



Welcome to the Hospitality Network

Resource Manual for Lottery Retailers

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The focus of this document is to provide new Owners and Managers the tools needed in order to feel proficient operating and managing their lottery products in a hospitality environment.

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Location Name _____

Retailer # / RETID (5- digits) _____

LOTTERY MANAGEMENT

WHAT DO I DO ON MY FIRST DAY IN THE HOSPITALITY NETWORK?

Call Lottery Retail Support at 1-800-667-1649 to activate your Altura terminal and Self-Service Terminal (SST). Only a designated BCLC contact person may call for activation. Lottery Retail Support will tell you your retail numbers and then program your chosen pass numbers. To sign on, enter the retailer numbers and pass numbers into the respective terminal.

HOSPITALITY NETWORK DAILY TASKS:

- Sign On to your lottery terminal and review terminal messages for any new messages
- Reconcile Pull Tab Sales
- Reconcile Lottery Terminal sales
- Update signage to reflect current jackpot amounts
- Reconcile SST Cash

WHO IS MY BCLC SALES CONTACT?

Your BCLC Territory Manager is _____.

SWEEP DAY (BANKING DAY)

Your Sweep or Banking Day occurs weekly, on _____.

- Invoices arrive by email as an attachment to the LRA Signatory, providing the week's sales and indicating the "Week's Total Amount Due".

HOW DO I ORDER PULL TAB TICKETS AND SUPPLIES?

Call Lottery Retail Support and follow the prompts to place a ticket or supply order. A BCLC Inside Sales Representative will return your call.

BEFORE THE CALL:

- Check and list supplies to be ordered
- Review Pull Tab inventory; review Pull Tab Line-Up available in Terminal Messages

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FREQUENTLY ASKED QUESTIONS

What should I do if I have equipment problems?

Call Lottery Retail Support at 1-800-667-1649. Have your four Retailer number ready.

Are there online resources available for Lottery Retailers?

Go to the BCLC Retailer Hub at www.bclcretailerhub.com for comprehensive training resources, as well as information on games, guides, promotions and compliance.

Where can I find a list of all available Pull Tab tickets?

The Pull Tab list can be found on the Retailer Hub at <http://lotto.bclc.com/pull-tabs/tickets.html>, on BCLC Retailer Hub or in your Terminal Message Center.

What if I need additional supplies or tickets before my call day?

You can order tickets by calling the Lottery Retail Support. Follow the prompts to place a ticket or supply order. An Inside Sales Representative will return your call. This service is available during regular business hours.

What if my order does not arrive?

Call Lottery Retail Support. Choose Late or Missing Shipments from the menu. Track and Trace service is available during regular business hours; a BCLC Distribution Specialist will assist you.

What is a Sweep Day?

Sweep Day refers to your banking day; the day BCLC sweeps your account. Sweep days occur weekly on the same day each week.

What if I do not have enough funds in my account for my Sweep Day?

Insufficient funds will result in a \$50 Non-Sufficient Funds ("NSF") fee.

What if I have a question about my banking?

For banking and/or invoice related questions, call BCLC's Lottery Finance and Banking at 1-800-667-0710 or email KAMAcntCreditAdmin@bclc.com.

What if a player has a question?

Players can call BCLC Customer Support at 1-866-815-0222. The telephone number can be found on the back of all lottery tickets or on the website at www.bclc.com.

Can I return Pull Tabs?

Guidelines for the return of Pull Tabs include:

- Pull Tabs are only credited if a retailer has sold their location and the box is sealed and is a current game.
- When a location closes, loose pull tabs are picked up in order to be shredded, but no credit is given as they cannot be resold.
- Sealed boxes of Pull Tabs may be transferred during a Change of Owner or as a regular transfer, however, loose Pull Tabs cannot be transferred.

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RETAILER DATABASE—POLICY STATEMENT

In accordance with applicable privacy laws, BCLC maintains a database of all persons who are Lottery Retailers.

