

# BCLC New Owner Guide

lotto!

BCLC

## Welcome to the Hospitality Network

### Resource Manual for Lottery Retailers

2/1/2018

lotto!

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



- LOTTERY MANAGEMENT..... 3**
  - WHAT DO I DO ON MY FIRST DAY IN THE HOSPITALITY NETWORK? ..... 3
  - HOSPITALITY NETWORK DAILY TASKS: ..... 3
  - WHO IS MY BCLC TERRITORY MANAGER? ..... 3
  - SWEEP DAY (BANKING DAY) ..... 3
  - HOW DO I ORDER PULL TAB TICKETS AND SUPPLIES? ..... 3
  - ONLINE RESOURCES FOR LOTTERY RETAILERS? ..... 3
  - FREQUENTLY ASKED QUESTIONS ..... 4
- RETAILER DATABASE—POLICY STATEMENT ..... 5**
- LOTTERY RETAILER CERTIFICATION ..... 6**
- LOTTERY RETAILER AGREEMENT SERVICE STANDARDS ..... 8**
- NETWORK DAILY CASHOUT/RECONCILIATION SHEET ..... 9**
- INVENTORY TRACKING SHEET\* ..... 10**
- INVENTORY ORDER SHEET ..... 11**
- VALIDATING PULL TAB TICKETS ..... 12**
- PULL TAB FEATURES..... 13**
- PULL TAB WIN CODES ..... 15**
- RETAIL TERMINAL SALES INVOICE ..... 16**
- SELF SERVE TERMINAL (SST) INVOICE..... 18**
- LOTTERY TERMINAL DAILY SALES REPORT ..... 19**
- SELF SERVE TERMINAL DAILY SALES REPORT ..... 20**
- DAMAGED SHIPMENTS ..... 21**
- HOTLINE ADJUSTMENT REQUESTS..... 23**
- COURIER INSTRUCTIONS ..... 24**

# BCLC New Owner Guide



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 Sales Contact 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.

- On Sweep Day, print off an Invoice which will provide the week's sales and indicate "Amount Due Today" or "Do Not Pay".

### HOW DO I ORDER PULL TAB TICKETS AND SUPPLIES?

A 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](http://www.BCLCRetailerhub.com) to access training and certification, as well as information on games, guides, promotions and compliance. [RH](#)

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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; a BCLC Customer 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 forget to print off an invoice on my Sweep Day?

Don't worry; you can print the invoice any time before your next Sweep Day.

### 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 Lottery Accounting 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](http://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.

# BCLC New Owner Guide



## 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](http://www.BCLCRetailerHub.com) click on the Training and Certification tab, then go to the "Staff Update Form" and complete the "Retailer Database Staff Update Form"; OR
- Advise your BCLC Sales Contact during your regularly scheduled sales call or visit; OR
- Call Lottery Support Hotline at 1-800-667-1649 to inform BCLC of any change of staff.

# BCLC New Owner Guide



## 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, completes the BCLC certification test and obtains a passing grade.

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 <http://lotto.bclc.com/retailer-hub/training-and-certification/training-home.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 course is mandatory and will take approximately 20 minutes. Lotto! Certification provides you with important information that you need to know to sell lottery. **Please complete the course in one go to ensure that your certification is captured successfully.**

## Step 1

Check that your manager has added your name to the BCLC Retailer Database. You can access online certification five (5) business days after your name has been added.

## Step 2

Go to [www.BCLCRetailerHub.com](http://www.BCLCRetailerHub.com)

- Click [Training & Certification](#)
- Click [Get Lotto! Certified](#) on the left-side menu
- Click on the [Start Lotto! Certification](#) button and 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 unique 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](http://bclc.plateau.com)). *Instructions on How to Allow the Lotto! Certification Course to Pop Up for the different browsers can be found at <http://lotto.bclc.com/retailer-hub/training-and-certification/english-training-and-certification.html>*

## 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](mailto: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.

Code	Confirmed Violation	1st (1st confirmed violation commences 12-month rolling period*)	2nd (within 12 month-rolling period)	3rd (within 12 month-rolling period)	4th (within 12 month-rolling period)
1	Validation Issues Not Related To Fraud/Theft	Verbal Warning	Warning Letter	Financial Remedy (14-day minimum) BCLC Re-training required	Compliance Audit; if audit is failed, then: Termination
2	Payment to Players Issues Not Related To Fraud/Theft	Warning Letter	Financial Remedy (14-day minimum)	Compliance Audit; if audit is failed, then: Termination	N/A
3	Conduct Contrary To Public Interest or Harmful to BCLC's Integrity or Reputation	Warning Letter	Suspension (14-day minimum)	Termination	N/A
4	Playing At Own Location	Warning Letter	Suspension (14-day minimum)	Termination	N/A
5	Playing At Own Location (CATT Violation)	Notification Letter (From Security)	Warning Letter	Suspension (14-day minimum)	Termination
6	Selling To Minors	Suspension (30-day minimum)	Termination	N/A	N/A
7	Failure to Age Verify (ID 25)	Notification Letter (From Security)	Warning Letter	Financial Remedy (14-day minimum)	Termination of Lottery Retailer Agreement
8	Fraud/theft	Investigation and possible suspension and/or termination.	N/A	N/A	N/A

\* This is a period of 12 consecutive months determined on a rolling basis with the period expiring 12 months after the occurrence of the 1st confirmed violation and a new 12-month rolling period beginning upon the occurrence of a new confirmed violation.

### 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.



# BCLC New Owner Guide



## 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 \_\_\_\_\_

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly
<b>Week 1</b>								
Altura								
SST								
Difference								
<b>Week 2</b>								
Altura								
SST								
Difference								
<b>Week 3</b>								
Altura								
SST								
Difference								
<b>Week 4</b>								
Altura								
SST								
Difference								
<b>Week 5</b>								
Altura								
SST								
Difference								





# BCLC New Owner Guide



## INVENTORY ORDER SHEET

Tip: download online at <http://lotto.bclc.com/retailer-hub/retailer-information.html>.

### Hospitality Network Inventory Order Sheet



Customer Sales Rep:

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 Ten	2700	\$270.00	10.0%								
	Criss Cross	2850	\$332.67	11.7%						Pencils		
	Lady Luck	3000	\$350.00	11.7%						Altura Thermal Paper Rolls (8/box)		
	Gold Rush	2700	\$316.67	11.7%								
	Viva Las Vegas	2700	\$352.11	11.7%								
	Triple Cherries	2700	\$330.00	11.1%								
	Flaming 7's	2700	\$326.00	12.1%						<b>Selection Slips</b>		
										Keno		
										Keno Pattern Play		
										6/49- BC/49		
\$1 games	Buck-A-Roo	1800	\$360.00	10.0%						6/49 - BC/49 combo		
	Pacific Royale	2550	\$680.00	13.3%						Sports Action Oddset		
	BC Casino	3600	\$960.00	13.3%						Sports Action Toto		
	Pot of Gold	2700	\$700.00	13.0%						Sports Action Point Spread		
	Bar Ten Bonus	2700	\$663.00	12.3%						Sports Action Over/Under		
	Casino Gold	2700	\$667.00	12.3%						Sports Action Props		
											Lotto Max	
										Lotto Max combo		
										Hotline envelope		
\$2 games										Retailer inventory order sheet		
										Plastic table card holders		
										Price Point Cards (set)		
										Mix Bag Price Point Cards		
										Courier Bags		
										Courier waybills		
										<b>Point-of-Sale (POS)</b>		
										Game Sense Brochures		
										<b>Other Notes:</b>		

4-Sep-13



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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

