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# INTEGRITY CERTIFICATION REQUIREMENTS: **BREAKOPEN TICKETS**

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Saskatchewan  
Liquor and Gaming  
Authority 

**April 2006**

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## Document History

<b>Changes April 2006</b>	<b>Topic</b>	<b>Old Section(s)</b>	<b>Old Page</b>	<b>New Section</b>	<b>New Page</b>
Changed	Table of Contents	-	3	-	2
Added	Document History	-	-	Document History	4
Removed	Introduction to Standards	1.1, 1.2, 1.3, 1.4	6	-	-
Added	Introduction, Background and Purpose	Introduction, Background, Purpose	6	Introduction, Background and Purpose	5
Added	Ownership of Control of Technical Integrity Document	-	6	1.10	5
Added	Document Revision	-	6	1.1.1	5
Added	Parameters of Document	-	6	1.02	5
Added	Technology	-	7	1.03	6
Changed	Production Inspections	1.2	7	1.04	6
Changed	Ticket Samples	1.3	7	1.05	6
Changed	Distributors	1.4	7	1.06	6
Changed	Minimum Information	3.9 5.) Wording revised to removed ambiguity.	11	3.09 e)	10
Changed	Minimum Information	3.9 5b.) Wording revised to avoid contradiction with 6.1-3.	11	3.09 e), second point.	10
Changed	Units	4.00 Changed wording for methods of secure sealing	9	4.01	10
Removed	Defect Standards	5.00	10	-	-
Changed	Manufacturing Process Standards and Requirements	6.00	12	5.00	11
Changed	Process Requirements	6.1-10. Last sentence reworded for clarity	11	5.01 j)	11
Removed	Revision Log	7.00	16	-	-
Removed	Information and Reference Sources	8.00	17	-	-

## **Introduction**

The Saskatchewan Liquor and Gaming Authority (SLGA) is responsible for the regulation of gaming in Saskatchewan as mandated under *The Alcohol and Gaming Regulation Act, 1997*.

SLGA may, according to *The Alcohol and Gaming Regulation Act, 1997*, set the terms and conditions of gaming supplier certificates of registration. In the event that SLGA issues a gaming supplier certificate of registration to you, that certificate of registration will include a term that you shall at all times comply with all applicable Gaming Integrity Standards established by SLGA from time to time.

This document outlines the integrity certification requirements for Breakopen Tickets.

## **Background**

These standards were developed in consultation with North American Gaming Regulators Association, and discussions with other Canadian and American jurisdictions.

## **Purpose**

These standards are intended to provide regulatory guidance to manufacturers, suppliers and gaming operators about acceptable technical gaming integrity requirements in Saskatchewan. Where practices amongst operators may differ from acceptable standards, SLGA as the regulator, will review to determine acceptable practices.

These standards provide the basis for consistent public policy. They are founded on objectives that meet the test for: fairness, accountability, security, honesty, reliability, and safety.

### **1.00 General**

#### **1.01 Ownership and Control of Technical Gaming Integrity Document**

The ownership and control of this document and all subsequent amendments rests with SLGA.

##### **1.01.1 Document Revision**

Technological change in the industry may require SLGA to issue corresponding amendments and changes to previously approved standards. Reasonable notice will be given to all manufacturers, suppliers, testing laboratories, and operators, for implementation.

#### **1.02 Parameters of Document**

This document is intended to outline those standards that apply to breakopen tickets. Including: physical specifications, production and packaging.

### **1.03 Technology**

SLGA recognizes that game technology changes. New technology will be evaluated, as required, and the standards amended accordingly, as per section [1.01.1 Document Revision](#) of this document.

### **1.04 Production Inspections**

At SLGA's discretion, the manufacturer must make its entire facilities available for inspection.

### **1.05 Ticket Samples**

SLGA shall be provided with sample tickets whenever requested, as well as live product, without charge, for independent testing.

### **1.06 Distributors**

In the situation where a Distributor is awarded the privilege to distribute tickets on behalf of SLGA in the province of Saskatchewan, the Distributor shall ensure that the following standards are enforced. As a measure of accountability and "due diligence", any time a representative from the Distributor physically inspects or travels to the manufacturer for the purposes of enforcing these standards, a representative of SLGA shall also be present for such inspections.

## **2.00 Definitions**

### ***Pull-Tab***

Shall mean the gaming pieces used in a game of chance, which are made completely of paper or paper products with concealed numbers or symbols that must be exposed by the player to determine wins or losses. Pull-tabs are known in various jurisdictions as charitable gaming tickets, breakopens, hard cards, banded tickets, jar tickets, pickle cards, Lucky Seven cards, Nevada Club tickets, instant bingo tickets, and other such names and include the tickets used with tip boards, seal cards, and club special games. Because of the nature of the game, these standards are not intended to apply to non-repeating numerical games where a winner has not been predetermined by the manufacturer.

When it is necessary to differentiate between types of pull-tabs, the term "breakopen" shall be used to refer to a game piece that is made of cardboard and has one or more perforated window tabs behind which are winning and losing numbers or symbols that must be revealed by tearing off a covering "tab."

### ***Banded Ticket***

Shall refer to those games in which the game piece is made of paper and in which the winning or losing symbols are covered by folding that paper and then banding the folds with a separate piece of paper. These tickets may or may not be stapled into small booklets of two or more tickets.

***Live Ticket***

Defined as product that has completed the final production stage and ready for the boxing stage.

***Opaque***

Impenetrable by light; neither transparent nor translucent.

***Unit***

Shall mean each separate game or series of pull-tab tickets with the same serial number.

**3.00 Physical Requirements**

**3.01 Opacity**

Sufficient protection must be provided through the use of opacity.

- a) Environmentally friendly, opaque paper stock shall be used to ensure integrity of product;
- b) Opaque ink or other printing materials so as to render the breakopen tickets completely opaque;
- c) Concealed numbers, symbols, or winner protection features may not be viewed or determined from the outside of the pull-tab using a high intensity lamp of up to and including 500 watts, with or without utilizing a focusing lens.

**3.02 Randomization**

Winning pull-tabs must be distributed and mixed among all other pull-tabs in a unit so as to eliminate any pattern between units, or portions of units, from which the location or approximate location of any winning pull-tab may be determined. The pull-tab unit must be assembled so that no placement of winning or losing pull-tabs exists that allows the possibility of prize manipulation or "pick out". Banded tickets packaged in bags, rather than boxes, are also subject to these requirements.

**3.03 Statistical Testing**

Procedures should be utilized to validate the randomness of the pull-tab product. Such testing should be designed to ensure randomness of winning tickets within a unit, or portions of units, as well as randomness (independence) of winning positions across units of tickets. The odds of winning any prize of any level on a given ticket must not vary from the odds of winning that prize as stated in the final approved prize structure. All calculations pertaining to odds development and all randomness testing shall be tracked statistically, and presented to SLGA for analysis and approval. SLGA reserves the right to select an independent authority to review and analyze the aforementioned information.

The methods to accomplish this randomization must incorporate the following and must not be changed without the written approval from the SLGA.

- a) Multiple high tier sheets (over 500 units) and multiple losing sheets must be employed for every game.

- b) For all games that do not contain multiple high tier winning forms, tickets must be thoroughly mixed prior to being banded into bundles.
- c) Non-winning tickets may have the same combinations of symbols and may be repeated on various forms, but not in the same position on different forms.
- d) Copies of Complete New Detailed Game Specifications must be sent to SLGA.

**3.04 Size**

The default individual ticket size shall be:

<b>TICKET</b>	<b>Size</b>	<b>TAB</b>	<b>Size</b>
<b>Length</b>	95mm +/- 3mm	<b>Length</b>	32mm +/- 3mm
<b>Width</b>	45mm +/- 3mm	<b>Width</b>	13mm +/- 3mm

SLGA reserves the right to request and approve tickets in other sizes applicable to specific games and restrict approval to games not satisfying the aforementioned size requirements.

**3.05 Construction**

- a) The game must be designed, constructed, glued and assembled in such a manner as to prevent determination of a winning or losing ticket without removing the tabs or otherwise uncovering the symbols or numbers as intended.
- b) The number(s) or symbol(s) must be fully visible in the window and must be placed so that no part of a symbol or number remains covered when a tab is removed. Displacement of the symbols to the left or right in a window is allowed for increased game security.
- c) Symbols must be positioned within each window to allow for a quiet zone from the top and bottom edges of the symbols to the perforations. This distance must make “window peeking” impossible.
- d) There must be no variation in the uniformity of the thickness, dimension and/or colour of the base stock material and the configuration and colour of all printing on the front and reverse of each ticket in a unit.
- e) It must not be possible to detect winning or losing tickets within a unit or between units. Finishing cuts on the winning and losing tickets must be done together to guarantee absolute uniformity of size and clean precise edge cuts.
- f) SLGA requires the use of a coated-board stock, on the face side (opposite side of the opening tabs), of the finished, glued ticket. The basic ticket construction shall be 2-ply with the overall thickness in the range of 0.610mm (0.024”) through 0.686mm (0.027”). Stock must be specified in the working papers.
- g) The Manufacturer shall state the production method used to prevent tickets from warping, curling or other general defects.
- h) The Manufacturer shall discuss its capability to use soy base inks, recycled/recyclable paper and otherwise environmentally friendly products on the tickets.
- i) The Manufacturer shall state production methods and quality control used to assure tickets may be dispensed from automated pull-tab dispensing machines. SLGA currently sells pull-tabs through American Games Maxim Vending Machines.



- j) The window slits on each breakopen must be perforated on the three cut sides. All breakopens must be glued on all four edges and between each window. The glue must be of sufficient strength and type so as to prevent the undetectable separation or delamination of the breakopen.

### **3.06 Guillotine/Cutting**

All breakopen products must contain the same amount of window perforations in relatively the same position.

Each ticket shall contain opening tabs perforated on the horizontal lines top and bottom and at the end of the opening tab where the tab must be grasped for opening. Perforations and die cutting shall allow easy opening by the general public while at the same time not permit tickets to be accidentally opened in normal handling. At this time, the accepted amount of perforations running lengthwise along the tab must be no less than 5. There must be at minimum 1 perforation at the end of the tab. **The total quantity of perforations for a tab must be no less than 11.** This number must be agreed to and not changed without the written approval of SLGA.

It must not be possible to distinguish winning and losing tickets within a unit or between units based on perforation location, or any other distinguishing marks near or around the tickets window.

It must not be possible to isolate winning or potential winning tickets from cuttings made by the guillotine during production that causes variations in size or the appearance of a cut edge of the pull-tab comprising a particular game.

### **3.07 Colour or Printing**

There must be no variations in the quality of colour uniformity or printing variations between tickets that make it possible to locate winning or losing tickets within a unit or between units. This includes printing, graphics patterns, colours, and shades of tickets.

All breakopen product must be protected from unscrupulous parties reproducing winning tickets successfully and having them enter the Saskatchewan marketplace. This means that any reproduction using any kind of technology that is successful in the redemption of the breakopen tickets represents a risk to the integrity of SLGA approved breakopen ticket.

### **3.08 Winner Protection**

A unique symbol or printed security device, such as a specific number keyed to a particular winning pull-tab, or the name of the symbol or some of the symbol colours changed for a winning pull-tab, or other similar protections shall be placed in the winning window(s) of prize winning pull-tabs. In addition, all winning pull-tabs that award prizes greater than twenty dollars must utilize a secondary form of winner verification to protect against counterfeiting.

### **3.09 Minimum Information**

- a) Name of manufacturer or its distinctive logo.
- b) Name of game.
- c) Manufacturer's form number.
- d) Price per individual pull-tab.
- e) At minimum, a unique, five-character game serial number shall be assigned to each unit of tickets and printed on the game, adhering to the following guidelines:
  - Serial numbers must be printed on the ply dense stock of paper which contains the hidden game symbols rather than on the tab.
  - All tickets in each unit must contain an identical serial number. Each pull-tab ticket in a unit must bear the same serial number. There may not be more than one serial number in each unit.
  - The serial number font must be agreed upon and must not change without the written permission of SLGA.
  - The serial number location must not fluctuate in positions so that winning and losing tickets can be located in a unit or between units.
- f) Number of winners, and respective winning number(s) or symbol(s) and prize amounts must be included.
- g) Trade Mark <sup>TM</sup>

### **4.00 Packaging Standards**

#### **4.01 Units**

Each box must contain a complete unit as per the game's SLGA approved prize structure. Each unit's package, box, or other container shall be sealed at the factory with a seal or equally secure method, and boxes must be factory sealed with glue. A warning shall be included to the purchaser that the unit may have been tampered with if the package, box, or other container was received by the purchaser with the seal broken.

A unit's serial number shall be clearly and legibly placed on the outside of the unit's package, box, or other container or be able to be viewed from the outside of the box.

#### **4.02 Security**

Manufacturers must seal or tape, in a secure manner every entry point into a container of pull-tabs prior to shipment. The tape must be of such construction, that should the container be opened or tampered with, such tampering or opening would be easily discernible.

#### **4.03 Quantity**

All bundles are to be counted to ensure that a complete unit is contained in each box. All bundles that do not contain 100 tickets must be clearly identified, unless otherwise indicated in the Game Specifications and previously agreed by SLGA.

## **5.00 Manufacturing Process Standards and Requirements**

### **5.01 Process Requirements**

The following outlines the minimum requirements set forth by SLGA that must be implemented as part of the manufacturing process for tickets:

- a) The manufacturer must have dedicated storage space in a sealed off, secure area in their plant or warehouse for storage of all finished tickets prior to delivery.
- b) Pressman must record the number of each form produced.
- c) At any time during the cutting and boxing stages, should a ticket or series of tickets bearing the same serial number become defective or not pass the quality control inspection, all tickets bearing that serial number must be removed from the production run. Discarded or previously used serial numbers shall not be re-used for a period no shorter than three (3) years.
- d) The manufacturer must record when a unit is removed; by whom, and when the tickets were destroyed with accompanying signatures.
- e) SLGA must be notified if any problems or concerns are discovered, and must be made aware of production flaws discovered in the marketplace.
- f) Winning sheets that are spoiled must be recorded on the production worksheet and destroyed by each operator at the end of the shift. All live tickets destroyed are to be accounted for by way of a Destruction Report requiring dual signatures.
- g) Extra or flawed high tier winning sheets must be destroyed immediately. (Note: Manufacturer must have some provisions to destroy the high tier winning sheets on site and immediately upon noticing its flaw.) The manufacturer must employ a method of destruction approved by SLGA.
- h) No distinction between winning and losing tickets should be evident based on the location of the seal or overprint on the ticket.
- i) Record the number of forms produced and subsequently the number of good sheets processed.
- j) At the boxing stage, all tickets are to be mixed and shuffled and inserted into bundles of 100 so as not to create any patterns. In units with bundles of less than 100, tickets must be inserted into the box so no patterns are detectable.

### **5.02 Game Insert**

- a) Every unit of pull-tabs must have a "Game Insert Form" that outlines the mechanics of the specific game. The Game Insert Form must have printed/affixed on it at least the following information:
  - a) Name of game.
  - b) The manufacturer name or logo.
  - c) The form number.
  - d) Ticket count.
  - e) Prize structure, to include the number of winning pull-tabs by denomination, with their respective winning symbol/number combination.
  - f) The cost per play.
  - g) A provision to allow "cross out" or "check off" of at minimum, the top three winning tiers.
  - h) The game serial number.

### **5.03 Tracking**

Every manufacturer of pull tabs must be able to track each unit of pull-tabs from the manufacturer to the next point of sale and must retain that information for a minimum of at least four (4) years.

### **5.04 Manufacturer/Distributor Record Keeping and Reporting**

To adequately control pull-tabs within SLGA jurisdiction, all manufacturers and/or distributors of pull-tabs who sell, deliver, supply, or market product in the jurisdiction must be recognized as a “registered supplier” in the province of Saskatchewan

The Manufacturer and/or Distributor must develop internal control procedures which enable them to track pull-tab units by serial number. At a minimum, the units sold should be reported by: form number, description (game name) and ticket count.

### **5.05 Ticket Security - Reports**

The Manufacturer and/or Distributor must supply SLGA with a complete security report each time a new or existing game is manufactured. The report must be forwarded in a timely fashion prior to the product being introduced into the marketplace.

SLGA may also request that a security report be performed by the manufacturer on any ticket(s) or unit(s).

The report must include testing on the following areas:

- Opacity
- Randomization
- Separation, Delamination
- Colour or Printing Variations
- Lamination Integrity
- Ticket Dimensions
- Ink Adhesion
- Anti-Colour Reproduction
- Perforation Variation
- Guillotine Cutting Variations
- Print Quality/Print Registration Variations
- Ticket Tampering
- Microscratching/Repair
- Serial Number Registration Variations
- Additional Comments
- Recommendations for a More Secure Product

These reports are intended to keep SLGA informed of the integrity of the products produced. Additionally, they will serve as discussion points for any concerns or changes SLGA would like to see addressed.

SLGA may request random checks and additional security tests on an infrequent basis from the manufacturer. SLGA may also submit the product to independent laboratories for testing.

In the situation where a Distributor is awarded the privilege to distribute tickets on behalf of SLGA in the province of Saskatchewan, the Distributor shall ensure that the standards in this document are enforced.

#### **5.06 Distributor Record Keeping and Reporting**

The distributor must develop a procedure to track the pull-tab units sold to their customers and account for all pull-tab units purchased, sold, and in inventory. The distributor must explain any discrepancy of units not accounted for.

Reporting required by the distributor should include, at a minimum, monthly reporting of

- a) Serial number of the units.
- b) Description (name of the game).
- c) Form number of the units.
- d) Ticket count.
- e) Name and address of purchaser.
- f) License number of purchaser.
- g) Name of manufacturer.