

# Scratch & Win Ticket Returns

## Questions & Answers



### Do I need to scan tickets for return on the Lottery Terminal?

Yes. Tickets being returned to BCLC must be scanned.

- Scan the barcode on the pack insert when returning a Ticket Pack, and
- Scan the Sales Matrix on the back of the ticket for loose tickets.
- **Best Practice:** cover any non-targeted barcodes the scanner may pick up

Returns that do not include a Return Slip will be shipped back to the Site for correct processing.

### When can I expect my credit?

BCLC recommends returning your tickets as soon as possible after the campaign starts. Returns are processed on a first-in basis and processing time will vary and is dependent on the volume of returns. Credit, where applicable, will be issued within 28-days, or thereafter.

### How will return credits display on the reporting?

It's important to remember that credit is applicable for only Traditional Tickets and pre-activated Activation Tickets. Once BCLC reviews and approves your Return Order:

- On the **General Terminal Report**, return credits will display under the **Returns** subsection.
- On the **Invoice**, return credits display in the **S&W / Pull Tab Games** section in a subsection called **Returned Tickets**.

### What's the policy on expired Tickets?

Tickets must be returned before they expire to avoid incurring the cost of the expired Ticket. BCLC maintains its policy of not issuing credit for expired Traditional Tickets.

### Can I use old shipping materials I have on hand to return Tickets to BCLC?

Please dispose of old courier materials and use the provided materials shipped to you at the start of the campaign to ensure shipping trackability.

### What do I do if there is a discrepancy between by records and the amount BCLC credits to my account?

Contact Lottery Finance and Banking (1-800-667-0710) with any questions related to your Invoice and return credits.



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

