

# Scratch & Win

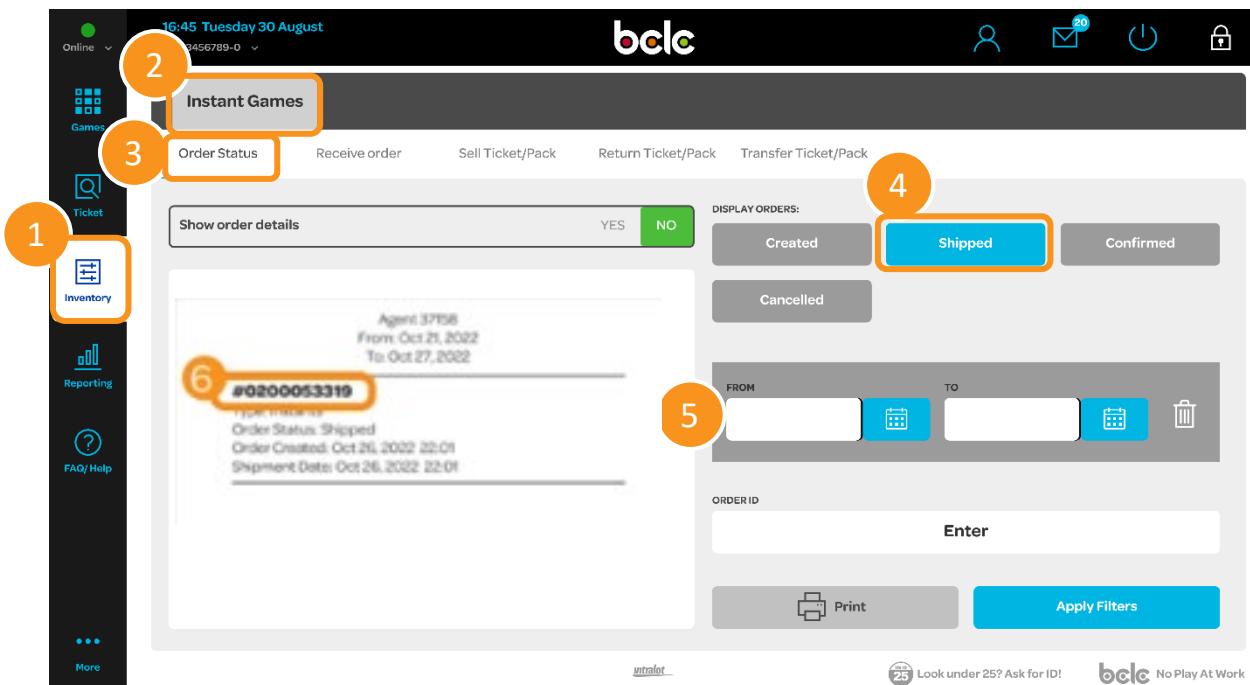
## Manually Receive a Ticket Order



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.



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



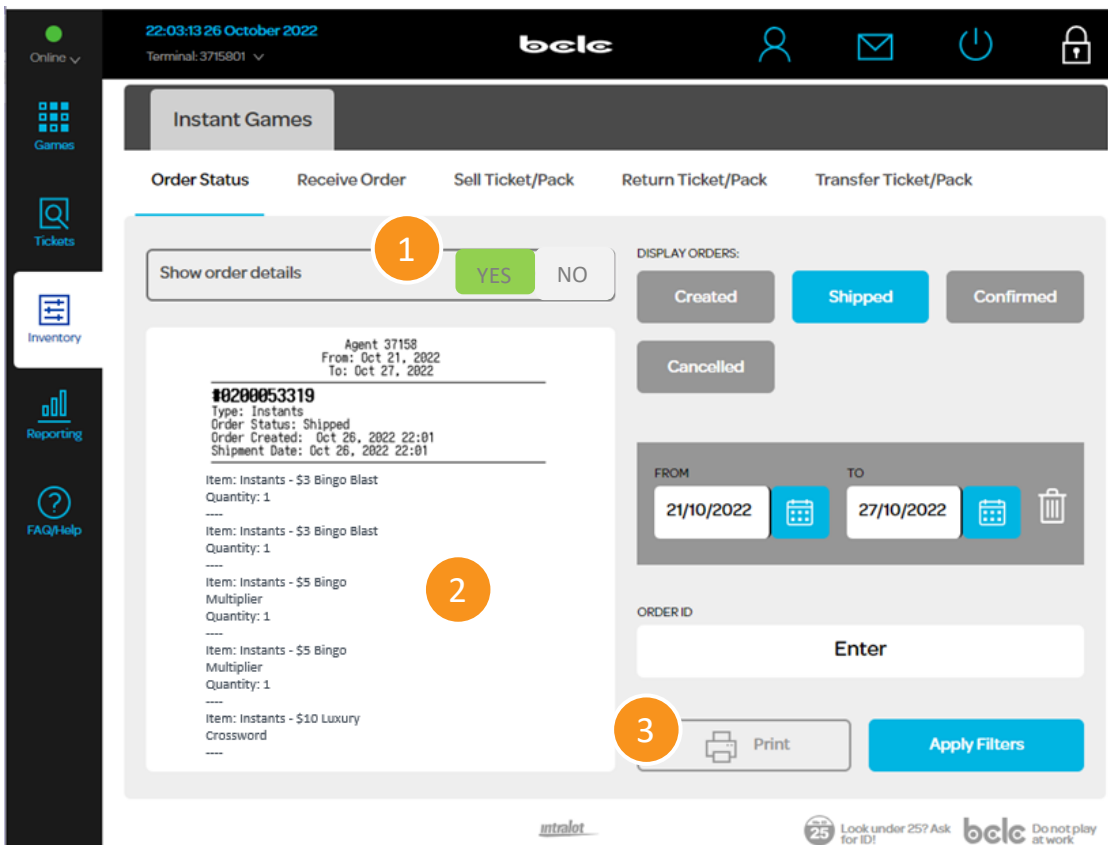
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## Manually Receive a Ticket Order



### 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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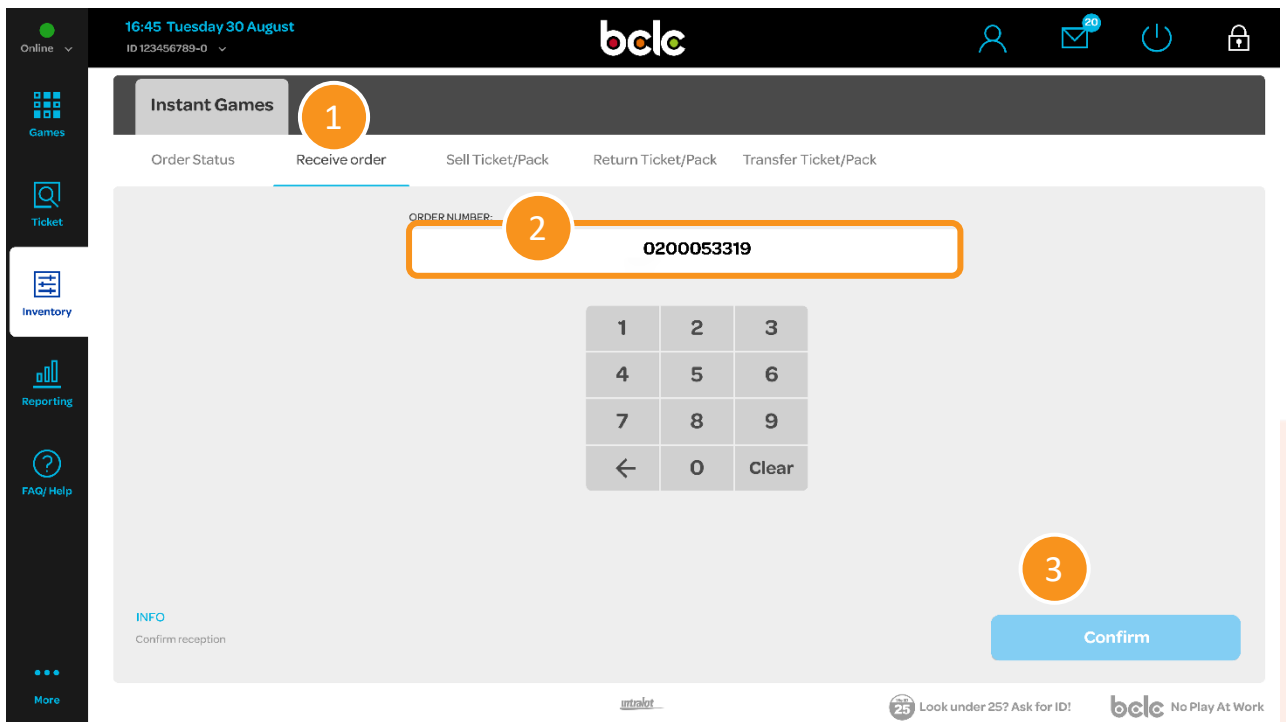
## Receiving Ticket Orders



### 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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## Receiving a Ticket Order



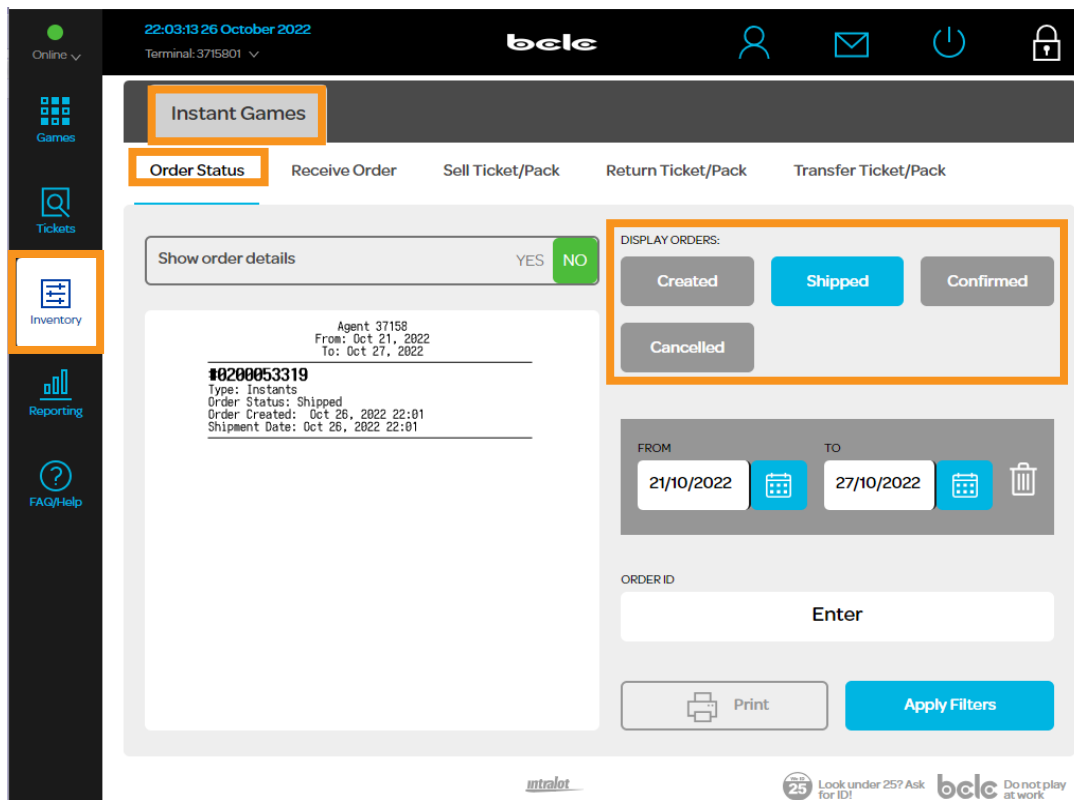
### The Order Status Screen

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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## Receiving a Ticket Order



### Order Details Example

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

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



### 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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