



Welcome to the Hospitality Network

Resource Manual for Lottery Retailers

3/21/2022



The focus of this document is to provide new Owners and Managers the tools needed in order to feel proficient operating and managing their lottery products in a hospitality environment.

BCLC New Owner Guide



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Location Name _____

Retailer # (4 digits) _____

LOTTERY MANAGEMENT

WHAT DO I DO ON MY FIRST DAY IN THE HOSPITALITY NETWORK?

Call Lottery Support Hotline at 1-800-667-1649 to activate your Altura terminal and Self-Service Terminal (SST). Only a designated BCLC contact person may call for activation. Hotline will tell you your retail numbers and then program your chosen pass numbers. To sign on, enter the retailer numbers and pass numbers into the respective terminal.

HOSPITALITY NETWORK DAILY TASKS:

- Sign On to your lottery terminal and review the Sign On messaging
- Reconcile Pull Tab Sales
- Print off "Today's Sales Report" for both the Altura and SST by going to the "Sales and Invoice Reports" button on your Altura terminal. Please print again at the end of each day to ensure your cash balances with your sales reports
- Update signage to reflect current jackpot amounts
- Reconcile SST Cash

WHO IS MY BCLC SALES CONTACT?

Your BCLC Territory Manager is _____.

SWEEP DAY (BANKING DAY)

Your Sweep or Banking Day occurs weekly, on _____.

On Sweep Day, you will receive a reminder when you sign onto your lottery terminal.

- Invoices arrive by email as an attachment to the LRA Signatory, providing the week's sales and indicating the "Week's Total Amount Due".

HOW DO I ORDER PULL TAB TICKETS AND SUPPLIES?

An Inside Sales Representative will call you bi-weekly or as determined by the BCLC Inside Sales department to best meet your location's needs.

BEFORE THE CALL:

- Check and list supplies to be ordered
- Review Pull Tab inventory; review Pull Tab line-up info sheet

ONLINE RESOURCES FOR LOTTERY RETAILERS:

- Go to the BCLC Retailer Hub at www.bclcretailerhub.com to access training and certification, as well as information on games, guides, promotions and compliance.

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FREQUENTLY ASKED QUESTIONS

What should I do if I have equipment problems?

Call Lottery Support Hotline at 1-800-667-1649. Have your four (4) digit retailer number ready.

Where can I find a list of all available Pull Tab tickets?

The Pull Tab list can be found on the Retailer Hub at <http://lotto.bclc.com/pull-tabs/tickets.html>. For additional information, contact your Territory Manager.

What if I need additional supplies or tickets before my call day?

You can order tickets by calling the Lottery Support Hotline. This service is available during regular business hours. You will be prompted to leave a message; an Inside Sales Representative will return your call.

What if my order does not arrive?

Call Lottery Support Hotline. Choose Late or Missing Shipments from the menu. Track and Trace service is available during regular business hours; a BCLC Distribution Specialist will assist you.

What is a Sweep Day?

Sweep Day refers to your banking day; the day BCLC sweeps your account. Sweep days occur weekly on the same day each week.

What if I do not have enough funds in my account for my Sweep Day?

Insufficient funds will result in a \$50 Non-Sufficient Funds ("NSF") fee.

What if I have a question about my banking?

Call Credit Admin at 1-800-667-0710.

What if a player has a question?

Players can call BCLC Customer Support at 1-866-815-0222. The telephone number can be found on the back of all lottery tickets or on the website at www.bclc.com. *Reminder: Do NOT give players Lottery Support Hotline telephone number.*

Can I return Pull Tabs?

Guidelines for the return of Pull Tabs include:

- Pull Tabs are only credited if a retailer has sold their location and the box is sealed and is a current game.
- When a location closes, loose pull tabs are picked up in order to be shredded, but no credit is given as they cannot be resold.
- Sealed boxes of Pull Tabs may be transferred during a Change of Owner or as a regular transfer, however, loose Pull Tabs cannot be transferred.

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RETAILER DATABASE—POLICY STATEMENT

In accordance with applicable privacy laws, BCLC maintains a database of all persons who are Lottery Retailers.

Management at individual retail locations provides the names of all new Lottery Retailers within **30** days of their start dates. This information will be retained by BCLC in a Retailer Database.

