

Lotto! Certification Handbook



BCLC

Lotto! Training and Certification

Resource Manual for Lottery Retailers

11/1/2016



The focus of this document is to provide retailers the tools needed in order to feel proficient in providing their players with the best lottery experience possible. The booklet elaborates on the concepts taught within the Lotto! Certification e-course surrounding BCLC's rules, policies and procedures.

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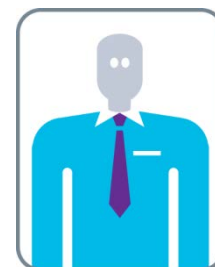


BCLC RULES AND PROCEDURES

BCLC requires that all active lottery retailers be certified. The Lotto! Certification Program is part of BCLC's commitment to provide you with the information and tools you will need to sell and validate lottery games with integrity. Following BCLC rules and procedures when selling, validating and paying out lottery prizes builds player trust and minimizes risk of penalties to you and your store.

A LOTTERY RETAILER:

- Sells, validates or pays out any BCLC lottery products as part of their job
- Operates the lottery terminal or any other piece of BCLC equipment
- Has his or her signature on the Lottery Retailer Agreement



CERTIFICATION

To become certified, you must complete BCLC Lotto! Certification. 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. Lotto! Certification expires one year after the day you cease to operate a lottery terminal or handle lottery products, or if that date is not known, one year after the date that BCLC is advised of your departure from the retail location where you were employed.

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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.

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, validate, or use the Check-A-Ticket terminal for 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.



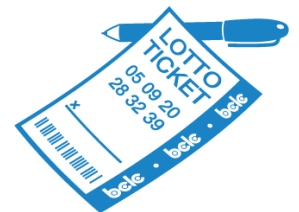
It is suggested that family members of lottery retailers (spouse, common-law child or parent) whether residing with the retailer or not should purchase, play or validate their personal lottery tickets at another location to reduce investigation time and possible delays during the prize claim process.

There are no restrictions on lottery retailers or family members playing lottery games online at PlayNow.com, BCLC's website.

LEFT BEHIND TICKETS

"I will report lottery tickets of Self-Serve Terminal vouchers left behind to BCLC Lottery Support Hotline immediately."

If you don't report a lost ticket it appears as though you are playing at work. At the time of purchase, if a customer forgets their ticket do not check or validate the ticket. Call the BCLC Lottery Support Hotline immediately.



LOTTERY PRODUCT TIPS

"I will not accept any lottery product as a tip."

If a player offers you a ticket as a tip, you cannot accept it as this breaks the No Play at Work rule. At the time your customer may want to thank you for a job well done by offering you a lottery ticket or pull tab, do not accept. Ask the customer to cash the ticket in before they leave your location.

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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. Lottery terminals are available to sell lottery products from 4:50 a.m. to 4 a.m. Pacific time, daily; except Monday. On Monday lottery terminals are available from 6:05 a.m. to 4 a.m. Pacific Time. Selling during your business hours helps to establish player trust and confidence, and maintains the integrity of your lottery business.

STORE HOURS	
S	9 am - 9 pm
M	9 am - 9 pm
T	9 am - 9 pm
W	9 am - 9 pm
T	9 am - 9 pm
F	9 am - 9 pm
S	9 am - 5 pm

SIGNING LOTTERY TICKETS

"I will always make sure a ticket is signed before I validate it."

A signature or initials protects the player and the retailer by making sure the same ticket is returned to the player. If a ticket is not signed, ask the player to sign or print their name on the ticket. If a player refuses to sign the ticket, do not validate it. Advise the player to call BCLC Customer Support for prize payout instructions. It is also good practice to advise your player to sign their lottery ticket at the time of purchase.



RETURN ALL TICKETS AND VALIDATION SLIPS TO THE CUSTOMER

"I will always return all lottery tickets and slips to the player."

You must return all lottery tickets to the customer, together with the Validation or Claim slip. This includes winning and non-winning tickets. Always pass the tickets across the counter to the player.



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VALIDATIONS

TYPES OF LOTTERY TICKETS

ONLINE TICKETS:

Printed and validated by the lottery retailer using the lottery terminal. Players have one year from the draw to validate winning online tickets and claim their prize.



