



BCLC

## Pull Tabs Only Training and Certification

Resource Manual for Lottery Retailers

5/4/2016



This handbook supplements the Pull Tabs Only Certification test providing retailers with BCLC's rules, policies and procedures. The Pull Tabs Certification test is available from your BCLC Territory Manager.



# Pull Tabs Only Certification Handbook

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## ABOUT PULL TABS ONLY CERTIFICATION

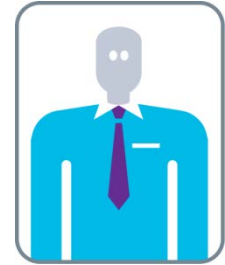
BCLC requires that all lottery retailers be certified in order to qualify to perform lottery related duties. The Lottery Certification Program is part of BCLC's commitment to provide you with the information and tools you will need in order to sell and validate lottery games with integrity. To become certified, you must complete the BCLC Certification. You only need to get certified for the type of lottery responsibilities required by the location where you are employed.

To become certified, you must complete the BCLC Pull Tab Only Certification Test. You only need to get certified for the type of lottery responsibilities required by the location where you are employed. Certification remains valid as long as you continue to operate the lottery terminal or handle lottery products. Certification expires one year after the day you cease to handle lottery products, or if that date is not known, one year after the date that BCLC is advised of your departure from the location where you were employed.



## DEFINITION OF A LOTTERY RETAILER

1. Do you touch, sell, validate or payout any BCLC lottery products as part of your job responsibilities?
2. Is your name/signature on the Lottery Retailer Agreement (LRA)?
3. Do you ever operate a lottery terminal or any other piece of BCLC equipment?



You are a lottery retailer if you answer "yes" to any of these three questions.

## BCLC POLICIES AND PROCEDURES

All employees involved in any aspect of the lottery business must understand and follow the policies and procedures found online at the BCLC Retailer Hub: [www.BCLCretailerhub.com](http://www.BCLCretailerhub.com).

Following BCLC rules and procedures when selling, validating and paying out lottery prizes, builds player trust and minimizes your location's risk for penalties.

For customers, the practice of buying or redeeming a Pull Tab ticket should be consistent with each location in British Columbia.



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## ID 25

*"I will ask for photo ID from a player if they appear to be 25 years of age or under."*

It is BCLC policy to check one (1) acceptable form of government issued photo ID for customers who appear to be 25 years of age or younger, before processing any lottery ticket/product purchase, to verify the player meets the minimum age requirement.

**We ID 25** **ID 25 & Under** – it's BCLC policy. Selling lottery tickets to anyone under 19 years of age is illegal. **19+**

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

## NO PLAY AT WORK

*"I will not, at any time, purchase, play or validate my personal lottery tickets at my place of employment."*

As a lottery retailer, you cannot purchase, play, or validate personal lottery tickets at work, at any time. As a lottery retailer, you may purchase and play lottery games, just not at your place of work.

It is suggested that family members of lottery retailers (spouse, common-law child or parent) whether residing with the retailer or not should purchase, play or validate their personal lottery tickets at another location to reduce investigation time and possible delays during the prize claim process.



## UNATTENDED LOTTERY TICKETS

*"I will report any lost or unattended Pull Tabs to BCLC Lottery Support Hotline immediately."*

'No Play at Work' extends to lost or unattended lottery tickets.

If a customer forgets their ticket, do not check or validate the ticket. Call the BCLC Lottery Support Hotline immediately.





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## DO NOT ACCEPT LOTTERY PRODUCTS AS TIPS

Accepting lottery products as tips violates the 'No Play at Work' rule.

At times your customers may want to thank you for a job well done by offering you a Pull Tab. Ask them to cash the Pull Tab in before they leave your location.

If the customer has already left, report it to the BCLC Lottery Support Hotline immediately.

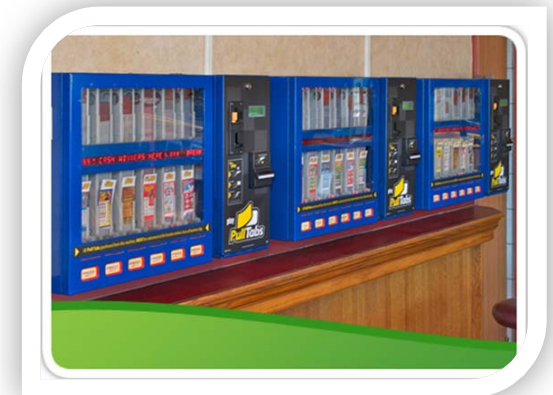


## SELL ONLY DURING BUSINESS HOURS

*"I will not sell lottery products outside of my regular business hours."*

You may sell lottery products during your regular business hours only. Your location may further restrict lottery hours for security purposes.

