

DEFINITIONS

For the purpose of this document the following definitions apply:

“Electronic Ticket System” refers to the use of electronic devices and the communication between those devices, which allow a charity to print tickets at the time of purchase.

“Wireless” means telecommunications in which electromagnetic waves (rather than some form of wire) carry the signal over part or the entire communication path. The distances involved may vary in length.

“Hand Held Device” means an electronic device that can conveniently be stored in a pocket (of sufficient size) and used while it is being held.

“T’s & C’s” refers to the Alberta Gaming and Liquor Commission (AGLC) Raffle Terms and Conditions.

“GLI” Gaming Labs International.

“Delayed Printing Protocol” means that raffle tickets or counterfoils that will eventually fall into the draw barrel are not printed at the same time the customer’s ticket is issued. They are printed when the seller synchronizes the hand held device with the server. Process must be certified by GLI and approved by AGLC.

GENERAL

For an Electronic Ticket System to be approved for use by a charity conducting a raffle, the following information must be adhered to:

1. The company/individual distributing the Electronic Ticket System must be registered with AGLC as a gaming supplier. Information regarding registration can be obtained by contacting the Manager Due Diligence, AGLC.
2. The Electronic Ticket System, in its operation, must not violate the Canadian *Criminal Code* or the T’s & C’s and must be certified under technical standard endorsed by the AGLC. This document is not meant to be all inclusive, but to highlight frequently asked questions. It is highly recommended that persons considering an Electronic Ticket System familiarize themselves with:
 - i. Sections 206 and 207 of the Canadian *Criminal Code*;
 - ii. The Alberta *Gaming and Liquor Act* and Regulation;
 - iii. The AGLC’s Raffle Terms & Conditions (Total Ticket Value More Than \$10,000);
 - iv. The AGLC’s Raffle Terms & Conditions (Total Ticket Value \$10,000 or Less);
 - v. The current Technical Standard (GLI – 31); and
 - vi. Network Security Best Practices (GLI – 27)
3. If the Electronic Ticket System utilizes a wireless network, then security of the wireless network must be implemented via the most current recommended wireless security protocols and must be approved by the AGLC. The AGLC currently endorses the GLI Network Security Best Practices, GLI – 27.
4. Prior to use of the Electronic Ticket System in Alberta, proof of technical compliance/certification and a satisfactory demonstration of the Electronic Ticket System are required by the AGLC (see “Venue”). Technical certification will include certification under GLI Standard 31 and the AGLC T’s & C’s; compliance with GLI Standard 27. All costs of this compliance/certification will be the company’s responsibility.

SYSTEM

1. The main electronic device referred to as the “server” and any other electronic device or accessory involved in the raffle must be located in Alberta, on site of the raffle. The server must be situated in a secure location.
2. Other than the Hand Held Devices and hard wired kiosk locations used to issue raffle tickets, no remote access to the server is allowed while the raffle is active.
3. The electronic devices used in an Electronic Ticket System must NOT employ any sort of Random Number Generator (RNG).
4. If the Electronic Ticket System operates on a wireless network, the Hand Held Devices must be in contact with the server. In raffles where no wireless network is available, the Electronic Ticket System must function in a manual format or use an approved delayed printing protocol.
5. The Hand Held Devices must be paired with a wireless printer. The printers will be equipped with the recommended paper for the printer and have adequate stock to replace when necessary.
6. The raffle must be able to conclude in the event of a power failure or a technical problem with the Electronic Ticket System. If this happens, sales must cease. The draw must be performed with the existing amount of tickets that have been sold.
7. GLI Standard 27: Network Security Best Practices is required at a minimum.

TICKETS

1. The Electronic Ticket System must produce raffle tickets numbered consecutively.
2. The Electronic Ticket System must be able to print discount tickets by having a separate series number for each prize category. The series will be defined by a letter either preceding or following the ticket number. The Electronic Ticket System must be able to report the total number of tickets printed as well as the amount of tickets sold in each series.
3. Tickets must be sold by a representative of a licensed charity.
4. The Hand Held Devices must not store sold raffle ticket numbers for later printing, unless they are using an approved delayed printing protocol.
5. Tickets may be sold in a “dead” zone if the system is utilizing an approved delayed printing protocol.
6. The server must have enough printers attached to it so the charity can ensure that all sold tickets are printed during the event.
7. When a ticket is purchased from the representative it must be printed on the paired printer, which becomes the customer’s copy. A ticket must print on one of the printers attached to the server which forms part of the “draw” either simultaneously or, if using a delayed printing protocol, when synchronization occurs. In the case of purchasing a series, the customer’s ticket may show all of the numbers purchased, however all numbers must print as individual tickets from the server’s printer into the draw container.
8. The winner is determined by a manual draw.

VENUE

Notwithstanding technical compliance of the Electronic Ticket System, to achieve approval the system MUST be tested in all the venues it will be used, involving the charities responsible. Venue testing is conducted to ensure system compliance is not affected by anything in or at the venue. Testing will be at the discretion of the AGLC.

CONFLICTING INFORMATION

The use of an approved Electronic Ticket System is governed by the following:

1. The Canadian *Criminal Code*;
2. The Alberta *Gaming and Liquor Act* and Regulation;
3. The AGLC's Raffle Terms & Conditions
4. The current Technical Standard (GLI – 31)
5. Network Security Best Practices (GLI – 27)

Should any conflicts arise, the foregoing numerical order shall take precedence.