Management at individual retail locations provides the names of all new Lottery Retailers within **30** days of their start dates. This information will be retained by BCLC in a Retailer Database.

Management at lottery retail locations are responsible for notifying BCLC within **30** days of any change in employment status of a Lottery Retailer. Employment status changes include but are not limited to:

- Resignation or dismissal from work at that location;
- Transfer to a different role where they will no longer handle BCLC lottery products;
- Transfer to a different retail location or branch; and
- Leave of absence for more than one (1) year.

A person's status as a Lottery Retailer remains for one (1) year after that Lottery Retailer ceases to operate a lottery terminal or handle BCLC lottery products.

Access to the Retailer Database or to information contained within it will be restricted to BCLC and Gaming Policy and Enforcement Division employees with a demonstrated business need.

What is My Role as an Owner?

Retailers have three (3) options when updating their Retailer staff lists:

- Visit www.bclcretailerhub.com click on the Training menu, then go to the "Staff Update Form" and complete the form.
- Advise your BCLC Territory Manager during a sales call/visit; or
- Call Lottery Retail Support at 1-800-667-1649 to inform BCLC of any change of staff.

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LOTTERY RETAILER CERTIFICATION

POLICY STATEMENT

BCLC requires all active Lottery Retailers to complete their Lotto Certification in order to qualify to perform lottery related duties. Lottery Retailers are certified for the type of lottery responsibilities required by the lottery retail location where they are employed.

All persons defined as Lottery Retailers must become BCLC certified within **60** days of being identified and entered into the BCLC Retailer Database. Exempt from this policy are Lottery Retailers who are signatories to the Lottery Operation Agreement but who at no time operate a lottery terminal or handle, sell and/or validate lottery products.

To become certified, a retailer participates in training and completes the BCLC certification.

Certification remains valid as long as the Lottery Retailer continues to operate the lottery terminal or handle lottery products, or until a new certification standard comes into effect.

Lottery Retailer certification expires one (1) year after the day they cease to operate the lottery terminal or handle lottery products, or if that date is not known, one (1) year after the date that BCLC was advised of their departure.

What is My Role as an Owner?

Ensure all staff who operate the lottery terminal or handle, sell and/or validate lottery products at your location have completed certification. Certification can be completed online via the Retailer Hub at <https://www.bclcretailerhub.com/training/get-lotto-certified.html>.

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Steps to Get Lotto Certified

Step 1

Check that your manager has added your name to the BCLC Retailer Database. You can access online certification three (3) business days after your name has been added.

Step 2

Go to www.bclcretailerhub.com

- Click on [Training](#)
- On the [Get Lotto Certified](#) page, click on the [Start Lotto Certification](#) button

Follow the steps below:

- Input your **First Name**, **Last Name** and **Retailer Number** (the 4 digit number used to sign onto your lottery terminal)
- Follow the prompts and input your **Middle Initial**, **Date of Birth** and **Email Address**.
- The system will generate your unique User ID and a temporary password.
- **Sign in** using your User ID and temporary password. Follow the prompts to create a new password.
- **Complete the course** → From the My Learning homepage click the '**Start Course**' button to launch the BCLC Lotto Certification course.

Step 3

Print or save your **certificate** from the History link on the Homepage as soon as you complete the course.

If you experience difficulties, please contact Lottery Retail Support at 1-800-667-1649 or email RetailerFeedback@BCLC.com for troubleshooting.

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RETAIL NETWORK SALES INVOICE

- Invoices arrive by email as an attachment to the LRA Signatory
- Invoices arrive 1 business day before your sweep day. Transactions on your invoice will be cutoff at midnight, 3 business days before your sweep day.
- All Terminals at your location will be represented on this single invoice
- Sales breakdown by product/brand type is not represented on the invoice.

For invoice details click [here](#).

