

 10 MIN READ, 12 PAGES



Scratch & Win

Receiving Ticket Orders

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Text or call Lottery Retail Support:
1-800-667-1649



Scratch & Win

Receiving Ticket Orders



Receiving a Scratch & Win Ticket Order by scanning the Packing Slip is a critical step as it enables the Tickets' selling capability. **Without scanning the Packing Slip, Tickets cannot be sold.**

Knowing the elements associated with each step will set you up for success.

Receive your Ticket Order in 3 Easy Steps:



1. Accept the Delivery

- Only Tickets assigned to your location can be received on the Lottery Terminal.
- Always check the Account name on the shipping label, and confirm it is meant for your location.
- If it is not your location, decline the delivery.

Shipping Label



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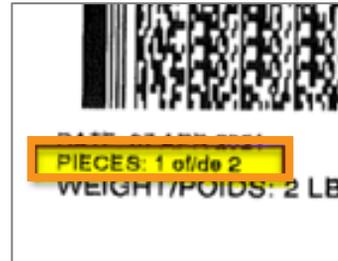
2. Verify the Order Contents

Verifying the order is correct will support accurate inventory tracking and reporting.

Bag Count:

- Confirm that all the bags have been delivered.
- The number of bags for the order is indicated on the shipping label.
ie. 1 of 2, 2 of 2

Shipping Label



Order Contents:

- Open the bag(s).
- Locate the Packing Slip.
For multi-bag orders, the Packing Slip will only be found in one of the bags.
- Cross reference the inventory received against the items listed on the Packing Slip.

Packing Slip

Packing Slip

Ticket Order Ref. Number : 0200053398 FEB-02-2023

Retailer Information

Retailer Number: RET54321
ABC Company
1357 Fraser Way
Vancouver, BC V3B 2T1

Product Information

Material Code	Description	Qty Shipped
31-997433-00	\$5 Out of This World	5
31-998477-00	\$5 Shooting Stars	2

PAYABLE UPON TICKET SALE

Material Code	Description	Qty Shipped	Estimated Unit Cost	Estimated Total
31-001125-00	\$2 Blackjack IV	50	\$ 1.90	\$ 95.00
				\$2 Lottery Product
				\$ 95.00
31-009873-00	\$5 Set For Life	50	\$4.75	\$237.50
				\$3 Lottery Product
				\$237.50
ESTIMATED PAYABLE 28 DAYS FROM PACKING SLIP DATE				\$332.50

If there are any errors with your order, call Lottery Retail Support for resolution before proceeding to scan the Packing Slip.



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3. Scan the Packing Slip

Once the order is verified, it is time to scan the Packing Slip and confirm the order 'Received'.



Packing Slip



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 ABC Company
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 Vancouver, BC V3B 2T1

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	\$3 Lottery Product			\$237.50
ESTIMATED PAYABLE 28 DAYS FROM PACKING SLIP DATE				\$332.50



Confirming the order 'Received':

- Moves Tickets into your account's inventory
- Enables the ability to sell the Tickets
- Populates the Stock Summary Report

Not applicable for Traditional Tickets.

Tickets CANNOT BE SOLD if order is not received on the Lottery Terminal.

 [Read More](#)

 [Watch More](#)

For step-by-step instructions on how to receive Scratch & Win Tickets



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Supplies and Point of Sale Materials

Packing Slips for orders that consist of supplies and/or Point of Sale (POS) materials only, do not have a barcode, and do not require scanning into the Lottery Terminal.



Packing Slip



Packing Slip

NO SCANNING REQUIRED-POS ONLY

Ticket Order Ref. Number : 0200052865 MAY-12-2022

Retailer Information

Retailer Number : RET26000
 7-Eleven Store #33417
 1090 HOMER STREET
 Vancouver, BC V6B 2X5

Product Information

Material Code	Description	Qty Shipped	Estimated Unit Cost	Estimated Total
280003	Lotto Max Regular SS (500)	500	\$ 0.00	\$ 0.00
280000	A1 Terminal Ticket Rolls - Box	1	\$ 0.00	\$ 0.00
				\$ 0.00
ESTIMATED PAYABLE 28 DAYS FROM PACKING SLIP DATE				\$ 0.00



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Scenarios and Resolutions

Incorrect Location

If the order is delivered to the wrong store, you must decline the delivery. In the event the order was mistakenly accepted, contact Lottery Retail Support to coordinate pick up.

Ticket orders are associated with Retailer ID; therefore, the Packing Slip from an incorrect delivery cannot be scanned or received. If you attempt to receive an order that was meant for another location, the Confirm button will remain grey and cannot be selected. If this happens, contact Lottery Retail Support and report the error.

Missing Package (Multi-Bag Order)

If multiple bags are identified on the Shipping Label, wait until all the bags have been delivered before scanning the Packing Slip. If the full shipment does not arrive within 2 business days, Contact Lottery Retail Support.

Missing Packing Slip

For a lost or missing Packing slip, you can receive the order manually by using the Ticket Order Ref Number obtained from the Lottery Terminal on the Order Status screen, or a copy of the Packing Slip can be found in the Delivery Notification email sent to the Lottery Key Contact.

Order Already Received

Orders can only be received once. An error message will appear if attempting to receive an order when the Packing Slip has already been scanned and confirmed.

Tickets Lost or Stolen

Once the Packing Slip is received on the Lottery Terminal, the product is assigned to your location. BCLC encourages all Retailers to develop a process to track Scratch & Win pack numbers in the event of loss or theft. In the event of lost or stolen product, contact Lottery Retail Support.



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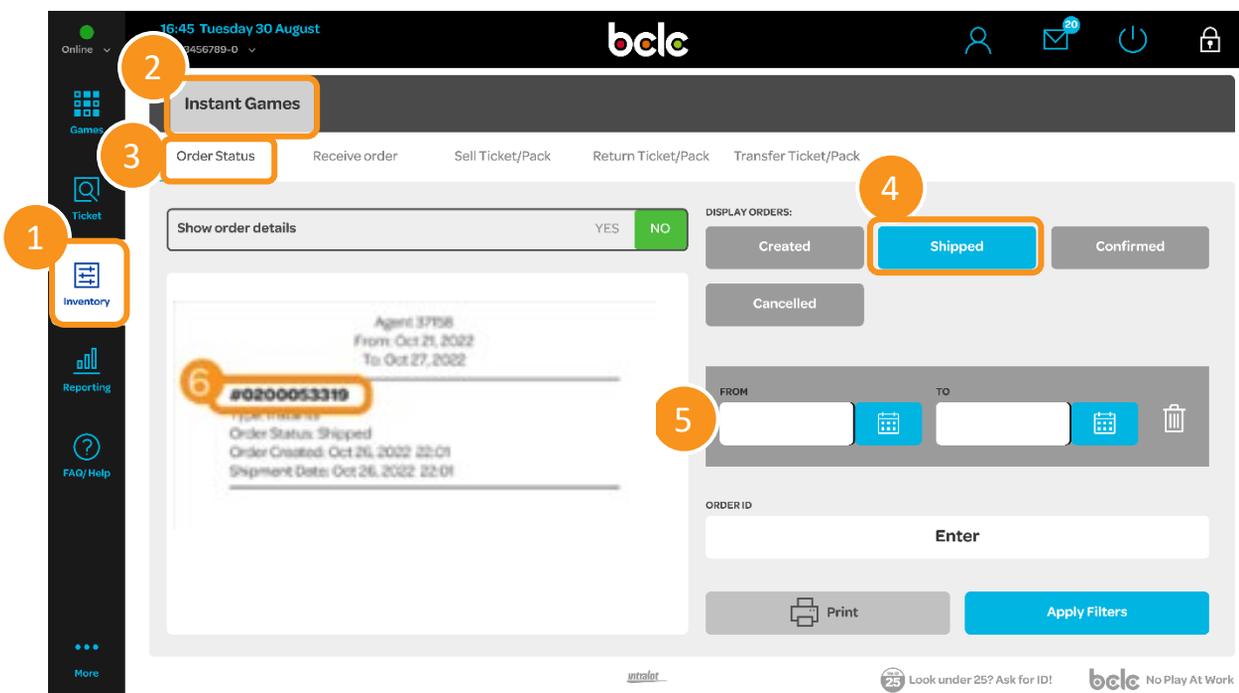


Manually Receive a Ticket Order

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:

1. Tap on **Inventory** icon.
2. Select **Instant Games** tab.
3. Select **Order Status**.
4. Tap on **Shipped** button.
5. Select a date range for orders that have been placed but not received.
6. Write down the Ticket Order Ref Number. You will input this number to complete receiving the order.



