



Hello!

Welcome to OLG. Thank you for becoming an OLG Retailer.

In this document you will find information that will help you start using the Lottery Terminal. If you have any questions, please contact our OLG Support Centre at **1-800-387-0104** for assistance. Inbound Support Specialists are available 24/7.

Best of luck to you!

## **Lottery Library Binder**

The Lottery Library Binder found at each retail location contains information to support you as an OLG Lottery Retailer. The binder includes the Retailer Policy Manual that outlines the policies and procedures OLG Lottery Retailers are required to follow. It also contains the Lottery Terminal Training Guide which guides you through transactions and validations, as well as maintenance of the Lottery Terminal.

## **Retailer Identification**

All retailers and employees of retailers who handle OLG products are required to identify themselves to OLG using Retailer Identification. This is done through the Lottery Terminal and instructions are found on pages 7 & 8 of the Lottery Terminal Training Guide.

**Ensure that each employee completes Retailer Identification before processing any transactions.**

## **Invoice Statements**

Instructions on how to print your Invoice Statement are found on page 70 of the Lottery Terminal Guide. Print your Invoice Statement every **MONDAY** and **THURSDAY** to see your new balance. The next day, any balance owing will be withdrawn from your account. If the balance is negative, it will be deducted from your next invoice.

## **Training Modules & OLG Product**

In the Lottery Library Binder you will find two training modules – the Responsible Gambling Training Module and the Age Control Training Module. These modules will equip you and your employees with everything you need to know about supporting Responsible Gambling and OLG's ID25 program at your store.