

WISCONSIN LOTTERY RETAILER MANUAL



**WISCONSIN
LOTTERY**

The information contained on these pages is believed to be accurate.
The Wisconsin Lottery, however, reserves the right to correct any errors.
Updated April 2023

Table of Contents

	Page		Page
Contacting the Lottery		Reports	
• How to Contact the Lottery	3	• How to Get Balancing and Billing Reports . .	63
Instant Games		• Balancing Report	64
• Receiving Tickets	5-6	• Instant Ticket Tracking Form	65
• Confirming Orders	7-8	• Explanation of Terminology	66-67
• Activating Packs	9- 10	• Weekly Billing Report	68
• Validating Tickets	11-12	• Instant Billing Liability Report	69
• Security & Ticket Disposal	13-14	• Instant Billing Statement Report	70
• Instant Ticket Tracking Form	15	• Retailer Performance Program Report	71
• Instant Ticket Safe Inventory	16	• Earnings Statement Report	72
• Lost or Stolen Tickets	17	• No Top Prize Report	73
• Winner Claim Form	18	• Packing Slip	74-75
• Ticket Return Procedure	19	Retailer Performance Program	
• Game End Flyer	20	• Quarterly & Annual Sales Incentives - Part 1	77
• Instant Ticket Return Form	21	• Short-Term Incentives - Part 2	78
• Merchandising	22	• Winning Ticket Incentives - Part 3	78
• Game Calendar and UPC Codes	23-24	Vending Machine	
• Plan-O-Grams	25-28	• Gemini Placement Criteria	80
Traditional Pull-tab Games		• Gemini Specifications	81
• Receiving Pull-tab Tickets	30	• GT20 Specifications	82
• Redemption & Security	31	Lottery Services	
• Games Available & Selling Tips.	32	• Lottery Validation & Redemption Offices . .	84
Lotto Games		• Mobile App	85
• Equipment - Lottery Terminal	34	• New Game Initial Distribution	86
• Equipment - Back of Terminal	35	• Suggested Ordering	87
• Equipment - Ultra Printer	36-38	• Lotto Combo	88
• Equipment - Ticket Checker (TSP)	39	• Winner Awareness	89
• Equipment - Lottoview	40	• Lottery Learning Link	90
• Public Alerts	41-42	• Lottery Services Portal Website	91
• Equipment - Outside	43	• Special Events	92
• Equipment - Jackpot Sign	44-46	• Super 2 nd Chance Drawing	93
• Retailer Equipment Policy	47-48	• Frequently Asked Questions	94-99
• Quick Reference Guide	49-52		
• Fast Play	53-54		
• Game Information	55-57		
• Cashing Lotto Tickets	58		
• Unreadable Tickets	59		
• Discontinuing Sales & Forms	60-61		

How to Contact the Lottery

Our automated phone system is designed to get you to the proper department.

Please listen carefully to the prompts before making a selection.



Wisconsin Lottery Retailer Hotline: **1-800-242-7782**

- To place a ticket order, **press 1**
- To report lost or stolen tickets, **press 2**
- To report a down terminal, other equipment issues, or to order supplies, **press 3**
 - If you are calling to report a terminal operation problem or order supplies, **press 1**
 - If you are calling to request a terminal move, **press 2**
- For applications, or contracts, **press 4**
- For banking, billing, or accounting, **press 5**
- For Lottery security, **press 6**
- For questions about the retail portal website including password help, **press 7**
- For mobile app support, **press 8**
- To hear the options again, **press 9**

Website – <https://wilottery.com/retailer-resources>

Instant Games

Receiving Tickets

Confirming Orders

Activating Packs

Validating Tickets

Security & Ticket Disposal

Instant Ticket Tracking & Forms

Lost or Stolen Tickets

Winner Claim Form

Ticket Return Procedure

Game End Flyer

Instant Ticket Return Form

Merchandising

Game Calendar

UPC Codes

Plan-O-Grams

Instant Games RECEIVING TICKETS

- Treat Lottery tickets like cash. Store in a secure place, such as a safe, until ready to be sold.
- Tickets are not transferable and must only be sold at the location address on the **Certificate of Authority**.

Receiving Tickets:

Tickets are usually delivered the next working day after the order is placed through the Telemarketer. **When tickets are delivered, you should immediately verify the accuracy of the order then confirm the order on the terminal.**

- Verify the retailer name and number listed on the shipping label and packing slip.

See Packing Slip sample on next page.

INSTANT TICKET ORDER

Packing Slip

SHIP FROM:
WISCONSIN LOTTERY
3001 DAIRY DRIVE
MADISON WI 53718
(800) 242-7792

SHIP TO:
RETAILER NAME
ADDRESS
CITY, STATE & ZIP

Delivery Date: 03/13/2018

ORDER NUMBER

0282313301



RETAILER MUST CONFIRM DELIVERY ON TERMINAL

ORDER NUMBER 02-10659-02023133-01
SECTION B:

GAME	PACKS	RETAIL VALUE	TICKETS PER PACK	GLEPS	COMM	NET COST	PRICE POINT
\$10,000 CASH			20				[30.00]
655	2	1,200.00	0.00	0.00	-75.00	1,125.00	
FINDING \$500'S			30				[10.00]
2055	1	300.00	0.00	0.00	-18.75	281.25	
777			100				[5.00]
2061	2	1,000.00	0.00	0.00	-62.50	937.50	

Price Point Summary

\$ 5.00 X 200 = \$ 1,000.00

\$ 10.00 X 30 = \$ 300.00

\$ 30.00 X 40 = \$ 1,200.00

TOTAL = \$ 2,500.00

TOTALS (SECTION B):

RETAIL VALUE: 2,500.00
COMM: (-156.25)
GLEPS: 0.00

NET COST 2,343.75

TOTAL PACKS SHIPPED: 5

INVENTORY SHIPPED

655 - 116730 655 - 116731 2055 - 102720 2061 - 102577 2061 - 102558

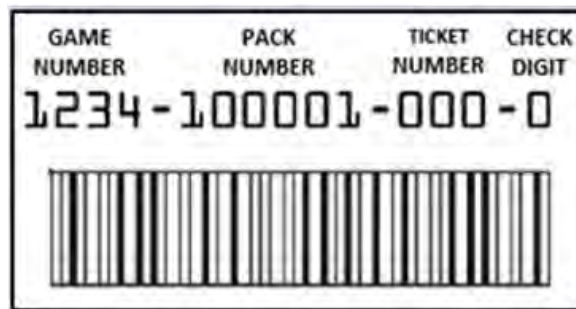
ATTENTION RETAILER

Thank you

Instant Games RECEIVING TICKETS Confirming Orders

- Verify the ticket pack numbers listed on the packing slip match the actual ticket packs received.
- Ticket orders should be confirmed at time of delivery.

Sample Bar Code on an instant ticket:



If you have any questions concerning your delivery or have discovered a discrepancy between your ticket pack numbers and the numbers on your packing slip, call the Retailer Hotline at 1-800-242-7782.

To Confirm an Order:

- At the main menu on your terminal touch SPECIAL FUNCTIONS

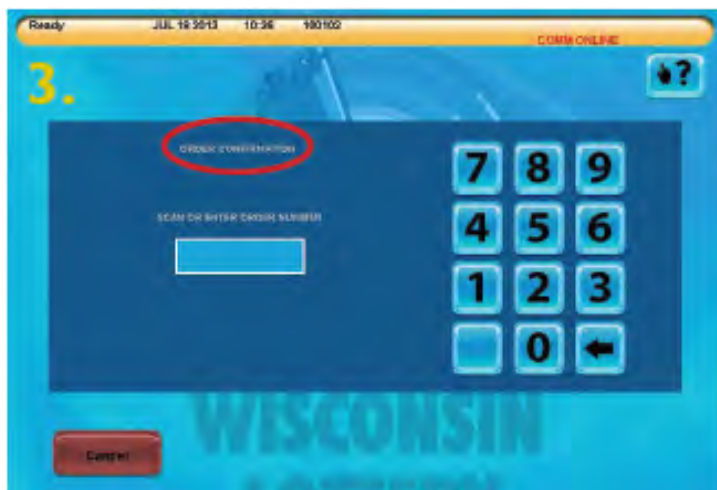


Instant Games RECEIVING TICKETS Confirming Orders

- Touch Order Confirmation



- Scan the barcode on the packing slip, the shipping label, or manually enter the order number.



- A confirmation screen is displayed. Touch OK. A Delivery Confirmation Receipt will print.
- Confirmation lets the Lottery know you have received your delivery from Spee-Dee Delivery Service.

Inside Packing Slip

INSTANT TICKET ORDER Packing Slip

SHIP FROM:
WISCONSIN LOTTERY
3001 DAIRY DRIVE
MADISON WI 53718
(800) 242-7782

SHIP TO:
RETAILER 114119
STRAMA'S SELF SERV INC
884 W BROADWAY
MEDFORD WI 54451

Delivery Date: 03/13/2018

ORDER NUMBER

0282313301



RETAILER MUST CONFIRM ORDER DELIVERY ON TERMINAL

GAME	PACKS	RETAIL VALUE	TICKETS PER PACK	GLEPS	COMM	NET COST	PRICE POINT
\$10,000 CASH	2	1,200.00	20	0.00	-75.00	1,125.00	[30.00]
655	2	1,200.00	30	0.00	-18.75	281.25	[10.00]
FINDING \$500'S	1	800.00	100	0.00	-62.50	937.50	[5.00]
2055	1	800.00	100	0.00	-62.50	937.50	[5.00]
777	2	1,000.00	100	0.00	-62.50	937.50	[5.00]
2061	2	1,000.00	100	0.00	-62.50	937.50	[5.00]

Price Point Summary

\$ 5.00 X 200 = \$ 1,000.00

\$ 10.00 X 30 = \$ 300.00

\$ 30.00 X 40 = \$ 1,200.00

TOTAL = \$ 2,500.00

TOTALS (SECTION 03):

RETAIL VALUE: 2,500.00

COMM: (-156.25)

GLEPS: 0.00

NET COST: 2,343.75

TOTAL PACKS SHIPPED: 5

INVENTORY SHIPPED

655 - 116730 655 - 116731 2055 - 102720 2061 - 102557 2061 - 102558

ATTENTION RETAILER

Thank you

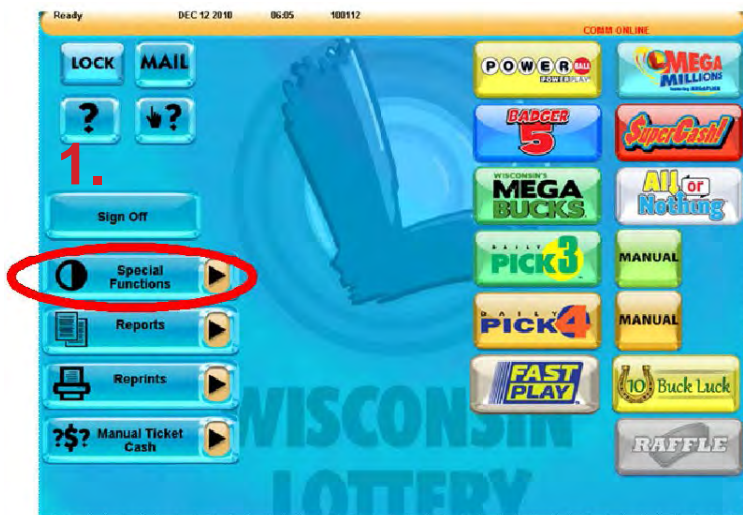
Outside Shipping Label



Instant Games RECEIVING TICKETS Activating Packs

Pack Activation:

- Activate each pack of tickets on the terminal when you are ready to put them in your dispenser. Remember: only activate a pack of tickets when you put them out for sale.
- At the main menu on your terminal touch SPECIAL FUNCTIONS.

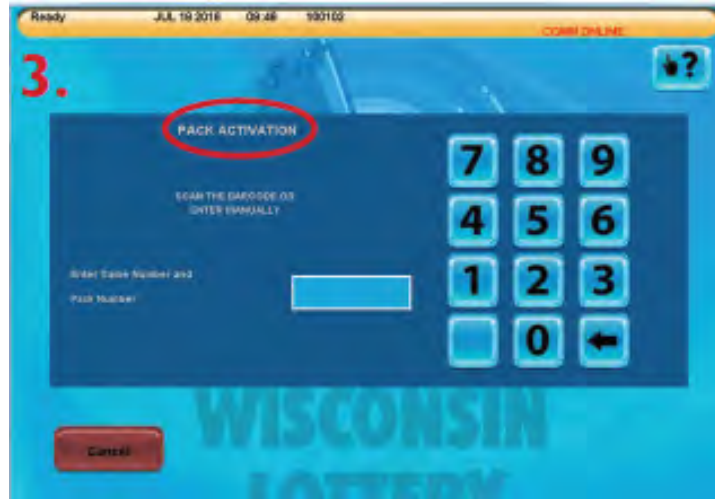


- Touch PACK ACTIVATION



Instant Games RECEIVING TICKETS Activating Packs

- Scan the barcode on the back of one of the tickets in the pack or manually enter the game number and pack number.



- Activation allows winning tickets to be redeemed and lets the Lottery know which packs are out for sale.

• Prizes up to \$599 may be claimed at a Wisconsin Lottery retailer. To claim prizes by mail, enter data below, get claim form from retailer or Lottery website, and mail both to PRIZES, PO BOX 777, MADISON, WI 53774 or take to a Lottery office. • Winning odds: \$2, 1:10; \$3, 1:13; \$4, 1:32; \$5, 1:67; \$10, 1:100; \$20, 1:100; \$50, 1:200; \$100, 1:11,765; \$500, 1:171,429; \$1,000, 1:300,000; \$10,000, 1:400,000. Prizes = 52.0% of sales. Odds and prize statements are based on initial game prize structure and may vary over the life of the game. • \$5 worth of eligible non-winning instant scratch and/or terminal generated tickets may count for one Lottery Super 2nd Chance Drawing entry, odds of which depend on number of entries, approx. 50,000 per week; 10 winners of \$1,000 each per weekly drawing. To enter a drawing, collect \$5 worth of eligible non-winning tickets for which the prize claim period has not expired. On at least one ticket place name, address and phone #. Put all \$5 worth of tickets in one envelope no larger than 4½" by 9½" and mail to: SUPER 2ND CHANCE, PO BOX 77006, MADISON, WI 53707-1006. Super 2nd Chance Drawings may be cancelled by the Lottery. • See Features & Procedures for details. State law and Lottery regulations apply. Tickets failing to meet Lottery requirements are void. Must be at least 18 years old to buy. Claim prizes within 180 days after game end.

7 54336 01234 2

Print Full Name (you person only) Phone #
 Address Mail in U.S.A.
 City State Zip

Signature (required for claims presented to Lottery) Secure Shield
U.S. Patent 7,748,885

wlottery.com
 OVERALL ODDS OF WINNING 1:3.9
 Ticket Length = 4"

GAMBLING PROBLEM? CALL 1-800-426-2535

RECYCLABLE 1234-100001-000-0

SCAN

Instant Games VALIDATING TICKETS

Any Lottery retailer may validate and cash tickets, and receive credit for prizes up to \$599.00. If your location has a cashing policy or limit, the policy must be posted in a prominent location.

How to Cash Tickets

Your Lottery terminal will take the guesswork out of whether a ticket is a winner. You can cash winning tickets purchased from ANY Lottery Retailer with prizes up to \$599.00.

Always scan instant scratch tickets AND get the Instant Ticket Cash Authorization slip before paying out any prize. **You must validate a winning ticket on your terminal in order to receive credit for the prize paid out.**

Do not attempt to validate a ticket that appears to have been altered.

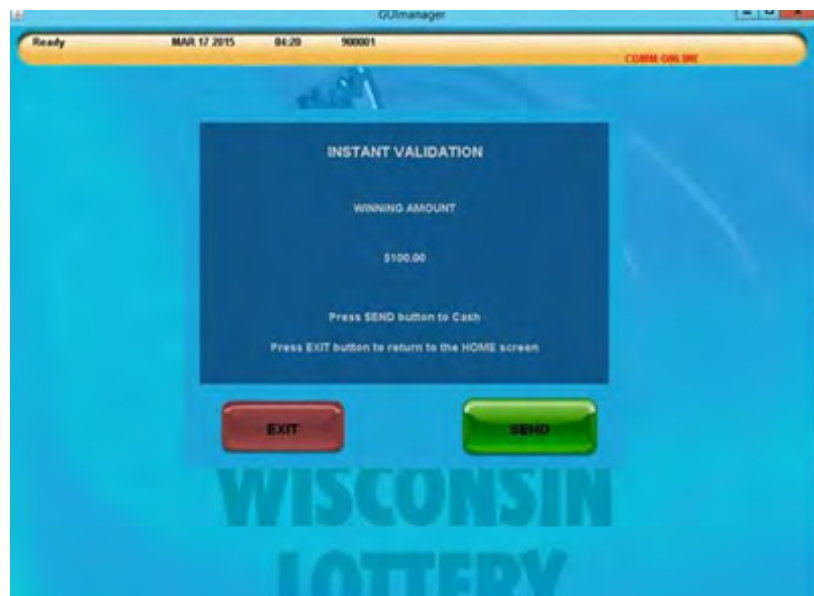
To validate (cash) an instant scratch ticket:

- Scan the ticket secure shield barcode on **front** of ticket.



