
Gaming Policy and Enforcement Branch (GPEB)

TGSNE2
**Technical Gaming Standards for
Non-Electronic Scratch and Win Tickets.**

Technical Standards Document (TSD) Version 1.0



BRITISH
COLUMBIA

The Best Place on Earth

Ministry of Public Safety and Solicitor General
Gaming Policy and Enforcement Branch

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1 Overview of TSD

1.1 Introduction

1.1.1 General Statement I

The General Statements are as follows:

- a) These standards were developed in consultation with the British Columbia Lottery Corporation (BCLC). These standards supersede all previous Scratch and Win Ticket standards, and are to be used in conjunction with all other requirements as stipulated in BCLC's Request for Proposal (RFP) and/or Detailed Game Specifications document for Scratch and Win Tickets. Scratch and Win Tickets that do not meet these standards must not be offered for play to the public and may be returned to the supplier.
- b) All suppliers/manufacturers providing product must be registered with GPEB, unless the product is being provided for evaluation and/or testing purposes only. Any product being supplied by an unregistered vendor for evaluation and/or testing purposes only, must not be offered for play to the public.
- c) Before being permitted to be introduced for play by the public, all Non-Electronic Scratch and Win Tickets used in the Province of British Columbia must be tested to the applicable requirements set forth in this Technical Standards Document (TSD).
- d) The British Columbia Lottery Corporation (BCLC) may select an appropriate Accredited Testing Facility (ATF) to perform this testing; however, BCLC's selection requires approval from the Gaming Policy and Enforcement Branch (GPEB).
- e) The appointed testing body must provide their evaluation results to BCLC, who in turn must provide these evaluation results to GPEB for review, and where required, subsequent discussion.
- f) Although the appointed testing body may recommend the approval of any Non-Electronic Scratch and Win Ticket(s) for use in the Province of British Columbia, the ultimate authority to approve these tickets rests solely with GPEB. Only GPEB can issue a Certificate of Technical Integrity pursuant to the **Gaming Control Act of British Columbia**.

1.1.2 General Statement II

It is the policy of GPEB, in consultation with BCLC, to update this TSD at minimum once annually, to reflect any changes in technology, production methods, testing methods, or known cheating methods.

Note: GPEB reserves the right to modify (or selectively apply) the requirements set forth in this TSD as deemed necessary to ensure the integrity of gaming in the Province of British Columbia.

1.2 Acknowledgment of Other TSDs Reviewed

1.2.1 General Statement

This TSD has been developed by reviewing and using portions of the following documents and standards:

- a) GPEB TSGNE1 – Technical Standards for Non-Electronic Pull Tab (Break Open) Tickets.
- b) Industrial Technology Centre (ITC) Winnipeg, MB - Lottery Ticket Testing Services Security Test Reports.
- c) BCLC Request for Proposal Competition No. 0708-070924-kh for Instant and Pull Tab Ticket Printing.

1.3 Purpose of TSD

1.3.1 Purpose

The Purpose of this TSD is as follows:

- a) To provide regulatory guidance to manufacturers, suppliers and purchasers of Scratch and Win Tickets by providing Technical Integrity Standards for Scratch and Win Tickets, their production, testing and distribution.
- b) To eliminate subjective criteria in analyzing and certifying Scratch and Win Tickets.
- c) To test those criteria that impacts the credibility and integrity of Scratch and Win Tickets.
- d) To create a TSD that will ensure that Scratch and Win Tickets used in lottery schemes in the Province of British Columbia meet the tests for fairness, honesty, security, and auditability.
- e) To recognize that except where specifically identified in this TSD, testing is not directed at health or safety matters. These matters are the responsibility of the manufacturer of the tickets.
- f) To construct a TSD that can be easily changed or modified to allow for any changes in new technology, security and/or production methods.
- g) To construct a TSD that does not specify any particular method or technology. The intent is instead to allow a wide range of methods and technologies to be used to comply with this TSD, while at the same time, to encourage new methods and technologies to be developed.

1.3.2 No Limitation of Technology and/or Production Methods

One should be cautioned that this TSD should not be read in such a way that limits the use of future technology and/or production materials and methods. This TSD should not be interpreted that if the technology and/or production materials and methods are not mentioned, then it is not allowed. GPEB will consult with BCLC, Independent ATF's, and other jurisdictions during any review of this TSD. GPEB will make any changes deemed necessary, utilizing industry best practices and incorporating new minimum standards for any new technology and/or production materials and methods that may be developed.