LOTTERY RETAILER POLICY MANUAL

Find clear guidelines on how to sell, validate and payout lottery games. Adhering to these policies will help you to build public confidence in lottery games and increase your customer loyalty.

For the Lottery Retailer Policy Manual click [here](#).

Compliance:

Make special note of [Section 8 – Lottery Retailer Agreement Service Standard Remedies](#). BCLC will apply these guidelines in determining the appropriate remedies for service standard deficits or failures, breach of the LRA or Policies, and integrity or security incidents.

Avoid Disciplinary Action:

Be sure to review the rules and regulations for selling lottery products with all new employees. The Lottery Operator Agreement signatory 'owns' all disciplinary action, not the staff person.

If you or your staff make a mistake contact the Lottery Retail Support for help.

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INVENTORY TRACKING SHEET

Tip: download online at <https://www.bclcretailerhub.com/content/dam/retailerhub/retailer-information/operations/hn-inventory-sheet-standard.pdf>.

Game name: _____

Game name: _____

Date Order Received	Invoice #	Package Number	Sign Out Date	Initials	Date Order Received	Invoice #	Package Number	Sign Out Date	Initials

**In case of theft, you have the package numbers that are sealed and those that have been opened to report to BCLC and your insurance company.*

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INVENTORY ORDER SHEET

Tip: download online at <https://www.bclcretailerhub.com/retailer-information/hospitality-network.html>.

Hospitality Network Inventory Order Sheet



Call Day:

Call Time:

\$	Ticket name	# tickets per box	cost per box	profit per box	last call amount left	+ boxes ordered last call	- amount on hand this call	= sold last 2 weeks	# boxes to order		Check Supplies	On Hand	To Order
50 ¢ games	Bar 10	2700	\$270.00	10.0%							Altura Thermal Paper		
	Lady Luck	3000	\$350.00	11.7%							Keno Pencils (Box)		
	Baked	2700	\$316.00	11.7%							Hotline Envelopes		
	Riches from Uranus	2700	\$310.00	11.5%							Purolator Security Bag		
	Jokes	2700	\$310.00	11.7%									
	Flaming 7s	2700	\$316.00	12.1%									
	Oh Ship!	2700	\$313.00	11.60%									
\$1 games											Selection Slips		
											6/49 Slips		
											Combo Slips		
											Lotto Max Slips		
	Buck-A-Roo	1800	\$360.00	10.0%							Lotto Max Combo Slips		
	Pacific Royale	2550	\$680.00	13.3%							Keno (Box)		
	BC Casino	3600	\$960.00	13.3%							Keno Bundle		
	GivEm A Pull	2700	\$633.00	11.7%							Keno Pattern Play		
Fork It	2700	\$633.00	11.7%							S/A Props			
Doggy Styles	2700	\$620.00	11.5%							S/A Over/Under			
Gold Digger	2700	\$633.00	11.7%							S/A Point Spread			
Hard to Swallow	2700	\$633.00	11.7%							Toto			
\$2 games											Plastic Table Card Holders		
											Price Point Cards		
											Mix Bag Price Point Cards		
											Buyback Package		
											Ink Refill		
											Security Pen		
											Withdrawal Form		
											POS		
											Game Sense Brochures		

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VALIDATING PULL TAB TICKETS

Pull Tabs are off-line tickets sold in BCLC's hospitality network and select retail locations only.

When validating a Pull Tab:

- Only validate Pull Tabs purchased from your location
- Only pay Pull Tab ticket winnings during a player's visit at your location
- You must pay the top prize level of any Pull Tab sold at your location

VALIDATION PROCESS

Paying a winning Pull Tab ticket is a 3-step process

STEP 1: CONFIRM THE PRIZE AMOUNT

Check the prize amount indicated in the winning window on the front of the Pull Tab ticket.



STEP 2: MUST PAY THE PRIZE

Pay the corresponding prize amount.



