# Getting Started

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| Step 1:  Open the Bulloch Information Centre from the Marketing Resource Center (MRC) | Web page providing access to the Bulloch POS Learning Tools and Support Resources. During dedicated preparation time, employees should go to this web page to begin eLearning to use the Bulloch POS. |
| Step 2: Bulloch Basics - eLearning  Access via the Bulloch Information Centre. | Interactive overview of the Bulloch POS, the Bulloch Information Centre, the Simulator and the Support Resources.   * 20-30 minutes |
| Step 3:  Cashier and Site Management Support Resources  Access via the Bulloch Information Centre. | * Customer-Facing Transactions Guide - Quick-reference guide to the most critical customer-facing transactions for Cashiers and Store Managers. Print in colour, laminate, and keep immediately accessible (e.g., under the till). * Common Transactions and Functions Guide - A concise step-by-step guide to the most common and critical transactions and functions for Cashiers and Store Managers. Keep readily accessible. Access online; print, in colour, if desired.   + Esso-Specific Transactions Guide – Detailed description of Loyalty Earn and Redemption transactions with screenshots and additional notes. Accessible via a link in the Common Transactions and Functions Guide. * Bulloch Reference Manual - Over 200 page in-depth guide to the Bulloch POS. Review for assistance processing less common tasks and for Site Management functions. Access online. * How-To Videos - Instructional step-by-step videos of some of the most common transactions. Access online. * Site Management Guide - Detailed guide to reporting using the Bulloch POS and assistance with preparing your staff for success in using the Bulloch POS. Access online; print if desired. Use the Road Map to Success on page 24 to track training. |
| Step 4:  Complete the Simulator  Access via the Bulloch Information Centre. | A mock Bulloch POS system with over 20 Cashier and Store Manager transactions and functions, and Knowledge Checks to test yourself. Provides opportunity to practice transactions and functions exactly as they appear in the Bulloch POS   * 20-30 minutes |

A package of learning tools and support resources has been created to assist you in supporting your staff and in preparing yourself to begin using the Bulloch POS. Review the information below and on the next page to help you get started. This information, with more detail, is included in the Site Management Guide.

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## Tips for tablet use

It is recommended the Bulloch POS training is completed on a tablet, a desktop or a laptop. To help ensure you get the most benefit from the learning tools and resources, review the tips for tablet use below:

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| Screen Management | In the Display settings on your device, set the screen sleep settings to “Never”. This will avoid the screen going dark while reading or completing an activity. |
| Orientation | The learning materials can be viewed in both landscape or portrait orientation. Generally, landscape orientation is the preferred option to provide the best view.  To change this setting, either turn the tablet around until it is in landscape position. The picture will also turn.  If this option is not available, change the orientation setting in the Settings of the device. |
| Zoom Level | To best view and read some of the images and text, you may need to either zoom in or out on the screen.  If you’re device is touchscreen, simply put your thumb and pointer finger on the screen. To zoom out, move them away from each other. To zoom in, move them together.  If the overall zoom is consistently too large or too small, the zoom level can also be changed in the screen display Settings on your device |

## Support

If you experience issues with your Bulloch system, there are a number of tools and resources available to reduce the impact to your site. This section covers the support available to you and your staff:

### First-line support for employees:

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| Bulloch information Center | * Support Resources * Simulator * How-To Videos |
| Manager & Assistant Manager | Ask for assistance when needed. |
| Call Esso Help Desk | If the issue cannot be resolved, please call  1-800-268-7107 for assistance. |