10 MIN READ, 10 PAGES

Pull Tabs

Receiving Ticket Orders

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

Retailer Hub

Pull Tabs
Receiving Ticket Orders

New Lottery Terminals will change the way Retailers receive Pull Tabs Tickets. Receiving an order by scanning the Packing Slip is a critical step to complete the transfer of product to your location. **This information sheet will provide step by step instructions to successfully receive a Pull Tabs order.**

Receive your Ticket Order in 3 Easy Steps:

1. Accept the Delivery	→	2. Verify the Order Contents	→	3. Scan the Packing Slip

NEW

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

Purolator

FROM/DE
BCLC
2940 Virtual Way,
Vancouver, BC
V5M 0A6

TO/A
ABC LOTTERY
1234 1ST STREET
NANAIMO BC
V1H 4Z2

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Pull Tabs
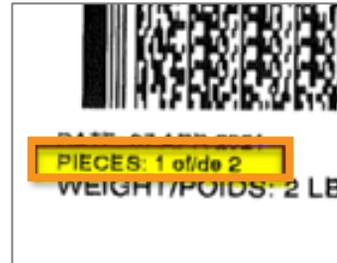## Receiving Ticket Orders

2. Verify the Order Contents

Verifying the order is correct, will support accurate inventory reporting.

Shipping Label

Box Count:

- Confirm that the number of boxes you ordered have been delivered.
- The number of boxes for the order is indicated on the shipping label.
  Ie. 1 of 2, 2 of 2

Packing Slip

Order Contents:

- Locate the Packing Slip found in a clear envelope on top of the box.

  For multi-box orders, the Packing Slip is found on one of the Pull Tabs boxes.

- Cross reference the inventory received against the items listed on the Packing Slip.

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.

1. Tap **Inventory** icon.

2. Tap **Receive Order t**ab.

3. Scan the Packing Slip by placing the barcode facing up in the Ticket Tray, or by using the Lotto Scanner.

4. Select **Confirm**. If the Confirm button remains greyed out, check the Retailer name on the Packing Slip.

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

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Receiving Ticket Orders

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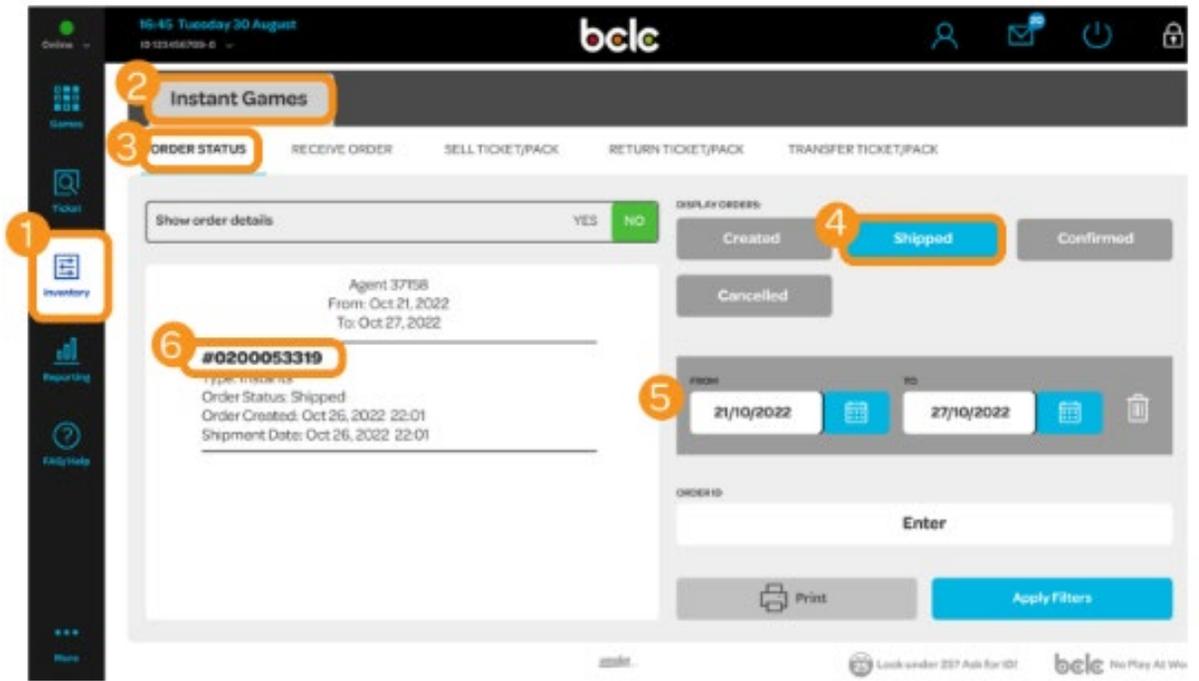
Text or call **Lottery Retail Support:**
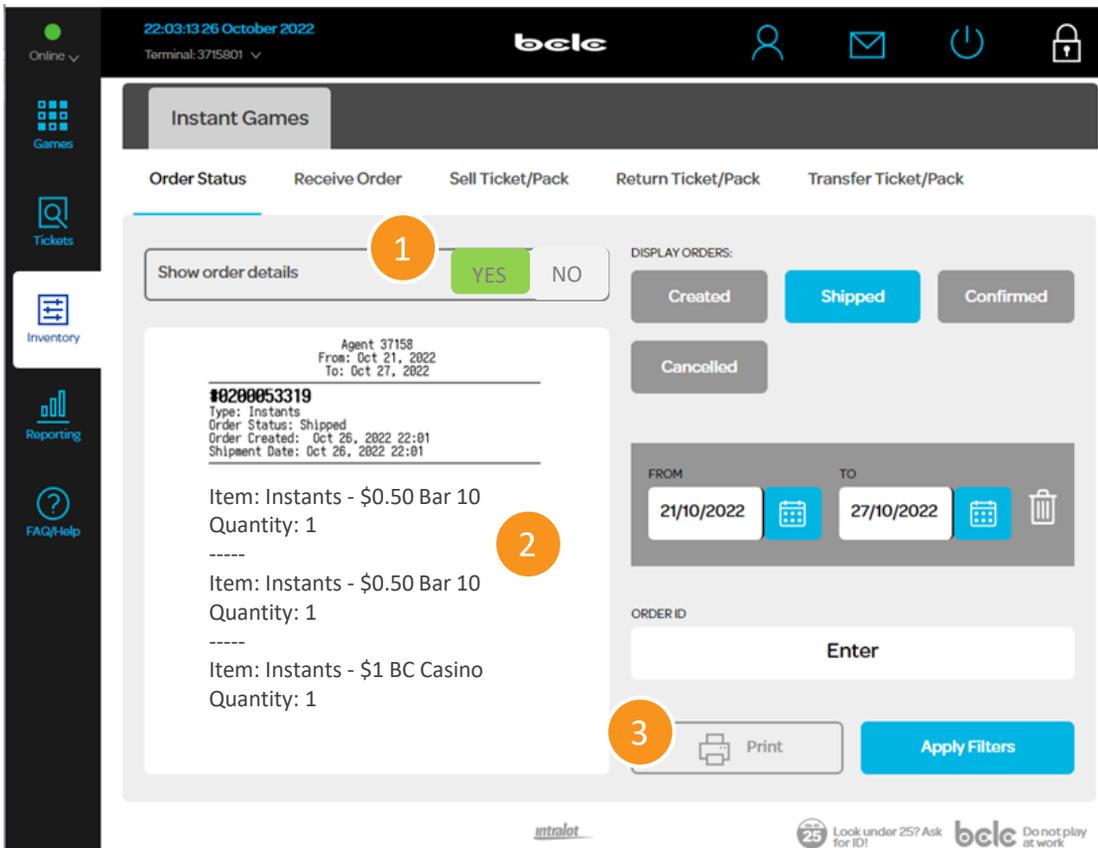**1-800-667-1649**

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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 displays by individual game. Therefore, the same game will show twice with quantity of 1 if the order contains 2 boxes.

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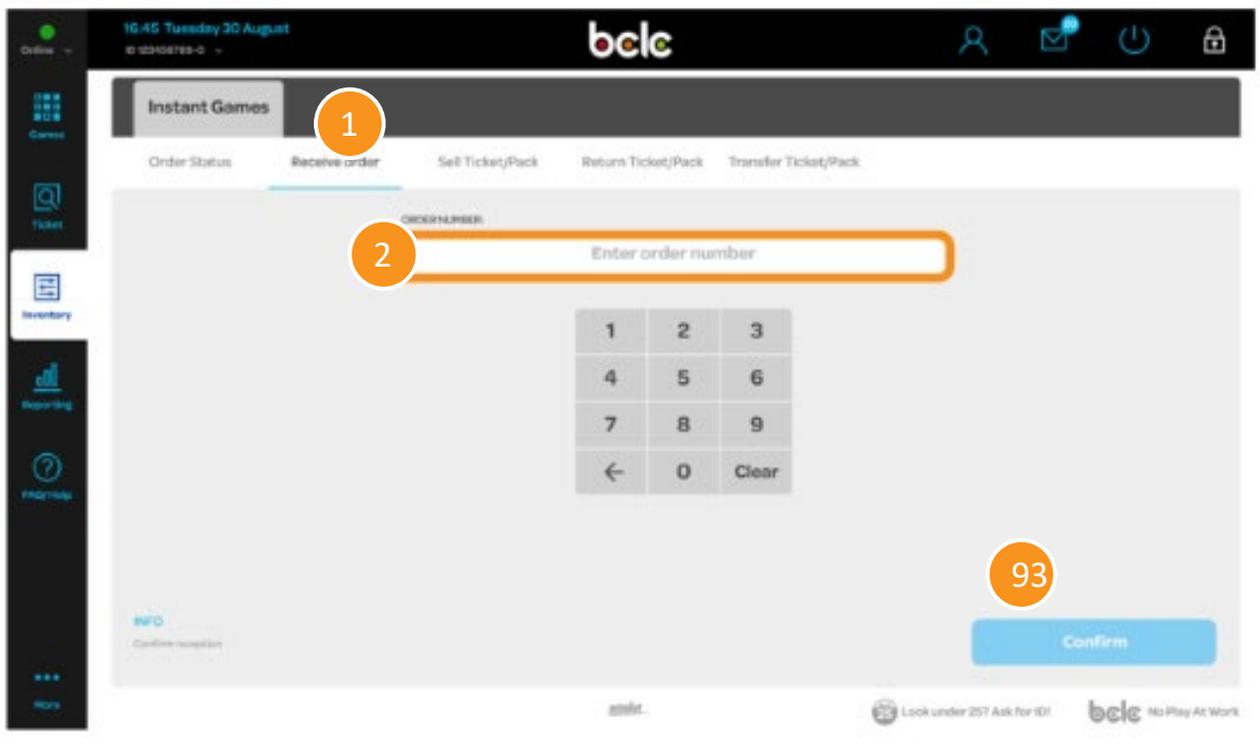**1-800-667-1649**

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Receiving Ticket Orders

Manually Receive a Ticket Order - Last Step

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. Tab Confirm to complete receiving the order

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Pull Tabs
Receiving Ticket Orders

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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lotto! Retailer Hub
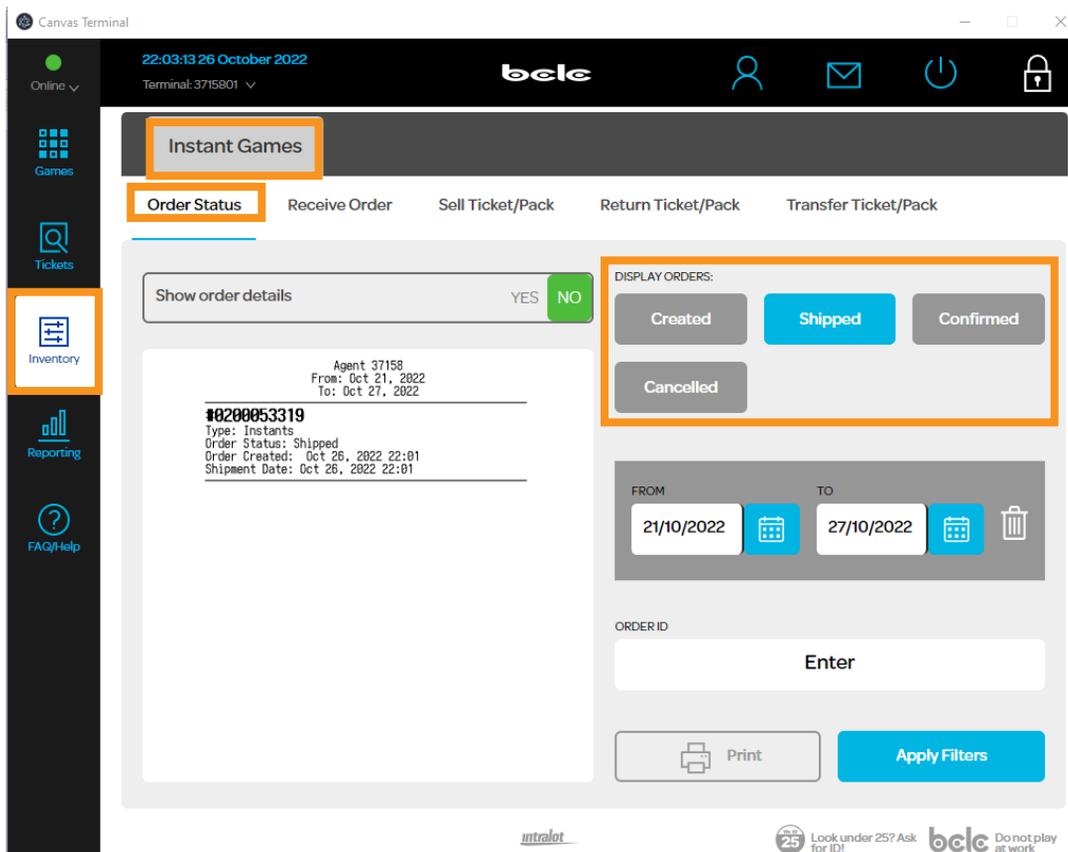
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The Order Status Screen

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

Go to: The **Inventory** menu > **Order Status**

Order Status Details

- **Created**:   Not applicable
- **Shipped:**   The order has been shipped from BCLC warehouse.

    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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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 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 product in the event of a loss or theft. In the event of lost or stolen Tickets, contact Lottery Retail Support.

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