

# SUPPLY ORDERS ON YOUR LOTTERY TERMINAL

Starting July 17, 2023, retailers will order their Lottery supplies through their Lottery Terminal. Here is a step-by-step process of how to successfully submit supply orders via your Lottery Terminal.



An Order Supplies button will be added to the INSTANT Functions Menu. From the Main Menu of your Lottery Terminal, select **INSTANT** → **Order Supplies**



The Order Supplies Menu will have two options:

- ① **Order Supplies** - here is where you can submit a new order.
- ② **Print Previous Order** - this will print a summary of your last order. The printout will include the date the order was placed, order ID number, retailer ID number, item name(s) and the quantity of items ordered.

## ✓ ORDER SUPPLIES

A list of supplies available for ordering will appear on this screen:



- ① Enter the order quantity of each supply item by using the **+ / -** buttons. Items have quantity limits. These limits are in the column next to **Quantity**.
- ② Use the **Next** and **Previous** buttons to see the pages of supplies available for ordering.
- ③ Select **Submit Order** when complete.
- ④ If you select **Main Menu** or **Previous Menu** without submitting your order, the order will not be saved or submitted.

Select **Help** on the bottom right-hand side of the screen for more information on ordering supplies.

## ORDER CONFIRMATION POP-UP

The following message will appear on the screen to confirm the order has been submitted:



\*Orders will be delivered within 3-5 business days

*The date and time the order was submitted is included at the top of the report.*

**Note:** *The time will change if modifications are made to the order.*

## ORDERED SUPPLIES SUMMARY

The Ordered Supplies summary will print from the terminal once the order is submitted. Ordered Supplies summary example:

ORDERED SUPPLIES	
17-JUL-2023	
PRINTED OR MODIFIED ON: 17-JUL-2023 10:09:57	
RETAILER #597651	
ORDER ID #50-00000000057	
Item	Qty
Printer Rolls (6 per box)	5
Return Kits	5
PROLINE Slips (200 per pack)	5
POOLS Slips (200 per pack)	5
DAILY KENO Slips (200 per pack)	5
LOTTO MAX Slips (200 per pack)	5
LOTTO 6/49 Slips (200 per pack)	5
LOTTARIO Slips (200 per pack)	5
PICK 4 Slips (200 per pack)	3
PICK 3 Slips (200 per pack)	3
PICK 2 Slips (200 per pack)	3

ORDER SUBMITTED!  
WILL BE SHIPPED WITHIN  
1-2 BUSINESS DAYS

## SAME DAY ORDER MODIFICATIONS

Modifications can be made to your order the same day it was submitted.

When you return to the **Order Supplies** screen, the quantities you previously selected will appear.

Make your adjustments and select **Submit Order**. A new **Ordered Supplies** summary will print.

## CANCELLING YOUR ORDER

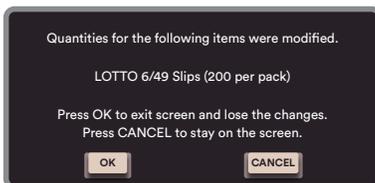
If you want to **cancel** your order, this must be done the same day it is submitted. Change the quantities to **0** and click **Submit Order**.

## POTENTIAL ERROR MESSAGES



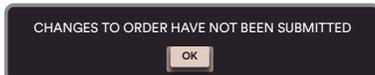
### “SYSTEM NOT AVAILABLE PLEASE TRY AGAIN LATER”

When the ordering system is not available you will receive an error message i.e., Network issues.



### “QUANTITIES FOR THE FOLLOWING ITEMS WERE MODIFIED...”

If you try to leave the **Order Supplies** screen before submitting your order, this message will pop-up. Press **OK** to exit the screen and lose the changes. Press **CANCEL** to stay on the screen.



### “CHANGES TO ORDER HAVE NOT BEEN SUBMITTED”

If you try to print an order before submitting, this message will pop-up. This will remind you to hit **Submit Order** before exiting the order screen (if you plan to submit the order).



If you are having trouble submitting your Supply Order, contact the OLG Support Centre at **1-800-387-0104**.