Management at lottery retail locations are responsible for notifying BCLC within **30** days of any change in employment status of a Lottery Retailer. Employment status changes include but are not limited to:

- Resignation or dismissal from work at that location;
- Transfer to a different role where they will no longer handle BCLC lottery products;
- Transfer to a different retail location or branch; and
- Leave of absence for more than one (1) year.

A person's status as a Lottery Retailer remains for one (1) year after that Lottery Retailer ceases to operate a lottery terminal or handle BCLC lottery products.

Access to the Retailer Database or to information contained within it will be restricted to BCLC and Gaming Policy and Enforcement Division employees with a demonstrated business need.

What is My Role as an Owner?

Retailers have three (3) options when updating their Retailer staff lists:

- Visit www.bclcretailerhub.com click on the Training menu, then go to the "Staff Update Form" and complete the form.
- Advise your BCLC Territory Manager during a sales call/visit; or
- Call Lottery Support Hotline at 1-800-667-1649 to inform BCLC of any change of staff.

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LOTTERY RETAILER CERTIFICATION

POLICY STATEMENT

BCLC requires all active Lottery Retailers to complete their Lotto Certification in order to qualify to perform lottery related duties. Lottery Retailers are certified for the type of lottery responsibilities required by the lottery retail location where they are employed.

All persons defined as Lottery Retailers must become BCLC certified within **60** days of being identified and entered into the BCLC Retailer Database. Exempt from this policy are Lottery Retailers who are signatories to the Lottery Operation Agreement but who at no time operate a lottery terminal or handle, sell and/or validate lottery products.

To become certified, a retailer participates in training and completes the BCLC certification.

Certification remains valid as long as the Lottery Retailer continues to operate the lottery terminal or handle lottery products, or until a new certification standard comes into effect.

Lottery Retailer certification expires one (1) year after the day they cease to operate the lottery terminal or handle lottery products, or if that date is not known, one (1) year after the date that BCLC was advised of their departure.

What is My Role as an Owner?

Ensure all staff who operate the lottery terminal or handle, sell and/or validate lottery products at your location have completed certification. Certification can be completed online via the Retailer Hub at <https://www.bclcretailerhub.com/training/get-lotto-certified.html>.

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UNDERSTAND AND FEEL CONFIDENT SELLING LOTTERY PRODUCTS.

We recommend that you complete your Lotto! Certification within two weeks of starting your employment. The certification course is mandatory and will take approximately 15 minutes. Lotto Certification provides you with important information that you need to know to sell lottery.

Step 1

Check that your manager has added your name to the BCLC Retailer Database. You can access online certification three (3) business days after your name has been added.

Step 2

Go to www.bclcretailerhub.com

- Click on [Training](#)
- On the [Get Lotto Certified](#) page, click on the [Start Lotto Certification](#) button

Follow the steps below:

- Input your **First Name**, **Last Name** and **Retailer Number** (the 4 digit number used to sign onto your lottery terminal)
- Follow the prompts and input your **Middle Initial**, **Date of Birth** and **Email Address**.
- The system will generate your unique User ID and a temporary password.
- **Sign in** using your User ID and temporary password. Follow the prompts to create a new password.
- **Complete the course** → From the My Learning homepage click the 'Start Course' button to launch the BCLC Lotto Certification course.

IMPORTANT NOTE: The certification course will play within your existing browser window and may take a few seconds to load. Depending on your browser set-up, you may need to change your Internet Settings in your browser options to temporarily or permanently allow pop-ups from the lottery certification website (* bclc.plateau.com). *Instructions on How to Allow the Lotto Certification Course to Pop Up for the different browsers can be found at <https://www.bclcretailerhub.com/content/dam/retailerhub/training/resources/get-lotto-certified-online-final-v6.pdf>.*

Step 3

Print or save your **certificate** from the History link on the Homepage as soon as you complete the course.

If you experience difficulties, please contact Lottery Support Hotline at 1-800-667-1649 or email RetailerFeedback@BCLC.com for troubleshooting.

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LOTTERY RETAILER AGREEMENT SERVICE STANDARDS

Compliance:

BCLC will apply the following guidelines in determining the appropriate remedies for service standard deficits or failures, breach of the LRA or Policies, and integrity or security incidents.