Selling during your business hours helps to establish customer trust and confidence, and maintains the integrity of your lottery business.





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## PULL TAB PRIZE PAYOUT

When paying out Pull Tab prizes follow the guidelines to maintain the integrity and security of the lottery system.



- Only validate Pull Tabs purchased from your location
- Only pay Pull Tab ticket winnings during a player's visit at your location
- You must pay the top prize level of any Pull Tab sold at your location

## VALIDATION PROCESS

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

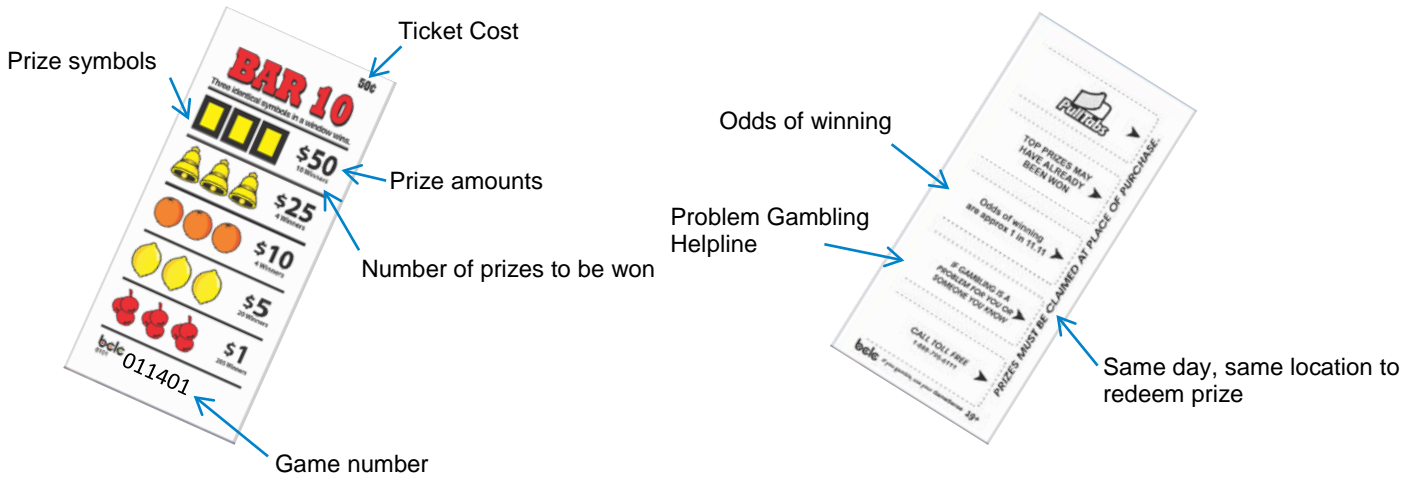
<u>Step</u>	<u>Action</u>
1) Confirm the prize amount	Check the prize amount indicated in the winning window on the front of the Pull Tab ticket.
2) Pay the prize	Pay the corresponding prize amount.
3) Deface the Pull Tab	Cross out the back of the winning Pull Tab with a permanent marker indicating it has been paid.





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## PULL TAB FEATURES



Win Code verifying sheet

WIN CODE FOR BCLC "BAR 10"

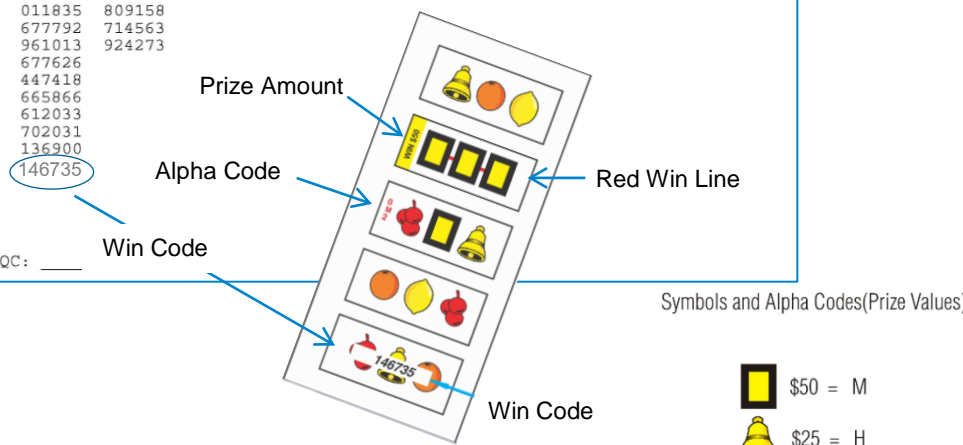
Validate Winning tickets with unique Win Code numbers below Prize Amount:

Pull Tab Code: 8101      Pull Tab Name: "BAR 10"

Pull Tab Game No.: 011401

\$50	\$25
800843	878544
011835	809158
677792	714563
961013	924273
677626	
447418	
665866	
612033	
702031	
136900	
146735	

QC: \_\_\_\_\_



- \$50 = M
- \$25 = H
- \$10 = W
- \$5 = B
- \$1 = X





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## GAMBLING

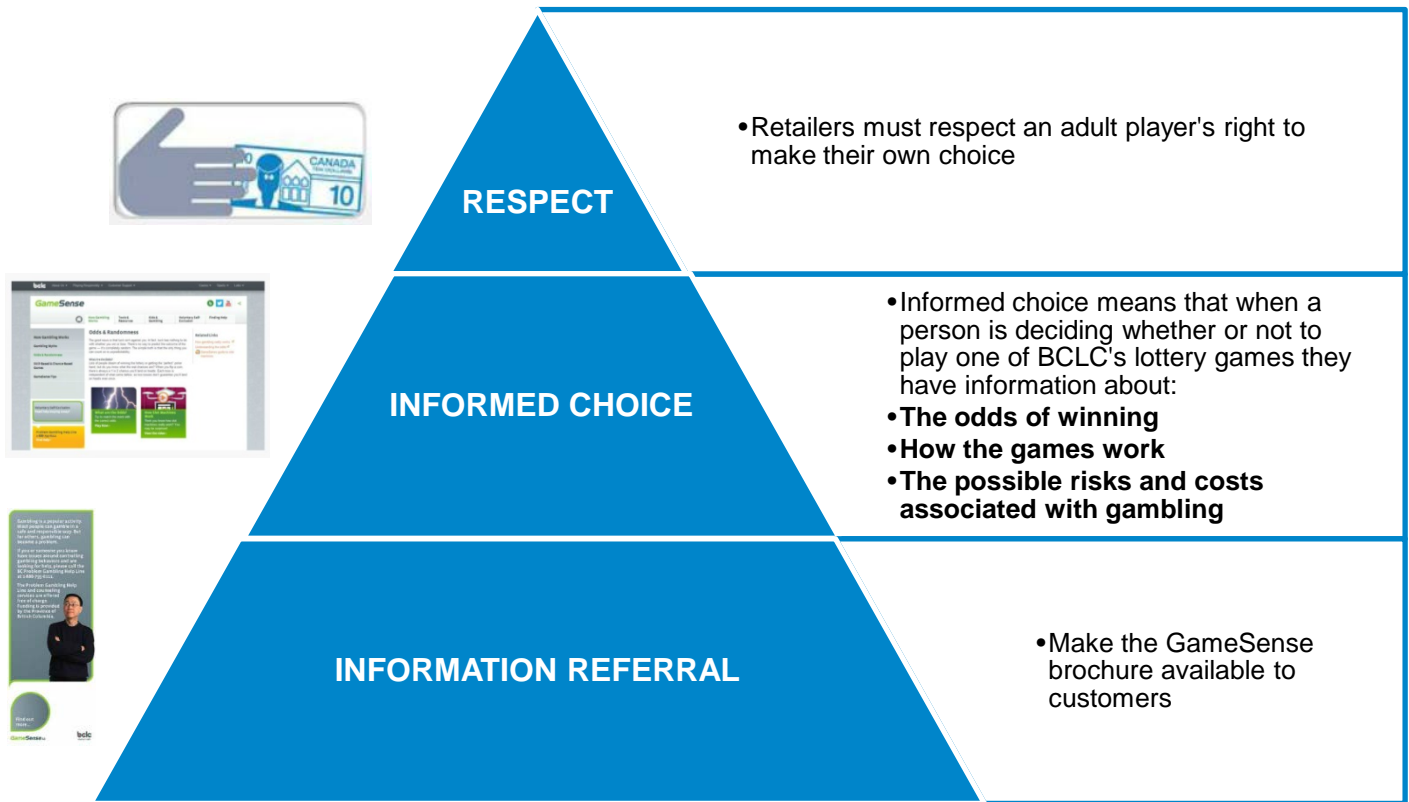
### WHAT IS RESPONSIBLE GAMBLING?

Responsible gambling refers to a safer approach to gambling where adults who choose to gamble have the right information so that they can make an informed choice.

Game information, including the odds of winning, may be found on [www.bclcretailerhub.com](http://www.bclcretailerhub.com)

### THE 3 PRINCIPALS OF RESPONSIBLE GAMBLING

At BCLC, responsible gambling is based on three principles.



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## HOW DO LOTTERY RETAILERS SUPPORT RESPONSIBLE GAMBLING?

As a lottery retailer, you can support responsible gambling at your location by:

- Making the GameSense brochure, which includes responsible gambling tips, available to customers.
- Respecting an adult's right to make their own choices.



## WHAT IS PROBLEM GAMBLING?

Gambling is a problem when it has a negative impact on a person's activities or home life. Negative outcomes can include legal or financial problems, loss of career and family.

## HOW DO YOU KNOW IF SOMEONE HAS A GAMBLING PROBLEM?

The only way to know for sure if someone has a gambling problem is **IF THEY TELL YOU.**

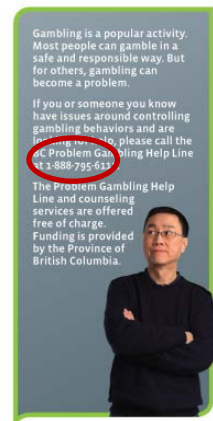
To learn more visit [www.bcresponsiblegambling.ca](http://www.bcresponsiblegambling.ca)

## PROBLEM GAMBLING SUPPORT

If a customer asks you for help because of their gambling problem, give them the GameSense brochure which includes the BC Problem Gambling Help Line telephone number (1.888.795.6111).

- The **BC Problem Gambling Help Line** is toll free and available 24/7 for anyone who needs help or advice and is available in several languages.

For more information visit <http://gamesense.bclc.com>



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## SUPPORT SERVICES

### SERVICES FOR RETAILERS

- Call **BCLC Lottery Support Hotline** (1.800.667.1649) for assistance with:
  - lottery equipment
  - lottery products
  - theft of lottery products
  - contacting your BCLC Territory Manager
  - customer concerns
- Visit the **BCLC Retailer Hub** ([www.bclcretailerhub.com](http://www.bclcretailerhub.com)) to learn about:
  - Pull Tab information
  - Sales Tips
  - Policies and procedures
  - Training and certification
  - and more





# Pull Tabs Only Certification Handbook

## SERVICES FOR PLAYERS

Direct customers to **BCLC Customer Support** if they have any questions or feedback about BCLC or their Pull Tab ticket at: 1.866.815.0222.

BCLC Customer Support is a toll free number available 7:00 a.m. to midnight seven days a week.

### Where can customers find the BCLC Customer Support number?



and



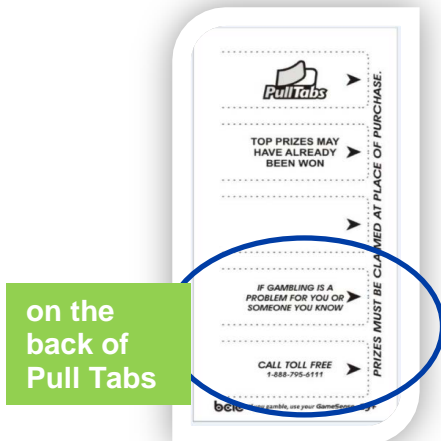
on the side of the Pull Tab Vending Machine

If a customer asks you for help related to problem gambling, provide them with the **BC Problem Gambling Help Line** telephone number at: 1.888.795.6111.

The BC Problem Gambling Help Line is a toll free telephone number, available 24 hours per day, seven days a week across BC.

It is free, confidential and service is available in a number of languages.

### Where can customers find BC problem gambling help line number?



on the back of Pull Tabs

and



on the GameSense brochure