

# Scratch & Win



## September 2024 Buyback Campaign

This information sheet includes an overview of key topics related to processing returns for the September 2024 Buybacks Campaign.

### What's Staying the Same?

- BCLC will provide clear communications, outlining the specific Tickets that need to be returned.
- Retailers will receive printed copies of the Ticket images sheets and return courier materials.
- Retailers must return the physical Tickets to BCLC to complete the return.

### What's Changing?

- No more printed forms to return to BCLC.
- **Tickets must be scanned on the Lottery Terminal producing a Return Slip. (loose tickets and full packs)**
- **The Return Slip(s) must be returned with the physical Tickets.**



**The September Buyback Campaign includes Traditional Tickets only**

### Tips to Streamline Your Ticket Return Process

- Reduce the number of single ticket returns:
  - Keep books intact until ready to sell
  - Sell through single tickets
- Minimize interruptions:
  - Schedule scanning your ticket returns before or after operating hours, or during downtime
- Make a plan for what to scan:
  - Each Return Slip has a maximum of 100 lines, plan your batches accordingly
- Bundle tickets with accompanying Return Slip



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**For step-by-step instructions on how to return Scratch & Win Tickets**



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



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### Scanning Tips – Avoid Errors



Both the Lotto Scanner and the Terminal Ticket Tray are highly sensitive which may inadvertently cause challenges. **To avoid this, watch the screen to confirm that the intended item was added to Cart, and correct any incorrect scans BEFORE tapping Place Order.**

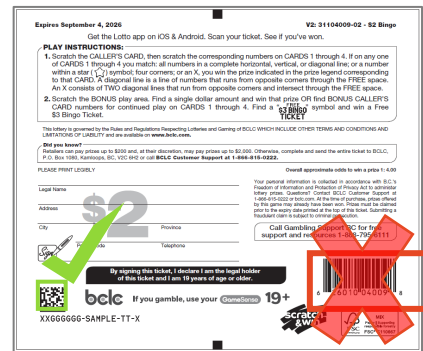
#### 1. LOOSE TICKETS: Scanning the Sales Matrix

##### Potential Error:

The scanner may pick up the UPC barcode.

##### Best Practice:

Cover the UPC when scanning the Sales Matrix



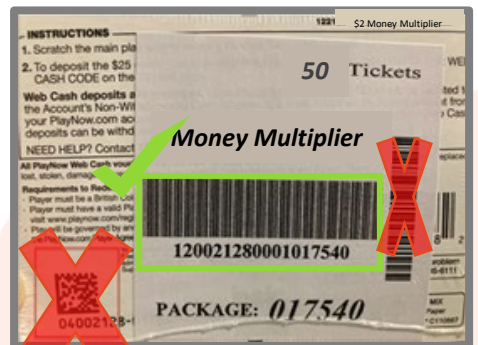
#### 2. TICKET PACKS: Scanning the Pack Insert

##### Potential Error:

The Scanner may pick up the Sales Matrix on the top ticket in the Pack and NOT the Pack barcode.

##### Best Practice:

- 1) Cover any visible non-target barcodes (Sales Matrix or UPC).
- 2) After scanning a Pack, review the line item to see if it shows 'Book' vs 'Ticket'. If it displays '**Ticket**', use the **Trash Can** to delete the line item BEFORE tapping Place Order. Rescan the Pack barcode until it successfully displays 'Book'.



- 3) If the 'Place Order' button is selected without realizing that the wrong item was scanned (Ticket instead of Book), and as a result, the pack has been split, then the remaining tickets need to be scanned individually to complete returning the entire pack.



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### Rejected Ticket Returns

Expired or previously reported lost or stolen Tickets or Ticket Packs will be rejected and will not be included in the Return Order or on the Return Slip.

An error will display below the line item, after the Order is submitted. The Return Order has been placed; however, the identified line item(s) will not be included in the Return Order or on the Return Slip.

Remove the physical Tickets that have been rejected from your Return order.

If you have tickets that have expired, contact Lottery Retail Support.

The screenshot shows the 'Instant Games' section of the bclc system. The 'Return Ticket/Pack' tab is active. A table lists six tickets, with items 4 and 5 highlighted in orange and marked as rejected (red X icon). Item 4 has an error message: 'Product inventory date has passed. ProductId = [1] 402. Inventory End Date = 2023-04-19T 06:59:59'. Item 5 has an error message: 'Product inventory date has passed. ProductId = [1] 402. Inventory End Date = 2023-04-19T 06:59:59'. To the right is a barcode scanner interface with a numeric keypad and 'Clear' and 'Print' buttons. The bottom of the screen shows the 'mtralot' logo, a '25' age restriction icon with the text 'Look under 25? Ask for ID!', and the 'bclc No Play At Work' logo.

#	Game	Pack	Type	Status
1	\$5 BINGO MULTIPLIER - BEIGE&BLUE	0500114000395500	Ticket	✓
2	\$5 BINGO MULTIPLIER - BEIGE&BLUE	0500114000395501	Ticket	✓
3	\$5 BINGO MULTIPLIER - BEIGE&BLUE	0500114000395502	Ticket	✓
4	\$5 BINGO MULTIPLIER - BEIGE&BLUE	0400111408013700	Ticket	✗
5	\$5 BINGO MULTIPLIER - BEIGE&BLUE	0400111408013701	Ticket	✗
6	\$5 BINGO MULTIPLIER - BEIGE&BLUE	0400111408013702	Ticket	✗



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### Do I scan Traditional Tickets on the Lottery Terminal?

Yes. In order to return tickets to BCLC they must be scanned. This includes Traditional Tickets.

- 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

The September Buyback Campaign includes only Traditional Tickets, they must all be scanned to print an accompanying Return Slip(s) before returning them to BCLC.

Buybacks that do not include a Return Slip will be returned to the Site for correct processing.

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

Return Orders submitted on the Lottery Terminal will be accumulated into one total on the reporting.

- 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 Traditional 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?

BCLC will ship the required materials to return your Tickets, including courier bags and a custom-printed return shipping label with your location's address on it. Please dispose of old courier materials and use the provided materials to ensure shipping trackability.

### What do I do if there is a discrepancy between the total of my return slips 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.



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