<https://www.bclcretailerhub.com/policies/retailer-policy-manual.html#Section 8 Lottery Retailer Agreement Service Standard Remedies>

Code	Confirmed Violation	1st Occurrence	2nd (if executed within 12-months from 1st occurrence)	3rd (if executed within 12-months from 2nd occurrence)	4th (if executed within 12-months from 3rd occurrence)
1	Validation Issues Not Related To Fraud / Theft	Warning Letter (from Investigations)	Warning Letter (from Investigations)	Financial Remedy (14-day minimum) + BCLC re-training required	Compliance Review; if review fails, then: Termination
2	Failure to Age Verify (ID25)	Warning Letter	Warning Letter	Financial Remedy (7 days)	Suspension* (7 days) + BCLC re-training required
3	Playing At Own Location (CATT or Lotto App Violation)	Notification Email (from Investigations)	Warning Letter (from Investigations)	Suspension* (14 days)	Termination
4	Payment Issues Not Related To Fraud / Theft	Warning Letter (from Investigations)	Financial Remedy (14 days) + BCLC re-training required	Compliance Review; if review fails, then: Termination	N/A
5	Conduct Contrary to Public Interest or Harmful to BCLC's Integrity or Reputation	Warning Letter (from Investigations)	Suspension* (14 days)	Termination	N/A
6	Playing At Own Location	Warning Letter (from Investigations)	Suspension* (14 days)	Termination	N/A
7	Selling To Minors	Suspension* (30 days minimum)	Termination	N/A	N/A
8	Fraud / Theft	Investigation and possible Suspension and/or	N/A	N/A	N/A

Avoid Disciplinary Action:

Be sure to review the rules and regulations for selling lottery products with all new employees. The Lottery Operator Agreement signatory 'owns' all disciplinary action, not the staff person.

If you or your staff make a mistake contact the Lottery Support Hotline.

Severity of Confirmed Violation is determined by the date of the most recent violation.

- If a violation was conducted within 12 months (specified by specific date) of previous violation, then Retailer would advance along the continuum and each subsequent violation will result in a 12 month period start date.
- If a violation was conducted after 12 months (specified by specific date) of the previous violation, then it would be considered 1st occurrence.

* Retail Stores Group Lottery Retailer Agreements are subject to suspension or termination.

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NETWORK DAILY CASHOUT/RECONCILIATION SHEET



Altura and SST Cash Balance Sheet
Record the 'Net Amount' from the Altura and SST
Daily Sales Reports to track weekly and monthly sales.

Month _____ Year _____

Week 1	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly
Altura								
SST								
Difference								

Week 2	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly
Altura								
SST								
Difference								

Week 3	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly
Altura								
SST								
Difference								

Week 4	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly
Altura								
SST								
Difference								

Week 5	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly
Altura								
SST								
Difference								

Game name: _____

[illegible]

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INVENTORY ORDER SHEET

Tip: download online at <https://www.bclcretailerhub.com/retailer-information/hospitality-network.html>.

Hospitality Network Inventory Order Sheet



Call Day:

Call Time:

						+	-	=	#			
\$	Ticket name	# tickets per box	cost per box	profit per box	last call amount left	boxes ordered last call	amount on hand this call	sold last 2 weeks	boxes to order	Check Supplies	On Hand	To Order
50 ¢ games	Bar 10	2700	\$270.00	10.0%						Altura Thermal Paper		
	Lady Luck	3000	\$350.00	11.7%						Keno Pencils (Box)		
	Baked	2700	\$316.00	11.7%						Hotline Envelopes		
	Riches from Uranus	2700	\$310.00	11.5%						Purolator Security Bag		
	Jokes	2700	\$310.00	11.7%								
	Flaming 7s	2700	\$316.00	12.1%						Selection Slips		
	Oh Ship!	2700	\$313.00	11.60%						6/49 Slips		
										Combo Slips		
\$1 games										Lotto Max Slips		
	Buck-A-Roo	1800	\$360.00	10.0%						Lotto Max Combo Slips		
	Pacific Royale	2550	\$680.00	13.3%						Keno (Box)		
	BC Casino	3600	\$960.00	13.3%						Keno Bundle		
	GivEm A Pull	2700	\$633.00	11.7%						Keno Pattern Play		
	Fork It	2700	\$633.00	11.7%						S/A Props		
	Doggy Styles	2700	\$620.00	11.5%						S/A Over/Under		
	Gold Digger	2700	\$633.00	11.7%						S/A Point Spread		
\$2 games	Hard to Swallow	2700	\$633.00	11.7%						Toto		
										Plastic Table Card Holders		
										Price Point Cards		
										Mix Bag Price Point Cards		
										Buyback Package		
										Ink Refill		
										Security Pen		
										Withdrawal Form		
										POS		
										Game Sense Brochures		

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VALIDATING PULL TAB TICKETS

Pull Tabs are off-line tickets sold in BCLC's hospitality network and select retail locations only.

