

*Lotto Spot!*

# TICKET TERMINAL OPERATOR'S GUIDE



**Retail  
Spot**

**1-800-665-0133**

**WESTERN CANADA LOTTERY CORPORATION wclc.com**



Call Retail Spot for assistance with lottery procedures or Ticket Terminal operation.

6 a.m. – 9 p.m. summer 7 days a week

7 a.m. – 10 p.m. winter 7 days a week

**DO NOT** give this number to customers.

Be ready to provide your System Identification Number (SYSID) when calling Retail Spot.

**SYSID**

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**RETAILER NUMBER**

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510 Cynthia Street  
Saskatoon, SK S7L 7K7  
306.975.0800

1870 Lorne Street  
Regina, SK S4P 2L7  
306.780.9300

To order tickets or lottery supplies, training inquiries or to relocate your lottery terminal, contact Sask Lotteries.

**OTHER IMPORTANT PHONE NUMBERS:**

WCLC Player Care (general lottery information and prize claims): **1.800.665.3313**

If gambling is a problem for you or someone you know, call the

Problem Gambling Help Line toll-free in Saskatchewan: .....**1.800.306.6789**

Lottery sales and validations are available from 4 a.m. to 3 a.m. (summer) and from 5 a.m. to 4 a.m. (winter).

KENO draws are available from 4:30 a.m. to 2:30 a.m. (summer) and 5:30 a.m. to 3:30 a.m. (winter).



**GAME BREAKS**

- Game break occurs at **8:30 p.m. summer / 9:30 p.m. winter** when sales for a game end.
- You may process other games not affected by the game break.
- Game break lasts 5 minutes, during which you cannot print tickets for that game.

**GAME BREAK FOR**

DAILY GRAND and EXTRA  
LOTTO 6/49, WESTERN 649 and EXTRA  
POKER LOTTO and ALL IN  
PICK 2, PICK 3, PICK 4 and EXTRA  
LOTTO MAX, WESTERN MAX and EXTRA

**DAY**

Monday and Thursday  
Wednesday and Saturday  
Every day  
Every day  
Tuesday and Friday

**LIGHTNING LOTTO daily sales are closed from 8:30 p.m. to 4 a.m. (summer) / 9:30 p.m. to 5 a.m. (winter).**

**NO LIGHTNING LOTTO TICKETS WILL BE SOLD BETWEEN THESE TIMES.**



**Lottery tickets are for ages 18 and over.**

Refer to page 6-1

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## RETAIL CHECKLIST

- Zing tickets are properly displayed in counter-top display units.
- All jackpot signage is updated with the current jackpot amounts.
- Selection table is stocked and well organized.
- Point-of-sale (POS) items (Ex. posters) are up-to-date.
- If your location does not have an Interactive Play Table, ensure winning numbers reports are printed when available.
- CDU and ticket checker are operational and clearly visible to players.



*If you have a question or concern when processing lottery tickets, call WCLC Retail Spot immediately.*

## VALIDATION CHECKLIST

- Customer's name must be clearly signed or printed on all tickets **BEFORE** validation.
- Check for ID if the customer appears to be 25 or younger.
- Always read the terminal screen before processing the ticket.



*Keeping your lottery products up-to-date and your customers informed will help to boost sales.*

### NON-WINNING TICKETS

- GIVE THE NON-WINNING TICKET AND THE VALIDATION SLIP TO THE CUSTOMER. DO NOT TEAR THE TICKET.

### WINNING TICKETS YOU ARE ABLE TO PAY (UP TO AND INCLUDING \$1,000)

- Read the validation slip and confirm you have the funds to pay the prize. Do not tear the ticket.
- Return the ticket to the customer in one piece and give the customer the corresponding validation slip and the prize.




*Always return tickets and validation slips to the customer.*

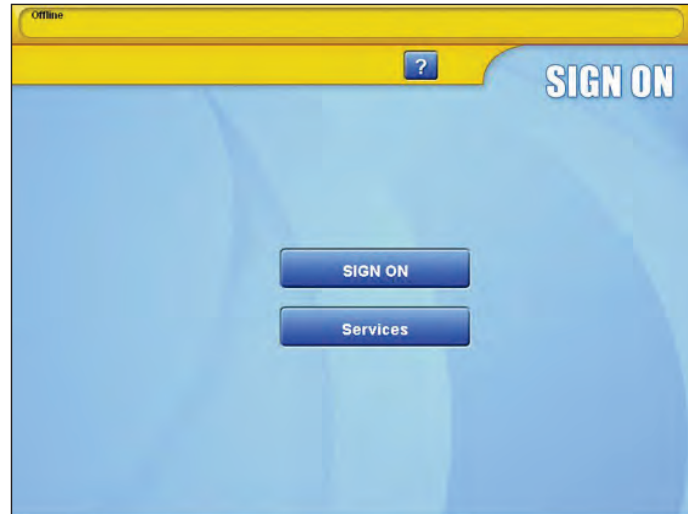
### WINNING TICKETS YOU ARE UNABLE TO PAY INCLUDING PRIZES OVER \$1,000, AND MERCHANDISE PRIZES:


- DO NOT TEAR** the original winning ticket.
- Return the original winning ticket and corresponding validation slip to the customer.
- Advise the player to legibly print their name, address and phone number on the ticket and have them contact WCLC's Player Care at 1.800.665.3313 for instructions and additional forms.


## SIGNING ON AND OFF


Once your ticket terminal is powered on, this is the first screen you will see. This is also the default screen whenever the system is down, the terminal is inactive or it is reset.


Press  to access the sign on screen. The terminal must be signed on to communicate with the central system.





 Accesses the following functions:


 **This function is only used by a Field Service Technician** when your terminal is replaced.


 **This function is only used by a Sales or Account Representative.** Tickets and reports printed in Training Mode are not valid.

 \*Press to print a test receipt.

 **\*Only use this function when instructed by a Retail Spot Specialist.** Press to view the terminal's current software and firmware information. A receipt will automatically print when this button is pressed.

 **\*Only use this function when instructed by a Retail Spot advisor.** Press "Barcode Test" to activate the bar code reader. To test that it's working properly, you can hold a ticket bar code under the reader until a control number appears on the screen. Press "Main" to return to the main screen.

 \*Press to access a screen to adjust the volume of the "beep" as you press buttons on your system. NOTE: You cannot change the volume of the winning notification when a winning ticket is validated.

 **\*Only use this function when instructed by a Retail Spot advisor.** Press "Terminal Reset" to reset the terminal. Press "Yes" to perform the reset, or "No" to cancel.

\*These functions can also be accessed after signing on by selecting the

 button from the functions screen.



## SIGNING ON AND OFF

### TO SIGN ON

Press .

- Enter your four-digit System Identification Number (SYSID).
- Enter your four-digit Pass Number. Remember to change the Pass Number regularly by calling Retail Spot.

If this is the first sign on of the day (or if the ticket terminal is reset), the following reports will print:

- **Sign On Message.**
- **Info Message**, if available.
- **Previous night's draw results.**
- **The Auto Activations Detail report** will also print at the first sign on of the day if available.

If your location does not have an Interactive Play Table, be sure to post winning numbers at the selection table for customers.

If your location does have an Interactive Play Table, winning numbers do not need to be posted. Your terminal may be set so that winning numbers reports do not automatically print.

You will see a confirmation message, "TERMINAL SIGNED ON".

Press  to proceed to the main screen.

If the sign on message indicates "See News Message", you can access this message on the main screen by pressing

,  and then .


For information on how to view or print winning numbers reports throughout the day at times other than at sign on, **see SECTION 4, OTHER FUNCTIONS (Printing Winning Numbers)**. That section also contains information on how to view or print SPORT SELECT game lists and results, which do not print automatically at sign on.

In addition to the regular sign on messages, you may also receive instant messages throughout the day. Press the envelope button and the message will display on your screen. **Print a copy so others can read the message.**



Press  to delete the message and return to the main screen.

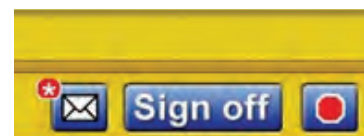
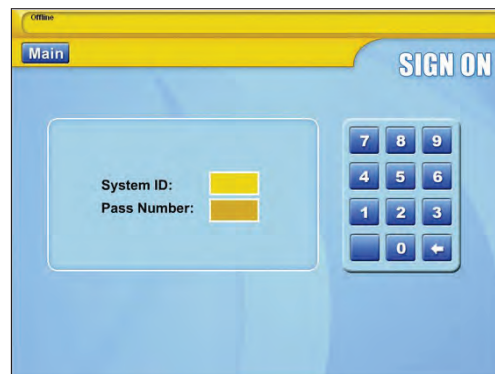
### TO SIGN OFF

Signing off ends communication with the central computer. Remember to take a Sales Report before the final sign-off of the day.

Press  located near the top of the main screen.

You will be asked to confirm sign off before the terminal disconnects from the system.

- Press  to sign off.
- Press  to return to the main screen to continue making transactions.



**Remember to sign off the ticket terminal when it is left unattended.**

## RETAIL CHECKLIST

- Scratch tickets are properly displayed in counter-top display units.
- All jackpot signage is updated with the current jackpot amounts.
- Selection slips are stocked and well organized.
- Point-of-sale (POS) items (Ex. posters) are up-to-date.
- If your location does not have an Interactive Play Table, ensure winning numbers reports are printed when available.
- CDU and ticket checker are operational and clearly visible to players.



*If you have a question or concern when processing lottery tickets, call WCLC Retail Spot immediately.*

## VALIDATION CHECKLIST

- Customer's name must be clearly signed or printed on all tickets **BEFORE** validation.
- Check for ID if the customer appears to be 25 or younger.
- Always read the terminal screen before processing the ticket.

### NON-WINNING TICKETS

- GIVE THE NON-WINNING TICKET AND THE VALIDATION SLIP TO THE CUSTOMER. DO NOT TEAR THE TICKET.

### WINNING TICKETS YOU ARE ABLE TO PAY (UP TO AND INCLUDING \$1,000)

- Read the validation slip and confirm you have the funds to pay the prize. Do not tear the ticket.
- Return the ticket to the customer in one piece and give the customer the corresponding validation slip and the prize.




*Always return tickets and validation slips to the customer.*

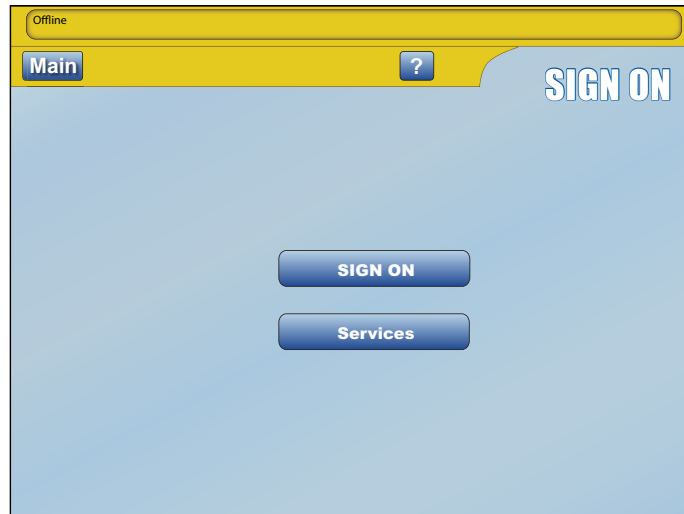
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- DO NOT TEAR** the original winning ticket.
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## SIGNING ON AND OFF

Once your ticket terminal is powered on, this is the first screen you will see. This is also the default screen whenever the system is down, the terminal is inactive or it is reset.

Press  to access the sign on screen. The terminal must be signed on to communicate with the central system.



 Services

Accesses the following functions:

 Replacement

**This function is only used by a Field Service Technician** when your terminal is replaced.

 Training Sign On

**This function is only used by a Sales or Account Representative.** Tickets and reports printed in Training Mode are not valid.

 Print Test

\*Press to print a test receipt.

 Version Info

**\*Only use this function when instructed by Retail Spot.** Press to view the terminal's current software and firmware information. A receipt will automatically print when this button is pressed.

 Barcode Test

**\*Only use this function when instructed by Retail Spot.** Press "Barcode Test" to activate the bar code reader. To test that it's working properly, you can hold a ticket bar code under the reader until a control number appears on the screen. Press "Main" to return to the main screen.

 Volume Control

\*Press to access a screen to adjust the volume of the "beep" as you press buttons on your system. NOTE: You cannot change the volume of the winning notification when a winning ticket is validated.

 Terminal Reset

**\*Only use this function when instructed by Retail Spot.** Press "Terminal Reset" to reset the terminal. Press "Yes" to perform the reset, or "No" to cancel.

\*These functions can also be accessed after signing on by selecting the

 Services

button from the functions screen.

## SIGNING ON AND OFF

### TO SIGN ON

Press **SIGN ON**.

- Enter your four-digit System Identification Number (SYSID).
- Enter your four-digit Pass Number. Remember to change the Pass Number regularly by calling Retail Spot.

If this is the first sign on of the day (or if the ticket terminal is reset), the following reports will print:

- **Sign On Message.**
- **Info Message**, if available.
- **Previous night's draw results.**
- **The Auto Activations Detail report** will also print at the first sign on of the day if available.

If your location does not have an Interactive Play Table, be sure to post winning numbers at the selection table for customers.

If your location does have an Interactive Play Table, winning numbers do not need to be posted. Your terminal may be set so that winning numbers reports do not automatically print.

You will see a confirmation message, "TERMINAL SIGNED ON".

Press **OK** to proceed to the main screen.

If the sign on message indicates "See News Message", you can access this message on the main screen by pressing

**FUNCTIONS**, **Services** and then **News**.

For information on how to view or print winning numbers reports throughout the day at times other than at sign on, **see SECTION 4, OTHER FUNCTIONS (Printing Winning Numbers)**. That section also contains information on how to view or print SPORT SELECT game lists and results, which do not print automatically at sign on.

In addition to the regular sign on messages, you may also receive instant messages throughout the day. Press the envelope button and the message will display on your screen. **Print a copy so others can read the message.**

Press **OK** to delete the message and return to the main screen.

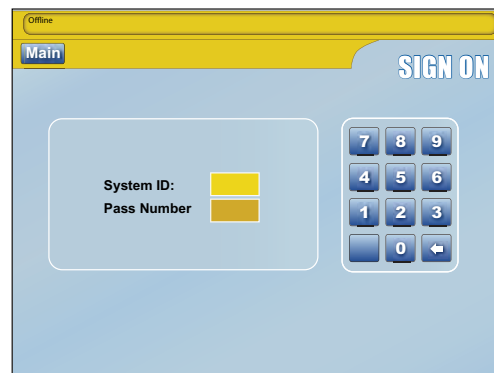
### TO SIGN OFF

Signing off ends communication with the central computer. Remember to take a Sales Report before the final sign-off of the day.

Press **Sign Off** located near the top of the main screen.

You will be asked to confirm sign off before the terminal disconnects from the system.

- Press **Yes** to sign off.
- Press **No** to return to the main screen to continue making transactions.



**Remember to sign off the ticket terminal when it is left unattended.**

**• SECTION 1 •**  
**TERMINAL FEATURES  
AND CARE**

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## TICKET TERMINAL OVERVIEW



- 1 TOUCH SCREEN:** Press the buttons that appear on the touch screen to process, validate and cancel tickets, or to select various reports, menus or messages.
- 2 IMAGE READER:** Scans selection slips, and validates and cancels draw-based and sports tickets. NOTE: Do not feed scratch tickets through the image reader, they may damage the equipment.
- 3 COLLECTION TRAY:** Collects selection slips and draw-based and sports tickets after they are fed through the image reader. Keep the tray flipped up so tickets and slips don't fall out.
- 4 PRINTER:** Prints tickets, validation slips, reports and other transactions. Depending on your set up, the printer may sit on the counter, or be mounted using a printer stand on the back of the terminal.
- 5 BAR CODE READER (BCR):** Scans the bar code to validate and cancel draw-based and sports tickets, and to validate and activate scratch tickets. It is also scans QR codes that were generated by the Lotto Spot app.
- 6 TICKET CHECKER:** Allows players to check all lottery tickets.
- 7 CUSTOMER DISPLAY UNIT (CDU):** Shows the prize amount for any winning ticket checked through the terminal as well as other validation messages. It displays upcoming LOTTO MAX and LOTTO 6/49 jackpots, and advertises other lottery products. It also shows the LIGHTNING LOTTO and ALL IN jackpots and plays the INSTANT WIN portion of any Watch & Win game (such as POKER LOTTO, LIGHTNING LOTTO, PLINKO, and the SPIN games) when purchased.
- 8 POWER RESET BUTTON:** This button is located on the front of the terminal. Never reset the terminal unless instructed to by a Retail Spot Specialist.

**NOTE:** While the animations are playing on the CDU, you cannot process any other lottery transactions.



### RECOMMENDED CLEANING INSTRUCTIONS

Use a soft damp cloth for cleaning the touch screen, customer display unit and bar code reader window. Any cleaning solutions used must be **non-ammonia, non-abrasive, non-vinegar and non-bleach**. These products must be sprayed on a cloth, not directly on the equipment. You may be held financially responsible for damage caused by improper handling of these items.

*Call Retail Spot immediately if the customer display unit is not working properly. POKER LOTTO and LIGHTNING LOTTO sales, and PLINKO and SPIN game validations will be closed until it's repaired.*

## OVERVIEW OF THE MAIN SCREEN

The main screen appears after you've signed on to the ticket terminal. Press the buttons gently with your fingertips to perform various functions. The touch screen will not respond to objects such as pens, pencils and long fingernails – which could also damage the screen.



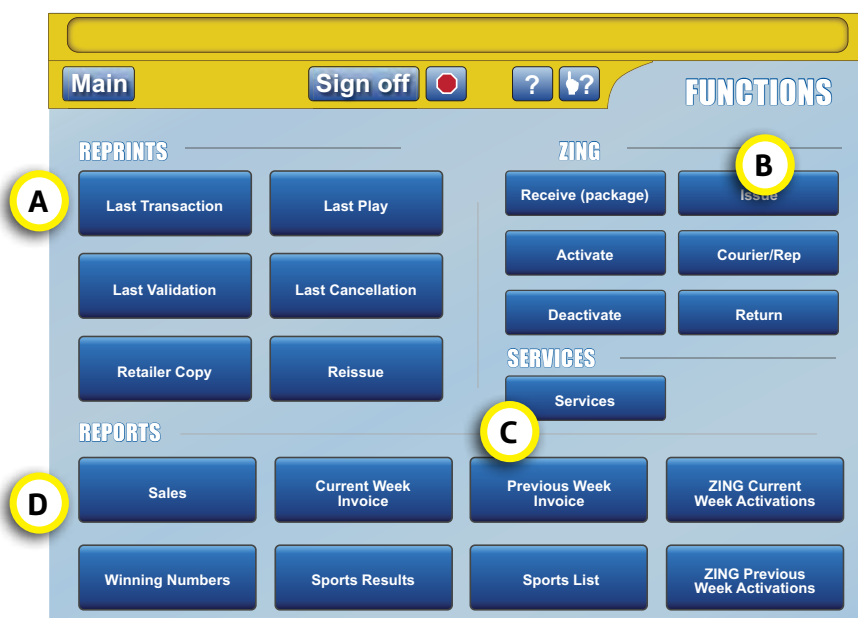
- 1 **GAMES:** Press a specific game to start the process for a quick pick ticket, including Combo Play (if available).
- 2 **LOTTO PACKS:** Press the button for the requested Lotto Pack, and the tickets will automatically print.
- 3 **VALIDATE TICKET:** Press to start the process for validating (checking) a ticket.
- 4 **CANCEL TICKET:** Press to start the process for cancelling a ticket.
- 5 **FUNCTIONS:** Press to get to the FUNCTIONS screen, which contains buttons for reprints, Zing, reports and services.
- 6 **QR CODE:** Press to start the process for printing a ticket built using the Ticket Builder.
- 7 **GRAND TOTAL:** If a dollar amount is displayed, press to access the running total of the latest 15 transactions. The yellow screen beside Grand Total will show the current total if available.



*To adjust the angle of the touch screen, hold the bottom corners of the unit and tilt it up towards you or push it away from you until it's positioned at the angle you want.*



- 8 CLEAR TOTAL:** Press to clear all transactions from the Grand Total screen.
- 9 STATUS BAR:** Watch the status bar to see the ticket terminal's status or if an error message appears. If you aren't sure what a message means, call Retail Spot.
- 10** When this **ENVELOPE ICON** appears, there is a **MESSAGE** to review. Press the envelope button and the message will display on your screen. Print a copy so others can read the message. Pressing OK will delete the message and return to the main screen.
- 11 HELP:** Has general information about the ticket terminal functions. With the exception of Video Help, you can view the information or print a copy.
- 12 CONTEXT-SPECIFIC HELP:** Once you've pressed this button, press any button or display feature on the screen for specific information about how it functions.



**NEVER GIVE A REPRINT TO THE CUSTOMER!**

## OVERVIEW OF THE FUNCTIONS SCREEN

- A REPRINTS:** Press one of six options: Last Transaction, Last Play, Last Validation, Last Cancellation, Retailer Copy and Re-Issue. **NEVER GIVE A REPRINT TO THE CUSTOMER.**
- B ZING:** Contains the Activate function for scratch tickets, and other functions used by your Lottery Representative.
- C SERVICES:** Press to access Info and News Messages (when available), Retail Employee List, Print Test function, Version Info, Barcode Test, Total function (when available), Volume Control, Terminal Reset, CDU and LED Jackpot Sign Reset and the Turn Retailer Copy On/Off option.
- D REPORTS:** Press one of eight report options: Sales, Current Week Invoice, Previous Week Invoice, Winning Numbers, Sports Results, Sports List, Zing Current week activations and Zing previous week activations. You can scroll through a report onscreen or print a copy.

## HOW TO REPLACE PRINTER PAPER

When you see the end of roll stripe on the paper, replace the paper immediately.

Wait for all transactions to complete before opening the printer cover.



**Wait for transactions to complete printing before opening the printer cover. When you open the cover, any transaction in progress will stop printing. If this happens, take a Reprint immediately and call Retail Spot.**



**Step 1** Depending on your printer, either press the silver button or pull the silver lever to open the cover. Remove the used paper roll.



**Step 2** Remove the tape from the new roll of paper and place it in the printer with the paper unwinding from the bottom. Make sure approximately 12–18 inches of excess paper is hanging out of the front of the printer.



**Step 3** The paper must go OVER the roller bar in the printer – do not try to feed it under the bar. Close the cover firmly over the excess paper so that it latches securely.



**Step 4** The terminal screen will read “Printer Downloading, Please wait, OK”. A test receipt will print. Check to confirm that words appear on the receipt to ensure the paper was loaded properly.




You can print a test receipt by pressing **FUNCTIONS** on the main screen, then **Services**, and then **Print Test**.

### IMPORTANT!


Thermal paper ticket stock is **heat-sensitive**. The application of significant heat to thermal paper stock will cause the information on the stock to turn gray or black. This includes the exposure of tickets to sunlight or other sources of direct heat.

If you are presented with a ticket that has turned dark gray or black which is illegible and cannot be scanned, advise the player that the damaged ticket can be forwarded to WCLC for review. WCLC, however, cannot guarantee payment on damaged or unreadable tickets.

## CLEARING PAPER JAMS IN THE PRINTER

- The printer may jam if the paper isn't installed properly or if the printer opening is blocked.
- When the printer jams, an error message "**PRINTER PAPER JAM, PLEASE CLEAR PAPER JAM, OK**" may appear on screen.
- Depending on your printer, either press the silver button or pull the silver lever to open the cover. Check for any loose paper particles and remove them before reinstalling the paper.
- Pull out the paper past the jam.
- Close the cover and the paper will re-load.
- You can print a test receipt by pressing  on the main screen, then , and then .



*For a video demonstration on loading paper and clearing printer jams, press  (HELP) at the top of the main screen. Choose "Video Help", then "Printer".*

### IMPORTANT POINTS TO REMEMBER

- **DO** change paper **IMMEDIATELY** when you see the end of roll stripe.
- **DO** remove all the tape and adhesive from the paper when installing a new roll, otherwise the printer may jam or cause a ticket to misprint. Tear off 12-18 inches from the new roll so no tape residue can build up inside the printer.
- **DO** use WCLC-approved ticket stock only. Using any other paper in the machine will delay a player's prize claim.
- **DO** store the ticket paper properly by leaving the paper in the package until needed.
- **DO** rotate your ticket paper stock to ensure older stock is used first.
- **DO NOT** block the pathway of the printer.
- **DO NOT** hold the ticket while it prints.



*If you were in the middle of a transaction when the paper jammed, take a Reprint (see page 4-3) and call Retail Spot immediately.*

You are charged for tickets that are received by the central system but do not print. Always ensure that the paper stock is loaded properly.

## USING THE BAR CODE READER (BCR)

The bar code reader (BCR) scans ticket bar codes for validation, activation or cancellation. It is also used to scan QR codes that were generated by the Ticket Builder.

To use the BCR:

1. Select the required function you would like the BCR to perform.
2. Hold the bar code 1 to 5 inches under the red light until the circle touches the bar code.
3. You will hear a beep when properly scanned.

If you do not hear a beep, you will have to retry OR try a different method, such as through the image reader (note: never put scratch tickets through the image reader), or by manually keying in the control number.

NOTE: When not using the wireless BCR, leave it on the charging base.



## USING THE TICKET CHECKER

The terminal must be signed on for the ticket checker to work.

Players can only check one ticket at a time. There is a slight delay between the time the ticket is scanned and when a message appears. If players scan multiple tickets too quickly, the information displayed may not be for the most recent ticket scanned.

1. Wait for the “Check Your Tickets Here” message to appear on the screen.
2. Hold the bar code at the bottom of the ticket or the 2-D bar code found under the latex in the play area of scratch tickets under the red light.
3. Hold until you hear a BEEP.
4. A message will appear on the screen.
5. Players need to **wait for the “Check Your Tickets Here” message to appear again**, before checking another ticket.

Refer to **SECTION 2, PROCESSING AND TROUBLESHOOTING** for ticket checker messages and their meanings.



Colour of label varies by location.

## CUSTOMER DISPLAY UNIT (CDU)

When checking a ticket, remember to tell the customer to look at the customer display unit (CDU) monitor as it shows the amount won on every ticket checked at the terminal.

It also plays animations for Instant Wins on POKER LOTTO and LIGHTNING LOTTO, as well as validations for PLINKO and the Spin games. While these animations are playing, you cannot process any other lottery transactions.

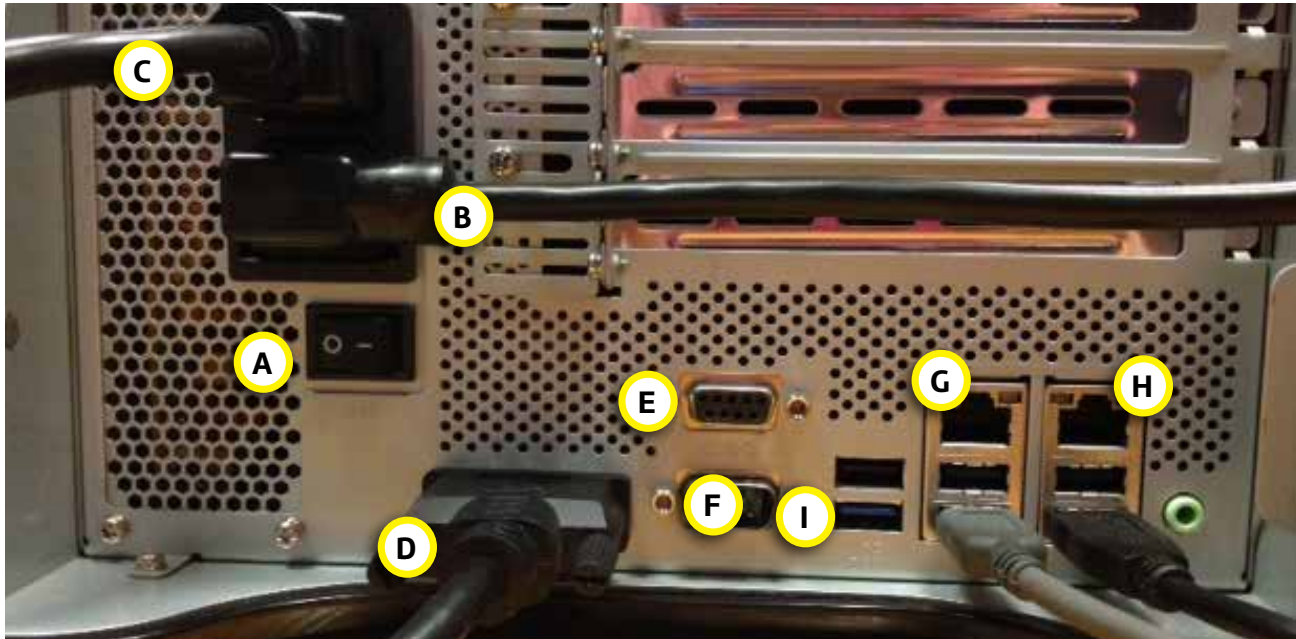
The CDU also displays the LIGHTNING LOTTO and ALL IN jackpots and advertises jackpots and other products including new scratch tickets.



*For prizes of \$10,000 or more, the terminal will temporarily freeze, and the terminal and CDU will display important information.*

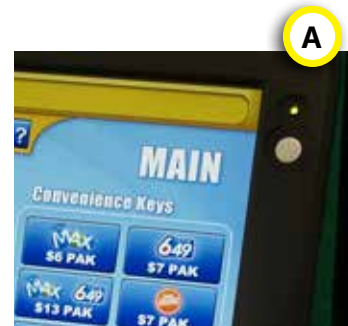
*Ask the customer to wait a few minutes while you register their win with WCLC. Once Retail Spot has been contacted, your terminal will be released.*

*Note: When a terminal freezes the ticket checker will display the message PLEASE TRY LATER until the terminal is released.*



## TERMINAL EXTERNAL CONNECTIONS

- A Power Switch:**  
DO NOT SHUT DOWN THE TICKET TERMINAL UNLESS INSTRUCTED BY RETAIL SPOT. The power button is located at the back of the ticket terminal near the bottom and can be used to reset your terminal. You can also reset your terminal using the reset button on the front of the terminal. You need to press the button and continue to press down until it shuts off. Or press “Functions” then “Services” and then “Terminal Reset.”
- B Printer Power Cable**
- C Power supply from outlet**
- D Connects to CDU**
- E Spider Cable plugs in here for communication to wired Ticket Scan Plus (ticket checker), Air Con Radio for wireless Ticket Scan Plus (ticket checker), transceiver for jackpot sign, TVCU**
- F RS232 port, not currently used**
- G LAN 1, not currently used**
- H Network cable**
- I USB ports. The grey USB cable is for the BCR should be plugged into USB port 3.0 (blue in color). The dark grey USB cable is for the Printer communication and it can be plugged into any of the other ports.**



**• SECTION 2 •**  
**PROCESSING AND**  
**TROUBLESHOOTING**

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## PROCESSING / PRINTING TICKETS

Remind players to print their name on their ticket(s) after purchase.

**For all tickets:** The price of each ticket, as well as the total price, is displayed near the bottom right of the screen. When you make any changes (Ex. add or delete a board, multiple tickets), the ticket price and total price will change accordingly.

**IMPORTANT!** There is a \$1,000 transaction limit on individual wagers on all draw-based lottery games. As a result, some purchases may not be available, for example, 9-number LOTTO 6/49 Combination tickets can only be purchased for a maximum of three draws.



Transaction limit screen example

## PROCESSING SELECTION SLIPS

1. Insert the selection slip into the image reader with the marked selections facing you.

The best position to process selection slips is to insert them so they are horizontal and top side up. Keep the collection tray flipped up to ensure selection slips and tickets don't fall out.

2. If the selection slip is read, the slip will drop through the image reader into the collection tray. An edit message may appear on the screen if the selection slip is filled out incorrectly.

A confirmation screen message will appear if the cost of the ticket(s) is \$40 or more. Verify the ticket cost with the player.

- Press  to continue, or
- Press  to cancel the transaction and return to the main screen.

3. If YES is selected, the ticket(s) will print.

### Clearing Jams

1. To open the reader door, press the silver release button on top of the screen and pull the screen forward.
2. Push down the green button that looks like an arrow and open the second door the same way. Gently clear away any debris.
3. Close the reader door firmly.

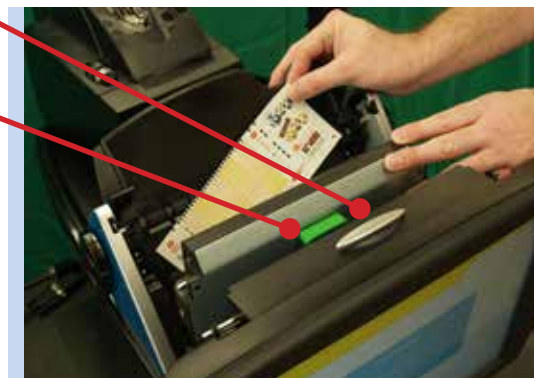
Never feed scratch tickets into the reader. Latex from the tickets will build up on the reader and cause failure.



Feeding the selection slip in the image reader



Collection tray catches the selection slip



## SELECTION SLIP ERROR MESSAGES

If a selection slip is not filled out properly, an edit screen may be displayed and/or an error message may appear in the status bar (near the top of your screen).

Follow edit prompts on the edit screen to make the corrections. When there are no more edits to be made, the **Send** button will be activated (turn blue). Press **Send** to continue the transaction.

Or, ask the player to complete another selection slip.

**IMPORTANT:** Make sure your selection slips are current. If an outdated slip is used, you will see an error message stating **"INVALID SELECTION SLIP"**. Have the customer fill in a new, current selection slip.

**NOTE:** There are no edit screens for PICK games. The selection slip will be rejected if editing is required. Customer will have to fill out a new slip.



**Have a question or see a message you don't understand?  
Call Retail Spot.**

## PROCESSING A TICKET FROM A QR CODE

When players build a ticket on their mobile device, a QR Code is generated. The code has to be scanned by a lottery barcode reader to print the ticket. To process a ticket from a QR code:

1. Press the QR code button at the bottom on the Main Screen. This will activate the barcode reader and display a screen that will prompt you to scan the QR code off of the customer's mobile device. SPORT SELECT players may also print their QR code on a piece of paper to be scanned.
2. Have the customer hold out their phone or QR code printout so that you can scan the QR code with the barcode reader.
3. When a QR code has been successfully scanned, an audible "beep" will be heard and a new screen will display showing the total cost of the ticket. Press the SEND button to print the ticket.



### Important trouble-shooting information

- Be sure to press the QR code button on the Main Screen before attempting to scan. If a QR code is scanned without the QR code button having been pushed, a message stating "Function Not Available On This Screen" will appear in the top left corner of the screen.
- Once you press the QR code button, the barcode reader will become active for 10 seconds. If it detects a device being scanned, it will remain active for an additional 4 seconds.

- If the barcode reader times out, and if the terminal is still displaying the scan prompt screen, the retailer can pull the trigger on the scanner to attempt another scan.
- If a QR code not created by the mobile app is scanned, the terminal will make several “beep” sounds and an “Internal Error” message will appear in the top left corner of the screen.
- Press the **Main** button to return to the Main Screen any time a QR code is unable to be successfully scanned or if a customer decides not to proceed with the transaction.
- If you need to scan a QR code through plexiglass, have the customer hold their phone flat against the plexiglass. This will reduce reflective light that may impede scanning.
- Have the customer steadily hold the phone 4 to 6 inches away from the scanner for best results.



If the QR code function is not working, call Retail Spot at 1-800-665-0133.

## SPECIAL CONSIDERATIONS WHEN SCANNING QR CODES FOR SPORT SELECT TICKETS

### Changes to odds

Because SPORT SELECT has real time odds, it is possible for the odds to have changed between the time a QR code was created and the time the customer arrives at the retailer.

If the odds have changed since the QR code was created, the terminal will display the following error on the screen:

### “ODDS HAVE CHANGED GIVE SLIP TO CUSTOMER”

The terminal will also print an Odds Change Slip, which is meant to provide the customer with all relevant information for the odds change so they can decide whether to proceed with a purchase at the new odds. The slip will include a new QR code that you will scan if the customer wants to continue with purchasing the ticket.

Once the odds slip is printed, the terminal will return to the main screen


### Expired QR codes

If the game selections saved within a QR code are no longer valid for wagering, the following message will appear on the screen:

### “QR CODE EXPIRED”





## PROCESSING A DAILY GRAND, LOTTO MAX, WESTERN MAX, LOTTO 6/49 OR WESTERN 649 QUICK PICK



1. Press the game logo on the main screen.
2. Select the number of boards.
3. Select the number of draws (1, 2, 5, 10) or select any draw from 1 to 25 by pressing .
4. Select the number of EXTRA or press "0" if the player does not want EXTRA 'ENTERED'. EXTRA defaults to one (1).

The terminal only displays the number of EXTRA that are available based on the number of selected boards. For example, if three boards are selected, the player can request 1, 2, 3 or 0 EXTRA numbers per ticket.



5. **For Combo Play**, press the requested combo number. The number of boards and EXTRA will default to one (1) because only one selection and one EXTRA are available on a Combo Play ticket. To de-select a Combo Play, press the selected combo number again. You can find more information on Combo Play in the *Lotto Facts* booklet.
6. Select the number of tickets (1 to 5) or select any number up to 10 by pressing  to print one or multiple quick pick tickets. The default is one (1).
7. Press  when the request is correct.

A confirmation screen message will appear if the cost of the ticket(s) is \$40 or more. Verify the ticket cost with the player.

- Press  to continue, or
  - Press  to cancel the transaction.
8. If YES is selected, the ticket(s) will print.





**Read back the selected options to the consumer prior to processing the quick pick transaction.**

## INFORMATION ABOUT PLAY BOTH

Play Both consists of **TWO tickets with the same selections**. Players can choose to play both LOTTO MAX and WESTERN MAX or LOTTO 6/49 and WESTERN 649.

For a MAX Play Both the cost is \$7. This also includes the additional quick pick selections. For a 649 Play Both the cost is \$4. EXTRA can be added for an additional \$2 (1 EXTRA on each ticket). Additional EXTRA can be added if more boards are played.



Play Both is available by quick pick or selection slip – either regular play or Combination Play. For a quick pick, follow the terminal prompts starting from the main screen by pressing Play Both for the requested game.

1. Press  under the chosen games.
2. Select the number of boards (1 to 5 for LOTTO MAX and WESTERN MAX and 1 to 6 for LOTTO 6/49 and WESTERN 649).
3. Select the number of draws (1, 2, 5, 10) or select any number of draws from 1 to 25 by pressing .
4. Select the number of EXTRA or press “0” if the player does not want EXTRA ‘ENTERED’. EXTRA automatically defaults to one (1).



The terminal only displays the number of EXTRA that are available based on the number of selected boards (maximum of one EXTRA per board played).



## PROCESSING LIGHTNING LOTTO

1. Press the LIGHTNING LOTTO logo  on the main screen. NOTE: LIGHTNING LOTTO is only available by quick pick.
2. Select the number of requested boards – 1 to 5 . The cost is \$3 per board, and the default is 1 (one). Each board consists of three LIGHTNING LOTTO quick pick selections.
3. Select the number of EXTRA requested – one EXTRA is available for each \$3 board.
4. Press .
5. You will be prompted to receive payment for the LIGHTNING LOTTO purchase.

**LIGHTNING LOTTO tickets cannot be cancelled once printed. You must collect the money before proceeding.**

6. Once you have collected payment, press  . The ticket will print, and the INSTANT WIN game will display on the customer display unit.
7. If you press , the transaction will be cancelled and return to the main screen.

Note: While the animation is playing, you cannot process any other lottery transactions.

If the ticket wins an INSTANT WIN prize under \$1,000, you can redeem it for the player right away if they choose. If you do this, a replacement ticket for the EXTRA draw, if entered, will print.

The ticket must be validated to redeem any instant prizes won, so only validate if you have the funds to pay.








If there is no INSTANT WIN, the original ticket is the valid ticket for the EXTRA draw that evening.


**NOTE: TICKETS SALES FOR LIGHTNING LOTTO CLOSE AT GAME BREAK EVERY DAY AND ARE UNAVAILABLE AGAIN UNTIL THE NEXT MORNING.** This is to allow for the addition of the EXTRA game on tickets. If you try to process a LIGHTNING LOTTO ticket after game break, you will receive an error message.

**Sales for LIGHTNING LOTTO are available between 5 am CT / 4 am MT / 3 am PT) until 9:30 pm CT / 8:30 pm MT / 7:30 pm PT.**



## PROCESSING POKER LOTTO

1. Press the POKER LOTTO logo  on the main screen.
2. Select the number of requested hands – 1 to 3. The cost is \$2 per hand, and the default is 1 hand. Press .
3. Press  if player has added ALL IN for an additional \$1 per hand. Press  if player has not added ALL IN to the ticket. Press .
4. You will be prompted to receive payment for the POKER LOTTO purchase. Because POKER LOTTO has instant winners you cannot cancel tickets for this game once you press  and the ticket prints. **You must collect the money before proceeding.**
5. If you press , the transaction will be cancelled and return to the main screen.

Once you have payment press . The ticket will start printing and the INSTANT WIN game will begin playing on the customer display unit.

Note: While the animation is playing, you cannot process any other lottery transactions.

If the ticket wins an INSTANT WIN prize under \$1,000, you can redeem it for the player right away if they choose. If you do this, a replacement ticket for the nightly draw will print. The ticket must be validated to redeem any instant prizes won, so only validate if you have the funds to pay. If there is no INSTANT WIN, the original ticket is the valid ticket for the draw that evening.



**POKER LOTTO is only available by quick pick. EXTRA and advance play are not available for this game.**



## PROCESSING A PICK 2, PICK 3 OR PICK 4 QUICK PICK

The price of each ticket, as well as the total price, is displayed near the bottom right of the screen. When you make any changes (i.e. add or delete a board, multiple tickets), the ticket price and total price will change accordingly.



1. Press **Pick 2**, **Pick 3** or **Pick 4** .
2. Select the number of boards (1 to 5)
3. Select number of draws (1, 2, 5, 10) or select any draw from 1 to 25 by pressing **+** .  
The default is one (1).
- 3a. **FOR PICK 3 ONLY** – Select the wager amount (\$1, \$2, \$5, or \$10). The default wager is \$1.
4. Select the number of EXTRA or press “0” if the player does not want EXTRA “entered”. EXTRA automatically defaults to one (1). The terminal only displays the number of EXTRA that are available based on the number of selected boards. For example, if three boards are selected, the player can request 1, 2, 3 or 0 EXTRA numbers per ticket.
5. Select the number of tickets (1 to 5) or select any number up to 10 by pressing **+** to print one or multiple quick pick tickets. The default is one (1).
- 5a. **FOR PICK 3 AND PICK 4** – Select the play type – Straight, Box or Straight/Box. The default is Straight/Box.
6. Players may choose their selection if they wish (Player Pick). Press **MANUAL ENTRY** and use the keypad to enter the numbers. Manual Entry is available for one selection only. To exit from Manual Entry, press **Main** to start the process over.
7. Press **Send** when the request has been verified.

A confirmation screen message will appear if the cost of the ticket(s) is \$40 or more.

- Press **Yes** to continue, or
  - Press **No** to cancel the transaction
8. If YES is selected, a ticket(s) will print.



## PICK 3 PLAY TYPES

- STRAIGHT:** A player's numbers must match in the exact order drawn.
- BOX:** A player's numbers can win in any order drawn:
- 6-WAY BOX:** three different digits – six possible combinations, e.g. 123 132 312 321 231 213
- 3-WAY BOX:** three digits, two of them the same – three possible combinations, e.g. 884 848 488
- STRAIGHT/BOX:** A player's numbers are played as both a Straight and a Box.

NOTE: Three identical digits can ONLY be played as a Straight.



## PICK 4 PLAY TYPES





- STRAIGHT:** A player's numbers must match in the exact order drawn.
- 4-WAY BOX:** Four digits, three of them the same—four possible combinations, e.g. 1112, 1211, 1121, 2111
- 6-WAY BOX:** Four digits, two sets of digits are the same—six possible combinations, e.g. 3344, 4433, 3434, 4343, 3443, 4334
- 12-WAY BOX:** Four digits, two of digits are the same—twelve possible combinations, e.g. 1123, 3211, 1321, etc.
- 24-WAY BOX:** Four different digits—twenty-four possible combinations, e.g. 1234, 4321, 1342, etc.

A number with the same four digits (eg 2222) can be played only as a Straight Play.





## PROCESSING A KENO QUICK PICK

The total price is determined by the number of draws and tickets multiplied by the dollar amount wagered for each draw.

1. Press .
2. Select the numbers played (1 – 10). The default is six (6).
3. Select the number of draws (1, 2, 5, 10) or select any draw from 1 to 99 by pressing .
4. Select the wager amount (\$1, \$2, \$5, or \$10). The default wager is \$1.
5. Select the number of tickets (1 to 5) or select any number up to 10 by pressing  to print one or multiple quick pick tickets. The default is one (1).
6. Press  when the request is correct.

A confirmation screen message will appear if the cost of the ticket(s) is \$40 or more. Verify cost with player.

- Press  to continue, or
  - Press  to cancel the transaction.
7. If YES is selected, the ticket(s) will print.



***Always collect payment prior to processing a KENO transaction.***

***Because KENO games occur every five minutes, there is a short time period between when the ticket is processed and when the game begins. Tickets cannot be cancelled after a game has begun. If customers do not produce payment right away, cancel the ticket immediately.***

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## KENO EDIT MESSAGES

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If a selection slip is filled out incorrectly, the terminal will reject the slip with an error message or will prompt for required changes.

### **BOTH QP AND BOARD NUMBERS MARKED**

**WHAT IT MEANS:** Appears when players are selecting both the quick pick option and their own selections on the slip.

**ACTION:** Have the player complete a new selection slip.

### **NUMBER OF SPOTS NOT MARKED:**

**WHAT IT MEANS:** The selection slip is incomplete.

**ACTION:** Have the player fill in the “How many NUMBERS” box on the selection slip and try again.

### **TOO MANY NUMBERS SELECTED, PLEASE REMOVE A NUMBER:**




**WHAT IT MEANS:** Too many numbers have been marked on the selection slip.

**ACTION:** Ask which numbers the player would like removed and press those numbers on the screen, or have them fill in a new selection slip and try again.

### **PLEASE FIX ERRORS THAT OCCURRED ON THE S/S:**

**WHAT IT MEANS:** There are errors on the selection slip for the wager, draws and there are not enough numbers marked.

**ACTION:** The edit screen comes up with number of draws and wager both defaulting to 1.

After you've entered the correct draws and wager, press . A second edit screen comes up with “Not enough numbers selected, please choose a number” and a keypad with numbers 1 - 80 comes up on the right hand side. Once the criteria is made,  will activate (turn blue). Press .

## PROCESSING A POOLS QUICK PICK

A POOLS quick pick ticket will contain randomly chosen selections for all of the games on a POOLS card.

1. Press the POOLS button on the main screen.
2. The POOLS Quick Pick screen will display a list of sports with active cards available for wagering. Ask the customer which sport they want to wager on.
3. Press the button for the desired sport/ POOLS card.
4. A \$5 POOLS ticket will be produced for the card selected with all of the outcomes randomly selected.

**Note:** Customers are not able to “box” games on a POOLS quick pick ticket.





## VALIDATION ERROR MESSAGES

**MESSAGE:** **ALREADY VALIDATED BY SYSID XXXX**

**REASON:** The ticket has been validated by **YOUR** ticket terminal that day.

You may have scanned the ticket more than once while validating the ticket.

**SOLUTION:** Press OK, then press  .

Select  . If the reprint is the validation slip for that ticket, it means your ticket terminal did validate the ticket and has credited your sales for its value.

If you haven't already, pay the prize indicated and return the ticket to the player. Keep the validation reprint for your records.

If the validation reprint is for another ticket, destroy the reprint. Check the winning numbers to verify the winning selections on the ticket. Then check your daily sales report against your total lottery prizes paid out for that day to confirm whether you have already paid the prize. If all checks are correct, pay the player, and return the ticket in one piece.




*If a replacement ticket prints when you press **Last Validation**, immediately call **Retail Spot** for further instructions.*

**MESSAGE:** **INVALID CONTROL NUMBER**

**REASON:** You may have entered the ticket control number incorrectly.

The ticket may be from another jurisdiction.

**SOLUTION:** Check the entire ticket number on the validation slip to the number on the ticket itself. Then return to the  screen and re-enter the ticket control number correctly.

Check the lottery jurisdiction on the back of the ticket.



***DO NOT TEAR** unless you have paid the prize and the customer has accepted it.*

**MESSAGE:** **PLEASE VALIDATE TOMORROW**

**REASON:** A ticket cannot be validated until the day after the first draw indicated on the ticket.

If it is an Advance Play ticket that has won on previous draws and is valid for today's draw (i.e. after the game break), it will return this message.

**SOLUTION:** Return validation slip and ticket in one piece to player.

## VALIDATION ERROR MESSAGES

**MESSAGE:** **RETURN TICKET TO CUSTOMER. DOES NOT APPEAR TO BE A WINNER OR RESULTS NOT IN. DO NOT PAY ANY PRIZE. CUSTOMER CAN CHECK TICKET MANUALLY IF DESIRED. IF TICKET IS QUESTIONED OR APPEARS TO BE A WINNER HAVE CUSTOMER SEND TICKET AND CLAIM FORM TO THE WCLC.**

**REASON:** The central computer system does not list this ticket as a winner. The ticket may be a non-winner, it could be expired or still have remaining draws.

**SOLUTION:** Return the ticket in one piece with the validation slip to the player. The ticket and the validation slip to the player.

- Check the draw date.
- The player should check the winning numbers.
- The player may want to submit the ticket to WCLC for review.

**MESSAGE:** **\*\*\*RETURN TICKET TO CUSTOMER\*\*\* PLEASE TRY LATER.**

**REASON:** An attempt has been made to process a wager before the free play(s) from the last transaction has processed and printed. It could also mean the central system is too busy at the moment.

**SOLUTION:** Press **Sign Off** and then sign back on. You will be taken to the free play screen for the last transaction. Complete the free play transaction before attempting any other function. If the system is busy, be sure to return the ticket in one piece to the customer so they can try later.

**MESSAGE:** **RESULTS NOT IN (SPORT SELECT)**

**REASON:** The results for a game on the ticket are not available on the system yet. For example, late baseball game results.

**SOLUTION:** Return the ticket to player and have them check their ticket the next day.

**MESSAGE:** **RESULTS NOT IN (KENO)**

**REASON:** An attempt has been made to validate a KENO ticket before the draw has taken place.

**SOLUTION:** Return the ticket to player and have them check their ticket after the draw has taken place.



***Always read the validation slip that prints from the ticket terminal.***



***If you are not sure what a message means, contact Retail Spot.***

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## VALIDATION ERROR MESSAGES

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MESSAGE:	<b>TICKET APPEARS TO HAVE BEEN PREVIOUSLY VALIDATED. DO NOT PAY ANY PRIZE. RETURN TICKET IN ONE PIECE TO CUSTOMER. HAVE CUSTOMER SUBMIT TICKET WITH CLAIM FORM TO WCLC FOR REVIEW</b>
REASON:	The ticket may have been previously validated at another location, or at your ticket terminal on a previous day.
SOLUTION:	Return the ticket in one piece to player and give the corresponding validation slip. <ul style="list-style-type: none"><li>• Do not pay any prize.</li><li>• Assist player in filling out claim form.</li><li>• Advise player to call WCLC at 1-800-665-3313 for further instructions. .</li></ul>



***Always read the validation slip that prints from the ticket terminal. If you are unsure about a message, call Retail Spot.***

## OTHER TICKET TERMINAL MESSAGES

MESSAGE:	<b>6/49 – RETAILER SOLD OUT</b>
REASON:	Your terminal has reached the daily limit for LOTTO 6/49 purchases. See page 6-1 for more information
MESSAGE:	<b>CALL HOTLINE</b>
REASON:	Please call Retail Spot.
MESSAGE:	<b>FUNCTION SUPPRESSED</b>
REASON:	The function that you are attempting is currently not available.
MESSAGE:	<b>ITEM NOT IN INVENTORY</b>
REASON:	The scratch ticket (Zing) book is not issued to you. Call Retail Spot at 1-800-665-0133.
MESSAGE:	<b>FUNCTION NOT AVAILABLE ON THIS SCREEN</b>
REASON:	You attempted to scan a QR code from the ticket builder without pressing the QR Code button on the terminal screen.
MESSAGE:	<b>GAME BREAK</b>
REASON:	The game is in game break. You may process any other game not affected by the game break.
MESSAGE:	<b>INDIVIDUAL WAGER LIMIT HAS BEEN REACHED. PLEASE ENSURE THE WAGER AMOUNT IS LESS THAN \$1,001.00</b>
REASON:	System requirements limit an individual transaction wager to \$1,000. The player can adjust their selections or number of draws to reduce the wager amount, or purchase separate tickets.
MESSAGE:	<b>INVALID CANCELLATION – ALREADY CANCELLED</b>
REASON:	The ticket has been previously cancelled.
MESSAGE:	<b>INVALID SELECTION SLIP</b>
REASON:	An outdated selection slip is used. Give the player a current one.
MESSAGE:	<b>INVALID BOARD DATA</b>
REASON:	There are no selections chosen on the selection slip, or it is filled out incorrectly.
MESSAGE:	<b>OUTSIDE BUSINESS HOURS</b>
REASON:	Sales are finished, or not yet started, for the day.
MESSAGE:	<b>NO LAST TRANSACTION</b>
REASON:	An attempt was made to process an unavailable transaction under the reprint functions.



***DO NOT TEAR unless you have paid the prize and the customer has accepted it.***



***Have a question or see a message you don't understand? Call Retail Spot.***



## OTHER TICKET TERMINAL MESSAGES

<b>MESSAGE:</b>	<b>RETAILER SOLD OUT</b>
<b>REASON:</b>	The game associated with the wager request is over your sales limit.
<b>MESSAGE:</b>	<b>RETRYING TRANS</b>
<b>REASON:</b>	There is a problem communicating with the central computer. If no response is obtained within several minutes, take a reprint and call Retail Spot.
<b>MESSAGE:</b>	<b>REPORT ERROR, TRANSACTION BLOCKED</b>
<b>REASON:</b>	This message will appear if a sales or winning numbers report is not available from the central system.
<b>MESSAGE:</b>	<b>SELECTION SOLD OUT</b>
<b>REASON:</b>	The selections for PICK 3 and/or PICK 4 straight play have sold out. Try the transaction again with different selections.
<b>MESSAGE:</b>	<b>UNABLE TO VALIDATE NOW PLEASE TRY LATER</b>
<b>REASON:</b>	Function unavailable. Wait a moment then retry. If still unavailable, call Retail Spot.
<b>MESSAGE:</b>	<b>WRONG DATE</b>
<b>REASON:</b>	An attempt was made to cancel a ticket not printed that day or from a past draw.
<b>MESSAGE:</b>	<b>WRONG RETAILER PASSWORD</b>
<b>REASON:</b>	An incorrect SYSID or Pass Number has been entered during the sign on procedure. Try again.
<b>MESSAGE:</b>	<b>WRONG RETAILER</b>
<b>REASON:</b>	You cannot cancel tickets generated on another terminal. Check the SYSID number. Also occurs when the wrong retailer number is entered at sign on.



*Always read the validation slip that prints from the ticket terminal. If you are unsure about a message, call Retail Spot.*

## TICKET CHECKER MESSAGES

The following messages will be displayed, depending on the prize won. If you are unsure what a message means, contact Retail Spot. Remember, although ticket checkers indicate the eligible prize, the ticket **MUST** be validated through the ticket terminal before any prize can be paid and credit received.

### FOR WINNING TICKETS

**MESSAGE: APPEARS TO BE X FREEPLAY WINNER**

WHAT IT MEANS: The ticket appears to have won free ticket(s).

**MESSAGE: APPEARS TO BE A \$XXX.XX WINNER**

WHAT IT MEANS: The ticket appears to be a winner for the prize indicated.

**MESSAGE: APPEARS \$XXX.XX and X FP WINNER**

WHAT IT MEANS: The ticket appears to have won the prize indicated and a free ticket(s).

**MESSAGE: APPEARS X FREE TICKET WINNER**

WHAT IT MEANS: The Zing ticket appears to have won a free ticket prize(s).

**MESSAGE: APPEARS TO BE A MERCHANDISE WINNER**

WHAT IT MEANS: The Zing ticket appears to have won a merchandise prize.

**MESSAGE: SEE CLERK. APPEARS TO BE A SPIN WIN**

WHAT IT MEANS: The Zing ticket appears to have won a SPIN WIN prize. Customer must have ticket validated to see what they have won.

### NON-WINNING TICKETS

**MESSAGE: NO WINNER YET DRAWS NOT COMPLETE**

WHAT IT MEANS: The ticket does not appear to be a winner, but still has remaining draws.

**MESSAGE: SORRY APPEARS TO BE A NON WINNER**

WHAT IT MEANS: The ticket does not appear to be a winner.



**Advise your customers to always wait for the “Check your tickets here” message to reset before scanning the next ticket.**



Colour of label varies by location.

## OTHER TICKET CHECKER MESSAGES

**MESSAGE: APPEARS TO BE AN EXPIRED DRAW**

WHAT IT MEANS: The draw-based or sports ticket has expired. No prizes can be paid on an expired ticket.

**MESSAGE: APPEARS TO BE ALREADY VALIDATED**

WHAT IT MEANS: The ticket appears to have been previously validated. Have player call 1-800-665-3313.

**MESSAGE: EXPIRED TICKET**

WHAT IT MEANS: The Zing ticket has expired. No prizes can be paid on an expired ticket.

**MESSAGE: INVALID BARCODE SEE RETAILER**

WHAT IT MEANS: Displays when the bar code is not valid or can't be read properly. If the customer gives you the ticket and you have problems, call Retail Spot.

**MESSAGE: MAKE CLAIM CENTRALLY**

WHAT IT MEANS: Ticket cannot be validated at retail. Have player call 1-800-665-3313.

**MESSAGE: MAKE CLAIM CENTRALLY TOMORROW**

WHAT IT MEANS: The player's POKER LOTTO ticket has won over \$1,000 on the INSTANT WIN portion, or their KENO ticket has won over \$1,000 on today's draws. Players will have to wait until end of day processing is complete to claim their prize at a Prize Payout Office.

**MESSAGE: PLEASE TRY LATER**

WHAT IT MEANS: This message will appear if THE DRAW FOR THE TICKET HASN'T TAKEN PLACE YET, validations are suppressed or if there is high volume of transactions.

**MESSAGE: RESULTS NOT IN PLEASE TRY LATER**

WHAT IT MEANS: The SPORT SELECT results for games on the ticket aren't entered yet into the system. The player will have to check their ticket tomorrow.

**MESSAGE: VALIDATIONS CLOSED TRY LATER**

WHAT IT MEANS: Validations aren't available. The customer will have to try later or submit the ticket to WCLC for review.

**MESSAGE: WCLC TICKET CHECKER OFFLINE**

WHAT IT MEANS: The ticket terminal is not signed on. Players can't use the ticket checker unless the terminal is signed on.



*If your customer has questions about a message they received, advise them to call WCLC at 1-800-665-3313 during business hours.*



*All draw-based and sports tickets expire one year from the draw date or last game listed on the ticket.*

*Scratch tickets also expire and the expiry date is printed on the back of the ticket.*

## EDIT MESSAGES FOR SPORT SELECT

The following messages will appear if a SPORT SELECT selection slip is incomplete or filled out incorrectly. Depending on the message, the player may be able to make the necessary change(s) on the selection slip; otherwise, they will have to fill out a new selection slip.

**ERROR MESSAGE APPEARS IN THE STATUS BAR**



### DEFINING THE SELECTION NUMBER

When an error message includes the word 'selection' and then a number (referenced as "X" here), the "X" refers to the board number the error appears in. For example, if a player forgets to mark the outcome for a game in the first board (selection 1), the message would read: "OUTCOME NOT SELECTED SELECTION 1".

The following messages will appear in the status bar:



#### "INVALID PLAY TYPE"

**WHAT IT MEANS:** More than one play type has been marked, or is blank.


**ACTION:** Ask the player to select a play type or fill out a new POOLS selection slip.

#### "TOO MANY GAME MARKS FOR SELECTION X"

**WHAT IT MEANS:** When a player is marking a game number, only three boxes can be marked in total. For example, to select game 2, players would mark box 2; to select game 25, mark box 20 and box 5 on the same board.

**ACTION:** Ask the player to fill out a new selection slip.

<p><b>1</b> Mark the amount you wish to wager.</p> <p>\$2 \$7 \$20</p> <p>\$3 \$8 \$25</p> <p>\$4 \$9 \$50</p> <p>\$5 \$10 \$75</p> <p>\$6 \$15 \$100</p> <p><b>2</b> Mark the event number</p> <p>Mark the event number for each pick you wish to wager on. Examples: for event 5, mark box 5, for event 125, mark box 100, box 20, and box 5. For SPORT SELECT, you must play between 2-8 picks per slip. Note: only ONE outcome can be selected per event.</p> <p><b>3</b> Wager Types</p> <p>For each pick, choose one of the following selections:</p> <p>V - Visitor Win (PRO-LINE/PROPS)                  H - Home Win (PRO-LINE/PROPS)                  O - Over (POINT SPREAD)                  U - Under (POINT SPREAD)</p>	<p>1</p> <table border="1"> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>V</td><td>H</td><td colspan="2">POINT SPREAD</td><td colspan="5">PRO-LINE/PROPS</td></tr> <tr><td colspan="2">OVER UNDER</td><td colspan="7"></td></tr> </table>	1	2	3	4	5	6	7	8	9	0	0	0	0	0	0	0	0	0	V	H	POINT SPREAD		PRO-LINE/PROPS					OVER UNDER									<p>5</p> <table border="1"> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>V</td><td>H</td><td colspan="2">POINT SPREAD</td><td colspan="5">PRO-LINE/PROPS</td></tr> <tr><td colspan="2">OVER UNDER</td><td colspan="7"></td></tr> </table>	1	2	3	4	5	6	7	8	9	0	0	0	0	0	0	0	0	0	V	H	POINT SPREAD		PRO-LINE/PROPS					OVER UNDER									<p>9</p> <table border="1"> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>V</td><td>H</td><td colspan="2">POINT SPREAD</td><td colspan="5">PRO-LINE/PROPS</td></tr> <tr><td colspan="2">OVER UNDER</td><td colspan="7"></td></tr> </table>	1	2	3	4	5	6	7	8	9	0	0	0	0	0	0	0	0	0	V	H	POINT SPREAD		PRO-LINE/PROPS					OVER UNDER								
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**SPORT SELECT**

SEE REVERSE FOR GAME INFORMATION

PERSONS UNDER 18 MAY NOT PURCHASE OR CASH LOTTERY TICKETS. PROOF OF AGE MAY BE REQUIRED.



## EDIT MESSAGES FOR SPORT SELECT

### “OUTCOME NOT SELECTED SELECTION X”

WHAT IT MEANS: There is no selected outcome.

ACTION: Ask the player to mark the outcome on the selection slip.

### “NO MARKS ON THE PREDICTION BOARD”

WHAT IT MEANS: There is no selected prediction on a FUTURES selection slip.

ACTION: Ask the player to mark their prediction on the selection slip.

### “MULTIPLE OUTCOMES SELECTED FOR SELECTION X”

WHAT IT MEANS: More than one outcome has been marked for each board.  
Except on POOLS, only one outcome can be marked per board.

ACTION: Ask the player to fill out a new selection slip.

### “SELECTION X HAS AN OUTCOME WITH NO GAME CHOSEN”

WHAT IT MEANS: No event number has been selected.

ACTION: Ask the player to add the event number on the selection slip.

### “NO MARKS ON THE EVENT BOARD”

WHAT IT MEANS: No event number has been marked on a FUTURES selection slip.

ACTION: Ask the player to add the event number on the selection slip.

### “PICK SELECTED IS CURRENTLY UNAVAILABLE”

WHAT IT MEANS: The selection (V, H, O, U) for that wager type is currently unavailable.

ACTION: Ask the player to fill out a new selection slip with a new selection.

### “X MULTIPLE OUTCOMES ARE REQUIRED FOR THIS TYPE OF PLAY”

WHAT IT MEANS: A play type (Box 1, 2, 3 or 4) has been selected, but the number of multiple outcomes marked is incorrect.

ACTION: Ask the player to fill out a new POOLS selection slip.

### “INVALID CARD NUMBER”

WHAT IT MEANS: The player did not mark a card number, marked an invalid number or filled the number in wrong.

ACTION: Ask the player to mark the correct card number or fill out a new POOLS selection slip.

## EDIT MESSAGES FOR SPORT SELECT

The following SPORT SELECT messages will appear on the screen:



### **“NOT AVAILABLE FOR WAGERING CARD XXX”**

WHAT IT MEANS: The POOLS card marked on the player’s selection slip is no longer available for wagering.

ACTION: The player will have to fill out a new selection slip with a current POOLS card.

**IMPORTANT: A SPORT SELECT ticket may have registered in the central system, but wasn’t printed at your ticket terminal. Take a reprint of the last transaction and if it is a ticket that didn’t print, call Retail Spot at 1-800-665-0133.**

### **“A MINIMUM OF ONE SELECTION IS REQUIRED”**

WHAT IT MEANS: The player has not selected enough events on the selection slip.

ACTION: Players can make up to 8 picks on a SPORT SELECT ticket, depending on game availability.

### **NOT AVAILABLE FOR WAGERING GAME/EVENT/PREDICTION XXX**

WHAT IT MEANS: The player has made a selection for a game, event or prediction that is not currently being offered.

ACTION: Ask the player to fill out a new selection slip. Check current sports list for availability.

### **“GAME XX APPEARS ON MULTIPLE SELECTIONS”**

WHAT IT MEANS: The player has made two or more picks for the same event number.

ACTION: Ask the player to fill out a new selection slip, ensuring that only one pick is made per event.



***Always follow the instructions on the screen and call Retail Spot if you have a problem.***

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## EDIT MESSAGES FOR SPORT SELECT

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### INVALID SPORT TYPE EVENT XXX

WHAT IT MEANS: An incorrect outcome has been selected on a SPORT SELECT or COMBO PLAY slip. For example, the player chose a PRO•LINE outcome for an OVER/UNDER event.

ACTION: Ask the player to fill out a new selection slip.

### “INVALID SELECTION SLIP or FUNCTION NOT AVAILABLE”

WHAT IT MEANS: An old selection slip is being used.

ACTION: Ask the player to fill out a new selection slip.

### INVALID MARKS REJECTED BY CENTRAL EVENT XX

WHAT IT MEANS: A player has made more than one pick from the same event on a SPORT SELECT selection slip. For any individual sporting event, players can only play one of the following—PRO•LINE, OVER/UNDER, POINT SPREAD or PROPS—on a selection slip.

ACTION: Ask the player to fill out a new selection slip.

### “PICKS DOES NOT MATCH THE NUMBER OF SELECTIONS”

WHAT IT MEANS: The number of picks made on a COMBO PLAY slip does not match the number of events that were selected on the slip. For example, the player may have marked 3 events, but only made picks for 2 events.

ACTION: Ask the player either to make the correction or fill out a new selection slip.

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## EDIT MESSAGES FOR SPORT SELECT

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### SELECTED OUTCOME NOT AVAILABLE EVENT/PREDICTION XXX

WHAT IT MEANS: An invalid prediction option was selected in FUTURES.

ACTION: Ask the player to fill out a new selection slip.

### "INVALID NUMBER OF MARKS PER ROW"

WHAT IT MEANS: A player has filled out more than one selection in any one of the rows of a selection slip. For example, the player filled in the boxes for 20 and 50, which are both in the same row on the slip.

ACTION: Ask the player to fill out a new selection slip.

### "TOO MANY MARKS FOR PREDICTION SELECTION"

WHAT IT MEANS: A player has filled out more than one selection in any one of the rows in the Prediction area of the FUTURES slip. For example, the player filled in the boxes for 4 and 9, which are both in the same row.

ACTION: Ask the player to fill out a new selection slip.



**• SECTION 3 •**  
**VALIDATING TICKETS**  
**AND PRIZE CLAIMS**

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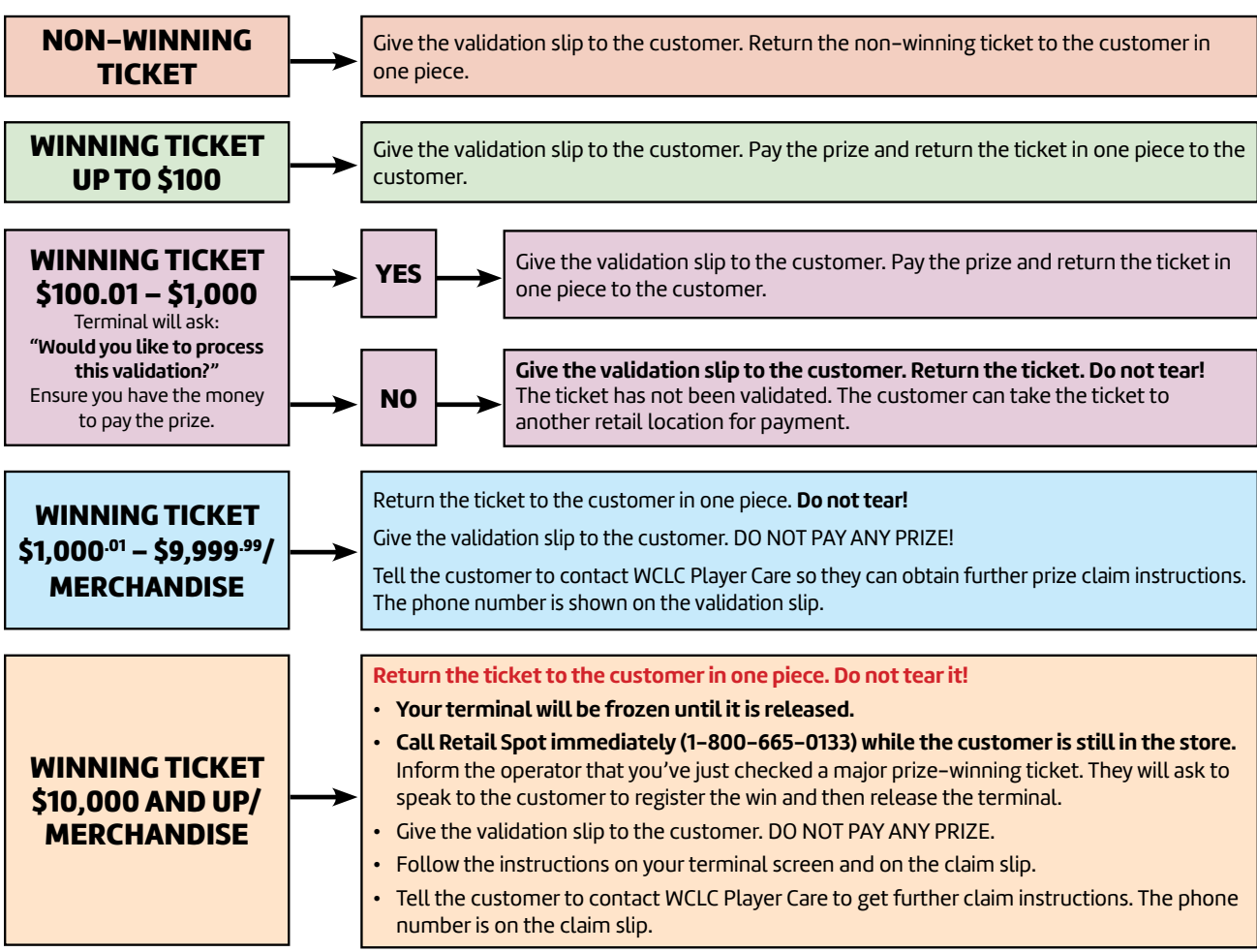
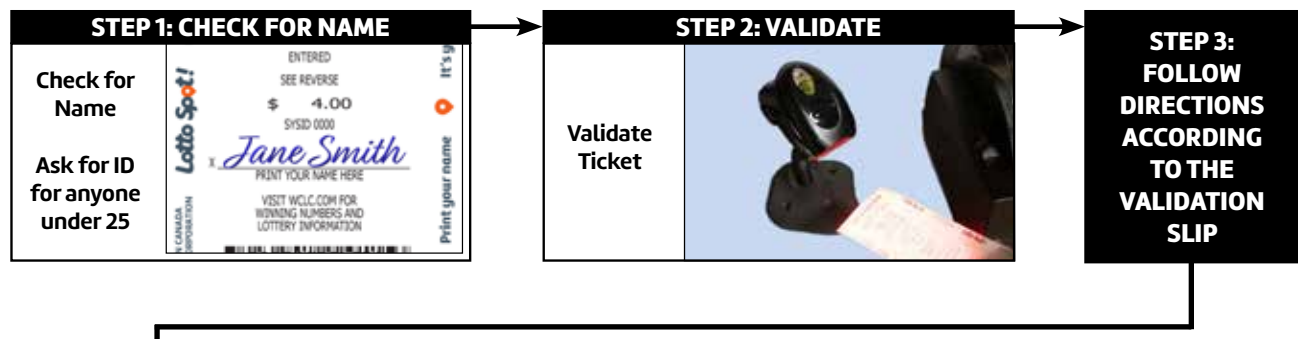
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## SECTION 3

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- **NEVER** validate a ticket until you've checked to make sure the player has printed or signed their name on it.
- **ALWAYS** read the on-screen and validation slip instructions carefully to ensure that all processes are being carried out correctly.
- **ALWAYS** give the validation slip/ claim slip to the player. If you need a copy for your records, print a retailer copy, or set the terminal to automatically print a second copy.



**IN CASE OF A PRIZE DISPUTE**

Give the validation slip to the customer. If the player doesn't agree with the prize shown on the validation slip, **DO NOT PAY ANY PRIZE.**

Return the ticket to the customer in one piece. **DO NOT TEAR!**

Assist the customer with a Claim Form, and ask them to submit their ticket to WCLC for review. Provide the customer with the WCLC Player Care phone number (1-800-665-3313).

## VALIDATION BASICS

You **MUST** ensure that a **name appears** on any ticket you check for a customer. A printed name or signature is acceptable, as are other distinctive markings, such as a name or address stamp.

**All tickets and validation slips – winning and non-winning – MUST be returned to the player.**

**THE TICKET IS THE PROPERTY OF THE PLAYER**, so never keep a ticket and never tear a ticket. If you accidentally tear a winning ticket on which you cannot pay a prize, the ticket must be submitted to WCLC for claim, where it will undergo a review process. Payment to the customer will be delayed.

Only validate tickets for players 18 years of age or older. Lottery ticket retailers must check for identification of anyone who appears to be under the age of 25. Refer to page 6-1.

All tickets must be validated through the ticket terminal before payment can be made to ensure you receive the credit.

You can only pay a prize that indicates the word 'PAY' on the validation slip from your own lottery terminal. If you pay out on any other slip, you will not receive credit for the payout.



**Do not tear any tickets.**

**18+**

**Refer to page 6-1.**

## MOBILE TICKETS

Mobile tickets are purchased using the Lotto Spot! app, but they still must be validated at retail. Mobile tickets are stored on a customer's mobile device.

When a customer presents a mobile ticket, press the "Validate Ticket" button on your terminal screen, scan the barcode on the customer's phone and then continue to process as you would with a paper ticket.

**Paper copies of mobile tickets should NEVER be scanned. Only scan mobile tickets from the customer's device.**

If a barcode is not showing on a customer's mobile ticket, have them press the "Show Barcode" button at the bottom of their screen.

If you are having issues scanning the barcode of a mobile ticket, you can manually enter the control number found in the ticket details section.



## VALIDATING DRAW-BASED AND SPORTS TICKETS

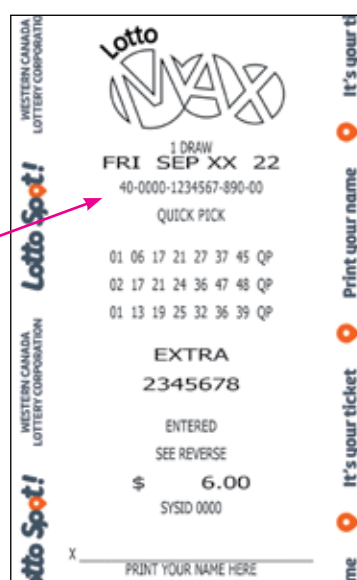
### Validating tickets using the BCR

1. Press **Validate Ticket**.
2. Hold the ticket bar code straight up to the red beam of the BCR. You will hear a beep when the ticket is scanned. If not, try again or use another method (such as through the image reader or by manually keying in the control number).
3. The ticket control number will display on the screen.
4. Press **Send** when the information is correct.



### Validating tickets by manually entering the control number

1. Press **Validate Ticket**.
2. Enter the 18-digit ticket control number located under the draw date using the keypad.
3. Press **Send** when the information is correct.



### Validating tickets using the image reader

1. Press **Validate Ticket** (optional).
2. Insert the ticket upright into the image reader. The control number should be facing you, with the bar code at the bottom.
3. The ticket will feed through the reader. You will hear a beep if the ticket is scanned, and it will drop into the tray. The ticket control number will appear on the screen.
4. Press **Send**.




**Never insert a scratch ticket into the image reader.**

Shorter tickets may stick or curl up near the bottom of the unit rather than falling into the collection tray. Grasp the ticket and pull to remove.


## VALIDATING SCRATCH TICKETS

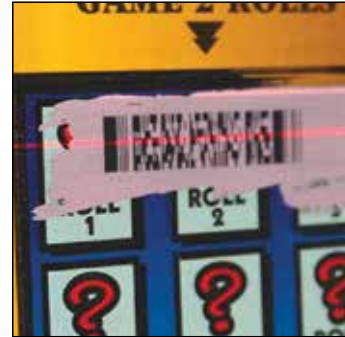
### One-step validation for scratch tickets using the BCR

The two-dimensional bar code for one-step validation is located under the latex in the play area. **Make sure the latex is completely scratched off the bar code or the scanner will not read the bar code.**

1. Press .
2. Hold the two-dimensional bar code 1 to 5 inches under the red light until the circle touches the bar code and you hear a beep.

If not, try again or use another method (e.g., two-step validation or manually keying in the control number)

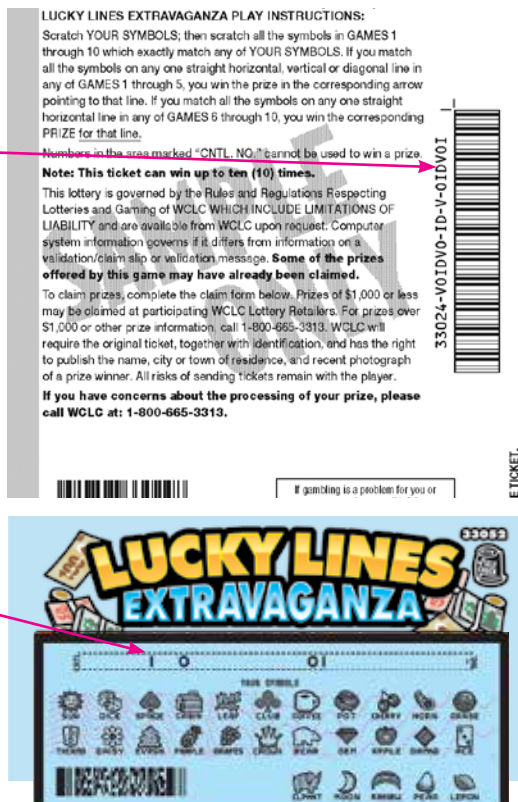
3. The ticket control number will display on the screen.
4. Press  when the information is correct.



## Two-step validation for scratch tickets

The one-dimensional bar code is a long bar code that appears on the back of the ticket along the side or bottom, or on the front of the ticket near the bottom (not in the play area).

1. Press **Validate Ticket**.
2. Hold the ticket bar code 1 to 5 inches under the red light until the circle touches the bar code and you hear a beep. If not, try again or use another method (e.g., manually keying in the control number).
3. A second row will appear after the bar code number is entered. Using the keypad, enter the four-digit 'CNTL' number located under the latex.
4. Press **Send** when the information is correct.



## Validating scratch tickets by manually entering the control number

1. Press **Validate Ticket**.
2. Enter the 20-digit ticket number found under the longer bar code that appears on the back or front of the ticket but not in the play area.
3. After the bar code number displays, a second row will appear. Use the keypad to enter the four-digit 'CNTL' number located under the latex.
4. Press **Send** if the information is correct.

## Correcting the ticket control number

If the ticket control number is incorrect, the message INVALID CONTROL NUMBER will display. Once you press OK you will be returned to the main screen. DO NOT tear the ticket.

Check the entire ticket number on the validation slip to the number on the ticket itself. Then return to the "Validate" screen again and re-enter the ticket number correctly.

To correct the control number, press the **←** (BACKSPACE) button until the incorrect number(s) is erased. When correcting Zing information, the back arrow button will only work in the selected row. To change rows, press the desired row.

**VALIDATION RESULT**

**TICKET NUMBER**

26-123-456789-00-0  
12-3456-7890

**INVALID CONTROL NUMBER**

THU OCTXX 19

SYSID XXXX

## CHECKING TICKETS AND PAYING PRIZES

When you check any ticket, a confirmation message will appear on the terminal screen, and/or a validation slip will print.

For all winning tickets, the terminal will make a winning sound and a message will appear on the customer display unit (CDU). **ALWAYS CHECK THE PRIZE AMOUNT FIRST.**

Lottery retailers are authorized to pay prizes up to and including \$1,000, excluding merchandise prizes.

You will receive a two percent redemption commission on prizes you validate and pay to players.

## PRIZES UP TO AND INCLUDING \$100

The terminal will make a winning sound, the following message will appear on the touch screen and a message will display for the player on the TOUCH SCREEN MESSAGE:

**CHECK SLIP  
FOR PAYMENT  
GIVE VALIDATION  
SLIP TO CUSTOMER  
BEFORE PAYING PRIZE.  
PRESS VALIDATION  
RETAILER COPY KEY  
FOR YOUR RECORDS  
IF REQUIRED**

CDU MESSAGE: **Winner! \$XXX.XX**

A validation slip will print. If the player accepts the prize, return the untorn ticket to the player with the validation slip and payment.

Press **Retailer Copy** to print a copy for your records or OK to return to the main screen without printing a copy.

If the player disputes the amount, do not pay the prize. Give the player a Claim Form, the ticket intact, the validation slip and a replacement ticket if applicable. Advise the player to submit their ticket for review to WCLC.

### Unable to Pay a Prize of up to \$100?

If you validate a ticket up to and including \$100 and cannot pay the prize or make arrangements to do so, **DO NOT TEAR THE TICKET.** Return the ticket and the validation slip to the customer. Help them fill out a claim form for the customer to submit with the ticket to WCLC.

If you tore the ticket in error, please indicate this on the Claim Form and that the prize was not paid. **Do not write anything on the customer's ticket.**



**Do not tear  
any tickets.**



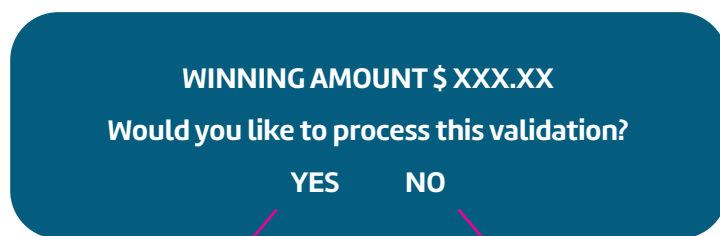
WESTERN CANADA LOTTERY CORPORATION	<b>DAILY GRAND VALIDATION</b>	it's your ticket
	GIVE THIS SLIP TO THE PLAYER BEFORE PAYING THE PRIZE	
	AFTER PAYMENT RETURN TICKET AND VALIDATION SLIP IN ONE PIECE TO CUSTOMER	
	TICKET NUMBER 42-0000-1234567-123-00 TUE JAN 31 22 07:08:09 PST	Print your name
	\$ 10.00 DGRD \$ 0.00 XTRA	
	PAY \$ 10.00 TOTAL	it's your ticket
	SYSID 0000 42-0001-7654321	
	IF YOU HAVE A PRIZE CONCERN CALL 1-800-665-3313	
	THIS IS NOT A TICKET	
	*SAMPLE*	
WESTERN CANADA LOTTERY CORPORATION	<b>Lotto Spot!</b>	



## PRIZES \$100<sup>.01</sup> UP TO AND INCLUDING \$1,000

You'll hear the winning sound. Check the prize amount first to see if you can pay the prize.

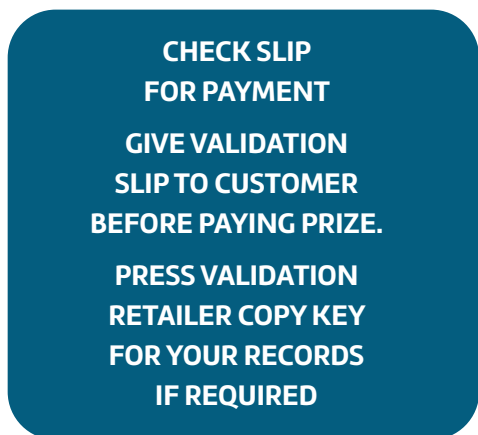
### TOUCH SCREEN MESSAGE:



IF YOU CAN PAY THE PRIZE,  
PRESS "YES"

A validation slip will print. Once you have paid the prize, return the ticket to the player, along with the validation slip.

The following message will then appear on the screen:



Press **Retailer Copy** to print a copy for your records or OK to return to the main screen without printing a copy.

IF YOU DO NOT HAVE THE FUNDS,  
PRESS "NO".

### DO NOT TEAR THE TICKET.

A slip will print indicating that the validation has been cancelled.

Return the ticket with this slip to the player.

This allows the player to take the ticket to another location.



*Under SERVICES, press "Turn Retailer Copy on" to set your terminal to automatically print a Retailer Copy of the validation after every PAID winning validation.*



*If the player chooses to redeem an instant prize immediately on POKER LOTTO or LIGHTNING LOTTO, a replacement ticket will automatically print for the nightly draw (POKER LOTTO) or that night's EXTRA draw (LIGHTNING LOTTO)."*

## PRIZES OVER \$1,000 (OR MERCHANDISE PRIZES)

### DO NOT tear the ticket!

You will hear, "Please, do not tear the ticket!" and the terminal will make a different winning sound (trumpet fanfare). The following message will appear on the touch screen and a message will display on the CDU for the player.

### TOUCH SCREEN MESSAGE:

**RETAILER DO NOT TEAR TICKET**  
**RETURN THE TICKET AND**  
**CLAIM SLIP TO THE CUSTOMER**  
**IT EXPLAINS HOW TO CLAIM PRIZE.**  
**REMEMBER RETURN TICKET**  
**AND CLAIM SLIP TO THE CUSTOMER.**



*Retailers cannot pay prizes over \$1,000 or merchandise prizes.*



*When checking POKER LOTTO tickets with an Instant Win over \$1,000, or KENO tickets winning over \$1,000, a MAKE CLAIM CENTRALLY TOMORROW message will appear. They need to wait until the following business day to claim the prize.*

*ALL POKER LOTTO prizes presented at a prize payout office will have to wait until after the nightly draw before any prizes are paid.*

### CDU MESSAGE: Winner! \$X,XXX.XX or Winner! Merchandise

A claim slip with prize claim instructions will print. Give this slip with the ticket – in one piece – to the player.

The player will need to contact WCLC at 1-800-665-3313 for further instructions and to receive additional forms.

**NOTES:** If a player wins a free play with a prize over \$1,000, the free ticket will not print from your terminal. The player will receive the value of the free play when the prize is paid at a Prize Payout Office.

If a winning Advance Play ticket has won a prize over \$1,000, and still has eligible draws, the replacement ticket will not print from your terminal. The player will receive it at the Prize Payout Office.

## UNPAID TICKETS TORN IN ERROR

If you accidentally tear a player's winning ticket worth over \$1,000, notify Retail Spot. You will also need to complete and sign a Claim Form for the player, indicating the ticket was torn in error and the prize was not paid. The player must submit the ticket, Claim Form and their own letter of explanation to WCLC.

Be sure to include the date and time of the validation, your store name and SYSID, and the name of the employee who tore the ticket.

WESTERN CANADIAN LOTTERY CORPORATION		CLAIM FORM	WCLC
<p>Two (2) pieces of identification are required to claim a prize. Call 1-800-665-3313 for a list of acceptable identification.</p> <p>CLAIM TYPE: <input type="checkbox"/> Prize over \$1,000 <input type="checkbox"/> Merchandise <input type="checkbox"/> Advance play ticket <input type="checkbox"/> Disputed, damaged or incomplete winning ticket</p> <p>NOTE: This form is used for claiming prizes of over \$1,000 for tickets that you are unable to identify as a winner for winning tickets which are unplayable, mutilated, defective, altered or for tickets that will not validate on your terminal. PLEASE PRINT CLEARLY.</p>			
Customer's Name		Date	
Address		Province	
City	Postal Code		
Telephone Number (including area code)		Fax Number	
Email Address			
Claimant's Signature	Amount Claimed	Date	
<p>WCLC/TICKET NAME:</p> <p>EXPLANATION:</p>			
<p>FOR RETAILER USE</p> <p>Ticket control number: _____ SYSID: _____</p> <p>Validating retailer's signature: _____ Staff name (please print): _____</p> <p>Was the player paid any prize? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> If claim is for a lost ticket, was the ticket torn in error? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p>			
<p>INSTRUCTIONS</p> <p>ADVISE THE CUSTOMER TO CALL 1-800-665-3313 FOR FURTHER INFORMATION AND ADDITIONAL FORMS REQUIRED TO CLAIM A PRIZE OVER \$1,000.</p> <ol style="list-style-type: none"> <li>Make sure addresses of retailers meet \$1,000 on the ticket. Claim forms to be completed in person by the retailer (not for a group claim, which must be accompanied by a Group Buying Agreement, available at Lottery Ticket Centres, Atlantic, or by calling 1-800-665-3313).</li> <li>Justly prepare this Claim Form with the customer for all prizes over \$1,000.</li> <li>Ensure that the Claim Form is completed in full, including a <b>NOTICE TO CUSTOMER</b>.</li> <li>Sign the Ticket and the Validation Message to the WHITE copy of this Claim Form. Give the YELLOW copy to the customer for their records. Retain the PINK copy for your records.</li> <li>All risk of handling tickets remain with the player.</li> <li>Customer can provide the WHITE copy of this form with the ticket attached to any of the Prize Payout Offices (call 1-800-665-3313 for addresses) or send by registered mail or courier to:           <p>Western Canada Lottery Corporation            100 Place 100 Street            Winnipeg, Manitoba R2C 4T1</p> </li> </ol> <p>NOTE: The cost of sending the ticket should not exceed the value of the prize being claimed.</p>			

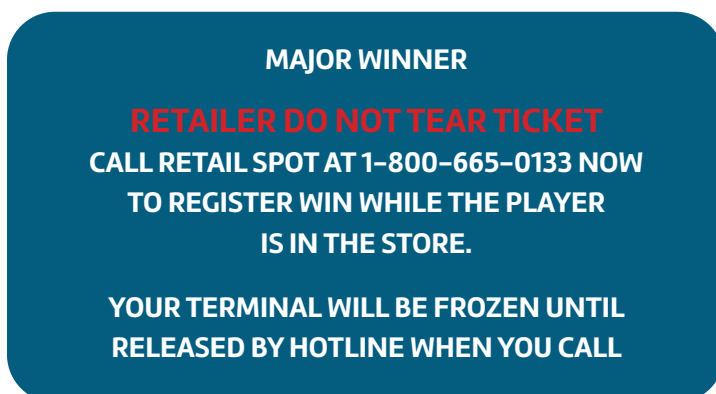
## PRIZES \$10,000 OR MORE

When a ticket with \$10,000 or more is scanned through the terminal, the terminal and ticket checker will temporarily freeze and the instructions below will appear. Once you've called Retail Spot and obtained the information they need from you and the winner, they will release the terminal.

### DO NOT TEAR THE TICKET!

A slip with prize claim instructions will print. Give the slip with the winning ticket – in one piece – to the player.

### TERMINAL SCREEN MESSAGE:



*Always read and follow the instructions on the touch screen and validation or claim slips. DO NOT TEAR winning tickets over \$1,000.*

### CDU MESSAGE:

The player must call 1-800-665-3313 to make an appointment and for additional forms. When they claim the prize, winners are also required to present at least one piece of valid government-issued photo identification (such as driver's license, or two piece of non-photo identification).



### PLEASE NOTE:

*Major prizes claimed at the Prize Payout Offices may not be paid the same day the ticket is presented.*

## NON-WINNING TICKETS

### TOUCH SCREEN MESSAGE:

RETURN TICKET TO CUSTOMER.  
DO NOT PAY ANY PRIZE  
HAVE CUSTOMER CHECK TICKET  
MANUALLY. IF TICKET  
IS QUESTIONED OR APPEARS  
TO BE A WINNER HAVE  
CUSTOMER SEND TICKET AND  
CLAIM FORM TO THE WCLC

### CDU MESSAGE: Sorry not a winner

A validation slip will print for the player.

Give the validation slip with the **intact** non-winning ticket to the player.

DO NOT tear non-winning tickets.

WESTERN CANADA  
LOTTERY CORPORATION

**Lotto Spot!**

WEST  
LOTTE

**\*\*\*RETURN TICKET TO CUSTOMER  
IN ONE PIECE\*\*\***

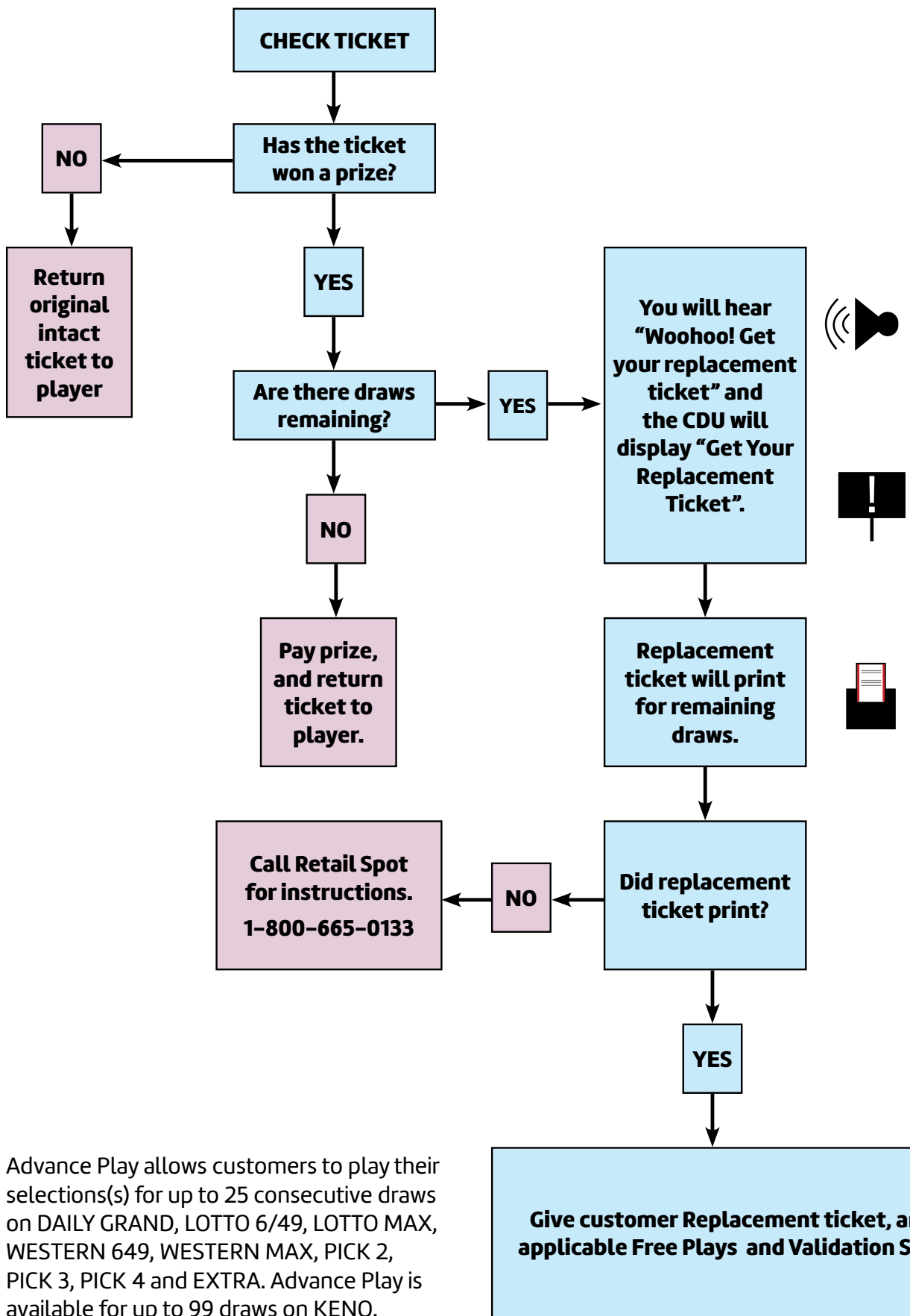
DOES NOT APPEAR TO BE A WINNER  
OR RESULTS NOT IN.  
DO NOT PAY ANY PRIZE  
CUSTOMER CAN CHECK TICKET  
MANUALLY IF DESIRED. IF TICKET  
IS QUESTIONED OR APPEARS  
TO BE A WINNER HAVE  
CUSTOMER SEND TICKET AND  
CLAIM FORM TO THE WCLC

IF YOU HAVE A PRIZE CONCERN  
CALL 1-800-665-3313

Print your name

our ticket

### ADVANCE PLAY VALIDATION FLOWCHART



Advance Play allows customers to play their selections(s) for up to 25 consecutive draws on DAILY GRAND, LOTTO 6/49, LOTTO MAX, WESTERN 649, WESTERN MAX, PICK 2, PICK 3, PICK 4 and EXTRA. Advance Play is available for up to 99 draws on KENO.

## VALIDATING ADVANCE PLAY TICKETS

When you validate an Advance Play ticket eligible for future draws, the ticket terminal will only print a replacement ticket for the remaining draws **IF** the ticket has won a prize.

If the Advance Play has not won a prize, return the intact original ticket to the player so it can be used to claim prizes on future draws.

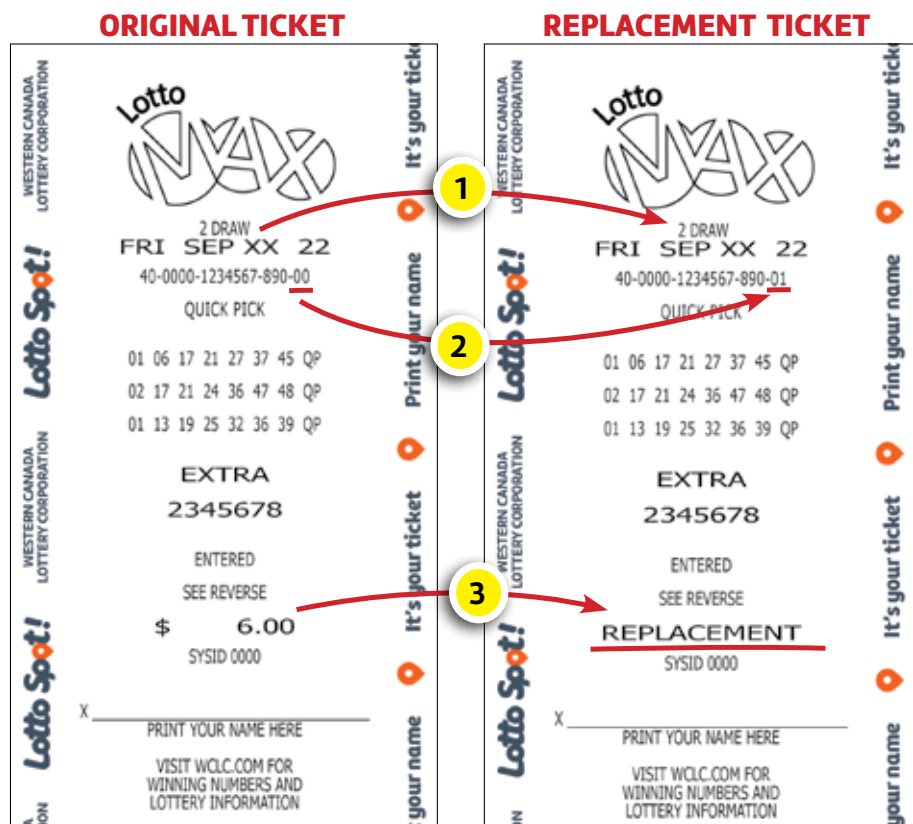
### Replacement Tickets

- If a prize is won on an Advance Play ticket, a replacement ticket will print and you will hear, **“PLEASE GIVE THE CUSTOMER THEIR REPLACEMENT TICKET”**. If a free play is also won, EXTRA must be ‘ENTERED’ or ‘NOT ENTERED’ on the free play. Give them the replacement ticket, any applicable free plays and the validation slip. Return the winning original ticket to the player in one piece.
- If a ticket has won a prize over \$1,000 still has remaining draws, the replacement ticket will not print until the prize is paid at a Prize Payout Office.
- **If a replacement ticket does not print, call Retail Spot immediately for instructions.**
- If there are no prizes to date, no replacement ticket will print. The original ticket is still valid and **must be returned intact** to the player.



Original and replacement ticket comparison:

- 1 Number of draws and first date will change.
- 2 The last two digits of the control number increase with each validation resulting in a replacement ticket.
- 3 Ticket cost will change to REPLACEMENT.



## PROCESSING FREE PLAYS

If you validate a draw-based game ticket that has won a free play(s), the message “Number of free plays pending: X” will appear and an edit prompt will display asking you to “ENTER” or “NOT ENTER” EXTRA. Players can add EXTRA for \$1 per free play. If there are multiple free plays won, and the player chooses to enter EXTRA, EXTRA will be ‘ENTERED’ on all eligible free tickets. The total cost appears in the bottom right of the screen. For example, if the player has won three free plays, the cost to add EXTRA will be \$3.



**Call Retail Spot immediately if a Free Play fails to print.**

The “Number of EXTRA” prompt will appear on the screen. Ask the player if they wish to play EXTRA. EXTRA automatically defaults to zero (0).

- If ‘yes,’ press “1” then press  to print the ticket(s).
- If ‘no,’ press  to print the ticket.



When a player wins more than one free play on a draw-based game, the ticket terminal will issue the tickets on a maximum of three tickets. Refer to the free play chart below.

FREE PLAYS	TICKET 1	TICKET 2	TICKET 3
1	1 Selection for 1 draw		
2	1 Selection for 1 draw	1 Selection for 1 draw	
3	1 Selection for 1 draw	1 Selection for 1 draw	1 Selection for 1 draw
4	1 Selection for 2 draws	1 Selection for 1 draws	1 Selection for 1 draw
5	1 Selection for 2 draws	1 Selection for 2 draws	1 Selection for 1 draw
6	1 Selection for 2 draws	1 Selection for 2 draws	1 Selection for 2 draws
7	1 Selection for 3 draws	1 Selection for 2 draws	1 Selection for 2 draws

and so on...



**A Free Play can be cancelled and reissued if the EXTRA was not processed correctly.**

Free Plays can be cancelled, but the revised Free Play must be completed before any other transactions will process.

### FREE PLAY ERROR MESSAGE



**VALIDATION RESULT**

**PREVIOUS VALIDATION NOT COMPLETED.**

**PLEASE SIGN OFF**

**AND BACK ON TO RELEASE FREE PLAYS.**

REASON: An attempt has been made to process a wager or validation before the free play(s) from the last transaction has printed.

SOLUTION: Press  and then sign back on .

You will be taken to the free play screen for the last transaction. Complete the free play transaction before attempting any other function.

## DISPUTED PRIZE CLAIMS

If a customer is disputing the prize amount, return the ticket in one piece along with the validation slip or claim slip. **DO NOT PAY** any portion of the prize.

The customer can then call 1-800-665-3313 to review their ticket or they can send it in with a completed Claim Form for review to:

Western Canada Lottery Corporation, Attn: Prize Payout  
Main Floor, 125 Garry Street  
Winnipeg, MB R3C 4J1



**For disputed claims, return the ticket to the customer in one piece, along with the validation slip and instruct the player to call the toll-free number on the slip.**

## FILLING OUT A CLAIM FORM

A Claim Form is used for prize claims over \$1,000, merchandise prizes and disputed tickets. The Claim Form can only be used for paper tickets – not mobile tickets.

Return the ticket and validation slip to the player.

Assist the customer in filling out a Claim Form, including that no prize was paid. Keep the pink copy for your records and give the player the remaining two – the yellow for their records and the white to send to WCLC for review along with their ticket.

The ticket is the property of the customer and the customer is responsible for mailing both the ticket and the white copy of the form to WCLC.

**Do not send a ticket in for a player.** If the ticket is lost in transit before reaching WCLC, you may be responsible for the ticket.

If you have specific questions about completing any section of the Claim Form, contact Retail Spot.

WESTERN CANADA LOTTERY CORPORATION		CLAIM FORM		Lotto Spot!	
<p><b>Two (2) pieces of identification are required to claim a prize. Call 1-800-665-3313 for a list of acceptable identification.</b></p>					
<p><b>CLAIM TYPE</b> <input type="checkbox"/> Prize over \$1,000 <input type="checkbox"/> Merchandise <input type="checkbox"/> Already Validated <input type="checkbox"/> Disputed, Damaged or Incomplete Winning Ticket</p> <p><b>NOTE:</b> This form is used for claiming prizes of over \$1,000; for tickets you are unable to identify as a winner; for winning tickets which are unreadable, mutilated, defective, or altered; or for tickets that will not validate on your ticket terminal. PLEASE PRINT CLEARLY.</p>				<p>Staple Ticket and Validation Message here on WHITE copy</p>	
<p>Claimant's Name _____</p> <p>Address _____</p> <p>City _____ Province _____ Postal Code _____</p> <p>Daytime Telephone Number (including area code) _____ Alternate Phone Number _____</p> <p>Claimant's Email Address _____</p> <p>Claimant's Signature _____ Amount Claimed _____ Date _____</p>					
<p><input type="checkbox"/> LOTTO MAX <input type="checkbox"/> WESTERN MAX <input type="checkbox"/> LOTTO 6/49 <input type="checkbox"/> WESTERN 6/49 <input type="checkbox"/> DAILY GRAND <input type="checkbox"/> EXTRA <input type="checkbox"/> PICK GAMES <input type="checkbox"/> POKER LOTTO <input type="checkbox"/> KENO <input type="checkbox"/> ZING <input type="checkbox"/> SPORT SELECT <input type="checkbox"/> FUTURES <input type="checkbox"/> POOLS <input type="checkbox"/> OTHER _____</p>					
<p><b>EXPLANATION</b></p> <p>_____</p> <p>_____</p> <p>_____</p>					
<b>FOR RETAILER USE</b>					
Ticket Control Number _____		SYSID _____			
Validating Retailer's Signature _____			Staff Name (please print) _____		
Was the player paid any prize? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Was the ticket torn in error? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A					
<b>INSTRUCTIONS</b>					
ADVISE THE CUSTOMER TO CALL 1-800-665-3313 FOR FURTHER INFORMATION AND ADDITIONAL FORMS REQUIRED TO CLAIM A PRIZE OVER \$1,000.					
1. NAME AND ADDRESS OF PLAYER(S) MUST BE ON THE TICKET. Claim Form to be completed by player(s) or one name in trust for a group claim, which must be accompanied by a Group Buying Agreement, available at Lotto Spot Retailers, at wclc.com, or by calling 1-800-665-3313.					
2. Jointly prepare this Claim Form with the customer for all prizes over \$1,000.					
3. Ensure the Form is completed in full, including a DAYTIME PHONE NUMBER.					
4. Staple the ticket and the validation message to the WHITE copy of this form. Give the YELLOW copy to the customer for their records. Retain the PINK copy for your records.					
5. All risks of sending tickets remain with the player.					
6. Customers can present the WHITE copy of this form with the ticket attached to any of the Prize Payout Offices (call 1-800-665-3313 for addresses) or send by registered mail or courier to: Western Canada Lottery Corporation Main Floor, 125 Garry Street Winnipeg, MB R3C 4J1					
Note: The cost of sending the ticket should not exceed the value of the prize being claimed.					
WCLC DECEMBER 2021		WHITE - CORPORATION		YELLOW - CUSTOMER	
				PINK - RETAILER	



**Advise customers to call 1-800-665-3313 if they need to make a claim for a mobile ticket. Claims for mobile tickets must be made using the Mobile App Ticket Claimant Form.**



**Claim Forms should be part of your lottery supplies. If you need more, place an order. Refer to the inside cover page for contact information.**



**• SECTION 4 •**

**OTHER FUNCTIONS:**

**CANCELLING TICKETS**

**REPRINTS**

**ACTIVATING ZING TICKETS**

**RETAIL EMPLOYEE LIST**

**TERMINAL MESSAGES**

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## CANCEL TICKET FUNCTION

There are three rules to remember when cancelling a ticket:

1. Cancel it on the **SAME TERMINAL** that processed the ticket.
2. Cancel it on the **SAME DAY** it was printed.
3. Cancel it **PRIOR TO THE GAME BREAK** for that product, or for SPORT SELECT, **BEFORE THE CUT-OFF TIME OF THE EARLIEST GAME** on the ticket.

### RULES FOR KENO, POKER LOTTO AND LIGHTNING LOTTO

KENO tickets can only be cancelled prior to the second draw on the ticket. You cannot cancel a KENO ticket if it's already been validated for the first draw.

**REMEMBER** **POKER LOTTO and LIGHTNING LOTTO tickets cannot be cancelled after they are issued.** Always ensure you receive payment before processing either game.

**NOTE:** If there is any doubt about the ticket you are cancelling, call Retail Spot immediately.



**POKER LOTTO and LIGHTNING LOTTO tickets cannot be cancelled.**

## HOW TO CANCEL A TICKET

1. Press **Cancel Ticket**.
2. Either scan the ticket bar code that appears at the bottom of the ticket under the red beam of the bar code reader, OR insert the ticket upright into the image reader (with bar code facing down), OR manually enter the ticket control number using the keypad. **If a bar code appears at the top of a ticket, this is a misprint and the top bar code should not be used to cancel the ticket.**
3. The control number will display on the screen.
4. Press **Send**.
5. A ticket cancellation message will appear on the screen, and a cancellation slip will print.
6. Write "cancelled" and the reason for the cancellation on the back of the ticket.
7. Staple the cancellation slip to the cancelled ticket and keep for 30 days after the last draw date on the ticket before destroying it. Failure to produce a cancelled ticket upon request may result in a loss of credit. Retailers are responsible for any prizes that would have otherwise been won on any cancelled ticket not maintained and destroyed according to policy.



## HANDLING A MISPRINTED TICKET OR WHEN NO TICKET PRINTS

1. Check the paper in the printer. If nothing prints, re-install the paper.
2. Press the **FUNCTIONS** button and then the **Last Play** button.
3. If the reprint is of the last ticket processed, call WCLC Retail Spot. Retail Spot will go through the information with you to determine if cancellation is possible.

**IMPORTANT:** There is a different procedure to follow if certain tickets misprint. See re-issue on the following page.

A last play reprinted ticket should be printed if:

- Original ticket does not print properly
- Ticket has jammed in the printer
- Printer runs out of paper during printing
- If ticket is stolen

### NOTES:

- Call Retail Spot immediately if a reprint of the misprinted transaction is incomplete or cannot be obtained.
- Retail Spot will not cancel a ticket if the original did not print.
- Do not attempt to process another transaction until the problem is resolved.
- Without a corresponding reprint, credit will not be given.
- Retailers are responsible for any prizes that would have otherwise been won on any cancelled ticket not maintained and destroyed according to policy.



**NEVER GIVE A REPRINT TO A PLAYER. A reprint has no cash value.**

## REPRINT FUNCTIONS

- **NEVER GIVE A REPRINT TO A PLAYER.**
- **A reprint has no cash value.**
- **REPRINTS CANNOT BE VALIDATED.**

If your terminal or printer is replaced, you can still take a reprint of the last transaction.

A RE-ISSUED ticket is different and is a valid ticket to be given to the customer.

Note: If you attempt to press the Re-Issue button without contacting Retail Spot, you'll see "No Last Transaction" on the screen.



Press the **FUNCTIONS** button to access the following functions under the Reprint section:

- Press **Last Transaction** to reprint the last valid financial transaction (i.e. cancellation, validation or wager) excluding POKER LOTTO.
- Press **Last Play** to reprint the last valid wager including free plays. Excludes POKER LOTTO.
- Press **Last Validation** to reprint the last validation slip. (i.e. the last valid validation processed, along with the replacement ticket – if applicable – will print.) Does not include non-winning tickets and prizes you did not or could not process. Unavailable for POKER LOTTO.
- Press **Last Cancellation** to reprint the last cancellation slip, excluding POKER LOTTO.
- Press **Retailer Copy** to reprint a retailer copy of the last completed validation of \$1,000 or under, including free plays. This function cannot print a copy of non-winning validation slips.
- **Reissue** This function is for any POKER LOTTO or LIGHTNING LOTTO ticket that misprints. It may also be used for misprints of free play or replacement tickets for other games. The Reissue function will not work without authorization from Retail Spot. If a POKER LOTTO, LIGHTNING LOTTO, a free play or a replacement ticket does not print, call Retail Spot right away.

## ACTIVATING SCRATCH TICKETS (ZING)

Scratch tickets must be activated before they can be sold.

1. Press the **FUNCTIONS** button, then press **Activate**.
2. Either use the bar code reader to scan the book number OR use the keypad to manually enter the 20-digit book number.
3. If you make an error while entering the numbers, use the back arrow button on the keypad to delete and then re-enter.
4. Press the **Send** button to process the transaction. The book of tickets is now activated and can be sold. You are able to activate up to 20 books at one time.
5. Press the **End Receipt** button to end the book entry process and print a receipt.
6. Balance Activation receipts with your Wednesday invoice.
7. For your records, keep Activation receipts with your ticket issue information.

After activation, the retail location will see the activated tickets displayed on their current and weekly sales reports, and on the next Wednesday's invoice. (See sample invoice on page 5-5)

The other functions under the "ZING" heading – Issue, Deactivate, Courier/Rep and Return – are only to be used by an Account Representative.



## STOLEN OR MISSING TICKETS

Once you have received an order of scratch tickets, you are financially responsible for the full face value of all tickets regardless of their activation status.

You are financially responsible for all lottery products in your possession, including activated and issued scratch tickets (Zing), the ticket terminal, selection table, glasstop security case and other signs and fixtures, as per the Lottery Retailer Agreement.

### IN THE EVENT OF A THEFT OR ROBBERY AT YOUR LOCATION

1. **Call the police** and the store manager or owner.
2. **Call Retail Spot as soon as possible** to prevent activation of stolen tickets! By reporting all stolen tickets to Retail Spot they can change the status of an issued ticket to prevent them from being validated and paid out by another retailer.

**NOTE: Retail Spot cannot change the status of activated tickets.**

3. **Notify your insurance company** of all stolen or damaged tickets or property. For more information regarding Retail Security, please contact your Account Representative or your local police authority. Information from Shipping Reports, Activation Slips, Sales Reports and Current Week Invoices will assist in determining the value of your loss and the control numbers involved.
4. If any signs or fixtures, including the terminal or printer, were vandalized during the robbery, **report the damage to Retail Spot** for replacement or repair.

Lottery products can be a target for theft. To reduce the risk of loss, do not leave your Zing display case unattended.

Always ensure you receive full payment before you give tickets to the player. If you do not receive payment, cancel the ticket immediately.

**Retailers are responsible for tickets that can't be cancelled.**



***Each retail location is responsible for all transactions processed through their ticket terminal.***

## RETAIL EMPLOYEE LIST

Be sure to keep your employee list up to date. The list ensures that consistent information is gathered across WCLC's region of the Prairies and Territories.

The Retail Employee List is available from the Services menu which can be found under the **FUNCTIONS** button.



Press the Retail Employee List to display the main screen for the Retail Employee List function which displays two options: 'Sales Rep Sign-on' and 'Manager Sign-on'. Press 'Manager Sign-on'.

## MANAGER SIGN-ON

Use the Pass Number issued by your Account Rep to access the Retail Employee List. All designated managers will have one Pass Number per location. Write down your Pass Number and keep it in a safe place.

Designated managers are allowed five unsuccessful Sign-on attempts before being locked out of the function. A related error message will be displayed on the terminal. Should this happen, contact Retail Spot to have the Pass Number error reset.



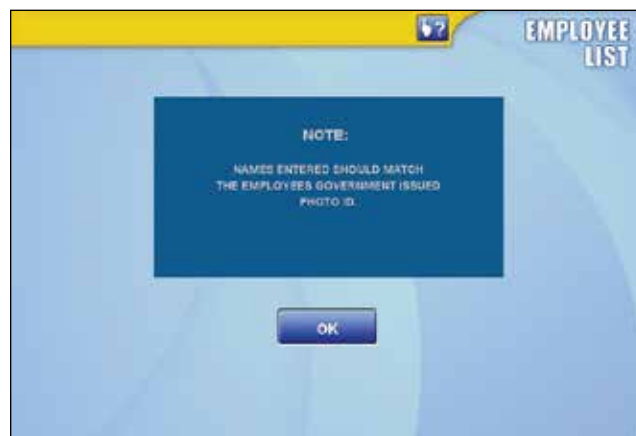
***If you have more than one ticket terminal at your location, you will need to enter your employees on the terminal SYSID with the lowest number.***





## ADDING AN EMPLOYEE

1. Previously entered employees are displayed in alphabetical order by last name. You can scroll to see more names.
2. To add a new employee, press **Add** button on the screen. You will be reminded that the information should match the employee's government-issued identification.
3. Enter the employee's **last name**, **first name** and **employment start date**. Enter the middle name or initial if it appears on their ID. If the employee is a manager, press the Manager button and they will have access to edit the Employee List. Press **Save**.
4. A confirmation screen will be displayed. If the information is correct, press **Yes** or press **No** to return to the entry screen.



## REMOVING AN EMPLOYEE

1. Touch the scroll bar across from the employee name and then press the **Remove** button on the main screen.
2. A confirmation screen will appear. Once a name is removed, it will not appear on the Employee List.

NOTE: Although an employee is removed from the Employee List, their name will remain on the central system list for two years.



	Last Name	First Name	Middle Name	Start Date dd-mm-yy
1	APPLE	JAYDEN	M	17-05-21
2	BLACK	ISABELLA		17-05-21
3	BLOCH	WALTER		17-05-21
4	GREEN	MICHAEL		17-05-21
5	HOPE	JACOB		17-05-21
6	SMITH	WILLIAM		17-05-21
7	SUN	RYAN		17-05-21
8	WU	EMILY		17-05-21



**Contact WCLC Retail Spot for any questions or edits that may need to be made for any of the entries.**

## PRINTING THE EMPLOYEE LIST

Press the **Print** button near the bottom on the main screen. The list prints with a title and date, in alphabetical order by last name.

### Session Time-out

If there is no activity for approximately five minutes once the manager has signed in to the Retail Employee List, the session will time out. Activity includes pressing any of the buttons or moving up or down in the employee list.

The user will be asked to log in again to access the Employee List screen.



RETAIL EMPLOYEE LIST	
SUN MAR03 21 SYSID 0000	
APPLE JAYDEN M START DATE: 17-05-21 (dd-mm-yy)	Print your name
BLACK ISABELLA START DATE: 17-05-21 (dd-mm-yy)	Print your name
MANAGER BLOCH WALTER START DATE: 17-05-21 (dd-mm-yy)	Print your name
GREEN MICHAEL START DATE: 17-05-21 (dd-mm-yy)	Print your name
HOPE JACOB START DATE: 17-05-21 (dd-mm-yy)	Print your name
SMITH WILLIAM W START DATE: 17-05-21 (dd-mm-yy)	Print your name
MANAGER SUN RYAN START DATE: 17-05-21 (dd-mm-yy)	Print your name
WU EMILY START DATE: 17-05-21 (dd-mm-yy)	Print your name

\*SAMPLE\*

## TERMINAL MESSAGES

It's important to read your terminal messages to learn where jackpot prizes are won, receive important updates on changes, and get reminders on procedures and policies. Sign on and Information Messages are available when you initially sign on to your terminal. To print any of the following messages, choose **FUNCTIONS** on the main screen, then **Services**, then the appropriate button, and press **Print**.



### Information

Press **Information** to view or print the Information Message, if available.

### News

Press **News** to view or print the News Message, if available. If there is a News Message, it will be indicated at the bottom of the sign on message that prints during sign on.



*Once "OK" is pressed, these instant messages cannot be accessed again. Make sure to print a copy for your staff.*

### Instant Messaging

In addition to the regular messages that appear when you sign on, you may receive additional messages throughout the day.

**Urgent Messages:** This message will pop up on your main screen. Read the message and press **Print** to create a hard copy to share with staff.

**Non-Urgent Messages:** An "envelope" icon will appear near the top of the screen. Press the envelope button, and the message will display on the screen. Review the message, and press **Print**.



## PRINTING WINNING NUMBERS

To access Winning Numbers, first press **FUNCTIONS** then **Winning Numbers** to access the Winning Numbers report menu for DAILY GRAND, LOTTO MAX, WESTERN MAX, LOTTO 6/49, WESTERN 649, LIGHTNING LOTTO, POKER LOTTO, the PICK games, EXTRA, or All Winning Numbers.

Press the logo of the game you require winning numbers for. Use the arrow buttons to scroll down to see the prize breakdowns and previous winning numbers, or press **Print** to print a copy.

The POKER LOTTO suits do not display on the terminal screen so you cannot preview. When you press the POKER LOTTO logo, the previous day's results print automatically.

Please ensure winning numbers are posted in the flipper unit located at the selection table. Past winning numbers can be found online at [wclc.com](http://wclc.com).

To print KENO winning numbers, click the KENO button and enter the draw number or press **Send** for the results of the most recent 7 draws.

When you press ALL WINNING NUMBERS, the winning numbers for the previous evening's draws will print, except KENO.



## PRINTING SPORTS RESULTS AND LISTS

SPORT SELECT results and lists do not automatically print at sign on. They are available at the terminal upon request only.

Press **FUNCTIONS**, then **Sports Results** and choose the game to view or print game/event results. Results can be selected by sport or day of the week.

NOTE: SPORT SELECT results are available the day after the listed games were completed.

Press **FUNCTIONS**, then press **Sports List** to access the sports lists menu. Press the game to view or print that sports list.

POOLS Cards will only appear on the screen when available.



**• SECTION 5 •**  
**SALES REPORTS**  
**AND ACCOUNTING**

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## SECTION 5 • SALES REPORTS AND ACCOUNTING

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## TOTALS FUNCTION

Press **FUNCTIONS**, then **Services** and then **Totals** to view your latest sales, validation and cancellation transactions, if available. The Totals screen can also be accessed directly from Main Screen – Grand Total button. You can also use this function to calculate change due to players for the most recent transaction.

Press the arrows on the scrollbar to view the items in the Totals screen.



NOTE: This function will only be available when the terminal has completed financial transactions. Only the last 15 valid transactions will be displayed in the Totals screen.

The TOTALS screen can also be accessed from the main screen with the 'Grand Total' button that is on the bottom left on the screen.

The TOTAL button will calculate the amount to charge or return to the player.

To do this:

1. Use the keypad to enter the amount the player has paid.
2. Press **Total** to see the change owing to the player.
3. Then press **Clear** to clear the transactions for that player.



**The Totals button will only appear under SERVICES if there are completed financial transactions.**

## REPORTS FUNCTIONS

Press **FUNCTIONS** to access the following reports:

Sales, Winning Numbers, Current Week Invoice, Previous Week Invoice, Sports Results, Sports List, ZING Current Week Activations, and ZING Previous Week Activations.

**Sales** will show you sales, redemptions and cancellation information for your selected day or week.

**Current Week Invoice** will show you the most recent Invoice. This will include the Previous Week's Total Current Activations, which are now due.

**Previous Week Invoice** will show you the Invoice from the previous week. Total Current Activations, as well as the Adjustment, can be balanced against the Previous Week's Activations on the Current Week Invoice.

**ZING Current Week Activations** will show you the list of scratch ticket books that were put into the activated status during the current invoice period (i.e. Wednesday to Tuesday).

**ZING Previous Week Activations** will show you the list of scratch ticket books that were put into the activated status during the previous invoice period.

For information on **Winning Numbers** reports, **Sports Results**, and **Sports List**, refer to Section 4, Other Functions.

When you select a report function, a report appears in the middle of the screen. There are two arrow buttons near the bottom of the report that you can use to scroll through the information.

To exit from any report, press **Main** or **Back**.

### NOTES:

- Reports will not print automatically; you will have to press **Print** to obtain a copy of any report.
- POKER LOTTO results print automatically because the suits of cards cannot be viewed on the terminal screen.



Use the arrows to scroll up and down the report



## REPORTS: SALES

To access the Sales Reports menu, press **FUNCTIONS** and then **Sales**.

Press one of the following reports to view or print your sales, redemptions and cancellation information.

Use the arrow buttons to scroll through the report, or press **Print** to print a copy.



**Today's**

Press **"Today's"** to view the cumulative total of sales, redemptions and cancellations from the start to that point in time of the current day.

**Weekly**

Press **"Weekly"** to view the cumulative total of sales, redemptions and cancellations for the entire Invoice week, from the start of business Wednesday to that point in time of the current day.

### Monday to Sunday:

Press a specific day to view the total sales, redemptions and cancellations for a specific day during the week.

TODAY'S SALES REPORT FOR SAT MAYXX 24 21:05:16 MST SYSID 0000			
LMAX	SALES	10	5555.00
6/49	SALES	5	999.00
DGRD	SALES	8	3363.00
PIK3	SALES	3	35.00
KENO	SALES	8	1095.00
XTRA	SALES	17	99.00
PIK2	SALES	3	6.00
PIK4	SALES	3	8.00
LIT	SALES	7	300.00
SPOR	SALES	7	662.00
FUTR	SALES	8	48.00
POOL	SALES	2	26.00
WMAX	SALES	10	30.00
W649	SALES	5	10.00
PKLT	SALES	0	0.00
PLAI	SALES	0	0.00
TOTAL ONLINE			12258.00
ACTIVATIONS			
\$1	ZING	1	0.00
\$2	ZING	2	0.00
\$3	ZING	0	0.00
\$4	ZING	0	0.00
\$5	ZING	0	0.00
\$7	ZING	0	0.00
\$10	ZING	0	0.00
\$20	ZING	0	0.00
\$30	ZING	0	0.00
\$50	ZING	0	0.00
\$100	ZING	0	0.00
TOTAL ACT			0.00
SUBTOTAL			11958.00
CREDITS			
LMAX	CANCELS	0	0.00
6/49	CANCELS	0	0.00
DGRD	CANCELS	0	0.00
SPEV	CANCELS	0	0.00
PIK3	CANCELS	0	0.00
KENO	CANCELS	0	0.00
XTRA	CANCELS	0	0.00
PIK2	CANCELS	0	0.00
PIK4	CANCELS	0	0.00
SPOR	CANCELS	0	0.00
FUTR	CANCELS	0	0.00
POOL	CANCELS	0	0.00
WMAX	CANCELS	0	0.00
W649	CANCELS	0	0.00
TOTAL ONLINE			0.00
\$1	BUYBCK	0	0.00
\$2	BUYBCK	0	0.00
\$3	BUYBCK	0	0.00
\$4	BUYBCK	0	0.00
\$5	BUYBCK	0	0.00
\$7	BUYBCK	0	0.00
\$10	BUYBCK	0	0.00
\$20	BUYBCK	0	0.00
\$30	BUYBCK	0	0.00
\$50	BUYBCK	0	0.00
\$100	ZING	0	0.00
TOTAL BUYBACK			0.00
TOTAL CREDIT			0.00
SUBTOTAL			12258.00
REDEMPTIONS			
LMAX		0	0.00
6/49		0	0.00
DGRD		0	0.00
SPEV		0	0.00
PIK3		0	0.00
KENO		0	0.00
PDAY		0	0.00
XTRA		0	0.00
PIK2		0	0.00
PIK4		0	0.00
LIT		0	0.00
SPOR		0	0.00
FUTR		0	0.00
POOL		0	0.00
WMAX		0	0.00
W649		0	0.00
PKLT		0	0.00
PLAI		0	0.00
TOTAL ONLINE			0.00
\$1	ZING	0	0.00
\$2	ZING	0	0.00
\$3	ZING	0	0.00
\$4	ZING	0	0.00
\$5	ZING	0	0.00
\$7	ZING	0	0.00
\$10	ZING	0	0.00
\$20	ZING	0	0.00
\$30	ZING	0	0.00
\$50	ZING	0	0.00
\$100	ZING	0	0.00
FREE ZING		0	0.00
TOTAL ZING			0.00
ZING CHRGBK		0	0.00
ZING CBFREE		0	0.00
LMAX PLAY		0	0.00
6/49 PLAY		0	0.00
W649 PLAY		0	0.00
WMAX PLAY		0	0.00
DGRD PLAY		0	0.00
NET AMOUNT			12258.00
=====			
BOOKS ISSUED		0	
BOOKS ACTIVATED		0	

## REPORTS: INVOICE

Each Wednesday's Current Week Invoice includes all transactions in the 7 day period. This includes the start of the business day on the previous Wednesday to the end of the business day on the following Tuesday, with the exception of scratch ticket activation charges.

To view or print the Invoice report, press **FUNCTIONS** and then **Current Week Invoice** to view the most recent Invoice, or **Previous Week Invoice** to view the invoice for the previous week.

Scratch ticket activation charges will appear on the Current Week Invoice under ZING, along with an adjustment for the same amount. You will not be charged for those activations until the following week's invoice, giving an extra week to pay for the activated tickets.

The AMOUNT DUE must be deposited in your autopay bank account before the end of Wednesday's banking day. Contact your branch for the cut-off time.

**Be sure to print and retain your Sales Reports and Wednesday's Invoice for your records. You can access the Previous Week's Invoice until the new weekly data has been updated.**

### REMEMBER

DO NOT leave funds in your night depository on Wednesdays as they may not be credited in time.

- Notify Retail Spot of any changes to your banking information as soon as possible. A new autopay form must be completed.
- Keep all cancelled tickets and cancellation slips, for a period of 30 days past the last draw date on the ticket.

A sample of the Wednesday Current Week Invoice is on the following page.



***Important! Be sure to print and retain your Sales Reports and Current Week Invoice for your records.***

**SAMPLE INVOICE**

- 1) **OLD BALANCE:** The AMOUNT DUE from the previous week's invoice.
- 2) **PAID:** The amount withdrawn from your autopay account the previous week.
- 3) **NEW BALANCE:** The previous week's balance, if any, carried over.
- 4) **LMAX, 6/49, DGRD, PIK3, KENO, XTRA, PIK2, PIK4, LILT, SPOR, FUTR, POOL, WMAX, W649, PKLT & PLAI SALES:** The total On-Line gross sales for this invoice period, by product.
- 5) **TOTAL ONLINE:** The total On-Line gross sales for this invoice period.
- 6) **ACTIVATIONS:** The gross dollar amount of all books of scratch tickets (listed as ZING) activated at your location for the invoice period.
- 7) **TOTAL CURRENT ACT:** Total gross dollar amount of all scratch ticket books activated by your location for the current (week) invoice period.
- 8) **ADJUSTMENT:** Credit applied to remove the current week's activation total from the Amount Due.
- 9) **PREVIOUS WKS ACT:** Debit applied to add the previous week's activation total to the Amount Due.
- 10) **SUBTOTAL:** Sum of TOTAL ONLINE and PREVIOUS WKS ACT lines.
- 11) **CREDITS:** Transactions which will reduce your invoice amount payable to WCLC.
- 12) **TOTAL CREDIT:** Sum of all product Cancellations and Buybacks for the invoice week.
- 13) **SUBTOTAL:** Previous SUBTOTAL minus TOTAL CREDIT (line above).
- 14) **REDEMPTIONS:** Total dollar amounts of all lottery prizes redeemed at your location, listed by product. Free Ticket prizes for scratch tickets appear on the line FREE ZING.
- 15) **TOTAL REDEM:** Total dollar amount of all prizes redeemed at your location.
- 16) **SUBTOTAL:** Previous SUBTOTAL minus TOTAL REDEM (line above).
- 17) **ON-LINE COMM:** Total Retailer Sales Commission earned for all On-Line lottery sales. (TOTAL ONLINE - ONLINE CANC) x 5%.
- 18) **ZING COMM:** Total Retailer Sales Commissions earned for all scratch tickets charged during this invoice period (less buybacks), at 5%. Sales Comm is from PREVIOUS WKS ACT.
- 19) **REDEM COMM:** Total Retailer Redemption Commission earned for all On-Line and Zing redemptions.
- 20) **MAILSUB COMM:** Retailer Subscription Commission (5%) earned from new or renewal Subscription Forms sent to WCLC with your SYSID Number placed on the form.
- 21) **LMAX RED COMM:** Redemption Commission earned for LOTTO MAX Free Plays. [Number of LMAX Plays x Cost x Redemption Commission.]
- 22) **6/49 RED COMM:** Redemption Commission earned for LOTTO 6/49 Free Plays. [Number of LOTTO 6/49 Plays x Cost x Redemption Commission.]
- 23) **DGRD RED COMM:** Redemption Commission earned for DAILY GRAND Free Plays. [Number of DAILY GRAND Plays x Cost x Redemption Commission.]
- 24) **WMAX RED COMM:** Redemption Commission earned for WESTERN MAX Free Plays. [Number of WESTERN MAX Plays x Cost x Redemption Commission.]
- 25) **WESTERN 649 RED COMM:** Redemption Commission earned for WESTERN 649 Free Plays. [Number of WESTERN 649 Plays x Cost x Redemption Commission.]
- 26) **MCC CHRGBK:** The processing of MCC chargeback for instant and online tickets as well as any commission generated as a result is done automatically when the chargeback ticket is processed in the Prize Office.
- 27) **RETAILER BONUS:** Commissions/bonuses earned from occasional sales promotions or incentives (if applicable at your location).
- 28) **ADMINISTRATION:** WCLC administration fees.
- 29) **ADJUSTMENT:** Credits and/or debits that are initiated by WCLC or the PO. They are related to manual entries for items such as Adjustment Request Forms, missing Cancelled tickets or Retail Spot credits.
- 30) **AMOUNT DUE:** Amount that must be deposited into the Autopay Bank Account. If this is a negative amount, the credit will be applied to the next week's On-Line Invoice.
- 31) **BOOKS ISSUED:** The total number of scratch ticket books (packages of tickets) ISSUED to a Retailer.
- 32) **BOOKS ACTIVATED:** The total number of scratch ticket books (packages of tickets) ACTIVATED by a Retailer or by WCLC for this invoice period. This does not include SPECIAL EVENT tickets.
- 33) **ISSUED BOOKS AVL:** This is a running total of the number of scratch ticket books (packages of tickets) currently in Issued Status in inventory at a Retail location, and/or books that are still in transit.

INVOICE		
TUE MAYXX 24		
SYSID 0000		
1) OLD BALANCE		21790.37
2) PAID		21790.37 -
3) NEW BALANCE		0.00
4) LMAX SALES		1515.00
6/49 SALES		999.00
DGRD SALES		6339.00
SPEV SALES		1100.00
PIK3 SALES		1806.00
KENO SALES		1801.00
XTRA SALES		1939.00
PIK2 SALES		1100.00
PIK4 SALES		800.00
LILT SALES		0.00
SPOR SALES		0.00
FUTR SALES		0.00
POOL SALES		4000.00
WMAX SALES		3600.00
W649 SALES		4234.00
PKLT SALES		0.00
PLAI SALES		0.00
5) TOTAL ONLINE		45656.00
6) ACTIVATIONS		
.50 ZING		0.00
\$1 ZING		200.00
\$2 ZING		200.00
\$3 ZING		0.00
\$4 ZING		120.00
\$5 ZING		1400.00
\$7 ZING		4200.00
\$10 ZING		0.00
\$20 ZING		100.00
\$30 ZING		150.00
\$50 ZING		0.00
\$100 ZING		0.00
7) TOTAL CURRENT ACT		2590.00
8) ADJUSTMENT		2590.00 -
9) PREVIOUS WKS ACT		5180.00
10) SUBTOTAL		50836.00
11) CREDITS		
ONLINE CANC		2208.00 -
\$1 BUYBCK		6.00
\$2 BUYBCK		0.00
\$3 BUYBCK		21.00
\$4 BUYBCK		16.00
\$5 BUYBCK		50.00
\$7 BUYBCK		21.00
\$10 BUYBCK		60.00
\$20 BUYBCK		80.00
\$30 BUYBCK		0.00
\$50 ZING		0.00
\$100 ZING		0.00
12) TOTAL CREDIT		2462.00 -
13) SUBTOTAL		48374.00
14) REDEMPTIONS		
LMAX		384.80 -
6/49		878.11 -
DGRD		100.00 -
SPEV		300.00 -
PIK3		3680.00 -
KENO		3138.00 -
XTRA		1038.00 -
PIK2		789.00 -
PIK4		4454.00 -
LILT		0.00
SPOR		0.00
FUTR		0.00
POOL		200.00 -
WMAX		200.00 -
W649		1755.00 -
PKLT		0.00
PLAI		0.00
\$1 ZING		139.00
\$2 ZING		3578.00
\$3 ZING		50.00
\$4 ZING		410.00
\$5 ZING		25.00
\$7 ZING		0.00
\$10 ZING		0.00
\$20 ZING		0.00
\$30 ZING		0.00
\$50 ZING		0.00
\$100 ZING		0.00
FREE ZING		2.85 -
15) TOTAL REDEM		25576.37 -
16) SUBTOTAL		22797.63
17) WCLC ADJUSTMENTS		
ON-LINE COMM		2172.40
ZING COMM		246.30
REDEM COMM		511.53
MAILSUB COMM		0.00
LMAX RED COMM		1.24
13X4.75X.02		
22) 6/49 RED COMM		0.17
10X2.85X.02		
23) DGRD RED COMM		0.40
7X2.85X.02		
24) WMAX RED COMM		0.19
5X1.90X.02		
25) W649 RED COMM		0.38
18X0.95X.02		
26) MCC CHRGBK		52.02
27) RETAILER BONUS		0.00
28) ADMINISTRATION		5.00
29) ADJUSTMENT		42.00
30) AMOUNT DUE		39842.01
31) BOOKS ISSUED		109
32) BOOKS ACTIVATED		24
33) ISSUED BOOKS AVL		109

\*\*\*\*\*  
 IN ACCORDANCE WITH WCLC TEAR AND RETURN POLICY, TICKETS NOT TORN WHEN RETURNED AS PAID TO THE CUSTOMER WILL RESULT IN A CHARGEBACK TO THE RETAILER. CHARGES APPEAR IN THE MCC CHRGBK LINE ABOVE.  
 CHARGEBACK DETAILS  
 GAME VALIDATION AMOUNT  
 POOL APR 24, 2019 40.00  
 WMAX APR 24, 2019 10.00  
 ZING 21418 APR 11, 2019 1.00  
 COMMISSION 1.02  
 CALL PROVINCIAL OFFICE WITH ANY QUESTIONS

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## ACCOUNTING QUESTIONS & ANSWERS

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***Q: When do I deposit the money into my Autopay account?***

The money must be deposited by the end of your bank's business day on Wednesday. The money is debited every Wednesday, after the end of the banking business day at your branch. Please check these details with your branch.

***Q: Why can't Retail Spot tell me if Autopay has been debited yet?***

You will have to check with your bank branch for any details regarding your account. Retail Spot can only tell you your amount due.

***Q: What period does the Current Week Invoice run for?***

The games run each day from 5am to 4am CT. The invoice runs from Wednesday at 5am CT until the end of business day on the following Tuesday, totaling seven days.

***Q: When am I charged for scratch ticket activations?***

Activations will appear on the Current Week's Invoice (under ZING), however the charge for the activated tickets will appear on the following weeks' invoice, giving between 8-14 days to pay.

***Q: Do I get a commission on a ticket that had wins of more than \$1,000?***

The ticket terminal will not validate tickets that have won over \$1,000; therefore, no commission is paid to the retailer.

***Q: What does Chargeback Date mean?***

It is the date you are charged for unactivated Zing tickets remaining in your possession after the close of the buyback period.

***Q: What does MCC stand for?***

MCC stands for Make Claim Centrally. If a ticket is validated at retail and another attempt is made to validate the ticket (different retailer any time or any retailer next day) the ticket will produce a 'make claim centrally' message.

***Q: I'm trying to calculate what I owe the player and I can't find the Total button.***

If you have completed financial transactions, you can press "Grand Total" in the bottom left corner of the screen to access the Totals screen. You can access the "Totals" button under the "Services" menu. Remember, you will only see the Total button if you have processed transactions.

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**Q: I pressed Current Week Invoice but nothing printed. How do I print my Wednesday Current Week Invoice?**

To obtain a hard copy of any report, press “Print” after you open the report.

**Q: I can’t see all of my Weekly Sales Report. What can I do to see it all?**

Use the arrow keys to scroll up and down through the report. If you want a hard copy, press “Print.”

*NOTE: Charges for unreturned, unactivated books are made after the game has been shut down for the day (after 4am CT/ 3am MT). These charges will show up on the Daily Sales Report, but only if the report is re-run for that day.*

**Q: Why is the scratch ticket commission (“ZING COMM”) zero?**

You did not activate any scratch tickets the previous week.

**• SECTION 6 •**  
**RULES AND**  
**REGULATIONS**

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## UNDER 18

Lottery tickets **MUST NOT** be sold to or cashed for anyone under the age of 18 years. If anyone appears to be under age, request that the customer provide identification. If proper ID cannot be produced, tell the customer that you or your staff will be happy to help when they return with identification.

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## TRANSACTION LIMITS FOR ALL LOTTERY GAMES

The maximum dollar amount of any lottery game transaction is \$1,000. This is **per transaction** only, not a limitation on how much a person can spend.

### TERMINAL LIMITS FOR LOTTO 6/49

The terminal daily limit for LOTTO 6/49 purchases is \$15,000 per day, per terminal, across the region.

If you happen to hit the limit, a message will show on the terminal, which will state: **6/49 – Retailer sold out**. At this point, the terminal can process other lottery transactions, but LOTTO 6/49 will not be available.

You may be able to make a change by contacting Retail Spot. Retail Spot will contact the appropriate provincial rep to decide if it's reasonable to increase the limit for legitimate sales that day.

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## TICKET VALIDATION

- Make sure the player's name is on the ticket before validation.
- Always give the player the validation slip.
- Return all tickets – winning and non-winning – to the player.
- Never tear a ticket under any circumstance.
- Do not validate tickets for players under 18 years of age.
- All tickets must be validated through the ticket terminal before payment can be made, and to ensure you receive the credit for the validation.
- Pay only according to validation slip instructions.

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## LOTTERY GAME INFORMATION

For information on specific games, refer to Lotto Facts and the Playbook or visit [wcl.com](http://wcl.com) or [sasklotteries.ca](http://sasklotteries.ca).



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## **GLOSSARY OF TERMS**

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### **BAR CODE READER (BCR)**

The BCR is used to scan bar codes to validate winning tickets, activate scratch tickets and cancel tickets. It is also used to scan QR codes that were generated by the ticket builder in the Lotto Spot app.

### **CLAIM FORM**

Used for disputed or damaged tickets and for prize claims over \$1,000. To order more Claim Forms, contact your Sales/Lottery Representative.

### **CONTROL NUMBER (CNTL NO)**

The number printed, displayed or encoded on a ticket to distinguish a ticket from all other tickets issued by the Corporation and used to assist in determining the validity of a ticket and the authenticity of the information or other markings imprinted thereon, as well as other relevant data.

### **CUSTOMER DISPLAY UNIT (CDU)**

The CDU shows the prize amount for any winning ticket checked through the terminal as well as other validation messages. It also displays upcoming jackpots and advertised other lottery products. The Instant Win animation for POKER LOTTO and LIGHTNING LOTTO plays on this screen, as well as the “Watch and Win” portion of select scratch games.

### **DRAW-BASED GAME:**

A lottery game, the results of which are determined by a draw and in which a player’s selection(s) is/are recorded on the central computer system.

### **GROUP BUYING AGREEMENT (GBA)**

A Group Buying Agreement is required when a group claims a prize. The GBA should include the group’s trustee, the type of game, the draw date and ticket number(s), as well as each member’s name, address, telephone number, share and signature. It does not have to be completed before a notary public or any other legal representative.

### **LOTTOLINE**

Bi-monthly retailer publication highlighting products and player service.

### **LOTTO FACTS**

Consumer brochure detailing how to play, prize structure and odds of winning WCLC games.

### **PLAYBOOK**

Consumer brochure detailing the rules and how to play SPORT SELECT games.

### **SYSTEM IDENTIFICATION (SYSID)**

Each ticket terminal is assigned a four-digit SYSID number that must be used to sign on the ticket terminal. If you don’t know your SYSID, contact your Sales/Lottery Representative or Provincial organization.

## WCLC RULES AND REGULATIONS RESPECTING LOTTERIES AND GAMING

Western Canada Lottery Corporation is officially authorized by and as agent for the governments of Manitoba, Saskatchewan, Alberta, Yukon Territory, Northwest Territories and Nunavut to conduct, manage and operate certain lottery schemes and is a Regional Marketing Organization of Interprovincial Lottery Corporation, a corporation incorporated to conduct and manage lottery schemes on behalf of Her Majesty the Queen in right of all provinces.

### INTERPRETATION

1. In these Rules and Regulations,
  - (a) “common games” means lotteries conducted, managed or operated by the Corporation in cooperation with other persons authorized to conduct, manage or operate lotteries where the Rules and Regulations are the same for all participants and having a common prize pool or common prize contributed to by the Corporation and such other persons;
  - (b) “computer” and “computer systems” means the computer system of the Corporation or any computer system utilized by the Corporation to record lottery transactions including tickets issued by, tickets displayed on or validated by a computer terminal and includes any computer utilized by the Corporation in the operation of a gaming machine;
  - (c) “computer terminal” means a ticket issuing, a ticket displaying or a ticket validating machine interconnected with a computer system and authorized by the Corporation to be used in the operation of a lottery;
  - (d) “control number” means the number printed, displayed or encoded on a ticket to distinguish a ticket from all other tickets issued by the Corporation and used to assist in determining the validity of a ticket and the authenticity of the information or other markings imprinted thereon, as well as other relevant data;
  - (e) “Corporation” means Western Canada Lottery Corporation;
  - (f) “draw” means any process instituted by the Corporation to determine winning tickets;
  - (g) “distributor” means a Provincial Organization or a person authorized by the Corporation and a Provincial Organization to distribute or sell tickets to retailers;
  - (h) “gaming machine” means any mechanical, electrical or other device, contrivance or machine used by the Corporation to manage, conduct or operate a lottery;
  - (i) “holder” means a person having possession of a ticket;
  - (j) “lottery” means a lottery scheme within the meaning of the Criminal Code conducted, managed or operated under the authority of the Corporation, either alone or in cooperation with other persons authorized to conduct and manage lotteries;
  - (k) “number” means one or more digits, one or more letters, one or more markings or any combination thereof;
  - (l) “person” includes a corporation;
  - (m) “prize” means a sum of money, merchandise, property, service or any benefit to which the holder of a winning ticket is entitled;
  - (n) “Provincial Organization” means a person appointed by the governments of Manitoba, Saskatchewan, Alberta, Northwest Territories, Yukon Territory, Nunavut or other province or territory of Canada to market lottery schemes jointly with the Corporation;
  - (o) “related parties” means:
    - (i) retailers of the jurisdiction in which the relevant ticket was issued, and
    - (ii) such other persons as may be designated as related parties by the Corporation;
  - (p) “retailer” means a person authorized by the Corporation and a Provincial Organization to sell tickets to the public or authorized by the Corporation to assist in the operation of a lottery;
  - (q) “selection” means a number or numbers chosen by a person participating in a lottery or by computer on behalf of such person and entitling such person to participate in a lottery;
  - (r) “ticket” means any instrument issued under a lottery and authorized for sale by the Corporation;
  - (s) “valid ticket” means a ticket which is not void;
  - (t) “WCLC Prize Claim Arbitration Rules” means, where the winning ticket was issued in a province or territory that has legislation in force setting out a dispute settlement mechanism specifically applicable to the dispute involving a lottery conducted and managed by the Corporation, such dispute settlement mechanism, and, where there is no such legislation or such legislation is not in force, means the

then current arbitration rules and procedures from time to time declared to be in force by the board of directors of the Corporation for resolving disputes in relation to a lottery and/or the payment of prizes thereunder;

- (u) “winning ticket” means a valid ticket which bears one or more numbers or one or more selections entitling its holder to a prize according to the conditions established by the Corporation.

### ADVERTISING

2. No person shall advertise or use the name, trademarks, official marks and logos of the Corporation or any other characteristic used to identify a lottery without the written authorization of the Corporation.

### SALE OF TICKETS AND OPERATION OF GAMING MACHINES

3. Tickets may only be sold to the public, by the Corporation, or by a Provincial Organization within the boundaries of the province or territory represented by such Provincial Organization, or by a retailer within the place or area where such retailer is authorized.
4. Except as authorized by the Corporation, no ticket may be sold to the public at a price other than that shown thereon.
5. The Corporation may conduct, manage and operate lotteries through the use of gaming machines. Gaming machines may only be utilized by the Corporation, or by a Provincial Organization within the boundaries of the province or territory represented by such Provincial Organization, or by a retailer within the place or area where such retailer is authorized.
6. The Corporation may, at all times and in its discretion, refuse to issue tickets bearing any selection or limit the number of selections that may be made by any person(s) or the number of tickets that may be sold to any person(s) or through any retailer as the Corporation determines. The Corporation may at all times and in its discretion refuse to allow any person(s) to participate in a lottery or limit the amount that may be wagered or paid to participate in a lottery at any retailer location or through any gaming machine.
7. A person who has ordered a ticket from the Corporation, a Provincial Organization or a retailer through the internet for which a selection for such order has been accepted and recorded in the computer system under the control number corresponding to such ticket so ordered, is deemed to hold a valid ticket bearing the data corresponding to the selection recorded on such computer system, pertaining to each ticket so ordered. If such ticket is a winning ticket, such person is deemed to produce a written claim and such ticket to the Corporation within twenty-four (24) hours following the relevant draw.

### DRAW

8. A draw in a lottery may be made by any method established or adopted by the Corporation and may be held at such time and place as the Corporation determines.
9. When a draw in a lottery cannot be held on the date or at the time fixed, such draw shall be held as soon as practicable thereafter.

### VOID TICKETS

10. Any ticket:
  - (a) other than a ticket awarded as a prize, for which payment has not been received by the Corporation prior to the date on which it would have, but for such non-payment, become a winning ticket;
  - (b) which is unissued, altered, counterfeited, forged or produced in error, or which is in any material manner illegible, mutilated, defective, misprinted or otherwise incomplete, or if the apparent prize won is inconsistent with the control number or if it fails any of the Corporation’s validation tests;
  - (c) which is issued by a computer terminal, and
    - (i) which has been cancelled by a retailer, or
    - (ii) for which the computer entries have not been recorded or have been lost as a result of a computer failure or otherwise, or
    - (iii) for which a replacement or re-issue ticket has been issued, or
  - (d) which bears a spot bearing the words “void if removed” when such spot has, in fact, been removed or exposed in a manner such that any portion of the number concealed under such spot has been exposed,

is void and shall not in any case entitle its holder to a prize; or, except as contemplated under Section 11, to a refund of the amount paid to the Corporation for the ticket.
11. A holder of a void ticket is entitled to a refund from the Corporation of the amount paid for the ticket only where the Corporation determines that:
  - (a) the void ticket was a ticket duly issued and not subsequently cancelled at the request of the holder; and

- (b) the ticket is void because of actions of the Corporation, a Provincial Organization, or any of their suppliers.
12. Subject to the provisions of Section 10 hereof, if any ticket issued by a computer terminal or gaming machine bears entries that differ from the entries which are recorded in the computer system under the control number identifying such ticket, then such ticket shall not be void, but shall conclusively be deemed to bear the entries which are so recorded in such computer system.

#### PAYMENT OF PRIZES

13. The Corporation has no obligation to pay or deliver a prize unless the holder of a winning ticket:
- (a) either:
- (i) satisfies the Corporation that the holder of the winning ticket is lawfully entitled to possession of the winning ticket; or
  - (ii) where the Corporation is not satisfied under clause (i), is finally determined to be lawfully entitled to possession of the winning ticket pursuant to the WCLC Prize Claim Arbitration Rules, or if the WCLC Prize Claim Arbitration Rules do not apply, if a court of competent jurisdiction has issued a final judgment in an action to which the Corporation is a party finding the holder to be lawfully entitled to possession of the winning ticket;
- (b) gives the Corporation and any Provincial Organization the right to publish his/her name, address, place of residence, and recent photograph without any claim for broadcasting, printing, royalty or other rights;
- (c) if requested by the Corporation or the Provincial Organization of the jurisdiction where the ticket was issued, gives:
- (i) satisfactory evidence of identification;
  - (ii) any information requested by the Corporation or the Provincial Organization related to the ticket including but not limited to, the purchase, acquisition and validation of the ticket, reasonably required for the Corporation to process prize claims under this Section;
  - (iii) a valid release of any further claims relating to the prize or the winning ticket in favour of the Corporation and the Provincial Organization; and
  - (iv) an undertaking to indemnify and save the Corporation and such Provincial Organization and their respective officers, directors, employees, agents and representatives harmless from any further claims made by either such holder or any other person regarding such ticket and prize; and
- (d) has complied with any conditions or obligations applicable to prize claims by related parties that have been adopted by the Corporation or the Provincial Organization of the jurisdiction where the ticket was issued.
14. Retailers, distributors and Provincial Organizations incur no liability toward anyone in the case of acts of God, fortuitous event or force majeure. In all other cases, whether the liability is contractual or in tort or delictual, including negligence or gross negligence on their part or that of their employees, the liability of retailers, distributors and Provincial Organizations is limited to the amount paid for the ticket or the amount wagered or paid to participate.
15. The Corporation and its members and associate members incur no liability toward anyone in the case of acts of God, fortuitous events or force majeure. In all other cases, whether the liability is contractual or in tort or delictual, including negligence or gross negligence on its part or that of its employees, the liability of the Corporation and its members and associate members is limited, if the claim is based on a valid winning ticket, to the cost to the Corporation of the prize won with such ticket or, otherwise, to the amount paid for the ticket.
16. Except for money prizes, the Corporation may, in its sole discretion, substitute for any prize (i) the cash equivalent to the Corporation's cost of such prize, or (ii) a prize of an equivalent cost to the Corporation. No representation or warranty as to fitness and serviceability of any prize is given or to be implied. Prizes must be accepted as awarded.
17. Payment of a prize to the holder of a winning ticket by a retailer shall for all purposes be deemed to be payment made by the Corporation to such holder.

#### CLAIMS

18. Neither the Corporation nor any Provincial Organization has any obligation to pay or deliver a prize unless the claimant:
- (a) satisfies the Corporation that the claimant is the holder of a valid ticket and, when a prize is claimed, that the conditions of Section 13 have been fulfilled;

- (b) where the claimant is a holder of a winning ticket, unless specifically otherwise provided on such ticket, delivers a written claim and the original winning ticket to the Corporation or to a retailer specifically authorized to pay claims in respect of any type of class of tickets prior to the expiry of one (1) year, commencing on the date of the draw, or by such other date or within such other period of time as may be specified on the ticket, or as may be otherwise announced to the public by the Corporation, whichever is the earliest; and
- (c) with respect to a prize equal to or exceeding an amount determined for that purpose by the Corporation, attends in person at a prize payment office of the Corporation to collect such prize prior to the expiry date.
19. If there is a dispute with regard to a ticket or a prize to which the WCLC Prize Claim Arbitration Rules apply, the dispute shall be resolved exclusively in accordance with the WCLC Prize Claim Arbitration Rules. If there is a dispute with regard to a ticket or a prize to which the WCLC Prize Claim Arbitration Rules do not apply, the Corporation may, at its option and if permitted to do so by applicable law, in the case of a money prize pay the money into a court of competent jurisdiction or as directed by the court and, in the case of any other prize, deliver the prize or evidence of entitlement thereto to the court pending determination of the matter by the court.
20. A person who makes a claim for a prize is conclusively deemed to represent and warrant to the Corporation that he/she is the person lawfully entitled to receive such prize, and such representation and warranty shall survive the awarding of the prize.
21. All written claims and tickets delivered to the Corporation become the sole property of the Corporation and all risks of sending tickets remain with the holder.
22. The information contained in a validation slip, a claim slip or in a validation message is not conclusive as to the entitlement of a claimant to receive a prize and in the event of any discrepancy, conflict or inconsistency between the information recorded in the computer system and the information appearing in a validation slip, a claim slip or a validation message, the information recorded in the computer system shall prevail.

#### GENERAL

23. In communicating a selection, wager or any other information of a person participating in a lottery to the Corporation, a retailer shall be deemed to be acting on behalf of such person and not on behalf of the Corporation. The Corporation shall not be liable to anyone for any loss attributable to a retailer.
24. These rules and regulations apply to all lotteries and all tickets issued under lotteries conducted, managed or operated under the authority of the Corporation. The rules and regulations, the conditions and explanations appearing on a ticket and such other conditions as are established and published by and available from the Corporation, including, without restricting the generality of the foregoing, the conditions appearing on selection forms, game lists and menus, playing instructions and prize structure statements, constitute the contractual rights and obligations with respect to lotteries. In the event of any discrepancy or inconsistency between these rules and regulations and the conditions and explanations appearing on a ticket or such other conditions as are established by the Corporation, these rules and regulations shall prevail.
25. The Corporation may from time to time amend these rules and regulations.
26. Where the context so requires, in these rules and regulations, the neuter gender shall include the feminine or masculine gender and vice versa and the singular shall include the plural and vice versa.
27. In the event any provision of these rules and regulations, of the conditions and explanations appearing on a ticket or of such other conditions as are established by the Corporation are determined by a court of competent jurisdiction to be void and unenforceable, such determination shall solely affect such provision and shall not, in itself, render void or unenforceable the remaining provisions hereof or thereof.
28. These rules and regulations are subject to, and governed by, the laws of the jurisdiction in which the relevant ticket was issued.

**Western Canada Lottery Corporation**  
Adopted the 20<sup>th</sup> Day of March, 2017

DM 114423 v26

## ILC RULES AND REGULATIONS RESPECTING LOTTERIES AND GAMING

1. In these rules and regulations,
  - (a) “annuity” means a sum of money payable yearly or at other regular intervals;
  - (b) “claimant” means a person making a claim for the payment of a prize;
  - (c) “control number” means the number printed or encoded on a ticket to assist in determining the validity of the ticket and the authenticity of the information or other markings imprinted thereon as well as other relevant data;
  - (d) “computer system” means the central computer system of the Regional Marketing Organization for the region where a ticket has been issued by a computer terminal;
  - (e) “Corporation” means the Interprovincial Lottery Corporation;
  - (f) “distributor” means a person authorized by the Corporation or Regional Marketing Organization to distribute or sell tickets to retailers;
  - (g) “holder” means an individual having possession of a ticket;
  - (h) “individual” means a natural person;
  - (i) “lottery” means a lottery scheme within the meaning of the Criminal Code conducted and managed by the governments of the provinces through the Corporation and Regional Marketing Organizations;
  - (j) “money prize” means a sum of money payable to the holder of a winning ticket;
  - (k) “person” includes a corporation and any other legal entity;
  - (l) “play element” means one or more numbers, one or more letters, one or more symbols, one or more images or any combination thereof;
  - (m) “prize” means a money prize or any other property or benefit to which the holder of a winning ticket is entitled;
  - (n) “Regional Dispute Resolution Process” means a procedure specifically for resolving disputes in relation to a lottery and/or the payment of prizes thereunder adopted by, or applicable to, the Regional Marketing Organization of the jurisdiction in which the relevant ticket was issued;
  - (o) “Regional Marketing Organization” means for British Columbia, British Columbia Lottery Corporation; for Alberta, Manitoba, Saskatchewan, the Yukon, the Northwest Territories, and Nunavut, Western Canada Lottery Corporation; for Ontario, Ontario Lottery and Gaming Corporation; for Québec, Loto-Québec; for New Brunswick, Newfoundland and Labrador, Nova Scotia and Prince Edward Island, Atlantic Lottery Corporation Inc.;
  - (p) “Related Parties” means:
    - (i) retailers of the jurisdiction in which the relevant ticket was issued, and
    - (ii) such other persons as may be designated as such by the Regional Marketing Organization of that jurisdiction;
  - (q) “retailer” means a person authorized by the Corporation or Regional Marketing Organization to sell tickets to the public;
  - (r) “selection” means a play element or play elements chosen by an individual participating in a lottery or by computer on behalf of such individual and entitling such individual to participate in a lottery;
  - (s) “ticket” means a ticket, certificate, or other instrument issued under a lottery and authorized for sale by the Corporation or by a Regional Marketing Organization on behalf of the Corporation;
  - (t) “valid ticket” means a ticket which is not void;
  - (u) “winning ticket” means a valid ticket which bears one or more play elements or one or more selections entitling its holder to a prize according to the conditions established by the Corporation.

### ADVERTISING

2. No person shall advertise or use the name, trademarks, official marks and logos of the Corporation or any other characteristic used to identify a lottery without the written authorization of the Corporation or a Regional Marketing Organization.

### SALE OF TICKETS

3. Tickets may be sold to the public by a Regional Marketing Organization throughout its region, or by a retailer within the place or area where such retailer is authorized.
4. Except as authorized by the Corporation or a Regional Marketing Organization, no ticket may be sold to the public at a price other than that shown thereon.
5. Each Regional Marketing Organization may establish discounts or commissions with respect to the sale of tickets to distributors and retailers within its region.
6. The Corporation and each Regional Marketing Organization may, at any time and at their discretion, refuse to issue tickets bearing any selection, or limit the number of selections that may be made by or the number of tickets that may be sold to any individual(s) or through any retailer.
7. Each Regional Marketing Organization may, upon appropriate payment and satisfactory evidence of residence, accept and record on its computer system ticket orders received from residents of its region through the Internet or by any mode of subscription. Each such resident is deemed to hold a valid ticket bearing the data pertaining to each ticket so ordered with the corresponding selection recorded on such computer system. If such ticket is a winning ticket, such resident is deemed to produce a written claim and such ticket to such Regional Marketing Organization within twenty-four (24) hours following the relevant draw.

### DRAW

8. A draw in a lottery may be made by any method established by the Corporation and may be held at such time and place as the Corporation determines.
9. When a draw in a lottery cannot be held on the date fixed, such draw shall be held as soon as practicable thereafter.

### VOID TICKETS

10. Any ticket
  - (a) other than a ticket awarded as a prize, for which payment has not been received prior to the date on which it would have, but for such nonpayment, become a winning ticket;
  - (b) which is unissued, altered, counterfeited, forged or produced in error, or which is in any material manner, illegible, mutilated, defective, misprinted or otherwise incomplete, or
  - (c) which is issued by a computer terminal and i) which has been cancelled by the retailer, or ii) for which the computer entries have not been recorded or have been lost as a result of a computer failure or otherwise, or
  - (d) which bears a spot bearing the words “void if removed” when such spot has, in fact, been removed or exposed in a manner such that any portion of the number concealed under such spot has been exposed.
 is void and neither the Corporation nor any Regional Marketing Organization shall have any obligation to pay or deliver a prize to its holder or, except as contemplated under Section 11, to refund to its holder the amount paid to the Corporation for the ticket.
11. A holder of a void ticket is entitled to a refund from the Corporation of the amount paid for the ticket only where the Corporation determines that:
  - (a) the void ticket was a ticket duly issued and not subsequently cancelled at the request of the holder; and
  - (b) the ticket is void because of actions of the Corporation or of a Regional Marketing Organization.
12. Subject to the provisions of Section 10 hereof, if any ticket issued by a computer terminal bears entries that differ from the entries which are recorded in the computer system under the control number appearing on such ticket, then such ticket shall not be void, but shall conclusively be deemed to bear the entries which are so recorded in the computer system.

### PAYMENT OF PRIZES

13. The Corporation and the Regional Marketing Organization has no obligation to pay or deliver a prize unless the holder of a winning ticket:
  - (a) either:
    - (i) satisfies the Corporation or the Regional Marketing Organization, as applicable, that he or she is an individual who is lawfully entitled to possession of the winning ticket; or
    - (ii) where the Corporation or the Regional Marketing Organization, as applicable, is not satisfied under clause (i), is finally determined to be lawfully entitled to possession of the winning ticket pursuant to the Regional Dispute Resolution Process or, if no Regional Dispute Resolution Process is applicable to the Regional Marketing Organization, if a court of competent jurisdiction has issued a final judgment in an action to which the Corporation or a Regional Marketing Organization is a party finding the holder to be lawfully entitled to possession of the winning ticket;
  - (b) when requested, provides to the Corporation or the Regional Marketing Organization all consents in writing in the form required, granting to them (without any claim for broadcasting, printing, royalty or other rights or compensation) the right to publish the name, address, place of residence and a recent photograph reflecting a true current appearance:
    - (i) of the holder; and
    - (ii) if the holder is not the original purchaser of the winning ticket or if there is more than one holder of a winning ticket, of each purchaser, previous and current holder of the winning ticket;
  - (c) if requested by the Corporation or any Regional Marketing Organization, gives:
    - (i) satisfactory evidence of identification;
    - (ii) any information requested by the Corporation or the Regional Marketing Organization related to the ticket including but not limited to, the purchase, acquisition and validation of the ticket, required for the Corporation or the Regional Marketing Organization to process prize claims under this section;
    - (iii) a valid release of any further claims relating to the winning ticket; and
    - (iv) an undertaking to indemnify and save the Corporation and such Regional Marketing Organization harmless from any further claims made by either such holder or by any other person regarding such prize; and
  - (d) has complied with any conditions or obligations applicable to prize claims by Related Parties that have been adopted by the Corporation or the Regional Marketing Organization of the jurisdiction where the ticket was issued.
14. Related Parties incur no liability toward anyone in the case of acts of God, fortuitous event or force majeure. In all other cases, whether the liability is contractual or extra-contractual, or in tort or delictual, including negligence

- on their part or that of their employees, the liability of retailers and distributors is limited to the amount paid for the ticket.
15. The Corporation and Regional Marketing Organizations incur no liability toward anyone in the case of acts of God, fortuitous event or force majeure. In all other cases, whether the liability is contractual or extra-contractual, or in tort or delictual, including negligence on their part or that of their employees, the liability of the Corporation and Regional Marketing Organizations is limited, if the claim is based on a valid winning ticket, to the cost to the Corporation of the prize won with such ticket or, otherwise, to the amount paid for the ticket.
  16. Except for money prizes, the Corporation may, at its sole discretion, substitute for any prize i) the cash equivalent to the Corporation's cost of such prize or ii) a prize of an equivalent cost to the Corporation. No representation or warranty as to the fitness and serviceability of any merchandise or service prize is given or to be implied.

#### ANNUITY PRIZES

17. Where a money prize is payable in the form of an annuity, the following additional provisions apply:
  - (i) Definitions
    - (a) "annuity payments" means the periodic payments made by the third party provider to the winner of an annuity prize who does not select the single lump sum cash payment option in accordance with Section ii hereof;
    - (b) "annuity prize" means a prize consisting of the issuance of an annuity (for a minimum period determined by the Corporation at its sole discretion) by a third party provider selected by the Corporation providing for annuity payments in accordance with the prize structure established by the Corporation for each game;
    - (c) "third party provider" means a party or parties with whom the Corporation has entered into a contract to provide annuity payments to the winner of an annuity prize;
    - (d) "winner" means the holder of a winning ticket who has satisfied the requirements of Section 13 hereof.
  - (ii) Payment Options
 

Subject to Section iii hereof, the winner of an annuity prize shall have the option to receive a single lump sum cash payment in lieu of annuity payments. The single lump sum cash payment will be a fixed amount, as determined by the Corporation in its sole discretion, in accordance with the prize structure of each game, and will extinguish the winner's entitlement to the annuity prize and all annuity payments. The prize option chosen by the winner shall be final and binding upon the winner and, if the winner fails to select one of these options (or fails to provide to the Corporation or to the third party provider, the information requested to process the annuity payments) within the time period specified by the Corporation or by the third party provider for doing so, the winner will be deemed to have selected the single lump sum cash payment option.

The Corporation will use reasonable efforts to obtain from a third party provider an annuity providing for the payment of the annuity payments. The Corporation will not be liable for any acts or omissions of such third party provider including, without limitation, total or partial non-payment. It shall be a condition of the selection of the annuity prize option that the winner of an annuity prize release and discharge the Corporation and the Regional Marketing Organization for the region where the ticket was issued from any claim, loss, expense or other liability arising from the annuity prize and the associated annuity payments, including, without limitation, total or partial non-payment by the third party provider. If the winner refuses or fails to provide the said release and discharge within the time period specified by the Corporation for doing so, the winner will be deemed to have selected the single lump sum cash payment option.
  - (iii) Single Lump Sum Cash Payment
 

The Corporation shall award the single lump sum cash payment (or equivalent, as determined by the Corporation) in lieu of the annuity prize in the event that:

    - (a) the Corporation or the Regional Marketing Organization for the region where the ticket was issued is prohibited by law from paying an annuity prize to a winner; or
    - (b) the winner has not attained the age of majority; or
    - (c) the winner of an annuity prize resides outside any of the Provinces or Territories of Canada; or
    - (d) there is more than one winner of an annuity prize or a winning ticket is shared by more than one person; or
    - (e) the Corporation is unable to obtain an annuity from an annuity provider on terms and conditions it deems reasonable; or
    - (f) in the opinion of the Corporation, the awarding of the annuity prize is impractical for either the Corporation or the winner of an annuity prize or for any other reason deemed justified by the Corporation at its sole discretion.
  - (iv) Payment and Assignment of Annuity Payments
 

The payment of annuity payments and any assignment thereof shall be governed by the terms and conditions of the annuity contract with the third party provider of the annuity. Subject to the above, neither an annuity prize (or any portion thereof), nor any entitlement or payment relating to an annuity prize, may be assigned, transferred, sold, loaned, leased, rented, pledged, mortgaged or hypothecated without the prior written consent of the Corporation.
  - (v) Tax Considerations
 

Neither the Corporation nor the third party provider make any representations regarding the tax liability of a winner as a direct or indirect result of the annuity payments nor will they provide, or accept any responsibility for providing,

financial or tax advice to a winner.

The winner who selects to receive annuity payments shall be solely responsible for the payment of all Federal, Provincial and Territorial income taxes payable as a direct or indirect result of such annuity payments. However, the annuity contract between the Corporation and the third party provider will stipulate that the third party provider will calculate the gross amount of each of the annuity payments based on the highest marginal Federal (Canada) and Provincial or Territorial income tax rate in the Province or Territory in which the winner resides at the time the annuity prize is claimed (applicable to individuals according to the legislation then in force), to provide to the winner a net amount after payment of such Federal and Provincial or Territorial income tax approximately equivalent to the amount of the annuity prize offered for the game as at the date the annuity prize is claimed. No adjustment shall be made for any future change in the applicable Federal, Provincial or Territorial income tax rates or if the winner moves to a different Province, Territory or country.

The Corporation shall have no obligation to deliver an annuity prize or a single lump sum cash payment in lieu of annuity payments to a winner unless the winner releases and discharges the Corporation and the Regional Marketing Organization for the region where the ticket was issued from any claim, loss, expense or other liability arising from the annuity prize and the associated annuity payments, the single lump sum cash payment in lieu of annuity payments or the financial consequences, matters or issues affecting the winner in relation to the selection, non-selection or payment of the annuity prize and the associated annuity payments or the single cash payment in lieu of annuity payments.

#### CLAIMS

18. Neither the Corporation nor the Regional Marketing Organization has any obligation to pay or deliver a prize on a winning ticket, unless the claimant first:
  - (a) delivers a written claim and the original winning ticket to the Corporation or the Regional Marketing Organization prior to the expiry of one year commencing on the date of the draw or within the time limit otherwise specified on the ticket, whichever is the earliest. If the expiry date falls on a day that is not a business day, then the following business day shall be deemed to be the expiry date;
  - (b) provides to the Corporation or the Regional Marketing Organization such information and documentation as the Corporation or the applicable Regional Marketing Organization requests in order to permit them to investigate and determine whether the conditions set out in Section 13 are satisfied; and
  - (c) with respect to a prize equal to or exceeding an amount determined for that purpose by the relevant Regional Marketing Organization, attends in person at the prize payment office of that Regional Marketing Organization to collect such prize prior to the expiry date.
19. If there is a dispute with regard to a prize, and the relevant Regional Marketing Organization is subject to a Regional Dispute Resolution Process, the dispute shall be resolved exclusively in accordance with such Regional Dispute Resolution Process. In the event of any dispute with regard to a money prize, the Corporation or the Regional Marketing Organization, may at their option, if they are permitted to do so by applicable law, pay the money into a court of competent jurisdiction or as directed by the court and, in the case of any other prize, deliver the prize or evidence of entitlement thereof to the court pending determination of the matter by the court.
20. A person who makes a claim for a prize is conclusively deemed to represent and warrant to the Corporation and the Regional Marketing Organizations that he/she is the person lawfully entitled to receive such prize, and such representation and warranty shall survive the awarding of the prize.

#### GENERAL

21. These rules and regulations apply to all lotteries and all tickets issued under lotteries conducted and managed under the authority of the Corporation. The rules and regulations, the conditions and explanations appearing on tickets and such other conditions as are established by the Corporation or by a Regional Marketing Organization, including, without restricting the generality of the foregoing, the conditions appearing on selection forms and prize structure statements, constitute the contractual rights and obligations with respect to lotteries. In the event of any discrepancy or inconsistency between these rules and regulations and the conditions and explanations appearing on a ticket or such other conditions as are established by the Corporation or by a Regional Marketing Organization, these rules and regulations shall prevail.
22. The Corporation may from time to time amend these rules and regulations.
23. Where the context so requires, in these rules and regulations, the neuter gender shall include the feminine or masculine gender and vice versa and the singular shall include the plural and vice versa.
24. In the event any provision of these rules and regulations, of the conditions and explanations appearing on a ticket or of such other conditions as are established by the Corporation or by a Regional Marketing Organization are determined by a court of competent jurisdiction to be void or unenforceable, such determination shall solely affect such provision and shall not, in itself, render void or unenforceable the remaining provisions thereof.
25. These rules and regulations are subject to, and governed by, the laws of the jurisdiction in which the relevant ticket was issued.

**Interprovincial Lottery Corporation**  
Adopted on this 29th day of September 2016

• **SECTION 7** •  
**Sask Lotteries  
Policies**



**SASK LOTTERIES**

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## SECTION 7 • SASK LOTTERIES POLICIES

[Lottery Retailer Code of Conduct](#)

[Retailer Policy Handbook](#)

## LOTTERY RETAILER CODE OF CONDUCT

### Expectations & Responsibilities

*All Retailers and their employees are expected to operate with integrity and responsibility at all times when handling lottery product, equipment and when dealing with lottery ticket customers.*

Integrity means **I will:**

#### Regarding Validation Process:

- Ensure that the customer's name is on the ticket before it is validated
- Conduct all lottery ticket validations on the terminal, in full view of the customer
- Return winning and non-winning lottery tickets and lottery validation slips to customers, every time in one piece
- Request proof of age from anyone buying/validating lottery tickets who appear to look under 25 years of age

#### Also:

- Follow all rules, regulations, directives and procedures as outlined in the Lottery Retailer Agreement, Sask Lotteries Policies, Ticket Terminal Operator's Guide and other materials provided to me by Sask Lotteries
- Deal with all lottery ticket customers fairly and respectfully
- Ensure that the Customer Display Unit (CDU) and all POS material are fully visible to the customer at all times
- Allow operation of the lottery terminal only by appropriately trained staff members
- Report all equipment malfunctions immediately to the WCLC Retail Spot (Hotline)
- Report all integrity concerns or violations immediately to WCLC or Sask Lotteries
- Declare myself as a Lottery Retailer when claiming a prize at any Prize Payout Office and understand that my prize claim will be subject to a detailed security investigation
- Cooperate fully during investigations relating to Retailer wins and consumer complaints

Integrity means **I will not:**

- Sell/Validate lottery products for anyone under the age of 18
- Engage in conduct that may harm the public image of either Retailers or the Lottery Corporation
- Compromise lottery products, or tamper with the lottery equipment
- Loan money or offer any form of credit other than the normal use of major credit cards in the purchase of lottery products
- Sell lottery tickets to a purchaser knowing that the tickets are intended to be resold
- Sell tickets to anyone who is not physically present
- Redeem tickets on behalf of any other person or persons

SIGNATURE: \_\_\_\_\_ Date: \_\_\_\_\_  
(Manager or Owner)

Print Name: \_\_\_\_\_ SYSID Number: \_\_\_\_\_





**SASK LOTTERIES**

# **RETAILER POLICY HANDBOOK**

**Date Issued:** April 2024

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## SECTION 1. GENERAL INFORMATION

### 1.1 INTRODUCTION

- 1.1.1 The purpose of the Sask Lotteries policies is to assist lottery retailers:
- a) Be aware of terms and conditions that apply to any retailer holding a Retailer Agreement
  - b) Understand the ongoing responsibilities they have as a retailer
- 1.1.2 This guide may be accessed on the Sask Lotteries website at [sasklotteries.ca](http://sasklotteries.ca), click the 'Retailers' link at the top of the home page.

### 1.2 LEGISLATION

- 1.2.1 The Government of Saskatchewan licenses Sask Lotteries to conduct and manage provincial lotteries in our province.
- 1.2.2 Sask Lotteries is a shareholder in the Interprovincial Lottery Corporation (ILC), a corporation incorporated to conduct lotteries on behalf of His Majesty the King in the right of all provinces for which the Western Canada Lottery Corporation (WCLC) is the Regional Marketing Organization.
- 1.2.3 Sask Lotteries markets lottery tickets jointly with the WCLC in Saskatchewan; processes applications for lottery agreements; and enters into agreements to sell, advertise and distribute lottery products through a province wide network of retailer locations.
- Sask Lotteries shall:
- a) Develop programs and procedures for the ongoing guidance of all employees, retailers and external agencies
  - b) Develop training aids for the instruction of division staff and retailers
  - c) Train employees and retailers, as required, to ensure compliance with legislation, agreements and policy
  - d) Maintain relations with other provincial gaming organizations and agencies
  - e) Maintain files and agreements on lottery retailers
  - f) Provide lottery products and services

### 1.3 DEFINITIONS

- 1.3.1 "Authorized Signatory" means a person authorized to sign legal documentation on behalf of the retailer.
- 1.3.2 "Corporate Retailer" refers to a retailer operating multiple locations under a single legal entity.

- 1.3.3 “ILC” means the Interprovincial Lottery Corporation
- 1.3.4 “Game Breaks” occur when sales for a game end. Game breaks usually last five minutes during which you cannot process tickets for that game.
- 1.3.5 “Legal Entity” refers to a corporation, partnership or sole proprietorship whose existence is recognized by the law and registered in the province of Saskatchewan.
- 1.3.6 “Lottery Ticket Terminal” means any mechanical, electrical or other device, contrivance or machine used by the WCLC and Sask Lotteries to manage, conduct and operate a lottery.
- 1.3.7 “Minor” means a person under the age of 18 years.
- 1.3.8 “ID25” refers to a policy that Sask Lotteries has in place that appropriate identification must be checked for anyone who appears to be under the age of 25 when they attempt to purchase or redeem lottery tickets.
- 1.3.9 “Zing Lottery Tickets” means all lottery tickets not generated by the lottery ticket terminal and that are approved WCLC Zing tickets.
- 1.3.10 “Online Lottery Tickets” means tickets approved by the WCLC and Sask Lotteries and issued by a lottery ticket terminal, the selection of which is recorded on the WCLC central computer or computers operated by the WCLC for such purpose.
- 1.3.11 “Retailer” means any individual person, corporation or partnership authorized by Sask Lotteries and the WCLC to sell online and Zing lottery tickets to the public or, is authorized by the WCLC to assist in the operation of a lottery pursuant to a retailer agreement.
- 1.3.12 “Retailer Agreement” means lottery retailer agreement between the retailer, Sask Lotteries and the WCLC.
- 1.3.13 “Waitlist” refers to a list of approved applicants who have completed a Lottery Retailer Application and are waiting for the availability of a ticket terminal to be installed in their business.
- 1.3.14 “WCLC” means the Western Canada Lottery Corporation.
- 1.3.15 “IPT” refers to interactive play table.
- 1.3.16 “CDU” refers to customer display unit.

## 1.4 CONTACTS

1.4.1 Written communication may be addressed to Sask Lotteries at:

Sask Lotteries  
510 Cynthia Street  
Saskatoon, SK S7L 7K7  
Phone: 306.975.0800  
[www.sasklotteries.ca](http://www.sasklotteries.ca)  
or email [retailers@sasklotteries.ca](mailto:retailers@sasklotteries.ca)

1.4.2 Retailers needing assistance with technical issues related to the lottery ticket terminal should call:

**WCLC Retail Spot**  
**1.800.665.0133 (toll free)**

1.4.3 Customers may redeem winning tickets for prizes of \$1,000 or more in person at the following prize offices:

Sask Lotteries  
1870 Lorne Street  
Regina, SK  
306.780.9355

Sask Lotteries  
510 Cynthia Street  
Saskatoon, SK  
306.975.0831

**\*All prize claims require an appointment - Customers must call the appropriate Prize Office phone number above to make an appointment to claim a prize.**

1.4.4 Customers disputing prizes or requiring a decision on a lost, stolen or destroyed ticket should mail their request to:

Western Canada Lottery Corporation  
Prize Payout  
Main Floor, 125 Garry Street  
Winnipeg, MB R3C 4J1

1.4.5 To report gaming irregularities, contact WCLC Customer Care:  
1.800.665.3313

1.4.6 **For assistance or information on Problem Gambling, call 1.800.306.6789**

## **1.5 ELIGIBILITY GUIDELINES**

- 1.5.1 Applicants must meet all retailer application requirements to qualify for a lottery ticket terminal. (See 3.2)
- 1.5.2 Retailers must operate within the terms and conditions outlined in the retailer agreement and as stated within the lottery retailer policies.
- 1.5.3 Where there is conflict in the terms and conditions between the retailer agreement and the lottery retailer policies, the retailer agreement takes precedence.
- 1.5.4 Each lottery retail location is evaluated by Sask Lotteries on a continual basis to determine its potential to fulfil the goals and objectives of Sask Lotteries.

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## SECTION 2. RETAILER NETWORK

### 2.1 LOTTERY NETWORK AND EQUIPMENT ALLOCATION

- 2.1.1 The lottery retailer network is those locations who have or are predicted to have, annual lottery ticket sales that contribute to the profit targets of Sask Lotteries.
- 2.1.2 Revenue from the lottery retailer network is maximized by allocating lottery ticket terminals to qualified retail locations and by reallocating lottery ticket terminals from retail locations that fail to meet established performance standards.
- 2.1.3 When the demand for lottery ticket terminals exceeds the supply of lottery ticket terminals, applicants will be placed on a waitlist.
- 2.1.4 In addition to meeting the sales requirement for the lottery retailer network, applicants must also:
- a) Meet all application requirements. (see 3.2)
  - b) Continually meet annual performance standards once they are authorized to operate as a lottery retailer.
- 2.1.5 Retailers failing to meet performance standards for the lottery network may have their retailer agreement terminated by Sask Lotteries. (see 2.2.2)

### 2.2 PERFORMANCE STANDARDS

- 2.2.1 Retailers in the lottery network are subject to monthly performance assessment. Non-performance may result in removal of the lottery ticket terminal and termination of the retailer agreement.
- 2.2.2 Non-performance is defined as a retailer who is not generating annual sales of at least \$36,000. Each location is monitored on an on-going basis.
- 2.2.3 Annual sales for retailers are calculated in the following manner:
- a) If there are less than 12 full calendar months of sales subjected to monthly performance assessment, the annual sales are calculated by averaging the monthly sales and multiplying this average by 12 months.
  - b) If there are more than 12 full calendar months of sales subjected to monthly performance assessment, the annual sales are the sum of sales for the most recent 12-month period.
- 2.2.4 Retailers will receive a minimum of seven days written notice before a lottery ticket terminal is removed or the retailer agreement terminated due to non-performance.



## 2.3 COMPENSATION

- 2.3.1 Sask Lotteries shall pay to the retailer five per cent of ticket sales. No other remuneration will be paid to retailers with respect to services supplied except such amounts earned by way of two per cent commission paid on redemptions (that is prize money paid out by the retailer).

## 2.4 TRAINING

- 2.4.1 Prior to activation of the lottery ticket terminal one or more staff members at each retail site must be trained and certified in the operation of the lottery ticket terminal.
- 2.4.2 Retailers are required to have trained staff available when the retail location is open for business. Lottery retailers may log into [LottoLearn.ca](http://LottoLearn.ca) - an online lottery ticket terminal training course that can be accessed anywhere there is an internet access to achieve a Lottery Training Certificate. [LottoLearn.ca](http://LottoLearn.ca) is a beneficial tool for training new employees or as a refresher for existing staff.
- 2.4.3 The retailer must train employees responsible for operating the lottery ticket terminal. Training must include operation of the terminal, selling, cancelling tickets, validation of tickets, reconciliation and weekly settlement.
- 2.4.4 Retail staff are required to complete any additional product or terminal training required by Sask Lotteries.
- 2.4.5 Requests for training should be made by contacting your lottery account representative.
- 2.4.6 Retailers will ensure that the lottery retailer policies are followed and that all staff understand their responsibilities.

## 2.5 SITE REQUIREMENTS

- 2.5.1 The retailer is required to confirm with Sask Lotteries the retail site has the following:
- a) Suitable location and sufficient counter space for the ticket terminal, printer, bar code scanner, customer display unit and the self-serve ticket checker.
  - b) Suitable location and sufficient floor space for a lottery play stand.
  - c) Shelving displays or merchandisers for Zing tickets.

- 2.5.2 The retailer is required to confirm with Sask Lotteries the retail site has the following electrical requirements:
- a) A separate circuit from the fuse box that is within 1.5m of the lottery ticket terminal location.
  - b) A 110-volt double duplex “U” isolated ground outlet at the demarcation point of the network interface device (where the telecommunications cable enters the building) for power to the communications facility.
  - c) The retailer is required to have a telephone on site that is in close proximity to the lottery ticket terminal to allow a person to simultaneously receive technical support and tend to the lottery ticket terminal.
  - d) A power supply for the self-serve ticket checker.
  - e) A power supply for the interactive play table (IPT), if provided.
- 2.5.3 Retailers must contact Sask Lotteries if they wish to relocate the lottery ticket terminal or IPT after the initial installation. A charge will apply to relocate this equipment after the initial installation. (see 5.12 and 5.13)

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## SECTION 3. APPLICATIONS

### 3.1 APPLICATION CATEGORIES

- 3.1.1 There are two categories of applications:
- a) New installation – when an applicant is applying for a retailer agreement at a location where there is not an existing lottery ticket terminal.
  - b) New operator of an existing location – when an applicant is applying for a retailer agreement due to the sale of, or change to, the legal entity operating a retail location and there is an existing lottery ticket terminal.

### 3.2 NEW INSTALLATION APPLICATION

- 3.2.1 Applicant corporations and partnerships must be legal entities registered to operate in the province of Saskatchewan.

Applicants interested in applying for a lottery ticket terminal in a location where there is not an existing lottery ticket terminal are to contact Sask Lotteries for a Lottery Retailer Application (see Section 6) or visit [sasklotteries.ca/retailers-info](https://sasklotteries.ca/retailers-info)

- 3.2.2 An application form must be completed and signed by an authorized signatory of the applicant. The application is reviewed by the Sask Lotteries Review Committee. If approved, the applicant will receive confirmation of approval and notice of the following requirements:
- a) Financial security – an Irrevocable Letter of Credit from a financial institution or a certified cheque / bank draft / e-Transfer for deposit in an amount determined by Sask Lotteries (see 3.2.8 and 3.2.9)
  - b) Authorization for Prearranged Payment (see Section 6)
  - c) Lottery Ticket Centre Retailer Agreement (see Section 6)
  - d) Lottery Retailer Site Plan (see Section 6)
  - e) Ticket Terminal Training Certification (see Section 2.4)
  - f) Code of Conduct
  - g) Criminal Record Check (see 3.2.7)
  - h) Saskatchewan Business Registration (Information Services Corporation)
- 3.2.3 The person or persons forming a sole proprietorship or partnership must be Canadian citizen(s) or be authorized to work in Canada in order to be party to the retailer agreement.
- 3.2.4 Retailers are required to maintain adequate insurance as outlined in the retailer agreement. (see Section 6)

- 3.2.5 Property insurance is required for the lottery ticket terminal, related equipment and Zing ticket inventory provided by Sask Lotteries. Coverage shall be on an “all risk” replacement cost basis. The declared value of the lottery ticket terminal and related equipment is \$10,000. The value of Zing ticket inventory will vary by location and should be discussed with your lottery account representative.
- 3.2.6 Comprehensive or commercial general liability insurance is recommended – not less than \$1,000,000 inclusive per occurrence against bodily injury and property damage including loss thereof.
- 3.2.7 A Criminal Record Check (CRC) is required from one signing authority who will coordinate and exercise significant decision making for lottery matters or manages compliance issues. The CRC will be held on file.
- 3.2.8 Retailers must submit an Irrevocable Letter of Credit or Certified Cheque / Bank Draft / e-Transfer for the security deposit to be held against the account. When the ownership of a retail location ceases, depending on the method of payment and arrears on the account, the Letter of Credit will be returned to the bank or the Cash Deposit will be returned to the retailer (interest-free). The fees incurred by a retailer for an Irrevocable Letter of Credit or Certified Cheque / Bank Draft / e-Transfer are the responsibility of the retailer.
- 3.2.9 The Irrevocable Letter of Credit must:
- a) Identify the retailer’s legal entity as the “applicant” or “customer”
  - b) Name Sask Sport Distributors Inc. as “the beneficiary”
  - c) State the dollar amount of the letter
  - d) Be in effect for a minimum of one year from the date of issue, preferably with a non-expiry date
  - e) State “Partial drawings are permitted”
  - f) The Irrevocable Letter of Credit/Cash Deposit stays in place until the retailer agreement is terminated
- 3.2.10 An authorized signatory must complete and submit the Authorization for Prearranged Payment Form (see Section 6) and provide confirmation of the account information in the form of a void cheque or a letter from the bank.
- 3.2.11 As stated in the retailer agreement, retailers are required to deposit all monies received through the sale of lottery tickets, less winnings paid out and commission, into a bank account every Wednesday.
- 3.2.12 If a single bank account is to be used for all corporate retailer locations, a “blanket” Authorization for Prearranged Payment Form (see Section 6) may be provided and be kept in the corporate retailer’s master file and referenced for future applications.
- 3.2.13 Retailers wanting to change their bank account must contact Sask Lotteries (see 4.2).

- 3.2.14 The retailer agreement is the legal document binding the retailer, Sask Lotteries and the WCLC to the terms and conditions contained within it.
- 3.2.15 An authorized signatory is required to sign and date the retailer agreement and return the document to Sask Lotteries.
- 3.2.16 The retailer receives:
- a) One copy of the retailer agreement after authorization by Sask Lotteries and the WCLC
  - b) One copy of the Retailer Code of Conduct
- 3.2.17 An authorized signatory is required to sign and return to Sask Lotteries a Lottery Retailer Site Plan (see Section 6).
- 3.2.18 The Lottery Retailer Site Plan confirms the type and location of installed equipment including the lottery ticket terminal and related signs and fixtures.

### **3.3 NEW OPERATOR OF AN EXISTING LOCATION APPLICATION**

- 3.3.1 Applicants applying for a lottery ticket terminal at an existing location must submit the same requirements as outlined in the New Installation Application (see Section 3.2.2).
- 3.3.2 Completion of this application package is required when the retailer changes due to any of the following reasons:
- a) The retailer sells their business and/or their legal entity to another party
  - b) The retailer wishes to use a different legal entity to operate the retail site
  - c) The legal entity of the retailer is amalgamated or dissolved
- 3.3.3 The retailer agreement is not transferable and is terminated when a location is sold, leased, assigned or otherwise transferred to the control of another person or legal entity.
- 3.3.4 When a retailer sells, transfers or assigns the business where a lottery ticket terminal is located, Sask Lotteries may offer the new owner a retailer agreement.
- 3.3.5 Sask Lotteries may not offer the new owner a retailer agreement if the retail location does not meet the performance standards as outlined in 2.2.
- 3.3.6 For uninterrupted lottery operations, existing retailers should provide Sask Lotteries with 30 days written notice of any sale, lease expiry or business dissolution.
- 3.3.7 Retailers must notify Sask Lotteries of any change in the structure or control of the legal entity holding the agreement.

- 3.3.8 Any change of operator of a lottery retailer location should occur on a Wednesday (invoice day). If the change of operator does not fall on a Wednesday, arrangements between the new operator and the current operator shall be made regarding payment of the Wednesday invoice and any outstanding Zing activations, if applicable.
- 3.3.9 During the transition of current operator to new operator of an existing lottery retailer location, the new operator should be mindful of outstanding Zing ticket activation charges. Zing ticket activation charges will appear on the lottery terminal invoice between eight to 14 days from the initial Zing ticket activation date. Refer to the Sales and Invoice Reports Menu on the lottery terminal for any outstanding charges.
- 3.3.10 Applicants failing to meet the application requirements before the deadline may have their application terminated.

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## SECTION 4. ADMINISTRATION

### 4.1 RETAILER MASTER FILE INFORMATION

- 4.1.1 To maintain the accuracy and integrity of Sask Lotteries retailer master files, the retailer is required to contact Sask Lotteries when there is any change to the following information:
- a) Location name
  - b) Company name
  - c) Authorized signatory
  - d) Management
  - e) Controlling interest shareholder(s)
  - f) Phone number
  - g) Hours of operation

### 4.2 FINANCIAL OBLIGATIONS

- 4.2.1 An authorized signatory must complete an Authorization for Prearranged Payment Form (see Section 6) and submit it with a void cheque or a letter from the bank verifying the account information to Sask Lotteries.
- 4.2.2 Retailers must deposit the weekly invoice amount from the lottery ticket terminal into the designated bank account before noon every Wednesday.
- 4.2.3 Each Wednesday, retailers can obtain the amount due to be deposited into the designated bank account by accessing the Reports menu on the lottery terminal and obtaining the Current Week Invoice Report. This will include the previous week's total Zing current activations, which are now due. Unlike all other lottery transactions which are due each Wednesday, retailers have an additional week to pay for Zing ticket activations.
- 4.2.4 Retailers must contact Sask Lotteries to change bank accounts.
- 4.2.5 A fee of \$5.00 per week is charged to each retailer on their weekly invoice to cover administration costs.
- 4.2.6 Sask Lotteries shall take immediate action to collect outstanding monies owed from retailers due to non-sufficient funds (NSF), up to and including termination of the retailer agreement, and the following will apply:
- a) Payment of the NSF must be received within a time deemed appropriate by Sask Lotteries in the manner designated by Sask Lotteries or the lottery ticket terminal will be disabled.
  - b) All NSFs are subject to a service charge determined by Sask Lotteries.
  - c) Retailers who fail to meet the deposit requirements may have their retailer agreement terminated resulting in the lottery ticket terminal and related equipment being removed.

- 4.2.7 The retailer is responsible for the cost of any required repairs to the lottery ticket terminal(s) and related equipment, signs and fixtures that are deemed a result of negligence by the retailer.
- 4.2.8 The retailer is responsible for the cost of any lottery ticket related equipment or tickets that are damaged, destroyed, stolen or lost.
- 4.2.9 The retailer is required to maintain insurance to cover the cost of the obligations stated in the retailer agreement.
- 4.2.10 The retailer will be invoiced for the cost of replacing or repairing any lottery ticket terminal(s), signs and fixtures damaged, destroyed, stolen or lost while on the premises or in the care of the retailer.
- 4.2.11 The retailer may contact Sask Lotteries for information regarding maintenance and replacement costs.

### **4.3 MULTIPLE TERMINAL RETAILERS**

- 4.3.1 Sask Lotteries may approve a retailer to operate a maximum of two lottery ticket terminals in any one facility based on the following:
- a) Annual ticket sales
  - b) Availability of additional lottery ticket terminals

### **4.4 VIOLATION OF THE RULES**

- 4.4.1 Sask Lotteries may suppress one or more lottery ticket products on the lottery ticket terminal or suspend or terminate the retailer agreement without notice for any of the following:
- a) If the retailer fails to pay any sums payable hereunder in the manner and at the time provided for or otherwise is in breach of any term or condition contained in the retailer agreement.
  - b) If the retailer, or any employee of the retailer, is in breach of any of the rules or regulations of Sask Lotteries, the WCLC or of the ILC as outlined in the lottery retailer policies, the retailer agreement, and / or the Lottery Retailer Progressive Discipline Policy (see Section 6).
  - c) If the retailer, or any employee of the retailer, is in breach of any laws or regulations made by any governmental authority having jurisdiction which in any way relate to lotteries or the operation thereof.
  - d) If the retailer sells, re-organizes, fails to remain actively involved in, or changes the nature of the business conducted by the retailer or a significant portion thereof or interest therein or if the retailer is a corporation other than a corporation the shares of which are publicly traded, voting control of the retailer changes.



- e) If the retailer or any employee of the retailer has been convicted of a crime involving fraud, theft, misrepresentation, oral turpitude or any gambling-related offence.
- f) In the event of the bankruptcy or insolvency of the retailer or if a receiver or liquidator is appointed over some or all of the assets of the retailer or in the event any of the assets of the retailer are seized or distrained upon.
- g) In the event the retailer is required to vacate the premises in which the lottery ticket terminal is located.
- h) If the retailer or any employee of the retailer does not adhere to the expectations and responsibilities of the Lottery Retailer Code of Conduct.

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## **SECTION 5. OPERATIONS**

### **5.1 LOTTERY TICKET SALES**

- 5.1.1 Retailers are required to properly display and make available for sale all current authorized WCLC online and Zing lottery ticket products.
- 5.1.2 Retailers are required to properly display and distribute any print material provided by Sask Lotteries.
- 5.1.3 Subject to individual store policy, retailers must have the lottery ticket terminal and required staff available during hours the premises are open for business.
- 5.1.4 Retailers must provide the complete range of lottery ticket products, merchandise and information made available by Sask Lotteries and WCLC.
- 5.1.5 Retailers must sell and actively promote the sale of all lottery tickets as may be prescribed by Sask Lotteries and to provide such services for the sale of all lottery tickets and merchandise as specified by Sask Lotteries with reasonable courtesy to purchasers and at such standards as may be reasonably expected of a prudent business person.
- 5.1.6 Retailers are strictly prohibited from selling lottery ticket products to minors (see 5.10).

### **5.2 ORDERING OF TICKETS AND SUPPLIES**

- 5.2.1 Retailers shall monitor inventory levels to ensure all lottery ticket products and supplies are available on site, the merchandiser is full and product is properly displayed.
- 5.2.2 Sask Lotteries will determine regular inventory levels and call dates for Zing product orders.
- 5.2.3 Retailers must notify Sask Lotteries if they have received Zing product that is not issued to them.
- 5.2.4 Retailers may contact Sask Lotteries to order additional emergency Zing product and/or supplies as required.
- 5.2.5 Retailers must make lottery ticket products available to their lottery account representative upon request.
- 5.2.6 Lottery account representatives will monitor a location's sales and inventories and issue/de-issue products as deemed necessary.

### 5.3 TICKET ACTIVATION

- 5.3.1 All Zing tickets must be activated before they may be sold.
- 5.3.2 Retailers are required to activate enough Zing tickets to maintain a fully stocked merchandiser.

### 5.4 VALIDATION AND REDEMPTION OF TICKETS – PAPER AND/OR DIGITAL FORMAT

- 5.4.1 Retailers shall provide the service of validating and redeeming customer's lottery tickets subject to the following:
- a) Retailers must ensure customer's name is printed on the back or front of a paper ticket before validation process begins
  - b) Retailers are responsible to pay out prize money on winning lottery ticket products up to a value of \$100 or less, and have the option to pay out prize money up to and including \$1,000
  - c) Retailers receive two per cent redemption commission on all lottery ticket winnings up to \$1,000 paid to a customer
  - d) Retailers are prohibited from validating lottery tickets and paying out prize monies to minors. (see 5.10)
- 5.4.2 Retailers will check for customer name on the back or front of a paper ticket and proceed with proper validation procedures, as outlined in the Ticket Terminal Operator's Guide.
- a) If the ticket is a non-winning ticket, the retailer will return the non-winning ticket and the validation slip to the customer.
  - b) For winning tickets paid under \$1,000, the retailer will give the customer the validation slip, pay the prize, and return the original ticket to the customer.
  - c) For winning tickets that are unable to be paid under \$1,000, the retailer will return the ticket to the customer.
- 5.4.3 For winning tickets over \$1000, merchandise prizes or "Collect to Win" prizes, retailers must do the following:
- a) Ensure that the customer has clearly printed their name and address on the back or front of a paper lottery ticket
  - b) Return the winning ticket to the customer, with the validation slip
  - c) Provide the customer a Claim Form
  - d) Provide the prize claim information number 1.800.665.3313 to the customer
  - e) Direct the customer to the nearest prize payout office or have them mail the form and the paper lottery ticket to the address listed on the back of the ticket by registered mail. If a digital ticket, instruct the player to include the digital ticket control number on the Claim Form.

- 5.4.4 Retailers are not responsible and must not send in tickets and Claim Forms on behalf of customers. This is the customer's responsibility.
- 5.4.5 All merchandise prizes must be claimed through a prize payout office (see 1.4 for address).
- 5.4.6 When attempting to validate a ticket that is equal or exceeding the \$10,000 validation freeze parameter, retailers are expected to initiate a call to WCLC Retail Spot 1.800.665.0133 to register the win.
- 5.4.7 If there is a prize claim dispute, Retailers are advised to:
- a) Return the lottery ticket to the customer.
  - b) Ask the customer to fill out a Claim Form.
  - c) Instruct the customer to send the Claim Form and the paper ticket to WCLC for review (see 1.4 for mailing address), if a digital ticket, include the ticket control number on the Claim Form.
  - d) Not pay any portion of the prize to the customer.
  - e) If the customer has further questions, advise them to contact WCLC Customer Care. (see 1.4)
- 5.4.8 Retailers may only validate paper tickets purchased in the WCLC jurisdiction (AB, SK, MB, YT, NWT & NU). Customers must send tickets from other jurisdictions to the address on the back of the ticket.
- 5.4.9 All lottery tickets (digital, paper and Zing) must be validated through the lottery ticket terminal before payment can be made. Ensure customer's name printed on the back or front of paper tickets and pay according to validation slip instructions.
- 5.4.10 Retailers who cancel a paper lottery ticket must retain the cancelled ticket on site for a minimum of 30 days.

## **5.5 STOLEN, MISSING OR DESTROYED TICKETS**

- 5.5.1 Retailers are financially responsible for stolen, missing, or destroyed lottery tickets issued to them.
- 5.5.2 Lottery tickets become the property of the retailer at the time of receipt, and retailers are responsible for the security of their lottery tickets.
- 5.5.3 All lottery tickets must be validated before payment may be issued. If a ticket cannot be validated, the retailer should inform the customer to:
- a) Complete a Claim Form.
  - b) Forward the ticket along with a detailed explanation to the WCLC for investigation/review.

- 5.5.4 If a winning ticket is inadvertently destroyed, which prevents a retailer from validating it, contact the WCLC Retail Spot for further instructions.
- 5.5.5 Retailers must report missing, stolen or destroyed tickets to their local police department and the WCLC Retail Spot within 24 hours of the theft. Retailers must provide either a copy or number of the police department report.
- 5.5.6 In the event of a fire, retailers must report missing, stolen or destroyed lottery tickets to their local fire department and the WCLC Retail Spot within 24 hours of the fire. Retailers must provide a copy of or the number of the fire department report.

## **5.6 TICKET RETURN/BUYBACKS**

- 5.6.1 Retailers must return out of date Zing lottery tickets to Sask Lotteries when requested to do so by their lottery account representative.
- 5.6.2 Sask Lotteries will provide materials (notices, forms, envelopes, etc.) and support for retailers to return Zing lottery tickets. (See Buyback Credit Summary Section 6)
- 5.6.3 Retailers may receive credit for activated Zing lottery tickets when returned, provided they have not expired at the time of processing.
- 5.6.4 Sask Lotteries will not provide a credit refund for tickets that have expired.
- 5.6.5 Sask Lotteries will ensure that all returned product is processed and all applicable credits issued within six weeks.
- 5.6.6 Retailers will be charged for lottery tickets not returned by the specified chargeback dates.
- 5.6.7 The sale of expired tickets is prohibited.
- 5.6.8 The cost of insurance for return ticket shipments through the courier will not be covered by Sask Lotteries.

## **5.7 TICKET EXPIRY**

- 5.7.1 Online tickets are valid for one year from each draw date, or in the case of Sport Select tickets, one year from the date of the last game on the ticket. Tickets cannot be validated until the day after the first draw date or, with Sport Select tickets, the day after the last game has been played on the ticket.
- 5.7.2 KENO tickets are valid for one year from each draw date. KENO prizes greater than \$1,000.00 cannot be validated until the day after the draw date indicated on the ticket.

- 5.7.3 Zing ticket expiry dates are printed on the back of the ticket and will also appear in LottoLine or at [sasklotteries.ca](http://sasklotteries.ca).

## 5.8 HOURS OF OPERATION

- 5.8.1 Subject to individual store policy, the retailer must have the lottery ticket terminal and required trained staff available when the premises are open for business for the sale, validation and redemption of all lottery tickets.
- 5.8.2 Game breaks occur at a set time when sales for the online games have ended. Retailers may process any other online game that is not affected by a game break. Game breaks cover a period of approximately five minutes after the end of sales for the specific game.

5.8.3	GAME BREAK FOR	TIME	DAY
	DAILY GRAND	8:30 p.m. Summer 9:30 p.m. Winter	Monday and Thursday
	LOTTO 6/49 WESTERN 649	8:30 p.m. Summer 9:30 p.m. Winter	Wednesday and Saturday
	LIGHTNING LOTTO PICK 2, PICK 3, PICK 4 POKER LOTTO / ALL IN EXTRA	8:30 p.m. Summer 9:30 p.m. Winter	Every Day
	LOTTO MAX WESTERN MAX	8:30 p.m. Summer 9:30 p.m. Winter	Tuesday and Friday

All games not involved in game break are available for purchase.  
Except Lightning Lotto, sales close at game break until the next day.

## 5.9 SITE MAINTENANCE

- 5.9.1 Should maintenance be required for the lottery ticket terminal, and related equipment contact the WCLC Retail Spot. (see 1.4.2)
- 5.9.2 Service charges to repair damaged items or equipment vary depending on the type of service required.
- 5.9.3 Lottery ticket terminals must not be relocated by anyone other than an approved WCLC technician or authorized agent. To arrange for lottery ticket terminal and related equipment relocations, contact Sask Lotteries.

## 5.10 MINORS / ID UNDER 25

- 5.10.1 Retailers shall ensure that minors are not sold, allowed to play or to receive payment of prize monies for lottery ticket products under any circumstances.
- 5.10.2 In order to ensure no play by minors, retailers are required to follow the ID25 policy, which is a two-step process:
- a) Check ID of all lottery players appearing to be under the age of 25.
  - b) Do not sell to or cash lottery tickets for, anyone found to be under 18 years of age.
- 5.10.3 Retailers will ensure staff demand proof of age when a person who appears to be under the age of 25 attempts to purchase, play or receive prize payment for lottery ticket products. Photographic identification is the required type of identification. Acceptable identification includes one of the following:
- a) Saskatchewan Driver's License
  - b) Government issued photo ID card (available through Saskatchewan Government Insurance)
  - c) Passport, Armed Forces Identification Card, Certification of Indian Status or Immigrant Authorization, Permanent Resident Card
  - d) Other comparable form of identification from other jurisdictions
- 5.10.4 If a person of questionable age fails to satisfy the retailer or staff that they are not a minor, the retailer or staff will:
- a) Refuse to sell, allow to play, or provide payout of prize monies for lottery ticket products.
- 5.10.5 Supervisory staff of the retailer must remain constantly vigilant to ensure that adequate safeguards preventing minors from purchasing lottery tickets are maintained.

## 5.11 RENOVATIONS

- 5.11.1 Retailers are required to notify Sask Lotteries of any renovations to the retail site named in the Retailer Agreement if the renovations require:
- a) The site to be closed for any amount of time.
- or
- b) The lottery ticket terminal and/or related equipment needs to be moved.

- 5.11.2 Retailers may contact Sask Lotteries to confirm any costs that may be incurred.

## **5.12 RELOCATION AND TEMPORARY RELOCATION OF LOTTERY EQUIPMENT**

- 5.12.1 For the purposes of this section:
- a) “Relocation” is defined as the permanent physical relocation of the lottery equipment requiring electrical or communication re-wiring to a new location within the same premises.
  - b) “Temporary Relocation” is defined as the temporary relocation of the lottery equipment to allow for physical improvements to the premises (Ex. painting, carpet laying or construction).
  - c) Lottery equipment refers to: lottery ticket terminal, customer display unit/monitor, interactive play table, self-serve ticket checker.
- 5.12.2 Retailers must notify Sask Lotteries of any need to relocate the lottery equipment to ensure proper measures are taken to prevent damage to the equipment.
- 5.12.3 All relocations and temporary relocations requiring the lottery equipment to be moved must meet the following requirements:
- a) Move must be performed by a WCLC technician or an authorized agent.
  - b) Retailer to provide Sask Lotteries with a minimum of 10 business days’ notice.
- 5.12.4 Retailers are responsible for the cost associated with the relocation of the lottery ticket terminal(s) and related equipment.
- 5.12.5 Retailers may contact Sask Lotteries for information regarding the costs association with the relocation.

## **5.13 SIGNAGE, ADVERTISING AND PRODUCT PROMOTION**

- 5.13.1 All print and digital advertising and/or promotional materials/messages, including social media posts, related to lottery tickets are subject to review and approval by Sask Lotteries. This includes all uses of the Sask Lotteries logo, as well as, the name and logos of all Western Canada Lottery Corporation products and games.
- 5.13.2 Retailers must prominently post items requested by Sask Lotteries such as age restrictions, problem gambling, point of sale and beneficiary information.



- 5.13.3 Any advertising that may be interpreted as inducement to play is not allowed.
- 5.13.4 Failure to post signs as directed by Sask Lotteries may result in penalties up to and including the termination of the retailer agreement resulting in the removal of the lottery ticket terminal and related equipment.
- 5.13.5 Retailers should contact Sask Lotteries for information and clarification regarding advertising and promotional materials.

#### **5.14 GROUP BUYING AGREEMENT POLICY**

- 5.14.1 Lottery retail locations must not be used by retailers or their employees to collect or pool funds to buy lottery tickets on behalf of any group. Lottery retailers and their employees may sell tickets to groups and may participate in groups, but may not operate or administer groups, promote or solicit members for a group, or collect and pool money for lottery groups at their retail location.
- 5.14.2 Group Buying Forms are available at [sasklotteries.ca](http://sasklotteries.ca).

#### **5.15 RETAILER REGISTRY**

- 5.15.1 A data base has been established of the first and last names (to match government issued identification) of personnel selling and validating lottery tickets in Saskatchewan. It is the responsibility of a designated manager to ensure their retail employee list is current by entering or removing names from their list utilizing the ticket terminal.

#### **5.16 RETAILER REPORTING**

- 5.16.1 Retailer Weekly Invoices can be obtained from the lottery terminal for the most current or previous week. For a weekly invoice prior to these dates, please contact your lottery account representative. Please state your terminal ID number (SYSID#) and the date(s) of the Weekly Invoice Report you require.
- 5.16.2 If a sales/commissions report is required for audit purposes, please contact your lottery account representative to obtain one. Please state your terminal ID number (SYSID#) and the time frame you are inquiring about.

## **SECTION 6. SAMPLE FORMS**

- 6.1 Lottery Retailer Application (Inc. Saskatchewan Business Registration)**
- 6.2 Authorization for Prearranged Payment**
- 6.3 Lottery Ticket Centre Retailer Agreement**
- 6.4 Lottery Retailer Site Plan**
- 6.5 Lottery Retailer Progressive Discipline**
- 6.6 Buyback Credits Summary**



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Retailer Number

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SYSID Number

**List below, names and positions of owners, partners, officers of the retail location**

Contact Name:	Position/Title:		
Home Address:	City:	Prov:	Postal Code:
Phone:	Email:		

Contact Name:	Position/Title:		
Home Address:	City:	Prov:	Postal Code:
Phone:	Email:		

Contact Name:	Position/Title:		
Home Address:	City:	Prov:	Postal Code:
Phone:	Email:		

**List names of main Lottery contacts at the retail location (ie. Managers/Supervisors of the location)**

Location Contact #1:	Position/Title:
Location Contact #2:	Position/Title:

<input type="checkbox"/> I agree to receive electronic communications from Sask Lotteries including newsletters, updates, invitations, notifications via email, text or other electronic means.
Email Address: _____
<i>Your contact information has been collected by Sask Lotteries for purposes of communicating with you as a Lottery Retailer. Sask Lotteries does not sell any personal information that it collects to any third party and does not share or transfer personal information that is collected to unaffiliated third parties for their own marketing efforts.</i>

Applicant's Name:	Date:
Applicant's Signature:	



# LOTTERY TICKET CENTRE RETAILER AGREEMENT

## PARTIES TO THE AGREEMENT:

WESTERN CANADA LOTTERY CORPORATION, ("WCLC");

SK LOTTERIES - SASKATCHEWAN LOTTERIES (the "PO"); and

\_\_\_\_\_ (the "Retailer")

### Preamble:

- WCLC conducts and manages lottery schemes in Alberta, Saskatchewan, Manitoba, Northwest Territories, Yukon and Nunavut and operates lottery schemes in these same provinces and territories in conjunction with the PO and Interprovincial Lottery Corporation("ILC");
- WCLC and the PO have agreed to permit the Retailer to retail Lottery Products and for that purpose to give the Retailer access to the Supplied Equipment, together with certain specified fixtures, signs, merchandise and advertising material relating to lottery products and responsible gaming programs, for installation within or about or for retail distribution from one or more of the Retailer's business premises described in the Retailer Information Schedule A;

NOW THEREFORE the parties agree as follows:

1. **Distribution:** WCLC and the PO authorize the Retailer to retail Lottery Products in accordance with, and on condition that the Retailer complies with, all of the terms and conditions of this Agreement applicable from time to time. This authorization applies to those locations described in the Retailer Information Schedule A.
2. **Schedules:** The following schedules to this Agreement, as they may be amended from time to time in accordance with this Agreement, form part of and are incorporated as integral parts of the Agreement and any obligations or rights set out in such schedules form part of the Agreement as if they were fully set out in the main body of this Agreement:

Label	Schedule:	Version of Schedule Applicable at Signing*
A	Retailer Information	A0001
B	Retailer Obligations	B0001
C	General Terms	C0001
D	Termination & Liability	D0001

\*Note: Copies of the current applicable version of each of these schedules can be obtained by contacting WCLC or the PO.

3. **Retailer Obligations:** The Retailer agrees, with each of WCLC and the PO, to perform the promises and covenants set out in the Retailer Obligations Schedule B.
4. **WCLC Obligations:** WCLC agrees that it shall:
  - (a) at its expense, provide the Retailer with access to the Supplied Equipment within a reasonable period of time following the signature of this Agreement by all parties and pay for the initial installation of standard communication facilities required to permit the Supplied Equipment to communicate with the central computer system of WCLC;
  - (b) pay to the Retailer such amounts as may be established from time to time by WCLC and the PO for the sale and redemption of Lottery Products; and
  - (c) provide, and install at its own expense, point of sale material relating to lottery products and responsible gaming programs, fixtures and signage as WCLC may from time to time determine to be appropriate in the circumstances.
5. **PO Obligations:** The PO agrees:
  - (a) that it shall deliver to the premises of the Retailer such Lottery Products, merchandise and supplies and future point of sale material as WCLC and PO may from time to time determine to be appropriate in the circumstances; and
  - (b) to provide, at its own expense, point of sale material relating to local affinity advertising as the PO may from time to time determine to be appropriate in the circumstances.
6. **Ownership of Supplied Equipment:** The Retailer agrees that the Supplied Equipment is the sole property of WCLC or of the PO, as the case may be, and may be removed by WCLC or the PO at any time. The Retailer is a bailee only of the Supplied Equipment and has no property interest in it.
7. **Amendment of Agreement by WCLC:** The parties agree that WCLC has the right, in its discretion and at any time, to unilaterally amend, revise or supplement the terms of the Agreement (including but not limited to replacement of any Schedule to this Agreement) provided that:
  - (a) no such amendment, revision or supplementation shall take effect under the Agreement as against the Retailer until the later of:
    - (i) seven (7) days after notice of such amendment, revision or supplementation has been given to the Retailer; or
    - (ii) the date specified in such notice on which the amendment shall take effect;
  - (b) such amendment, revision or supplementation shall not take effect under the Agreement as against the PO until the PO consents to it (and notice of such consent may but need not be given to the Retailer);
  - (c) for greater certainty, if the Retailer has not served notice of termination of the Agreement, any use by the Retailer of the Supplied Equipment at any time after the latter date determined under Section 7(a) shall conclusively be deemed to be agreement to and acceptance of the said amendment, revision or supplementation by the Retailer.

IN WITNESS OF THIS AGREEMENT the parties have executed it as of \_\_\_\_\_  
*Insert date*

**WESTERN CANADA LOTTERY CORPORATION**

**SK Lotteries - Saskatchewan Lotteries**

Per: \_\_\_\_\_

Per: \_\_\_\_\_

Print Name: \_\_\_\_\_

Print Name: \_\_\_\_\_

\_\_\_\_\_  
*insert name of RETAILER*

\_\_\_\_\_  
Witness ( if individual)

Per: \_\_\_\_\_

Print Name: \_\_\_\_\_

\_\_\_\_\_  
Head Office Address of Retailer

**Lottery Ticket Centre Retailer Agreement  
Retailer Information Schedule "A" (Version Number: A0001)  
Effective Date of Schedule: Feb 16, 2012**

This schedule sets out the particulars of the location(s) for and is incorporated by reference into the Lottery Ticket Centre Retailer Agreement with: . This schedule may be amended from time to time in accordance with the terms of the Agreement. A copy of the current applicable version of this schedule can be obtained by contacting WCLC or the PO.

**RETAILER INFORMATION:**

Address for Service of Retailer under Agreement:

Phone Number: \_\_\_\_\_

Facsimile Number: \_\_\_\_\_

Email: \_\_\_\_\_

Primary Contact: \_\_\_\_\_

Signatory: \_\_\_\_\_

*Note: Contact Information for the retailer or a location may be changed by giving notice of the change to WCLC and the PO under Sections C3 and C4.*

<b>Retailer Number:</b>		<b>Civic Address:</b>	
<b>Location Name:</b>			



**Lottery Ticket Centre Retailer Agreement  
Retailer Obligations Schedule "B" (Version Number: B0001)  
Effective Date of Schedule: Oct 11, 2011**

This schedule sets out particular Retailer obligations for the Lottery Ticket Centre Retailer Agreements to which it applies and is incorporated by reference into each such agreement. This schedule may be amended from time to time in accordance with the terms of the Agreement. A copy of the current applicable version of this schedule can be obtained by contacting WCLC or the PO.

**The Retailer promises and agrees:**

- B1. **Comply with Directives, etc:** To be knowledgeable of and to provide its services relating to all Lottery Products in accordance with and to comply with, and to cause its employees to be aware of and comply with:
- (a) the rules and regulations of WCLC and of ILC;
  - (b) all other rules, regulations, codes of conduct, operating manuals, policies and procedures; and
  - (c) all other instructions and directives;
- as may be Prescribed relating to the retailing of Lottery Products or other matters relating to this Agreement.
- B2. **Maintain Manual:** To maintain at each Location and make available to its employees, a copy of the appropriately Prescribed lottery ticket centre handbook, manual or operators guide and any other Prescribed handbooks or manuals.
- B3. **Trained employees:** To have one, or more if required by the PO, of its employees, who are acceptable to the PO, who will be directly responsible for carrying out the functions of the Retailer under this Agreement to attend such training sessions as the PO shall from time to time require in order to ensure that the Retailer's employees are properly trained and certified in the operation of the Supplied Equipment and the rules, regulations, codes of conduct, operating manuals, policies and procedures, instructions and directives referred to in B1 and for the performance of such other services as the Retailer is required to perform.
- B4. **Operation of Supplied Equipment:** To only permit employees that are registered with WCLC to operate Supplied Equipment.
- B5. **Location of Supplied Equipment:** To locate the Supplied Equipment on the Retailer's premises only at the site and location previously approved by the PO. The Supplied Equipment must not be moved without the approval of the PO.
- B6. **Physical Responsibility:** To be responsible for the physical security of, and to exercise all reasonable care in the operation and care of, the Supplied Equipment and to immediately notify WCLC of any malfunction or damage to the Supplied Equipment.
- B7. **Repairs and Insurance:** To reimburse WCLC and the PO for the cost of repairing any Supplied Equipment destroyed, lost or stolen while on the premises or in the care of the Retailer and also for the cost of any repairs to the Supplied Equipment which are not repairs necessitated by: (i) normal wear and tear; (ii) a defect in the manufacturing or (iii) defective maintenance service provided by WCLC or the PO. The Retailer shall maintain adequate insurance as determined by the PO to cover the cost of his obligations under this clause and shall, if requested, provide the PO with proof of such insurance.
- B8. **Availability:** To have the Supplied Equipment and certified trained staff available during all hours and days that the Retailer's premises are open for business for the sale of all WCLC and PO approved Lottery Products and for the redemption of all Lottery Products and to provide such services for the sale of Lottery Products and lottery merchandise as may from time to time be directed by the PO.
- B9. **Advertising and Notices:** To post and display prominently at such location within or about the Retailer's premises as may be Prescribed such point of sale, redemption and other promotional material and, to use no advertising or promotional material relating to lotteries except that which is provided or approved by WCLC or the PO.
- B10. **Promotions, etc.:** Not to, without the prior consent of WCLC or the PO, offer, provide or use any Lottery Products in any promotion, endorsement, offer, give away, contest or other promotional manner which is not authorized by WCLC or the PO.
- B11. **Signage:** To fully utilize the signs and fixtures forming part of the Supplied Equipment and to maintain on the Retailer's premises an adequate supply of all materials as Prescribed.
- B12. **Fees:** To pay to WCLC such fees as may be Prescribed.
- B13. **Purchase of Tickets:** That all Off-line lottery tickets received by the Retailer shall be deemed to have been purchased by the Retailer as of the date of receipt at the price, less applicable commission and discounts, established by WCLC from time to time; and the Retailer shall make payment to the PO in such manner as may be Prescribed.
- B14. **Offer Lottery Products:** As directed by the PO from time to time, to provide the complete range of Lottery Products, all methods of playing the Lottery Products, lottery merchandise and such lottery information as is made available by the PO to the Retailer.
- B15. **Promote Sales:** To sell and to promote the sale of all Lottery Products provided to the Retailer by the PO.
- B16. **Price:** Not to sell tickets at any price greater or any price lower than the price stated on the ticket.
- B17. **Locations:** To only sell Lottery Products at the locations designated in Schedule A.
- B18. **Exclusiveness:** Not to promote in any way any other lottery games or engage in any activity in competition with the lottery games offered by WCLC or ILC, without the prior written consent of the PO.
- B19. **Compliance with Laws:** To comply with all laws applicable to the jurisdiction in which each Retailer business location described in Schedule A is located, not to enter into any lottery ticket sales transactions that are illegal in such jurisdiction and not to sell tickets beyond the boundaries of such jurisdiction or which the Retailer knows are intended for resale beyond such jurisdiction.
- B20. **Maintenance:** To replace, as required, ticket roll stock in the printer forming part of the Supplied Equipment but to perform no other mechanical or electrical maintenance on Supplied Equipment.
- B21. **Utilities:** To pay for all electrical utility charges in connection with the operation of the Supplied Equipment.
- B22. **Redemption Services:** To provide full service with respect to redemption and encashment of prizes as directed by the PO (regardless of whether the Retailer sold the Lottery Products being redeemed) and to redeem as Prescribed all such valid winning tickets, valid cash vouchers or valid "Instant" stubs having a redemption value of no more than the amounts Prescribed.
- B23. **Records:** To maintain current and accurate records of all present and past operations related to the distribution of Lottery Products as Prescribed. All such records shall be produced by the Retailer on request and all records relating to Lottery Products whether or not Prescribed may be copied and/or removed from the Retailer's possession by WCLC or the PO for inspection and/or audit.
- B24. **Winning Numbers:** To prominently post winning numbers as soon as they are available after a draw at which winning ticket numbers are drawn.
- B25. **Account:** To account to the PO in the manner Prescribed and to be responsible for:
- (i) all revenues derived or deemed derived from the sale of On-line lottery tickets;
  - (ii) all winning tickets and cash vouchers that the Retailer has cashed; and
  - (iii) all unsold On-line lottery tickets that have been voided or cancelled in the manner prescribed by the PO.
- All On-line lottery tickets printed by the Supplied Equipment and not voided or cancelled in the manner prescribed by the PO shall be deemed sold and the Retailer shall be deemed to have received payment therefore.
- B26. **Proceeds:** To deal with proceeds of Lottery Products as Prescribed. The Retailer acknowledges that all monies received from the sale of all Lottery Products are the property of WCLC and that the Retailer receives, holds and deals with the same as bare trustee for WCLC.

- B27. **Buybacks:** That the PO may, from time to time, but is not obligated to, offer to the Retailer, the privilege to sell back unsold Off-line tickets for specified Lottery Products. All such unsold tickets must be delivered by the Retailer to the PO in such quantity, and in such condition as may be prescribed by the PO on or before the buy-back date established by the PO in order for the Retailer to receive any credit. This privilege may be withdrawn by the PO at any time.
- B28. **Risk of Loss:** That the Retailer shall bear the risk of loss and be responsible for the full face value of any lost, stolen, missing and loose Lottery Products not returned in the manner Prescribed.
- B29. **Security:** If required by the PO, to provide a letter of credit (LOC) from a financial institution, guarantee(s) or such other arrangements on such terms and in such amount as may be required by the PO, to cover the obligations of the Retailer hereunder to the PO, WCLC, and to ILC, or any of them. The PO may waive the requirement to provide a LOC upon completion of a successful credit evaluation as required by the PO. The PO may review and withdraw such waiver at any time.
- B30. **Safety:** To be responsible for and to ensure the personal safety of all WCLC and PO representatives while they are located on the Retailer's business premises.
- B31. **Indemnity:** To indemnify and hold WCLC, the PO and ILC harmless from any and all liabilities, claims, actions and judgments of any kind or nature arising from or relating to the Retailer's acts or omissions in the operation of the Retailer business locations described in Schedule A and the sale of Lottery Products or as a result of a breach by the Retailer of any provisions of this Agreement.
- B32. **Status:** That the Retailer is not an employee, agent, representative, joint venturer, or partner of WCLC, of the PO, or of ILC and shall not represent or hold himself out to be other than an independent contractor pursuant to this Agreement.
- B33. **Consents:** As required/requested by WCLC or the PO from time to time, to provide and to cause its principals and employees to provide to, WCLC or the PO a criminal records search from the Royal Canadian Mounted Police or such other police force as may be required by WCLC or the PO regarding the Retailer, its principals or employees as the case may be, and to provide, and to cause its principals and employees to provide to WCLC and the PO with such documentation and other information as may reasonably be required for such searches to be obtained.
- B34. **Minors:** Retailers shall ensure that minors are not sold, allowed to play or to receive payment of prize monies for Lottery Products under any circumstance. Retailers must ensure staff demand proof of age when a person who appears to be a minor attempts to purchase, play or receive prize payment for Lottery Products.
- B35. **Employee Performance:** The Retailer shall manage and supervise its operations so as to be alert as to the manner in which its employees are carrying out the functions of the Retailer under this Agreement and to act immediately to address any performance deficiencies.
- B36. **Suspicious Activity:** The Retailer shall manage and supervise its operations to be alert as to any activity by an employee which appears to have a wrongful intent. The Retailer shall immediately on becoming alert as to such conduct notify WCLC and the PO and such other authorities as appear warranted.

**Lottery Ticket Centre Retailer Agreement**  
**General Terms Schedule "C" (Version Number: C0001)**  
**Effective Date of Schedule: Oct 11, 2011**

This schedule sets out general terms for the Lottery Ticket Centre Retailer Agreements to which it applies and, until this schedule is superseded, amended or deleted, is incorporated by reference into each such agreement. This schedule may be amended from time to time in accordance with the terms of the Agreement. A copy of the current applicable version of this schedule can be obtained by contacting WCLC or the PO.

- C1. **Definitions Incorporated:** If any terms used in this Agreement are defined under the rules and regulations of the WCLC or of ILC (for whom WCLC is a Regional Marketing Organization), then such terms shall have the same meaning in this Agreement. In addition the following capitalized terms have the following defined meanings in this Agreement:
- "Agreement"** means this Lottery Ticket Centre Retailer Agreement as amended from time to time;
  - "ILC"** means the Interprovincial Lottery Corporation;
  - "Last Known Address"** means in the case of posting, the last postal address, in case of facsimile transmission, the facsimile number provided by the Retailer to WCLC and the PO, or in case of delivery by email the email address provided by the Retailer to WCLC and the PO in Schedule A or by subsequent notice under Sections C3 and C4;
  - "Location"** means a location for operation of Supplied Equipment described in Schedule A;
  - "Lottery Products"** means Off-line lottery tickets and On-line lottery tickets;
  - "Off-line lottery tickets"** means all non terminal-generated lottery tickets for lottery games which are conducted and managed by WCLC or ILC or otherwise approved by the PO;
  - "On-line lottery tickets"** means all terminal-generated lottery tickets for lottery games which are conducted and managed by WCLC or ILC or otherwise approved by the PO;
  - "Prescribed"** means as adopted in writing from time to time by WCLC or the PO;
  - "Supplied Equipment"** means the ticket terminal, customer display unit, equipment and signs and fixtures which may be provided by WCLC and the PO to operate and sell Lottery Products.
- C2. **Service of Notice on Retailer:** Any notice to be given by WCLC or by the PO to the Retailer may be given to the Retailer at the Last Known Address for the Retailer, by: (i) posting the same by prepaid registered mail; (ii) by transmitting the notice by facsimile transmission; or (iii) by delivering the notice by email; or by personal delivery to the Retailer or if the Retailer is a corporation upon a director or officer of the Retailer.
- C3. **Service of Notice on WCLC:** Any notice to be given to WCLC in relation to this Agreement may be given by: posting the same by prepaid registered mail and addressed to WCLC, by transmitting the notice by facsimile transmission, or by personal delivery upon a director or officer of WCLC. Notices for WCLC shall be sent to the following address or facsimile number:
- Address:**  
Western Canada Lottery Corporation  
10<sup>th</sup> floor, 125 Garry Street  
Winnipeg, Manitoba  
R3C 4J1
  - Fax:** 204-946-1921
- C4. **Service of Notice on the PO:** Any notice to be given to the PO in relation to this Agreement may be given by: posting the same by prepaid registered mail and addressed to the PO, by transmitting the notice by facsimile transmission, or by personal delivery upon a director or officer of the PO. Notices for the PO shall be sent to the following address or facsimile number:
- Address:**
  - Fax:**
- C5. **Interruption of Service:** Except during periods of a postal strike or of a general interruption of postal services any notice given by registered mail hereunder shall be deemed to have been received on the second business day following posting of the same. In the case of service by facsimile transmission a notice shall be deemed to have been received on the next business day following the day of sending. In the case of service by email a notice shall be deemed to have been received on the next business day following the day of sending.
- C6. **Severance:** If any covenant or term hereof or the application thereof to any person, or in any circumstances, to any extent is held invalid or unenforceable, the remainder of this Agreement or the application of the term, covenant or condition to any person or circumstances, other than those as to which it is held invalid or unenforceable, will not be affected thereby and each term, covenant and condition hereof will be valid and enforceable to the fullest extent permitted by law.
- C7. **Entire Agreement:** This Agreement supersedes all prior agreements, licenses, permits and understandings, oral or written, among the parties hereto or their respective representatives with respect to the matters herein. Except as provided for in Section 7 of the Agreement, this Agreement shall not be otherwise amended or modified except by written agreement of all of the parties to be bound thereby.
- C8. **Law:** This Agreement shall be construed and enforced in accordance with, and the rights of the parties shall be governed by the laws of the jurisdiction in which the PO is located. Each of the parties irrevocably attorn and submit to the exclusive jurisdiction of the courts of the jurisdiction in which the PO is located and all courts of appeal there from in respect of any action or proceeding arising out of or related to this Agreement, provided that nothing in this section shall affect the right of a party to serve legal process in any other manner permitted by law, or affect its right to enforce any action, proceeding or judgment against the other party or its property in the courts of other jurisdictions.
- C9. **Gender/Number:** The masculine gender where used herein shall include the feminine or neuter or vice versa and the singular shall include the plural where the context so requires.
- C10. **Remuneration:** Except as Prescribed, the Retailer shall be entitled to no other remuneration with respect to services supplied pursuant to this Agreement.
- C11. **Assignment:** No transfer or assignment of this Agreement by the Retailer is valid without the prior written consent of WCLC and the PO, which consent may be withheld on any ground, whether reasonable or not. Any assignment or attempted assignment of this Agreement or any interest in this Agreement by the Retailer without the prior written consent of WCLC and the PO is null and void.
- C12. **Intellectual Property:** The Retailer agrees that WCLC, the PO, and their respective licensors, if any, own all intellectual property rights including all patents, trademarks, copyrights and industrial designs in all of the Lottery Products and Supplied Equipment. The Retailer may use those of the intellectual property rights made available to it by WCLC or the PO during the term of this Agreement solely for the purpose of the sale of the Lottery Products and the use of the Supplied Equipment, as specifically authorized by WCLC and the PO from time to time.
- C13. **Waiver:** No waiver by WCLC or the PO of the covenants, agreements or obligations of the Retailer shall be deemed to be a waiver of any subsequent breach of such, or of any other, covenant, agreement or obligation under this Agreement, nor shall any single or partial exercise of any right, power, or privilege hereunder preclude any other right, power or privilege.

**Lottery Ticket Centre Retailer Agreement  
Termination & Liability Schedule "D" (Version Number: D0001)  
Effective Date of Schedule: Oct 11, 2011**

This schedule sets out the provisions limiting or applicable to liability under the Agreement and applicable to termination of the Lottery Ticket Centre Retailer Agreements to which it applies and until this schedule is superseded, amended or deleted is incorporated by reference into each such agreement. This schedule may be amended from time to time in accordance with the terms of the Agreement. A copy of the current applicable version of this schedule can be obtained by contacting WCLC or the PO.

- D1. **Duration Of Agreement:** The Agreement shall only take effect as of the date the parties have executed the Agreement and shall be effective from that date hereof until terminated in accordance with these provisions.
- D2. **Termination By Retailer:** The Retailer may terminate the Agreement on three (3) days notice in writing to the PO.
- D3. **Termination By WCLC or the PO For Cause:** WCLC or the PO may terminate this Agreement without notice upon the happening of any of the following events, namely:
- if the Retailer fails to pay any sums payable hereunder in the manner and at the time provided for or if the Retailer is otherwise in breach of any term or condition contained in this Agreement;
  - if the Retailer, or any employee of the Retailer, is in breach of any of the policies, procedures, codes of conduct, operating manuals, instructions, directives, rules, or regulations of WCLC, the PO or of ILC;
  - if the Retailer, or any employee of the Retailer, is in breach of any laws or regulations made by any governmental authority having jurisdiction which in any way relate to lotteries or the operation thereof;
  - if the Retailer sells, reorganizes, fails to remain actively involved in, or changes the nature of the business conducted by the Retailer or a significant portion thereof or interest therein;
  - if the Retailer is a body corporate, other than a corporation the shares of which are publicly traded, if the principals of the corporation at the time of the signature of this agreement by the Retailer fail to remain actively involved in the business conducted by the Retailer;
  - if the Retailer is a body corporate, other than a corporation the shares of which are publicly traded, if voting control of the Retailer changes;
  - if the Retailer or any employee of the Retailer has been charged with or convicted of a crime involving fraud, theft, misrepresentation, moral turpitude or any gambling-related offence;
  - in the event of the bankruptcy or insolvency of the Retailer or if a Receiver or a liquidator is appointed over some or all of the assets of the Retailer or in the event any of the assets of the Retailer are seized or distrained;
  - in the event the Retailer is no longer entitled to occupy the premises at the Location; or
  - as contemplated in the Prescribed progressive discipline policies.
- D4. **Termination By WCLC or the PO without cause:** WCLC or the PO may, without cause or reason, terminate this Agreement on three (3) days notice to the Retailer.
- D5. **Remedies:** WCLC or the PO may impose such remedies against the Retailer from time to time as are permitted under any Prescribed progressive discipline policies.
- D6. **Suspension:** WCLC or the PO may, without terminating this Agreement, immediately suspend the Retailer's ability to operate the Supplied Equipment and sell, encash or redeem Lottery Products where there has been a breach of this Agreement by the Retailer, or where WCLC or the PO anticipates there will be a breach of this Agreement by the Retailer or for any reasonable reason. During the period of a suspension WCLC or the PO may require that the Retailer return all Off-line lottery tickets to the WCLC or the PO as directed and following the completion of the suspension period may, at its option, either return the Off-line lottery tickets to the Retailer or retain the said tickets and issue the applicable credit to the Retailer for the said tickets, if any.
- D7. **Termination By Location:** If this Agreement applies to more than one Location, the agreement may be terminated in respect of one or more Locations without being terminated with respect to remaining Locations, provided if a notice of termination is not restricted to particular Locations it will be deemed to apply to all Locations.
- D8. **Obligations Of Retailer on Termination:** Notwithstanding any other provision of the Agreement upon termination of this Agreement for any reason, the Retailer shall be obligated to account to WCLC and the PO and to pay to WCLC or the PO any monies owing and to deliver to the PO all Supplied Equipment, as the case may be. Any obligations of the Retailer accrued prior to the effective date of termination shall continue to apply and be enforceable against the Retailer. The provisions of this section shall survive the termination of this Agreement and shall remain enforceable until the Retailer has fully complied.
- D9. **Remedies Cumulative:** The rights and remedies of WCLC and the PO under this Agreement are both cumulative and in addition to, and not in substitution for, any rights or remedies provided by law. Any single or partial exercise by WCLC or the PO of any right or remedy for default or breach of any term, covenant or condition of this Agreement does not waive, alter, affect or prejudice any other right or remedy to which such party may be lawfully entitled for the same default or breach.
- D10. **Limitation of Liability of WCLC and the PO:** The Retailer acknowledges that neither WCLC nor the PO shall be liable to the Retailer or any of its employees or customers for any loss or injury (whether or not such loss or injury is as a result of the negligence, fundamental breach of contract or deliberate act of WCLC, or of the PO or their respective employees, servants or agents) resulting from:
- fire, or other occurrence resulting from the installation, use, or removal of the Supplied Equipment, signs and fixtures or any transmission lines or other facilities installed for the operation of the Supplied Equipment, signs and fixtures;
  - failure or malfunction of the Supplied Equipment, signs and fixtures or any transmission lines or other facilities installed for the operation of the Supplied Equipment, signs and fixtures;
  - reasonable defacement of premises necessarily associated with the installation, repairs or removal of the Supplied Equipment, signs and fixtures or any transmission lines or other facilities installed for the operation of the Supplied Equipment, signs and fixtures;
  - interruptions or cessations of the availability of Supplied Equipment, signs and fixtures or of any Lottery Products.
- D11. **Damage Limitations:** Notwithstanding anything else in the Agreement, the liability of WCLC, ILC and the PO collectively to the Retailer for any claim, whether based in tort, contract, fundamental breach of contract, statutory breach or otherwise, for any cause whatsoever related to or arising from this Agreement or the sale of Lottery Products shall be limited to the sum of \$500.00 in aggregate. In no event (including but not limited to fundamental breach of contract, breach of a fundamental term of a contract, breach of covenant, breach of warranty or breach of representation and the negligence or gross negligence of WCLC, ILC, the PO or any of their respective employees or agents) shall WCLC, ILC or the PO be liable for indirect or consequential damage or for damages for loss of use or for loss of earnings or profit, for any covenants, warranties, representations or other matters under or relating to this Agreement, and whether at the suit of the party or parties contracting directly with WCLC, ILC or the PO or at the suit of any third party, and whether in contract, tort or otherwise, even if WCLC, ILC or the PO knew, should have known or may have been advised of the possibility of such damages.



# Lottery Retailer SITE PLAN

RETAILER NUMBER

SYSID

Retail LOCATION NAME \_\_\_\_\_

Retail ADDRESS \_\_\_\_\_

New Installation     Change of Owner/New Operator     Relocation (Date: \_\_\_\_\_)

YES     NO    Is the Site/Building a "New Construction"?

**Illustrate the following items in the Box below using the assigned numbers:**

- |                         |                                |                      |
|-------------------------|--------------------------------|----------------------|
| 1. Entrance(s) to Store | 4. Lottery Ticket Terminal     | 7. Low Profile Table |
| 2. Cash Register(s)     | 5. Customer Display Unit (CDU) | 8. Mini Table        |
| 3. Cash Counter(s)      | 6. Ticket Checker (TSP)        | 9. Other _____       |

**TOP VIEW (Interior)**

\*Please indicate "NORTH"

● **Ticket Scan Plus (TSP) - Self-Serve Ticket Checker**

*\*Dimensions: 12" H; 6 3/4" W; 3 3/4" D*

Wired TSP (Preferred) - Connects to Lottery Terminal; Indicate cable distance from Terminal in 25ft increments: \_\_\_\_\_ (MAX. 100 FT)

Wireless TSP - MUST have a clear line of sight to the Lottery Terminal with a MAX. distance of 325 FT

TYPE OF MOUNT:     Counter Mount     Wall Mount     Lottery Table Mount

● **Lottery Table**

Low Profile Table (56" H x 37" W x 18" D)     Mini Table (51" H x 23 3/4" W x 12 1/2" D)

**NOTES/COMMENTS:**

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Date of Signature

\_\_\_\_\_  
Lottery Retailer's Signature

\_\_\_\_\_  
Sask Lotteries Representative



# SASK LOTTERIES

## LOTTERY RETAILER PROGRESSIVE DISCIPLINE POLICY

### OBJECTIVE

The objective of a Progressive Discipline policy is to maintain the integrity and security of lottery tickets within Western Canada Lottery Corporation and Sask Lotteries jurisdiction. A number of policies and practices have been established to ensure that appropriate measures are being taken around the operation of lotteries at lottery retail locations. These measures, as outlined in the matrix below, will instill a level of consumer confidence and strengthen the reputation of the lottery and its retailers. Violations will be reviewed and the appropriate discipline applied at the discretion of Sask Lotteries.

### COMPLIANCE MONITORING

Sask Lotteries will track incidents of non-compliance through Compliance Monitoring programs. Substantiated complaints received from consumers against the Lottery Retailer or employees may also be included as valid incidents of non-compliance. For the purposes of this policy, "Lottery Retailer" refers to any person contracted by the lottery to sell lottery tickets and provide lottery services at a retail location. This includes staff members that operate a lottery terminal or are involved in the handling of lottery products.

### PROGRESSIVE DISCIPLINE MEASURES

The Progressive Discipline matrix below outlines the disciplinary steps to be taken by the Sask Lotteries upon confirmed incidents within an annual timeframe.

VIOLATION	1 1st OFFENCE (April-March)	2 2nd OFFENCE (April-March)	3 3rd OFFENCE (April-March)	4 4th OFFENCE (April-March)
<b>Retailer Fraud/Theft</b>	<b>OWNER/OPERATOR:</b> Termination of Lottery Agreement <b>EMPLOYEE/STORE MANAGER:</b> Termination of Lottery Agreement unless retailer demonstrates that employee no longer has access to or sells lottery products			
<b>Selling to Minors under 18 years of age</b>	Notification of policy violation	Notification of policy violation and possible suspension of lottery terminal	Termination of Lottery Retailer Agreement	
<b>ID under 25</b> • Failure to request photo ID from customer who appears to be under the age of 25	Warning letter of policy violation	Warning letter of policy violation and compliance training recommended	Mandatory compliance training for staff within 30 days of warning letter or possible suspension of lottery terminal	Mandatory compliance training for management and staff within 30 days of warning letter or possible suspension/termination of Lottery Retailer Agreement
<b>Sales, validation or prize payment issues not related to fraud/theft</b> • Did not check for name on ticket • Ticket was not offered for return to customer after validation • Validation slip was not offered to customer • Violation of Sask Lotteries Code of Conduct	Warning letter of policy violation	Warning letter of policy violation and compliance training recommended	Mandatory compliance training for staff within 30 days of warning letter or possible suspension of lottery terminal	Mandatory compliance training for management and staff within 30 days of warning letter or possible suspension/termination of Lottery Retailer Agreement



Retailer Number _____	Deactivated Ticket Value		
Retailer Name _____	\$1 - .95	\$5 - 4.75	\$30 - 28.50
Date _____	\$2 - 1.90	\$7 - 6.65	\$50 - 47.50
	\$3 - 2.85	\$10 - 9.50	\$100 - 95.00
	\$4 - 3.80	\$20 - 19.00	

Product / Game	Activated No. of Tickets	Value
_____	_____	x _____ = \$ _____
_____	_____	x _____ = \$ _____
_____	_____	x _____ = \$ _____
_____	_____	x _____ = \$ _____
_____	_____	x _____ = \$ _____
_____	_____	x _____ = \$ _____
_____	_____	x _____ = \$ _____
_____	_____	x _____ = \$ _____
_____	_____	x _____ = \$ _____
_____	_____	x _____ = \$ _____
_____	_____	x _____ = \$ _____
_____	_____	x _____ = \$ _____
_____	_____	x _____ = \$ _____
_____	_____	x _____ = \$ _____
_____	_____	x _____ = \$ _____
Total of all activated tickets	<input type="text"/>	Total Value \$ <input type="text"/>

Product / Game	Unactivated No. of Books
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
	<input type="text"/>
	Total No. of Unactivated Books

I understand the contents of all envelopes will be confirmed under dual control and that any discrepancies between the contents and the declaration will be adjusted accordingly.

Retailer Signature \_\_\_\_\_ Date \_\_\_\_\_

Counted by: \_\_\_\_\_ Verified by: \_\_\_\_\_

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