

## Welcome to the Lottery Retailer Network

Resource Manual for Lottery Retailers

2/1/2018

The logo consists of the word "lotto!" in white, lowercase letters inside a blue speech bubble shape. To the right of the main text area, there is a stylized illustration of a person in a blue suit pointing towards the text.

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



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# 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. *Please note: only designated BCLC contact person may call.*

- Call Lottery Support Hotline at 1-800-667-1649 and give them a four digit pass number that you have chosen for your location. **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 cashout/reconciliation sheet.

### WHO IS MY BCLC SALES CONTACT?

Your BCLC Sales Contact is \_\_\_\_\_.

### SWEEP DAY (BANKING DAY) ROBYN CLAASSEN

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 SCRATCH & WIN TICKETS AND SUPPLIES?

A Customer Sales Representative will call you weekly or bi-weekly on \_\_\_\_\_.

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](http://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 equipment and support videos, game information, manuals and PowerPoint courses.

### 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; 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.*

### 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 Sales Contact. Three types of buybacks are Seasonal tickets, Recalled tickets, 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 Sales Contact.

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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 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](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",
- Advise your BCLC Sales Contact 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, 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 for help.



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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		
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		
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 SHEET

Tip: download online at <http://lotto.bclc.com/retailer-hub/scratch-win/planograms-inventory.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	=	
\$4 Scratch & Win		+		-		-		=		@	\$4.00	=	
\$5 Scratch & Win		+		-		-		=		@	\$5.00	=	
\$7 Scratch & Win		+		-		-		=		@	\$7.00	=	
\$10 Scratch & Win		+		-		-		=		@	\$10.00	=	
\$15 Scratch & Win		+		-		-		=		@	\$15.00	=	
\$20 Scratch & Win		+		-		-		=		@	\$20.00	=	
Other Scratch & Win		+		-		-		=		@		=	
<b>TOTAL SCRATCH &amp; WIN:</b>												\$	_____
OnLine Games (Total as per Today's Sales Report Net Amount):												+	
<b>SUB-TOTAL:</b>												\$	
Cash:													_____
Debit/Credit Machine Purchases:												+	
Other:												+	
<b>TOTAL CASH &amp; DEBIT/CREDIT:</b>												\$	
<b>Over/Short:</b>												\$	_____

Explanation of Overage/Shortage:

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## RETAIL NETWORK INVENTORY ORDER SHEET

Tip: download online at <http://lotto.bclc.com/retailer-hub/scratch-win/planograms-inventory.html>.

Retailer Network										
Inventory Order										
Customer Sales Rep:		Call Day:			Call Time:					
\$	Base Games and Ticket Names	tickets left last call	+ tickets ordered last call	- tickets on hand this call	= tickets sold last 2	# tickets to order	Check Supplies	On Hand	To Order	
\$1 100/pack	Gold Rush						Altura Thermal Paper Rolls (8/box)			
	Black Jack									
\$2 50/pack	Bonus Bingo						Selection Slips			
	Crossword						6/49 BC/49			
	Instant 6/49						6/49 - BC49 Combo			
							Keno Bonus			
							Keno Pattern Play			
							Lotto Max			
							Lotto Max Combo			
							Sports Action Oddset			
\$3 50/pack	Bingo						Sports Action Toto			
	Crossword						Sports Action Point Spread			
							Sports Action Over/Under			
\$5 25/pack							Sports Action PROPS			
							Group Release forms			
	Bingo						Courier Waybills			
	Crossword						Games Sense Brochures			
\$10 20/pack	Set for Life						Benefits Brochures			
\$20 10/pack	Bingo									
	Crossword									
Other										
							<b>Other Notes:</b>			