SCRATCH & WIN TICKETS(S&W):

Tickets that require players to scratch the latex covering to determine if the ticket is a winner. Scratch & Win tickets are validated by the lottery retailer using the lottery terminal. The expiry date can be found on the back of the Scratch & Win ticket.



VOUCHERS:

These are issued by Self-Serve terminals located in BCLC Hospitality locations. They are redeemable at any lottery retail location across BC. Expiry dates are printed on the front of the voucher. Players have one year from the date of issue to validate vouchers. To validate a voucher, simply follow the same procedure used for validating an online lottery ticket.

COUPONS:

These are distributed to customers by BCLC to promote specific games. Instructions to redeem a coupon can be found on the back of the coupon or call BCLC Lottery Support Hotline for assistance.

VALIDATION EXPECTATIONS

Only validate lottery tickets:

- That are signed
- Bought in BC
- That are original, not photocopies
- That are not damaged or altered

Call BCLC Lottery Support Hotline at 1.800.667.1649 if you have any questions or concerns.

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CAN CUSTOMERS CHECK THEIR OWN LOTTERY TICKETS?

Players can check Online and Scratch & Win tickets using a Check-A-Ticket terminal. Check-A-Ticket terminals are located at every retail location across BC. The Check-A-Ticket terminal displays whether the ticket is a winner or not. If the ticket is a winner, the Check-A-Ticket terminal will indicate the prize amount. Customers may also check their Online tickets at www.bclbc.com or by using the draw results. It is always good customer service to print up to 10 copies of the draw results the day after the draw occurs.

3 STEPS TO VALIDATING A TICKET

Step 1:

Get a signature on the ticket.



Step 2:

Scan and validate the ticket using the lottery terminal.



Step 3:

Return everything to the player.



STEP 1: GET A SIGNATURE ON THE TICKET

Check that the ticket is signed or initialed. If it is not signed, ask the player to sign it.

Why is this important?

Player protection: By signing their ticket the player will know that it is their ticket being returned after the validation process.

Retailer protection: As a retailer you are protecting yourself and ensuring the player is confident you are returning the ticket they handed you.

Mystery Shops: Mystery Shops are conducted to ensure lottery retailers are following BCLC rules. Having the player sign or initial the ticket before you scan it, protects you from penalties.

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STEP 2: SCAN AND VALIDATE THE TICKET USING THE LOTTERY TERMINAL

Never pay a prize without validating the ticket on the lottery terminal. Validating the ticket on the lottery terminal protects you from paying out a prize that may be invalid, fraudulent or already paid.

STEP 3: RETURN EVERYTHING TO THE PLAYER

When returning the player's ticket, Validation slips and prize it's important to pass it across the counter. Everything belongs to the player.

INVALID VALIDATIONS

If you make **three** unsuccessful attempts to manually validate a lottery ticket, your lottery terminal will deactivate. You will not be able to sell or validate any lottery tickets until BCLC reactivates your terminal. If your lottery terminal freezes, immediately call the BCLC Lottery Support Hotline.

Repeat violations resulting in lottery terminal freeze may be investigated and can lead to disciplinary action.

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PRIZE PAYOUT LEVELS

When validating a player's ticket, there are 5 payout levels. The following displays the amounts you are able to pay out when validating a lottery ticket. This does not apply to Regional Prize Payout Centers.



Not a Winner

Return Everything:

- The player's ticket
- The Not-a-Winner Validation slip

Win a Free Play/Win up to \$200

Return Everything:

- The prize
- The player's ticket
- The validation slip

Win \$200.01 - \$2000

- Check with your manager to determine if your store pays out this prize level then select either "Yes can pay" or, "No can't pay" on your terminal.
- When you can pay, rescan the barcode.
- When you cannot pay, return everything to the player and advise them to go to another location or contact BCLC Customer Support for prize claim information.
- Remember to return everything to the player.

Win \$2000.01-\$9999.99

- Return everything to the player and advise them to contact BCLC Customer Support for Prize claim information.

