

Welcome to the Lottery Retailer Network

Resource Manual for Lottery Retailers

5/26/2024

The logo consists of the word "lotto!" in white lowercase letters inside a blue speech bubble shape. To the right of the main text area, there is a stylized illustration of a person in a blue suit pointing towards the text.

The focus of this document is to provide new Owners and Managers the tools needed in order to feel proficient operating and managing their lottery products.

BCLC New Owner Guide



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Location Name _____

Retailer # / RETID (5-digits) _____

LOTTERY MANAGEMENT

WHAT DO I DO ON MY FIRST DAY IN THE RETAIL NETWORK?

To sign on to your terminal you will need to enter your four (5) digit retailer number _____ and password that you will create.

DAILY TASKS:

- Sign On to your lottery terminal and review terminal messages for any new messages.
- Update signage to reflect current jackpot amounts.

WHO IS MY BCLC SALES CONTACT?

Your BCLC Territory Manager is _____.

SWEEP DAY (BANKING DAY)

Your Sweep or Banking Day occurs weekly, on _____.

- Invoices arrive by email as an attachment to the LRA Signatory, providing the week's sales and indicating the "Week's Total Amount Due".

HOW DO I ORDER SCRATCH & WIN TICKETS AND SUPPLIES?

An Inside Sales Representative will call you on your scheduled call day to place the Scratch & Win ticket and supplies order. Your scheduled call day is _____.

Before the call:

- Print the latest Scratch & Win Ticket Line-Up from the Terminal Message Center
- Check and list supplies to be ordered

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FREQUENTLY ASKED QUESTIONS

What should I do if I have equipment problems?

Call Lottery Retail Support at 1-800-667-1649. Have your four (5) digit retailer number ready.

Where can I find a list of all available Scratch & Win tickets?

On your lottery terminal, in the Terminal Message Center.

What if I need additional supplies or tickets before my call day?

You can order tickets by calling the Lottery Retail Support. Follow the prompts to place a ticket or supply order. An Inside Sales Representative will return your call. This service is available during regular business hours.

What if my order does not arrive?

Call Lottery Retail Support. Choose "Late or Missing Shipments" from the menu. Track and Trace service is available during regular business hours; a BCLC Distribution Specialist will assist you.

What is a Sweep Day?

Sweep Day refers to your banking day; the day BCLC sweeps your account. Sweep days occur weekly on the same day each week.

What if I do not have enough funds in my account for my Sweep Day?

Insufficient funds will result in a \$50 Non-Sufficient Funds ("NSF") fee.

What if I have a question about my banking?

For banking and/or invoice related questions, call BCLC's Lottery Finance and Banking at 1-800-667-0710 or email KAMAcntCreditAdmin@bclc.com.

What if a player has a question?

Players can call BCLC Customer Support at 1-866-815-0222. The telephone number can be found on the back of all lottery tickets or on the website at www.bclc.com.

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RETAILER DATABASE—POLICY STATEMENT

In accordance with applicable privacy laws, BCLC maintains a database of all persons who are Lottery Retailers.

Management at individual retail locations provides the names of all new Lottery Retailers within **30** days of their start date. This information will be retained by BCLC in a Retailer Database.

Management at lottery retail locations is responsible for notifying BCLC within **30** days of any change in employment status of a Lottery Retailer. Employment status changes include but are not limited to:

- Resignation or dismissal from work at that location;
- Transfer to a different role where they will no longer handle BCLC lottery products;
- Transfer to a different retail location or branch; and
- Leave of absence for more than one (1) year.

A person's status as a Lottery Retailer remains valid for up to one (1) year after that Lottery Retailer stops operating a lottery terminal or handling BCLC lottery products.

Access to the Retailer Database or to information contained within it will be restricted to BCLC and Gaming Policy and Enforcement Division (GPEB) employees with a demonstrated business need.

What is My Role as an Owner?

Retailers have three (3) options when updating their Retailer staff lists:

- Visit www.bclcretailerhub.com click on the Training menu, then go to the "Staff Update Form" and complete the form.
- Advise your BCLC Territory Manager during a sales call/visit; or
- Call Lottery Retail Support at 1-800-667-1649 to inform BCLC of any change of staff.

LOTTERY RETAILER CERTIFICATION

POLICY STATEMENT

BCLC requires all active Lottery Retailers to complete their Lotto! Certification in order to qualify to perform lottery related duties. Lottery Retailers are certified for the type of lottery responsibilities required by the lottery retail location where they are employed.

All persons defined as Lottery Retailers must become BCLC certified within **60** days of being identified and entered into the BCLC Retailer Database. Exempt from this policy are Lottery Retailers who are signatories to the Lottery Operation Agreement but who at no time operate a lottery terminal or handle, sell and/or validate lottery products.

To become certified, a retailer participates in training and completes the BCLC certification.

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Certification remains valid as long as the Lottery Retailer continues to operate the lottery terminal or handle lottery products, or until a new certification standard comes into effect.

Lottery Retailer certification expires one (1) year after the day they cease to operate the lottery terminal or handle lottery products, or if that date is not known, one (1) year after the date that BCLC was advised of their departure.

What is My Role as an Owner?

Ensure all staff who operate the lottery terminal or handle, sell and/or validate lottery products at your location have completed certification. Certification can be completed online via the Retailer Hub at <https://www.bclcretailerhub.com/training/get-lotto-certified.html>.

Steps to Get Lotto Certified

Step 1

Check that your manager has added your name to the BCLC Retailer Database. You can access online certification three (3) business days after your name has been added.

Step 2

Go to www.bclcretailerhub.com

- Click on [Training](#)
- On the [Get Lotto Certified](#) page, click on the [Start Lotto Certification](#) button

Follow the steps below:

- Input your **First Name**, **Last Name** and **Retailer Number** (the 4 digit number used to sign onto your lottery terminal)
- Follow the prompts and input your **Middle Initial**, **Date of Birth** and **Email Address**.
- The system will generate your unique User ID and a temporary password.
- **Sign in** using your User ID and temporary password. Follow the prompts to create a new password.
- **Complete the course** → From the My Learning homepage click the '**Start Course**' button to launch the BCLC Lotto Certification course.

Step 3

Print or save your **certificate** from the History link on the Homepage as soon as you complete the course.

If you experience difficulties, please contact Lottery Retail Support at 1-800-667-1649 or email RetailerFeedback@BCLC.com for troubleshooting.

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DAILY LOTTERY CHECKLIST

ITEM	M	T	W	T	F	S	S	MONTHLY
Print and post Lotto 6/49, BC/49 and EXTRA winning numbers. Throw old ones away.			DRAW	X		DRAW	X	
Print and post LOTTO MAX and Extra winning numbers. Throw old ones away.		DRAW	X		DRAW	X		
Print and post top winners for Keno. Throw old ones away.	X	X	X	X	X	X	X	
Print and post yesterday's draw results for BC50/50.	X	X	X	X	X	X	X	
Check that the Lotto 6/49 Jackpot Alert Sign reflects the current Jackpot amount.				X			X	
Check that the LOTTO MAX Alert Sign reflects the current Jackpot amount.		X				X		
Ensure Display case is fully stocked with all current lottery products.	X	X	X	X	X	X	X	
Check that all POS is current.	X							X
Check the Lottery table is clean and organized.	X	X	X	X	X	X	X	

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SCRATCH & WIN TICKET INVENTORY MANAGEMENT

For Inventory Sheets and Ticket Supply Worksheets click [here](#).

SCRATCH & WIN TICKET RETURNS (BUYBACKS)

A Buyback is the process of returning Scratch & Win tickets to BCLC. BCLC will advise you what tickets and when to return them based on business needs and timelines.

To support retailers in keeping their trays fresh with current products that are attractive to customers, BCLC conducts three (3) buyback campaigns a year - *January, June, & September*. You will be notified and we will provide instructions and all necessary forms for returning Scratch & Win tickets. Terminal Messaging and Buyback documents on the Retailer Hub will be available on the first day of each campaign.

For returns outside a regular scheduled period, contact your BCLC Territory Manager. Three types of buybacks are Seasonal tickets, Recalled tickets, and Expired tickets.

Once the buybacks are processed, the applicable credit will appear on your weekly Invoice.

Will BCLC buy back any tickets?

No—only tickets authorized by BCLC may be returned. If you have concerns about a ticket and/or sales, talk to your BCLC Territory Manager.

***Please note:** Ensure you are aware of the expiration dates and sell inventory prior to expiration to avoid financial implications of expired tickets in inventory.

For details about Scratch & Win Ticket Returns click [here](#).

DAMAGED SHIPMENTS

The following procedure should be followed by the retailer when a courier package(s) are delivered in a **damaged** condition.

The courier will present the package(s) to the Lottery Retailer. It is up to the Lottery Retailer to let the courier know that they either reject or accept the shipment. **The shipment must be accepted in its entirety or rejected in its entirety.**

External Damage includes packages that are scuffed or slightly torn and/or where tickets are not completely secured within the package (i.e.: where books of tickets have spilled out of the package).

If rejected for external damage, it is the responsibility of the courier to secure the delivery in a new courier package and return to BCLC. The courier driver is to report all damaged courier packages to their supervisor immediately, and in turn, their supervisor is to report immediately to BCLC, through the designated contact list provided to the courier.

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Damaged packages must be noted on the manifest by the courier driver. When the retailer accepts the damaged package, their signature must show that they have accepted the delivery as damaged.

When the retailer refuses the delivery, the retailer should not sign the delivery manifest. The retailer must contact Lottery Retail Support to advise the refusal.

Internal Damage includes tickets that are bent, have crushed corners, have damaged latex, and/or are separated from their original cello package as provided by the Printer.

Any **internal damage** to the contents of the delivery package will result in the entire delivery being rejected. When the retailer accepts the damaged package, their signature must show that they have accepted the delivery as damaged. **The retailer must contact Lottery Retail Support to advise the refusal.**

RETAIL NETWORK SALES INVOICE

- Invoices arrive by email as an attachment to the LRA Signatory
- Invoices arrive 1 business day before your sweep day. Transactions on your invoice will be cutoff at midnight, 3 business days before your sweep day.
- All Terminals at your location will be represented on this single invoice
- Sales breakdown by product/brand type is not represented on the invoice.

For invoice details click [here](#).

LOTTERY RETAILER POLICY MANUAL

Find clear guidelines on how to sell, validate and payout lottery games. Adhering to these policies will help you to build public confidence in lottery games and increase your customer loyalty.

For the Lottery Retailer Policy Manual click [here](#).

Compliance:

Make special note of [Section 8 – Lottery Retailer Agreement Service Standard Remedies](#). BCLC will apply these guidelines in determining the appropriate remedies for service standard deficits or failures, breach of the LRA or Policies, and integrity or security incidents.

Avoid Disciplinary Action:

Be sure to review the rules and regulations for selling lottery products with all new employees. The Lottery Operator Agreement signatory 'owns' all disciplinary action, not the staff person.

If you or your staff make a mistake contact the Lottery Retail Support for help.