purchase slip, simply VOID the lottery line item on your electronic cash register as you would any product. The pending lottery product selection will be cleared from the customer's order.

SUSPENDING 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.

PROCESSING LOTTO EXPRESS REFUNDS

Lotto Express only locations

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

Retailers will only issue a Lotto Express refund if any of the following occurs:

- No lottery ticket is printed from the LXT after payment is collected
- The lottery ticket came out damaged/ripped from the LXT and the customer wants to return the ticket. Fill out the Ticket Return Form found on BCLCRetailerHub.com

- Ticket purchase error slip printed instead of a lottery ticket*

*Ticket purchase error slips may print because of Draw Break or a network error. Cashiers should destroy the ticket purchase errors slip after processing the customer's refund. Do not return the slip to the customer.

Important: Refunds should be processed following your store's normal refund procedure. There is no need to call BCLC to record the refund.

CANCELLING LOTTO EXPRESS TICKETS

Lotto Express locations with a full service lottery terminal

Lottery locations with a full service lottery terminal CAN cancel online tickets using the full service lottery terminal.

Online tickets can only be cancelled:

- On the same business day that it is printed;
- If the first draw on the ticket has not yet occurred; and
- At the same retail location where the ticket was purchased.

TROUBLESHOOTING

ELECTRONIC CASH REGISTER ERROR MESSAGES

In the event that your Lotto Express system is not functioning properly, error messages will appear on your electronic cash register to indicate 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 on how to resolve the error.

Cashier Action to Resolve Error Messages

Some error messages can be easily resolved by a routine cashier action followed by signing off and back on to the electronic cash register. The error message will indicate the specific action to be undertaken and include:

- Replenishing terminal lotto paper
- Ensuring the terminal printer door is closed
- Ensuring the device is powered on and connected

If the above actions do not resolve the issue and the error message persists, call BCLC Lottery Retail Support.

Lottery Unavailable – Void Lottery Purchase to Proceed

Some error messages will indicate that lottery cannot be sold and the lottery product must be voided prior to completing the transaction. Cashiers should void the lottery product and complete the grocery transaction.

After completing the transaction, follow the directions on the error message and call BCLC Lottery Retail Support if you require further assistance.

Lottery Unavailable – Call BCLC Lottery Retail Support

It will be indicated in the error message if BCLC Lottery Retail Support intervention 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.

NO TICKET / TICKET PURCHASE ERROR SLIP INSTEAD OF LOTTO TICKET

If for any reason the Lotto Express terminal prints a damaged lottery ticket, a ticket purchase error slip instead of a lottery ticket, or does not print a lottery ticket at all. Cashiers should:

1. Issue a refund to the customer following your store's normal refund procedure
2. Ask the customer if they wish to make a new Lotto Express selection on a separate transaction

**See the 'Processing Lotto Express Refunds' section in this guide for more information.*

LOTTO EXPRESS TERMINAL LOSS OF POWER

If a Lotto Express terminal (LXT) loses power unexpectedly, a 'Lotto Not Responding' error message prompt will display on your electronic cash register screen. This prompt may display upon cashier sign-on, transaction sub-total or payment completion (depending on when the LXT loses power).

Important: The LXT should be left powered on at all times and it should never be powered off manually unless instructed to by Lottery Retail Support. It takes approximately 2 minutes for the LXT to reboot and power up.

LOSS OF POWER AT SIGN-ON

If your LXT does not have power when signing on to your electronic cash register, an error message will display when you sign on. Check that the terminal is connected to power and powered on, then, sign off and back on to your electronic cash register.

If the problem persists, the error message will continue to display and you will not be able to sell lottery products. Call BCLC Lottery Retail Support at 1-800-667-1649 for assistance.

LOSS OF POWER AT TRANSACTION SUB-TOTAL

If your LXT does not have power when sub-totalling a transaction that includes lottery, an error message will display. Void any lottery products from your customer's order and proceed with completing the transaction.

Once the transaction is complete, check that the terminal is connected to power and powered on, then, sign off and back on to your electronic cash register. If the problem persists, an error message will continue to display and you will not be able to sell lottery products. Call BCLC Lottery Retail Support for assistance.

LOSS OF POWER UPON PAYMENT COMPLETION

If your LXT loses power after payment is processed for a lottery transaction and the selected lottery ticket does NOT print, an error message will display. Follow your store's normal procedure to refund the customer for the lottery purchase.

