

# Lottery Retailer Portal

Streamlining your lottery operations



## Place Orders Anytime:

Request Pull Tabs, Scratch & Win tickets and/or supplies at your convenience.

Orders will be shipped the Wednesday following the order request.

\*New orders cannot be placed for HN retailers with unscanned packing slips from previous orders.

## Manage Staff List:

View, add or remove staff directly from your lottery staff list.

## Access Records:

View and print invoices up to one year old.

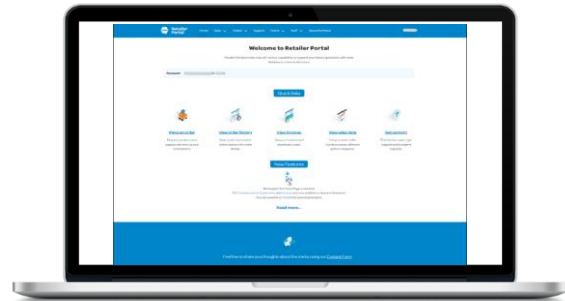
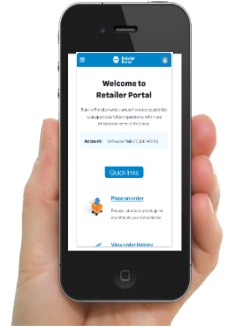
## Track Orders:

Review your order history, including the last 10 placed orders and pending requests.



## Special Incentive

Sites that place at least one order (product or supplies) via the Retailer Portal in **February** and **March 2025** will be entered into a prize draw for **\$500!** (Payable by EFT to the Site).



Contact your **Territory Manager** or  
**Lottery Hotline: 1-800-667-1649**



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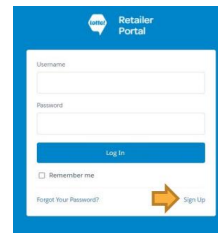
## 4 Steps to Sign-Up and Log In:

1. **Download an Authenticator App to your mobile phone** (recommended: Salesforce Authenticator)



2. **Sign Up:**

- a) <https://portal.bclcretailerhub.com/>
- b) Use your name and email address (must match how it's captured in the BCLC Retailer Database).

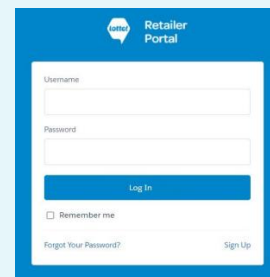


3. **Connect your Authenticator App**



4. **Log in:**

- a) Enter your username (the email address you used to sign up) and password



Get step-by-step instructions.



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## Questions & Answers

### Who can use the Retailer Portal?

The Retailer Portal is designed for **Site Managers** and **Business Owners** as listed in the BCLC Retailer Database. Each manager will need a unique email address and access to an authenticator app to use the Portal.

### How will the Retailer Portal benefit me and my site?

The most notable benefit is online ordering. With the Retailer Portal, you can conveniently place Pull Tab orders, as well as Scratch & Win and supplies, at any time that suits you. View or print your weekly Invoices, or view your Site's lottery sales, plus more.

### If I submit an order online, will my Inside Sales Representative (ISR) still call me?

To ensure everyone feels comfortable and confident with the new process, your ISR will call you the first time you place an order online. They will verify the items and ask if there are any changes or additions. After that, online orders can be processed and shipped without a follow-up call from your ISR. Orders will still ship on the Wednesday following your placed order, as usual. We want you to feel supported every step of the way, and you are always welcome to call in if you have any inquiries or need assistance.

### I've signed up and it's great. Will it continue to evolve?

Absolutely. The Retailer Portal will continue to evolve based on your feedback. Be sure to use the Feedback form inside the Retailer Portal to let us know what you like and what you think can be done differently. The goal is for it to become an effective and well-loved tool to support all Lottery Retailers.

### I'm a regular user of the Retailer Portal already. Will my Site be entered into the draw to win \$500?

Yes! Whether you are a seasoned user of the Portal or have just signed up, your Site will automatically be entered into the draw when you place an order in February or March 2025.



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