

Welcome to the Lottery Retailer Network

Resource Manual for Lottery Retailers

3/21/2022

The logo consists of the word "lotto!" in white, bold, sans-serif font, enclosed within a blue speech bubble shape with a white outline.

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.

BCLC New Owner Guide



LOTTERY MANAGEMENT	3
WHAT DO I DO ON MY FIRST DAY IN THE RETAIL NETWORK?	3
DAILY TASKS:	3
WHO IS MY BCLC SALES CONTACT?	3
SWEEP DAY (BANKING DAY).....	3
HOW DO I ORDER SCRATCH & WIN TICKETS AND SUPPLIES?	3
ARE THERE ONLINE RESOURCES AVAILABLE FOR LOTTERY RETAILER?.....	3
FREQUENTLY ASKED QUESTIONS.....	4
RETAILER DATABASE—POLICY STATEMENT	4
LOTTERY RETAILER CERTIFICATION	6
LOTTERY RETAILER AGREEMENT SERVICE STANDARDS	8
DAILY LOTTERY CHECKLIST.....	9
RETAIL NETWORK DAILY CASHOUT/RECONCILIATION FORM.....	10
SCRATCH & WIN – INVENTORY SHEET	11
SCRATCH & WIN ORDER WORKSHEET	12
RETAIL NETWORK TERMINAL SALES INVOICE.....	13
DAMAGED SHIPMENTS	16
SCRATCH & WIN BUYBACK INSTRUCTIONS	18
BUYBACK TICKET FORM	19
EXPIRING TICKETS FORM.....	20
WITHDRAWAL BUYBACK FORM	21
HOTLINE ADJUSTMENT REQUESTS.....	22
APPENDIX:	23
SAMPLE COURIER MATERIALS	23

BCLC New Owner Guide



Location Name _____

Retailer # (4 digits) _____

LOTTERY MANAGEMENT

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

To sign on to your terminal you will need to enter your four (4) digit retailer number _____ and a four (4) digit pass number that you will create.

- Call Lottery Support Hotline at 1-800-667-1649 and give them a four digit pass number that you have chosen for your location. Please note: only the designated BCLC contact person may call.
Reminder: Do NOT post your four digit pass number.

DAILY TASKS:

- Sign On to your lottery terminal and review the Sign On messaging.
- Print off "Today's Sales Report" ("Sales & Invoice Reports" button). 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.
- Complete daily cash out/reconciliation sheet.

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 SCRATCH & WIN TICKETS AND SUPPLIES?

An Inside Sales Representative will call you on your scheduled call day to place the Scratch & Win ticket and supplies order. Your scheduled call day is _____.

Before the call:

- Print a list of all current Scratch & Win tickets from your Altura lottery terminal
- Check and list supplies to be ordered

ARE THERE ONLINE RESOURCES AVAILABLE FOR LOTTERY RETAILER?

- 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.

How can I get training support?

BCLC provides comprehensive training resources on the Retailer Hub including e-learning courses, equipment and support videos, game information, training manuals and more.

Where can I find a list of all available Scratch & Win tickets?

On your lottery terminal, under the "Sales & Invoices" button – S&W Info.

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 the Lottery Support Hotline telephone number.*

What is a Buyback?

A Buyback is the process of returning Scratch & Win tickets to BCLC. BCLC will advise you what tickets and when to return them for credit based on business needs and timelines. For regular scheduled Buybacks, BCLC will send you the appropriate forms and instructions. For Buybacks outside a regular scheduled period, contact your BCLC Territory Manager. Three types of buybacks are Seasonal tickets, Recalled tickets, and Expired tickets.

Will BCLC buy back any tickets?

No—only tickets authorized by BCLC may be returned for Buyback campaigns. If you have concerns about a ticket and/or sales, talk to your BCLC Territory Manager.

RETAILER DATABASE—POLICY STATEMENT

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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 date. This information will be retained by BCLC in a Retailer Database.

Management at lottery retail locations is 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 valid for up to one (1) year after that Lottery Retailer stops operating a lottery terminal or handling 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 (GPEB) 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 for help.