Note: Although BCLC may recommend that particular changes be made to this TSD, the ultimate authority to approve changes rests solely with GPEB.

1.4 Other TSDs That May Apply

1.4.1 Other TSDs

This TSD covers the actual requirements for Scratch and Win Tickets. The following other TSDs and documents may also apply:

- a) GPEB TGSNE1 - Technical Gaming Standards for Non-Electronic Pull Tab (Break Open) Tickets.

1.5 Definitions

1.5.1 In this Standard

“**ATF**” means Accredited Testing Facility. ATF's are approved by GPEB for the testing of lottery products and gaming equipment being used or proposed for use in the Province of British Columbia.

“**BCLC**” means the British Columbia Lottery Corporation.

“**Book**” means a quantity of numbered tickets that are perforated in an unbroken strip form for a game.

“**Control Validation Number**” means a number that is a unique identifier for each ticket within a game and is used to validate the ticket. The Control Validation Number is concealed at the time of purchase under a Scratch-off covering.

“**Game**” means the overall quantity of tickets and all related series and issues with a common unique game number.

“**Game Name**” means the recognizable name or theme assigned to the game.

“**Game Number**” means the unique number designated to each game for inventory and reporting purposes.

“**GPEB**” means the Gaming Policy Enforcement Branch.

“**Payout Structure**” means the total ticket count, the number of winning combinations at each prize level, the collective value of all prizes to be awarded, and the profit built in to the game by the manufacturer.

“**Scratch and Win Ticket**” also known as an “**Instant Ticket**” means a game piece used in a game of chance that requires a player to remove a Scratch-off covering to reveal winning and non-winning numbers or symbols.

“**Ticket Number**” means a multi-digit number comprised of a book number and a sequential number that will uniquely identify a ticket within a game.

2 Submission Requirements

2.1 Introduction

2.1.1 General Statement

This section shall govern the type of information that is, or may be required to be submitted by the submitting party in order to have Scratch and Win Tickets tested to this TSD. Where the information has not been submitted or is not otherwise in the possession of BCLC, GPEB and/or the ATF, the submitting party shall be asked to supply additional information. Failure to supply the information may result in denial in whole or in part of the submission and/or lead to testing delays.

2.1.2 Previous Submission

Where BCLC, GPEB and/or the ATF have been previously supplied with the information on a previous submission, duplicate documentation is NOT required, provided that the previous information is referred to by the submitting party, and those documents are easily located at BCLC’s facilities, GPEB’s facilities and/or the ATF’s facilities. Every effort shall be made to reduce the redundancy of submission information.

2.2 Submissions

2.2.1 Submission Letter

Each request for certification shall include a submission letter/email on company letterhead forwarded to GPEB or BCLC. The letter/email should include the following:

- a) A formal request for certification specifying British Columbia as the jurisdiction for which the Scratch and Win Ticket will be approved;
- b) The Scratch and Win Ticket requested for certification including the game name, game number, and any other information that uniquely identifies the game; and
- c) A contact person who will serve as the main point of contact for questions raised during evaluation of the submission. This may be either the person who signed the letter or another specified contact.

2.2.2 Submission of Other Materials and/or Documentation

Each submission shall also include the following additional materials and/or documentation:

- a) Detailed Game Specifications including (but not limited to):
 - i). Colour Print (Front/Insides/Back);
 - ii). Front/Inside Colour Key;
 - iii). Rules of play, game format and restrictions;
 - iv). Security Features used;
 - v). Payout Structure.

On completion of the production print run the following will be supplied and will form part of the submission:

- a) Manufacturers Lab Report;
- b) Where available any Security Test Report compiled by an independent ATF;
- c) BCLC Security Test Report;
- d) BCLC Quality Assurance data integrity signoff document;
- e) Sample Units (non-winners only). The quantity to be determined and specified by BCLC in consultation with GPEB.

2.2.3 Print Re-Orders

Where a Scratch and Win game has previously been certified for use in the Province of British Columbia, a print re-order will be exempted from the requirement of a full submission if the conditions set out in Section 2.1.2 of this TSD have been met and:

- a) There have been no changes or alterations to the ticket design, construction or production; and
- b) All numbering and codes retain the design specifications as noted in their respective Detailed Game Specification Document with the exception of the game number, ticket numbering, and control validation numbering.

3 Construction Standards

3.1 Minimum Information

The minimum information printed on a Scratch and Win Ticket must include:

- a) Game Name;
- b) Game Number;
- c) Number identifying the unique ticket number in human readable format or using ANSI/UCC barcode symbology or both;
- d) A concealed Control Validation Number in human readable format or using ANSI/UCC barcode symbology or both;
- e) BCLC and/or its distinctive logo;
- f) Price per individual Scratch and Win Ticket;
- g) Odds of Winning;
- h) Game Rules and Play Format;
- i) Current messaging related to Problem Gambling Program;
- j) Notice of age restrictions for purchase; and
- k) Customer Signature area.

3.2 Game Design and Construction

- a) All Scratch and Win tickets must be designed, printed, and collated in such a manner as to be fair, honest and secure. It must not be possible to determine a winning ticket

without removing the scratch off covering or otherwise uncovering the symbols and/or numbers.

3.2.1 Game Format

- a) A scratch and win ticket will incorporate design and construction features that will provide security against compromise.
- b) Where an opaque scratch-off covering is used, it must not be possible to determine a winning ticket without removing any scratch-off covering concealing symbols, numbers or the Control Validation Number.
- c) Transparent Scratch-off coverings may be used on certain game types to provide the player a means of marking certain play areas of the ticket where the game play requires the matching of numbers or symbols or to indicate the results of game play.
- d) All components of a Scratch and Win ticket, including the scratch-off covering, scratch-off overprint, bar code and varnish will provide environmental resistance to high and low temperature, infrared radiation, high humidity, steam heat or immersion in water. Where damage is incurred through environmental exposure, that damage must not be reversible, or permit the ticket to be returned to a condition resembling an unaltered ticket.

3.2.2 Payout Structure

- a) The design of the payout structure for each game will provide a theoretical return to player of no less than 50%. The calculation of percentage return to player (%RTP) is based on the total retail value of all prizes offered for that game divided by the total retail value of the number of tickets printed for each game, expressed as a percentage. The actual %RTP may vary based on actual sales and prize redemptions.
- b) For games where some or all of the prizes are not cash (e.g. merchandise, trips, experiential prizes, etc.), the payout structure for each game will provide a theoretical return to player of no less than 50%. The retail valuation for the non-cash prizes will be the full retail price (e.g. the manufacturer's suggested retail price (MSRP), the trip supplier's published price, or comparable retail valuation for any prize) inclusive of all applicable taxes. The calculation of the %RTP is based on the total retail value of all prizes offered for that game divided by the total retail value of the number of tickets printed for each game, expressed as a percentage. The actual %RTP may vary based on actual sales and prize redemptions.
- c) All high tier prizes identified in a payout structure must be guaranteed by the manufacturer for each game.

3.2.3 Game Types

- a) This TSD should not be read in such a way that limits the type of games that are approved. This TSD should not be interpreted that if the game type is not mentioned, then it is not allowed. GPEB will consult with BCLC, Independent ATF's, and other jurisdictions during the review of any certification submission.
- b) A single scratch and win ticket may contain one or more game types on the same ticket.
- c) For the purposes of this TSD, play symbols may be numeric, alphabetic, or pictographic.

3.2.3.1 Key Number/Symbol Match

The player scratches the play area labeled "Your (Play Symbols)" The player then matches those play symbols with the play symbols-to-match play area. The prize is determined by the number of matched play symbols or a configuration of winning play symbols as stated in a legend or in the play rules.

Variation – Both the "Your (Play Symbols)" area and the play symbols-to-match area are concealed. The player scratches both areas. The prize is determined by the number of matched numbers (or symbols) as stated in a legend or in the play rules.

3.2.3.2 Match three of 4, 6, 9 or more

The player scratches one or more play areas to find a number of prize amounts. If the player matches three identical prize amounts, they win that prize. The number of prize amounts available to match can vary.

3.2.3.3 Match to a Legend

The player scratches one or more play areas to find play symbols. The player matches the symbols revealed to a legend printed on the ticket to determine how much they have won.

3.2.3.4 Letter Match on a Grid (Crossword)

The player scratches all of the letters in the play area labeled "Call Letters". The player then matches any of those same letters that are visible on any of the "Crossword Puzzles". If the player finds three or more complete words in any one "crossword puzzle", they win the prize in the Prize Legend. Game rules determine what constitutes a complete word.

3.2.3.5 Number Match on Cards (Bingo)

The player scratches all of the numbers on the "Caller's Card". The player then scratches the corresponding visible numbers on all of the "Games" or "Cards". Each "Game" or "Card" will have a prize legend. If on any ONE of the "Cards" the player matches all the numbers to complete a pattern identified for that card (horizontal, vertical or diagonal line, 4 corners or an X, or any other identified pattern) the player wins the prize stated in the prize legend for that card.

3.2.3.6 Match Coordinates

The player scratches a play area revealing controls for movement around a grid. Each stop in movement around the grid requires the player to scratch the grid coordinate landed on. Players revealing a winning symbol or a combination of winning symbols as identified in the prize legend would win the prize.

3.2.3.7 Match 3 "X's" or 3 "O"s

The Player scratches the play area to reveal either X's or O's. If they reveal a complete vertical, horizontal or diagonal line they win the corresponding prize indicated for that line.

3.2.3.8 Collectible

The Player scratches a bonus play area to reveal a play symbol or other collectible piece. The player is then required to collect a number of symbols or pieces from different games in order to complete a picture, spell a word or other mnemonic to win the identified prize.

3.2.3.9 Maze

Players begin at a square marked "Start" and scratch to reveal a directional arrow (up, down, left or right). They continue scratching in the direction indicated by the arrows as they are revealed. If the player's revealed path ends at a prize amount, they win that prize.

3.2.3.10 Reveal Single Prize (Bonus)

The Player scratches one or more play areas to reveal either a winning prize amount or a non-winning message.

3.2.3.11 Bonus Multiplier

The Player scratches a play area to reveal a particular symbol which increases the amount of a prize already won elsewhere on the ticket.

3.2.3.12 Elimination reveal

The Player scratches a play area revealing either a prize amount or a non-winning message. They then scratch the corresponding prize amount or message on the game board. The final box on the prize board left unscratched (prize amount or non-winning message) is what the Player wins.

3.2.3.13 Card /Dice

Game play simulates an actual card game, dice game, or a slight variation of the game. For card games the Player scratches game areas marked "Your Cards (or Hands)" and "Dealer's Cards (or Hands)". For dice games the player scratches game areas marked "Your Rolls" and "Their Rolls". The winning outcome is determined by the type of game being depicted and the game rules stipulated. The prize is indicated beside the winning roll, card or hand. In some cases players may need to add the total of several dice or cards to determine a winning combination.

3.2.3.14 Instant/ Passive Draw

Game play contains an instant win component with a separate draw game. The ticket can be any of the types of instant win play described in this standard with an additional passive portion. The passive portion assigns a "Draw Number" to the player who must then wait for a draw to take place to determine the winning tickets. The instant portion contains a separate validation number and can be redeemed right away.

3.2.3.15 Beat the Score

The player scratches the play areas identified as the player's score and the game's score based on the theme of the game. The Player wins the amounts noted in the prize legend based on the game rules if the player's score beats the game's score.

3.2.3.16 Combination Scratch and Win and Pull Tab Ticket Type A

A game piece containing both a Scratch and Win component and a pull tab component. The Scratch and Win component can be any of the game types noted within this technical standard. The Pull Tab component must comply with the technical standards described in the GPEB Technical Gaming Standard TGSNE1 for Non-Electronic Pull Tab (Break Open) Tickets.

3.2.3.17 Combination Scratch and Win and Pull Tab Ticket Type B

A game piece containing both a Scratch and Win component and a pull tab component where the Scratch and Win component is concealed behind the pull tabs and is revealed by opening the pull tabs. The Scratch and Win component can be any of the game types noted within this technical standard. The Pull Tab component must comply with the technical standards described in the GPEB Technical Gaming Standard TGSNE1 for Non-Electronic Pull Tab (Break Open) Tickets.

3.2.4 Card Substrate

- a) All Scratch and Win Tickets must be manufactured from high quality and environmentally acceptable types of paper substrate.
- b) All Scratch and Win Tickets must use card substrate that will not permit concealed numbers or symbols to be viewed or determined from outside the ticket using a high intensity lamp of up to and including 500 watts, with or without a focusing lens.
- c) Protection must be provided using one (or a combination of more than one) of the following:
 - i). opaque paper cardstock;
 - ii). foil cardstock;
 - iii). Metallic cardstock.

3.2.5 Scratch-off Coverings

- a) It must not be possible to detect or pick out winning Scratch and Win Tickets through variations in density, print registration, or colours of any scratch-off covering.
- b) The life span of any scratch-off covering must be rated at a minimum of 2 years from the date of each final production run.
- c) Transparent scratch-off coverings are not required to provide any security features.
- d) Opaque scratch-off coverings must provide visual evidence of tampering by dissolving or permanently discolouring when exposed to alcohol or hydrocarbon based commercial products.
- e) Opaque scratch-off coverings must provide visual evidence of tampering where methods are used to alter or counterfeit losing tickets into apparent winning tickets.
- f) Opaque scratch-off coverings must provide a level of security that deters and discourages methods that may be used for the rapid screening of tickets by both skilled and unskilled compromises.
- g) Opaque scratch-off covering must provide a level of security that deters and discourages methods that may permit a compromised ticket from being returned to a condition resembling an unaltered ticket.

3.2.6 Printing

- a) It must not be possible to detect or pick out winning Scratch and Win Tickets through variations in print quality, print registration, graphics or colours.
- b) There shall be a high degree of colour consistency on all tickets. All type and artwork reproductions shall be clear and sharp with no broken characters, identifying marks or hairlines, and with uniformity of ink colour/hues and coverage.

3.2.7 Randomization

- a) Contributing to the fairness of a game, all winning Scratch and Win Tickets must be randomly mixed and evenly distributed among other Scratch and Win Tickets within a game.
- b) Randomization is used to eliminate any pattern between books, or portions of books, from which the location or approximate location of any winning Scratch and Win Ticket may be determined or that allows the possibility of prize manipulation or "pick out".

3.2.8 Security

- a) Each ticket within a game must bear a unique game-wide control validation number that is concealed under a scratch-off covering. The unique control validation number can be in human readable format or ANSI/UCC standard barcode format or a combination of both.
- b) The makeup, format and number of digits used for the unique control validation number will be determined in consultation with BCLC to ensure compatibility with their online ticket validation system.
- c) It must not be possible to determine or view the unique control validation number without fully or partially removing the opaque scratch-off covering concealing the control validation number.
- d) All barcodes used on Scratch and Win tickets must conform to ANSI/UCC standards and must provide a low first pass read rate having regard to:
 - i). The barcode symbology selected for use;
 - ii). The barcode scanning equipment in use by BCLC.
- e) Other security features will be incorporated in the design of the ticket to provide a means of confirming the legitimacy of a winning ticket or in detecting altered, counterfeited or otherwise compromised tickets. These features may include one or a combination or more than one of the following:

- i). UV Fluorescent Printing;
 - ii). Benday Security Patterns;
 - iii). Solid Colour and continuous tone colour graphics overprinted on the scratch-off covering;
 - iv). Number and/or symbol bounce or float (Minor variations in the placement of the printed numbers or symbols, randomized throughout the game).
- f) The manufacturer will retain data records of the print process that will enable a specific ticket, identified by its unique control validation number or ticket number, to be reconstructed, including all of the security features used for that specific ticket. All such records will be maintained according to the provisions of Section 5.1 (e) of this TSD.

3.2.9 Testing

- a) Quality assurance and Security testing of the submission may take place in BCLC testing facilities, at the Manufacturer's testing facilities, at the ATF's facilities, or a combination of these facilities and is at the discretion of GPEB (in consultation with BCLC).

4 Distribution Standards

4.1 Shipping Requirements/Ticket Delivery

- a) Each game's packages, boxes, or other containers must be sealed at the point of manufacture with tamper evident seals or tape, including a warning to the purchaser that the units may have been compromised if the packages, boxes or other containers were received by the purchaser with evidence of tampering. The seal or tape must be visible from outside the package, box, or container and must be of such construction as to guarantee that should the container be opened or otherwise tampered with, evidence of the opening or tampering would be easily detected.
- b) All game book numbers shall be clearly and legibly placed on the outside of the book's package, box or other container, or be viewable from the outside of the box.

5 Duties of Manufacturer and Supplier

5.1 Duties of Manufacturer

- a) Each registered manufacturer of Scratch and Win Tickets shall ensure that all Scratch and Win Tickets sold and/or supplied for use in British Columbia comply with these standards.
- b) The manufacturer shall develop internal control procedures that enable it to track Scratch and Win Ticket books from the point of manufacture to the point of transfer of ownership to BCLC or a registered gaming equipment supplier.
- c) At minimum, the manufacturer shall maintain the following records and information:
- i). Copies of all purchase orders for Scratch and Win Tickets;
 - ii). Copies of shipping documents verifying shipments of Scratch and Win Tickets and invoices;
 - iii). Game name and game number sold;
 - iv). Number of Scratch and Win Ticket books sold by book number;
 - v). Date Scratch and Win Ticket books sold; and
 - vi). Name and address of registered gaming equipment supplier (If applicable).
- d) The manufacturer will retain data records of the print process that will enable a specific ticket, identified by its unique control validation number or ticket number, to be reconstructed, including all of the security features used for that specific ticket.
- e) The manufacturer will maintain all records for a period of 5 years and make those records available to BCLC and/or GPEB on request and within a reasonable time for the purpose of auditing.

5.2 Duties of Supplier

- a) Each registered supplier of Scratch and Win Tickets shall ensure that all Scratch and Win Tickets sold and/or supplied for use in British Columbia comply with these standards.
- b) The supplier shall develop internal control procedures to track the Scratch and Win Ticket books sold to their customers and account for all Scratch and Win Ticket books purchased, sold or in inventory.
- c) At minimum, the following information shall be recorded on a monthly basis:
 - i). Copies of all purchase orders for Scratch and Win Tickets;
 - ii). Copies of shipping documents verifying shipments of Scratch and Win Tickets and invoices;
 - iii). Game name and game number sold;
 - iv). Number of Scratch and Win Ticket books sold by book number;
 - v). Date Scratch and Win Ticket books sold; and
 - vi). Name and address of registered gaming equipment manufacturer (If applicable).
- d) The supplier will maintain all records for a period of 5 years and make those records available to BCLC and/or GPEB on request and within a reasonable time for the purpose of auditing.

5.3 Duties of BCLC

- a) BCLC shall develop internal control procedures to track the Scratch and Win Ticket books sold to their retailers and account for all Scratch and Win Ticket books purchased, sold or in inventory. Inventory information will include:
 - i). Game Name and Game Number;
 - ii). Book numbers sold;
 - iii). Date and quantity of the Scratch and Win Ticket books that were placed in, withdrawn from and on hand in inventory;
 - iv). Name of the individual withdrawing Scratch and Win books from the inventory;
 - v). Date and quantity of the Scratch and Win Ticket books that were returned from a retailer and placed back into inventory; and
 - vi). Any variance between quantities listed in inventory records and physical counts of inventory, and reasons for the variance.
- b) BCLC will maintain all records for a period of 5 years and make those records available to GPEB on request and within a reasonable time for the purpose of auditing.

6 Defective Tickets and Ticket Destruction

6.1 Unacceptable Ticket(s) During Production

- a) At any time during production, should a Scratch and Win Ticket or series of tickets bearing the same game number become defective or not pass quality control, all tickets bearing that game number must be removed from the production run.
- b) Production records shall indicate when, why and by whom that game was removed. Records shall also indicate when and by whom the Scratch and Win Tickets were destroyed.
- c) All Scratch and Win Tickets and related materials removed from live product line(s) that are to be destroyed by the manufacturer must have the signature of two (2) of the manufacturer's authorized employees.

6.2 Live Ticket Destruction

- a) All live Scratch and Win Tickets that are destroyed are to be accounted for by way of a Ticket Destruction Certificate requiring two verification signatures. The Ticket Destruction Certificate shall be completed reflecting the date, product destroyed, the number of units and serial numbers.

6.3 Defective Live Ticket Reporting

- a) BCLC must immediately advise GPEB in writing if any live Scratch and Win Ticket or series of tickets are found to be defective in manufacture or design or have been altered, and must not use such ticket(s) until the further use has been approved in writing by GPEB.