Win \$10,000+

- If you get a big winner your screen will freeze. Follow the instructions on the screen and call the Major Win Hotline.

No Prize

Must Pay the Prize

Pay Yes or No?

Do Not Pay -
Exceeds Your Limit

Do Not Pay - Big
Winner Screen
Freeze

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PULL TAB ESSENTIALS

PULL TABS

Off-line tickets sold in BCLC's hospitality network and select retail locations only.



VALIDATIONS

When validating a Pull Tab:

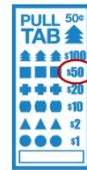
- Only validate Pull Tabs purchased from your location
- Only pay Pull Tab ticket winnings during a player's visit at your location
- You must pay the top prize level of any Pull Tab sold at your location

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

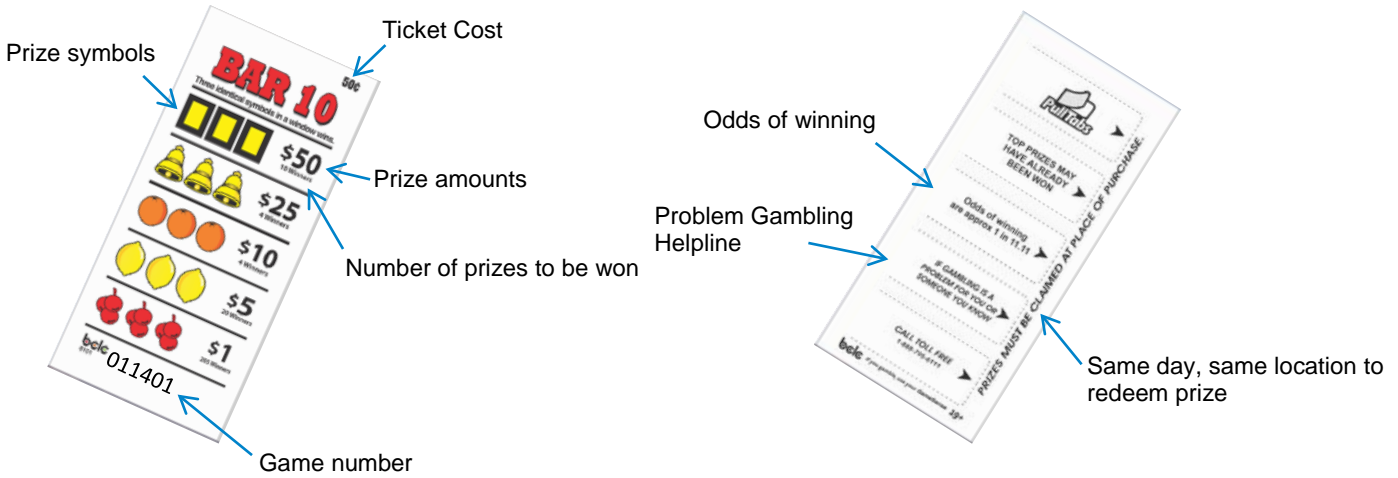
Cross out the back of the winning Pull Tab with a permanent marker indicating it has been paid.





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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	
146735	

QC: _____

Prize Amount

Alpha Code

Red Win Line

Symbols and Alpha Codes(Prize Values)

Win Code

Win Code

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

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CANCELLATIONS

CANCELLATION RULES

The lottery terminal will only cancel a ticket:

- On the same business day the ticket was printed.
- On the same lottery terminal that printed the ticket.
- Before the draw has taken place.



CANCELLING AN ONLINE TICKET

- Staple the Cancellation slip to the cancelled ticket.
- Keep for 30 days after the last draw date on the ticket. You must keep the cancelled ticket for 30 days after the last draw date listed on the front of the ticket as BCLC may require you to produce the ticket if there is a dispute.



Note: If you make an error processing an Online ticket or if a customer cannot pay, cancel the ticket and receive a credit.