Confirmation Screen

- Winning Lotto tickets and instant tickets over \$50.00 require an additional step prior to completing the validation. Retailers must verify the availability of store funds to pay the winning amount and press SEND if funds are available or press CANCEL if funds are unavailable. If funds are unavailable, return the ticket to the player after pressing CANCEL. Retailers must pay the player immediately after pressing SEND.

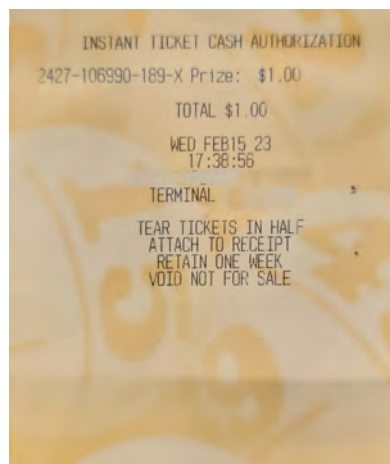


Instant Games VALIDATING TICKETS

- To validate more than one ticket, continue scanning the secure shield barcodes of the additional tickets.

OR

- To manually validate and cash an instant ticket, scan the barcode on the back of the ticket or enter the numbers manually, then manually enter the 10-digit number under the play area on front of ticket.
- Touch EXIT to complete.
- An Instant Ticket Cash Authorization slip will print showing the total amount to pay the player.
- Return to the player any **non-winning** ticket(s) along with the Instant Ticket Cash Authorization slip showing that the ticket(s) is a non winner.
- For all **winning tickets** you should show the winner the Instant Ticket Cash Authorization slip but you will need to retain the Instant Ticket Cash Authorization slip for your accounting purposes.
- After paying the prizes for winning tickets, tear the tickets in half through the validation barcode and attach the Instant Ticket Cash Authorization slip to one half of the ticket. Dispose of the other half. Retain ticket half with Instant Ticket Cash Authorization slip for one week. After one week, dispose of or shred the second half of the ticket with the Instant Ticket Cash Authorization slip.



Instant Games SECURITY & TICKET DISPOSAL

Security of Instant Tickets

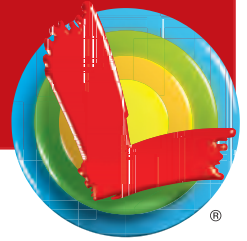
Always scan tickets and get the Instant Ticket Cash Authorization slip before paying out a prize. **Scanning tickets is how you get credit for tickets you cash.**

Do not attempt to validate a ticket if the barcode has been altered. The player may bring, or mail, the ticket to the Lottery.

Questions? Call the Retailer Hotline at 1-800-242-7782.

See next page for proper disposal of tickets.

IMPORTANT MESSAGE



TO PREVENT FRAUD

- Always scan tickets to cash.
- Get cash authorization slip before paying out winnings.
- Properly destroy all cashed tickets.

Follow these instructions to properly dispose of tickets. After you scan a ticket and determine that it is a valid winning ticket, you can then pay the winner.

STEP 1



Tear ticket in half or punch ticket through secure shield barcode and attach cash authorization slip to one half of the ticket.

STEP 2



Dispose the other half of ticket.

STEP 3

After one week, dispose or shred second half of ticket with cash authorization slip.



**DO NOT ATTEMPT TO VALIDATE A TICKET THAT APPEARS TO HAVE BEEN ALTERED.
DO NOT GIVE CASHED TICKETS BACK TO THE PLAYER.**

Questions: Call the Retailer Hotline at 1-800-242-7782

Instant Games LOST OR STOLEN TICKETS

Reporting Lost or Stolen Tickets

To prevent the cashing of lost or stolen tickets:

- 1) Call the Retailer Hotline at 1-800-242-7782 and select option 2 to report the missing tickets. The Hotline operates 24 hours a day and 365 days a year. Be prepared to provide the following information to the Hotline operator.
 - Your name and title
 - Retailer ID number
 - Business name and address
 - Game, pack, and ticket numbers of the missing tickets. Also the date and time you discovered the tickets missing along with where and when the tickets were last seen.
 - Once reported as missing to the Retailer Hotline, the ticket numbers will be entered into the Lottery central computer as “non-redeemable.” This removes the ability for the tickets to be cashed.
- 2) Contact your local police department to report the missing tickets and file a police report.
- 3) Retailer will receive a call from Wisconsin Lottery Security to verify information.
- 4) Contact your insurance company. **Lost tickets are your property** and the loss may be covered under your business insurance policy.

Found Them?

If tickets reported as missing are subsequently located, call the Retailer Hotline at 1-800-242-7782 immediately!

Questionable Tickets?

Do not redeem mutilated tickets or any tickets you suspect have been tampered with. Give the player a Winner Claim Form and instruct them to mail the ticket to the Lottery. Lottery Security will determine if a ticket is defective. Claim forms can also be found on the Lottery website at <https://wilottery.com>.

An example of the Winner Claim Form can be found on the following page.

Instant Games WINNER CLAIM FORM



Winner Claim Form
 Player Hotline: 608-261-4916
 www.wilottery.com

Save Print Close

Form Reference Number: _____

Instructions to Claimant

- You must SIGN the ticket(s) and claim form in black or blue ink.
- SSN, ITIN, or W-8BEN required for prizes of \$600 or more.
- Tickets winning \$200,000 or more must be claimed in person at the Madison office.
- Mail completed and signed claim form with original signed ticket(s) to address below:

Prizes
 PO Box 777
 Madison, WI 53774

- Certified or registered mail is suggested. Retain a copy of both sides of the signed ticket(s) and completed claim form.
- For multiple winners, see back for additional details.
- Complete all fields below.

Click mouse in field or use tab to navigate throughout form.

Individual Claimant Information

1. Legal Name - Last, First, MI, Suffix (must match ID)				
2. Mailing Address		3. City	4. State	5. Zip Code
6. SSN/ITIN/W-8BEN (Required for prizes of \$600 or more)			7. Date of Birth (mm-dd-yyyy)	
8. Citizenship Status <input type="checkbox"/> US Citizen <input type="checkbox"/> Resident Alien <input type="checkbox"/> Non-Resident Alien/Country of Citizenship: _____			9. Phone Number (provide area code)	
10. Government or Tribal Issued ID/Driver's License ID Number	11. ID Expiration Date	12. Total Amount Claimed	13. Total Number of Tickets	

Pursuant to Wisconsin's Open Records law (Wis. Stats. Secs. 19.31-19.39), the Lottery is required to disclose a winner's name, likeness and place of residence. If you win and claim a prize, the Lottery may use your name, likeness and place of residence for any purpose without compensation to you. Upon claiming your prize, you waive any claims against the Lottery and its representatives for any and all liability which may result from the disclosure or use of such information.

I have read the instructions for this form and understand my rights and responsibilities as a Lottery winner. I hereby certify that I am 18 years of age or older, and that all information provided is true and correct. I understand that any person who, with intent to defraud, falsely makes, alters, forges or counterfeits a state lottery ticket is in violation of state criminal law.

The Wisconsin Lottery is not responsible for tickets or claim forms lost in the mail. **Certified or registered mail is suggested. Retain a copy of both sides of the signed ticket and completed claim form.** By law, only the original ticket is valid to claim a prize. Normal processing time for prize claims received by mail is a minimum of 3 weeks.

Claimant's Signature: _____

Claim Date: _____

GF Test: Pass Fail
 (Lotto Tickets \$5,000 or more)

Notes: _____

WI-106 (R 3-20)

Multiple Winners Claiming a Prize:

- A court order is required when more than one person is claiming the prize.
- The court order must be accompanied by a separate Winner Claim Form for each person.
- Prizes being claimed by more than one person must be processed at the Madison office.
- Payment may take up to two weeks after the court order is received by the Wisconsin Lottery.
- All claimants are subject to tax withholding pursuant to Wisconsin and federal law.
- For more information on sharing Lottery winnings, please refer to Publication 600, *Wisconsin Taxation of Lottery winnings*.

Notice of Deduction Offset:

Wisconsin law requires the Lottery to check social security numbers (SSN) or Tax Identification Numbers (ITIN) with the Department of Revenue for claimants of all prizes \$600 or more. This check is to determine if the winner of a Lottery prize has a Wisconsin delinquent tax liability, child support, or debts to other government entities. If a claimant is found to be delinquent in the payment of these liabilities, the amount due will be withheld from the lottery winnings.

Claimant Information:

To claim a prize and receive payment, a claimant is required to provide their legal name, birth date, current address (including city, state, and zip code), and citizenship status. For prizes of \$600 or more, a SSN, ITIN, or a properly completed IRS Form W-8BEN is required to process the payment. One signature is required on the backside of the original Instant or Lotto ticket, and on the Winner Claim Form.

All tickets are subject to the Features and Procedures of the individual game. Features and Procedures for individual games are available upon request.

The Wisconsin Lottery reserves the right to deny the payment of any ticket that fails validation requirements. Tickets submitted become the property of the Lottery and will not be returned.

Disclosure of Social Security Number:

Provided SSN, ITIN, or IRS Form W-8BEN will be used to report the amount of your winnings to the Internal Revenue Service (IRS), as required under federal law. Prize winnings are subject to both federal and state income tax withholding.

- Federal taxes are deducted from prize payments of \$5,001 or more.
- State taxes are deducted from prize payments of \$2,000 or more.

Claims filed for prizes of \$600 or more without an SSN, ITIN, or IRS Form W-8BEN are unable to be processed by the Wisconsin Lottery.

Please consult a tax advisor for assistance in determining your entire tax liability.

Winner Claim Form



Sign Your Ticket

Address for Mail-in Claims:

Redeem Prizes Up to \$199,999

Prizes
 PO Box 777
 Madison, WI 53774

Walk-in Locations:

Redeem All Prize Amounts

Madison Office
 Wisconsin Lottery
 Department of Revenue
 2135 Rimrock Road
 Madison, WI 53713

Redeem Prizes Up to \$199,999

Milwaukee Office
 State Office Building
 4th Floor Service Center
 819 N 6th St
 Milwaukee, WI 53203

Prizes with an annuity or cash option feature (multi-million dollar jackpot games) and all prizes \$200,000 or more must be claimed in person at the Madison Lottery office.

Contact the Player Hotline at 608-261-4916 for additional information.

www.wilottery.com

Instant Games TICKET RETURN PROCEDURE

Returning Instant Scratch Tickets

Periodically the Lottery ends games. Retailers are notified before any Instant Scratch games end. See an example of a Game End Flyer on the next page which contains retailer information on one side and player information on the other. Retailers may return full unopened packs of active games at any time prior to a game end date, however, this may prohibit your ability to order the same game number again in the future. **Managing Game Ends is the retailer's responsibility.**

Tickets are returned by two methods:

- 1) **VIA FIELD MARKETING REPRESENTATIVE:** Your Lottery Field Marketing Representative can return tickets using your terminal. The terminal will print a record of the return that must be **reviewed and signed by both the Retailer and Field Marketing Representative**. Your return will be found on that week's Billing Invoice Report.
- 2) **VIA A TICKET RETURN FORM:** A copy of the ticket return form and instruction sheet is available on the retailer website at <https://wilottery.com/retailer-resources>. To get a Ticket Return Form mailed or faxed to you, please call the Retailer Hotline at 1-800-242-7782. To return tickets using a Ticket Return Form:
 - Complete the Ticket Return Form. Package the tickets to be returned along with the Ticket Return Form.
 - Notify the Lottery at 1-800-242-7782.
 - A delivery service will pick up the tickets within five business days.

Your credit will be issued when the returned tickets are processed by the Lottery.

See an example of the Instant Ticket Return Form on page 21.

Forms can also be found on the Lottery retailer website at

<https://wilottery.com/retailer-resources>.

Damaged Tickets

Damaged or unsaleable tickets are the property and responsibility of the retailer. Damaged tickets cannot be sold and should be submitted for claim to your insurance company.

Instant Games GAME END FLYER EXAMPLE



GAME ENDING INFORMATION AND DATES

GAMES END: Saturday, February 25, 2023

Game End is the responsibility of the Retailer

Retailers must NOT sell these games after this date!

Important Dates:

- **Last day to receive Credit on these tickets:** Friday, May 26, 2023
- **180 day prize claim period:** February 26, 2023 through August 24, 2023
- **Last day to claim prizes:** Thursday, August 24, 2023

INSTANT GAME LIST BY PRICE POINT

\$1 GAMES

2404 Blackjack
2405 Crossword Express
2462 Cash on the Spot
2471 Kickoff Cash

\$2 GAMES

2351 Happy Go Lucky
2383 Win It All
2384 10 to Win
2424 Lucky Bucks
2443 4 Way Cash
2453 Seal the Deal

\$3 GAMES

2410 Reveal Your Riches Crossword
2414 Candy Blast
2428 Lucky Numbers Bingo
2477 Sugar Cookie Crossword

\$5 GAMES

2368 Wild Cherries
2382 Extend Your Cash
2409 Badger State Crossword
2444 Living Lucky with Luke Combs
2459 Black Pearls
2461 Deluxe Dollars
2472 Packers
2478 Festive \$500's

\$10 GAMES

2412 Triple Play
2435 Tyrannosaurus Bucks
2436 Cash Blockbuster
2465 Incredible Crossword
2473 Packers Nation
2479 Tis the Season
2482 Multiplier Rush

\$15 GAME

2480 Holiday Party Countdown

\$20 GAMES

2014 \$100's and \$200's (NOTE: This is not game #2450: \$100's and \$200's Cash)
2437 Big Win
2441 Mega Multiplier Crossword
2481 The Perfect Gift

\$30 GAMES

2432 One Million Cash
2433 Crossword Spectacular
2455 Crossword Bonanza

Important Reminders:

- After Thursday, August 24, 2023 prizes on these tickets can no longer be claimed.
- Call the Retailer Hotline at **800-242-7782** if you need a ticket printout.



WISCONSIN LOTTERY PLAYERS

IMPORTANT DATES TO REMEMBER:

Saturday, February 25, 2023

is the last day to buy these instant scratch games!

Thursday, August 24, 2023

is the last day to claim prizes for these instant scratch games!

180 day prize claim period: February 26, 2023 through August 24, 2023



- 2314 \$100's and \$200's (NOTE: This is not game #2450: \$100's and \$200's Cash)
2384 10 to Win
2443 4 Way Cash
2409 Badger State Crossword
2437 Big Win
2459 Black Pearls
2404 Blackjack
2414 Candy Blast
2436 Cash Blockbuster
2462 Cash on the Spot
2455 Crossword Bonanza
2405 Crossword Express
2433 Crossword Spectacular
2461 Deluxe Dollars
2382 Extend Your Cash
2478 Festive \$500's
2351 Happy Go Lucky
2480 Holiday Party Countdown
2465 Incredible Crossword
2471 Kickoff Cash
2444 Living Lucky with Luke Combs
2424 Lucky Bucks
2428 Lucky Numbers Bingo
2441 Mega Multiplier Crossword
2482 Multiplier Rush
2432 One Million Cash
2472 Packers
2473 Packers Nation
2410 Reveal Your Riches Crossword
2453 Seal the Deal
2477 Sugar Cookie Crossword
2481 The Perfect Gift
2479 Tis the Season
2412 Triple Play
2435 Tyrannosaurus Bucks
2368 Wild Cherries
2383 Win It All



Thursday, August 24, 2023 is the last day to claim prizes for these games!

Instant Games MERCHANDISING

Door Decals

Placing door decals in a visible location tells Lottery players that you sell popular Wisconsin Lottery Instant Scratch and Lotto games. This improves awareness and reaches potential new players to increase ticket sales.

Play Center

The Play Center allows you to communicate Lottery information in one convenient display, and frees up staff time by directing players to one spot. You will increase sales by educating players on Lottery products. Display near selling locations for maximum results. Items to stock the Play Center will include brochures, claim forms, playslips, game ending dates, and general Lottery information for players.



Game Specific Point of Sale

Retailers are provided with a mix of game specific Point of Sale (POS) materials that can be used to highlight specific games.

Game Cubes

Various types and configurations of ticket dispensers are available.



Counter Top Promoters

12, 16, 24, or 32 game counter top promoters are available.



In-Counter Displays

16 or 24 games are available and provide visibility at the point of sale.



Plan-O-Grams

Your Lottery Field Marketing Representative can provide you with a Plan-O-Gram to give you the best selling mix and presentation. Suggested Plan-O-Grams can be found on pages 25, 26, and 27.

Your Lottery Field Marketing Representative has more information for you.

Instant Games GAME CALENDAR

A current game calendar is always available through the terminal (Reports Menu)

Here is an example of a terminal Game Calendar.