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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DAILY LOTTERY CHECKLIST

ITEM	M	T	W	T	F	S	S	MONTHLY
READ Sign On and News message	X	X	X	X	X	X	X	
Print and post Lotto 6/49, BC/49 and EXTRA winning numbers. Throw old ones away.			DRAW	X		DRAW	X	
Print and post LOTTO MAX and Extra winning numbers. Throw old ones away.		DRAW	X		DRAW	X		
Print and post top winners for Keno. Throw old ones away.	X	X	X	X	X	X	X	
Print and post yesterday's draw results for BC50/50.	X	X	X	X	X	X	X	
Check that the Lotto 6/49 Jackpot Alert Sign reflects the current Jackpot amount.				X			X	
Check that the LOTTO MAX Alert Sign reflects the current Jackpot amount.		X				X		
Ensure Display case is fully stocked with all current lottery products.	X	X	X	X	X	X	X	
Check that all POS is current.	X							X

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RETAIL NETWORK DAILY CASHOUT/RECONCILIATION FORM

Tip: download online at <https://www.bclcretailerhub.com/scratch-and-win/planograms-and-forms.html>

Date: _____

Beginning Cash Float \$ _____

Product	Beginning Inventory	+	Purchases	-	Returns	-	Ending Inventory	=	Tickets Sold	@	Unit Price	=	Value Sold
\$1 Scratch & Win		+		-		-		=		@	\$1.00	=	
\$2 Scratch & Win		+		-		-		=		@	\$2.00	=	
\$3 Scratch & Win		+		-		-		=		@	\$3.00	=	
\$5 Scratch & Win		+		-		-		=		@	\$5.00	=	
\$10 Scratch & Win		+		-		-		=		@	\$10.00	=	
\$15 Scratch & Win		+		-		-		=		@	\$15.00	=	
\$20 Scratch & Win		+		-		-		=		@	\$20.00	=	
\$30 Scratch & Win		+		-		-		=		@	\$30.00	=	
Other Scratch & Win		+		-		-		=		@		=	
TOTAL SCRATCH & WIN:												\$	_____
Online Games (Total as per Today's Sales Report Net Amount):												+	
SUB-TOTAL:												\$	
Cash:													_____
Debit Machine Purchases:												+	
Credit Card Purchases:													
Other:												+	
TOTAL CASH & DEBIT/CREDIT:												\$	
Over/Short:												\$	_____

Explanation of Overage/Shortage:

Tip: download online at <https://www.bclcretailerhub.com/scratch-and-win/planograms-and-forms.html>

Game name:

[illegible]

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SCRATCH & WIN Order Worksheet

Tip: download online at <https://www.bclcretailerhub.com/scratch-and-win/planograms-and-forms.html>

Retailer Network		Effective Nov. 12, 2019						bclc playing it right	
Inventory Order									
Inside sales call day:			Call Time:						
\$	Base Games and Ticket Names	tickets left last call	+ tickets ordered last	- tickets on hand	= tickets sold last 2	# tickets to order	Check Supplies	On Hand	To Order
\$1 100/pack	Gold Rush XXII						Altura Thermal Paper		
	10 Grand						Keno Pencil (Box)		
	Peppermint Cash								
	Naughty and Nice						Selection Slips		
							849 Slips		
\$2 50/pack							Daily Grand		
	Bingo- Red/Orange						849 Combo		
	Crossword- Pink/Grey						Lotto Max		
	Blackjack						Lotto Max Combo		
	Cherry Jubilee						Keno (Box)		
	Unwrap the Cash						Keno		
	Jingle Paws						Keno Pattern Play		
							S/A Oddset		
							S/A Props		
							S/A Over/Under		
\$3 50/pack	Bingo Blast - Blue/Lime						S/A Point Spread		
	Super Crossword Bonus Edition						Toto		
	Lucky Lines						Hotline Envelopes		
	Dash for Cash						Purolator Waybills		
	Christmas Green						Purolator Security Bag		
	Stocking Stuffers						Lotto Max Flip Pads		
							849 Flip Pads		
\$5 50/pack	Set for Life VI						GameSense Brochure		
	Deluxe Crossword						Buyback Package		
\$5 25/pack	Bingo Multiplier						Ink Refill		
	\$500 Frenzy						Security Pen		
	7-11-21						Withdrawal Form		
	Merry Magic II								
	Santa Slots x10								
							Blue Inserts (size will depend on display case)		
\$10 20/pack	\$10 Bingo Grand VII						Pre orders:		
	Luxury Crossword- XII								
	\$1 Million Royale								
	Roam								
	\$10 Gifts Galore								
\$20 10/pack	\$2,000,000 Supreme								
	Platinum Fortunes								
	Celebrate 2020								
	\$20 Gift Pack								
							Other Notes:		