After processing the refund, check that the LXT is connected to power and powered on, then, sign off and back on to your electronic cash register. If the problem persists, an error message will continue to display and you will not be able to sell lottery products. Call BCLC Lottery Retail Support for assistance.

IF THE DAMAGED LOTTERY TICKET HAS A BARCODE OR CONTROL NUMBER:

Fill out the online Ticket Left Behind/Ticket Return Form (TRF), and hold the ticket for 30 days. If the ticket has no barcode or control number, the ticket can be destroyed and does not need to be held for 30 days.

Important: Record multiple damaged or left behind tickets on each Ticket Left Behind/Ticket Return Form.

Ticket 1	
Game Name	
Total Cost	
Wager Id	
Where was the ticket found	
Ticket return reason Please select a value	▼

FORGOTTEN OR FOUND TICKETS

Employees must report any lost or unattended lottery tickets by using the Ticket Left Behind/Ticket Return Form (TRF) found on the BCLC Retailer Hub, <https://portal.bclcretailerhub.com/retailerinquiry>. Reporting lost or unattended lottery tickets will protect you from penalties resulting from playing at work.

If the customer returns the same day while the cashier still has the lottery ticket, they can return it to the customer if they are satisfied the ticket belongs to the customer.

If the forgotten or found Lotto Express ticket is damaged and it does not have a barcode or serial number; it should be destroyed following the same process used for credit cards and debit slips that customers leave behind in error.

LEFT BEHIND 'TICKET PURCHASE ERROR SLIP'

If a ticket purchase error slip has been left behind at checkout, cashiers should give the slip to their Lotto Express Supervisor. BCLC recommends that Supervisors retain the left behind ticket purchase error slips in a safe location for 48 hours in case the customer returns for their refund.

Cross-reference the customer's purchase receipt with the 'ticket purchase error slip' before processing any lottery refunds for a ticket purchase error slip* that was left behind.

*Ticket purchase error slips will list the date and time of the purchase.

SUPPORT SERVICES

BCLC LOTTERY RETAIL SUPPORT

As a lottery site employee, you should direct your lottery questions or concerns to BCLC Lottery Retail Support. BCLC Lottery Retail Support hours of operation are 6:30 am to 10:00 pm, seven days a week at 1-800-667-1649.

They are available to support your inquiries regarding:

- Lottery equipment questions or problems
- Questions regarding Lotto Express errors
- Lottery supply ordering
- How to handle forgotten or found tickets

BCLC CUSTOMER SUPPORT

Direct customers to BCLC Customer Support if they have any questions or feedback about BCLC or their lottery ticket. This service is toll free and available from 7:00 am to 12 am (midnight), seven days a week at [1-866-815-0222](tel:1-866-815-0222).

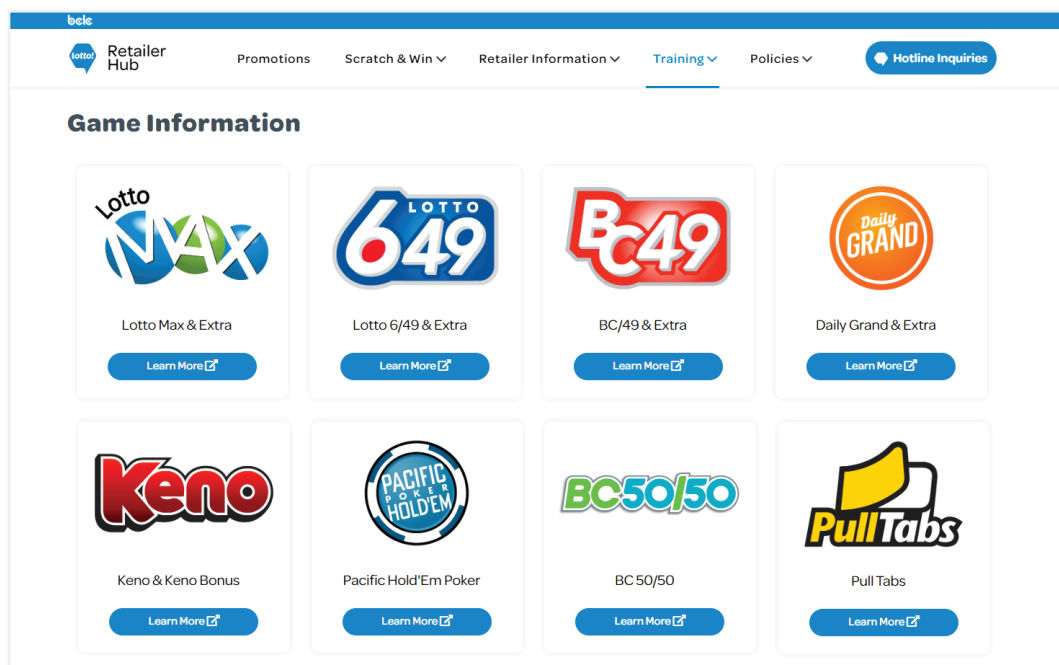
BCLC Customer Support contact number can also be found:

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

BCLC RETAILER HUB

Go to www.bclcretailerhub.com to learn about:

- Promotions
- Game information and the odds
- Policies and procedures
- Hotline inquiries online forms
- And much more



CONTACTING BCLC LOTTERY RETAIL SUPPORT

When contacting the BCLC Lottery Retail Support for troubleshooting, you will need to identify:

A. Retailer Number □□□□□

- Your unique 5-digit Lotto Express retailer.

If calling to reset/pair a malfunctioning or replacement Lotto Express terminal, you will also require:

A. Lotto Express Terminal Device ID

□□□□□□□□□□

- Serial number of the LXT which can be found on decals located on the right hand side of the device.



B. Test Lotto Purchase Slip

– Barcode for \$0 Lotto Express purchase

- Scan this barcode to test the lottery functionality of your LXT.
- Complete the order as a \$0 cash sale (subtotal, then payment).

Once you have this information, follow these steps to contact BCLC Lottery Retail Support:

1. Call BCLC Lottery Retail Support at 1-800-667-1649. Open daily from 6:30 am to 10:00 pm PT.
2. Follow the prompts for lottery equipment problems to speak to an agent.
3. Inform Lottery Retail Support that your LXT is generating error messages on your electronic cash register or on error slips printed from the LXT.
4. Lottery Retail Support will troubleshoot the issue remotely to determine a resolution.
5. If a terminal reset (electronic cash register pairing) is required, the lottery agent will guide you through the reset/pairing process.



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 linked to 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.

To learn more, check out www.GameSense.com

WHAT IS BCLC DOING TO SUPPORT PLAYER HEALTH?

There are four commitments that BCLC strives for in Player Health:

1. Players have the information required to make healthy decisions about gambling.
2. Provide players with tools to help adopt healthy gambling behaviours.
3. Seek ways for our players to enjoy a safe gambling experience.
4. Players receive relevant and timely help if they need it.

HOW LOTTERY SITE EMPLOYEES CAN SUPPORT PLAYER HEALTH

As a lottery site employee, you can support the well-being of our players 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 ADVISOR SUPPORT

GameSense Advisors are specialists that 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](tel:1-866-815-0222).
- Live Chat with a GameSense Advisor on www.GameSense.com. 7am until midnight every day.
- Phone support or live chat is available from 7am until midnight every day.

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

LOTTO EXPRESS ACTIVATION

THE START-UP KIT

As part of the initial activation of Lotto Express in your store, BCLC will courier a package with the supplies needed to setup for Lotto Express. The Start-Up Kit contains:

1. WELCOME LETTER

This letter contains your store's unique retailer number.

2. LOTTO EXPRESS GUIDE

This document provides a complete overview of lottery retailer compliance, product information, as well as selling and operational support to help train staff.

3. TRAINING YOUR STAFF – GUIDE AND CHECKLIST

A handy outline to assist you in training your staff.

4. CASHIER QUICK REFERENCE GUIDE

The essentials for compliance, selling and operations for cashiers.

5. LOTTO EXPRESS QUICK SHEET

One-page reference guide with product information and common issues or errors that can easily be resolved. Keep in each lane for easy access by cashiers.

6. TEST SLIP

Use this \$0 test slip when instructed by BCLC Lottery Retail Support to check if your terminal is working.

7. BCLC LOTTO EXPRESS LOTTO PAPER

An initial supply of thermal lotto paper that will be used in your Lotto Express terminals.

8. LOTTO EXPRESS PURCHASE SLIPS

Replacement purchase slip pads.

9. LOTTO EXPRESS PURCHASE SLIP MENU INSERT

Insert that purchase slip pads are affixed to.

LOTTO CUSTOMER FAQS

Can Lotto Express Only locations pay out small prizes?

No, direct customer to the nearest full service lottery retailer. Note: Some Lotto Express locations will have full service lottery at Customer Service.

Can lottery tickets be checked or validated at Lotto Express Only locations?

No, direct customer to the nearest full service lottery retailer.

Can selection slips be used to purchase lottery tickets with Lotto Express?

No, direct customer to the nearest full service lottery retailer.

Can winning tickets be used as tender?

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

Can other lottery products be purchased at Lotto Express locations?

No, direct customer to the nearest full service lottery retailer.

Can lottery tickets be refunded at Lotto Express only locations?

Lotto Express locations should process returns when they are unable to supply the customer with an intact and usable ticket after it has been paid for. This may include:

- Ticket was ripped or damaged at the time of purchase
- Ticket purchase error slip printed instead of the selected lottery ticket
- Lotto Express terminal ran out of paper and no ticket printed
- Ticket did not print due to system error or network issue

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.

Important: The customer's shopping experience is extremely important. Contact your Supervisor or Manager on duty if you need help resolving a situation for the customer.

Can lottery tickets be refunded at Lotto Express locations with full service lottery?

Yes, Lotto Express tickets can be cancelled or refunded through the full service lottery terminal if all requirements are met. Online tickets can only be cancelled:

- On the same business day that 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.

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 Lotto Express product selections can be purchased per transaction.

Can my family or I buy Lotto Express tickets if I am a cashier?

Non-BCLC certified cashiers may purchase lottery tickets at their location, just not during their shift. BCLC recommends that cashiers and their family members purchase their Lotto Express tickets at another location. If an employee or their family member buys a winning ticket at their place of work, the verification process by BCLC will be exhaustive.

BCLC GLOSSARY OF TERMS

ELECTRONIC CASH REGISTER

A retailer's hardware and software system used at checkout to process customer transactions. An electronic cash register system will include a cashier display, barcode scanner, receipt printer, scales, and pole display.

LOTTO EXPRESS PRODUCT

Each lottery ticket selection or bundle of lottery ticket selections is represented by a Lotto Express product. Each product has a UPC number and barcode assigned to it to process the lottery purchase through your ECR.

LOTTO EXPRESS PURCHASE SLIP

Purchase slips are displayed in-lane for customers to make their Lotto Express product selection. Once selected by a customer, the purchase slip is used to process payment for a lottery ticket or ticket bundle by scanning the barcode on it.

LOTTO EXPRESS TERMINAL (LXT)

BCLC lottery equipment that is connected to a retailer's ECR and is used to process and print lottery tickets at checkout lanes.

LOTTO EXPRESS TICKET

Lotto Express tickets printed from an LXT are similar but slightly narrower compared to lottery tickets printed on a full service lottery terminal. They can be validated or checked at any full service lottery retailer.

LOTTO EXPRESS LOTTO PAPER

You will receive lotto paper in your Start-Up Kit. Order additional lotto paper by calling the BCLC Lottery Retail Support at 1-800-667-1649, follow the prompts for supplies or contact your head office for directions.

PLAYER HEALTH

Player Health is the well-being of our players. BCLC continues to focus on new innovation ways that support those who struggle with gambling, and find ways to keep our players safe and well informed. A safe approach to gambling is where adults who choose to gamble have the right information so that they can make an informed choice.

RETAILER NUMBER

This is your store's unique 5-digit identification number. You will need it when calling the BCLC Lottery Retail Support for supply ordering, equipment problems, etc.

TICKET CHECKER

Customers can verify a lottery ticket using the ticket checker located at full service lottery locations.

APPENDIX A: TRAINING YOUR STAFF – GUIDE AND CHECKLIST

TRAINING YOUR STAFF

It is highly recommended that you review the following sections with your cashiers prior to their first day of operating a Lotto Express terminal ('LXT'). This guide will take you through the basics a cashier needs to know to sell Lotto Express products with confidence, create great customer interactions, and remain compliant with BCLC policies.

Provide your cashiers with a copy of the "Cashier Quick Reference Guide" to support training.

