

Quick Reference Guide: Receiving Scratch & Win Ticket Orders



In this Quick Reference Guide you will learn the necessary steps to receive a Scratch & Win ticket order using your Lottery Terminal. If the steps are not completed in full, you will not be able to sell the Lottery Tickets to your customers.



Follow these steps:

1 Accepting a Delivery

Before accepting a Ticket delivery, ensure the parcel is meant for your location. If not, do not sign for the delivery. You will not be able to receive the Ticket order on your Lottery Terminal or sell Tickets that are intended for another location.

2 Verify the Order Contents

- Count the number of bags. Ensure that you have received all the bags for the order, i.e. 1 of 3, 2 of 3, 3 of 3.
- Open the bag(s) and locate the Packing Slip. Verify the contents match what is indicated on the Packing Slip.

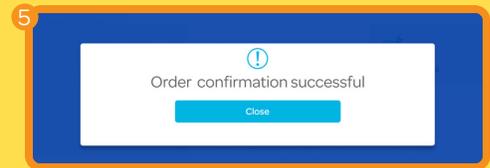
If you have not received all your packages, or the Tickets you have received does not match the Packing Slip, do not scan the Packing Slip and contact Lottery Retail Support.

3 Scan the Packing Slip to Receive the Order on the Lottery Terminal

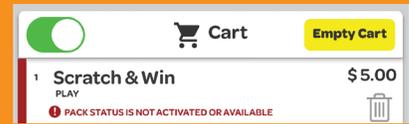
The screenshot shows the bclc lottery terminal interface. The top bar displays '16:45 Tuesday 30 August' and 'ID 103456789-0'. The main screen is titled 'Instant Games' and has a 'Receive order' button circled in orange. Below this, the 'ORDER NUMBER' is '05-975241-987653-06-9'. A numeric keypad is visible with buttons for 1-9, 0, and Clear. A 'Confirm' button is circled in orange at the bottom right. To the right of the screenshot is an illustration of a hand using a scanner to scan a packing slip, with an arrow pointing to the terminal screen.

1. Tap **Inventory** icon.
2. Tap **Receive Order**.
3. **Scan the Packing Slip** using the Lotto Scanner, or by placing the barcode facing up on the Ticket Tray.
4. Select **Confirm**. If the Confirm button remains greyed out, check the Retailer name on the Packing Slip. Orders are associated with Retailer Number, therefore, orders that do not belong to your location cannot be received.

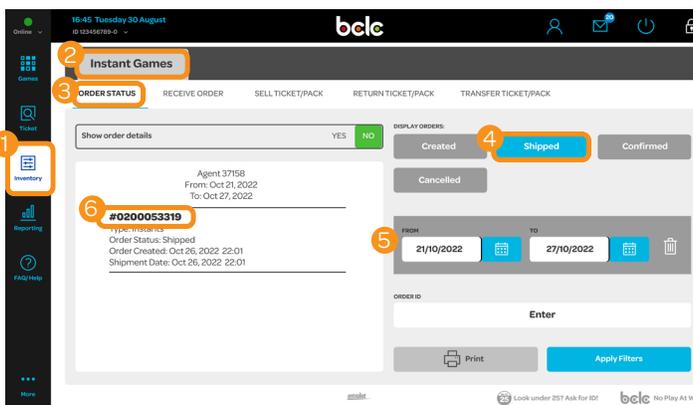
- An order confirmation message appears. Tap **Close** and you have completed receiving the order.



TICKETS CANNOT BE SOLD IF ORDER IS NOT RECEIVED.
An error message will appear when you scan the Ticket to the Cart at checkout.



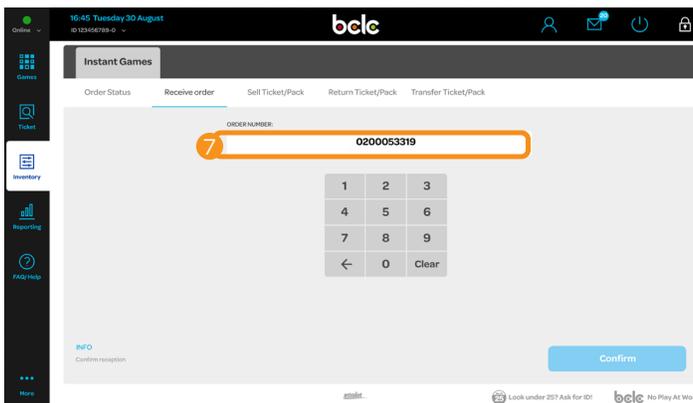
Manually Receive A Ticket Order



In the event of a lost or missing Packing Slip, you can receive the order manually by using the Ticket Order Ref Number obtained within the Lottery Terminal.

Obtain the Ticket Order Ref Number:

- Tap on **Inventory** icon.
- Select **Instant Games** tab.
- Select **Order Status**.
- Tap on **Shipped** button.
- Select your call day in the **From** field. Select the next business day to your call day in the **To** field.
- Write down the **Ticket Order Ref Number**.



Complete receiving the order:

- Return to the **Receive Order** screen. Enter the **Ticket Order Ref Number** exactly as it appears, starting with a 0.

TICKET ORDER ERRORS

There are two order error scenarios:

- Discrepancy between invoice and Tickets in the order.
- Discrepancy between Tickets in order and what was ordered.

For both scenarios Contact Lottery Retail Support at 1-800-667-1649.



Visit the BCLC Retailer Hub for more information and training videos.