STEP 3: DEFACE THE PULL TAB

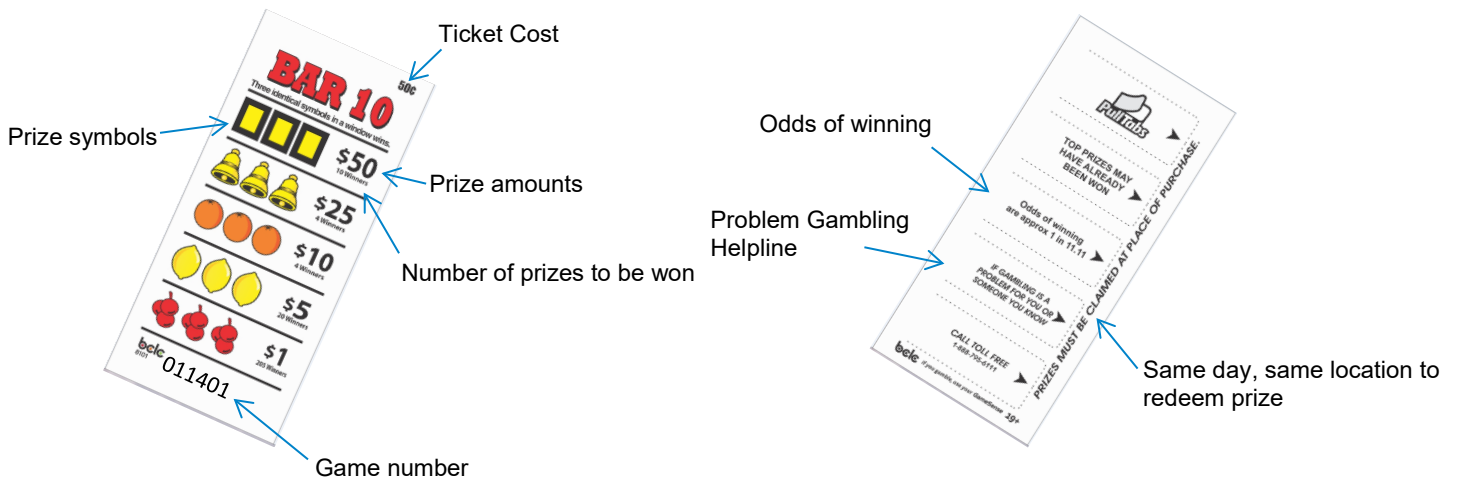
Cross out the back of the winning Pull Tab with a permanent marker indicating it has been paid.



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PULL TAB FEATURES



Win Code verifying sheet

WIN CODE FOR BCLC "BAR 10"

Validate Winning tickets with unique Win Code numbers below Prize Amount:

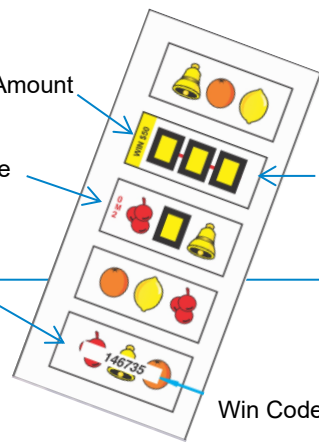
Pull Tab Code: 8101 Pull Tab Name: "BAR 10"

Pull Tab Game No.: 011401

\$50	\$25
800843	878544
011835	809158
677792	714563
961013	924273
677626	
447418	
665866	
612033	
702031	
136900	

QC: _____

146735



Symbols and Alpha Codes(Prize Values)

- \$50 = M
- \$25 = H
- \$10 = W
- \$5 = B
- \$1 = X

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PULL TAB FEATURES

- Ticket name is indicated on the front of each ticket.
- Ticket cost is indicated on the front of each ticket.
- Pull Tab game number appears on the front of each ticket. Verify that the ticket was purchased from your location.
- Prize symbols and their value appear on the front of each ticket. Match three identical symbols in a window to win the corresponding prize. Prize amount indicated in winning window.
- The number of prizes to be won in each category is indicated on the front of each ticket.
- Alphanumeric Code – a letter indicates the prize amount. Before paying out the prize check the letter against the Alpha Security Code Sheet.
- Alphanumeric Symbols – two numbers indicate which window the prize should appear, from one to five. Added together, the two numbers equal the number of the window where the prize appears.
- Win Code Information – winning tickets \$20 and over include a six-digit Win Code which appears in one of the five windows. Before paying out a prize, match the number printed on the ticket to the Win Code Verifying Sheet. Each Pull Tab box includes a Win Code Verifying Sheet.
- On the back of each ticket is information telling players that they must claim their prize on the same day and same location where the ticket was purchased.
- The Problem Gambling Helpline telephone number is located on the back of each ticket.
- Benday Pattern – shine a UV light (also used to detect counterfeit bills) on the open windows of the ticket and the words BRITISH COLUMBIA LOTTERY CORPORATION will appear repeatedly in a diagonal pattern from left to right in every window.

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PULL TAB WIN CODES

Prize Value			Alphabetical
FREE TICKETS	L	\$200	A
\$1	X	\$249	AJJ
\$2	C	\$5	B
\$5	B	\$6	BX
\$6	BX	\$20	BZ
\$7	E	\$2	C
\$10	W	\$400	D
\$12	WC	\$7	E
\$15	Z	\$125	F
\$17	ZZ	\$500	G
\$20	BZ	\$500+ SEEDED	GL
\$25	H	\$25	H
\$27	I	\$27	I
\$30	U	\$40	J
\$40	J	\$49	JJ
\$49	JJ	\$60	K
\$50	M	\$65	KB
\$60	K	FREE TICKETS	L
\$65	KB	\$50	M
\$75	N	\$350	MP
\$77	O	\$75	N
\$100	S	\$77	O
\$120	V	\$300	P
\$125	F	\$1,000	R
\$135	SJ	\$100	S
\$149	SJJ	\$135	SJ
\$150	T	\$149	SJJ
\$200	A	\$150	T
\$249	AJJ	\$30	U
\$250	Y	\$120	V
\$500 + SEEDED PRIZE	GL	\$10	W
\$300	P	\$12	WC
\$350	MP	\$1	X
\$400	D	\$250	Y
\$500	G	\$15	Z
\$1,000	R	\$17	ZZ

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DAMAGED SHIPMENTS

The following procedure should be followed by the retailer when a courier package(s) are delivered in a **damaged** condition.

The courier will present the package(s) to the Lottery Retailer. It is up to the Lottery Retailer to let the courier know that they either reject or accept the shipment. **The shipment must be accepted in its entirety or rejected in its entirety.**

External Damage includes packages that are scuffed or slightly torn and/or where tickets are not completely secured within the package (i.e.: where books of tickets have spilled out of the package).

If rejected for external damage, it is the responsibility of the courier to secure the delivery in a new courier package and return to BCLC. The courier driver is to report all damaged courier packages to their supervisor immediately, and in turn, their supervisor is to report immediately to BCLC, through the designated contact list provided to the courier.

Damaged packages must be noted on the manifest by the courier driver. When the retailer accepts the damaged package, their signature must show that they have accepted the delivery as damaged.

When the retailer refuses the delivery, the retailer should not sign the delivery manifest. The retailer must contact Lottery Retail Support to advise the refusal.

Internal Damage includes tickets that are bent, have crushed corners, have damaged latex, and/or are separated from their original cello package as provided by the Printer.

Any **internal damage** to the contents of the delivery package will result in the entire delivery being rejected. When the retailer accepts the damaged package, their signature must show that they have accepted the delivery as damaged. **The retailer must contact Lottery Retail Support to advise the refusal.**