WESTERN CANADA LOTTERY CORPORATION wclc.com

Retail Spot **1-800-665-0133**

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

6:00 am – 9:00 pm MT (7:00 am – 10:00 pm CT) 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

RETAILER NUMBER

whenyouplay.ca

NWT & NUNAVUT Lotteries

NWT & Nunavut Lotteries
P.O. Box 1676
4908-49th Street
Yellowknife, NT X1A 2P3

For ticket ordering, accounting questions and ordering lottery supplies, contact:
Kelly Noseworthy 867-767-9166 ext 21114
Claudia Richea 867-767-9116 ext 21115

OTHER IMPORTANT NUMBERS

For general lottery information and prize claims
WCLC Player Care (regular business hours) **1-800-665-3313**
Problem Gambling, for information on where to access assistance please contact
NWT Help Line (24 hours a day, 7 days a week)..... **1-800-661-0844**
Nunavut Kamatsiaqtut Help Line (24 hours a day, 7 days a week). **1-800-265-3333**

LOTTO LEARN
lottolearn.ca

Lottery sales and validations are available from 4:00 am to 3:00 am MT.
KENO draws are available from 4:30 am to 2:30 am MT.

GAME BREAKS

- Game break occurs **8:30 pm MT** 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	DAY
DAILY GRAND & EXTRA	Monday & Thursday
LOTTO 6/49, WESTERN 649 & EXTRA	Wednesday & Saturday
POKER LOTTO & ALL IN	Every day
PICK 2, PICK 3, PICK 4 & EXTRA	Every day
LOTTO MAX, WESTERN MAX & EXTRA	Tuesday & Friday

18+

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 (e.g., posters, inserts) are up-to-date.
- ❒ If your location does not have an Interactive Play Talbe, 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

- ❒ DO NOT TEAR the ticket. Give the customer the non-winning ticket back in one piece with the corresponding validation slip.

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

- ❒ Confirm you have the funds to pay the prize and only tear the ticket and pay the prize once you have read the validation slip and the customer has accepted the prize.
- ❒ Give the customer the corresponding validation slip and the prize, tear the ticket in two and return both pieces to the customer.



Only tear winning tickets you are able to pay, and return all 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 Western Canada Lottery Corporation 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 SIGN ON 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 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.

Barcode Test ***Only use this function when instructed by a Retail Spot operator.** 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 a Retail Spot operator.** 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 Talbe, winning numbers do not need to be posted. Your terminal may be set so that winning numbers reports do not automatically print.



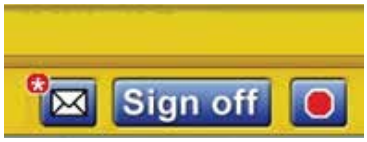
You will see a confirmation message, "TERMINAL SIGNED ON".

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.

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 Zing 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 your configuration, 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 Zing tickets. It is also scans QR codes that were generated by the Ticket Builder.
6. **TICKET CHECKER:** Allows players to check their lottery tickets including Zing.
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 ALL IN jackpot and plays the INSTANT WIN portion of any Watch & Win game (such as POKER LOTTO and the SPIN games) when purchased.
8. **POWER RESET BUTTON:** this button is now 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 sales 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 on the Lotto Spot! app.
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, 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.



Step 1 Press the silver button and 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**.

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.

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.
- Push the silver button and 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 FUNCTIONS on the main screen, then Services, and then Print Test.



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.

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.



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.

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 or by manually keying in the control number.

Never put Zing tickets through the image reader.



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 Zing 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, as well as the Zing Spin games. While these animations are playing, you cannot process any other lottery transactions.

The CDU also displays the ALL IN jackpot and advertises jackpots and other products including new Zing tickets.





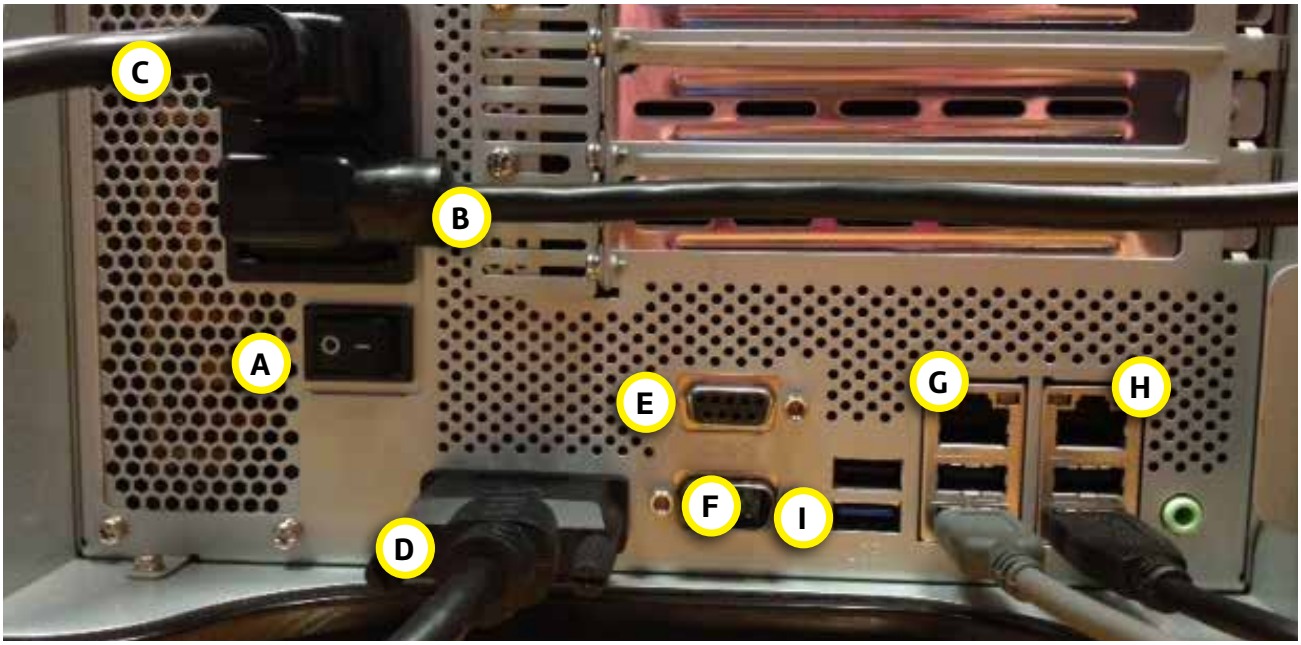




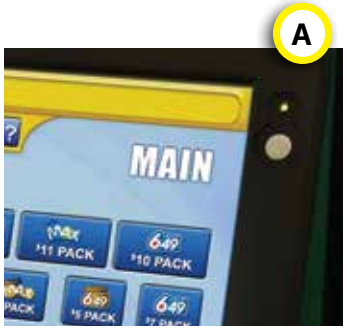
For prizes of $10,000 or more, the terminal will temporarily freeze, and the terminal and CDU will display important information.