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# BCLC New Owner Guide



## RETAIL NETWORK TERMINAL SALES INVOICE

### Invoice Week

Invoice week = seven (7) days

B.C.L.C.  
INVOICE  
FRI FEB10 06  
RETAILER 9449  
THU JAN17 08  
TO  
WED JAN23 08

### Total Sales Report

- By game for invoice week
- Seven (7) days a week for online sales

	SALES	
6/49	518	2291.00
BC/49	265	1271.00
XTRA	*	355.00
LMAX	10	245.00
XMAX	*	35.00
KENO	90	387.00
50/50	9	84.00
ODSET	43	194.00
TOTO	29	102.00
POINT	40	175.00
O/U	38	170.00
<b>TOTAL</b>	<b>1051</b>	<b>5310.00</b>

### Cancellations

(shown as a minus "-")

By game for invoice week

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

	CANCELLATIONS	
6/49	2	4.00-
BC/49	1	2.00-
LMAX	1	2.00-
ODSET	1	2.00-
POINT	1	2.00-
O/U	1	5.00-
<b>TOTAL</b>	<b>7</b>	<b>17.00-</b>

### Discounts

When BCLC is offering a free online game ticket in place of a prize, this will appear as a "credit" amount. There is a corresponding sale to the appropriate game (Lotto Max, Lotto 6/49, and Instant).

	DISCOUNTS	
LMAX	12	60.00-
<b>TOTAL</b>	<b>12</b>	<b>60.00-</b>

### Validations

Total payouts on online and Instant tickets for invoice week.

	VALIDATIONS	
6/49	102	2013.00-
BC/49	12	200.00-
XTRA	105	132.00-
LMAX	10	210.00-
XMAX	10	15.00-
KENO	13	244.00-
50/50	8	780.00-
ODSET	7	162.80-
TOTO	5	74.00-
POINT	6	158.00-
O/U	4	80.00-
S&WIN	193	569.65-
<b>TOTAL</b>	<b>282</b>	<b>4068.80-</b>

# BCLC New Owner Guide



## Free Ticket Counts

Free ticket counts is a physical count of Special Event tickets and Set For Life and other Instant tickets that were validated.

You are paid for those tickets under “Validations” under Instant (S&W) – amount credited is full retail value. To account for free tickets, subtract the number of free tickets given away from your inventory.

## Vouchers

Will be dispensed by a Self Service Terminal (SST) when cashing out. Needs to be validated on Altura for cash or an SST for further play.

## Commissions

Reported by game at 5% commission for invoice week.

## Administration

You will be charged a \$5 administration fee per week.

## Tickets

Represents Instant ticket purchases with ticket order number. Retailers receive a(n):

- 28 day credit on Instant 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.

## Buybacks

Seasonal/time sensitive S&W tickets, both loose and full packages may be subject to buybacks, as determined by BCLC.

## Incentive

Payments to Retailers for incentive programs (i.e.: Red, White and Blue).

Generally, all incentive payments over \$10 are paid by cheque. However, the Sales department can change this amount at their discretion.

FREE TICKET COUNTS		
SET FOR LIFE		12
TOTAL		12
VOUCHERS		
CASH	0	0.00
COMMISSIONS		
6/49		114.30-
BC/49		63.45-
XTRA		17.75-
LMAX		12.25-
XMAX		1.75-
KENO		19.35-
50/50		4.20-
ODSET		9.60-
TOTO		5.10-
POINT		8.65-
O/U		8.25-
TOTAL		264.75-
OTHER INVOICE DETAILS		
ADMINISTRATION	JAN17 08	5.00
TICKETS	JAN10 08	
17395820		2560.00
TICKETS	JAN10 08	
5682038		860.00
BUYBACKS	JAN17 08	
300150		95.00-
INCENTIVE	JAN17 08	
2456		95.00-

# BCLC New Owner Guide



## Product Adjustment

- Non-sellable tickets (i.e.: damaged tickets)
- Mixed ticket orders
- Any adjustment related to ticket product

## Hotline Adjustment

- Cancellation problems
- Validation problems

## Accounts Receivable Adjustment

- Retailer charge backs
- RSG charges
- Altura terminal relocations
- Altura terminal administration fees
- RSG uniforms
- Keno install-reimbursement
- Keno Promo
- Keno-Sports Action Promo
- TV installations
- Due date changes
- Retailer security deposit
- Non-Sufficient Funds charge
- Bank charges
- Payment in advance
- Product incentives
- Miscellaneous
- Seller's Prize

## Other

If there are more than 19 adjustments, the total of all remaining adjustments are added together and reported as one total – other.

