PROLINE Sports
How to Sell

PROLINE

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  - Proline Sports Website

- **Retailer Action – Scan and Print**

- **Review Bet Details**

- **PROLINE - Invalid QR Code**

- **TOTO – Invalid QR Code**
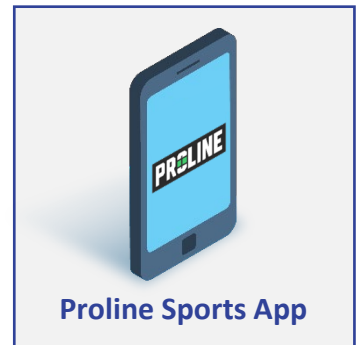
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This document will provide details on how the Player creates a PROLINE Sports Bet Slip and completes their purchase at a Lottery Terminal

Player Action - Create a Bet Slip

The Player can create a Bet Slip QR Code two different ways:

Proline Sports App

1. The Player downloads the Proline Sports App (available for Apple and Android devices)

2. Finds the league(s) or game(s) they are looking for and select their picks

3. Player reviews their picks and enters their wager amount. When ready, hit the Create QR Code button to generate a QR Code with their selections.

Proline Sports App

Proline Sports Website

1. The Player visits the Proline Sports Website: Proline.BCLC.com

2. Finds the league(s) or game(s) they are looking for and select their picks

3. Player reviews their picks and enters their wager amount. When ready, hit the Create QR Code button to generate a QR Code with their selections.

4. Print or capture an image of their QR code

Proline Sports Website

Complete the Purchase

To lock in their selections, the Player brings their QR code to a Lottery Retailer. The Lottery Retailer scans the QR code and pays for their Proline or TOTO Ticket.

▶ Watch More

Player Instructional Video

Text or Call Lottery Retail Support:
1-800-667-1649
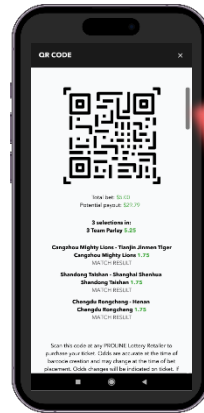
lotto! Retailer Hub
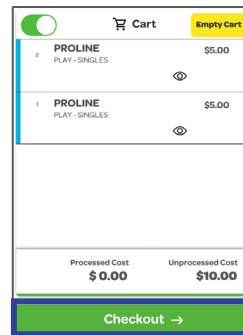
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Retailer Action – Scan and Print

1. Retailer scans QR Code through the Lottery Terminal with Lotto Scanner

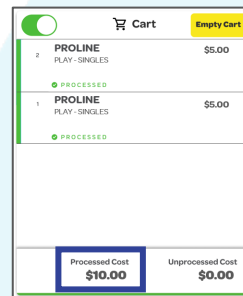   - For best practice, have the Player holds their phone

Lotto Scanner

2. Ticket(s) will automatically be added to the Cart

3. Tap **Checkout,** Ticket(s) will print and collect payment as indicated in the Cart as **Processed Cost**

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

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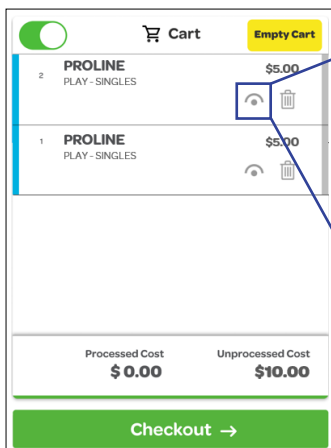
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PR⚬LINE

Proline - Bet Details

The Player can confirm the details of their PROLINE wager prior to purchase. Select the **Eye Icon** in the Cart. A **Bet Details** pop up will appear on the Lottery Terminal and the Player Screen providing the following information:

1. Event and Market
2. Selection
3. Current Odds, along with a ⬆ or ⬇ to indicate if the odds have changed
4. Total Bet Amount and Potential Return

Please note: TOTO Tickets **do not** have this function

Bet Details		**PR⚬LINE**
1 EVENT/MARKET	**2** SELECTION	**3** ODDS
Vancouver Canucks vs. Nashville Predators	Vancouver Canucks	1.70
Colorado Avalanche vs. Minnesota Wild	Colorado Avalanche	⬆ 1.98
Dallas Stars vs. Buffalo Sabres	Dallas Stars	⬇ 2.19
	4 Total Bet Amount $5.00	Potential Return $29.35

Bet Details Pop Up:
Lottery Terminal & Player Screen

Change in Odds
If there is a change in odds, the change will be captured on the Player's Ticket with ⬆ / ⬇

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PROLINE

PROLINE - Invalid QR Code

After scanning a Player's QR Code with a **PROLINE selection no longer valid** (e.g. a game has already started), this error message will display on the Lottery Terminal and Player Screen:

(!)