The Game Calendar contains the following information:

- Game Number
- Game Name
- Price Point (PPT)
- Start Date

NEED TICKETS?
1-800-242-7762

GAME CALENDAR REPORT
RETAILER:

QTY	GAME NAME	PPT	START DATE
2500	TREMENDOUS TWO MILLI NEW \$50 PRICE POINT	50.00	09/09/22
2495	LEGENDARY CROSSWORD \$30 CROSSWORD	30.00	12/27/22
2488	ROSE GOLD	30.00	02/10/23
2450	\$100S AND \$200S CASH	20.00	07/29/22
2494	POWER UP YOUR CROSSW \$20 CROSSWORD	20.00	12/09/22
2487	TURTLEY AWESOME 200S	20.00	12/16/22
2485	SAPPHIRE 7S OVERSIZED GAME	20.00	12/22/22
2513	100 TIMES THE CASH \$20 FAMILY	20.00	01/27/23
2463	GOAT LOAD OF CASH	10.00	09/09/22
2458	SHOW ME \$100,000	10.00	12/22/22
2505	ALL \$50'S AND \$100'S	10.00	01/04/23
2378	\$500 RICHER	10.00	01/06/23
2489	FIRE & ICE CROSSWORD \$10 CROSSWORD	10.00	01/13/23
2512	50 TIMES THE CASH \$10 FAMILY	10.00	01/27/23
2469	STRIKE IT RICH!	5.00	11/18/22
2491	GOLD HARD CASH	5.00	12/02/22
2466	ALL ABOUT THE BENJAM	5.00	12/16/22
2499	ROCKET CROSSWORD \$5 CROSSWORD	5.00	01/13/23
2511	20 TIMES THE CASH \$5 FAMILY	5.00	01/20/23
2468	I'M FEELING LUCKY	5.00	02/10/23
2470	CASH WHEEL MULTIPLIE	3.00	10/07/22
2484	BINGO BLAST	3.00	11/11/22
2486	MAGIC WORD CROSSWORD \$3 CROSSWORD	3.00	12/02/22
2475	SLINGO SX	3.00	12/09/22
2490	SCRATCH OF THE DAY	3.00	01/13/23
2400	CROSSWORD \$2 CROSSWORD	2.00	06/10/21
2502	TRIPLE 333	2.00	12/22/22
2510	10 TIMES THE CASH \$2 FAMILY	2.00	01/20/23
2507	LEVEL UP	2.00	02/03/23
2427	TWENTY-ONE	1.00	11/04/22
2509	5 TIMES THE CASH \$1 FAMILY	1.00	01/20/23

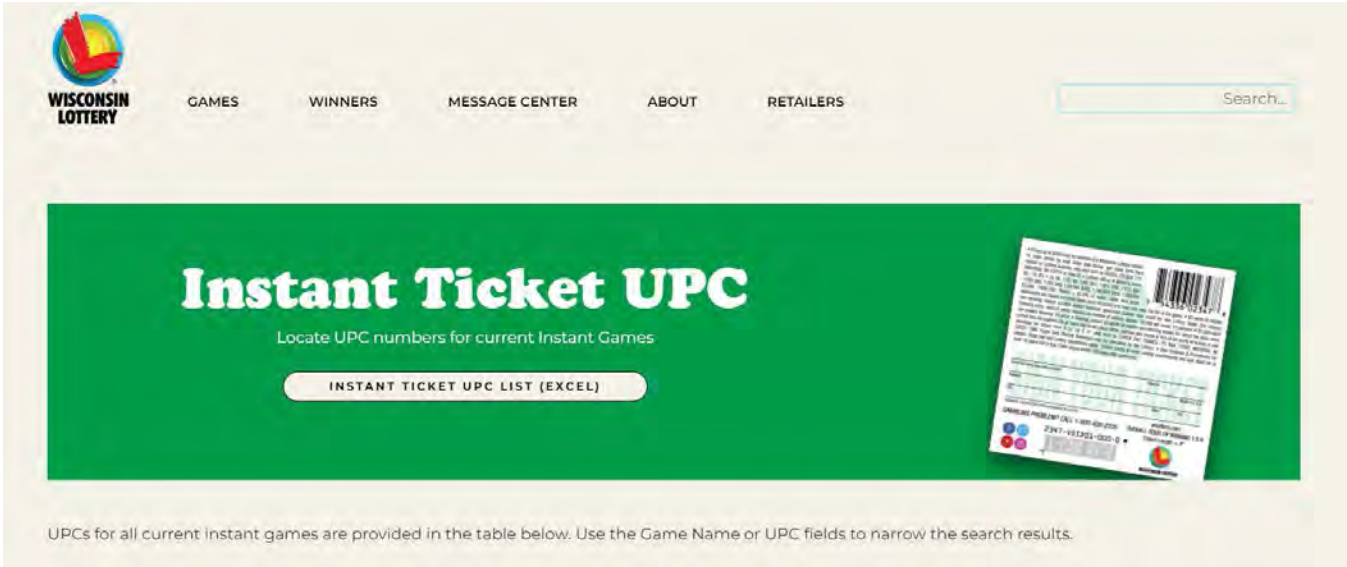
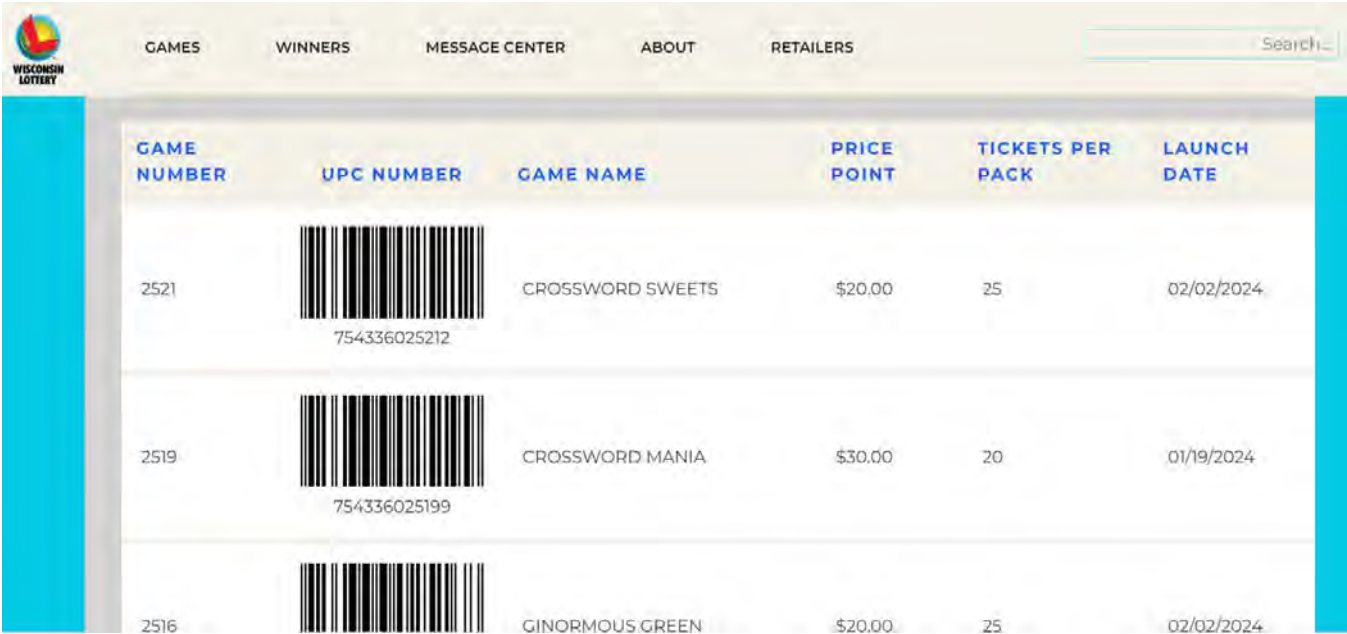
VOID
NOT FOR SALE
OR
PRIZE PAYMENT

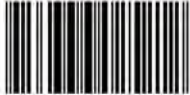
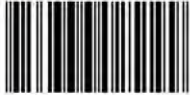

Wednesday, FEB 15 2023, 18:08:52

Instant Games UPC CODES

Below is an example of the instant Ticket UPC numbers that can be found on our website at <https://www.wilottery.com/UPC>

Important game information is included within each pack of tickets shipped. Additional POS, flyers, posters, and brochures are periodically shipped with tickets, mailed, or delivered by your Field Marketing Representative.

GAME NUMBER	UPC NUMBER	GAME NAME	PRICE POINT	TICKETS PER PACK	LAUNCH DATE
2521	 754336025212	CROSSWORD SWEETS	\$20.00	25	02/02/2024
2519	 754336025199	CROSSWORD MANIA	\$30.00	20	01/19/2024
2516		GINORMOUS GREEN	\$20.00	25	02/02/2024

Plan-O-Grams
PLAN-O-GRAMS

Plan-O-Grams are diagrams the Lottery uses to indicate the placement of Lottery products in point-of-sale displays to maximize sales.



16 GAME PLAN-O-GRAM

AVG VOLUME

\$20 Oversized Ticket

16 Game Plan-O-Gram			
\$50	\$30	\$30/\$20	\$20
\$20	\$10	\$10	\$10
\$5	\$5	\$5	\$3
\$3	\$2	\$2	\$1



24 GAME PLAN-O-GRAM

HIGH VOLUME

\$20 Oversized Ticket

24 Game Plan-O-Gram			
\$50	Crossword \$30	\$30	\$20
\$20	Crossword \$20	\$10	\$10
\$10	Crossword \$10	\$10	\$5
\$5	Crossword \$5	\$5	\$5
\$3	Crossword \$3	\$3	\$2
\$2	Crossword \$2	\$1	\$1

Plan-O-Grams
Gemini Vending Machine PLAN-O-GRAM

Gemini Plan-O-Gram			
\$50	Crossword \$30	\$30	\$20
\$20	Crossword \$20	\$10	\$10
\$10	Crossword \$10	\$10	\$5
\$5	Crossword \$5	\$5	\$5
\$3	Crossword \$3	\$3	\$2
\$2	Crossword \$2	\$1	\$1

Plan-O-Grams
GT20 Vending Machine PLAN-O-GRAM

GT20 Plan-O-Gram			
\$50	\$30	\$30	\$20
\$20	\$20	\$10	\$10
\$10	\$10	\$5	\$5
\$5	\$5	\$3	\$3
\$2	\$2	\$1	\$1

Traditional Pull-tab Games

Receiving Pull-tab Tickets

Redemption & Security

Games Available and Selling Tips

Traditional Pull-tab Games RECEIVING PULL-TAB TICKETS

Traditional Pull-tabs cannot be validated on Lottery terminals.

Tickets are usually delivered the next working day after an order is placed. **When tickets are delivered you should immediately:**

- Check the box number(s) of your Pull-tabs against the numbers on the packing slip
- Retain the packing slip to keep records of your purchases and commissions and to identify lost or stolen tickets.
- Treat the Lottery Pull-tab tickets like **CASH**.
- Keep the Pull-tabs in the box and store them in a secure place, such as a safe, until ready to be sold. Call the Retailer Hotline at 1-800-242-7782 to order this convenient dispenser.
- Tickets must be redeemed at the location selling the tickets. The selling location is responsible for paying all prizes of tickets sold by that location.

Packaging

Traditional Pull-tabs are currently packaged in boxes of 1020, 1050, and 2040 tickets.

Numbering

Each box of Pull-tabs contains a 6-digit box number. The same box number appears on each Pull-tab ticket in the box.

Flare Card

The flare card is a point-of-sale item which can be displayed to inform players of the tickets available at your location. The flare card is packaged on the front of the box.



Traditional Pull-tab Tickets REDEMPTION & SECURITY

Redeeming Traditional Pull-tab tickets

- Traditional Pull-tabs are break-open tickets that do not have a validation barcode like you would find on a scratch ticket.
- Only redeem traditional Pull-tab tickets sold at your location the same day of purchase. To easily identify tickets you sell, compare the number printed at the bottom of each ticket to the number printed on the box.
- A winning ticket will display the FIRST winning symbol caption in pink, underlined in blue.
- All games have an additional security check - a validation code (W1, W2, W3, W4, W5) will appear under one of the separation strips.
- After redeeming a traditional Pull-tab, it is the retailer's responsibility to void the ticket by tearing it in half. You may also punch or destroy it.
- Do **NOT** return the ticket to the player.
- Opened boxes of traditional Pull-tab tickets **cannot** be returned for credit unless they are defective or the order was filled incorrectly. A box is considered opened if the original shipping seal on that box is no longer intact.

Traditional Pull-tab Games GAMES AVAILABLE & SELLING TIPS

Game Information

Game #	Game Name	Count	Price/Tkt	Cost/Box	Profit	Top Prize
767	DEAL 'EM	1050	\$0.50	\$157.19	\$32.81	\$75
775	Cool 7's	1050	\$0.50	\$157.19	\$32.81	\$60
2100	Casino Gold II	2040	\$0.50	\$324.25	\$63.75	\$50
776	Hot Cash	2040	\$0.50	\$311.25	\$63.75	\$100
2262	Lucky Cherries	1050	\$0.50	\$157.19	\$32.81	\$100
2508	Liberty Bills	1020	\$1.00	\$316.25	\$63.75	\$125
2110	Packers	1020	\$1.00	\$316.25	\$63.75	\$200
2170	Wisconsin Gold 100	1020	\$1.00	\$324.25	\$63.75	\$100
753	Roll Out the Barrel	1020	\$1.00	\$316.25	\$63.75	\$100

Selling Tips

- Post the FLARE CARDS from the traditional Pull-tab box to show the prizes available.
- Pay out the top prizes in small denominations. Players may reinvest their winnings.

A complete list of pull-tab games can be found on the Wisconsin Lottery website at:

<https://www.wilottery.com/games/instant-games/pulltab-games>

Lotto Games

Lottery Terminal

Back of Terminal

Ultra Printer

Ticket Checker (TSP)

Lottoview

Outside Equipment

Jackpot Signs

Equipment Policy

Quick Reference Guide

Public Alerts

Game Information

Unreadable Tickets

Discontinuing Sales

Lottery Lotto Games EQUIPMENT - LOTTERY TERMINAL

All electronic Lottery equipment requires a dedicated electrical connection. This is a standard electrical outlet which is on a circuit that always has power. Lottery terminals receive software updates during off-peak hours and must be powered 24 hours a day.

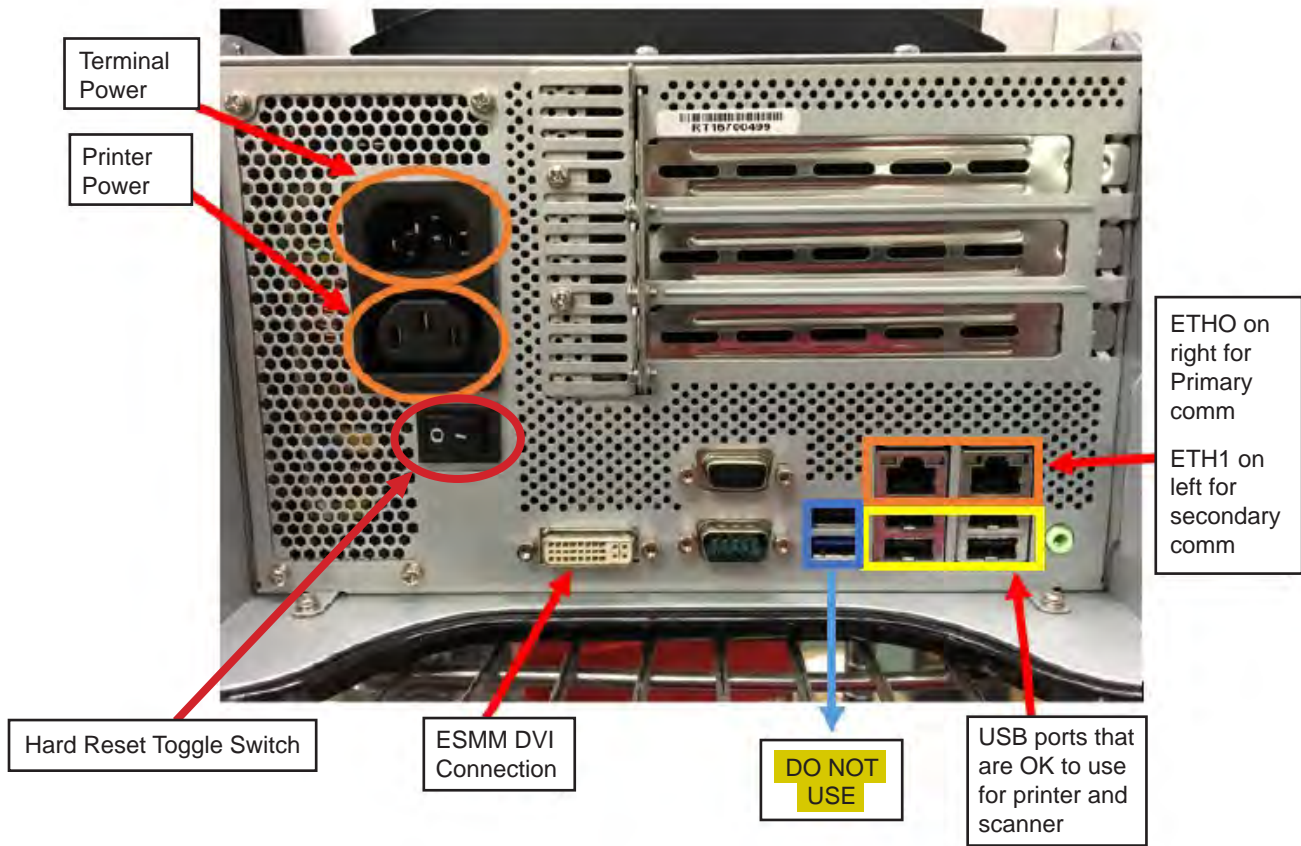
Lottery Terminal

Terminals are provided to retailers at no cost but remain the property of the Lottery. No outside devices are to be connected to the lottery terminal. Installation, training, maintenance and repairs are included in the Lottery contract. A step by step Quick Reference Card with terminal operating instructions is provided at the time of installation.