Ask the customer to wait a few minutes while you register their win with WCLC. Once Retail Spot (formerly Hotline) 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

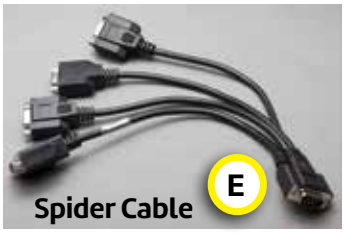


A **Power Switch:**
DO NOT SHUT DOWN THE TICKET TERMINAL UNLESS INSTRUCTED BY RETAIL SPOT. The power button is located at the back of the ticket terminal near the bottom and can be used to reset your terminal. You can also reset your terminal using the reset button on the front of the terminal. You need 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.**

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 (i.e. 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 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.



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 Yes to continue, or
   - Press No to cancel the transaction and return to the main screen.

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

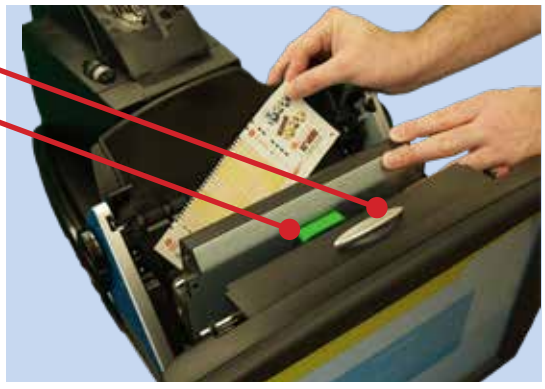




Clearing Jams

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 Zing tickets into the reader. Latex from the tickets will build up on the reader and cause failure.



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 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 Send 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 Yes to continue, or
   - Press No 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 Play Both 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 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 at 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 POKER LOTTO TICKET

1. Press the POKER LOTTO logo [POKER LOTTO] 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 [Send].
3. Press [Yes] if player has added ALL IN for an additional $1 per hand. Press [No] if player has not added ALL IN to the ticket. Press [Send].
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 [Yes] and the ticket prints. You must collect the money before proceeding.
5. If you press [No], the transaction will be cancelled and return to the main screen.

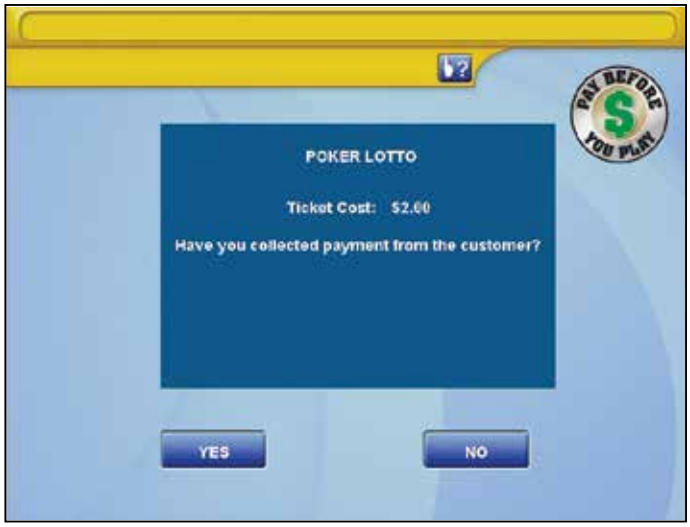
   Once you have payment press [Yes]. The ticket will start printing and the INSTANT WIN game will begin playing on the customer display unit.

   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 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 .
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).
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).
6. If the player wants to choose their selection (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.

PROCESSING A PICK 3 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 3.
2. Select the number of boards (1 to 5).
3. Select the number of draws (1, 2, 5, 10) or select any draw from 1 to 25 by pressing +. The default is one (1).
4. Select the wager amount ($1, $2, $5, or $10). The default wager is $1.
5. 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.
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. Select the play type – Straight, Box or Straight/Box. The default is Straight/Box.
8. If the player wants to choose their selections (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.
9. 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
10. If YES is selected, a ticket(s) will print.

STRAIGHT means a player's numbers must match in the exact order drawn.

BOX means 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 means a player's numbers are played as both a Straight and a Box.

Three identical digits can be played ONLY as a Straight.

PROCESSING A 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 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).
4. Select the number of EXTRA or press "0" if the player does not want EXTRA "ENTERED". EXTRA automatically defaults to one (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. Select the play type – Straight, Box or Straight/Box. The default is Straight/Box.
7. If the player wants to choose their selections (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.
8. 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
9. If YES is selected, a ticket(s) will print.

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 KENO.
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 Send 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 Yes to continue, or
   - Press No to cancel the transaction.
7. If YES is selected, the ticket(s) will print.

KENO EDIT MESSAGES

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 Send. 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, Send will activate (turn blue). Press Send.

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 Reprint.

Select Last Validation. 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. Tear the ticket and give it back 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 tear and return the ticket.



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 Validate Ticket 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: Do not tear the ticket! Return 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.



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

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.



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

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.

VALIDATION ERROR MESSAGES

MESSAGE: **TICKET CANNOT BE VALIDATED AT RETAIL. DO NOT PAY ANY PRIZE. HAVE CUSTOMER SUBMIT TICKET WITH CLAIM FORM TO WCLC FOR REVIEW**

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.

- Do not pay any prize.
- Assist player in filling out claim form.
- Advise player to call WCLC at 1-800-665-3313 for further instructions.



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: **CALL HOTLINE**
REASON: Please call Retail Spot.

MESSAGE: **FUNCTION SUPPRESSED**
REASON: The function that you are attempting is currently not available.

MESSAGE: **ITEM NOT IN INVENTORY**
REASON: The Zing book is not issued to you. Call Retail Spot (formerly Hotline) at 1–800–665–0133.

MESSAGE: **FUNCTION NOT AVAILABLE ON THIS SCREEN**
REASON: You attempted to scan a QR code from the ticket builder feature of the Lotto Spot! app without pressing the QR Code button on the terminal screen.

MESSAGE: **GAME BREAK**
REASON: The game is in game break. You may process any other game not affected by the game break.