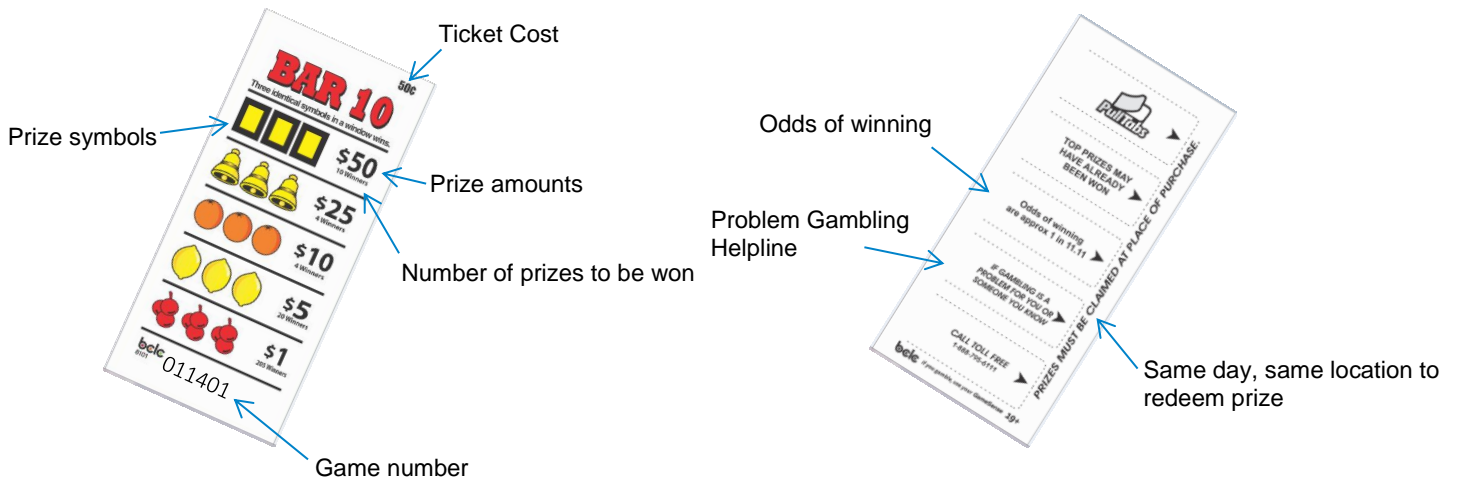
Cross out the back of the winning Pull Tab with a permanent marker indicating it has been paid.



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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:

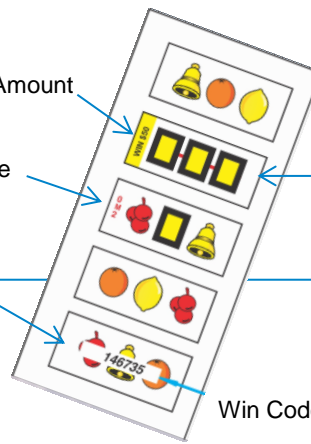
Pull Tab Code: 8101      Pull Tab Name: "BAR 10"

Pull Tab Game No.: 011401

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

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

146735



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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## RETAIL TERMINAL SALES INVOICE

**Invoice week**  
Invoice week = seven days

**Sweep Day**  
Refers to your BCLC banking day, which occurs weekly on the same day. ie. Wednesday

**Total Sales Report**  
By game for invoice week.

**Cancellations**  
(shown as a minus "-")  
By game for invoice week.

**Discounts**  
When BCLC is offering a free ticket in place of a prize, this will appear as a "credit" amount. There is a corresponding sale to the appropriate game.

B.C.L.C. INVOICE		
WED FEB08 09		
RETAILER 3200		
WED FEB01 09		
TO		
TUE FEB07 09		
SALES		
KENO	32	698.00
BONUS	*	279.00
50/50	20	640.00
ODSET	15	422.00
TOTO	35	2663.50
POINT	14	131.00
O/U	15	120.00
POKER	443	946.00
TOTAL	574	5899.50
CANCELLATIONS		
KENO	5	34.00-
BONUS	*	24.00-
50/50	3	69.00-
ODSET	1	16.00-
TOTO	5	1017.00-
POINT	1	10.00-
O/U	2	22.00-
TOTAL	17	1192.00-
DISCOUNTS		
POKER	1	2.00-
TOTAL	1	2.00-

For invoice related questions, call  
Accounting Hotline 1-800-667-0710.



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## Validations

Total payouts on online and Instant tickets for invoice week.

## SST Vouchers

Will be dispensed by an SST when cashing out. Needs to be validated on the Altura terminal for cash.

## Commissions

Reported by game at 5% commission for invoice week.

## Weekly Administration Fee

\$5 Altura Fee, \$5 SST Fee  
(ALL retailers pay weekly Administration Fee)

## Tickets

- Represents Instant ticket and Pull Tab purchases with ticket order number.
- 28 day credit on Instant and Pull Tab product ordered on call day. (There may be exceptions).
- 28–35 day credit for new releases or advance orders.
- 8–14 day credit for Special orders.
- 7 days credit on on-line tickets.

## SST Vouchers

Validated on the Altura terminal will be deducted from the amount owing.

SST and Altura weekly sales are combined to determine the amount owing BCLC or the retailer. (AMT. DUE TODAY or DO NOT PAY)

VALIDATIONS		
KENO	1	112.00-
BONUS	*	218.00-
50/50	3	91.50-
ODSET	1	675.29-
TOTO	1	301.99-
POINT	1	48.00-
O/U	1	152.00-
POKER	81	450.00-
<b>TOTAL</b>	<b>89</b>	<b>2048.78-</b>
VOUCHERS		
CASH	1	973.25-
<b>TOTAL</b>		<b>973.25-</b>
COMMISSIONS		
KENO		33.20-
BONUS		12.75-
50/50		28.55-
ODSET		20.30-
TOTO		82.33-
POINT		6.05-
O/U		4.90-
POKER		47.30-
<b>TOTAL</b>		<b>235.38-</b>
OTHER INVOICE DETAILS		
ADMINISTRATION	FEB07 09	10.00
TICKETS	FEB07 09	1040.00
2458224		
HOTLINE ADJ	FEB07 09	4.75-
139362		
AR ADJ	FEB07 09	50.00
139362		
<b>TOTAL</b>		<b>1095.25</b>
SUMMARY		
SALES		5899.50
CANCELLATIONS		1192.00-
DISCOUNTS		2.00-
VALIDATIONS		2048.78-
VOUCHERS		973.25-
COMMISSIONS		235.38-
OTHR INV DTLS		1095.25
<b>TOTAL</b>		<b>1217.71</b>
FOR ALL TERMINALS		
AMT. DUE TODAY		3675.86

[1217.71 (Altura) + 2458.15 (SST)]

# BCLC New Owner Guide



## SELF SERVE TERMINAL (SST) INVOICE

Total tickets sold by game on SST

Free tickets and free play coupons  
(Free tickets appear as a 'credit' with a corresponding sale/debit to the appropriate game)

### Validations

A winning ticket validated on the SST creates a 'credit' for the retailer

### Vouchers

Dispensed by an SST when cashing out. Needs to be validated on Altura for cash or on SST for further play.

Vouchers issued by SST

Vouchers cancelled due to regeneration on the Altura terminal

Vouchers validated by SST

Vouchers issued - vouchers cancelled - vouchers redeemed=net amount of vouchers (\$91.75)(Hint: Retailer owes only if vouchers issued exceeds cancelled and redeemed vouchers)

5% commission

Total weekly sales

Total cash in the SST for the week.

SST and Altura weekly sales are combined to determine the amount owing BCLC or the retailer. This is summarized on the Altura Invoice.

For invoice related questions, call Accounting Hotline 1-800-667-0710.

B.C.L.C. INVOICE WED FEB01 09 TO TUE FEB07 09		
<b>SALES</b>		
6/49	36	420.00
BC/49	32	363.00
XTRA	*	190.00
LMAX	40	505.00
XMAX	*	64.00
KENO	195	737.00
BONUS	*	73.00
50/50	14	16.00
POKER	268	544.00
<b>TOTAL</b>	<b>585</b>	<b>2912.00</b>
<b>DISCOUNTS</b>		
COUPONS	5	10.00-
POKER	2	10.00-
<b>TOTAL</b>	<b>7</b>	<b>20.00-</b>
<b>VALIDATIONS</b>		
KENO	88	165.00-
BONUS	*	12.00-
POKER	45	203.00-
<b>TOTAL</b>	<b>133</b>	<b>380.00-</b>
<b>VOUCHERS</b>		
VOUCH	92	578.75
CXLD	0	0.00
CASH	78	487.00-
<b>TOTAL</b>	<b>170</b>	<b>91.75</b>
<b>COMMISSIONS</b>		
6/49		21.00-
BC/49		18.75-
XTRA		9.50-
LMAX		25.25-
XTRA		3.20-
KENO		36.85-
BONUS		3.65-
50/50		0.80-
POKER		27.20-
<b>TOTAL</b>		<b>145.20-</b>
<b>SUMMARY</b>		
SALES		2912.00
DISCOUNTS		20.00-
VALIDATIONS		380.00-
VOUCHERS		91.75
COMMISSIONS		145.60-
OTHR INV DTLS		0.00
<b>AMT DUE TODAY</b>		<b>2458.15</b>



# BCLC New Owner Guide



## 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-

# BCLC New Owner Guide



## 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
	<b>TOTAL</b>	<b>169</b>	<b>861.00</b>
		DISCOUNTS	
	LOTTOMAX	2	10.00-
	COUPONS	5	10.00-
	<b>TOTAL</b>	<b>7</b>	<b>20.00-</b>
		VALIDATIONS	
	KENO	27	383.00-
	BONUS	*	4.00-
	POKER	2	12.00-
	<b>TOTAL</b>	<b>29</b>	<b>399.00-</b>
		VOUCHERS	
	VOUCH	28	396.00
	CXLD	0	0.00
	CASH	20	152.00-
	<b>TOTAL</b>	<b>48</b>	<b>244.00</b>
		SUMMARY	
	SALES		861.00
	DISC.		20.00-
	VALS.		399.00-
	VOUCH		244.00
	<b>NET AMOUNT</b>		<b>686.00</b>

