

Welcome to the Lottery Network

New Owners Guide to the
Lottery Business

HOSPITALITY NETWORK

Table of Contents

Welcome TO BCLC	3
Lottery Language Guide	5
How To Use The Onboarding Manual	8
Retailer Requirements - Action Required.....	11
Daily Best Practices.....	14
Lottery Policies	16
ID25 & Validation Mystery Shops.....	16
Payment Card Terminal Procedures.....	17
Managing Your Online Game Business.....	18
Managing Your Scratch & Win Business	19
Managing Your Pull Tab Business.....	21
Lottery Equipment.....	22
Compensation.....	22
Reporting.....	23
Keeping you informed.....	25
Frequently Asked Questions.....	26



Welcome to the Lottery Network

This document is designed to provide new Owners and Managers with the essential knowledge and tools they need to successfully operate and oversee their lottery business, while also enabling them to train their teams effectively.

WELCOME TO BCLC

We are excited to have you join our community of retailers who play an essential role in delivering safe, enjoyable lottery experiences to players across British Columbia. This guide will help you build a strong foundation for your business, understand the value of the lottery category, and feel confident as you get started as a Lottery Retailer. We are here to support with every step of the way.

Who we are

As a Crown corporation, BCLC operates under B.C.'s Gaming Control Act and is responsible for the conduct and management of commercial gambling on behalf of the province, including lottery, casino, bingo, sports betting, and online gambling. The net income BCLC generates is returned to the Province of British Columbia to support health care, education, and other essential programs and services across the province.

Our Social Purpose

BCLC is a social purpose company: we exist to generate win-wins for the greater good. There are a host of shared benefits ranging from player loyalty and relationship building opportunities to the generation of fund for vital provincial and community services.

We are committed to making decisions that contribute to the greater good of British Columbians, and we continue to embed this social purpose throughout our organization. In doing so, we consider how to create added value for players, employees, retail business partners, suppliers, communities, Indigenous Peoples, and municipal and provincial governments. Your partnership as a valued Retail Partner is essential in helping us achieve these goals.

Where The Money Goes

What's played here stays here! Funds generated through lottery, casinos, and sports betting are returned to the Province of British Columbia to help support health care, education, and community programs across the province. Since 1985, over 30 billion dollars in BCLC net profits have been invested in vital public programs that help connect people to each other and to their communities – building a stronger, more connected B.C. To learn more about how these funds support your local community, visit: [Community Benefits](#).

Player Health

Our vision is for BCLC players to demonstrate the safest gambling behaviours in the world. We are committed to enhancing player well-being by placing their needs at the centre of our efforts to make gambling safer. Our goal is for players to gamble within their personal time and money limits, and for those who exceed those limits to reduce their play or stop gambling altogether. We continue to elevate our standard of care by delivering evidence-based programs that promote healthy play and by improving the safety of our products, environments, and services for all players.

For more information about how you as a Lottery Retailer can support Player Health visit: [Player Health](#)

Our Products

BCLC offers different types of games for your players to enjoy. Check out our [online games](#) and [instant tickets](#) to review what's available at your location. Knowing how these games are played helps you provide accurate and helpful support when players ask questions.

LOTTERY LANGUAGE GUIDE

BCLC: Acronym for The British Columbia Lottery Corporation.

IGCO: Acronym for the Independent Gaming Control Office, IGCO is the provincial government agency that sets and enforces regulatory policies related to gambling, horse racing and responsible gambling programs, including the operations of BCLC.

Online Games: Online Games (a.k.a. Lotto Games) are draw-based lottery games in which players choose a set of numbers, or receive randomly selected numbers, for a chance to win prizes. These games are purchased on demand through a Lottery Terminal while the player is present. Winning numbers are determined by a scheduled random draw, and prizes are awarded based on how many numbers are matched.

Scratch & Win Tickets: Scratch & Win Games are instant-win lottery tickets that are activated by scanning the ticket into the Lottery Terminal before being provided to the player. Winning results are revealed immediately by scratching the ticket.

Pull Tab Tickets: Are instant-win tickets sold through a Self-Serve Pull Tab Vending Machine (PTVM) at age-controlled locations.