When validating a Pull Tab:

- 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

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: MUST PAY THE PRIZE

Pay the corresponding prize amount.



STEP 3: DEFACE THE PULL TAB

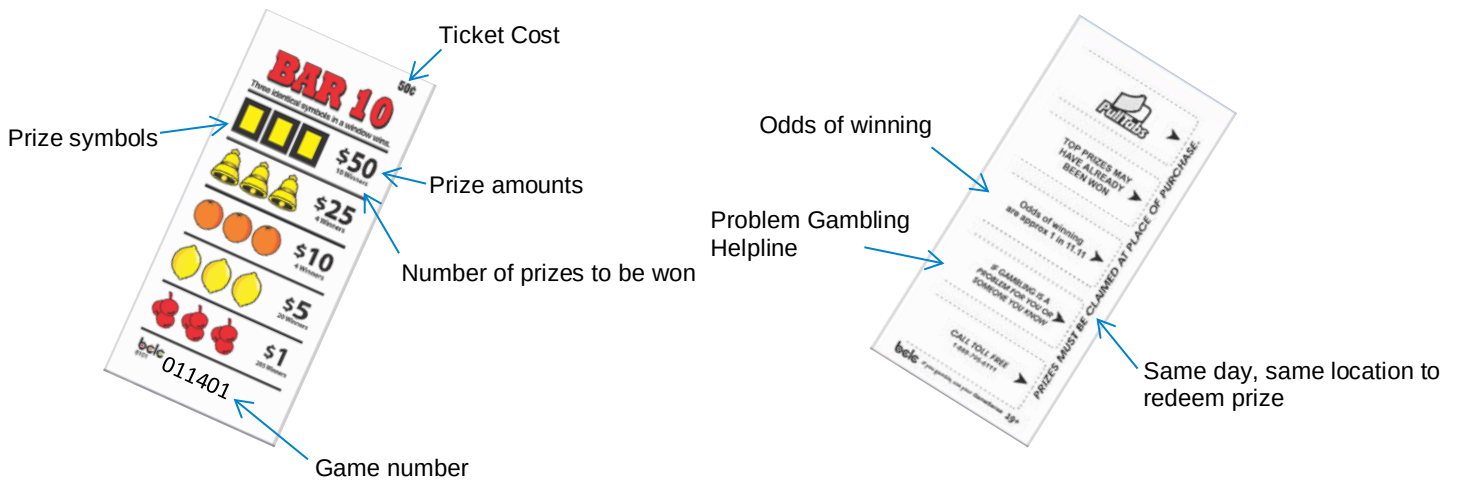
Cross out the back of the winning Pull Tab with a permanent marker indicating it has been paid.



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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	

QC: _____

146735

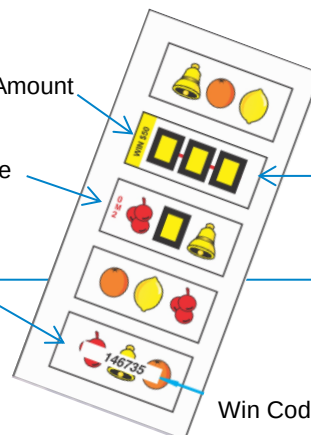
Prize Amount

Alpha Code

Win Code

Red Win Line

Symbols and Alpha Codes(Prize Values)