Total tickets sold by game on SST	_____	_____	_____
Free tickets and free play coupons (Free tickets appear as a "credit" with a corresponding sale/debit to the appropriate game)	_____	_____	_____
Vouchers issued by SST	_____	_____	_____
Vouchers cancelled due to regeneration on the Altura terminal	_____	_____	_____
Vouchers validated by SST	_____	_____	_____
Vouchers issued - vouchers cancelled - vouchers redeemed = net amount of vouchers (Hint: Retailer owes only if vouchers issued exceeds cancelled and redeemed vouchers)	_____	_____	_____
Total cash collected by SST for the day	_____	_____	_____

# 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 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.**

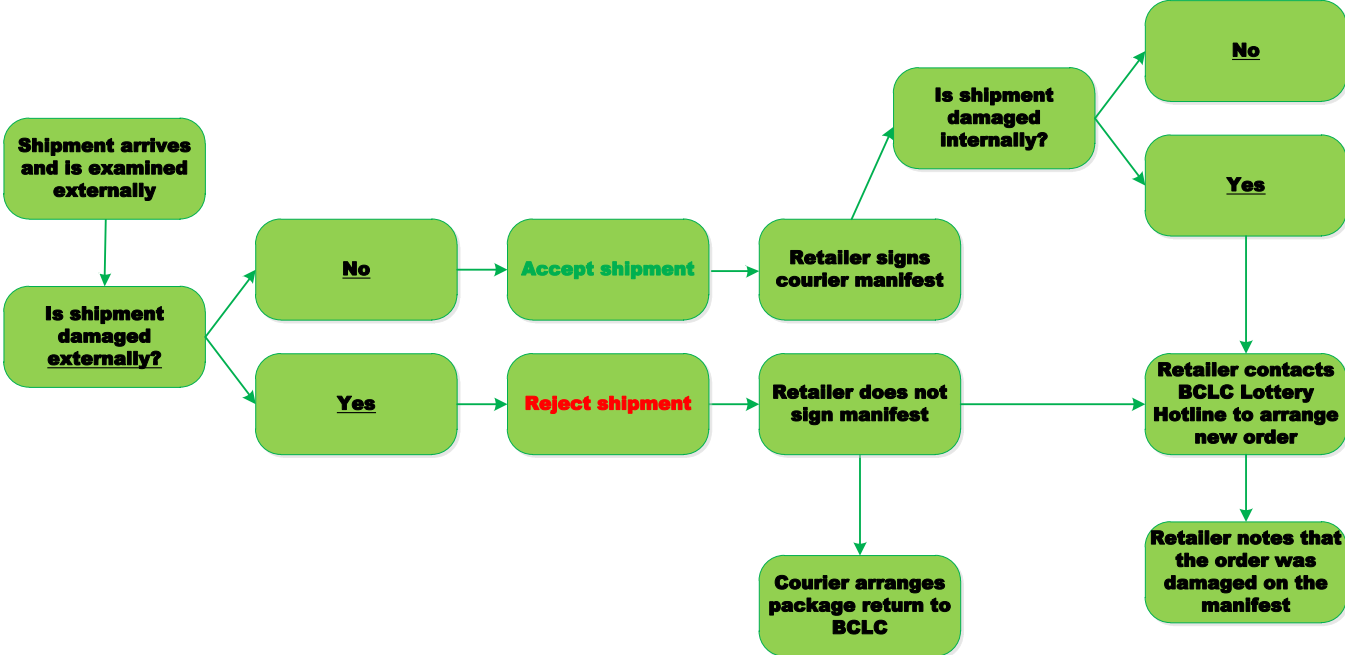
**Internal Damage** includes tickets that are bent, have crushed corners, have damaged latex, and/or are separated from their original cello package as provided by the Printer.

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.**

# BCLC New Owner Guide



## Process Flow



# 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". It contains three input fields: "retailer number" with four small boxes, "date", and "retail store name". 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](http://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



## COURIER INSTRUCTIONS

1. Place items into the courier bag.



2. Attach the Purolator Return Shipping Label:

