

Operational Blackouts

Impacts to your Lottery Business



In this information sheet you will learn about the reductions, and in some instances complete blackout, of BCLC services that may impact your Lottery business.

BCLC Services that will be impacted and when:

	What	Timeline (2024)	Duration
	Equipment Installations, Removals and Relocations	February 26 - June 28	4 months
	Change of Owners	April 29 - June 7	6 weeks
	Instant Ticket Orders (Scratch & Win, Pull Tabs and Web Cash)	May 13 – May 31	3 weeks
	Equipment Repairs	May 20 – 26	1 week



EQUIPMENT INSTALLATIONS, REMOVALS AND RELOCATIONS February 26 - April 14, 2024

Service levels will be reduced to allow BCLC Lottery Technicians the time needed to complete the Launch Day readiness for our 3000 Lottery retailers across the Province. Work with your Territory Manager if you are aware of any required equipment installations, removals or relocations during this timeframe.

April 15 - June 28, 2024

BCLC will not be conducting any equipment installation, removals or relocations during this time to allow Lottery Technicians the time needed to support Launch Day.



CHANGE OF OWNERS May 1 - June 7, 2024

Work with your Territory Manager if you are planning to sell your location during this period as there will be implications due to the installation of new lottery equipment.



Text or call Lottery Retail Support:
1-800-667-1649



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EQUIPMENT REPAIRS

May 20 – 23, 2024

As Lottery Terminals, Ticket Checkers, and Self-Serve Terminals are being removed from the market on May 26, repair services will gradually be restricted.

Retailer Locations	Final Equipment Repair Dates
Rural locations	May 20
Urban areas (dependent on equipment and technician availability)	May 23

Although not being removed from market, TVs may not be repaired during this period due to the availability of resources. TV's requiring repair will be completed after June 28, 2024.



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INSTANT TICKET ORDERS (COMPLETE BLACKOUT)

May 13 to May 31, 2024

Last order day is May 10th.

BCLC will not be shipping out any Instant Tickets (Scratch & Win and Pull Tabs) between May 13 - May 31.

BCLC's Inside Sales Representatives will not be making any outgoing calls during this time.

The weeks leading into the launch of new Lottery Terminals is a critical time to ensure accurate configuration and integration.

MAY 2024							JUNE 2024						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	1	2	3	4	28	27	28	29	30	31	1
5	6	7	8	9	10	11	2	3	4	5	6	7	8
12	X	X	X	X	X	X	9	10	11	12	13	14	15
X	X	X	X	X	X	X	16	17	18	19	20	21	22
X	X	X	X	X	X	1	23	24	25	26	27	28	29
2	3	4	5	6	7	8	30	1	2	3	4	5	6

Ticket orders will resume June 3rd.
Do not call in,
 BCLC will call you.

Instant Ticket Order Support

The Inside Sales Team will work with each Retailer to support proper levels of inventory prior to the order blackout period.

In anticipation of increased order sizes, to ensure you have inventory to sustain you through the blackout period, BCLC will be extending credit terms to 42 days.

Extended Credit Terms – all orders placed April 22 to May 10, 2024 will receive an additional two (2) weeks of credit. Instead of 28 days, credit terms will be 42 days.

April 22 - May 10 extended credit terms will have due dates of June 3 - June 21, 2024.

This extended credit term will not be reflected on the corresponding Packing Slip, but you will see it reflected on the corresponding Invoice.

Ticket Order Resumption Plan

Prior to the resumption of Ticket orders, it's essential for BCLC to confirm the stability of the system. The plan is for Ticket orders to restart on June 3, 2024, one week after the launch of new Terminals. BCLC Inside Sales will strategically contact accounts as part of the Ticket order resumption plan.



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Questions & Answers

INSTANT TICKET ORDERS (COMPLETE BLACKOUT)

Are supplies such as Lotto Paper and Selection Slips included in the period?

BCLC will be able to send emergency orders for supplies during this period. However, we do encourage all Retailers to plan accordingly and order enough paper to sustain the sale of Online Games during the blackout period.

Also, please keep in mind, old Selection Slips will not work on your new Lottery Terminal. All Retailers will be receiving a shipment of new Selection Slips to use after your new Terminal is installed.

What happens if I run out of Instant Tickets during this timeframe?

Unfortunately, BCLC will not be able to send out any Tickets between May 13 - May 31. This includes Scratch & Win and Pull Tab Tickets, as well as Web Cash. We strongly encourage you to stock up on your best-selling Tickets to support these few weeks.

Will BCLC provide me with extended credit terms to support my store carrying extra inventory?

Yes, BCLC understands that we are asking you to increase your order above normal ordering patterns and will be supporting by extending credit terms to 42 days on orders placed between April 22 and May 10, 2024.

CHANGE OF OWNERS & EQUIPMENT INSTALLATIONS, REMOVALS AND RELOCATIONS

Who do I contact if I am planning to sell, renovate or relocate my Lottery Equipment between February 26 to June 30, 2024?

If you anticipate any changes to your business that impacts the Lottery Equipment during this timeframe, contact your BCLC Territory Manager to discuss.



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