MESSAGE: **INDIVIDUAL WAGER LIMIT HAS BEEN REACHED. PLEASE ENSURE THE WAGER AMOUNT IS LESS THAN $1,001.00**
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: **INVALID CANCELLATION – ALREADY CANCELLED**
REASON: The ticket has been previously cancelled.

MESSAGE: **INVALID SELECTION SLIP**
REASON: An outdated selection slip is used. Give the player a current one.

MESSAGE: **INVALID BOARD DATA**
REASON: There are no selections chosen on the selection slip, or it is filled out incorrectly.

MESSAGE: **OUTSIDE BUSINESS HOURS**
REASON: Sales are finished, or not yet started, for the day.

MESSAGE: **NO LAST TRANSACTION**
REASON: An attempt was made to process an unavailable transaction under the reprint functions.

MESSAGE: **RETAILER SOLD OUT**
REASON: The game associated with the wager request is over your sales limit.



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

MESSAGE: **RETRYING TRANS**
REASON: There is a problem communicating with the central computer. If no response is obtained within several minutes, take a reprint and call Retail Spot.

MESSAGE: **REPORT ERROR, TRANSACTION BLOCKED**
REASON: This message will appear if a sales or winning numbers report is not available from the central system.

MESSAGE: **SELECTION SOLD OUT**
REASON: The selections for PICK 3 and/or PICK 4 straight play have sold out. Try the transaction again with different selections.

MESSAGE: **UNABLE TO VALIDATE NOW PLEASE TRY LATER**
REASON: Function unavailable. Wait a moment then retry. If still unavailable, call Retail Spot.

MESSAGE: **WRONG DATE**
REASON: An attempt was made to cancel a ticket not printed that day or from a past draw.

MESSAGE: **WRONG RETAILER PASSWORD**
REASON: An incorrect SYSID or Pass Number has been entered during the sign on procedure. Try again.

MESSAGE: **WRONG RETAILER**
REASON: 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.



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

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.



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: The ticket appears to have been previously validated at another location or at your location on a previous day. 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.

Zing 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"

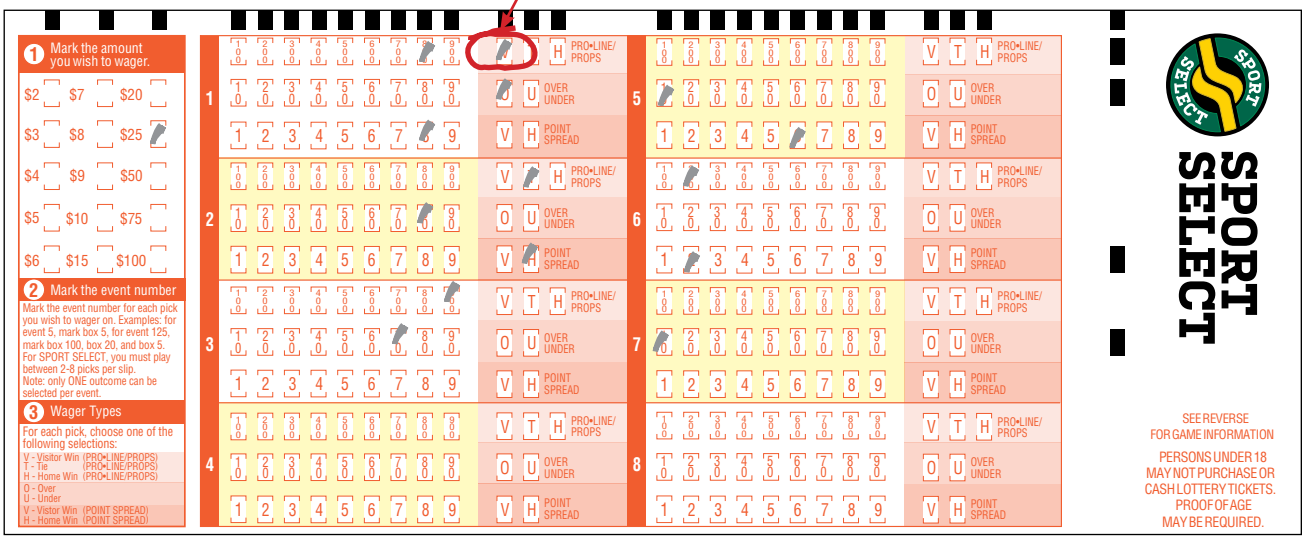
WHAT IT MEANS: More than one play type has been marked, or is blank.

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.



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.

EDIT MESSAGES FOR SPORT SELECT



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 eventsthat 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.

EDIT MESSAGES FOR SPORT SELECT

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.

- **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.

STEP 1 • CHECK FOR NAME

Check Ticket for Name

Ask for ID for anyone under 25



STEP 2 •VALIDATE

Validate Ticket



STEP 3 • FOLLOW DIRECTIONS ACCORDING TO THE VALIDATION SLIP

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).

NON-WINNING TICKET

Give the validation slip to the customer. Return the non-winning ticket to the customer in one piece. **DO NOT TEAR!**

WINNING TICKET UP TO $100

Give the validation slip to the customer. Pay the prize, tear the ticket in half, and return both pieces of the ticket to the customer

WINNING TICKET $100.01 – $1,000

Terminal will ask: **"Would you like to process this validation?"** Ensure you have the money to pay the prize.

YES

Give the validation slip to the customer. Pay the prize, tear the ticket in half, and return both pieces of the ticket to the customer.

NO

Give the validation slip to the customer. Return the ticket. Do not tear! The ticket has not been validated. The customer can take the ticket to another retail location for payment.

WINNING TICKET $1,000.01 – $9,999.99/ MERCHANDISE

Return the ticket to the customer in one piece. **Do not tear!**

Give the validation slip to the customer. DO NOT PAY ANY PRIZE!

Tell the customer to contact WCLC Player Care so they can obtain further prize claim instructions. The phone number is shown on the validation slip.

WINNING TICKET $10,000 AND UP/ MERCHANDISE

Return the ticket to the customer in one piece. **Do not tear it!**
Your terminal will be frozen until it is released.
Call Retail Spot immediately (1-800-665-0133) while the customer is still in the store. Inform the operator that you've just checked a major prize-winning ticket. They will ask to speak to the customer to register the win and then release the terminal.
Give the validation slip to the customer. DO NOT PAY ANY PRIZE. Follow the instructions on your terminal screen and on the claim slip. Tell the customer to contact WCLC Player Care to get further claim instructions. The phone number is on the claim slip.

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 until the player accepts the prize. Torn tickets must be submitted to WCLC for claim where they undergo a review process. Payment to the customer will be delayed.