One or more of the markets/selections in this betslip is no longer valid

Close

Lottery Terminal

PROLINE

One or more of the events in this betslip is no longer valid

Player Screen

Retailer Action

1. Tap **Close** on pop-up

2. Inform the Player that their QR Code **is no longer valid** and to review the Betslip on the PROLINE Sports App or Website

*Please note that nothing will be added to the Lottery Terminal Cart

! If the Player continues to have issues creating a valid QR Code on the BCLC PROLINE App, get them to call **BCLC Customer Support @ 1-866-815-0222**

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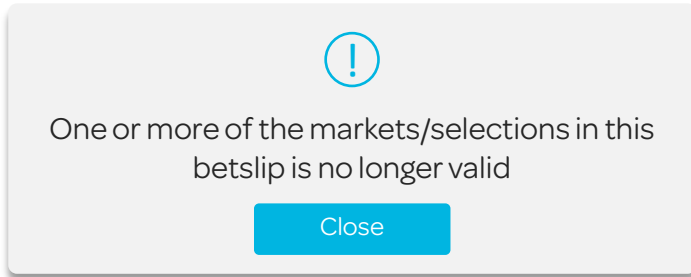**1-800-667-1649**

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PROLINE Sports
How to Sell

PR⬛LINE

TOTO - Invalid QR Code

After scanning a Player's QR Code with a **TOTO selection no longer valid** (e.g. a game has already started) the following scenario will occur:

Retailer Action

1. TOTO Selection will be added to the Cart with no indication of an error

2. When tapping **Checkout**, the **Error Message AN UKNOWN ERROR HAS OCCURRED** will display on the TOTO line item in the Cart

3. Tap the **Trash Can icon** on the TOTO line item to delete from the Cart

4. Inform the Player that their TOTO QR Code **is no longer valid** and to review the TOTO Betslip on the BCLC PROLINE App or Website

> If the Player continues to have issues creating a valid QR Code on the BCLCL PROLINE App, get them to call **BCLC Customer Support @ 1-866-815-0222**

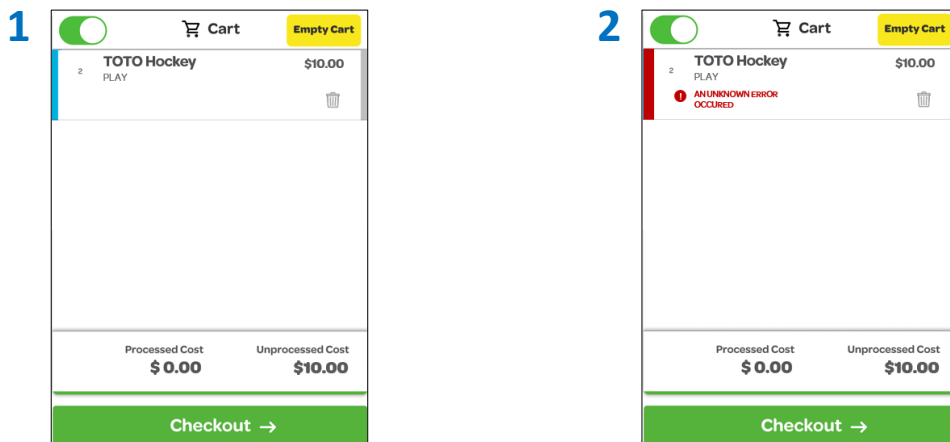Text or Call Lottery Retail Support:
1-800-667-1649

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Questions & Answers

Does a Player need to download the BCLC PROLINE App to play?

No. If a Player is unable to download the BCLC PROLINE app on their phone, they can create their bet slip on their computer or visit PROLINE in a web browser. The process will be similar - once they're done creating a bet slip, they will need to take a screenshot or print out of the generated QR code or bookmark the web page where they have created their bet slip. When they get to the retail location, they can scan their QR code to receive a printed ticket.

Will a Player still be able to play without an account?

Yes, PROLINE Players will not need an account

Will I be required to print out PROLINE or TOTO Menus?

No. PROLINE and TOTO menus will **ONLY** be available on the BCLC PROLINE App or website

How much can a Player wager?

The maximum amount a Player can wager is $100. If a Player would like to wager more, they will be required to create a separate bet slip.

Is PROLINE an online betting experience for Players?

No, this is not an online sports betting experience. PROLINE is a retail sportsbook. It does not require an account and payment cannot be made within the app or on the website.

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Questions & Answers

How will PROLINE and TOTO sales show up on my General Terminal Report that I print from the Lottery Terminal?

PROLINE and TOTO will be added line items on your General Terminal Report. That will be the only change to your General Terminal Report. See below:

```
            Report – CUSTOM
     Mon. 06 Nov 2023 – Sun. 12 Nov 2023
              Retailer 10259
             Terminal 1025901
          Time 13. 11. 2023 13:35:20

              Per Terminal

                 Sales
     3 TOTO                      $3.00
     1 Lotto Max                 $5.00
     22 PROLINE                $402.00
     SUBTOTAL                  $410.00

           Sales - Commissions
     3 TOTO                       $0.15
     22 PROLINE                  $20.10
     SUBTOTAL                    $20.25

                Validations
     2 TOTO                       $2.00
     SUBTOTAL                     $2.00

         Validations - Commissions
     2 TOTO                       $0.04
     SUBTOTAL                     $0.04

               Cancellations
     SUBTOTAL                     $0.00

        Cancellations - Commissions
     SUBTOTAL                     $0.00
```

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PROLINE Sports
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Questions & Answers

Will PROLINE be part of BCLC's Sales Commission?

Yes, PROLINE Tickets are part of BCLC's Sales Commission. The Sales Commission of 5% is paid on the sale of all Lottery products.

Review the Retailer Commissions information <u>HERE</u>

What App do Players need to have to play BCLC's PROLINE?

Players will have to download the **BCLC PROLINE App**. The BCLC PROLINE App has a **BC** on the App Icon to help Players download the correct App.

PLEASE NOTE, if the Player attempts to use another PROLINE App, they will be unable to place a bet through the BCLC's Lottery Terminal.

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