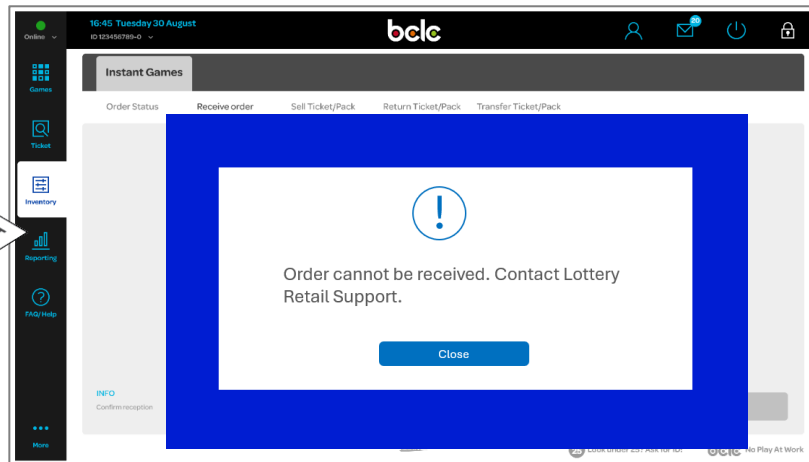# Receiving an Order
'Order Cannot be Received' Error Code

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.

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

lotto! Retailer Hub
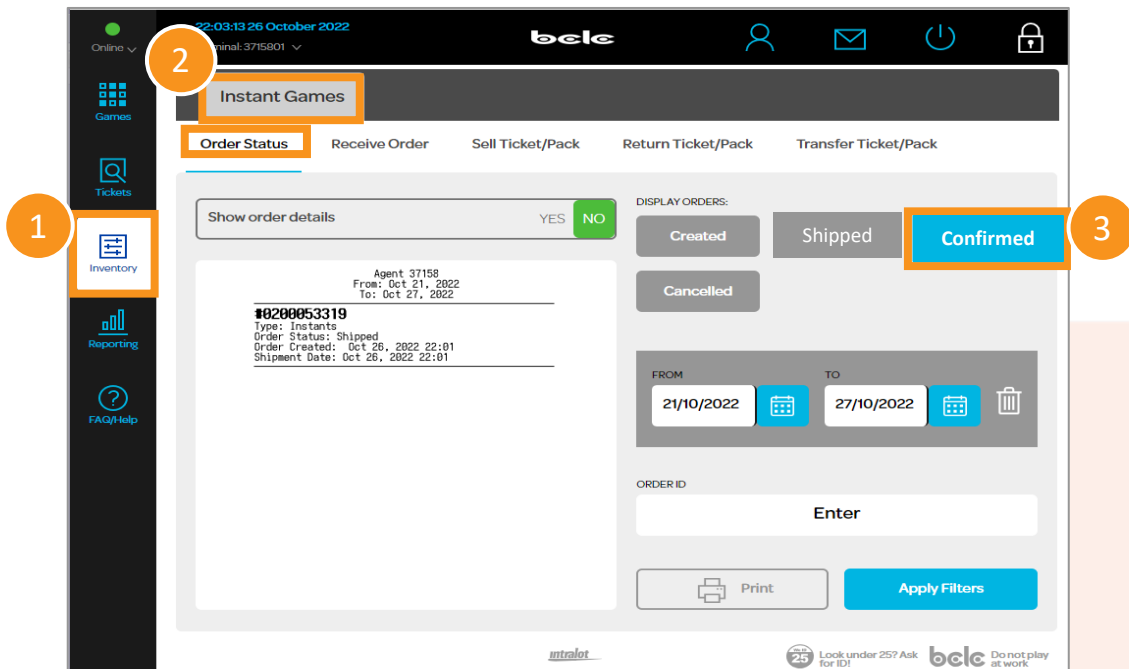
Receiving an order
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2.   Check the Order Status:

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

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

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