CANCELLATION RESTRICTIONS

There are four types of Online lottery tickets that cannot be cancelled:

- Free play tickets
- Pacific Hold'em Poker tickets
- Poker Lotto Tickets
- Exchange tickets

KENO

- Exception to the 'Before the Draw' rule, if you do not cancel before the first draw you may cancel a KENO ticket before the second draw has occurred. If you cancel a KENO ticket after the first draw and before the second draw, a reissued ticket for the first draw will print. You will receive a credit for the amount of the remaining draws on the original ticket.
- After the second draw has taken place, you will not be able to cancel the ticket. The customer will have to keep and pay for the ticket.

Note: Always confirm price and collect payment before printing lottery tickets to avoid cancellations.

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DAMAGED TICKETS

If you cannot read the barcode and the control number because a ticket partially prints, prints damaged, or does not print at all, prior to printing another ticket you must:

- Press the COPY OF LAST TRANSACTION button found on the Main Screen
- Print a RECORD OF LAST TRANSACTION
- Call a Hotline agent so they can issue a credit for the damaged ticket



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GAMBLING

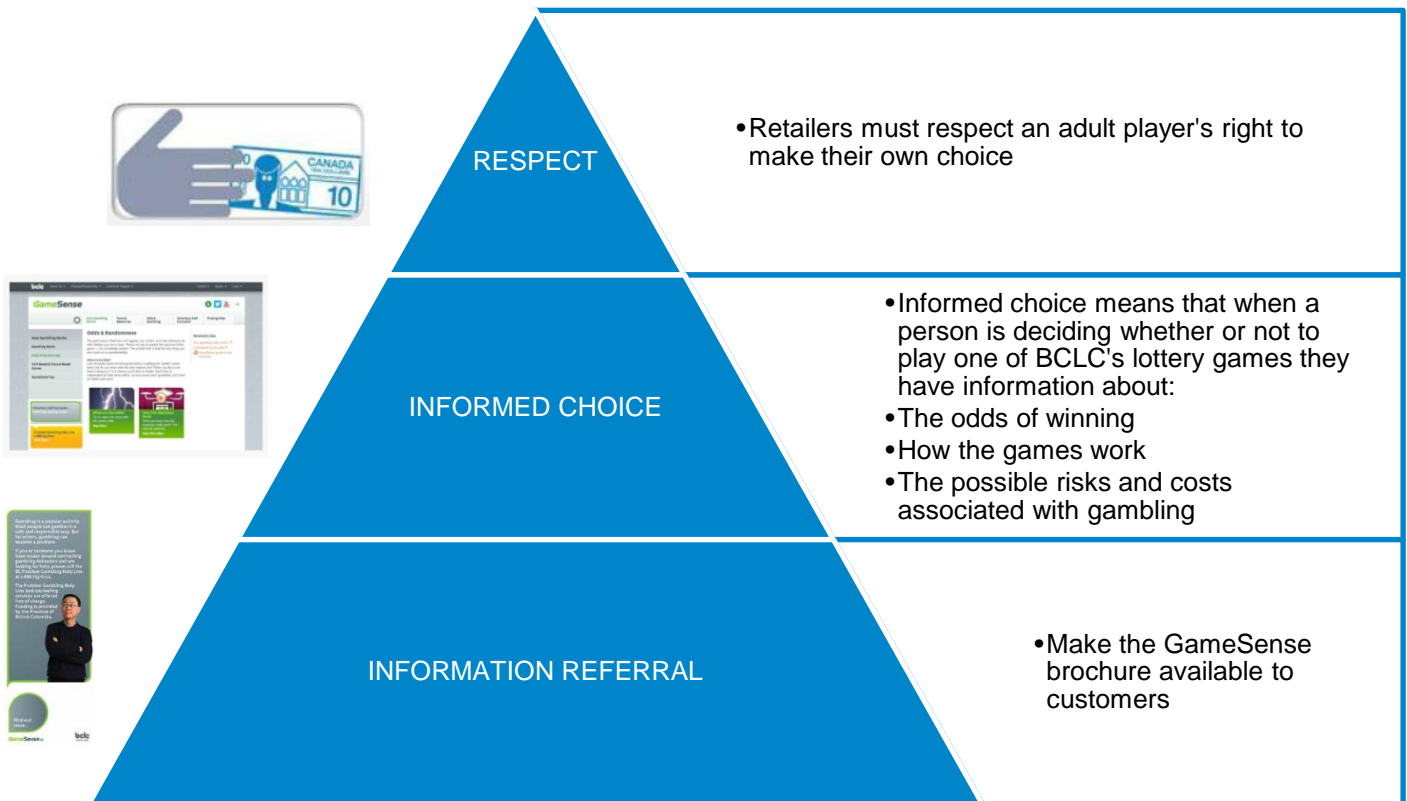
WHAT IS RESPONSIBLE GAMBLING?

