

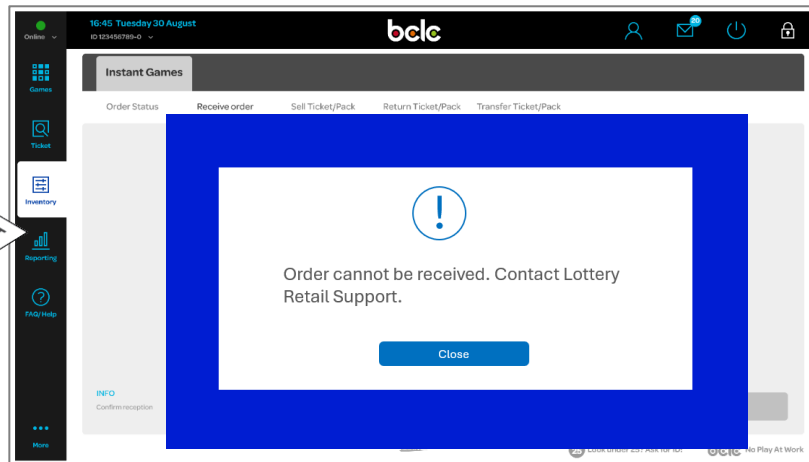
# Receiving an Order

## 'Order Cannot be Received' Error Code



This information sheet offers essential troubleshooting advice for the terminal Error Message: 'Order cannot be received - Contact Lottery Retail Support'.

### When scanning the Packing Slip is the 'Order cannot be received' error message popping up?



### Before calling Lottery Retail Support do these 2 things:

1. **Check the Packing Slip** to ensure that the order is for your location. If the order is not intended for your location, contact Lottery Retail Support.

Always verify the order contents, and the Account name on the Packing Slip to confirm the order is meant for your location.

bclc		Packing Slip		
Ticket Order Ref. Number : 0200053398		FEB-02-2023		
<b>Retailer Information</b>				
Retailer Number: RET54321 ABC Company 1357 Fraser Way Vancouver, BC V3B 2T1				
<b>Product Information</b>				
Material Code	Description	Qty Shipped		
31-997433-00	\$5 Out of This World	5		
31-999477-00	\$5 Shooting Stars	2		
<b>PAYABLE UPON TICKET SALE</b>				
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
<b>ESTIMATED PAYABLE 28 DAYS FROM PACKING SLIP DATE</b>				<b>\$332.50</b>



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



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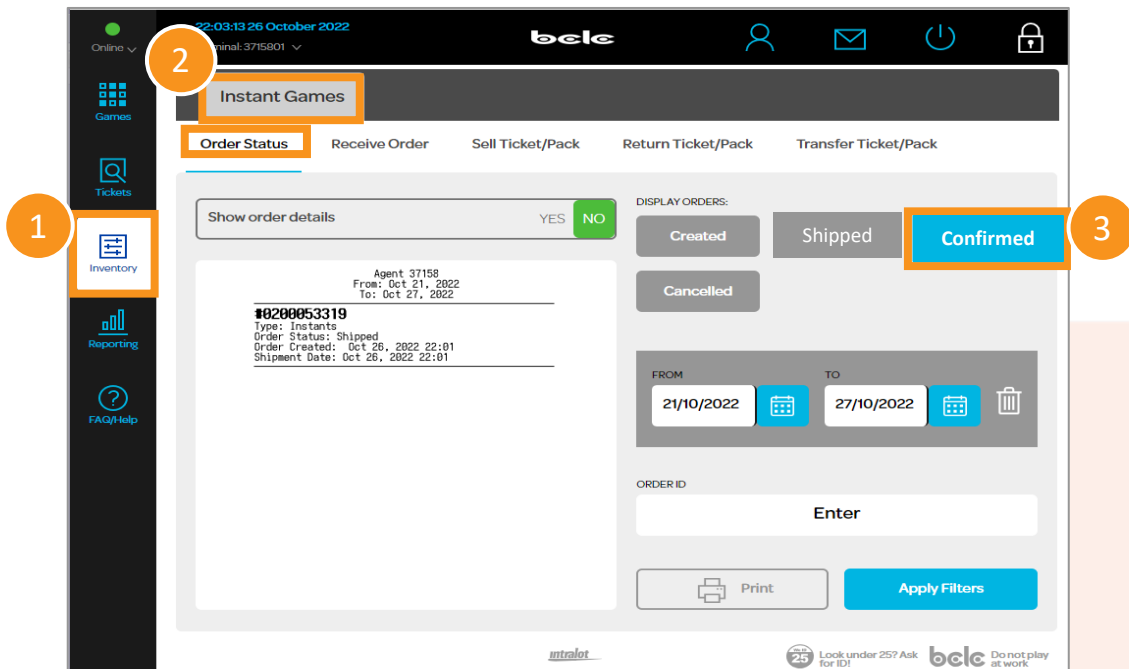
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### 2. Check the Order Status:

1. Tap the **Inventory** menu
2. Tap **Order Status** tab
3. Select **Confirmed**

If the order number is listed on the terminal screen as Confirmed, the order has already been received and no further action is required. If the order is not listed as Confirmed, repeat the steps for scanning the Packing Slip. If the error message persists, please contact Lottery Retail Support.



For additional information on Receiving a Scratch & Win Ticket order:

[PDF Read More](#)



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