See pages 49 - 54.



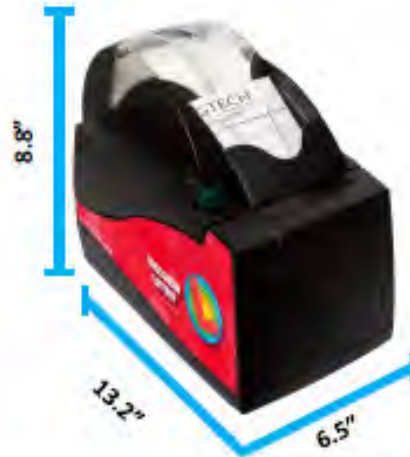
Lotto Games EQUIPMENT - BACK OF TERMINAL



Lotto Games EQUIPMENT - ULTRA PRINTER

The printer holds a large roll of paper for fewer roll changes. The ticket jam deflector greatly reduces paper jams.

PRINTER



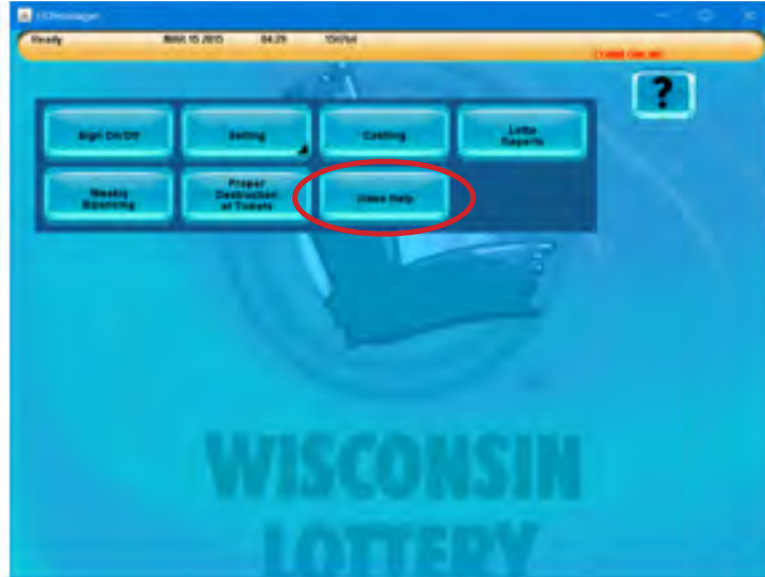
For help on loading printer paper or clearing printer jams, view the videos on the terminal.

Click on the first question mark in the upper left hand corner of the screen.



Lotto Games EQUIPMENT - PRINTER HELP

Click on Video Help

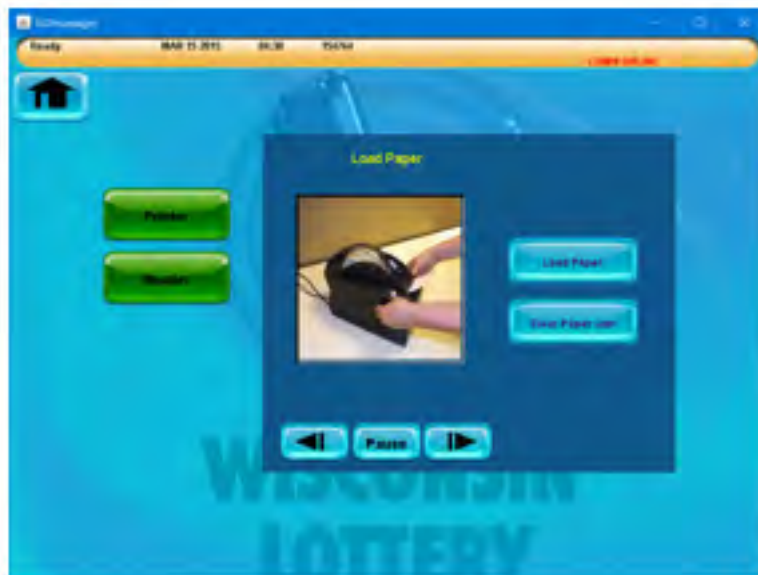


Choose printer



Lotto Games EQUIPMENT - PRINTER HELP

Click load paper, or clear paper jam, and the video will begin automatically.



Lotto Games EQUIPMENT - TICKET CHECKER (TSP)

The Ticket Checker has a large, easy-to-read display and comes with flexible mounting options. It quickly scans both Lotto and Instant Scratch tickets.

The Ticket Checker is used by players to check their own tickets. This can reduce the number of tickets that clerks need to scan on their terminal.



Lotto Games EQUIPMENT - LOTTOVIEW

Lottoview informs players with real-time jackpot amounts and informational messages. It also displays transaction information, ticket validation amounts and time sensitive messaging for Public Alerts.



The lottoview monitor equipment is for Lottery use only and remains the property of Wisconsin Lottery. It is part of the Lottery equipment package that is required with the retailers contract.

What You Need to Know

Public Alerts are available on the Lottery terminal. Wisconsin Amber Alert is an emergency child-abduction alert. Silver Alert is an emergency alert regarding an at-risk elderly person that has gone missing.

Public alerts are a collaborative partnership between law enforcement agencies, broadcasters, government agencies, and other groups to alert the general public when help is needed. Public alerts are made of up Amber and Silver alerts. It is one of the most effective strategies law enforcement agencies can use in reuniting children and adults with their families.

Wisconsin's Alert Plans divide the state into nine separate regions: Milwaukee, Madison, Green Bay, Wausau, La Crosse, Eau Claire, Rhinelander, Superior and Ashland. When an alert is issued, law enforcement will target a specific area or areas. Citizens who believe they have information should call 911, or the phone number that may be issued as part of the alert.

An IMMEDIATE MESSAGE marked "Urgent" is sent to your Lottery terminal screen. It MUST be opened to continue normal operations.

- 1) Press READ to open the IMMEDIATE MESSAGE.
- 2) Scroll down through the enclosed Alert information. Press PRINT.
- 3) Press PRINT multiple times to have copies ready for interested customers.
- 4) After printing, press OK. The terminal resets to the Main Screen.
- 5) Display the Alert information for customers.
- 6) If updated messages are issued during the Alert, repeat steps 1-5.
- 7) Call 911, or a number issued with the Alert, if you see a missing child or adult, suspect, or wanted vehicle.

NOTE: The Alert IMMEDIATE MESSAGE will NOT interrupt a sales transaction, the printing of a ticket or report, or the validation of tickets.

Lotto Games PUBLIC - ALERTS

AN ALERT PHOTOGRAPH may be sent to your terminal. When this occurs:

- The photo will appear in the middle of the Main Screen.
- It will most likely be a photo of a missing person, but could be a suspect, or vehicle.
- The photo will remain on-screen until the Alert is over.
- The photo cannot be printed or deleted.
- It does not affect Lottery terminal transactions.
- The photo is for your use only. DO NOT allow customers access to the terminal to view it. Players can view the photo on lottoview.
- You could receive an Alert photo and not be part of the Alert. (See below).

Unlike Amber Alert terminal mail messages, photographs cannot be sent to specific geographic areas. Alert photographs will be received by every Lottery terminal in the state.

If you receive a photo but do not receive the must-read urgent IMMEDIATE MESSAGE, you are not part of an Alert. In this instance, you will be sent a regular message you may open at your convenience. It confirms that the photo is associated with an alert issued outside your region and that no action from you is necessary.

Lottoview & Public Alerts

When an alert is issued the information will also be shown on the Lottoview for customers to view. This information may include human and vehicle descriptions.

Equipment Located Outside

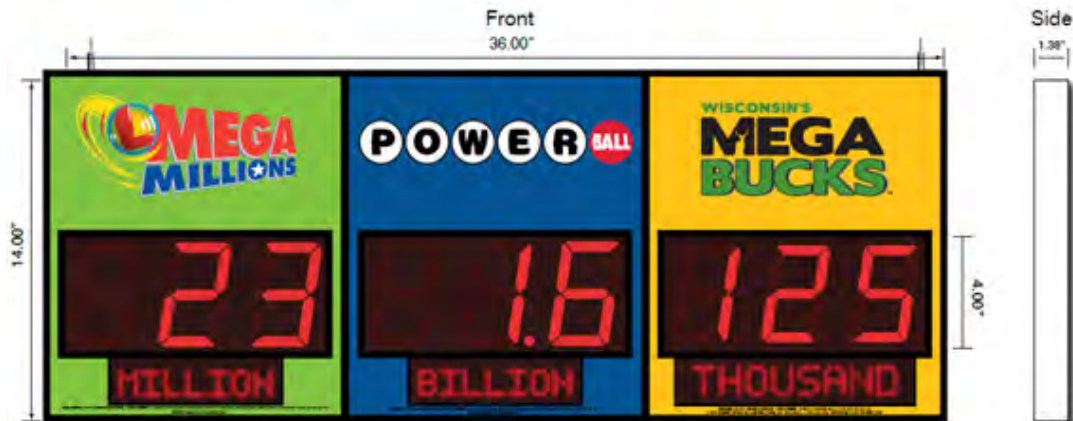
Your Lottery terminal will be connected to the Lottery gaming system through a wireless network using satellites or a Ventus (a cellular data system) unit.



Lotto Games EQUIPMENT - JACKPOT SIGN

Electronic Jackpot Signs display the current jackpot amounts for the Powerball, Mega Millions, and Megabucks Lotto games. The signs update automatically as the jackpot amounts change.

LARGE SIGN - 36" x 14"



SMALL SIGN – 4" x 11" on telescoping pole



Lotto Games

LIGHTED JACKPOT SIGN MANAGEMENT POLICY

Lighted Jackpot Sign Management Policy

The objective of the Wisconsin Lottery's Lighted Jackpot Sign Management Policy is to maintain cost-effective placement of our lighted jackpot signs, in order to maximize contributions to Wisconsin property tax relief. All equipment placement activities are based, in part, on availability of equipment. The administrator may deny a placement if there is reason to believe that the placement would unnecessarily risk Lottery equipment or personnel, or is found to be inconsistent with public interest.

The initial placement of lighted jackpot signs by IGT is intended for retailers who originally signed up through their Lottery field rep. This policy will then be used to maintain ongoing placement beyond original distribution. This equipment must be placed at financially productive locations, producing the maximum amount of revenue and property tax relief.

Initial Installs

Retailers were surveyed in the fall of 2018 to determine the quantities of both the large and the small lighted jackpot signs to establish the initial IGT order. Based on this initial survey, each retailer will receive the agreed upon sign. Any retailer who refuses installation, wants a different sign than they originally asked for, opts out or does not have the necessary space and/or electricity will be removed from the initial installation list and be placed into a "waiting" list for future placement. Locations who have had a change of owner since the original survey but had an allocated sign, will be allocated that original size sign.

Following Initial Installs

Once initial installation has been completed, the "waiting" list shall be established. The list shall start with the next retailer number past the highest number installed. Once all existing numbers are on the list, all retailers who refused, opted out or did not have the necessary space or electricity will be added. This will be the new list for signs as they become available. As new retailer locations become Lottery retailers they will be added to the end of this list and the list will continue in numeric order. Signs will be offered to the next retailer on the list regardless of sign size, however they will remain in their spot on the list if the correct size is not available to be offered. For example, if a convenience store wants a large sign but the next available sign is a small sign, they will remain on the list in their current spot and the next retailer on the list will be offered the small sign. Signs will be allocated from this list regardless of territory.

Timeliness of Activity

If the retailer elects not to accept the correct size sign when they become available that retailer will be removed from further consideration for one full year and will then be added back onto the bottom of the list at that time.

Geographic Consideration

A lighted jackpot sign may be placed in order to fulfill a geographic need. Should there be an area within the state that has very few Lottery retailers (one within a thirty mile radius), a sign may be placed in a retailer in that area without being placed on the waiting list. As indicated under s.565.02 (3), Stats. And Tax 61.04 (3), the Wisconsin Lottery has a responsibility to the general public to ensure that a sufficient number of retail locations are available throughout the state to serve public convenience. This will allow for dissemination of the jackpot amounts to all geographic areas of the state.

Placement at Key Account Locations Previously Refused

The placement of signs at key account retail locations that had previously refused signs shall follow the same criteria set forth in previous sections. However, should an agreement to display lighted jackpot signs in all stores within a key account prompt an additional purchase of signs to fulfill this agreement, said signs shall be installed in those locations without the need to wait on the list.

Lotto Games

LIGHTED JACKPOT SIGN MANAGEMENT POLICY

Business Decisions

Under certain circumstances, there may be a need to place a sign because of special business considerations. In such cases, the Director of the Lottery or Deputy Director if the director is not available, may approve placement at any location and at any time if they feel it is in the best interest of the Lottery and that it will maximize property tax relief.

Once Placed

Once a sign has been placed, it shall remain at that location and become part of the Lottery equipment as set forth in the retailer contract. The sign, along with the terminal and all other peripheral equipment shall be reassigned to a new retailer number following a change of owner. Should the need arise where the terminal equipment is removed from a retailer, the lighted jackpot sign shall be removed as well. That sign will then be reallocated to the retailer next on the waiting list. The exception would be equipment that is removed to preserve it during a remodel or rebuild.

Remodeling/Rebuilding

The lighted jackpot signs will follow the same criteria used to maintain placement of all Lottery equipment in a retail location. In the event of remodeling or rebuilding that requires the terminal and sign to be deactivated for an extended period (typically more than six days), a retailer will maintain the rights to their current terminal and sign for a period of six months. After 6 months of inactivity, the Field Marketing Representative of that retailer can submit a Business Decision request to extend the right for another two months. If the terminal is shut down for 8 months or longer, the Lottery may elect to reassign the sign, based on Lottery business needs. It is the responsibility of the retailer to keep the Lottery informed of remodeling and/or rebuilding activity that could affect Lottery equipment, per the retailer contract.

“Revision Coming Soon.”

“Revision Coming Soon.”



WISCONSIN LOTTERY

Terminal Quick Reference

RETAILER HOTLINE

1-800-242-7782

1. PLACE TICKET ORDER
2. LOST OR STOLEN TICKETS
3. EQUIPMENT ISSUES OR ORDER SUPPLIES
4. APPLICATIONS OR CONTRACTS
5. BANKING, BILLING OR ACCOUNTING
6. LOTTERY SECURITY
7. LOTTERY SERVICES PORTAL

Sign On/Off

SIGNING ON

1. Touch **SIGN ON**.
2. Enter your 2-digit Clerk Number and 4-digit Pass Number using the **NUMERIC TOUCHPAD**.
3. A Sign On Confirmation message displays. Touch **OK** to display the Home Screen.
4. If a News Message is available, it displays before the Home Screen. Once you have read it, touch **OK** to display the Home Screen.



SIGNING OFF

1. Touch **SIGN OFF** on the Home Screen.
2. Touch **OK** to confirm Sign Off.



Home Screen



Playslips & Tickets

INSERTING PLAYSLIPS

Insert playslips and Lotto game tickets on a straight angle against the rollers. The front of the playslip and Lotto game ticket must face you. DO NOT insert Instant tickets into the reader. A confirmation screen displays, touch SEND to send the wager or touch CANCEL to cancel. Ticket(s) print automatically.



SCRATCH TICKETS

Scan Instant tickets and pack barcodes using the barcode scanner. For best results, place ticket on counter and slide beneath barcode scanner light.

PLAYSLIP EDITING

If a playslip has been filled out incorrectly, an error message will display. You may correct the error on the screen or return the playslip to the player to be corrected.

SCANNING DIGITAL PLAYSLIPS

Remove the scanner from the cradle and scan the QR code on the player's phone. A confirmation message will display on the terminal screen.



Help

GENERAL HELP

1. Touch **HELP** on the Home Screen.
2. Touch the desired Help topic. Help information displays for the topic.
3. Touch **PRINT** to print the Help screen, or touch **BACKSPACE** to return to the Home Screen.



CONTEXT HELP

Touch Context Help followed by the specific function for which help is desired.

1. Touch **CONTEXT HELP** on the Home Screen or any Game Screens.
2. Touch the function button that corresponds to the subject matter for which you would like help (i.e. **SPECIAL FUNCTIONS**).
3. The screen displays text help for that item.
4. Touch **PRINT** to print the Help screen, or touch **BACKSPACE** to return to the Home Screen.