Retailer Hub: The BCLC Retailer Hub is a dedicated website that serves as a central information and resource tool for individuals and businesses authorized to sell lottery products within B.C. It is designed to help retailers manage their lottery business effectively and responsibly.

Retailer Portal: BCLC's Retailer Portal provides you with self-service capabilities to support your lottery operations. In addition to placing ticket and supply orders, the Retailer Portal allows you to add or remove staff from your lottery staff list and view certification status, view and print invoices up to one year back, review your order history and access live chat support.

Retailer Network (RN): The Retailer Network (RN) refers to BCLC's authorized retail partners who sell lottery products across British Columbia. These partners operate physical storefronts, including convenience stores, gas stations, and grocery stores.

Retail Sales Group (RSG): The Retail Sales Group (RSG) is BCLC's network of approximately 200 flagship kiosks and in-line stores dedicated exclusively to selling lottery products. These kiosks are strategically located across British Columbia and are owned by BCLC. Daily operations are managed by contracted RSG operators.

Hospitality Network (HN): The Hospitality Network (HN) includes BCLC-approved partners that operate in age-controlled locations such as bars, pubs, and other licensed venues. Because these locations only allow adults aged 19+, they are permitted to offer Self-Serve Terminals.

Lotto Express: is an in-lane lottery purchasing solution that allows customers to buy select online lottery tickets directly at the grocery or drug store checkout. Designed for convenience, Lotto Express integrates seamlessly into the existing point-of-sale process, enabling customers to add lottery products to their transaction while paying for everyday items.

Territory Manager (TM): Your Territory Manager is your primary point of contact for lottery. They provide support through in-person visits and phone calls, ensuring stores have the resources, guidance, and information needed to meet operational and sales goals.

Inside Sales Representative (ISR): Your ISR helps manage your Scratch & Win and Pull-tab inventory by connecting on scheduled call days to review performance, recommend orders, and ensure your location is stocked with the right mix of products.

Lottery Retail Support (LRS): The Lottery Retail Support Team is an incoming call centre and your go-to resource for any lottery-related questions or issues. They assist by troubleshooting problems, providing information, and guiding you to your Territory Manager (TM) or Inside Sales Representative (ISR) when needed.

Key Account Manager (KAM): The Key Account Manager is your head office's primary strategic contact for lottery. If you are a franchised retailer or part of a banner with a head office, this role works directly with head office teams to develop lottery programs, align initiatives, and provide support tailored to your banner's specific needs.

The Value of Selling Lottery at Your Location

Adding Lottery to your hospitality venue enhances the guest experience while driving longer stays and higher overall spend. As an entertainment-led category, Lottery encourages guests to settle in, stay engaged, and make additional food, beverage, and Lottery purchases throughout their visit. Key benefits include:

Increases foot traffic and encourages longer customer stay

Lottery gives guests an additional reason to visit and remain in your venue longer, turning quick stops into extended stays. Longer dwell time increases overall engagement and spend.

Increases food and beverage sales

As guests stay longer, they are more likely to order additional drinks, meals, or snacks. Lottery entertainment naturally supports repeat ordering throughout the visit.

Adds engaging in venue entertainment

Lottery adds excitement and interaction to the guest experience, complementing food, drinks, and social atmosphere. It creates moments of anticipation and enjoyment while guests are on-site.

Creates a competitive advantage in your market

Offering Lottery helps differentiate your venue from competitors by providing a unique entertainment option. This added value encourages repeat visits and positions your location as a preferred destination.

Self-Serve Lottery Equipment

In the hospitality network, both the SST and PTVM operate as self-serve models, allowing guests to play independently without requiring staff involvement. This supports smooth service flow while still providing engaging, in venue entertainment for guests.

What's played here, stays here.

HOW TO USE THE ONBOARDING MANUAL

This On-Boarding Manual is your step-by-step guide to getting started as a BCLC Lottery Retailer. It's designed to help you set up correctly, understand your responsibilities, and operate your lottery business with confidence.

