LOTTERY TERMINAL INSTANT TICKET RETURNS PROCESS

Beginning April 29, 2025, retailers will be able to complete returns of INSTANT tickets on the lottery terminal **without having to call OLG to close out the return session.**
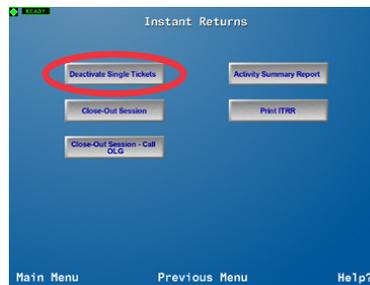
RETAILERS WILL CONTINUE TO FOLLOW THE CURRENT PROCESS FOR **DEACTIVATING SINGLE TICKETS** FOR RETURN TO OLG AS OUTLINED BELOW.

DEACTIVATING SINGLE TICKETS

1 From the Main Menu select **INSTANT**.

2 From the INSTANT Returns menu, select **Deactivate Single Tickets**.

3 Deactivate Single tickets until complete.

PACKING UP THE RETURN

PACK UP TICKETS FOR RETURN

Place all single tickets scanned for return into Courier bags.

If you scanned three Courier bags for returns, divide tickets up into the three bags.

Enclose any full packs for return.

TIPS!
- Enclose an ITRR into each Courier bag.
- Approximately 20 full packs can fit into one Courier bag.
- Try to keep all single tickets together in one bag.

IMPORTANT INFORMATION

If you scan a Courier bag PIN and you do not use the bag, it can be rescanned at a later date for the next return. You must call OLG to have the additional bag removed from the return or you can divide the tickets up among all bags which eliminates the call into OLG.

If you did not scan enough bags, you can include a bag that was not scanned. In this case, ensure you print another ITRR to place in the bag that was not scanned.

Purolator will pick up automatically. There is no need for you to call for a pick-up.

If you are returning **full packs only**, you must call OLG at 1-800-387-0104 to complete the return.
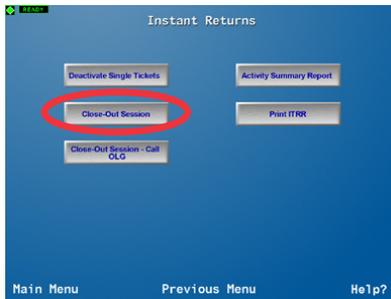
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CLOSING OUT A SINGLE TICKET DEACTIVATION SESSION

NEW

FOLLOW THE PROMPTS ON THE RETAILER DISPLAY TO CLOSE OUT YOUR SESSION ON YOUR OWN, WITHOUT HAVING TO CALL OLG.

1 SELECT CLOSE-OUT SESSION

To begin, select **Close-Out Session** from the INSTANT Returns screen.

A pop-up appears – **Do you have OLG Courier Return Bags? YES or NO**.

Select **YES**.

If **NO** is selected, the return will stay open, and you will be redirected to the Supply Order screen to order return kits.

NOTE: There is still an option to Close-Out Session - Call OLG.

2 SCAN COURIER BAGS

Selecting **Yes** on the **Do You have OLG Courier Return Bags** pop-up will display a pop-up to Scan the bar code of each Courier return bag to be used.
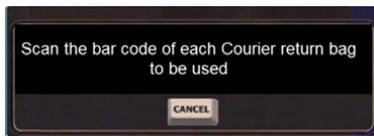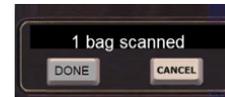

Place each bag to be scanned in the Optical Reader or use the Customer Barcode Reader to scan.

You can scan a maximum of seven bags.

The progress of scanning the bags will be displayed on screen after each scan.

Once all bags are scanned, select **DONE**.

Selecting **CANCEL** will cancel the bags scanned and bags will have to be rescanned once close-out session is re-initiated. Single tickets scanned for the session will be retained.

TIP! Scan bags prior to filling them with tickets as they may not fit into the reader once filled.

3 CLOSE-OUT SESSION/PRINT ITRR

On the **Close-Out Session?** pop-up, select **OK**.
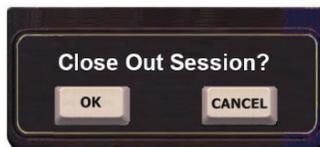
Select **OK** on the ITRR Report printing pop-up.

An ITRR will print for each bag scanned plus one for your records.

Enclose one ITRR into each bag.

Seal the bags.

Purolator will pick up the bags.

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