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

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.

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

To learn more visit www.bcreponsiblegambling.ca

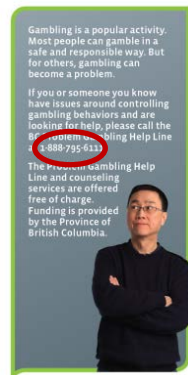


PROBLEM GAMBLING SUPPORT

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

BCLC LOTTERY SUPPORT HOTLINE

As a lottery retailer, you should direct your questions or concerns to the BCLC Lottery Support Hotline.

The telephone number is on your lottery terminal.

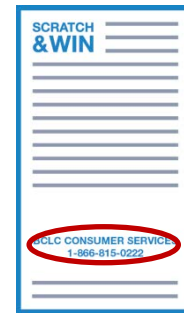


BCLC CUSTOMER SUPPORT

Direct players 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 7:00am until midnight, seven days a week.

BCLC Customer Support contact number can 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 and incentives
- Planograms
- Game information and the odds
- Policies and procedures
- Training and certification
- And more.





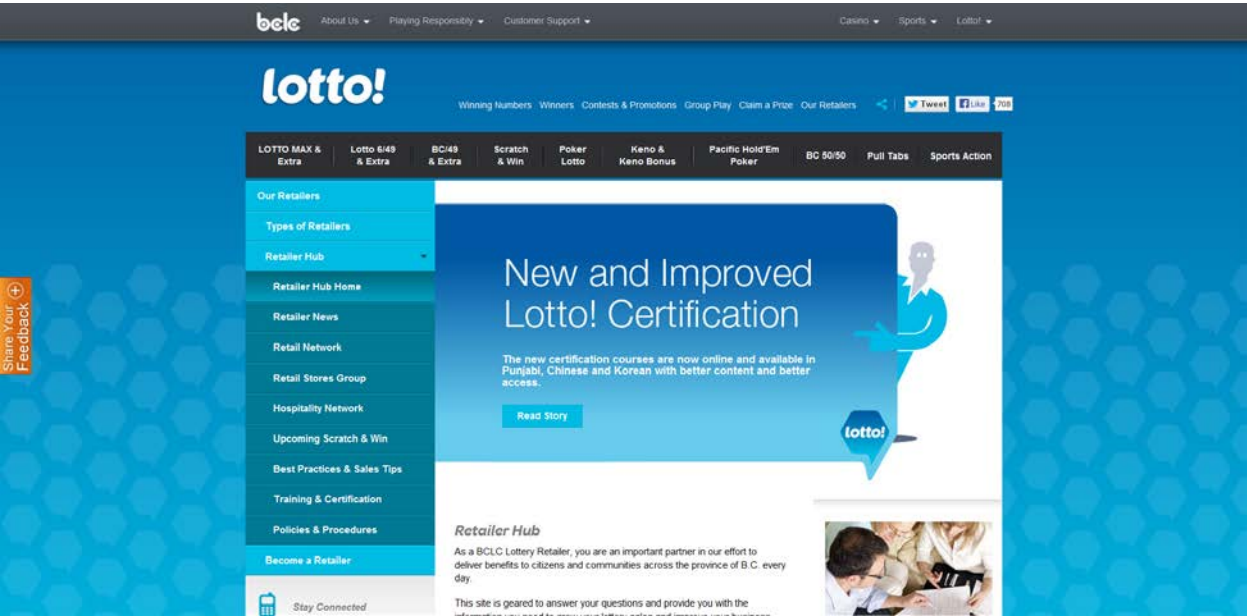
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BCLC PRODUCT INFORMATION

BECOME A LOTTERY EXPERT

BCLC strongly believes 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.