PRODUCT ADJ 374636	JAN10 08 285.00-
HOTLINE ADJ 374637	JAN10 08 26.50-
AR ADJ 374635	JAN10 08 120.00
OTHER 374636	JAN17 08 60.00
TOTAL	3103.50
SUMMARY	
SALES	5310.00
CANCELLATIONS	17.00-
DISCOUNTS	60.00-
VALIDATIONS	4068.80-
VOUCHERS	0.00
COMMISSIONS	264.75-
OTHER INV DTLS	3103.50
AMT DUE TODAY	4002.95

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

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## 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.

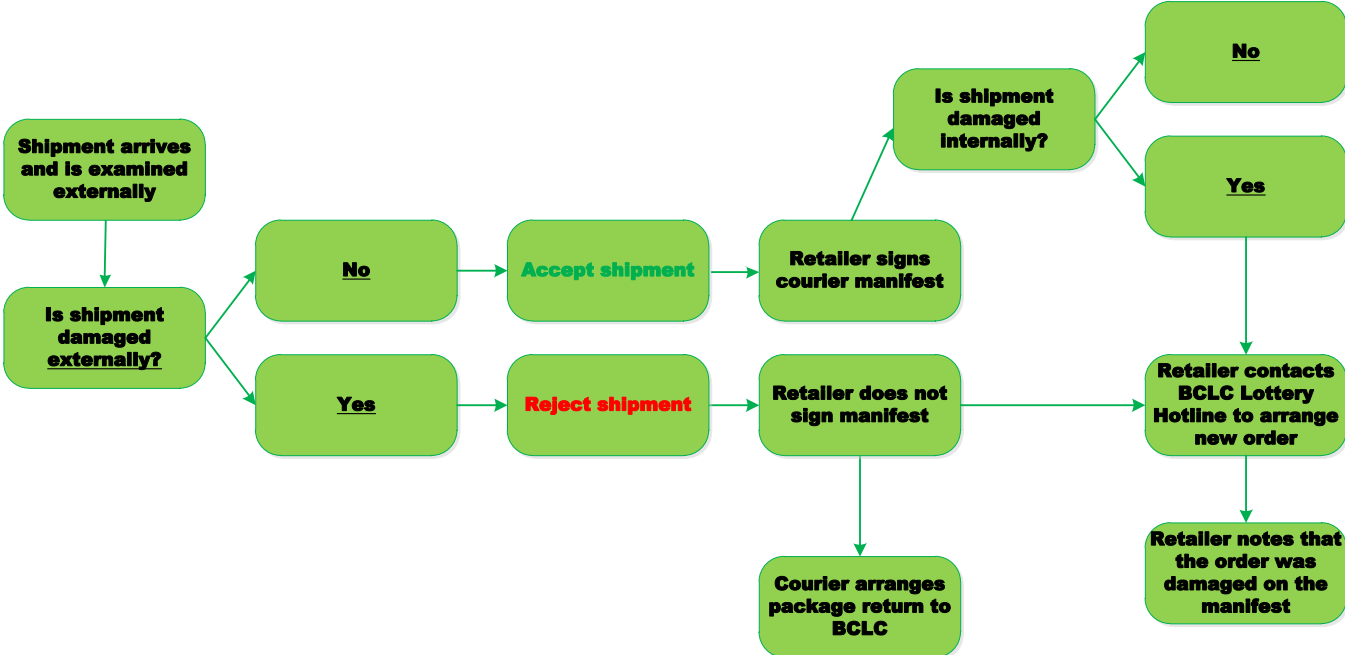
Any **internal damage** to the contents of the delivery package will result in the entire delivery being rejected. When the retailer accepts the damaged package, their signature must show that they have accepted the delivery as damaged. **The retailer must contact Hotline to advise the refusal.**



# BCLC New Owner Guide



## Process Flow



# BCLC New Owner Guide



## SCRATCH & WIN BUYBACK INSTRUCTIONS

To support retailers in keeping their trays fresh with current products that are attractive to customers, BCLC conducts four (4) buyback campaigns a year - *January, April, July & 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 <http://lotto.bclc.com/retailer-hub/scratch-win/buybacks-exp-tix.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](http://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](http://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.

# BCLC New Owner Guide



## BUYBACK TICKET FORM

Tip: download online at <http://lotto.bclc.com/retailer-hub/scratch-win/buybacks-exp-tix.html>. This form will do the math for you!

**APPROVED BUYBACKS**

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

**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: \_\_\_\_\_ DATE: \_\_\_\_\_  
 1. RETAILER STORE NAME: \_\_\_\_\_

Scratch & Win tickets listed on this form have been approved by BCLC for return.  
 Have your buyback package ready for pick up on your lottery delivery day  
 September 18, 2013 to September 25, 2013  
 Please do not call the courier company for a pick up of your Buybacks.  
 Scratch & Win tickets sent in with this form from BCLC will be returned to the retailer.

Example	Sample Game	2	17	217	\$0.95	206.15
Product Code	Game Name	# Full Packages	# Loose Tickets	Total Tickets Returned	Your Cost	Your Credit
2	3	4	5	6	7	8
<b>\$1</b>	312941 Express Crossword 100/pkg			0	\$0.95	\$0.00
	312936 Lucky Dollars 100/pkg			0	\$0.95	\$0.00
<b>\$2</b>	312934 Cherry Tripler 50/pkg			0	\$1.90	\$0.00
	313951 Hot 100s 50/pkg			0	\$1.90	\$0.00
	312940 Silver 7's 50/pkg			0	\$1.90	\$0.00
	312931 Instant 6/49 - Blue 50/pkg			0	\$1.90	\$0.00
<b>\$3</b>	312935 More Lucky Lines 50/pkg			0	\$2.85	\$0.00
	312943 Pirate's Treasure 50/pkg			0	\$2.85	\$0.00
	312928 Snakes & Ladders 50/pkg			0	\$2.85	\$0.00
<b>\$5</b>	312946 Diamond 7's 25/pkg			0	\$4.75	\$0.00
	312938 Scrabble 25/pkg			0	\$4.75	\$0.00
<b>\$10</b>	102902 \$100 Million Extravaganza 20/pkg			0	\$9.50	\$0.00
<b>\$20</b>	312918 BC's Pure Platinum 10/pkg			0	#####	\$0.00
<b>9 CREDIT OF BUYBACKS:</b>						\$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



## EXPIRING TICKETS FORM

Tip: download online at <http://lotto.bclc.com/retailer-hub/scratch-win/buybacks-exp-tix.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 listed are expiring							
and must be removed from your display case by _____ 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 100/pkg	*****		0	****	\$0.00
	312899	Hoppy Go Lucky 50/pkg	*****		0	****	\$0.00
	312890	Tic Tac Toe 50/pkg	*****		0	****	\$0.00
\$2	312895	2X Cash 50/pkg	*****		0	****	\$0.00
	312896-01	Bingo - Tea & Salsichia 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	372886	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
						<b>9. CREDIT OF BUYBACKS:</b>	\$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 \_\_\_\_\_ be returned to the retailer.

Example	Sample Game 100/pkg				217	\$0.95	206.15
Product Code	Game Name	# Full Packages	# Loose Tickets	Total Tickets Returned	Your Cost	Your Credit	
		4	5	6	7	8	
\$1						\$0.95	
\$2						\$1.90	
\$3						\$2.85	
\$5						\$4.75	
\$10						\$9.50	
\$20						\$19.00	
<b>9 TOTAL CREDIT OF BUYBACKS: \$</b>							

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". It contains three fields: "retailer number" with a four-digit grid, "date" with a horizontal line, and "retail store name" with 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 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



## APPENDIX:

### SAMPLE COURIER MATERIALS

1. Purolator courier bag:



2. Purolator Return Shipping Label:

