

# You asked for it and we listened.

Launching in July 2021 a new website where retailers will be able to order Scratch 'n Win tickets, Breakopens and lottery supplies using their computer or mobile device.

## FAQs

### General Questions

**Q: What is the Ticket Ordering pilot?**

**A:** Retailers can order tickets & supplies using their computer or mobile device via a website. We plan on rolling this pilot out towards the beginning of July with 73 retailers in Atlantic Canada.

**Q: Why are we doing a pilot?**

**A:** We are doing this for 2 reasons:

1st - to assist with Inside Sales capacity

2nd – we asked retailers for their input on the ticket ordering process, many retailers asked if they could order their lottery products online like they do with other vendors. We listened and it is on the way.

**Q: How long will the pilot be going?**

**A:** Really depends on the pilot, if everything goes well during the pilot, we plan on expanding to all retailers who wish to use this service.

### Non-Pilot Retailers

**Q: My retailer neighbor says he can order his tickets online, why can't I?**

**A:** Atlantic Lottery is currently doing a trial with randomly selected retailers on a new online ticket ordering system.

**Q: When will the online ticket ordering site be available to all retailers?**

**A:** We are currently not certain when the site will be available to all retailers. We must ensure stability of the site before we can offer it to a larger number of users.

**Q: How did you choose the retailers who are participating in the pilot and why wasn't I chosen?**

**A:** Retailers were chosen randomly based on location, sales volumes and location types. We wanted a good mix to be able to test the new site properly. If you were not chosen as part of the pilot, don't worry, we will be offering this service to all retailers as soon as we are certain of the stability of the site.

**Q: I really want to order my tickets online; can I be added to the pilot now?**

**A:** Unfortunately, our pilot retailers have been chosen. We will be offering this service to all retailers as soon as we are certain of the stability of the site. Your Territory Manager will be in contact with you when it's time to get you setup.