



Lottery Line

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iAGCO online services for Ontario’s Lottery Retailers coming soon

Starting in late fall 2018, you will only be able to conduct your AGCO-related transactions online.

The iAGCO online portal, available at www.agco.ca, provides a quicker, easier, more convenient way to apply for, change and renew your lottery-related registrations anytime from anywhere.

Once online services are launched for Lottery Retailers, you will need to create an account to submit new applications, renewals or changes associated with holding a registration to sell products on behalf of OLG and/or break-open tickets on behalf of a licensed charitable or religious organization. Lottery Retailer Managers, who are registered as Gaming Assistants, will also conduct all of their AGCO-related transactions online.

WHAT YOU NEED TO KNOW

Make sure the mailing address you have provided to the AGCO is up to date. Once online services are launched, you will:

- be mailed an online access code 60 days before your registration is set to expire
- create an iAGCO account, use the access code to link your new account to your information already on file and go online to conduct all of your AGCO-related transactions
- no longer be able to submit paper-based applications
- be able to view the real-time status of your applications and reuse your information, once it’s been saved, for all of your future applications and renewals
- receive your Certificate of Registration online, which you can print yourself

Lottery Retailer (Seller) registrations issued by the AGCO are currently valid for one year and must be renewed every year. The AGCO will now be making registrations valid for up to four (4) years. There will continue to be no fee for registration. In advance of Phase 3 launch of iAGCO, existing Lottery Retailers will receive a new expiry date for their current AGCO registration. The AGCO will mail Lottery Retailers a letter explaining this change as well as an updated Certificate of Registration reflecting their new expiry date.



OPT-IN FOR FURTHER UPDATES BY EMAIL

To receive important updates by email about the upcoming launch of the new iAGCO services for lottery and gaming registrants, including the date of launch, send an email to updates@agco.ca and include as a subject line “iAGCO Phase 3 Updates”.

IMPORTANT: The AGCO will be mailing you important information about your Lottery Retailer (Seller) registration. Please make sure that we always have your current mailing address. In addition, please remind any Lottery Retail Managers associated with your registration to update their mailing address with the AGCO.

For more information, please visit the iAGCO Information page, which can be found at www.agco.ca. Submit your questions online at www.agco.ca/iAGCO.

Lottery Retailer and Lottery Retailer Manager – What’s the difference?

Registered Lottery Retailers and Lottery Retailer Managers both have a responsibility to sell OLG lottery products to the public with the highest degree of honesty and integrity. There are some differences to note, however, as outlined in the table below.

LOTTERY RETAILER	LOTTERY RETAILER MANAGER
<ul style="list-style-type: none"> ▶ An entity that has a valid OLG Retailer Agreement in place to sell lottery products on behalf of OLG 	<ul style="list-style-type: none"> ▶ An individual who works for an entity that has a valid OLG Retailer Agreement and an active Seller registration
<ul style="list-style-type: none"> ▶ Must be registered as a Seller with the AGCO 	<ul style="list-style-type: none"> ▶ Must be registered as a Category 1 Gaming Assistant with the AGCO
<ul style="list-style-type: none"> ▶ Can employ a Lottery Retailer Manager, but is ultimately responsible for ensuring that lottery products are sold, redeemed and handled properly at their retail location 	<ul style="list-style-type: none"> ▶ Exercises a significant level of decision-making authority or has significant supervisory or training responsibilities with respect to the sale of lottery products
<ul style="list-style-type: none"> ▶ Can hold separate Seller registrations for multiple retail locations (an OLG Retailer Agreement is required for each retailer location) 	<ul style="list-style-type: none"> ▶ Must have a conditional offer of employment from their prospective employer (Lottery Retailer) before his or her application for registration will be considered by the AGCO

Both Lottery Retailers and Lottery Retailer Managers are required to comply with the *Gaming Control Act, 1992* and its regulation, the *Registrar’s Standards for Gaming: Lottery Sector* and the *OLG Retailer Policy Manual*. Failure to comply can result in violations, which in turn, can result in administrative action by the AGCO and may also impact the ability to sell OLG products.

Disclosure of offences

When applying for or renewing your registration with the AGCO, disclosure of ALL offences that you have been found guilty of in any jurisdiction is required. Any outstanding charges must also be disclosed.

Examples include, but are not limited to:

- Criminal Code of Canada offences
- *Highway Traffic Act* offences (e.g. driving offences and/or suspensions)
- *Smoke Free Ontario Act* offences (e.g. selling tobacco to minors)
- *Tobacco Tax Act* offences (e.g. selling illegal cigarettes and tobacco)
- *Employment Standard Act* offences (e.g. Ministry of Labour offences)

Any administrative action taken by OLG for breaches of the OLG Retailer Policy Manual must also be disclosed, including warning letters, suspensions or fines for infractions such as:

- Pack penalties (selling non-activated tickets)
- NSF (not sufficient funds) occurrences
- No Play at Work
- Customer Not Present
- Failure to ID-25

If you are subject to Terms of Registration, you may be required to report any offences and OLG administrative action. This is usually within five to 10 days of being made aware of the offence.

Failure to disclose any charges, convictions or dispositions may put your application or registration in jeopardy.



AGCO website has lots of information

Please visit us at www.agco.ca



Contact Us

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Other Languages

Pour lire la version française de ce bulletin, veuillez consulter le site Web de la CAJO à www.agco.ca/fr/ressources-utiles-lettres-dinformation

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