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RETAIL NETWORK 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 On Demand Games (eg: Lotto Max, 6/49, BC49, Keno, BC 50/50) and all other transactions with the exception of Scratch & Win tickets
- NOTE: All S&W tickets with a due date of before or on the sweep day will be included on this invoice. See S&W section for more detail.

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	 1/4 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		\$ (60.00)
All Terminals - Net Sales		\$ 3,040.00
S&W / Pull Tab Games (Due)		\$ 1,408.00
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 - Online	\$	(300.00)
Cash Prizes - S&W	\$	(100.00)
Free Ticket - Online	\$	(80.00)
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 Commissions	\$	(37.00)
Validation Commissions	\$	(8.10)
Total Commissions	\$	(45.10)

Net for Lottery Terminals	\$	54.90
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For invoice related questions, call BCLC's Accounting Hotline at 1-800-667-0710 or email KAMAcntCreditAdmin@bclc.com.

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Lotto Express Terminals Summary

This section is only applicable to retailers with Lotto Express Terminals (grocery/in-lane 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, RSG Location Fee, 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.

Lotto Express Terminals	
Sales	
Sales	\$ 2,300.00
Other Transactions	
Promotions and Discounts	\$ (150.00)
Total Other Transactions	\$ (150.00)
Commissions	
Sales Commission	\$ (115.00)
Total Commissions	\$ (115.00)
Net for Lotto Express Terminals	\$ 2,035.00
S&W / Pull Tab Games	
Ticket Order 0200000007	\$ 1,520.00
Returned Tickets 0085500008	\$ (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

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.

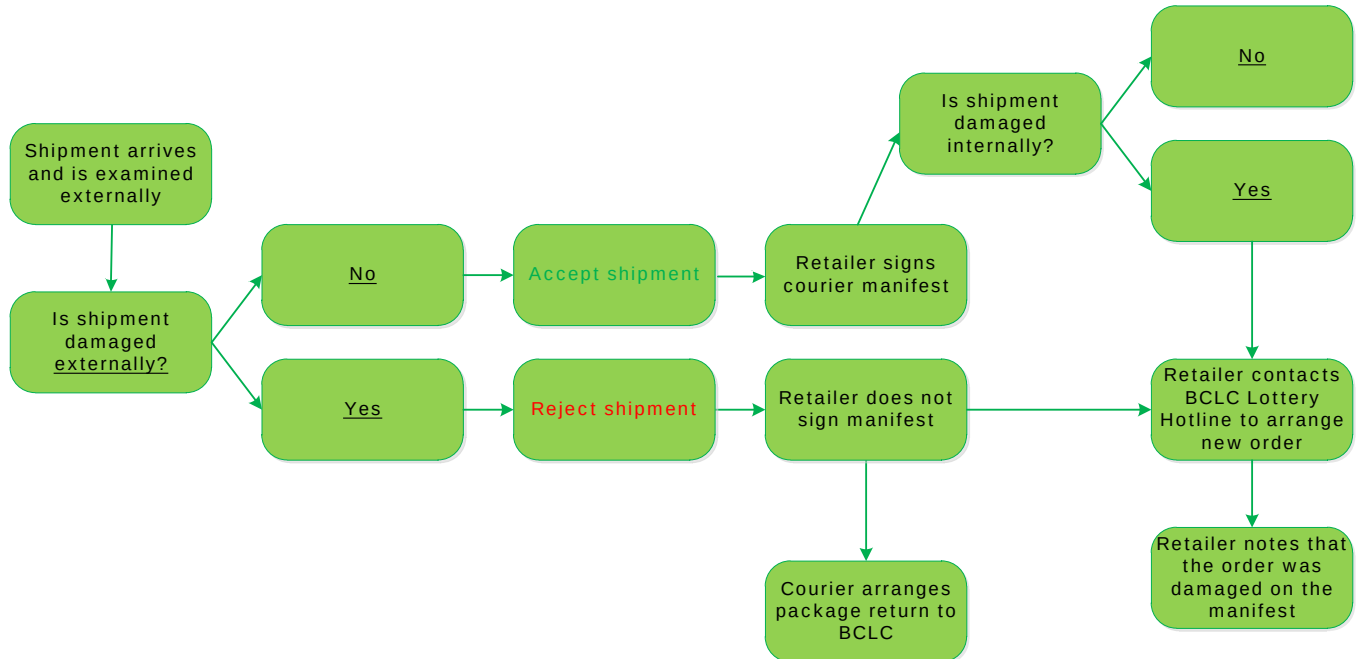
Internal Damage includes tickets that are bent, have crushed corners, have damaged latex, and/or are separated from their original cello package as provided by the Printer.

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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SCRATCH & WIN BUYBACK INSTRUCTIONS

To support retailers in keeping their trays fresh with current products that are attractive to customers, BCLC conducts three (3) buyback campaigns a year - *January, June, & September*. You will be notified and we will provide instructions and all necessary forms for returning Scratch & Win tickets. Sign-On News Messaging and Buyback documents on the Retailer Hub will be available on the first day of each campaign.

Once the buybacks are processed, a credit will appear on your weekly Invoice.

If your shipments are typically delivered via Canada Post, the buyback process below will vary.

Step One

Fill out the correct form (Buyback Form, Expired Ticket List, Withdrawal Buyback Form).

- Forms are available for download online at <https://www.bclcretailerhub.com/scratch-and-win/buybacks-and-expired-tickets.html>

Step Two

Insert the completed form(s), together with your Scratch & Win tickets in the BCLC provided Courier Bag.

Step Three

Attach the provided Purolator Return Shipping Label (custom printed with your store name, address **and** BCLC's account number for charge-back) to the Purolator Courier Bag. If you use more than one courier bag, place one sticker on each bag.

Write down the Purolator PIN number for your records, (this PIN can be used to track your package on www.purolator.com).

Step Four

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 Buyback package is not ready when the courier arrives, the courier will not wait.

Step Five

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

If you require additional information regarding Buybacks, contact the BCLC Lottery Support Hotline at: 1-800-667-1649.

To ensure your processing time is not delayed:

- Do not send loose tickets (use the Courier Bag)
- Do not staple tickets
- Include your retailer number, store name and the date on the appropriate form
- Only send tickets on the approved Buyback list (for other tickets, call your BCLC Territory Manager)

***Please note:** Tickets submitted past their expiration date will not be credited as a Buyback unless otherwise approved by BCLC. There is an expiration date located on the back of all Scratch & Win tickets sold. In order to avoid the collection of expired tickets, ensure you are aware of the expiration dates. Tickets that are not part of the scheduled buyback campaign will not be credited unless otherwise approved by BCLC.

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BUYBACK TICKET FORM

Tip: download online at <https://www.bclcretailerhub.com/scratch-and-win/buybacks-and-expired-tickets.html>. This form will do the math for you!

APPROVED BUYBACKS

Please follow instructions 1 through 8 when completing the buyback form. Incomplete forms will result in a delay in processing your credit.

playing it right

INSTRUCTIONS:
 Please complete all sections highlighted in green.
 1. Record Retailer Number, Date and Retailer Store Name.
 2. Enter # Full Packages (Column 4).
 3. Enter # Loose Tickets (Column 5).
 4. Enter Total Tickets Returned (Column 6).
 5. Multiply Total Tickets Returned (Column 6) to Your Cost (Column 7).
 6. Enter Your Credit in (Column 8).
 7. Add all of Your Credit (Column 8) to determine Total Credit of Buyback (Box 9).
 8. Clearly Print your name in (Box 10).

1. RETAILER NUMBER:

1. DATE:

1. RETAILER STORE NAME:

1. POSTAL CODE:

Scratch & Win tickets listed on this form have been approved by BCLC for return.
 Please refer to the instructions in your buyback letter to arrange to have your package returned to BCLC by October 1, 2019.

Scratch & Win tickets sent in without prior approval from BCLC will be returned to the retailer.

Example	Sample Game 100/pkg	2	3	4	5	6	7	8
Product Code	Game Name	# Full Packages	# Loose Tickets	Total Tickets Returned	Your Cost	Your Credit		
\$1	318161 \$1 Money Money - 100/pkg							
\$2	318162 \$2 Electric Blue - 100/pkg							
\$3	318164 \$3 Wild Wild West - 50/pkg							
	318165 \$3 Twistin' Out - 50/pkg							
	319106 \$3 Prize Wheel - 50/pkg							
\$5	318166 \$5 Lucky Clovers - 25/pkg							
	318163 \$5 Spicy Hot Doubler - 25/pkg							
	319108 \$5 Cherry Tripler II - 25/pkg							
\$10	318133 \$10 Bingo Grand VII - 20/pkg							
	108109 \$10 Ultra - 20/pkg							
	108144 \$10 \$1000 Frenzy - 20/pkg							
\$20	318104 \$20 Pure Luxury - 10/pkg							

9 TOTAL CREDIT OF BUYBACK

I understand that the contents of the security bag will be confirmed under security conditions by BCLC. Any discrepancies between the contents and this declaration will be adjusted to my account accordingly.

10. RETAILER PRINT NAME HERE

FOR BCLC OFFICE USE ONLY
 Counted/Verified by: Return Number:

RETAILER: KEEP THE YELLOW COPY FOR YOUR RECORDS
RETURN COMPLETED WHITE COPY TO BCLC

THIS FORM IS ALSO AVAILABLE ON THE RETAILER HUB UNDER RETAILER INFORMATION > BUYBACKS & EXPIRED TICKETS

BCLC New Owner Guide



EXPIRING TICKETS FORM

Tip: download online at <https://www.bclcretailerhub.com/scratch-and-win/buybacks-and-expired-tickets.html>. This form will do the math for you!

EXPIRED TICKET LIST							
Please follow instructions 1 through 8 when completing the buyback form. Incomplete forms will result in a delay in processing your credit.							
INSTRUCTIONS:							
Please complete all sections highlighted in orange							
1. Record Retailer Number, Date and Retailer Store Name.							
2. Enter # Full Packages (Column 4).							
3. Enter # Loose Tickets (Column 5).							
4. Enter Total Tickets Returned (Column 6).							
5. Multiply Total Tickets Returned (Column 6) to Your Cost (Column 7).							
6. Enter Your Credit in (Column 8).							
7. Add all of Your Credit (Column 8) to determine Total Credit of Buyback (Box 9).							
8. Clearly Print your name in (Box 10).							
1. RETAILER NUMBER:				1. DATE:			
1. RETAILER STORE NAME:							
ATTENTION RETAILER: Scratch & Win tickets li							
and must be removed from your display and to BCLC.							
Product Code	Game Name	# Full Packages	# Loose Tickets	Total Tickets Returned	Your Cost	Your Credit	
2	3	4	5	6	7	8	
\$1	312907 Blackjack - XIV	*****		0	*****	\$0.00	
	312899 Hoppy Go	*****		0	*****	\$0.00	
	312890 Tic Tac	*****		0	*****	\$0.00	
\$2	312895 2X Cash 50	*****		0	*****	\$0.00	
	312896-01 Bingo - Teal & Fuschia 50/pkg	*****		0	*****	\$0.00	
	311872-03 Crossword - Green 50/pkg	*****		0	*****	\$0.00	
	312906-01 Crossword - Yellow & Maroon 50/pkg	*****		0	*****	\$0.00	
	312905 Golden Rings 50/pkg	*****		0	*****	\$0.00	
	311879-01 Instant 6/49 - White 50/pkg	*****		0	*****	\$0.00	
\$3	312885 KISS 50/pkg	*****		0	*****	\$0.00	
	312904 Plants vs Zombies 50/pkg	*****		0	*****	\$0.00	
	311873-02 Super Crossword - Aqua & Pink 50/pkg	*****		0	*****	\$0.00	
\$4	312886 Set for Life IV 50/pkg	*****		0	*****	\$0.00	
\$5	311884 Black Pearls 25/pkg	*****		0	*****	\$0.00	
	311877-02 Broadway Bingo - On Stage 25/pkg	*****		0	*****	\$0.00	
	311883-03 Deluxe Crossword - Spring 25/pkg	*****		0	*****	\$0.00	
	102901 Lotto 6/49 30 Years 25/pkg	*****		0	*****	\$0.00	
\$10	102903 Classic Black - Series 2 20/pkg	*****		0	*****	\$0.00	
	312908 Luxury Crossword III 20/pkg	*****		0	*****	\$0.00	
\$20	102900 \$100,000 per Year for Life 10/pkg	*****		0	*****	\$0.00	
9. CREDIT OF BUYBACKS:						\$0.00	
I understand that the contents of the security bag will be confirmed under security conditions by BCLC. Any discrepancies between the contents and this declaration will be adjusted to my account accordingly.							
10. RETAILER PRINT NAME HERE							
FOR BCLC OFFICE USE ONLY							
Counted/Verified by:				Return Number:			
RETAILER: KEEP THE WHITE COPY FOR YOUR RECORDS							

BCLC New Owner Guide



WITHDRAWAL BUYBACK FORM



WITHDRAWAL BUYBACK FORM

Use this form **"ONLY"** when you receive notice from BCLC that a specific product is being "Withdrawn" from the market.
Please refer to the retailer information sheet you have received with this package and complete the form as per the instructions below.

INSTRUCTIONS:
Please complete all sections highlighted in green.

- Record Retailer Number, Date and Retailer Store Name.
- Enter Product Code in (Column 2).
- Enter Game Name in (Column 3).
- Enter # Full Packages (Column 4).
- Enter # Loose Tickets (Column 5).
- Enter Total Tickets Returned (Column 6).
- Multiply Total Tickets Returned (Column 6) to Your Cost (Column 7).
- Enter Your Credit in (Column 8).
- Add all of Your Credit (Column 8) to determine Total Credit of Buyback (Box 9).
- Clearly Print your name in (Box 10).

1. RETAILER NUMBER: _____ 1. DATE: _____

1. RETAILER STORE NAME: _____

Scratch & Win tickets sent in without prior approval must be returned to the retailer.

Example	Sample Game 100/pkg		217	\$0.95	206.15
Product Code	Game Name	Loose Tickets	Total Tickets Returned	Your Cost	Your Credit
2		4	5	6	7
\$1				\$0.95	
\$2				\$1.90	
\$3				\$2.85	
\$5				\$4.75	
\$10				\$9.50	
\$20				\$19.00	
9 TOTAL CREDIT OF BUYBACKS: \$					

I understand that the contents of the security bag will be confirmed under security conditions by BCLC.
Any discrepancies between the contents and this declaration will be adjusted to my account accordingly.

10. RETAILER PRINT NAME HERE _____

FOR BCLC OFFICE USE ONLY

Counted/Verified by: _____ Return Number: _____

RETAILER: KEEP THE YELLOW COPY FOR YOUR RECORDS

RETURN COMPLETED WHITE COPY TO BCLC

BCLC New Owner Guide



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.

An orange rectangular form titled "hotline envelope" in a sans-serif font. It contains three fields: "retailer number" with a four-digit grid, "date" with a line, and "retail store name" with a 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 Buyback 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.

If you require additional information regarding Buybacks, contact the BCLC Lottery Support Hotline at: 1-800-667-1649.

BCLC New Owner Guide



APPENDIX:

SAMPLE COURIER MATERIALS

1. Purolator courier bag:



2. Purolator Return Shipping Label:

