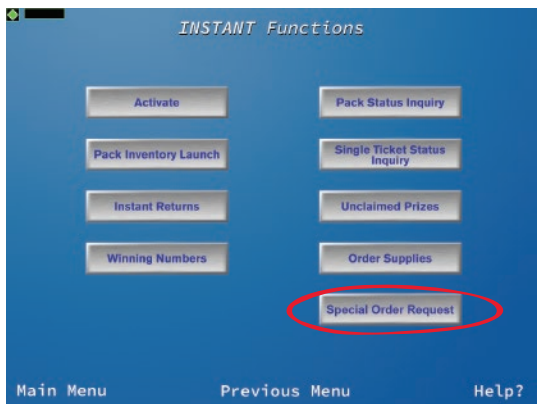




SUBMIT A SPECIAL ORDER REQUEST ON YOUR LOTTERY TERMINAL

Beginning in November, you will be able to submit special order requests for INSTANT tickets through your lottery terminal.

HERE'S HOW:



From the Main Menu of your lottery terminal, select **INSTANT** → **Special Order Request**.

Once selected, a list of INSTANT games available to order will appear on the screen.



FOLLOW THESE STEPS TO COMPLETE A SPECIAL ORDER REQUEST:



- 1 Enter the number of packs of each INSTANT game you want to order by using the +/– buttons.
- 2 Use the Next and Previous buttons to see the pages of INSTANT games available to order.
- 3 Select Submit Request. Once submitted, your request will be reviewed by OLG.

Note: If the Main Menu or Previous Menu is selected before submitting your request, the request will not be saved or submitted.

Select **Help** at the bottom right-hand corner of the screen for more information on Special Order requests.



TIP!

Each INSTANT game has an order quantity limit. The following pop-up will appear if the request limit has been reached for a specific game.

The request limit for Bingo Doubler #3422 has been reached.

OK

REQUEST CONFIRMATION

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

Special Order Requests will be reviewed.
If your request is approved, it will be processed within 1-2 business days.

OK



HOW WILL I KNOW IF MY REQUEST HAS BEEN DECLINED?

OLG will contact your store directly if your request is not approved.

SPECIAL ORDER SUMMARY

The Special Order Request summary will print from the terminal once the order is requested. Special order summary example:

SPECIAL ORDER REQUEST

12-JUN-2025

PRINTED OR MODIFIED ON: 12-JUN-2025 10:09:57

RETAILER #597651

ORDER ID #SO-000000000057

Item	Qty
2485 Cash Breeze	5
2487 7X Multiplier	5
3041 Bingo	5
3241 Crossword	5
2492 Poker	5
2419 Red Hot Cash	5
1182 Cash for Life	5
2491 300 Boom	5
2502 3X Fortune	3
3422 Bingo Doubler	3
3307 CrossTripler	3

THIS IS A REQUESTED ORDER ONLY.
IF YOUR REQUEST IS APPROVED,
YOUR ORDER WILL BE PROCESSED
WITHIN 1-2 BUSINESS DAYS.



If you have trouble submitting your Special Order Request, contact the OLG Support Centre at **1-800-387-0104**.