- **BEFORE YOU TEAR THE TICKET, BE SURE YOU ARE ABLE TO PAY THE PRIZE!**
- **Paid winning tickets are to be torn in two and returned.**
- **All other tickets are to be returned IN ONE PIECE including non-winning tickets and prizes over $1,000.**

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 a ticket unless you can pay the prize.



Refer to page 6–1.

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.



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.



Never insert a Zing ticket into the image reader.

VALIDATING ZING TICKETS

One-step validation for Zing 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 Validate Ticket.
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 Send when the information is correct.

Never insert a Zing ticket into the image reader.

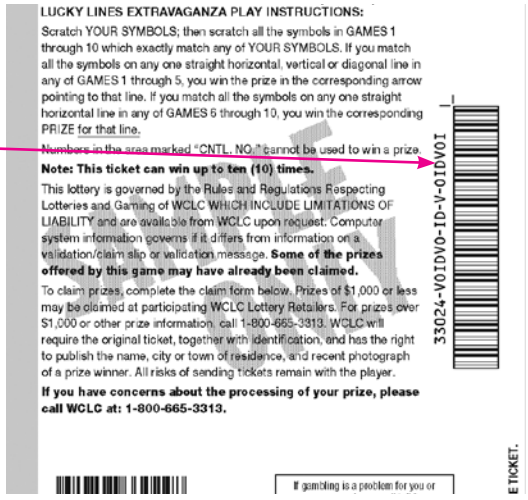




DO NOT TEAR a ticket unless you can pay the prize.

Two-step validation for Zing 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).


LUCKY LINES EXTRAVAGANZA PLAY INSTRUCTIONS:
Scratch YOUR SYMBOLS; then scratch all the symbols in GAMES 1 through 10 which exactly match any of YOUR SYMBOLS. If you match all the symbols on any one straight horizontal, vertical or diagonal line in any of GAMES 1 through 5, you win the prize in the corresponding arrow pointing to that line. If you match all the symbols on any one straight horizontal line in any of GAMES 6 through 10, you win the corresponding PRIZE for that line.
Numbers in the area marked "CNTL. NO." cannot be used to win a prize.
Note: This ticket can win up to ten (10) times.
This lottery is governed by the Rules and Regulations Respecting Lotteries and Gaming of WCLC WHICH INCLUDE LIMITATIONS OF LIABILITY and are available from WCLC upon request. Computer system information governs if it differs from information on a validation/claim slip or validation message. **Some of the prizes offered by this game may have already been claimed.**
To claim prizes, complete the claim form below. Prizes of $1,000 or less may be claimed at participating WCLC Lottery Retailers. For prizes over $1,000 or other prize information, call 1-800-665-3313. WCLC will require the original ticket, together with identification, and has the right to publish the name, city or town of residence, and recent photograph of a prize winner. All risks of sending tickets remain with the player.
If you have concerns about the processing of your prize, please call WCLC at: 1-800-665-3313.
33024-V01DV0-ID-V-01DV01
If gambling is a problem for you or
E TICKET.



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 Zing 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 – BEFORE DOING ANYTHING WITH THE TICKET.**

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.



DO NOT TEAR a ticket unless you can pay the prize.



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 CDU:

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, tear the ticket in two and return both pieces 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 tear the ticket and do not pay the prize. Give the player a Claim Form, the un-torn ticket, 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 un-torn 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**.

POKER LOTTO

If the player chooses to redeem an instant prize immediately on POKER LOTTO, a replacement ticket will automatically print for the nightly draw.

PRIZES $100.01 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:

WINNING AMOUNT $ XXX.XX

Would you like to process this validation?

YES **NO**

IF YOU CAN PAY THE PRIZE, PRESS "**YES**"

A validation slip will print. Once you have paid the prize, tear the winning ticket in two pieces and return the ticket to the player, along with the validation slip.

The following message will then appear on the screen:

CHECK SLIP FOR PAYMENT

GIVE VALIDATION SLIP TO CUSTOMER BEFORE PAYING PRIZE.

PRESS VALIDATION RETAILER COPY KEY FOR YOUR RECORDS IF REQUIRED

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 un-torn 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.

DO NOT TEAR a ticket unless you can pay the prize.

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.

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.



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



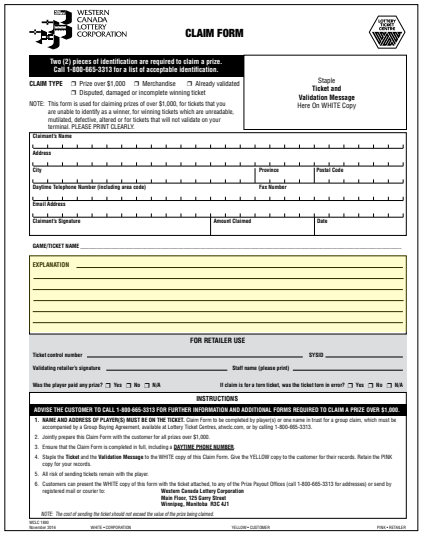
When checking POKER LOTTO tickets with an Instant Win over $1,000, or KENO tickets winning over $1,000, a MAKE CLAIM CENTRALLY TOMORROW message will appear. They need to wait until the following business day to claim the prize.

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

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 CANADA LOTTERY CORPORATION

CLAIM FORM

Two (2) pieces of identification are required to claim a prize. Call 1-800-665-3313 for a list of acceptable identification.

CLAIM TYPE ❒ Prize over $1,000 ❒ Merchandise ❒ Already validated ❒ Disputed, damaged or incomplete winning ticket

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 unreadable, mutilated, defective, altered or for tickets that will not validate on your terminal. PLEASE PRINT CLEARLY.

Staple Ticket and Validation Message Here On WHITE Copy

Claimant's Name
Address
City | Province | Postal Code
Daytime Telephone Number (including area code) | Fax Number
Email Address
Claimant's Signature | Amount Claimed | Date

GAME/TICKET NAME

EXPLANATION

FOR RETAILER USE

Ticket control number | SYSID
Validating retailer's signature | Staff name (please print)
Was the player paid any prize? ❒ Yes ❒ No ❒ N/A | If claim is for a torn ticket, was the ticket torn in error? ❒ Yes ❒ No ❒ N/A

INSTRUCTIONS

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 Lottery Ticket Centres, wlcelc.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 that the Claim Form is completed in full, including a **DAYTIME PHONE NUMBER**.
4. Staple 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.
5. All risk 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, Manitoba R3C 4J1

NOTE: The cost of sending the ticket should not exceed the value of the prize being claimed.

WCLC 1865 November 2019 | WHITE – CORPORATION | YELLOW – CUSTOMER | PINK – RETAILER

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 (formerly Hotline) 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.

MAJOR WINNER

RETAILER DO NOT TEAR TICKET
CALL HOTLINE AT 1-800-665-0133 NOW TO REGISTER WIN WHILE THE PLAYER IS IN THE STORE.

YOUR TERMINAL WILL BE FROZEN UNTIL RELEASED BY HOTLINE WHEN YOU CALL

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).



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

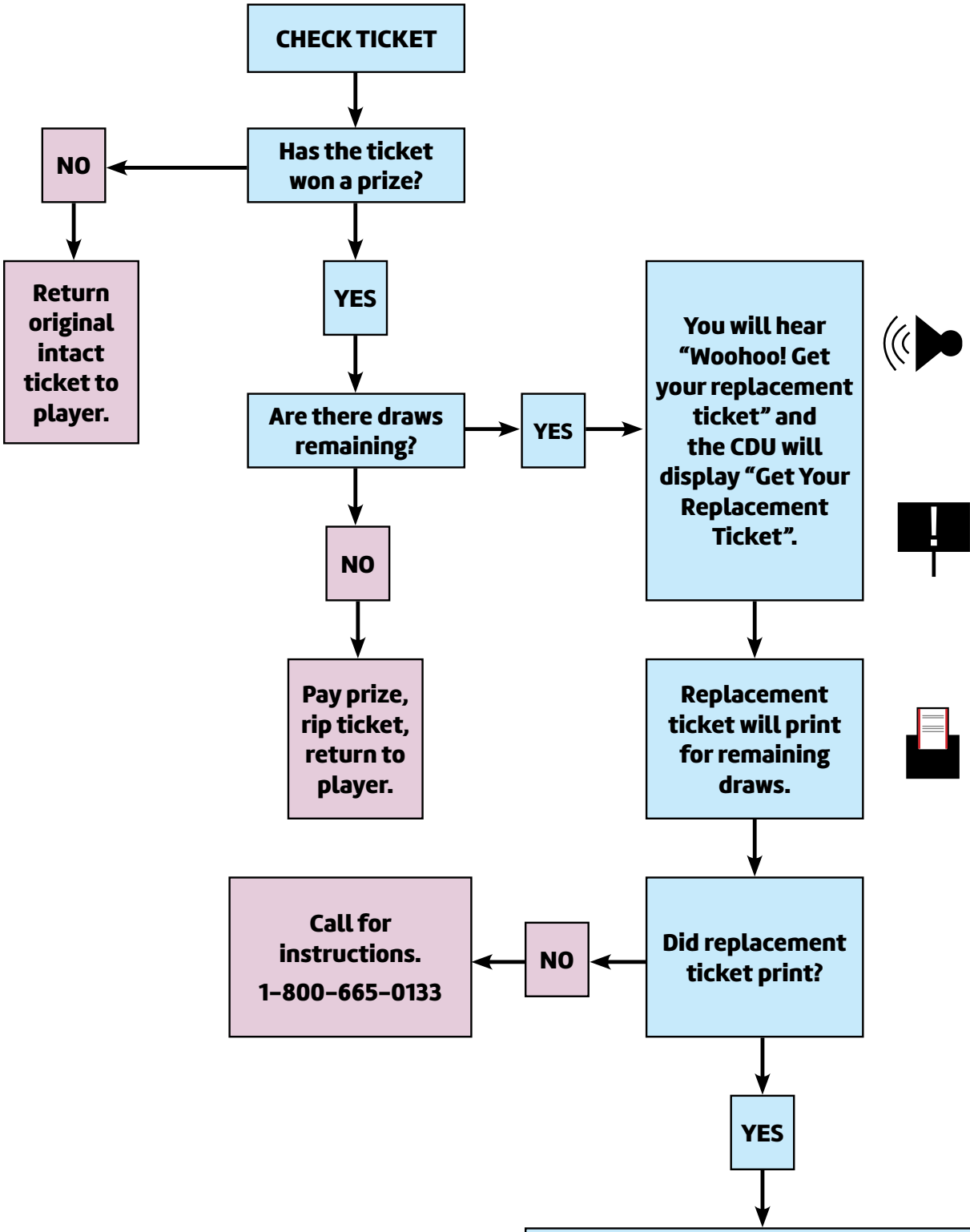
A validation slip will print for the player.

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

DO NOT tear non–winning tickets.



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.

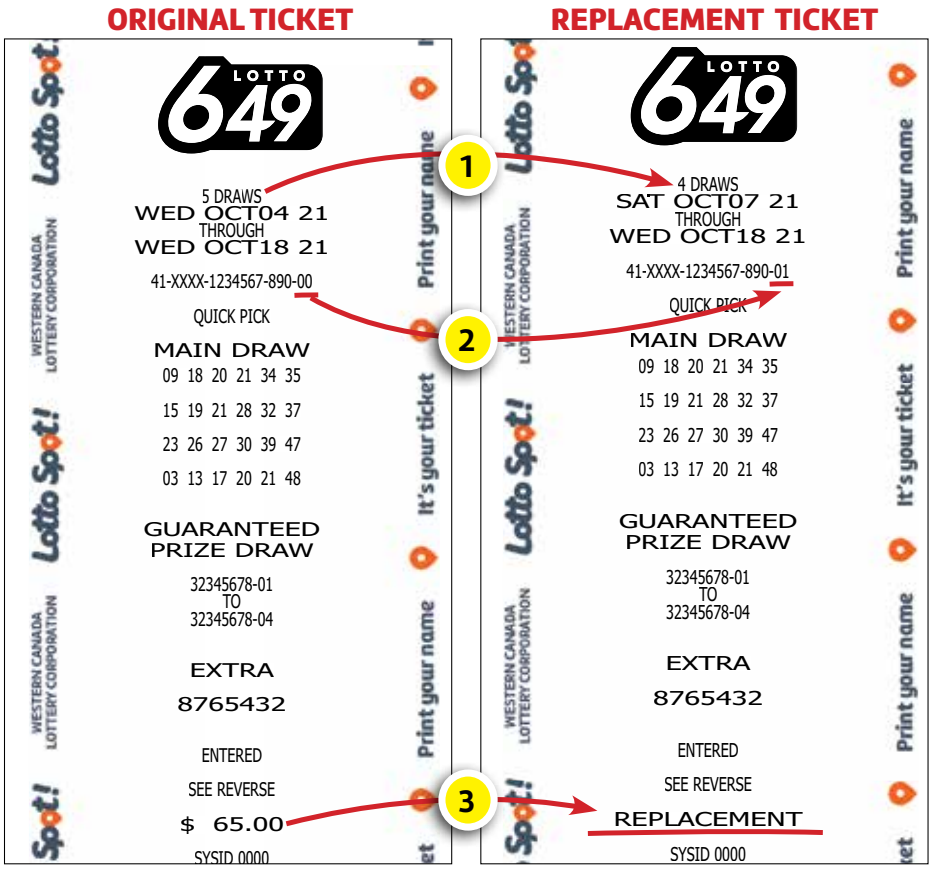

LOTTO 6/49
VALIDATION
GIVE THE CUSTOMER THEIR REPLACEMENT TICKET
GIVE THIS SLIP TO THE PLAYER BEFORE PAYING THE PRIZE
AFTER PAYMENT TEAR TICKET IN TWO AND RETURN TO CUSTOMER
TICKET NUMBER
41-XXXX-1234567-890-00
FRI OCT15 XX
01:02:03: CST
$ 10.00 6/49
$ 0.00 XTRA
PAY $ 10.00 TOTAL
SYSID 0000
41-XXXX-9876543-321-00
IF YOU HAVE A PRIZE CONCERN CALL 1-800-665-3313
THIS IS NOT A TICKET
SAMPLE

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. Tear the winning original ticket and return it to the player.
- 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 Send to print the ticket(s).
- If 'no,' press Send 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 Sign Off and then sign back on SIGN 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.

Return the ticket and validation slip to the player.

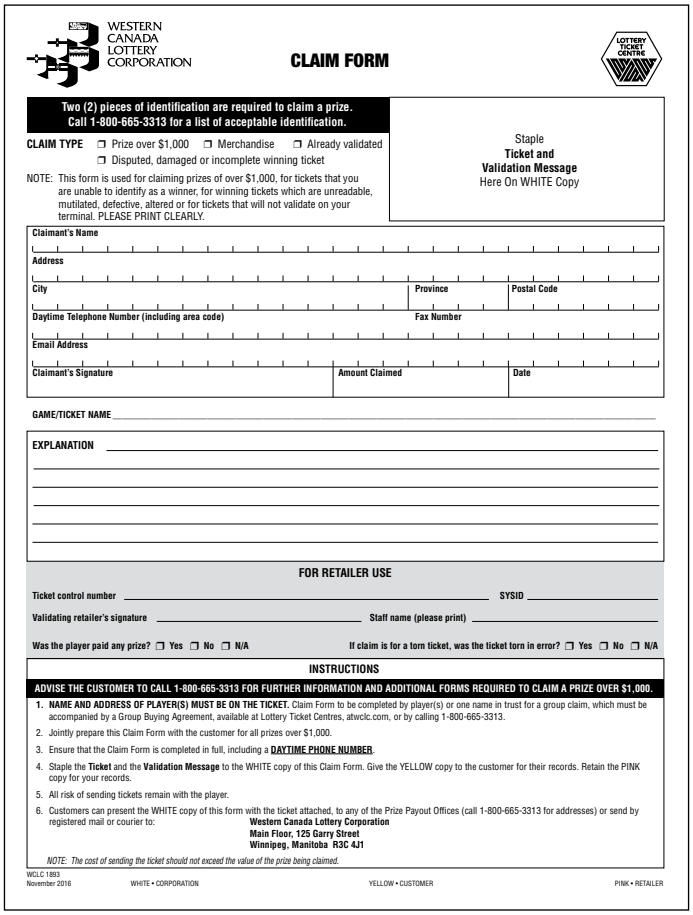
DO NOT TEAR THE TICKET.

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

LOTTERY TICKET CENTRE

Two (2) pieces of identification are required to claim a prize. Call 1-800-665-3313 for a list of acceptable identification.

CLAIM TYPE ❒ Prize over $1,000 ❒ Merchandise ❒ Already validated ❒ Disputed, damaged or incomplete winning ticket

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 unreadable, mutilated, defective, altered or for tickets that will not validate on your terminal. PLEASE PRINT CLEARLY.

Staple **Ticket and Validation Message** Here On WHITE Copy

Claimant's Name

Address

City | **Province** | **Postal Code**

Daytime Telephone Number (including area code) | **Fax Number**

Email Address

Claimant's Signature | **Amount Claimed** | **Date**

GAME/TICKET NAME _____

EXPLANATION _____

FOR RETAILER USE

Ticket control number _____ **SYSID** _____

Validating retailer's signature _____ **Staff name (please print)** _____

Was the player paid any prize? ❒ Yes ❒ No ❒ N/A **If claim is for a torn ticket, was the ticket torn in error?** ❒ Yes ❒ No ❒ N/A

INSTRUCTIONS

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 Lottery Ticket Centres, atwclc.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 that the Claim Form is completed in full, including a **DAYTIME PHONE NUMBER**.
4. Staple 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.
5. All risk 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, Manitoba R3C 4J1**

NOTE: The cost of sending the ticket should not exceed the value of the prize being claimed.

WCLC 1893
November 2016

WHITE • CORPORATION YELLOW • CUSTOMER PINK • RETAILER

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.

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 AND POKER 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.



POKER LOTTO tickets cannot be cancelled.



A POKER LOTTO ticket cannot be cancelled after it is issued. Always ensure you receive payment before processing POKER LOTTO.

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

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.
- They 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

- **<u>NEVER</u> 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:

- 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 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 (formerly Hotline). If a POKER LOTTO, a free play or a replacement ticket does not print, call Retail Spot right away.

ACTIVATING ZING

Zing 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 Zing functions – 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 Zing 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 Zing tickets, the ticket terminal, selection table, glasstop security case and other signs and fixtures, as per the Lottery Ticket Centre 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.





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.

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 (formerly Hotline) to have the Pass Number error reset.



ADDING AN EMPLOYEE



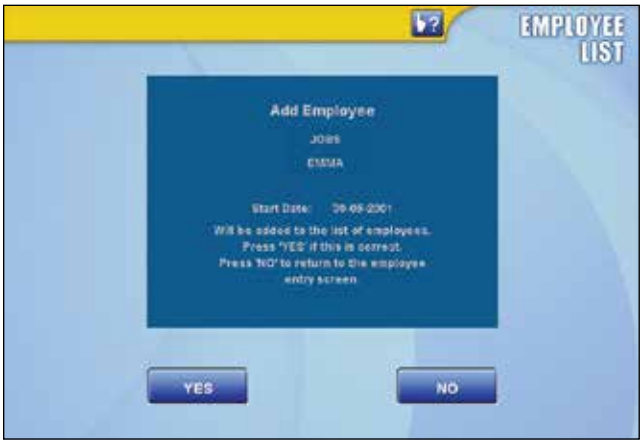
1. Previously entered employees are displayed in alphabetical order by last name. You can scroll to see more names.



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





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.


RETAIL EMPLOYEE LIST

SUN MAR03 21
SYSID 0000

APPLE
JAYDEN
M
START DATE: 17-05-21 (dd-mm-yy)

BLACK
ISABELLA
START DATE: 17-05-21 (dd-mm-yy)

MANAGER
BUDDY
WALTER
START DATE: 17-05-21 (dd-mm-yy)

GREEN
MICHAEL
START DATE: 17-05-21 (dd-mm-yy)

HOPE
JACOB
START DATE: 17-05-21 (dd-mm-yy)

SMITH
WILLIAM
W
START DATE: 17-05-21 (dd-mm-yy)

MANAGER
SUN
RYAN
START DATE: 17-05-21 (dd-mm-yy)

WU
EMILY
START DATE: 17-05-21 (dd-mm-yy)

SAMPLE

Lotto Spot!
WESTERN CANADA LOTTERY CORPORATION
It's your ticket
Print your 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.

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" ✉ 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, 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.

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.

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 cacellation 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 Zing 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 Zing books that were put into the activated status during the previous invoice period.



Use the arrows to scroll up and down the report

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.

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

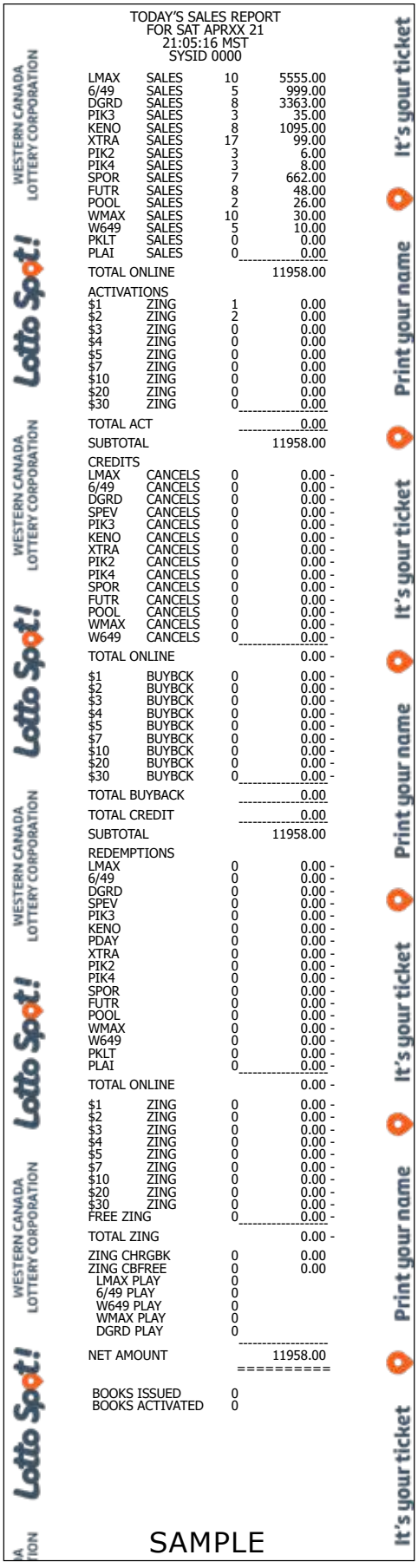
Press **"Today's"** to view the cumulative total of sales, redemptions and cancellations from the start to that point in time of the current day.

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 APRXX 21
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
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			11958.00

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
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 -
TOTAL BUYBACK			0.00
TOTAL CREDIT			0.00
SUBTOTAL			11958.00

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 -
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 -
FREE ZING		0	0.00 -
TOTAL ZING			0.00 -

ZING CHRGBK	0	0.00
ZING CBFREE	0	0.00
LMAX PLAY	0	
6/49 PLAY	0	
W649 PLAY	0	
WMAX PLAY	0	
DGRD PLAY	0	
NET AMOUNT		11958.00

BOOKS ISSUED	0
BOOKS ACTIVATED	0

SAMPLE

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 Zing 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.

Zing ticket activation charges will appear on the Current Week Invoice, along with an adjustment for the same amount. You will not be charged for Zing 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,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 Zing tickets activated at your location for the invoice period.

7) TOTAL CURRENT ACT: Total gross dollar amount of all Zing 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 Zing 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 Zing products 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 CHRG BK: 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.

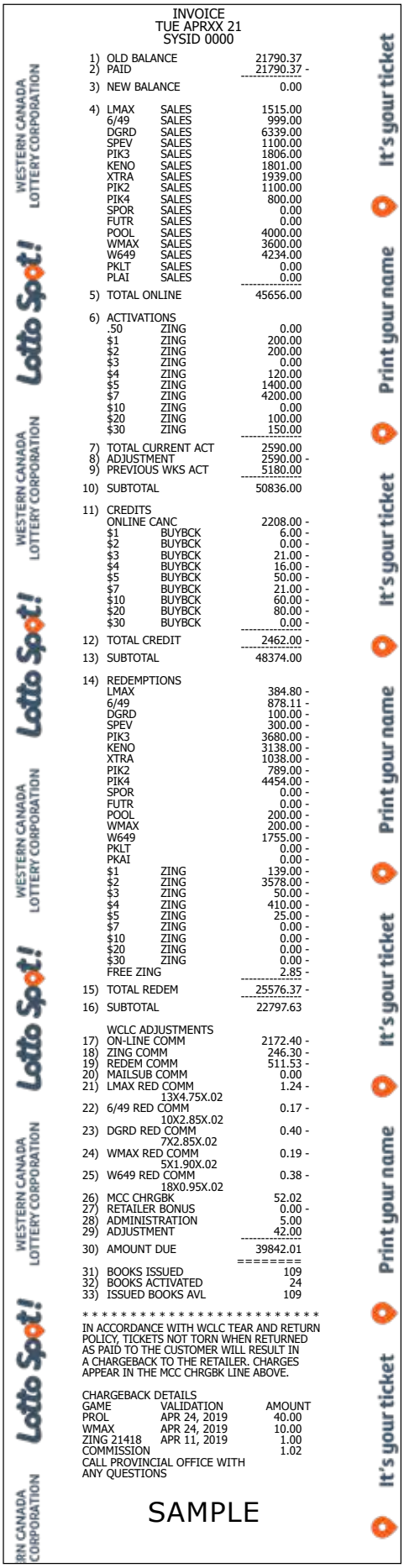
29) ADJUSTMENT: Credits and/or debits that are initiated by WCLC or the PO. They are related to manual entries for items such as Adjustment Request Forms, missing Cancelled tickets or Hotline credits.

