



# Self-Guided Retailer Training Program



The Self-Guided Retailer Training Program takes you through the training resources available on BCLC Retailer Hub training, certification pages, and manuals and guides. Click on the links and follow the order recommended below to maximize learning outcomes.

**NOTE:** Ensure there are no firewalls blocking access to these site. The sites are best viewed on Google Chrome, Firefox, Microsoft Edge, and Apple Safari browsers. Be sure to reach out to your Territory Manager if you have any questions.

<p><b>A. Get Lotto Certified</b></p> <p>BCLC requires that all active Lotto Retailers be certified. The Lotto Certification course is part of BCLC's commitment to provide you with information and tools you will need to sell lottery games with integrity. The certification module works best on a personal computer, wireless phones and tablets are not recommended.</p>	<ol style="list-style-type: none"> <li>1. <a href="#">Staff Update Form</a></li> <li>2. <a href="#">Get Lotto Certified</a></li> </ol>
<p><b>B. BCLC Retailer Hub</b></p> <p>Get familiar with the BCLC Retailer Hub. It is a one-stop shop for all the information and tools that a BCLC lottery retailer needs. The Retailer Hub is filled with information about <b>Upcoming Products &amp; Promotions, Policies &amp; Procedures, Retailer Forms, and Planograms</b> all designed to set you up for success.</p>	<p style="text-align: center;"><a href="#">BCLC Retailer Hub</a></p>
<p><b>C. Retailer Policy Manual</b></p> <p>Read through the Retailer Policy Manual for important information regarding Lottery Retailer certification, sale of tickets, ticket validation, progressive discipline procedures, and more.</p>	<p style="text-align: center;"><a href="#">Retailer Policy Manual</a></p>
<p><b>D. BCLC New Owners Guide</b></p> <p>Network specific new owner manuals contain lottery policies and procedures to help you understand your role and responsibilities of being a lottery owner, operator and/or manager.</p>	<p style="text-align: center;"><a href="#">Retailer Network – New Owners Guide</a> <a href="#">Hospitality Network – New Owners Guide</a></p>



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<p><b>E. Equipment Guide</b></p> <p>The focus of this document is to provide Retailers the tools needed in order to feel proficient operating and caring for the Lottery equipment.</p>	<p><a href="#"><u>BCLC Lotto Equipment Guide</u></a></p>
<p><b>F. Product Knowledge</b></p> <p>Providing excellent customer service can increase your profit and strengthen customer loyalty. One way of achieving this goal is by offering product knowledge and being able to answer players' questions.</p>	<p><a href="#"><u>Lotto! Online Product Guide</u></a></p> <p>For more game information - <a href="#"><u>click here</u></a></p>
<p><b>G. Lottery Terminal Training</b></p> <p>Learn how to operate and maintain your lottery terminal. Following proper procedures can minimize technical issues and improve customer service and integrity.</p>	<p><a href="#"><u>Lottery Terminal Training Videos</u></a></p>
<p><b>H. Lottery E-Courses</b></p> <p>Train yourself and your staff members by using these online E-courses that are packed with valuable information.</p>	<p><a href="#"><u>Training Resources Section</u></a></p>
<p><b>I. Retailer Compensation Program</b></p>	<p><a href="#"><u>RN Sales Bonus Program</u></a> <a href="#"><u>RSG Sales Bonus Program</u></a> <a href="#"><u>HN Sales Bonus Program</u></a></p>
<p><b>J. Other BCLC sites</b></p>	<p><a href="#"><u>Responsible Gaming</u></a> <a href="#"><u>Game Sense</u></a> <a href="#"><u>BCLC Home Page</u></a></p>
<p><b>K. Q&amp;A On Selling Lottery During COVID 19 Pandemic</b></p>	<p><a href="#"><u>QA to Support Selling Lottery</u></a> <a href="#"><u>Cleaning and Disinfecting in Public Settings</u></a></p>