

Lottery Line

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Alcohol and Gaming Commission of Ontario
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- Renewing your lottery retailer registration

AGCO Launches Newsletter for Lottery Retailers



JEAN MAJOR

Welcome to the first edition of Lottery Line, a free newsletter provided by the Alcohol and Gaming Commission of Ontario (AGCO) to all Ontario retailers who are registered to sell Ontario Lottery and Gaming Corporation (OLG) lottery products.

In each issue of Lottery Line, we will provide you with information on how you can keep your AGCO registration in good standing so that you can continue to sell OLG lottery products. I hope that you will find this information useful, and I look forward to working with all of you who have the responsibility of retailing lottery products to the public, which, in the end, help fund Ontario's health, social and educational programs.



Jean Major
Registrar of Alcohol
and Gaming

What is the Alcohol and Gaming Commission of Ontario?

The AGCO is the agency of the Ontario government which regulates the alcohol and gaming industries in the province. The AGCO reports to the Ministry of the Attorney General.

In 2007, the Ontario government gave the AGCO the responsibility for providing regulatory oversight for OLG lotteries. This includes:

- Determining who can be registered as a lottery retailer or lottery retailer manager, and issuing these registrations;
- Sending out AGCO Inspectors to make sure retailers are selling lottery products according to the law; and
- Suspending or revoking the registrations of retailers who do not operate their businesses within the law.

By January 1, 2008, more than 11,000 lottery retailers and lottery retailer managers had been registered. ■

TOP TIPS for Lottery Retailers

Here are some helpful tips for all those involved in the sale of lottery products.

DO'S

- ✓ Make sure your current registration or a copy is in your OLG binder or posted on the wall.
- ✓ Check the ID of young-looking customers.
- ✓ Make sure the terminal screen faces the customer.
- ✓ Always rip through the barcode of winning tickets.
- ✓ Make sure that all staff dealing with lottery products in any way have their identification entered into the lottery terminal to identify them as an "insider".

DON'T S

- ✗ Don't buy lottery tickets for yourself or family members at your own store.
- ✗ Don't validate tickets unless they are signed.
- ✗ Don't sell tickets to anyone under 18 years old.
- ✗ Don't make changes to selection slips or fill them out for customers.
- ✗ Don't put anything on the counter which would block the customer's view of the terminal.

Illegal Gaming Machines

The AGCO reminds all lottery retailers that it is not permitted to keep gaming machines or video lottery terminals at the retail location that pay out money nor is it permitted for any person to pay out money and/or prizes based on credits accumulated on these machines.

Such activity may constitute an offence under the *Criminal Code* and lottery retailers are responsible for making sure that their premises are not used for any illegal gaming activity. Any OLG retailer found to keep illegal gaming machines may have his or her registration suspended or revoked. If this happens, the AGCO will advise the OLG, who will immediately turn off or take away the retailer's OLG terminal, and the retailer may not sell any OLG lottery products.

Lottery Retailer Registration Cannot be Sold

A lottery retailer registration cannot be transferred from one person to another if the business is sold. If a registered OLG retailer sells or wants to sell his or her business, the new owner must also be registered by the AGCO before being allowed to sell OLG products.

"No Play At Work"

Don't buy or redeem your own tickets in your own store



On November 3, 2009, OLG introduced a new policy to stop "insider play".

Under the "No Play At Work" policy, an OLG lottery retailer is still allowed to buy OLG lottery products, but is not allowed to buy or redeem his or her own lottery tickets at his or her own store. If a retailer is found to be buying or redeeming tickets in his or her own store, this could lead to a suspension or revocation of the retailer's registration.

Please note that OLG and AGCO employees are not allowed to buy or redeem OLG lottery products anywhere at any time.

Renewing Your Lottery Retailer Registration



Lottery retailer registrations are valid for one year, and then they expire. You are responsible for making sure that your registration doesn't expire, so it's important that you keep track of the expiry date which is listed on the Certificate of Registration.

As a courtesy, the AGCO will send out a notice 60 days before your registration expires asking whether or not you want to continue your registration to sell OLG lottery products. If the answer is "yes", you must complete the form and send it back to the AGCO before the expiry date. If your registration expires, you cannot sell OLG lottery products until the registration is reinstated.

If a lottery retailer registration expires, the AGCO will advise OLG. If the retailer has a terminal, the terminal will be immediately turned off until the registration is renewed. OLG may also come to collect its other lottery products.

Contact Us

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Other Languages

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AGCO's website has lots of information.
Please visit us at www.agco.on.ca