You do not need to read this manual all at once. Your Territory Manager (TM) will guide you through the most important sections at the right time.

What This Manual Is (and isn't)

This manual is:

- A roadmap for your first days and weeks selling lottery
- A reference you can return to anytime
- Your source of trusted, BCLC information

This manual is not:

- A test or exam
- Something to memorize

How the Manual Is Organized

The manual follows your onboarding journey:

- Before You Start / Day One
- First 30 Days
- First 60 Days
- Ongoing Operations (Reference)

Follow the sections in order - each step builds on the last.

How to Read the Icons

Throughout the manual you'll see these symbols:

-  Required – Must be completed (policy, compliance)
-  Best Practice – Strongly recommended for smooth operations
-  Good to Know – Helpful reference information

Roles & Responsibilities

You (Retailer / Manager):

- Complete required onboarding steps
- Add and ensure staff complete the Lotto Certification course
- Ensure staff are properly trained in the sale, validation and cancellation of Lottery Products
- Follow daily lottery operations and policies

Your Territory Manager (TM):

- Guides you through onboarding
- Explains requirements and timelines
- Connects you to tools and support

BCLC Support Teams:

- Support equipment and systems
- Support placing Scratch & Win/Supply orders
- Answer operational questions

What to Focus on First

At the start, your TM will help you focus on:

- Lottery Terminal and Retailer Portal setup
- Daily lottery operations
- Staff setup and certification
- Knowing who to contact for support

Onboarding is complete when:

- All required setup and compliance steps are done
- Required staff are Lotto Certified and terminal trained
- You feel confident running daily lottery operations

Final Note

This manual is here to support your success. Use it as your go-to guide, and don't hesitate to reach out to your TM or Lottery Retail Support if you have questions.

RETAILER REQUIREMENTS - ACTION REQUIRED

Before you start

- Check your email for a message from Lottery Retail Support lotteryhotline@bclc.com containing a QR code, temporary password, and important setup information for your start date. **Tip:** Check your junk email for this message if not found in your inbox.
- If you do not receive it within 24 hours of your start date, contact Lottery Retail Support at 1-800-667-1649.
- Work with your Territory Manager (TM) to ensure adequate insurance coverage is in place to protect lottery equipment against loss or damage.
- If this is a new store opening the technician will be onsite to support the first day activity to activate the equipment and password requirements.

Your First day

- Call Lottery Retail Support at 1-800-667-1649 to complete the lottery setup.
- Lottery Retail Support will enroll the lottery equipment to your retailer ID.
- Note that the Site Manager must be present for equipment enrollment.
- Set-up the Lottery Terminal password using the following [requirements](#).
- **Retailer Portal:** Your Territory Manager will assist with your setup. Use the links to review the Retailer Portal [Getting Started Guide](#) and [sign in](#).

Scratch & Win Tickets (if Applicable):

- If this is a change of owner and the previous owner transferred the Scratch & Win inventory to you, Lottery Retail Support will verify the Ticket Transfer Order.
- If the previous owner didn't transfer the inventory, or if this is a new store opening, you can expect a ticket order and lottery supplies to be delivered to your location.

Pull Tab Tickets:

The decision regarding the handling of Pull Tab inventory should be discussed directly with the previous owner during the ownership transition. There are two options for managing remaining inventory:

- **Return Unopened Product:** Unopened, sealed Pull Tab boxes may be returned to BCLC for credit.

- **Purchase Existing Inventory:** The previous owner can calculate the value of all remaining Pull Tabs, both loose and boxed for you, the new owner, to purchase.

First 30 Days

- **Lottery Retailer Database:** BCLC requires that all Lottery Site Employees handling the sale, cancellation or validation of lottery products are identified. Ensure all staff have been added to the database for your location. Refer to [Section 2.1- 2.1.2](#) of the Retailer Policy Manual for more information.
- Staff updates can be completed using the Retailer Portal or the Staff Update form [here](#).
- **Check out the [Retailer Hub](#)** as your go-to resource for self-guided learning and up-to-date information. It provides easy access to training materials, promotional details, and game information, empowering retailers to quickly find what they need and stay informed at their own pace.
- **Self-Guided Training:** BCLC provides comprehensive training resources on the Retailer Hub including e-learning courses, equipment and support videos, game information, training manuals and more. Use this [Self- Guided Training Checklist](#) as your roadmap to build confidence using the Lottery Terminal.

