



Liquor and Gaming
Authority of Manitoba

GAMING INTEGRITY STANDARDS

BREAK OPEN TICKETS

Background

The Liquor and Gaming Authority of Manitoba (LGA) regulates licensed and provincial gaming in Manitoba to ensure that gaming is conducted honestly, with integrity and in the public interest. This authority is established by *The Liquor and Gaming Control Act* (the “Act”). All lottery schemes are required to have LGA gaming integrity approval, including approval of any associated gaming product. Suppliers intending to provide gaming product must be licensed by the LGA. Continued licence approval requires compliance with Gaming Supplier Terms and Conditions, including ensuring that at all times product supplied complies with any applicable Gaming Integrity Standards. The LGA reserves the right to amend these standards at any time.

Purpose

This document is intended to provide regulatory guidance to manufacturers, suppliers and purchasers of gaming product by providing Gaming Integrity Standards for break open tickets, their production and distribution. These standards ensure that gaming product used in lottery schemes in the province of Manitoba meet the tests for fairness, honesty, security, safety, and auditability.

Definitions

The following definitions are provided for use with these standards, the Gaming Integrity Terms and Conditions of approval and quality assurance testing.

1. “Break Open Ticket” or pull tab ticket, means a game piece which is made of cardboard, has one or more perforated window tabs behind which are winning and losing numbers or symbols and which must be revealed by tearing off a covering tab.
2. “Bluelines” means the manufacturer’s overprint placement diagrams providing winning and non-winning symbols in a game.
3. “Deal” means each separate game or series of break open tickets within the same serial number.
4. “Flare” means the board or placard that accompanies each deal of break open tickets and has printed on or affixed to it the following information:
 - a. The game name;
 - b. Play format;
 - c. The manufacturer’s name or distinctive logo;
 - d. The form number;
 - e. The ticket count;
 - f. The prize structure, including the number of symbols or number combinations for winning break open tickets by denomination, with their respective winning symbols or number combinations;

- g. The cost per play/ticket;
 - h. The game serial number; and
 - i. seller's information.
5. "Form Number" means the unique number or alphanumeric code that identifies the cost per play, ticket count, payout structure, and extended payout structure (if any).
 6. "Gaming Centre Provider" means a person who, under an agreement with MLLC, owns or operates premises in which MLLC operates provincial gaming.
 7. "Gaming Operator" means a person who, under an agreement with MLLC, owns or operates premises in which the person operates provincial gaming.
 8. "Lottery Scheme" means a lottery scheme within the meaning of paragraph 207 (4) of the *Criminal Code* (Canada).
 9. "MLLC" means the Manitoba Liquor and Lotteries Corporation and is also referred to as the "applicant" or "purchaser".
 10. "Play" means the patron wagers his/her own currency to obtain a chance for realizing a reward.
 11. "Provincial Gaming" means a lottery scheme referred to in paragraph 207(1) (a) of the *Criminal Code* (Canada).
 12. "Serial Number" means the unique identifier assigned by the manufacturer identifying a specific deal of break open tickets.
 13. "Unit" means the individual boxes of break open tickets provided to the seller; having been randomized and contains the same serial number, and the amount of winner and non-winner tickets based on the game specifications.

LGA Gaming Supplier Licence

The supplier is required to be a LGA licensed gaming supplier, if their product is intended to be offered for play. The manufacturer may also be required to be a licensed gaming supplier.

Gaming Product Specifications

Quality assurance testing is required for gaming integrity approval of the gaming product.

- 1.1 Each time a new game break open ticket is manufactured, the manufacturer's detailed game specifications, quality control/security report, bluelines, ticket flare and product samples are required to be submitted by MLLC for Gaming Integrity approval of the gaming product.
- 1.2 Each time a new production run of an existing game is manufactured; the manufacturer's detailed game specifications, quality control/security report, ticket flare and product samples are to be submitted to the LGA Gaming Integrity.

The detailed game specifications should provide the manufacturer's name or logo and address; indicate the production run (by game and run #) of the game; and provide a section for the purchaser to accept the production run.

The manufacturer's quality control/security report must include testing in the following areas:

- Opacity
- Randomization
- Separation, Delamination
- Color or Printing variations
- Lamination Integrity
- Ticket Dimensions
- Ink Adhesion
- Color copying
- Perforation Variation
- Guillotine Cutting Variation
- Print Quality / Print Registration Variations
- Ticket Tampering
- Serial Number Registration Variations
- Serial number baseline (start point), font, spacing
- Additional Comments
- Recommendations for a more secure product, if any

4. Whenever a shipment is received the MLLC is must:
 - a. conduct quality assurance testing to ensure the gaming product meets the standards and conforms to the approval issued; and
 - b. apply some form of identification to the gaming product's unit that it passes QA testing, for inventory purposes.

Standards

At any time break open tickets do not meet the following standards, the product may be returned to the supplier.

Construction

1. Paper Stock

All break open tickets must be manufactured from high quality types of stock that is not conducive to deterioration and must have a 12 point weight. The ticket must be constructed to ensure a certain rigidity to ensure tickets are not easily damaged in handling.