VIDEO HELP

1. Touch **HELP** on the Home Screen, then touch **VIDEO HELP**.
2. Touch the button that corresponds to the topic for which you would like help (i.e. **PRINTER**).
3. Touch the function for which you need help (i.e. **LOAD PAPER**).
4. A video demonstrating the selected function displays.
5. Touch **PAUSE** to pause the video as needed; forward and reverse the video as needed by touching the **ARROW BUTTONS**.
6. Touch **HOME** to return to the Home Screen.



Lock

Touch the **LOCK** button to secure the terminal to prevent unauthorized use. This feature allows the user to leave the terminal unattended without signing off. The Ticket Checker will remain operational while in "LOCK" mode. The terminal Pass Number is required to unlock the terminal.



Special Functions

1. Touch **SPECIAL FUNCTIONS** on the Home Screen.
2. Touch the desired option. The Special Functions options are described on the following pages.



TRAINING ON/OFF

1. Touch **TRAINING ON/OFF** on the Special Functions menu to place the terminal in Training mode. The message on the top left of the screen will change from Ready to Training: Ready. Training will display as a watermark in the background to alert that you are in training mode.
2. Training mode allows for terminal use without placing real Lotto Game wagers. No tickets will be produced while in Training mode.

NOTE: Total must be cleared before Training mode can be entered.

REDEEM COUPON

1. Touch **REDEEM COUPON** on the Special Functions menu.
2. Scan the coupon using the reader or barcode scanner, or manually enter the coupon serial number using the **NUMERIC TOUCHPAD**.
3. Touch **SEND**. A confirmation screen displays and the bonus ticket or voucher prints automatically.

VERSION INFO

Displays current version of software.

TERMINAL RESET

Resets the terminal quickly without powering down.

ORDER CONFIRMATION

1. Touch **ORDER CONFIRMATION** on the Special Functions menu.
2. Scan packing slip, or manually enter the order number using the **NUMERIC TOUCHPAD**.
3. Touch **SEND** and a receipt prints automatically.
4. A confirmation screen displays. Touch **PRINT** to print the screen, or touch **OK** to return to the Home Screen.

NOTE: All **orders** must be **confirmed** upon receipt.

PACK ACTIVATION

1. Touch **PACK ACTIVATION** on the Special Functions menu.
2. Scan the pack barcode, or manually enter the number using the **NUMERIC TOUCHPAD**.
3. Touch **SEND** and a receipt prints automatically.
4. A confirmation screen displays. Touch **PRINT** to print the screen, or touch **OK** to return to the Home Screen.

NOTE: **Activate** each **pack** prior to putting them out for sale.

PRINTER TEST

Prints a sample message used to ensure paper is loaded correctly.

DISPLAY OPTIONS

Use to switch between the terminal's Default Background and Alternate Background, and for Brightness Control.

NEWS

1. Touch **NEWS** on the Special Functions menu.
2. The news message displays. Use the **UP AND DOWN ARROWS** to read the message as needed.
3. Touch **PRINT** to print the message.
4. Touch **OK** to return to the Home Screen.

Special Functions

TELEPHONE LIST

Displays the phone numbers for the Retailer and Player Hotlines. The list may be printed for reference.

VOLUME

Touch the **SPEAKER ICON** to control the volume of the terminal.

FST SIGN ON

Used by IGT's Field Service Technicians.

PASSWORD MANAGEMENT

Used to change your Pass Number.

VIEW FLYER

Select this button to view helpful information about Lottery operations and short-term incentives.

FMR SIGN ON

Used by Lottery Field Marketing Representatives to sign on to the terminal.

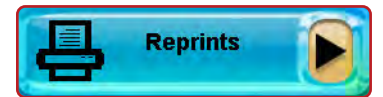
Mail



A flashing mail message alert in the status bar indicates there are unread mail messages for the terminal.

1. Touch **MAIL** on the Home Screen.
2. Touch the **NUMBER** next to the message you wish to read. Use the **UP AND DOWN ARROWS** to advance the messages.
3. Touch **READ** to show the full message in the bottom of the window. Once a message has been read, touch **DELETE** to delete the message or touch **PRINT** to print the message.
4. Touch **HOME** to return to the Home Screen.

Reprints



1. Touch **REPRINTS** on the Home Screen.
2. Touch the desired option: Last Transaction, Last Wager, Last Lotto Cash, or Last Instant Cash.
3. The selected Reprint option prints automatically.

NOTE: Reprints are not real tickets and are clearly branded "REPRINT – DO NOT GIVE TO PLAYER." and "REPRINT NOT FOR SALE". There is no barcode printed on a Reprint. If a wager with EZ Match is reprinted, the EZ Numbers are not printed.

Jammed tickets may be sent to the Lottery with a note describing the issue to apply for credit. The Lottery provides Adjustment Request Forms for this purpose. **It is the Lottery's discretion if a credit will be issued for your particular circumstance.**

Reports



1. Touch **REPORTS** on the Home Screen.
2. Touch the desired report type.
3. Select/Enter the requested information as prompted.
4. The report displays. Use the **UP AND DOWN ARROWS** to scroll through report.
5. If desired, touch **PRINT** to print a copy of the report or touch **OK** to return to the Home screen.

Manual Ticket Cash

1. Touch **MANUAL TICKET CASH** on the Home Screen.
2. Touch the desired function.



LOTTO CASH

1. Touch **LOTTO CASH** on the Manual Ticket Cash menu to validate Lotto tickets.
2. Process the Lotto ticket by using the handheld barcode scanner, running it through the terminal scanner or by manually entering the ticket serial number using the numeric touchpad.
3. A validation confirmation screen displays. Touch **OK** to return to validate additional tickets. Once all validations are complete, touch **EXIT** to return to the Home Screen. For winning tickets of \$50 or more, touch **SEND** to cash the ticket or **CANCEL** to return to the home screen.
4. One Cash Authorization slip prints automatically for store use for all validations.



NOTE: An exchange ticket will print for any remaining draws on multi-draw ticket validations. Give this ticket to the player.

INSTANT CASH

1. Touch **INSTANT CASH** on the Manual Ticket Cash menu to validate Instant tickets.
2. Process the ticket by scanning the barcode under the play area on the front of the ticket and skip to step 4.
3. If the barcode on the front of the ticket is unreadable:
 - a. Scan the barcode on the back of the ticket with the handheld barcode scanner or enter the number manually.
 - b. Manually enter the 10-digit number under the play area on the front of the ticket.
4. A validation confirmation screen displays. Touch **OK** to return to validate additional tickets. Once all validations are complete, touch **EXIT** to return to the Home Screen. For winning tickets of \$50 or more, touch **SEND** to cash the ticket or **CANCEL** to return to the home screen.
5. One Cash Authorization slip prints automatically for store use for all validations.



Paper Loading

1. Press the silver button and open the paper cover on the printer.
2. Remove the used paper roll from the printer.
3. Remove the tape from the new roll of paper and place the roll in the printer with the paper unwinding from the bottom.
4. Make sure approximately 12–18 inches of excess paper is hanging out of the front of the printer. If loading a previously loaded roll, 2–4 inches should hang out of the front.
5. Paper must be loaded over the bar for proper operation.
6. Close the paper cover firmly over the excess paper so that it latches securely.
7. The paper feeds automatically to align itself.
8. The printer automatically cuts the excess paper.
9. After changing the paper, run a Printer Test to ensure the paper was loaded properly. Touch **SPECIAL FUNCTIONS** from the Home screen, then touch **PRINTER TEST**. A test message will print if the printer is loaded properly.



Selling Lotto Games

TOTAL SALES

1. Touch **TOTAL** on the Home Screen when transactions for a customer are complete.
2. Enter the amount given by the customer using the **NUMERIC TOUCHPAD**. Touch **TOTAL** to complete the transaction.
3. Touch **PRINT** to print a receipt.
4. Touch **CLEAR** to clear the transaction display and return to the Home Screen for the next customer Transaction.



RAFFLE

Raffle is only available when the button is lit. Otherwise, the button will be grayed out.

1. Touch **RAFFLE** on the Home Screen.
2. Select 1 for \$5.
3. Touch **SEND** to print a ticket or the HOME symbol to exit.



10 BUCK LUCK

Use to produce a combination of individual quick pick Lotto tickets for their next drawing.

1. Touch **10 BUCK LUCK** on the Home Screen.
2. A confirmation screen displays. Touch **SEND** to print tickets.



POWERBALL®

1. Touch **POWERBALL** on the Home Screen.
2. Select the **AMOUNT PER DRAW**: [\$2, \$4, \$6, \$8, or \$10].
3. Select the number of **DRAWS**: [1–12].
4. Select the **BIG \$2** option: [Cancel, \$10, \$20, \$30, \$40, or \$50].
5. Select the **BIG \$10** option: [Cancel, \$10, \$20, \$30, \$40, \$50, or \$100].
6. Select Yes or No for the **POWER PLAY** option.
7. Touch **MANUAL ENTRY** for manual entry, or touch **SEND** to allow the system to randomly choose the numbers.
8. For manual entry, touch the player's 5 numbers, then select the Powerball number; or touch **QUICK PICK**. Touch **SEND**.
9. If a confirmation screen displays, touch **SEND** to send the wager or touch **CANCEL** to cancel. Ticket(s) print automatically.



MEGA MILLIONS®

1. Touch **MEGA MILLIONS** on the Home Screen.
2. Select the **AMOUNT PER DRAW**: [\$2, \$4, \$6, \$8, or \$10].
3. Select the number of **DRAWS**: [1–8].
4. Select the **BIG \$2** option: [Cancel, \$10, \$20, \$30, \$40, or \$50].
5. Select the **BIG \$10** option: [Cancel, \$10, \$20, \$30, \$40, \$50 or \$100].
6. Select Yes or No for the **MEGAPLIER** option.
7. Touch **MANUAL ENTRY** for manual entry, or touch **SEND** to allow the system to randomly choose the numbers.
8. For manual entry, touch the player's 5 numbers, then select the Mega Ball number; or touch **QUICK PICK**. Touch **SEND**.
9. If a confirmation screen displays, touch **SEND** to send the wager or touch **CANCEL** to cancel. Ticket(s) print automatically.



BADGER 5™

1. Touch **BADGER 5** on the Home Screen.
2. Select the **AMOUNT PER DRAW**: [\$1, \$2, \$3, \$4, or \$5].
3. Select the number of **DRAWS**: [1–7].
4. Touch **MANUAL ENTRY** for manual entry, or touch **SEND** to allow the system to randomly choose the numbers.
5. For manual entry, touch the player's 5 numbers; or touch **QUICK PICK**. Touch **SEND**.
6. If a confirmation screen displays, touch **SEND** to send the wager or touch **CANCEL** to cancel. Ticket(s) print automatically.



Selling Lotto Games

SUPERCASH!®



1. Touch **SUPERCASH!** on the Home Screen.
2. Select the **AMOUNT PER DRAW**: [\$1, \$2, \$3, \$4, or \$5].
3. Select the number of **DRAWS**: [1–7].
4. Touch **MANUAL ENTRY** for manual entry, or touch **SEND** to allow the system to randomly choose the numbers.
5. For manual entry, touch the player's 6 numbers for the first Play, then select the numbers for the second play; or touch **QUICK PICK**. Touch **SEND**.
6. If a confirmation screen displays, touch **SEND** to send the wager or touch **CANCEL** to cancel. Ticket(s) print automatically.

MEGABUCKS™



1. Touch **MEGABUCKS** on the Home Screen.
2. Select the **AMOUNT PER DRAW**: [\$1, \$2, \$3, \$4, or \$5].
3. Select the number of **DRAWS**: [1–8].
4. Select Yes or No for the **EZ MATCH** option.
5. Touch **MANUAL ENTRY** for manual entry, or touch **SEND** to allow the system to randomly choose the numbers.
6. For manual entry, touch the player's 6 numbers for the first Play, then select the numbers for the second play; or touch **QUICK PICK**. Touch **SEND**.
7. If a confirmation screen displays, touch **SEND** to send the wager or touch **CANCEL** to cancel. Ticket(s) print automatically.

ALL OR NOTHING™



1. Touch **ALL OR NOTHING** on the Home Screen.
2. Select the **AMOUNT PER DRAW**: [\$2, \$4, \$6, \$8, or \$10].
3. Select the number of **DAYS**: [1–7].
4. Select **MIDDAY, EVENING** or **BOTH**.
5. Touch **MANUAL ENTRY** for manual entry, or touch **SEND** to allow the system to randomly choose the numbers.
6. For manual entry, touch the player's 11 numbers; or touch **QUICK PICK**. Touch **SEND**.
7. If a confirmation screen displays, touch **SEND** to send the wager or touch **CANCEL** to cancel. Ticket(s) print automatically.

DAILY PICK 3™: QUICK PICK



1. Touch **DAILY PICK 3** on the Home Screen to select game options for a Quick Pick.
2. Select the number of **PLAYS**: [1–5].
3. Select the number of **DAYS**: [1–7].
4. Select the **PLAY TYPE**: [Straight, Box, Straight/Box].
5. Select the **PLAY AMOUNT**: [\$0.50 or \$1.00].
6. Select **MIDDAY, EVENING** or **BOTH**.
7. Touch **SEND**.
8. If a confirmation screen displays, touch **SEND** to send the wager or touch **CANCEL** to cancel. Ticket(s) print automatically.

Selling Lotto Games

DAILY PICK 3™: MANUAL



1. Touch **DAILY PICK 3 MANUAL** on the Home Screen to select game options and enter the player's numbers.
2. Select the number of **PLAYS**: [1–5].
3. Select the number of **DAYS**: [1–7].
4. Select the **PLAY TYPE**: [Straight, Box, Straight/Box].
5. Select the **PLAY AMOUNT**: [\$0.50 or \$1.00].
6. Select **MIDDAY, EVENING** or **BOTH**.
7. Touch **PICK NEXT** to add Plays.
8. Touch **PLAYSLIP REPEATS** if a player wants additional tickets for their playslip (Limit of \$70.00).
9. Manually enter 3 numbers using the **NUMERIC TOUCHPAD**, or touch **QUICK PICK** to allow the system to randomly choose the numbers.
10. Touch **MANUAL REPEATS** if a player wants multiple tickets of the same wager (Limit \$20.00).
11. If a confirmation screen displays, touch **SEND** to send the wager or touch **CANCEL** to cancel. Touch **SEND** and ticket(s) print automatically.

DAILY PICK 4™: QUICK PICK



1. Touch **DAILY PICK 4** on the Home Screen to select game options for a Quick Pick.
2. Select the number of **PLAYS**: [1–5].
3. Select the number of **DAYS**: [1–7].
4. Select the **PLAY TYPE**: [Straight or Box].
5. Select the **PLAY AMOUNT**: [\$0.50 or \$1.00].
6. Select **MIDDAY, EVENING** or **BOTH**.
7. Touch **SEND**.
8. If a confirmation screen displays, touch **SEND** to send the wager or touch **CANCEL** to cancel. Ticket(s) print automatically.

DAILY PICK 4™: MANUAL



1. Touch **DAILY PICK 4 MANUAL** on the Home Screen to select game options and enter the player's numbers.
2. Select the number of **PLAYS**: [1–5].
3. Select the number of **DAYS**: [1–7].
4. Select the **PLAY TYPE**: [Straight or Box].
5. Select the **PLAY AMOUNT**: [\$0.50 or \$1.00].
6. Select **MIDDAY, EVENING** or **BOTH**.
7. Touch **PICK NEXT** to add Plays.
8. Touch **PLAYSLIP REPEATS** if a player wants additional tickets for their playslip (Limit of \$70.00).
9. Manually enter 4 numbers using the **NUMERIC TOUCHPAD**, or touch **QUICK PICK** to allow the system to randomly choose the numbers.
10. Touch **MANUAL REPEATS** if a player wants multiple tickets of the same wager (Limit \$20.00).
11. If a confirmation screen displays, touch **SEND** to send the wager or touch **CANCEL** to cancel. Touch **SEND** and ticket(s) print automatically.

FAST PLAY™



1. Touch **FAST PLAY** on the Home Screen.
2. Select the desired Fast Play Game button. Note that the price for each game varies.
3. Touch **TICKETS** to choose the number of tickets: [1, 2, 3, 5, or 10].
4. Touch **SEND**.
5. A confirmation screen displays for all Fast Play games. Touch **SEND** to send the wager or touch **CANCEL** to cancel. Ticket(s) print automatically.

Lotto Games

GAME INFORMATION

Fast Play

What is Fast Play?

- A style of lotto games featuring instant play and a progressive jackpot
- Tickets print from the terminal and can be played immediately
- There are no drawings and no playslips
- All prizes are instant wins, including the jackpot
- Each Fast Play game has its own specific name, but each ticket will have the Fast Play logo printed above the game name at the top of the ticket
- The price of tickets will vary depending on the specific game
- Fast Play prizes can be claimed up to 180 days after the ticket is generated
- **After you have received payment, hand the printed ticket to player as soon as possible**

Progressive Jackpot

- All Fast Play games contribute to one progressive jackpot
- The jackpot starts at \$10,000
- Players can watch the jackpot grow in real time
- 10% of every ticket purchased goes to the progressive jackpot prize pool
- The price of the Fast Play game determines the percentage of the jackpot that game can win

Price	Win/Share	Odds
\$1	10% of JACKPOT	1:240,000
\$2	20% of JACKPOT	1:240,000
\$5	50% of JACKPOT	1:240,000
\$10	100% of JACKPOT	1:240,000

Example:

- A. If the current Fast Play jackpot is \$60,000 and a \$2 Fast Play ticket wins the jackpot, that ticket wins \$12,000 (20% of \$60,000). The new available jackpot for all Fast Play games then becomes \$48,000 (\$60,000 minus \$12,000) and will grow from there.
- B. If the current Fast Play jackpot is \$15,000 and a \$5 Fast Play ticket wins the jackpot, that ticket wins \$7,500 (50% of \$15,000). The new available jackpot for all Fast Play games will reset to the starting amount of \$10,000 since the remaining jackpot amount (\$7,500) was less than the starting amount).

Fast Play Game Chart*

Game Name	Price Point	Overall Odds	Payout Percentage	Jackpot Win Percentage	Playstyle	Features
5X	\$1	1:4.1	59.0%	10%	Key # Match	Multiplier
10X®	\$2	1:3.8	62.0%	20%	Key # Match	Multiplier
20X	\$5	1:3.7	64.5%	50%	Key # Match	Multiplier
50X	\$10	1:3.4	70.0%	100%	Key # Match	Multiplier
Cash Stash	\$2	1:4.0	62.0%	20%	Extended Play	Doubler
Platinum Payout	\$10	1:3.4	70.0%	100%	Key # Match	Bonus Area

*Fast Play games may be ended and new games launched based on individual game performance.



UPDATED TERMINAL SCREENS



1

Touch the Fast Play button on the home screen.

Touch the desired game button.

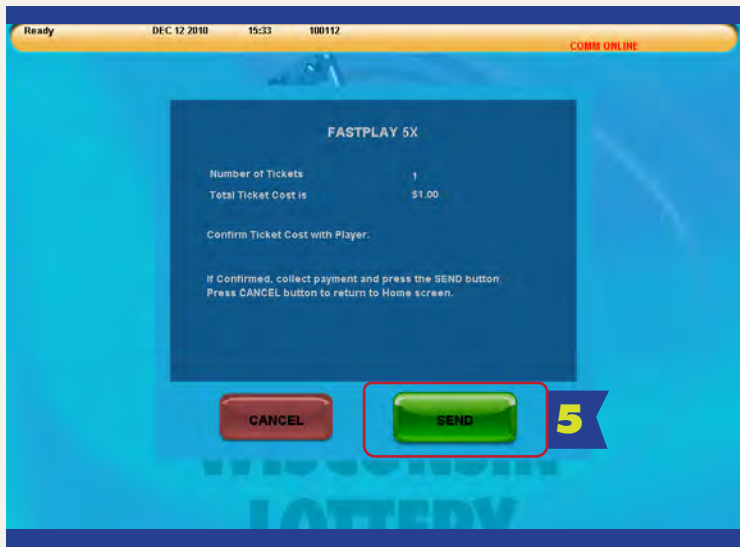
2

Select the number of tickets.

3

Touch SEND.

4



5

Confirm the cost of the ticket with the player and then touch the SEND button to print the ticket.

Lotto Games
GAME INFORMATION
Megabucks, SuperCash!,
All or Nothing, and Badger 5*

	Megabucks		SuperCash!		Badger 5		All or Nothing	
Drawbreaks	9-9:05 PM		9-9:05 PM		9-9:05 PM		1:30-1:35 PM 9-9:05 PM	
Draw Days	Wednesday & Saturday		Every day		Every day		1:30 and 9:00 PM Every day	
Jackpot	\$1 Million Minimum Pari-mutuel		Daily Top Prize \$350,000		\$10,000 Minimum Pari-mutuel No Annuity		Drawing Top Prize \$100,000	
Pick	Pick 6/49		Pick 6/39		Pick 5/31		Pick 11/22	
Play	\$1 for 2 Plays		\$1 for 2 Plays		\$1 per Play		\$2 per Play	
Features	EZ Match \$1 Features Instant Win		Free Doubler with 1:7 Odds				Win the \$100,000 Top Prize by matching ALL of the numbers or NONE of the numbers!	
Notes	Match 3 or more to win		Match 3 or more to win		Match 2 or more to win		Match 11 or match 0 to win the top prize	
Match & Win Share	6 of 6 5 of 6 4 of 6 3 of 6	JACKPOT \$500 \$30 \$2	6 of 6 5 of 6 4 of 6 3 of 6	\$350,000 \$500 \$30 \$1	5 of 5 4 of 5 3 of 5 2 of 5	JACKPOT \$50 \$2 \$1	11 of 11 10 of 11 9 of 11 8 of 11 3 of 11 2 of 11 1 of 11 0 of 11	\$100,000 \$500 \$40 \$4 \$4 \$40 \$500 \$100,000

*For more information on all our Lotto games please visit our website at
www.wilottery.com

Lotto Games
GAME INFORMATION
Mega Millions, Powerball*

	Mega Millions		Powerball	
Drawbreaks	9:00 - 9:05 PM		9:00 - 9:05 PM	
Draw Days	Tuesday & Friday		Monday, Wednesday & Saturday	
Jackpot	\$20 Million Minimum Pari-mutuel		\$20 Million Minimum Pari-mutuel	
Pick	Pick 5/70 and 1/25 Mega Ball		Pick 5/69 and 1/26 Powerball	
Play	\$2 per Play		\$2 per Play	
Features	Megaplier* Extra \$1 Multiplies prize by that drawing's Power Play number (2-5) *Excluding Jackpot		Powerplay* Extra \$1 Multiplies prize by that drawing's Power Play number (2-5, or 10 x) *Excluding Jackpot	
Match & Win Share	5/5 + Mega Ball	Jackpot	5/5 + Powerball	WIN Jackpot
	5 of 5	\$1,000,000	5 of 5	\$1,000,000
	4 of 5 + MB	\$10,000	4 of 5 + PB	\$50,000
	4 of 5	\$500	4 of 5	\$100
	3 of 5 + MB	\$200	3 of 5 + PB	\$100
	3 of 5	\$10	3 of 5	\$7
	2 of 5 + MB	\$5	2 of 5 + PB	\$7
	1 of 5 + MB	\$4	1 of 5 + PB	\$4
	0 of 5 + MB	\$2	0 of 5 + PB	\$4

*For more information on all our lotto games please visit our website at
www.wilottery.com

Lotto Games
GAME INFORMATION
Daily Pick 3 & Pick 4*

	Daily Pick 3	Daily Pick 4
Drawbreaks	1:30-1:35 PM and 9-9:05 PM	1:30-1:35 PM and 9-9:05 PM
Draw Days	1:30 and 9:00 PM Every day	1:30 and 9:00 PM Every day
Top Prize	\$500	\$5,000
Pick	Pick three numbers from 0 to 9	Pick four numbers from 0 to 9
Play	\$1 or \$.50 \$1 for Straight/Box	\$1 or .50
Notes	Straight must match winning numbers in exact order. Box can match winning numbers in any order.	

Match & Win Share for Daily Pick 3

Straight Offers the highest prize per \$1 play!		Box Offers the best odds of winning a prize per play!				Straight/Box Offers both \$.50 play prizes in one play!			
Match 3 numbers drawn in exact order		Match 3 numbers drawn in any order				A combination play to match 3 for \$.50 straight and \$.50 box, costs \$1			
		3-Way Box		6-Way Box		3-Way Box		6-Way Box	
\$500	\$250	\$160	\$80	\$80	\$40	\$330 (\$250+80)	\$80	\$290 (\$250+40)	\$40
PLAY									
\$1	\$.50	\$1	\$.50	\$1	\$.50	\$1 only	\$1 only	\$1 only	\$1 only
ODDS									
1:1,000		1:334		1:167		1:1,000		1:334	

Match & Win Share for Daily Pick 4

Straight Offers the highest prize per \$1 play!		Box Offers the best odds of winning a prize per play!							
Match 4 numbers drawn in exact order		Match 4 numbers drawn in any order							
		24-Way Box		12-Way Box		6-Way Box		4-Way Box	
		Match 4 different numbers in any order		Match 4 numbers, two digits same, in any order		Match 4 numbers, two sets are same, in any order		Match 4 numbers, three digits same, in any order	
		No Multiples 24-Way Box		Duplicate Digits 12-Way Box		Two Pairs 6-Way Box		Triplicate Digits 4-Way Box	
\$2,500	\$5,000	\$100	\$200	\$200	\$400	\$400	\$800	\$600	\$1,200
PLAY									
\$.50	\$1	\$.50	\$1	\$.50	\$1	\$.50	\$1	\$.50	\$1
ODDS									
1:10,000		1:417		1:834		1:1,667		1:2,500	

*For more information on all our Lotto games please visit our website at www.wilottery.com

Lotto Games

CASHING LOTTO TICKETS

How to Cash Tickets

Your Lottery terminal will take the guesswork out of whether a ticket is a winner. You can cash winning tickets purchased from ANY Lottery Retailer with prizes up to \$599.00.

Always scan lotto tickets AND get the Lotto Cash Authorization slip before paying out any prize. **You must validate a winning ticket on your terminal in order to receive credit for the prize paid out.**

Do not attempt to validate a ticket that appears to have been altered.

To validate (cash) a lotto ticket:

- Scan barcode on the ticket or insert ticket in top reader of the Lottery terminal.
- To validate more than one ticket, continue scanning the barcodes of the additional tickets.
OR
- To manually validate and cash a lotto ticket, scan the barcode on the ticket or enter the numbers manually.
- Touch EXIT to complete.
- A Lotto Cash Authorization slip will print showing the total amount to pay the player.
- Return to the player any **non-winning** ticket(s) along with the Lotto Cash Authorization slip showing that the ticket(s) is a non winner.



- For all **winning tickets** you should show the winner the Lotto Cash Authorization slip but you will need to retain the Lotto Cash Authorization slip for your accounting purposes.
- After paying the prizes for winning tickets, tear the tickets in half through the validation barcode and attach the Lotto Cash Authorization slip to one half of the ticket. Dispose of the other half. Retain ticket half with Lotto Cash Authorization slip for one week. After one week, dispose of or shred the second half of the ticket with the Lotto Cash Authorization slip.

Lotto Games UNREADABLE TICKETS

Unreadable Ticket due to Equipment Malfunction

Retailers are not charged for Lotto tickets (“Unreadable Tickets”) that are unable to be sold due to EQUIPMENT MALFUNCTIONS. An unreadable Lotto ticket is a ticket which has numbers or a barcode that are not legible or only partially printed. If the terminal or printer malfunctions, reprint the last transaction by pressing REPRINT on the homescreen; then call the Retailer Hotline 1-800-242-7782 to report the problem. **Do not** sell or give the Reprint tickets to players.

To receive credit for the unreadable Lotto Ticket:

- Print a “Reprint” ticket by pressing REPRINT on the home screen.
- Call the Retailer Hotline 1-800-242-7782, to report the equipment problem.
- Write a brief explanation of what happened and complete the information requested on the Adjustment Envelope.
- Mail the “Reprint,” the ORIGINAL unreadable Lotto ticket and your explanation to the Lottery in a completed Adjustment Envelope within 14 days. Adjustment envelopes are provided by IGT or your Field Marketing Representative 1-800-242-7782.

RETAILER ADJUSTMENT REQUEST
All adjustment requests must be received by the Lottery within 14 days of the date the ticket was printed. All adjustment requests are subject to Lottery approval.

Wisconsin Lottery Use Only:
Date received: _____
Approved: Denied
Amount \$: _____
Withdrawn by: _____

Lotto Game Adjustment Requirements
When requesting an adjustment, you must report the correct information or have printed in the Lottery History at 1-800-242-7782. The adjustment envelope must include the original unreadable ticket, all stubs, and one (1) the adjustment request form.

CALL IMMEDIATELY:
Lottery Hotline 1-800-242-7782
(Hours: 8:00 a.m. - 5:00 p.m. CST)
State & Time Zone: _____

Automatic Adjustment Denial

- Operator Error
- Printing out of paper (Blank or with incorrect numbers printed)
- Single error in background or output to which new numbers (Always 30 & last print, signal, purchase, or void)
- Any operating system, software, or hardware error that causes a reprint to be generated
- Adjustment request for game tickets with a void history or previously rejected or voided ticket

Other Important Information:
Wisconsin Lottery game tickets are not to be voided or cancelled. The Lottery does not provide for tickets that have been voided or cancelled by the Lottery. If a ticket is voided or cancelled, the ticket is also voided by the Commission. The ticket is also voided if the Commission determines that the ticket is a duplicate of another ticket. It is recommended that retailers contact the Wisconsin Lottery at 1-800-242-7782 and print out an adjustment request form at that time. Any adjustment request form submitted to the Lottery will be reviewed and approved by the Commission. (Subject to the Lottery's rules and regulations.)

Wisconsin Lottery
PO Box 8811
Madison WI 53701

BUSINESS REPLY MAIL
POSTAGE WILL BE PAID BY ADDRESSEE

STATE OF WISCONSIN
PO BOX 8811
MADISON WI 53701-8826

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



The credit, if approved, will appear on the Adjustment line of your Weekly Billing Invoice Report. Please allow up to 30 days for this adjustment. If the adjustment is disallowed, you will receive a letter of explanation.

It is very important to call the Retailer Hotline 1-800-242-7782 to report the problem. The potential adjustment may depend on this call. Send the “reprint” along with an explanation and the ORIGINAL unreadable Lotto ticket to the Lottery in an Adjustment Envelope. The ORIGINAL unreadable Lotto ticket must be sent to the Lottery. Do not use the Adjustment envelope for anything but unreadable Lotto tickets.

There is a **“No Cancellation/No Return Policy”** for any Lotto tickets produced in error.

Lotto Games DISCONTINUING SALES

Discontinuing Sales

If you have plans to sell or close an existing Lottery location, the "Retailer's Notice of Intent to Discontinue Lottery Product Sales" form must be filled out completely and returned to the Lottery with a projected discontinue date. This form is available on the Lottery Retailer Website, [Discontinue Form](#) or by calling the Retailer Hotline at 1-800-242-7782 to request the form.

Instant Scratch Tickets are NOT transferable to a different owner or different location.

- Complete the RETAILER'S NOTICE OF INTENT TO DISCONTINUE LOTTERY PRODUCT SALES form. Fax (1-608-264-6644) or mail this form to: Wisconsin Lottery, 2135 Rimrock Road, PO Box 8941, Madison, Wisconsin 53708-8941. Include any information regarding the new owners or status of the location following either the sale or closing.
- Two weeks notice should be given so that all necessary arrangements can be made to pick up equipment and Instant tickets by Lottery staff. FAILURE TO GIVE TWO WEEKS NOTICE MAY RESULT IN YOU HAVING TO MANUALLY RETURN YOUR INSTANT TICKETS AND DELAY YOUR FINAL STATEMENT!
- IMPORTANT: If the DISCONTINUE FORM is not filed prior to the time that the location changes hands, it will delay the licensing process for the new retailer.

See "Retailer's Notice of Intent to Discontinue Lottery Product Sales" on the following page.



Retailer's Notice of Intent to Discontinue Lottery Product Sales

WISCONSIN LOTTERY
2135 Rimrock Road
PO Box 8941
Madison, WI 53708-8941
(608) 267-4804
FAX (608) 264-6644

Business Name _____ Retailer Number _____

Business Address _____

Name of Requestor _____ Title _____

Forwarding Address _____
(For Final Credit/Statement)

Email Address _____

Phone Number () _____ Fax Number () _____

Reason for Discontinuing Sales _____

***** I hereby notify the Wisconsin Lottery that I intend to discontinue selling Lottery products on:**

_____ (“EFFECTIVE DATE”). The terminal will be deactivated the morning of the effective date.

The effective date may be changed if notification is received by the Wisconsin Lottery prior to the terminal being deactivated.

1. Beginning on the effective date I must cease selling Lottery products, and (if applicable) the Lotto terminal(s) will be deactivated. Unsold instant scratch tickets in saleable condition may be returned for credit. (As stated in my Retailer Contract, no credit will be received for unsold pull-tab tickets.)
2. I must promptly surrender all Lottery property to the Lottery, including Lottery point of sale materials, player education materials, banners, ticket dispensers and my Certificate of Authority.
3. After the effective date, I will continue to be contractually obligated to maintain sufficient funds in my electronic funds transfer (EFT) account to cover any balance owed or which becomes owed to the Wisconsin Lottery.

AUTHORITY TO EXECUTE THIS NOTICE AND BIND THE RETAILER: The individual who signs below and executes this Notice, warrants and represents to the Wisconsin Lottery, that he or she has the full right, power and authority to execute this Notice on behalf of the Retailer and to fully bind the Retailer to the terms of this Notice.

Signature of party authorized to bind retailer

Date

Reports

How to Get Balancing and Billing Reports

Balancing Report

Instant Ticket Tracking Form

Explanation of Terminology

Weekly Billing Report

Instant Billing Liability Report

Instant Billing Statement Report

Retailer Performance Program Report

Earnings Statement Report

No Top Prize Report

Packing Slip

Reports

HOW TO GET BALANCING AND BILLING REPORTS

REPORTS

- Touch **REPORTS** on the Home Screen.
- Touch the desired report type.
- Select/Enter the requested information as prompted.
- The report displays. Use the **SCROLL BAR** to scroll through the report as needed.
- If desired, touch **PRINT** to print a copy of the report or touch **OK** to return to the Home screen.



