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UPDATE Lottery Retailer Policy Manual

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Call or text Lottery Retail Support:
1-800-667-1649



Lottery Retailer Policy Manual

Updates Effective May 26, 2024



On May 26, 2024, BCLC is rolling out an updated BCLC Lottery Retailer Policy Manual to reflect the functional changes of new lottery terminals and associated software. An overview of the policy changes are outlined in this Retailer Information Sheet and any new or revised policies, procedures or operational instructions will be communicated to Lottery Site Employees and Site Managers as part of the Lotto Transformation training program.

WHAT'S NEW?

Handling, Selling & Inventory Management for Scratch & Win

Sale of Tickets – Section 4.2 to 4.3 and Section 4.6.1

Ticket Cancellations and Returns – Section 5.2 and Section 5.4

Financial Charges – Section 7.2 to 7.3

Remedies for Ticket Activation Issues – Section 8, Code 2



As BCLC transitions to single ticket activation and a new selling model, we're implementing new policies outlining Lottery Retailer responsibilities for ticket orders and Scratch & Win. The policies cover inventory management, order receipt, ticket activation, unsold ticket returns, charges for unreturned inventory, and compliance remedies for selling inactive tickets.

Note: Required procedures and operational instructions for these changes are detailed in the various Lotto Transformation Training Materials located on the BCLCRetailerHub.com.

Lottery Certification Policy

Lottery Certification Eligibility & Conduct Standards for Lottery Site Employees - Section 2.2.1

Individuals who have engaged in conduct deemed contrary to public interest or harmful to the integrity, security, or reputation of BCLC or lottery gaming in British Columbia may not be eligible for Lottery Certification. Section 2.2.1 outlines Lottery Retailer responsibilities concerning these individuals and their prohibition from interacting with lottery product and services.



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WHAT'S CHANGED?

Additional Definitions & Clarity for Lottery Retailer Roles

Definitions

To clarify the various roles in managing, handling, selling and validating lottery products at a Lottery Retailer, additional terms such as Site Registrant, Site Manager, and Lottery Site Employee are defined and employed in the policies.

Note: These changes do not bring about any operational changes, including those related to GPEB registration and Lottery Retailer Database management.



Ticket Validation and Prize Payout



Validations - Sections 6.1 to 6.6 and Section 6.8 to 6.9

Ticket validation protocols have been updated to reflect the new functionality of lottery terminals and associated software as well as to clarify existing lottery operating requirements.

Prize Payout – Section 6.7

Prize Payout Limits and Lottery Retailer expectations for prize payment are updated to reflect new lottery terminal functionality. Lottery Retailers now have the option to pay or not pay all prizes of \$2,000.00 or less.

Other General Revisions

Other general revisions have been made throughout the policy manual to incorporate newly defined terms, integrate updated lottery terminal functionalities, and provide general updates to best clarify current standards.

While policy changes will be communicated as part of the Lotto Transformation training program, BCLC encourages Site Registrants and Site Managers to review the updated policy manual and ensure their Lottery Site Employees understand these obligations. The updated policies form part of the Lottery Retailer Agreement between BCLC and a Lottery Retailer.



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Questions & Answers

Do the revisions to the BCLC Lottery Retailer Policy Manual have a significant impact on lottery operations at my site?

Yes, the policy manual has undergone significant updates to reflect the functionality of the new lottery terminals and associated software, along with the transition to single ticket activation for Scratch & Win products. These changes, along with any new or revised procedures and operational instructions, will be communicated to Lottery Site Employees and Site Managers through the comprehensive Lotto Transformation training program. This includes extensive communications before and after implementation, as well as both in-person and online training opportunities.

Do I need to review the updated BCLC Lottery Retailer Policy Manual?

Yes, Lottery Retailers are responsible for providing lottery Services in compliance with the Lottery Retailer Agreement, the Policies and Applicable Law. Additionally, Lottery Retailers are responsible for ensuring their Lottery Site Employees comply with the obligations set out in the Policies.

BCLC recommends that Site Managers and/or Site Registrants review and understand the updated policy manual which can be [found here](#).

Where can I find the updated BCLC Retailer Policy Manual?

You can find an electronic copy of the updated [Lottery Retailer Policy Manual here](#) on the BCLC Retailer Hub Transformation web pages. Areas of revision are highlighted in red.

The [Retailer Policy Manual](#) page on the BCLC Retailer Hub will be updated on May 26, 2024, with the policy revisions.



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