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

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PULL TAB FEATURES

- Ticket name is indicated on the front of each ticket.
- Ticket cost is indicated on the front of each ticket.
- Pull Tab game number appears on the front of each ticket. Verify that the ticket was purchased from your location.
- Prize symbols and their value appear on the front of each ticket. Match three identical symbols in a window to win the corresponding prize. Prize amount indicated in winning window.
- The number of prizes to be won in each category is indicated on the front of each ticket.
- Alphanumeric Code – a letter indicates the prize amount. Before paying out the prize check the letter against the Alpha Security Code Sheet.
- Alphanumeric Symbols – two numbers indicate which window the prize should appear, from one to five. Added together, the two numbers equal the number of the window where the prize appears.
- Win Code Information – winning tickets \$20 and over include a six-digit Win Code which appears in one of the five windows. Before paying out a prize, match the number printed on the ticket to the Win Code Verifying Sheet. Each Pull Tab box includes a Win Code Verifying Sheet.
- On the back of each ticket is information telling players that they must claim their prize on the same day and same location where the ticket was purchased.
- The Problem Gambling Helpline telephone number is located on the back of each ticket.
- Benday Pattern – shine a UV light (also used to detect counterfeit bills) on the open windows of the ticket and the words BRITISH COLUMBIA LOTTERY CORPORATION will appear repeatedly in a diagonal pattern from left to right in every window.

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PULL TAB WIN CODES

Prize Value	Alphabetical		
FREE TICKETS	L	\$200	A
\$1	X	\$249	AJJ
\$2	C	\$5	B
\$5	B	\$6	BX
\$6	BX	\$20	BZ
\$7	E	\$2	C
\$10	W	\$400	D
\$12	WC	\$7	E
\$15	Z	\$125	F
\$17	ZZ	\$500	G
\$20	BZ	\$500+ SEEDED	GL
\$25	H	\$25	H
\$27	I	\$27	I
\$30	U	\$40	J
\$40	J	\$49	JJ
\$49	JJ	\$60	K
\$50	M	\$65	KB
\$60	K	FREE TICKETS	L
\$65	KB	\$50	M
\$75	N	\$350	MP
\$77	O	\$75	N
\$100	S	\$77	O
\$120	V	\$300	P
\$125	F	\$1,000	R
\$135	SJ	\$100	S
\$149	SJJ	\$135	SJ
\$150	T	\$149	SJJ
\$200	A	\$150	T
\$249	AJJ	\$30	U
\$250	Y	\$120	V
\$500 + SEEDED PRIZE	GL	\$10	W
\$300	P	\$12	WC
\$350	MP	\$1	X
\$400	D	\$250	Y
\$500	G	\$15	Z
\$1,000	R	\$17	ZZ

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SALES INVOICE

- Invoices arrive by email as an attachment to the LRA Signatory
- Invoices arrive 1 business day before your sweep day. Transactions on your invoice will be cutoff at midnight, 3 business days before your sweep day.
- All Terminals at your location will be represented on this single invoice
- Sales breakdown by product/brand type will no longer be represented on the invoice. This information may be found on the Daily and Weekly Sales Reports.

Invoice Timing

Indicates the relevant billing period for this invoice.

- Transactions occurring within this billing period will be reflected on this invoice
 - Applicable to Online Games (renaming to On Demand Games) (eg: Lotto Max, 6/49, BC49, Keno, BC 50/50) and all other transactions with the exception of Scratch & Win tickets (renaming to Inventory Managed Tickets).

Summary Section

This section is a summary of the amounts owing. See next pages for more details found in their respective sections.

Net Amount Due

This is the amount BCLC either withdraws or deposits into your bank account on your sweep day.

Due Date

Date the Net amount will be withdrawn/deposited into your bank account. Also known as EFT Payment Date or Sweep Day

Invoice Number	202006230005	 /4 West Seymour Street Kamloops, BC V2C 1E2 T 250-828-5500 F 250-828-5631
Invoice Date:	June 23, 2021	
Retailer Number:	RET67890	
Retailer Name:	Neighborhood Grocer	
Invoice for the period: June 15, 2021 - June 21, 2021		
Summary		
Current Week's Summary		
All Terminals - Sales		\$ 3,100.00
Cancellations		\$ (80.00)
All Terminals - Net Sales		\$ 3,040.00
S&W / Pull Tab Games (Due)		\$ 1,406.00
Validations		\$ (540.00)
Promotions and Discounts		\$ (210.00)
Vouchers		\$ (40.00)
Online Sales Commission		\$ (152.00)
Validation Commission		\$ (8.10)
Adjustments		\$ (195.00)
Other Invoice Details		\$ (775.00)
Current Week's Total Amount		\$ 2,525.90
Net Amount Due to/(From) BCLC		\$ 2,525.90
(EFT Payment on Thursday, June 24, 2021)		

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Sales

Seven (7) days a week for On Demand Games. If a store has more than 1 lottery terminal, sales will be combined for both.

Cancellations

Note: Total dollar amount of cancellation receipts should match total credit amount on the invoice.

Validations

Total Prize payouts for On Demand Games and Instant tickets for invoice week.

Promotions and Discounts

Free promotional offers (eg. Lotto Max Free Extras), printed from the lottery terminal.

Vouchers

Dispensed by a Self Service Terminal (SST) when cashing out in lieu of cash. Needs to be validated on lottery terminal for cash or an SST for further play.

Commissions

- **Sales Commission:** 5% on Sales for invoice week.
- **Validation Commission:** 1.5% on total Validations

Lottery Terminals				
Sales				
Sales				\$ 800.00
Cancellations				\$ (60.00)
Net Sales				\$ 740.00
Validations				
Cash Prizes				\$ (400.00)
Free Ticket - Online				\$ (60.00)
Free Ticket - S&W				\$ (60.00)
	\$1	15	\$ (15.00)	
	\$2	18	\$ (36.00)	
	\$3	3	\$ (9.00)	
Total Validations				\$ (540.00)
Other Transactions				
Promotions and Discounts				\$ (60.00)
Vouchers				\$ (40.00)
Total Other Transactions				\$ (100.00)
Commissions				
Sales Commission				\$ (37.00)
Validation Commission				\$ (8.10)
Total Commissions				\$ (45.10)
Net for Lottery Terminals				\$ 54.90

For invoice related questions, call BCLC's Accounting Hotline at 1-800-667-0710 or email KAMAcntCreditAdmin@bclc.com.

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Self Service Terminals

This section only applicable to retailers with Self Service Terminals

S&W/Pull Tab Games (Inventory Managed Tickets)

Summary of all orders due and returned tickets

Retailers receive a:

- 28 day credit on Instant product ordered on call day. (There may be exceptions).
- 8-14 day credit for Incoming Calls

Returned orders credit is 3 days after processed upon receipt

Invoices will reflect all S&W due by the EFT Payment Date

Ticket Order # can be matched to Packing Slip Reference #

Adjustments

Examples include: Sales Refund, Voucher Refund, Incomplete Validation, Cancelled Ticket Player Refund, Misc. Retailer Charge / Refund

Other Invoice Details

Examples include: Sales Performance Bonus, ID25 Deduction, Incentive

Current Week's Total Amount

This is the amount BCLC either withdraws or deposits into your bank account on your sweep day.

Self Service Terminals	
Sales	
Sales	\$ 1,200.00
Validations	
Cash Prizes	\$ (100.00)
Free Ticket - Online	\$ (20.00)
Total Validations	\$ (120.00)
Other Transactions	
Promotions and Discounts	\$ (150.00)
Vouchers	\$ 50.00
Total Other Transactions	\$ (100.00)
Commissions	
Sales Commission	\$ (60.00)
Total Commissions	\$ (60.00)
Net for Self Service Terminals	\$ 920.00
S&W / Pull Tab Games	
Ticket Order 0200000007	\$ 1,520.00
Returned Tickets 0065500006	\$ (114.00)
Net for S&W / Pull Tabs Games	\$ 1,406.00
Adjustments	
LX Sales Refund	\$ (95.00)
Incomplete Validation	\$ (100.00)
Net for Adjustments	\$ (195.00)
Other Invoice Details	
Seller's Prize	\$ (2,000.00)
Incentive	\$ (200.00)
Instant Order Prior to System Upgrade	\$ 1,425.00
Net for Other Invoice Details	\$ (775.00)
Current Week's Total Amount	\$ 2,525.90

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LOTTERY TERMINAL DAILY SALES REPORT

To track weekly and monthly lottery sales record the net amount on the Altura and SST Cash Balance Sheet. (see next page)

