

NEW RELEASE – TICKET DELIVERY (PILOT)

Starting February 2, 2026



Overview

BCLC is piloting a new way to deliver New Release tickets for RSG, starting with the February 2, 2026 launch. This change is designed to make launches smoother and help you maximize sales.



What's Changing

- Pre-orders** will be taken with regular ticket orders the week before launch
- New Release tickets will be delivered along with regular tickets the week before launch**
 - Regular tickets:** White courier bag
 - New Release tickets:** **Green** courier bag with launch date sticker
- Regular tickets and New Releases will appear on the **same Packing Slip**
- Packing Slip will be inside the white bag** with regular tickets.



What You Need To Do

- Scan the Packing Slip** to receive the order on the Lottery Terminal once tickets arrive
- Hold New Release tickets until launch date** shown on the sticker on the green bag
- New Release tickets cannot be activated or sold before launch—attempting to do so will result in an error.
- Always activate tickets through the terminal before selling. Tickets sold without activation prevents players from checking and validating the ticket results, and sales and inventory reporting for your site will be inaccurate.



Benefits to You

You'll have New Release tickets on hand early, so you can display them first thing on launch day—no more waiting for afternoon deliveries and missing out on sales.



Contact your **Territory Manager** or
Lottery Retail Support: 1-800-667-1649



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Questions & Answers

What happens when I scan the Packing Slip?

Scanning the Packing Slip transfers the inventory of both regular tickets and New Release tickets to your store and updates your Stock Summary report. You will **not** be charged for any tickets at this point. Payment is triggered upon sale/activation.

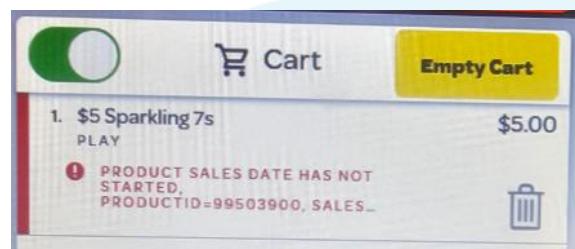
What should I do with the New Release tickets that arrive early?

It is recommended keep them in the green bag inside your safe until the designated launch day. On launch day, add them to your regular inventory and display them as usual.

What happens if I try to scan and checkout a New Release ticket before the launch date?

Tickets will not be active in the lottery system before the communicated launch date. While the ticket will scan to the cart, tapping Checkout will result in an error. The ticket or pack will remain inactive, and the sale will not be processed.

Error message when attempting to sell/activate prior to the launch date:



Can I sell tickets over the counter without processing them through the terminal?

No. Tickets should never be sold over the counter without being activated through the lottery terminal. Do not display, activate or sell New Releases until the communicated launch date.

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