Part 1. Compliance:

- ☐ BCLC Rules & Procedures (ID25 & Under – Players Must Be 19+; No Play At Work; Forgotten or Found Tickets)
- ☐ Important Numbers (BCLC Lottery Retail Support; Customer Support; BC Responsible and Problem Gambling) and the purpose of each

Part 2. Product Knowledge & Awareness:

- ☐ What is Lotto Express? What are the benefits to your customers?
- ☐ What lottery products are available on the purchase slip and through the electronic cash register (ECR)
- ☐ If your location also has a full service lottery terminal, you may wish to highlight what other products are available. If not, discuss where the nearest full service lottery location is
- ☐ LXT vs. full service lottery terminal differences and understanding how to communicate them in a positive way:
 - ☐ Only sells Quick Pick Lotto Max, Lotto 6/49, Daily Grand, Lotto 6/49 + BC/49 bundles and the Extra – helps with game selection!
 - ☐ Cannot validate lottery products – makes it fast and easy for customers in-lane, does not hold up operations
 - ☐ Maximum 10 purchase slips per transaction

Part 3. Operations – Set Up for Success:

In-lane experience: run-through of how to operate LXT using a variety of scenarios.

- ☐ Review parts of the terminal:
 - ☐ Digital jackpot sign
 - ☐ Purchase slip merchandiser
 - ☐ Purchase slips
 - ☐ Point of sale terminal product selections
 - ☐ LXT printer and paper
 - ☐ Highlight the difference between paper sizes – the LXT printer paper is smaller and narrower
- ☐ Practice on the LXT:
 - ☐ Sign on/off
 - ☐ Terminal sounds: sign on successful, sign on failed, ticket printing and ticket errors
 - ☐ Scanning slips, including single games, bundle packs, 6/49+BC49 bundles
 - ☐ Using the electronic cash register to ring in lottery products
 - ☐ Voiding a lottery item
 - ☐ Scan and print a \$0 test ticket

In-lane efficiency: operational tips for smooth day-to-day transactions:

- ☐ Lotto in last: ringing in the lottery product as the last item in a transaction to make it easier to void the lottery product if needed
- ☐ Hand tickets to customer: cashier to collect the purchase receipt and ALL Lotto Express tickets to hand to the customer after they print
- ☐ Customer Service: void lottery item(s) if there is an issue with Lotto Express that cannot be fixed quickly
- ☐ Lotto Express Only location: discuss refund rules
- ☐ Lotto Express with full service lottery: discuss ticket cancellation rules
- ☐ Online Tickets can only be cancelled:
 - ☐ On the same business day that 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

Part 4. Troubleshooting:

Show What Cashiers Can Solve

- ☐ Unable to purchase more than 10 SKUs: void item
- ☐ Printer open: close printer
- ☐ Printer low on paper: replace roll of paper
- ☐ Paper jam error: open printer and use “feed” button to clear
- ☐ Printer “Turned Off” error (unable to sell lottery): turn printer back on
- ☐ Printer is rebooting (remind of length of time: one – two minutes)
- ☐ Lotto products are in Draw Break: void lottery item from list
- ☐ Ticket purchase error: refund the ticket using your location’s refund procedure
- ☐ Test \$0 purchase slip to check terminal and print a \$0 test ticket

When to Call BCLC Lottery Retail Support

In situations where a cashier cannot resolve the error on their own, an error message on the electronic cash register will direct you to call the BCLC Lottery Retail Support to get assistance with handling the error. For example:

- ☐ Network down (pulled out Wi-Fi dongle)
- ☐ Lotto not responding error

Part 5. Service Excellence Review:

Encourage cashiers to engage with customers to promote repeat in-lane lottery purchases. This aspect of service training is simple and directional, and helps build stronger in-lane brand awareness:

- ☐ Promote LX products to customers when appropriate:
 - ☐ “Did you hear that the current <<Lotto Max or Lotto 6/49>> jackpot is at \$\$\$? It could be you!”
 - ☐ “Thank you and good luck!”
 - ☐ “Do you need to contact Customer Support? The number is on the back of your ticket.”

Conclusion:

Any questions? Review FAQs in Cashier Quick Reference Guide as a quiz/summary. Remind cashiers where to find answers to questions –training materials in the Start-Up Kit training binder.

NOTES

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