

# NEW INSTANT TICKET ORDERING SYSTEM LAUNCHING JULY 17, 2023

With OLG's new INSTANT ticket ordering system, retailers will automatically receive INSTANT ticket orders based on sales, activation history and real-time product monitoring.

## BENEFIT

Real-time monitoring of retailers' INSTANT sales and inventory will automatically identify stock that needs replenishing, freeing up retailers' time previously spent on the phone.



## IMPACTS TO RETAILERS

SYSTEM-GENERATED INSTANT TICKET ORDERS	SUPPLY ORDERS ON LOTTERY TERMINAL	RETURNS
<ul style="list-style-type: none"> <li>✓ Retailers will no longer receive a phone call to place ticket orders.</li> <li>✓ Retailer orders for INSTANT tickets will be system-generated based on a retailer's sales and activation history <b>and real-time product monitoring.</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Supply orders for items such as Selection Slips and ticket paper rolls will be made on the lottery terminal.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Retailers will continue to process returns as they do now.</li> <li>✓ Retailers can call OLG at 1-800-387-0104 to close a return when convenient for them.</li> </ul>
<b>Retailers can still contact us with any questions about tickets, inventory and new games by calling 1-800-387-0104.</b>		


## TICKET AND SUPPLY ORDER SHIPMENTS

### Container Packing Report

- Your packing slip will be referred to as the **Container Packing Report** and will be included in all INSTANT ticket and supply orders detailing the contents of the order.
- You may receive multiple bags depending on the size of your ticket or supply order.
- Each bag you receive will include a **Container Packing Report** detailing the contents of the bag.

### Receiving INSTANT Ticket Orders

- A courier will continue to deliver INSTANT tickets and supplies.
- Once you receive the order, verify that the name and address on the label are correct.
- Confirm that the contents of each bag match the **Container Packing Report**.
- If there are any discrepancies, call OLG at 1-800-387-0104 immediately.

 <b>Container Packing Report</b>			
Mississauga DC  6035 Kestrel Road Mississauga, ON L5T 1Y8 CAN		<b>Retailer Location:</b> 100048 TOTAL CONVENIENCE 193 LAKESHORE RD MISSISSAUGA, ON L5G 1G2 CAN	
		<b>Order number:</b> OLCG-0002851  <b>Container ID:</b> OLCG-000009199 <b>Date:</b> 2022-12-08	
Game Number	Description	Assigned Packs	Ticket Qty
31-00036	BHS POL TEST \$1 (31-0036)	0012287 0012288 0012289 0012290 0012291 0012292 0012293 0012294 0012295 0012296 0012297 0012298 0012299 0012300 0012301 0012302 0012303	70 70 70 70 70 70 70 70 70 70 70 70 70 70 70 70 70
<b>Item Group</b> 01INST - Instant \$1		<b>Pack Qty</b> 17	
<b>Total Pack Qty</b>		17	



# MONITOR ORDERS USING THE PACK INVENTORY/LAUNCH REPORT

To access this report, touch **INSTANT** from the **Main Menu**.  
Then touch **PACK INVENTORY/LAUNCH** and the report will print.

**REMINDER: THIS REPORT AUTO-PRINTS ON MONDAY MORNING AT TIME OF SIGN ON.**

## PACK INVENTORY/ LAUNCH REPORT

AS OF/EN DATE DU  
26-MAR/MAR-2018  
Terminal #01336

### COMING SOON

PRODUCT	LAUNCH	#PACKS
<b>\$1 INSTANT</b>		
0605 MONEY	30-APR-2018	1
<b>\$3 INSTANT</b>		
1203 BINGO	30-APR-2018	1

### ON SALE NOW

PRODUCT	LAUNCH	#PACKS
<b>\$1 INSTANT</b>		
2090 CASH	08-JAN-2018	0
<b>\$2 INSTANT</b>		
2064 WALKING DEAD	01-JAN-2018	0
<b>\$3 INSTANT</b>		
3025 BINGO	28-FEB-2018	1
3219 CROSSWORD	13-DEC-2017	1
1421 KENO	18-SEP-2017	0
2066 POKER	05-MAR-2018	1
<b>\$4 INSTANT</b>		
1173 CASHFORLIFE	21-AUG-2017	1
<b>\$5 INSTANT</b>		
1881 5 BINGO DBLR	22-JAN-2018	1
2089 BOOM MULTIP	29-JAN-2018	1
2044 CROSSTRIPLER	21-DEC-2017	1
2097 THE BIG SPIN	20-DEC-2017	1
2060 WILD JOKER	22-JAN-2018	1
<b>\$10 INSTANT</b>		
2077 CASH EXPLOSI	05-FEB-2018	1
2082 CROSS DELUXE	04-DEC-2017	1
2073 GIANT MONEY	01-JAN-2018	1
2050 X MONEY	02-AUG-2017	1
<b>\$20 INSTANT</b>		
1784 MEGA CASH	16-JA-2017	1
2070 MEGA 7S	08-JAN-2018	1
<b>\$30 INSTANT</b>		
2051 MULTIMILLION	27-NOV-2017	1

### PRODUCTS STILL AVAILABLE FOR ACTIVATION

PRODUCT	LAUNCH	#PACKS
<b>\$5 INSTANT</b>		
\$5 IN THE MONEY	27-OCT-2017	1

### PRODUCTS WITH AN ACTIVATION END DATE

PRODUCT	LAUNCH	#PACKS
<b>\$3 INSTANT</b>		
2028 SWEET CASH	25-AUG-2017	1

An increase in inventory on the Pack Inventory/Launch Report indicates an order is on the way.

You can check on upcoming order quantities by referencing the COMING SOON and ON SALE NOW sections of your Pack Inventory/Launch Report. The difference between the number of packs for a game on the report and your current in-store inventory will be what is in your next shipment.

For example, if you have one pack of Crossword in your inventory and the Pack Inventory/Launch Report indicates you have two, you can expect to receive that additional pack in your ticket order.

Games in your inventory that can still be activated and displayed but no longer ordered. Only games with assigned inventory will appear.

Games that have been assigned an activation end date, meaning they can no longer be activated and must be returned to OLG. When an immediate ACTIVATION END DATE is set, it will be **bolded**.

## WHAT TO EXPECT AS WE TRANSITION TO THE NEW ORDERING SYSTEM:

- **Two weeks prior** to the launch of the new system, there will be a freeze on closing out returns. What this means is that retailers will not be able to close an INSTANT ticket return for the two-week period leading up to the launch of the new ordering system. INSTANT tickets can continue to be deactivated during this period as the freeze applies only to the RMA (Return Material Authorization).
  - **One week prior** to the launch of the new ordering system, ticket and supply orders will be suspended.
  - Reminders will be issued via terminal messages.
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## QUESTIONS & ANSWERS

### **Q: How will I know that an INSTANT ticket order has been shipped?**

A: Monitor your Pack Inventory/Launch Report to know when an order is coming your way. Once you see new inventory on the report or an increase in current inventory, you can expect to receive an order within 1-2 business days in most areas. (Allow extra days for remote locations)

### **Q: How long will it take to receive my order once I see it on my Pack Inventory/Launch Report?**

A: Once you see new inventory on your Pack Inventory/Launch Report, you can expect to receive your order within approximately 1-2 business days.

If you do not receive your order within 3-4 business days, call OLG at 1-800-387-0104.

### **Q: How will ticket orders be determined?**

A: The new INSTANT ticket inventory management and order system will take into consideration the following to forecast order quantity:

- Real-time monitoring of sales and inventory levels
- Sales and activation history
- Delivery schedule

### **Q: Can I still call OLG to place a special order for INSTANT ticket inventory or online lottery supplies?**

A: Yes. You can still contact OLG at 1-800-387-0104 with any questions you have about your tickets or to order additional inventory or supplies. Special orders will still be accepted and monitored based on sell through of current products in inventory at a specific retail location.

### **Q: Will my current order cadence be the same as it is today?**

A: All orders are system generated. For launch, Retailers will remain on their current set schedules for delivery. This may change in the future based on analysis from the new order system.