REPORT DESCRIPTIONS

WINNING NUMBERS

Provides game specific number of winners, estimated Jackpot and additional sets/divisions information for last closed draws. Use to display game specific winner distribution to Retailers.

JACKPOTS

Provides current Jackpot information. Use to display current Jackpot information for Jackpot enabled games.

BADGER 5 JACKPOTS

Provides current Jackpot information for Badger 5 Lotto Game.

WEEKLY BILLING INVOICE

Provides financial data within an invoice period for specified retailer.

INSTANT BILLING STATEMENT

Provides a detailed list of the packs that have billed each week, grouped by Instant Order.

INSTANT BILLING LIABILITY

Provides detailed list all packs that have been issued to a retailer, but have not yet billed. The information is grouped by Instant Order number and EFT Due Date.

BALANCING

Provides the sales counts and amounts by game for a given terminal for today, from the week start to the current day. The report also includes totals of lotto gross sales, lotto commission, and net lotto sales along with a cashing summary from lotto and instants validations. This report is useful for balancing sales and validation activity for a specific terminal.

EARNINGS STATEMENT

Provides total commission earned from Lotto and Instant sales and earnings from Retailer Performance Program (RPP) incentives for a given Retailer, for the current or specific year. The Earnings Statement report is available for the current year plus seven (7) additional years.

RPP STATEMENT

Provides quarterly sales at a retailer location and the incentives earned from the Retailer Performance Program.

NO TOP PRIZES

Provides a listing of instant games that have no top prizes remaining. This report is useful for identifying instant games that have sold out of top prizes.

GAME CALENDAR

Provides a listing of the Instant games available for order.

GAME ENDS

Provides the game end date for all active instant games.

NOTE: All Reports can be printed for your convenience.

Reports BALANCING REPORT

Today Balancing Report
For Wednesday, FEB 15 2023
Terminal #

Count Sales:	Amount
20 POWERBALL	61.00
15 SUPERCASH!	32.00
12 MEGABUCKS	25.00
0 DAILY PICK 3 - Midday	0.00
1 DAILY PICK 3 - Evening	0.50
3 DAILY PICK 4 - Midday	6.00
4 DAILY PICK 4 - Evening	6.50
16 BADGER 5	40.00
0 RAFFLE	0.00
12 MEGA MILLIONS	45.00
0 ALL OR NOTHING - Midday	0.00
1 ALL OR NOTHING - Evening	2.00
3 DISCOUNT	(3.00)
<hr/>	
84 Total Lotto Sales:	215.00
<hr/>	
Lotto Commission (5.5%)	(11.85)
<hr/>	
Net Lotto:	203.15
<hr/>	
Count Cashes:	Amount
3 Lotto Game Cashes	(3.00)
2 Inst Cashes-High Tier	(150.00)
25 Inst Cashes-Low Tier	(108.00)
<hr/>	
30 Net Cashes	(261.00)

**VOID
NOT FOR SALE
OR
PRIZE PAYMENT**

Wednesday, FEB 15 2023, 18:08:25

LOTTO TICKETS SOLD

Number and dollar amount of Lotto tickets sold.

Total Lotto tickets sold.

Credit for the Lotto commission.

Net for Lotto tickets.

TICKETS CASHED

Lotto tickets cashed.

Instant tickets cashed \geq \$50 prize.

Instant tickets cashed $<$ \$50 prize.

How to Balance

The Balancing Report does not show how many Instant Scratch tickets you've sold. Most retailers use an Instant Ticket Tracking Form to keep a count each day (or each shift) of the Instant Scratch tickets that they have sold. The next page shows a full size Instant Ticket Tracking Form. See our website <https://wilottery.com/CommonForms> for more options.

Reports

EXPLANATION OF TERMINOLOGY

The Lottery billing period is Sunday through Saturday. The Weekly Billing Invoice Report, a rollup of all terminal sales, prints out automatically every Sunday morning. You may also go to REPORTS, BILLING at any time to get any of the last 52 weeks of Billing Reports. Here is an explanation of terms on the Weekly Billing Invoice to assist you with your Lottery accounting.

Lotto Sales, Total Lotto Sales

This amount should equal your cash register Lotto sales. You may want to use two separate cash register keys, one to ring up Lotto sales and one for Instant Scratch ticket sales.

Lotto Sales, Lotto Commission 5.5%

You receive 5.5% commission on the total Lotto sales.

Lotto Sales, Net Lotto

Net Lotto is sales less your commission. 94.5 cents of each \$1 ticket sold goes to Lottery prizes, administration and for property tax relief.

Instant Packs Billed

Pull-tabs and Instant Scratch packs due in that week's billing period.

Retail Value:

Instant Scratch tickets

Retail value is the actual cost of the Instant Scratch tickets before commission is deducted. The Lottery will credit your account for all prizes \$599 or less that you pay out.

Traditional pull-tab tickets

Retail value is the actual cost of the tickets before commission and the value of all prizes you will pay out. The value of the prizes to be paid out is identified as GLEPS (guaranteed low end prizes). You are responsible for paying out all prizes on traditional pull-tab tickets. Commission and the value of all prizes have been deducted from the cost of the pack. Players must cash traditional pull-tab tickets at the location where they were purchased.

Instant Orders, Instant Commission 6.25%

You receive 6.25% commission on the retail value of all tickets you order.

Net Instant Orders Billed amount less your commission.

Reports

EXPLANATION OF TERMINOLOGY

Instant Returns

Instant returns is a credit (cost before commission) issued for returned packs of Instant Scratch tickets. Full unopened packs may be returned at any time. Partial packs may be returned during a Game End or when discontinuing Lottery sales. Opened packs of traditional pull-tabs are **not** returnable.

Cashes, Lotto Game Cashes

Cashes are credit for prizes paid on Lotto tickets. This includes prizes up to \$599. Retailers are asked to cash prizes up to \$599. If circumstances prevent you from cashing prizes to this level, please post your payment policy for players.

Cashes, Instant Cashes - High Tier

This credit is for Instant Scratch tickets cashed by you from \$50 to \$599. These tickets could be tickets you sold or sold by another retailer. The Lottery credits your account for all prizes paid out regardless of where they were purchased.

Cashes, Instant Cashes – Low Tier

This is a credit for Instant Scratch tickets cashed by you when the prize is under \$50. The Lottery credits your account for all prizes paid out regardless of where they were purchased.

Cashes, Net Cashes

This is the net of all Lotto and Instant Scratch tickets cashed.

RPP - Winning Ticket

This is a credit line. You receive an incentive payment of 2% of any ticket you sell with a prize of \$600 or greater. Subject to Retailer Performance Program guidelines.

Adjustments

This is any manual adjustment made to your account by the Lottery, which may include unreadable ticket credit and the \$25 every three year licensing renewal fee.

Total EFT Amount

This is the amount that will be withdrawn or deposited to your bank account the Friday after the billing week.

EFT Payment Date

This is the date the EFT payment will be withdrawn or deposited to your bank account.

Reports WEEKLY BILLING REPORT

Weekly Billing Invoice	
FEB 5 2023 - FEB 11 2023	
Retailer #	
Previous week amount:	0.00
Payment:	0.00
Carry Forward balance:	0.00
<hr/>	
# Lotto Sales:	\$
240 POWERBALL	1,019.00
100 SUPERCASH!	214.00
54 MEGABUCKS	87.00
15 DAILY PICK 3 - Midday	24.50
34 DAILY PICK 3 - Evening	68.00
32 DAILY PICK 4 - Midday	42.00
31 DAILY PICK 4 - Evening	43.50
95 BADGER 5	201.00
0 RAFFLE	0.00
91 MEGA MILLIONS	299.00
2 ALL OR NOTHING - Midday	6.00
5 ALL OR NOTHING - Evening	10.00
21 DISCOUNT	(21.00)
Total Lotto Sales:	1,993.00
Lotto Commission (5.5%)	(109.77)
Net Lotto:	1,883.23
<hr/>	
# Instant Packs Billed:	\$
13 Retail Value	5,100.00
Inst Commission (6.25%)	(318.75)
Net Instant Packs Billed:	4,781.25
<hr/>	
Instant Returns:	\$
Retail Value	0.00
Inst Commission (6.25%)	0.00
Net Instant Returns:	0.00
Net Instant:	4,781.25
<hr/>	
# Cashes:	\$
91 Lotto Game Cashes	(366.00)
14 Inst Cashes-High Tier	(310.00)
206 Inst Cashes-Low Tier	(1,475.00)
Net Cashes	(2,752.00)
PPP - WINNING TICKET	0.00
<hr/>	
Adjustments:	\$
Net Adjustments:	0.00
Net Due Amount:	3,912.48
VOID NOT FOR SALE OR PRIZE PAYMENT	
Wednesday, FEB 15 2023, 18:09:18	

Lotto Sales

- debit Powerball ticket sales
- debit Supercash! ticket sales
- debit Megabucks ticket sales
- debit Daily Pick 3 Midday ticket sales
- debit Daily Pick 3 Evening ticket sales
- debit Daily Pick 4 Midday ticket sales
- debit Daily Pick 4 Evening ticket sales
- debit Badger 5 ticket sales
- debit Raffle ticket sales
- debit Mega Millions sales
- debit All or Nothing Midday sales
- debit All or Nothing Evening sales
- credit Discount
- debit Subtotal of ticket sales
- credit 5.5% Lotto (Lotto) Commission
- net Net total of Lotto sales

Instant Game Sales to Retailer

- debit Pack costs
- credit 6.25% Commission
- net Net subtotal of packs billed

Instant Game Returns from Retailer

- credit Pack cost
- debit 6.25% Instant Commission
- net Net subtotal of tickets returned
- net Net total of billed & returned

Tickets Cashed

- credit Lotto tickets you cashed
- credit Instant prize paid out ≥ \$50
- credit Instant prizes paid out < \$50
- net Net total paid out
- credit 2% of \$600 or greater prize

Adjustments

- credit manual adjustments
- debit **GRAND TOTAL - EFT amount**

INSTANT BILLING STATEMENT REPORT

INSTANT BILLING STATEMENT
 FEB 12 2023 FEB 18 2023
 RETAILER:

GAME	PACK	PPT	RETAIL VALUE	COMM.	NET COST
ORDER #:	01-12423-04039717-01				2023-01-06
2454	122345	30.00	600.00	-37.50	562.50
2458	111476	10.00	300.00	-18.75	281.25
2469	112568	5.00	500.00	-31.25	468.75
2491	110483	5.00	500.00	-31.25	468.75
ORDER #:	04-12427-04041763-01				2023-01-13
2499	103775	10.00	300.00	-18.75	281.25
ORDER #:	04-12430-04047522-01				2023-01-20
2509	104356	1.00	300.00	-18.75	281.25
2511	107455	5.00	500.00	-31.25	468.75
ORDER #:	01-12437-04052058-01				2023-01-20
2505	111995	10.00	300.00	-18.75	281.25
GRAND TOTALS :					
RETAIL VALUE			3300.00		
COMM.			-206.25		
NET COST			3093.75		

**VOID
 NOT FOR SALE
 OR
 PRIZE PAYMENT**

Wednesday, FEB 15 2023, 18:09:10

This report provides a list of instant ticket packs billed in the current week grouped by order number. The net cost on this report will match the "Net Instant Packs Billed" on the Weekly Billing Invoice.

RETAILER PERFORMANCE PROGRAM REPORT

This report provides the quarterly and annual sales at a retail location and incentives earned from the Retailer Performance Program.

Retailer Performance Program Quarterly Summary Accounts earned during quarter 4 Ending: 12/31/2022	
Retailer #	
Quarterly Instant Sales:	
Comparison Sales	60,100.00
Actual Sales	64,800.00
Difference	4,700.00
Incentive Earned	94.00
Quarterly Daily Lotto:	
Comparison Sales	8,127.50
Actual Sales	9,270.00
Difference	1,142.50
Incentive Earned	22.85
Quarterly Total:	
Sales Goals Incentive Earned this Quarter	116.85
Winning Ticket Incentive Paid throughout this quarter	20.00
Short-Term Incentive	95.00
Quarterly Incentives Earned:	
PPP Incentive Earned throughout this Quarter	231.85
Incentive Paid By Third Week Ending 01/21/2023	
Note: Winning Ticket & STI may be Previously paid	
Annual Instant Sales:	
Comparison Sales	0.00
Actual Sales	0.00
Difference	0.00
Incentive Earned	0.00
Annual Daily Lotto:	
Comparison Sales	0.00
Actual Sales	0.00
Difference	0.00
Incentive Earned	0.00
Annual Jackpot Lotto:	
Comparison Sales	0.00
Actual Sales	0.00
Difference	0.00
Incentive Earned	0.00
Annual Total:	
Annual Sales Goals Incentive Earned	0.00
VOID NOT FOR SALE OR PRIZE PAYMENT	
Wednesday, FEB 15 2023, 18:06:41	

Reports
EARNINGS STATEMENT REPORT

This report provides the total commission earned from Lotto and Instant ticket sales and earnings from the Retailer Performance Program for a current or specific year.



Reports
NO TOP PRIZE REPORT

How to Get the No Top Prizes Report

The No Top Prize Report, which is updated weekly, shows which Instant Scratch games no longer have top prizes available. This report prints automatically at signon every Tuesday morning. To print additional reports go to the Main Menu of your Lottery terminal, touch REPORTS and then NO TOP PRIZE. The report is displayed. Touch PRINT to print the report. Touch OK to return to the Main Menu.

The Lottery provides a point-of-sale piece for the No Top Prize Report. Please update it weekly.

**THIS REPORT MUST BE POSTED AT YOUR LOCATION
FOR PLAYERS.**

Top Prizes No Longer Available
for the following Games

THE FOLLOWING GAMES HAVE
NO TOP PRIZES REMAINING

GAME PRIZE	GAME NAME
2351	2.00 HAPPY GO LUCKY
2388	5.00 WILD CHERRIES
2382	5.00 EXTEND YOUR CASH
2394	2.00 30 TO WIN
2404	1.00 BLACK JACK
2405	1.00 CROSSWORD EXPRESS
2400	10.00 WINNING LINE CROSSWORD
2401	5.00 BUDGET STATE CROSSWORD
2410	10.00 REVEAL YOUR WITNES CROSSWORD
2414	10.00 CANDY BLAST
2424	10.00 LUCKY RUBENS
2427	3.00 LUCKY NUMBERS BINGO
2426	30.00 ONE MILLION CASH
2435	30.00 CROSSWORD SHEET TACULAR
2435	10.00 TITANOSAURUS BOOKS
2436	10.00 CASH BLOOMSTER
2427	20.00 BIG WIN
2443	25.00 4 WAY CASH
2453	25.00 SEAL THE DEAL
2455	80.00 CROSSWORD BANANA
2466	20.00 MEGA CASH
2450	5.00 BLACK PEARLS
2461	5.00 BELIVE DOLLARS
2467	1.00 CASH IN THE SHOT
2464	1.00 CORNER CASH CROSSWORD
2465	10.00 INCREDIBLE CROSSWORD
2467	20.00 GRAND SLAM CROSSWORD
2474	5.00 CROSSWORD BONUS
2477	3.00 SUGAR COOKIE CROSSWORD
2479	10.00 IT'S THE SEASON
2480	15.00 HOLIDAY PARTY COUNTDOWN
2481	30.00 THE PERFECT GIFT
2482	10.00 MILE HENDER WISH
2483	10.00 MAGNIFICENT CROSSWORD

VOID
NOT FOR SALE
OR
PRIZE PAYMENT

Wednesday, FEB 09, 2011 15:10

Go to wilottery.com for more
information on remaining top prizes
for Wisconsin Lottery Scratch Tickets.



**WISCONSIN
LOTTERY**

Packing Slip - Instant Scratch Ticket Delivery Invoice

A packing slip is included in every shipment of Instant Scratch tickets. **Verify that the pack numbers on the packing slip match the pack numbers on the tickets delivered.** Each game name and number are listed, as well as number of each pack ordered per game. The "Retail Value" column shows the total cost of each pack of tickets. The "Comm" column shows your commission on each pack. The "Net Cost" column shows the cost at delivery (retail value - commission.) The "Net Cost" line shows the total cost of all packs in that shipment. The Price Point Summary is the total number of tickets in the shipment by price point and total retail value. A sample packing slip is on the next page.

Confirm Order (see screen shots on page 7 & 8)

Orders should be confirmed upon delivery. When tickets are delivered, you should immediately use the Packing Slip to confirm your order:

- Touch SPECIAL FUNCTIONS
- Touch ORDER CONFIRMATION
- Scan the barcode on the packing slip or manually enter the barcode number.
- Touch SEND and a receipt prints automatically.

Available Instant Games

Game information such as start dates, ticket cost, game numbers and names, UPC numbers, play description and pack size can be found on our website at <https://www.wilottery.com/games/instant-games/scratch-games>. A Game Calendar listing current games for sale, is available on your terminal under the Reports Tab.