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 Zing books (packages of tickets) ISSUED to a Retailer.

32) BOOKS ACTIVATED: The total number of Zing 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 Zing books (packages of tickets) currently in Issued Status in inventory at a Retail location, and/or books that are still in transit.



INVOICE
TUE APRXX 21
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
	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
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 -
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 -
	SPOR		0.00 -
	FUTR		0.00 -
	POOL		200.00 -
	WMAX		200.00 -
	W649		1755.00 -
	PKLT		0.00 -
	PKAI		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 -
	FREE ZING		2.85 -
15)	TOTAL REDEM		25576.37 -
16)	SUBTOTAL		22797.63
	WCLC ADJUSTMENTS		
17)	ON-LINE COMM		2172.40 -
18)	ZING COMM		246.30 -
19)	REDEM COMM		511.53 -
20)	MAILSUB COMM		0.00
21)	LMAX RED COMM 13X4.75X.02		1.24 -
22)	6/49 RED COMM 10X2.85X.02		0.17 -
23)	DGRD RED COMM 7X2.85X.02		0.40 -
24)	WMAX RED COMM 5X1.90X.02		0.19 -
25)	W649 RED COMM 18X0.95X.02		0.38 -
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

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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
PROL	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

SAMPLE

WESTERN CANADA LOTTERY CORPORATION Lotto Spot! It's your ticket Print your name

ACCOUNTING QUESTIONS & ANSWERS

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 Zing ticket activations?

Zing ticket activations will appear on the Current Week's Invoice, 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.

If the ticket is sent to WCLC and it is not torn, payment is made to the player and the validating retailer is charged back the total of the prize and redemption commission on their weekly invoice the week the payout occurs.

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.

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 Zing commission zero?

You did not activate any Zing tickets the previous week.

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.

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.

DAILY WAGER LIMITS FOR SPORT SELECT

The maximum aggregate wager per person on any individual SPORT SELECT product (except POOLS) per day at any retail location is $500. This includes COMBO PLAY.

Daily wager limits are subject to change without notice.

TICKET VALIDATION

- Make sure the player's name is on the ticket before validation.
- Always give the player the validation slip.
- Return all tickets to the player. Paid winning tickets are torn in two; all other tickets – including non–winning tickets – are returned in one piece.
- Never tear a ticket until the player accepts the prize.
- Do not validate tickets for players under 18 years of age.
- All tickets must be validated through the ticket terminal before pay–ment can be made, and to ensure you receive the credit for the validation.
- Pay only according to validation slip instructions.

LOTTERY GAME INFORMATION

For information on specific games, refer to *Lotto Facts* and the *Playbook* or visit wclc.com or sasklotteries.ca.

GLOSSARY OF TERMS

BAR CODE READER (BCR)

The BCR is used to scan bar codes to validate winning tickets, activate Zing tickets and cancel tickets. It is also used to scan QR codes that were generated by the Ticket Builder.

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. sentence The Instant Win animation for POKER LOTTO plays on this screen, as well as SPIN WINS for Zing Spin 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 at 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 20th 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. 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

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



- Follow all rules, regulations, directives, and procedures as outlined in the Lottery Ticket Centre Retailer Agreement, Operator's Manual, Ticket Terminal Operator's Guide and other materials provided to me by NWT and Nunavut Lotteries.
- Deal with all lottery ticket customers fairly and respectfully.
- 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.
- Tear paid winning tickets in two and return both pieces to customers, every time.
- Request proof of age from anyone buying lottery tickets who appears to be under the age of 25 years.
- 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 Hotline.
- Report all integrity concerns or violations immediately to WCLC or NWT and Nunavut 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 lottery products to minors.
- Engage in conduct that may harm the public image of either the Lottery Ticket Centre 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 tickets.
- 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.

LOTTERY RETAILER

Progressive Discipline Policy

OBJECTIVE

The objective of the Progressive Discipline Policy is to ensure the integrity and security of lottery products within Western Canada Lottery Corporation's jurisdiction and NWT & Nunavut Lotteries' responsibility. The established policies and practices ensure that appropriate measures are taken regarding the operation of lotteries by Retailers and their employees. These measures are expected to instill a level of consumer confidence and strengthen the reputation of the lottery and its retailers.

Compliance Monitoring

NWT & Nunavut Lotteries tracks incidents of non-compliance with the Lottery Ticket Centre Retailer Agreement, policy and procedure through compliance monitoring. Substantiated non-compliance, either through consumer complaints or site visits, are included as valid incidences of non-compliance.

For the purposes of this policy "Retailer" refers to a person or entity the NWT & Nunavut Lotteries and Western Canada Lottery Corporation has entered into an agreement with to sell lottery tickets and provide lottery services at a specified retail location. Retailer also includes a person who is an employee of a retail location and is authorized to operate a lottery terminal or is involved in the handling, selling and/or validation of lottery products.

Progressive Discipline

The Progressive Discipline policy framework tracks violations that occur within a consecutive 12 month period (January – December). The schedule of violations below outlines the progressive discipline steps to be taken by NWT & Nunavut Lotteries upon confirmed incidents of non-compliance within the 12 month period.

Violation	1 1st Offence	2 2nd Offence	3 3rd Offence	4 4th Offence
Fraud/Theft	OWNER/RETAILER: Termination of Lottery Agreement. EMPLOYEE OR CORPORATE STORE MANAGER: Termination of Lottery Agreement unless retailer demonstrates that employee no longer has access to or sells lottery products.			
Conduct contrary to public image of WCLC or its provincial/territorial partners	Warning Letter.	Warning Letter.	Warning Letter.	Repeated violations could result in Suspension or Termination of Agreement.
Administrative Issues	Call to location.	Warning Letter or Call.	Warning Letter or Call.	Repeated violations could result in Suspension or Termination of Agreement.
Sales, validation or prize payment issues not related to fraud/theft · Did not tear and return paid winning ticket. · Did not return intact unpaid winning ticket. · Did not return non-winning ticket. · Did not return Validation Slip. · Did not check for signature on ticket. · Retailer paid winning ticket over $1,000 and claimed on behalf of customer.	Call to location.	Warning Letter and Mandatory Training.	Mandatory Training minimum or up to Suspension of Lottery Terminal for a maximum of 3 days.	Suspension of Lottery Terminal for 3-7 days or up to Termination of Lottery Ticket Centre Retailer Agreement.
Selling to Minors	Warning Letter and Mandatory Training.	Suspended immediately for a minimum of 30 days.	Termination of the Lottery Agreement.	