		B.C.L.C.	
		MONDAY SALES REPORT	
		FOR SEPT18 09	
		SALES	
	6/49	4	22.00
	BC/49	2	5.00
	XTRA	*	15.00
	LMAX	3	30.00
	XMAX	*	2.00
	KENO	30	171.00
	BONUS	*	20.00
	50/50	1	2.00
	POKER	20	42.00
Total tickets sold by game on Altura	TOTAL	60	309.00
		CANCELLATIONS	
	KENO	1	1.00-
Free tickets and free play coupons	TOTAL	1	1.00-
		DISCOUNTS	
	6/49	5	10.00-
	LMAX	2	10.00-
Vouchers validated on the Altura Terminal	TOTAL	7	20.00-
		VALIDATIONS	
	KENO	14	176.00-
	POKER	6	39.00-
SST vouchers redeemed for cash	TOTAL	20	215.00-
		VOUCHERS	
	CASH	8	238.00-
	TOTAL	8	238.00-
		SUMMARY	
	SALES		309.00
	CANC.		1.00-
	DISC.		20.00-
	VALS.		215.00-
	VOUCH		238.00-
	NET AMOUNT		165.00-

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SELF SERVE TERMINAL DAILY SALES REPORT

To track weekly and monthly lottery sales record the net amount on the Altura and SST Cash Balance Sheet.

		B.C.L.C. MONDAY SALES REPORT FOR SEPT18 09	
		SALES	
	6/49	40	120.00
	BC/49	21	54.00
	XTRA	*	27.00
	LMAX	18	125.00
	XMAX	*	30.00
	KENO	68	383.00
	BONUS	*	61.00
	50/50	2	15.00
	POKER	20	46.00
	TOTAL	169	861.00
Total tickets sold by game on SST		DISCOUNTS	
	LOTTOMAX	2	10.00-
	COUPONS	5	10.00-
	TOTAL	7	20.00-
Free tickets and free play coupons (Free tickets appear as a "credit" with a corresponding sale/debit to the appropriate game)		VALIDATIONS	
	KENO	27	383.00-
	BONUS	*	4.00-
	POKER	2	12.00-
	TOTAL	29	399.00-
Vouchers issued by SST		VOUCHERS	
	VOUCH	28	396.00
	CXLD	0	0.00
	CASH	20	152.00-
	TOTAL	48	244.00
Vouchers cancelled due to regeneration on the Altura terminal		SUMMARY	
	SALES		861.00
	DISC.		20.00-
	VALS.		399.00-
	VOUCH		244.00
Vouchers issued - vouchers cancelled - vouchers redeemed = net amount of vouchers (Hint: Retailer owes only if vouchers issued exceeds cancelled and redeemed vouchers)		NET AMOUNT	686.00
Total cash collected by SST for the day			

For invoice related questions, call BCLC's Accounting Hotline at 1-800-667-0710 or email KAMAcntCreditAdmin@bclc.com.

BCLC New Owner Guide



DAMAGED SHIPMENTS

The following procedure should be followed by the retailer when a courier package(s) are delivered in a **damaged** condition.

The courier will present the package(s) to the Lottery Retailer. It is up to the Lottery Retailer to let the courier know that they either reject or accept the shipment. **The shipment must be accepted in its entirety or rejected in its entirety.**

External Damage includes packages that are scuffed or slightly torn and/or where tickets are not completely secured within the package (i.e.: where books of tickets have spilled out of the package).

If rejected for external damage, it is the responsibility of the courier to secure the delivery in a new courier package and return to BCLC. The courier driver is to report all damaged courier packages to their supervisor immediately, and in turn, their supervisor is to report immediately to BCLC, through the designated contact list provided to the courier.

Damaged packages must be noted on the manifest by the courier driver. When the retailer accepts the damaged package, their signature must show that they have accepted the delivery as damaged.

When the retailer refuses the delivery, the retailer should not sign the delivery manifest. The retailer must contact Hotline to advise the refusal.