2. Colour and Print Registration

- 2.1 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. There shall be a high degree of colour consistency on all tickets, and there must be no variations in print quality and print registration that make it possible to determine winning or non-winning break open tickets. It must not be possible to detect or pick out winning break open tickets through variations in printing, graphics or colours.

- 2.2 Each ticket must be designed, constructed, glued and assembled in such a manner as to prevent the determination of a winning ticket without removing the tabs or otherwise uncovering the symbols of numbers.
- 2.3 The ticket must have substantial and uniform lamination (environmentally-friendly gluing) to prevent undetectable separation of the ticket. Sealing must occur on all four edges and between the break open tabs.

3. **Security Features**

- 3.1 A unique symbol or printed security device, such as a specific number keyed to particular winners, or the name of the symbol or some of the symbol colours changed for a winner, or other similar protection must be placed in the winning windows.
- 3.2 All tickets must be printed with an approved and valid UPC code. The UPC code is to be placed on the ticket (3 or 5 window) to ensure it can be validated with a UPC bar code validation system.
- 3.3 Other security features may be incorporated to provide a means of confirming the legitimacy of a winning ticket or in detecting altered or counterfeited tickets. These features include, but are not limited to:
 - a. UV fluorescent printing
 - b. Benday security patterns

4. **Minimum Information and Symbol Placement**

- 4.1 Each break open ticket must include the following on the front and/or back:
 - a. name of manufacturer or its distinctive logo;
 - b. name of the game;
 - c. price per individual break open ticket;
 - d. minimum five character serial number that is unique to that deal;
 - e. the number of winners, and respective winning number(s) or symbols(s), and prize amounts, or a flare must be included providing this information; and
 - f. current Problem Gambling messaging.
- 4.2 For non-winning tickets, the same combination of symbols may be repeated within a window, but not in the same location over the required forms. On non-winning windows, these patterns should be made up of a combination of winning and non-winning symbols. Symbols should be randomly distributed throughout each unit and placed evenly over the available ticket. Once placed on the various forms, they are to be checked to ensure that three (3) non-winning identical symbols never appear in a row horizontally, vertically or diagonally.
- 4.3 Winning symbol combinations on the forms must be checked to ensure that each window has an equal chance of becoming a winning window. Symbols must be positioned within each window to allow for a minimum quiet zone from the top and bottom edges of the symbols to the perforations of 1/12" or 2 millimeters.

4.4 The numbers or symbols printed within each ticket must be fully visible in the window and must be centered so that no part of a symbol or number remains covered when the tab is removed.

5. **Opacity**

5.1 Each break open ticket must be constructed so that concealed numbers or symbols cannot 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; and by using either liquid or chemical means.

5.2 Protection must be provided using opaque paper stock and ink or by use of aluminum foil laminate.

6. **Ticket Cutting, Thickness and Dimensions**

6.1 It must not be possible detect winning or non-winning break open tickets from variations in size or the appearance of a cut edge of the break open ticket comprising a particular game.

6.2 There must be no variation of the uniformity of thickness and/or dimension in a deal, so detection of a winning ticket is not possible.

6.3 The die-cut openings are to be centered top to bottom and side to side on each ticket. The opening tabs of each ticket shall be perforated along the horizontal edges of the tab and along one end of the tab to allow easy opening. It must not be possible to distinguish winning and non-winning tickets within a deal based on perforation location, or any other distinguishing marks near or around ticket windows. Each window must contain, at a minimum, 12 evenly spaced nicks or perforations, 2 of the perforations must be located on the end or side of the window.

6.4 At any time during the cutting and boxing stages, should a break open ticket or series of tickets bearing the same serial number become defective or not pass quality control, all unacceptable tickets bearing that serial number must be removed from the production run, marked for disposal/destruction, quarantined, and replaced with product that meets quality control standards and these MGCC standards.

7. **Randomization**

7.1 Winning break open tickets must be distributed and mixed among other break open tickets in a deal so as to eliminate any pattern between deals, or portions of deals, from which the location or approximate location of any winning break open ticket may be determined.

7.2 The break open ticket unit must be assembled so that no placement of winning or losing break open tickets exists that allows the possibility of prize manipulation or "pick out".

7.3 Each ticket in a deal and within a unit must contain the same serial number. The serial number must not fluctuate in position so that winning and non-winning tickets can be located in a unit or deal or between units and deals. Serial numbers used on a deal must not be repeated on that same manufacturer's form number within a three year period.

Distribution/Packaging

1. Each deal's package, box, or other container must be sealed at the factory with a tamper resistant seal or tape, including a warning to the purchaser that the deal may have been tampered with if the package, box or other container was received by the purchaser with the seal broken. 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.
2. The manufacturer's name or logo must be placed on each box containing individual units of break open tickets.
3. Each package, box, or other container must indicate the purchase order number, type and amount of units it contains, and the manufacturer. The serial number must also be clearly and legibly placed on the outside of the package, box or other container or be able to be viewed from the outside of the box.
4. A packing slip inside the carton listing the same information in point 3 is required.