First 60 Days

- **Lottery Certification Policy:** BCLC requires all Lottery Site Employees to be certified within 60 days of entering the Lottery Retailer Database. Certification requires the completion of a course applicable to the lottery services that the Lottery Retailer provides. Refer to [Section 2.2](#) of the Retailer Policy Manual for more information.
- Access to the Certification Course is [here](#). Before starting the course, trainees will need to be prepared with the following information to begin
 1. First & Last Name
 2. 5-Digit Retailer Number
 3. Date of Birth
 4. Email Address

5. The system will generate your unique user ID and a temporary password.
6. Sign-in using your User ID and Temporary Password. Follow the prompts to create a new password.

DAILY BEST PRACTICES

- ☐ Sign-on to your Lottery Terminal and review any new terminal messaging.
- ☐ Ensure digital jackpot signs are in working condition
- ☐ If required, update any analogue jackpot signage to reflect the current jackpot.
- ☐ If your location sells scratch & win, ensure the display case is fully stocked and merchandised according to the [planogram](#). Extra tickets should be stored in a secure location throughout the day.
- ☐ Ensure Pull Tab Vending Machine (PTVM) is fully stocked, all columns are in working condition.
- ☐ **Do not Shutdown** the Lottery Terminal or SST. On the Lottery Terminal Logout at the end of each day to allow automatic updates to be loaded to your Lottery Terminal.
- ☐ **SST Payment Service Procedures:** Follow the guidelines outlined in the [SST Payment Service Procedure](#).
- ☐ If your locations sells Scratch & Win tickets, ensure the display case is always locked when not in use, and the key is not left in the lock. Extra tickets are stored in a secure location.

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".

Ordering Scratch & Win/Pull-Tab Tickets and Supplies

An Inside Sales Representative will contact you on your scheduled call day to review your inventory needs and place your Scratch & Win and/or Pull-Tab ticket order and supply order.

Your call frequency is: _____.

Your scheduled call day is: _____.

Before Your Call:

- Print the list of all current Scratch & Win and/or Pull-Tab tickets from your Lottery Terminal.
- Review your inventory and note any supplies you need to order.

Ways to Order Tickets and Supplies:

You can place orders through any of the following channels:

- Scheduled Call Day (if applicable)
- [Retailer Portal](#)
- [Hotline Inquiries Form](#) on the Retailer Hub
- Contact Lottery Retail Support 1-800-667-1649 to request a call back from your Inside Sales Representative.

BCLC Contact Information

Your BCLC Territory Manager is_____.

Your Inside Sales Representative is _____.

Lottery Retail Support*: 1-800-667-1649 support hours Daily 6:30am to 10:00pm PST

Finance and Banking: 1-800-667-0710 support hours 8:00am – 4:00pm Monday to Friday

Retailer Hub is available 24/7: www.bclcretailerhub.com

*Support hours may vary on Statutory Holidays.

Compliance

LOTTERY POLICIES

As a new Lottery Retailer, you play an important role in creating a great experience for our players. Our Retailer Policies are here to support you by offering clear, practical guidance on topics like Lottery Site Employee certification, selling and validating tickets, prize payouts, and everyday best practices. Taking a moment to review these policies helps you and your team feel confident, operate smoothly, and build the kind of trust that keeps customers coming back.

Review the full policy manual [here](#) to get the most value from your lottery business and set your location up for long-term success.

VALIDATION MYSTERY SHOPS

Mystery shoppers are active throughout the year, making sure the sale of lottery products are performed with integrity. BCLC executes two (2) types of Mystery Shops completed:

1. **ID 25:** Ensures staff complete age verification for any player who appears to be under 25. Refer to Section [4.1.1 Customer Age Verification](#).
2. **Ticket Validation:** Lottery Retailers are responsible to ensure that ticket validation and prize payout protocols at their sites meet the standards and obligations set out in [Section 6 – Ticket Validation and Prize Payout](#) and the Lottery Retailer Agreement (LRA).

Age-Controlled Locations:

If your location allows minors who are accompanied by a parent or guardian, it is your responsibility to ensure staff always follow the age verification policy. Minors must not purchase lottery products from the Lottery Terminal, SST, or PTVM. Please review the [Preventing the Sale of Lottery to Minors Training](#).

PAYMENT CARD TERMINAL PROCEDURES

BCLC has established the Payment Card Terminal Procedures to ensure that its Hospital Network (HN) operations meet all legal requirements, adhere to PCI security standards, and follow applicable Card Brand rules and regulations. Full details can be accessed here:

PCI Resources:

- [SST Payment Service Procedure](#)

Managing Your Lottery Business

MANAGING YOUR ONLINE GAME BUSINESS

Online tickets sales are one of the biggest opportunities for increasing lottery revenue in your store, and maximizing this potential starts with understanding your role in supporting the programs. Setting up for success is essential - and we're here to help make that easy.

A strong foundation begins with ensuring all lottery signage and materials are current and visible. This includes keeping hurricane and sidewalk signs updated with accurate jackpot amounts, confirming digital signage is functioning properly and displaying all BCLC provided marketing POS materials with selection slips readily available for players.

To further elevate the player experience, it's highly encouraged that all staff understand how the games work so they can confidently answer player questions and guide the through play options.

Effective lottery management also relies on quick, accurate ticket processing and smooth prize redemption - key factors that build trust and encourage repeat visits.

By taking these steps, your store is well-positioned to capture the full revenue potential of lottery products while delivering an exceptional player experience.

Training Resources:

- [Selling Online Tickets](#)
- [Cancelling Online Tickets](#)
- [Validating Online Tickets](#)
- [Prize Payout Limits](#)

For more Online Games training tools visit the [Online Games training page](#) on the Retailer Hub.

MANAGING YOUR SCRATCH & WIN BUSINESS

At Select Locations Only

Managing your Scratch & Win (S&W) business is essential to operating as a successful Lottery Retailer. Executing S&W effectively not only supports your store's revenue opportunities, but also helps maintain an accurate, secure and well-organized inventory that protects your business.

Retailers are responsible for ordering product on their regular call day or through the Retailer Portal, scanning the packing slip when shipments arrive, activating each ticket prior to giving to player and send tickets back to BCLC as directed. When your S&W shipment arrives, it's important to scan the packing slip promptly and display the tickets according to the planogram provided. This ensures inventory remains accurate and your display case stays compliant and easy for customers to browse.

Selling S&W products involved three simple steps: scan the ticket, complete the sale, and collect payment. Scanning is especially important as it confirms the tickets is properly activated and ready for game play and validation.

To help safeguard your business, BCLC recommends that retailers regularly review their inventory using the [Stock Summary Report](#). Daily checks make it easier to spot activation discrepancies early and quickly.

Executional Excellence:

- Display case is full, organized, and free of clutter
- All new and base games are displayed and available for sale to the player
- Current Display case strip is displayed

Training Resources:

- [Scratch & Win Brochure](#)
- [Receiving a Scratch & Win Order](#)
- [Selling Scratch & Win Tickets](#)
- [Cancelling Scratch & Win Tickets](#)
- [Validating Scratch & Win Tickets](#)
- [Returning Scratch & Win Tickets](#)

For more Scratch & Win training tools visit the [Scratch & Win training page](#) on the Retailer Hub.

Managing Your Pull Tab Business

Managing your pull tab business is an important part of delivering a great player experience and maintaining strong, consistent performance in your Hospitality location. When your pull tab order arrives, it's essential to scan the packing slip to ensure inventory accuracy before stocking product. Keeping all pull tab columns full, and in proper working condition helps ensure smooth sales and reduces downtime. Displaying a sample ticket and an accurate price card for each game supports a great player experience. To keep the mix engaging, refresh your pull tab lineup regularly by combining trusted best-selling games with new releases. Following these best practices helps create an inviting, well-managed pull tab offering that keeps customers engaged and coming back.

Ensure your team understands the unique offering for pull tabs, it is a social instant win product that can generate fun and excitement at your location. Pull Tabs are offered exclusively in the Hospitality Network.

Executional Excellence:

- All columns are full and in working condition.
- Each column has a ticket displayed showing the game in column and price point card.
- If your location allows minors, ensure the GameSense PTVM Topper is displayed.

Resources:

- [PTVM Quick Start Guide](#)
- [Pull Tabs at a Glance](#)
- [Pull Tabs Validation Refresher](#)
- [Pull Tabs Buyback Guidelines](#)

Resources

LOTTERY EQUIPMENT

All lottery equipment is provided and owned by BCLC and is made available to retailers for the purpose of selling and supporting lottery products. Retailers are responsible for taking reasonable care of the equipment, including keeping it clean, secure, and in good working condition. Lottery Terminals must remain powered on at the end of the business day and should not be turned off unless directed by BCLC or for approved maintenance reasons. Additional information and detailed care instructions can be found in the following guides:

[Lottery Equipment Guide](#)

COMPENSATION

BCLC offers a variety of compensation programs designed to reward strong performance and support your business's growth. These programs are reviewed annually to ensure they continue delivering value.

- **Sales Bonus Program** – Rewards high sales performance and excellent execution, offering unlimited earning potential.
- **Retailer Seller's Prize** – Provides a prize to retailers who sell winning tickets of \$10,000 or more.
- **Sales Growth Incentive** – Recognizes retailers who achieve \$25,000 or more in year over year revenue growth.-over-year revenue growth.
- **Retailer Commissions** – Offers additional commission opportunities as part of BCLC's commitment to retailer success and exceptional player experiences.

Review the details of each program for your Network using the link below.

[Hospitality Network \(HN\)](#)

REPORTING

Managing Reports, Invoicing, and Daily Balancing

As part of operating your lottery business, there are a variety of reports to support tracking sales, prize redemptions, and ticket inventory. These reports are essential for accurate daily balancing, ensuring your lottery transactions align with your store's accounting practices. While BCLC provides the tools and information you need, each retailer typically develops a system that works best for their location, whether that's integrating reports into existing processes or creating a dedicated routine for lottery reconciliation. Reviewing these reports regularly helps maintain accuracy, avoid discrepancies, and keep your business running smoothly.

Sales Reports: Monthly Sales Reports provide a clear breakdown of your lottery performance and are available each month through the Retailer Portal's self-serve model or from your Territory Manager after their sales visit. Use these reports to identify opportunities to grow your business - such as upselling lottery at the point of purchase, ensuring all Scratch & Win games are fully displayed and available, and confirming your team is well-trained on the Lottery Terminal. Leveraging these insights helps you deliver fast, efficient service and maximize sales potential within your location.

The General Terminal Report (GTR): this information can be pulled 24/7 from your Lottery Terminal(s). Review the General Terminal Report for a complete understanding of how the GTR can support your store's daily, weekly and monthly reconciliation. For more information access the following Information Sheets:

- [The General Terminal Report \(HN\)](#)

The Weekly Invoice: The weekly invoice provides a detailed summary of your location's lottery transactions, back-office adjustments and the total amount due. Your weekly invoice is emailed to your designated contact one business day before your Sweep Day. For more information access the following Information Sheets.

- [Weekly Invoice - HN](#)

The Invoice and General Terminal Reports work together to provide Lottery Retailers with the detail needed to reconcile lottery transactions at their location. Please make use of the information provided in the Invoice and General Terminal Reports to support your locations reconciliation requirements. Learn more here:

- [The General Terminal Report & Invoice \(HN\)](#)

Additional Resources:

[Self-Serve Terminal GTR](#): Provides the transaction breakdown for sales, validations and cancellations processed through the Self-Serve Terminal.

[Self-Serve Terminal Reporting](#): Review this Information Sheet to learn how to navigate and access the Cash Reconciliation Report and Terminal Transaction Reports on the SST.

[QD PTVM Reference Guide](#): Provides helpful information such as how to load tickets, remove bills, review sales and set up new pull-tab tickets for the QD 2000 PTVM.

[AG PTVM Reference Guide](#): Provides helpful information such as how to load tickets, remove bills, review sales and set up new pull-tab tickets for the AG PTVM.

Keeping you informed

BCLC will communicate with you and your team in a few different ways. In addition to support from your Territory Manager and Inside Sales Representative, you will also receive updates through the following communication channels:

Retailer Hub:

The [Retailer Hub](#) is your one-stop shop for all lottery information, resources, and support. It's where you'll find the most up-to-date details on lottery promotions, new ticket releases, operational updates, and training materials for you and your team. Designed for quick access and easy navigation, the Retailer Hub helps ensure you always have the information you need to support your lottery business.

Retailer Portal: The Retailer Portal is a secure website that provides a convenient, self-serve experience that allows retailers to access records and manage day-to-day tasks 24/7. It streamlines operations by offering quick access to place and track orders, review lottery sales, and manage staff lists

Terminal Messaging:

Terminal messages are delivered directly to your lottery terminal inbox. They are intended for frontline staff and provide timely updates, reminders, or operational information. Messages are sent with either **High Priority**, which appear as an immediate pop-up on the terminal screen, or **Low Priority**, which are delivered to the terminal inbox for later review.

Monthly e-Bulletin:

Sent on the 1st of every month, the e-Bulletin gives you a quick snapshot of upcoming promotions, key reminders, and other helpful updates to support your lottery business.

Email:

We keep email communication purposeful and timely. You will receive emails when there is important or time-sensitive information that requires attention from the Owner or Manager, such as operational updates or items that may affect your daily business.

FREQUENTLY ASKED QUESTIONS

Who do I contact I do if I have equipment problems?

Try this troubleshooting Guide first:

- [HN Troubleshooting Guide](#)

If the issue cannot be resolved call or SMS message Lottery Retail Support at 1-800-667-1649. Have your five (5) digit RET ID ready.

Is there Lottery Terminal Training Support?

Yes. BCLC provides comprehensive training resources on the Retailer Hub including e-learning courses, equipment and support videos, game information, training manuals and more.

Where can I find a list of all available Scratch & Win and Pull-Tab tickets?

You can view the full list directly on your Lottery Terminal under Terminal Messages. The list is updated every Friday at 4:00 PM, and additional updates may be posted throughout the week based on inventory changes.

What should I do if I need extra supplies or tickets before my scheduled call day??

There are 4 ways to order tickets and supplies from BCLC:

- Your scheduled Call Day (if applicable)
- [Retailer Portal](#) – ask your Territory Manager for instructions on how to sign up
- [Hotline Inquiries Form](#) on the Retailer Hub
- Contact Lottery Retail Support 1-800-667-1649 to request a call back from your Inside Sales Representative.

What if my order does not arrive?

Call or SMS message Lottery Retail Support at 1-800-667-1649.

What is a Sweep Day?

Sweep Day refers to the day BCLC removes the funds from your account for the amount owed, based on your weekly invoice. Sweep days occur weekly on the same day each week, this could be impacted by statutory holiday days.

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.

Who do I contact if I have a question about my banking?

Contact BCLC Finance & Banking at 1-800-667-0710 or email

KAMAcntCreditAdmin@bclc.com

Do I need insurance for the lottery equipment in my store?

Yes. Your Territory Manager will work with you to determine the value of the lottery equipment in your store and the insurance needed to cover.

What do I do 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. Please **Do NOT** provide players the Lottery Retail Support telephone number.

What do I do if I am selling my location?

Great question. If you are considering selling your location, please connect with your Territory Manager or Lottery Retail Support as soon as possible. Review this [video](#) for more details on the Change of Owner process.

What do I do if I am renovating my location?

If you are planning a renovation, contact your Territory Manager or Lottery Retail Support as early as possible. This helps BCLC prepare and support your location during the closure.

Depending on how long your location will be closed, different protocols may apply. Your Territory Manager will guide you on the steps to follow based on the length of the closure.