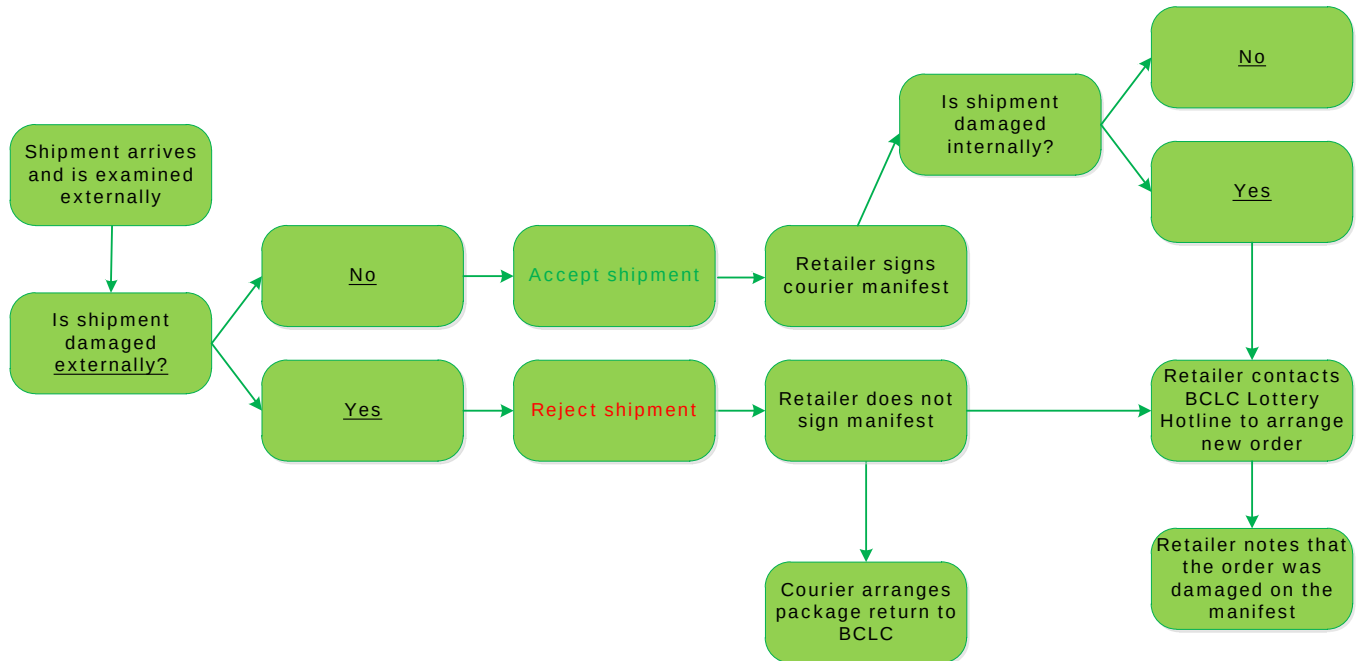
Internal Damage includes tickets that are bent, have crushed corners, have damaged latex, and/or are separated from their original cello package as provided by the Printer.

Any **internal damage** to the contents of the delivery package will result in the entire delivery being rejected. When the retailer accepts the damaged package, their signature must show that they have accepted the delivery as damaged. **The retailer must contact Hotline to advise the refusal.**

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Process Flow



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HOTLINE ADJUSTMENT REQUESTS

In some instances, the Gaming Policy Enforcement Branch (GPEB) requires you to send ticket(s) to BCLC:

1. Damaged tickets
2. Lost or forgotten tickets

Tickets that could not be cancelled (DO NOT send in cancelled tickets - keep them for 30 days past the last draw date on the ticket and then discard).

Step One

Before sending any ticket to BCLC, call the BCLC Lottery Support Hotline at 1-800-667-1649. If you are unsure about a ticket, call the BCLC Lottery Support Hotline immediately. If you are instructed to send in the ticket, Hotline will automatically create a work order for pick up.

Step Two

Complete the Hotline Envelope; be sure to include your retailer number (four digit number used to sign onto your Lottery terminal), store name and the date. Insert the ticket(s) into the Hotline Envelope.

A yellow rectangular form titled "hotline envelope" in a sans-serif font. It contains three labeled fields: "retailer number" followed by four empty boxes, "date" followed by a horizontal line, and "retail store name" followed by a horizontal line. The BCLC logo is in the bottom right corner.

Step Three

Insert the Hotline Envelope into the Courier Bag.

Step Four

Complete and attach a Purolator Return Shipping Label to the Courier Bag.

Step Five

Contact the courier at 1-888-SHIP-123 (1-888-744-7123) to arrange pick-up of the parcel. Be sure to reference the BCLC account number on the preprinted waybill.

Please note: if your package is not ready when the courier arrives, the courier will not wait.

Step Six

Use the Purolator PIN number to track your shipment at www.purolator.com.

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COURIER INSTRUCTIONS

1. Place items into the courier bag.



2. Attach the Purolator Return Shipping Label:

