

3 Steps to Validate a Ticket

Compliance Awareness

1

Ask for a signature on every ticket you check (Online and Scratch & Win)

**2**

Scan and validate the ticket using the Lottery Terminal

**3**

Return **EVERYTHING** to the Player.

Return the original ticket, respective slips, and prize across the counter making everything accessible to the Player. This includes winning and non-winning tickets.



Validation Mystery Shops are ongoing throughout BC.

The goal of Validation Mystery Shops is to demonstrate that Retailers handle lottery products with integrity and provide players the resources they need, or want, to verify their ticket was the one validated and its outcome.

Please see Service Standard Remedies within the Lottery Retailer Policy Manual - Section 8 – for 'Validation issues Not Related to Fraud / Theft'.



Contact your **Territory Manager** or
Lottery Hotline: 1-800-667-1649



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Validation Mystery Shop Criteria:

Retailers will receive a “fail” if they do not perform one or more of the following:

1. Return the correct prize
2. Return the original ticket
3. Return the validation slip

- You must make everything accessible to the player after completing the validation on the lottery terminal.
- Make ALL SLIPS accessible to the customer – the original winning & non-winning ticket, the validation slip, and the prize, when applicable. The player is the rightful owner of all the slips and there may also be Replay and/or Exchange tickets during the Validation process.
- Players may choose to discard the slips, direct you to discard them or leave them behind.



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