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!

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BCLC GLOSSARY OF TERMS

ADVANCE BUY	When a ticket is valid for more than one draw.
ALPHANUMERIC SYMBOL	On a Pull Tab, a letter indicates the prize amount, available on the Alpha Security Code sheet. Add the two numbers together to determine the number of the window where the prize appears.
BENDAY PATTERN	Shine a UV light on the open windows of a Pull Tab and the words BRITISH COLUMBIA LOTTERY CORPORATION will appear repeatedly in a diagonal pattern, from left to right, in every window.
CANCEL TICKET	The Altura lottery terminal allows you to cancel an Online lottery ticket printed by the same terminal, on the same day, and before the draw.
CHECK	Players can verify a lottery ticket using the Check-A-Ticket Terminal (CATT).
EXCHANGE TICKET	When an advance buy ticket is validated as a winner before all draws have taken place and the prize is being paid, the remaining draws are re-issued on an "exchange ticket".
FREE PLAY TICKET	If you validate a ticket, and the customer has won a free play, a free Online lottery ticket will print automatically unless the free ticket is a Scratch & Win ticket.
GAME NUMBER	The Game Number, exclusive to your location, appears on the front of each Pull Tab ticket. Verify that the ticket was purchased from your location.
INFORMED CHOICE	Making a decision based on relevant information about games and the odds of winning.
ONLINE LOTTERY TICKET	A lottery ticket printed and validated by the Altura lottery terminal or Self-Serve terminal. Customers have one year from the draw date to validate winning Online tickets and claim their prize.
PAYOUT	The act of paying the prize and returning the ticket and slip to the customer. Customers have one year from the draw date to validate a winning Online ticket and claim their prize.
PROBLEM GAMBLING	When a person is experiencing negative legal, financial, personal or health issues due to their gambling.
PROGRESSIVE DISCIPLINE	A system of discipline where the penalties increase upon repeat offenses up to and including termination.

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PULL TAB	An off-line lottery ticket sold in BCLC's hospitality network and select retail locations only. Pull Tabs must be validated by the retailer manually at the same location where the Pull Tab was purchased, and on the same day the Pull Tab was purchased.
RECORD OF LAST	The Altura lottery terminal allows you to print a copy of the last transaction registered on the terminal including Online lottery
TRANSACTION	Tickets, Cancellation and Validation slips.
REPLAY	If a customer validates a winning Keno ticket on the same day it was purchased, the Altura lottery terminal will prompt you to ask the customer if they would like a REPLAY. A replay ticket replays the same numbers for the same number of draws as the original ticket.
RESPONSIBLE GAMBLING	A safe approach to gambling where adults who choose to gamble have the right information so that they can make an informed choice.
SCRATCH & WIN TICKET	An off-line lottery ticket where latex is scratched off to reveal the play area. The expiry date can be found on the back of Scratch & Win tickets.
SELF SERVE TERMINAL (SST)	SST's are located throughout BCLC's Hospitality Network. An SST allows customers to take control of their gaming experience; they can play and validate lottery tickets at their convenience.
VALIDATE	Check a lottery ticket on the Altura lottery terminal resulting in a Validation or Claim slip. Or check an Online lottery ticket on the Self Serve terminal resulting in: 1) credit for a prize amount up to \$994; or 2) the return of a winning ticket for a prize amount over \$994.
VALIDATION PROCESS	The steps that take place from the time the customer hands the ticket to the lottery retailer, to the time the retailer returns the ticket, slip, and correct prize (if applicable) to the customer.
VOUCHER	Vouchers are issued by Self Serve Terminals and are redeemable at any retail location across BC. Expiry dates are printed on the front of the voucher. Players have one year from the date of issue to validate vouchers. To validate a voucher, simply follow the same procedure used for validating an online lottery ticket.
WIN CODE	Winning Pull Tabs \$20 and over include a six digit Win Code which appears in one of the five windows. Each box of Pull Tabs includes a Win Code Verifying sheet.

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