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Scratch & Win

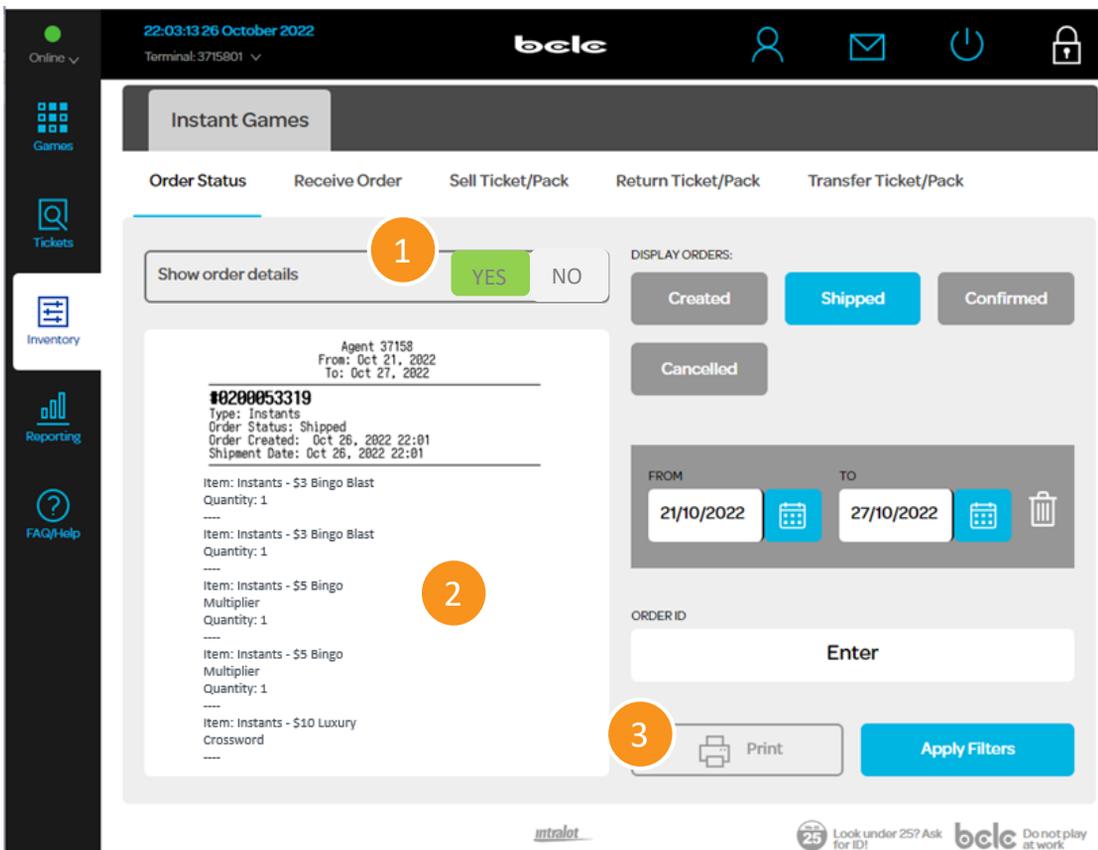
Receiving Ticket Orders



Manually Receive a Ticket Order continued

View/Print Order Details to Verify Order Contents:

1. Tap **YES** to Show order details
2. Review Order Details, scroll on-screen, or
3. Tap the grey **Print** button



Note: The list of games will be by individual pack (ie. the same game will show 5 times with quantity of 1 if the order contains 5 books).



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Scratch & Win

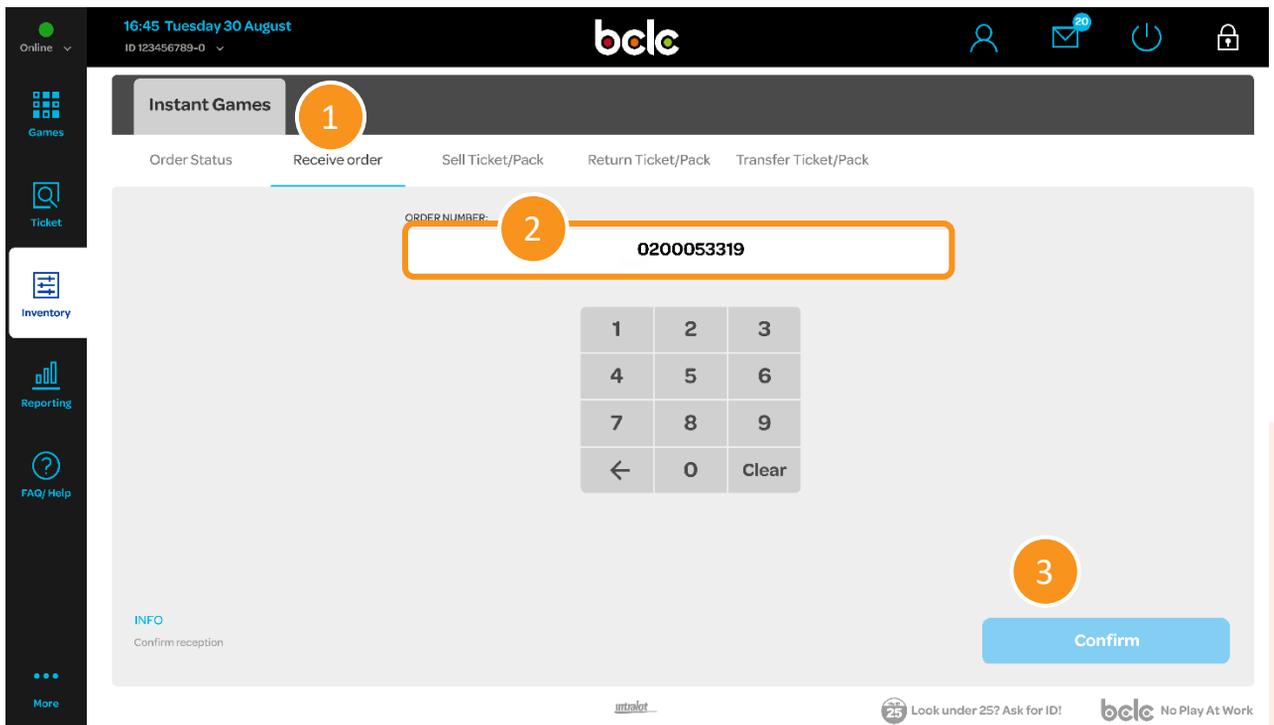
Receiving Ticket Orders



Manually Receive a Ticket Order continued

Complete Receiving the Order

1. Return to the **Receive Order** screen
2. Enter the Ticket Order Ref Number exactly as it appears, starting with a 0
3. Tap **Confirm** to complete receiving the order



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Scratch & Win

Receiving Ticket Orders



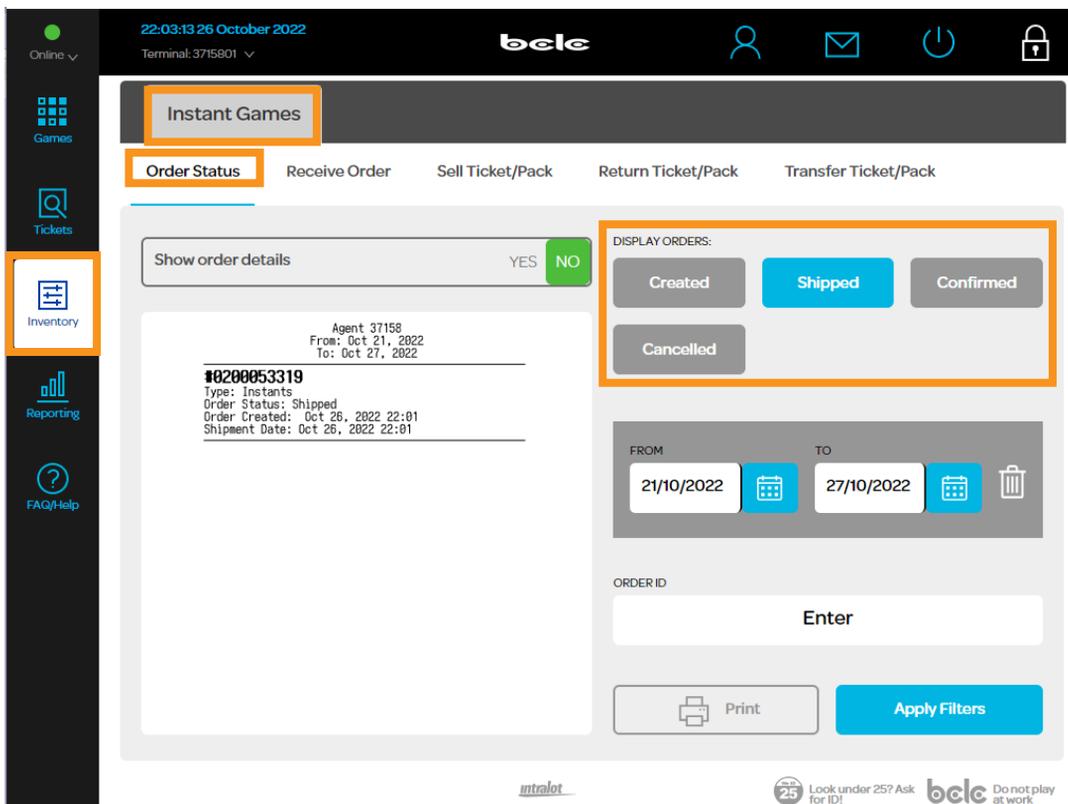
The Order Status Screen

Orders in various statuses can be viewed on the Lottery Terminal.

Go to: The **Inventory** menu > **Instant Games** tab > **Order Status**

Order Status Details

- **Created:** Not applicable.
- **Shipped:** The order has been shipped from BCLC warehouse, and not yet received on the Lottery Terminal.
 - Select a date range for orders that have been placed but not received.
- **Confirmed:** Orders that have been successfully received on the Lottery Terminal
- **Cancelled:** The order has been cancelled by BCLC



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Order Details Example

The items included in the order details are identical to those found on the Packing Slip.

Agent 10259 From: Oct 21, 2022 To: Oct 27, 2022	lotto!
#0200053319 Type: Instants Order Status: Shipped Order Created: Oct 26, 2022 Shipment Date: Oct 26, 2022	bele
Item: Instants - \$3 Bingo Blast Quantity: 1 ----	bele
Item: Instants - \$3 Bingo Blast Quantity: 1 ----	lotto!
Item: Instants - \$5 Bingo Multiplier Quantity: 1 ----	bele
Item: Instants - \$5 Bingo Multiplier Quantity: 1 ----	lotto!
Item: Instants - \$10 Luxury Crossword Quantity: 1 ----	lotto!

Ticket Packs are listed individually (ie. Quantity: 1)
For example, two instances of \$3 Bingo Blast means the order includes 2 packs of \$3 Bingo Blast.



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Retailer Policy

What is the policy on Receiving Ticket Orders?

Lottery Retailers must receive a Ticket order before selling any inventory of Tickets included in that specific order. This involves using the 'Receive Order' function on the Lottery Terminal to input the order number and confirm its receipt. Each Ticket order is assigned to a Site and can only be received by that Site using the Lottery Terminal.

Lottery Retailers must receive orders in their entirety. If an order arrives with missing Ticket inventory in comparison to the Packing Slip, it must be reported to Lottery Retail Support. Receipt of such an order should be withheld until the discrepancy is resolved.

Lottery Retailers are responsible for managing their Ticket inventory. Immediate reporting of any discrepancies in Ticket or Pack inventory to Lottery Retail Support is mandatory. Failure to report inventory discrepancies may result in the Lottery Retailer being charged for the unaccounted Tickets.

All Tickets should be treated as cash, irrespective of their activation status.



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