Activate New Tickets (see screen shots on page 9 & 10)

You must ACTIVATE new tickets before you begin to sell them. To activate your new tickets:

- Touch SPECIAL FUNCTIONS
- Touch PACK ACTIVATION
- Scan the barcode on the ticket back using the scanner, or manually enter the ticket pack barcode number.
- Touch SEND and a confirmation screen is displayed.
- Touch OK or PRINT

INSTANT TICKET ORDER

Packing Slip

SHIP FROM:
WISCONSIN LOTTERY
3001 DAIRY DRIVE
MADISON WI 53718
(800) 242-7792

SHIP TO:
RETAILER NAME
ADDRESS
CITY, STATE & ZIP

Delivery Date: 03/13/2018

ORDER NUMBER

0282313301



RETAILER MUST CONFIRM DELIVERY ON TERMINAL

ORDER NUMBER 02-10659-02823133-01
SECTION B:

GAME	PACKS	RETAIL VALUE	TICKETS PER PACK	GLEPS	COMM	NET COST	PRICE POINT
\$10,000 CASH			20				[30.00]
655	2	1,200.00		0.00	-75.00	1,125.00	
FINDING \$500'S			30				[10.00]
2055	1	300.00		0.00	-18.75	281.25	
777			100				[5.00]
2061	2	1,000.00		0.00	-62.50	937.50	

Price Point Summary

\$ 5.00 X 200 = \$ 1,000.00

\$ 10.00 X 30 = \$ 300.00

\$ 30.00 X 40 = \$ 1,200.00

TOTAL = \$ 2,500.00

TOTALS (SECTION B):

RETAIL VALUE: 2,500.00
COMM: (-156.25)
GLEPS: 0.00

NET COST 2,343.75

TOTAL PACKS SHIPPED: 5

INVENTORY SHIPPED

655 - 116730 655 - 116731 2055 - 102720 2061 - 102577 2061 - 102558

ATTENTION RETAILER

Thank you


 0407447601

FROM: WISCONSIN LOTTERY
3001 DAIRY DRIVE
MADISON WI 53718
(800) 242-7792

TO:

COURIER: 2
ORDER NUMBER: 01-12469-04074476-01
RETAILER:
DATE OF DELIVERY: 02/21/2023

RETAILER MUST CONFIRM ORDER DELIVERY ON TERMINAL


 34000407447601



Retailer Performance Program

Quarterly & Annual Sales Incentives - Part 1

Short-Term Incentives - Part 2

Winning Ticket Incentives - Part 3

Retailer Performance Program QUARTERLY & ANNUAL SALES INCENTIVES

The Retailer Performance Program is designed for retailers to earn incentives for increasing their Lottery sales. You now have the ability to increase income generated for your Lottery efforts. To participate in the Retailer Performance Program, you must be a retailer in good standing. The Retailer Performance Program has three parts. Part One pays four quarterly sales incentive payments and a fifth annual payment. Part Two pays retailers for participating in short term incentives. Part Three pays an incentive for the sale of winning tickets valued at \$600 or greater. For more information on this exciting program, talk to your Field Marketing Representative.

Part 1 - Quarterly & Annual Sales Incentives

There are four quarterly sales increase payments. On a quarterly basis the Lottery may pay up to 2% on incremental sales increases as compared to your location's previous quarter's sales on instant and daily Lotto games. There will be a fifth (annual) payment up to 10% on incremental sales increases as compared to your location's last year's sales by selling category: Instant, Daily Lotto, and Jackpot. Earn up to 12% of sales increase annually!

There are four payments, each paid on a quarterly basis. Earn up to 2% on sales increases:

- **INSTANT SALES:** Each quarter you may be paid up to 2% on any increase of instant ticket sales compared to your last quarter's sales.
- **DAILY LOTTO SALES:** Each quarter you may be paid up to 2% on any increase of daily Lotto sales compared to your last quarter's sales.

There is a fifth payment on an annual basis. Earn up to 10% of the sales increase as follows:

- **INSTANT SALES:** Earn up to 10% annually on any increase of instant ticket sales as compared to your last year's sales.
- **DAILY LOTTO SALES:** Earn up to 10% annually on any increase of daily Lotto sales as compared to your last year's sales.
- **JACKPOT SALES:** Earn up to 10% annually on an increase of jackpot sales as compared to your last year's sales.

Chain locations will be viewed as one entity for the annual payment. The annual incentive will be adjusted to the proportion of their locations that had an increase in sales against the total number of locations in the chain.

Retailer Performance Program SHORT-TERM AND WINNING TICKET INCENTIVES

Part 2 - Short-Term Incentives

The Lottery will introduce multiple short-term incentives each year. Retailers will be notified by a terminal message, through informational materials and/or by Field Marketing Representatives. Each short-term incentive, per Wisconsin Administrative Code, cannot exceed a total of \$300,000.

Part 3 - Winning Ticket Incentives

The Lottery pays a 2% incentive of the prize amount for the sale of winning tickets with prizes \$600 or greater. There is a maximum \$100,000 payment on any winning ticket per draw.

Complete details on the Retailer Performance Program can be obtained from your Field Marketing Representative.

All Retailer Performance Payments are subject to the administrative guidelines of the Retail Performance Program and contract compliance.

Vending Machine

Gemini Placement Criteria

Gemini Specifications

GT20 Specifications

Vending Machine GEMINI PLACEMENT CRITERIA



Wisconsin Lottery Vending Placement Policy

WISCONSIN LOTTERY
2135 Rimrock Road
PO Box 9941
Madison, WI 53708-9941
1-800-242-7782
FAX (608) 264-8644

Qualifying vending locations must have a valid Wisconsin Lottery retailer contract, meet all criteria for one of the following categories, carry all scratch ticket price points, and be approved for placement by the Lottery Administrator

Category 1: Minimum Sales

- The location must have sold a minimum of \$200,000 in scratch tickets in the last year (52 weeks).
- The location agrees to maintain a minimum of sixteen (16) facings, representing all scratch ticket price points, at a non-vending point of sale.

Category 2: Mass Merchandise Retailer

- The location is considered a regional mass merchandise retailer.
- The location agrees to maintain a minimum of twenty (20) facings, representing all scratch ticket price points at a non-vending point of sale.

Category 3: Discretionary or Test Marketing

- Wisconsin Lottery Vending Machine Committee recommends placement.
- The location may be required to maintain a minimum number of scratch ticket facings and price points at a non-vending point of sale, to be determined by the Lottery Vending Machine Committee.
- The location may be required to maintain a lottery terminal at a location on-site.

Category 4: Multi-state Lottery Agreement

- The location is a part of a national multi-state Lottery agreement.
- The location will maintain lottery a terminal at a secondary/alternative location.
- The location may be required to maintain a minimum number of scratch ticket facings and price points at a non-vending point of sale.

New locations will be considered upon a review of a market analysis, chain or group affiliation, or previous location sales history by location ID.

The Lottery reserves the right to amend these criteria at any time and to establish minimum sales criteria for each category.

Vending Machine GEMINI SPECIFICATIONS



The Wisconsin Lottery GEMINI Vending Machine



- Lottoview monitor drives impulse sales
- Lotto ticket sales reduce lines at the counter
- Instant tickets remain safe and secure
- Push button windows are brightly lit 4" x 4" to showcase the latest game
- LED price point displays under each window
- Barcode scanner makes ticket loading easy
- Accounting reports available at the touch of a button
- 7.21 square feet of floor space
- Standard grounded 110V 3-prong outlet is necessary
- 825 pounds
- Separate keys for loading tickets and cash box

Remember, keeping it full means
GREATER LOTTERY SALES!



WISCONSIN LOTTERY

A Closer Look at the GT20

This dynamic, free-standing machine showcases instant games and lotto games



Lotto games available for quick pick or choose your own numbers

Sharp, clear 32" touchscreen display for lotto games and instant games

20 instant games are displayed with colorful, eye-catching graphics

32" wide information banner provides multiple channels of content

Bill acceptor takes \$1, \$5, \$10, \$20, \$50 and \$100 bills

Built-in ticket checker allows player to check tickets and re-invest winnings

20 Game Vending Plan-O-Gram

\$50	\$30	\$30	\$20
\$20	\$20	\$10	\$10
\$10	\$10	\$5	\$5
\$5	\$5	\$3	\$3
\$2	\$2	\$1	\$1

Overall Footprint
38.34 W x 24.92 D

705 pounds

2 Standard grounded 110V
3-prong outlets are necessary

Separate keys for main door
and bill acceptor

Lottery Services

Lottery Validation & Redemption Offices

Lottery App

New Game Initial Distribution

Suggested Ordering

Lotto Combo

Winner Awareness

Special Events

Super 2nd Chance Drawing

FAQs

Lottery Services

LOTTERY VALIDATION & REDEMPTION OFFICES

Lottery Offices

Lottery offices are open Monday through Friday, 8 a.m. to 4 p.m. except on state holidays. Call ahead to confirm location hours.

The Madison Validation office is authorized to cash ALL WINNING TICKETS.

- **MADISON**
2135 Rimrock Rd, Madison, WI 53713

The Milwaukee Redemption Center is authorized to cash winning tickets up to \$199,999.

- **MILWAUKEE**
819 N. 6th St, 4th Floor Service Counter, Milwaukee, WI 53203

To claim a prize by mail, mail the signed ticket and claim form to:

**Prizes
PO Box 777
Madison, WI 53774**

Claim forms are available on our website at wilottery.com, or at most Lottery retailers.

We recommend you utilize a mailing method that provides you with proof of mailing. Please keep copies of your submissions.

By law, the ticket is the only valid receipt for prize claims.



Wisconsin Lottery Mobile App

Check Tickets

- Scan scratch tickets and lotto tickets directly from the app to see if the ticket is a winner.

Save Time with Electronic Playslips

- Players can create and save digital playslips on the app for all their favorites games.
- Players no longer have to carry paper playslips!
- Retailers can scan the QR code directly from a player's mobile device to produce their ticket.
- Players can produce their own tickets at lottery vending machines by scanning their mobile device.

How to Produce a Ticket with a Mobile Playslip at the Counter

- Retailers may remove the scanner wand from the terminal cradle and scan the player's QR code directly from the player's mobile device.
- After the QR code has been scanned, a confirmation screen will appear on the terminal. Once the transaction is confirmed, the ticket will be printed. Always verify the cost with the player and collect payment before confirming.

How to Produce a Ticket with a Digital Playslip on a Vending Machine

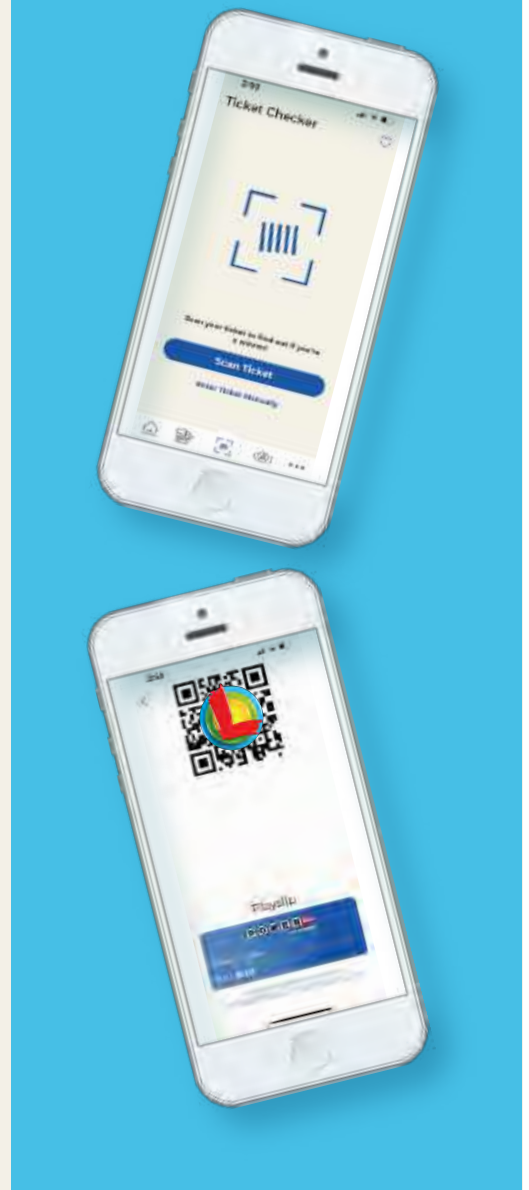
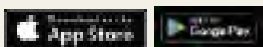
- Player must insert money into the vending machine.
- Place mobile device with desired QR code facing up, directly under the scanner.
- A confirmation screen will appear. Once the player confirms the transaction, the ticket will be printed.

Multiple Playslips

- Players may create multiple playslips for all their favorite Lotto games. Each saved playslip will have its own unique QR code.
- Digital playslips can be saved as Favorites in the app.
- To generate multiple tickets, each digital playslip must be scanned individually.

How do I Download the New Mobile App?

- Players can download the new FREE mobile app from the App Store or Google Play and search "Wisconsin Lottery".



If you or someone you know has a gambling problem, call the Problem Gambling Helpline at 800-GAMBLE-5 (800-426-2535) or TEXT (850) 888-HOPE.

Lottery Services

NEW GAME INITIAL DISTRIBUTION

The Wisconsin Lottery offers retailers the opportunity to receive our newest tickets via an Initial Distribution program, which delivers our new game(s) the Friday ON the official launch date the following week.

Retailers that do not participate in the Initial Distribution program will be offered the new game(s) on their regular call day following the Initial Distribution date.

Retailers can participate at any price point and at any quantity.*

To find out how to participate in the Initial Distribution program please consult with your Field Marketing or Telemarketing Representative.

*The Lottery can reserve the right to limit quantities of certain games depending on seasonality and availability.

Lottery Services **SUGGESTED ORDERING**

The Wisconsin Lottery's Telemarketing department is now using upgraded software which calculates when a retailer will sell through a game by tracking the validation history of each game. This allows the Lottery to work with retailers to increase sales by assisting in ordering precisely what is needed for each location.

Based on the number of game facings the software will:

- Estimate sell through of a pack by tracking the validation percentage of each game.
- Indicate when a pack has reached a validation threshold so the game or price point should be reordered.
- Identify games that may experience a shortage before your next call.
- Provide predictive ordering information according to an established price point game mix.
- Calculate based on game mix and use six weeks of sales history to determine a suggested order.

Benefits of using the suggested ordering:

- Increased sales by providing detailed information about your inventory levels.
- Reduced out-of-stock situations.
- Tailored weekly telemarketing calls to your specific selling location.
- Focused on games that sell well in your store to recommend an optimal weekly order.

This software helps the Lottery assist retailers in achieving their sales potential. To learn more about suggested ordering please consult with your Telemarketing Representative.

Looking for a way to boost sales? Offer 10 Buck Luck!



10 Buck Luck is an easy way to play all of the Lotto games available in Wisconsin with one push of a button.

10 Buck Luck - A powerful sales option for those who play the Lotto daily, or for those who play Lotto games frequently.

An easy sale at the push of one button!
Be sure all your Lotto customers are aware of 10 Buck Luck!

- Eight lotto games for \$10.
- It's a quick pick for the next draw.
- Includes: \$2 Powerball, \$2 Mega Millions, \$2 All or Nothing, \$1 Megabucks, \$1 SuperCash! and \$1 Badger 5 tickets, and \$.50/ea box tickets for Pick 3 and Pick 4. The 10 Buck Luck lotto combo button is on the terminal Home Screen.



Lottery Services WINNER AWARENESS

Satisfying Lottery players and retailers, is the key to the Lottery's success. The goal of the Winner Awareness Program is to reinforce the integrity of the games by publicizing the winners and create Lottery excitement.

Lottery posters of the winners are mailed to the retailers that sell the winning ticket over \$599. We strongly suggest you display these posters. Your players will associate buying WINNING tickets with your store.

When a Jackpot winner has purchased a ticket from your store, the Lottery will often send a news release to the local media (radio, TV, newspaper) for publicity. It is suggested you include Lottery winners in your advertising, display pictures of winners, or request additional signage, to inform customers of the winner at your location.

Signage has proven to increase sales and is available at no charge from the Lottery. Please call 1-800-242-7782 or talk to your Field Marketing Representative for more information on ways to help increase your Lottery profits.



Large Poster



Small Posters



Learning Wizard

Wisconsin's Lottery Learning Link



Go To:
<https://learningwizard.lotteryservices.net/wis>

The username is you 6 digit retailer number
The password is:
welcome (all lower case)

Using a PC is the preferred method for accessing Lottery Learning Link

Learning Wizard

Wisconsin's Lottery Learning Link



You may now take retailer training online. Learning Wizard is Retailer Training available all the time in your web browser. Terminal simulations, audio, video, and real-world scenarios give you the full training experience, delivered at your own pace.

Once a person you authorize has completed the training program online, your store can print a certificate. AND, you or anyone you permit may sign in and take the course as often as you wish.

EASY ACCESS TO— LOTTERY RETAILER TRAINING—24/7!

To access via a PC (preferred method), just visit:
<http://learningwizard.lotteryservices.net/wis>
and follow the instructions to take the courses!

Go to:
<http://learningwizard.lotteryservices.net/wis>

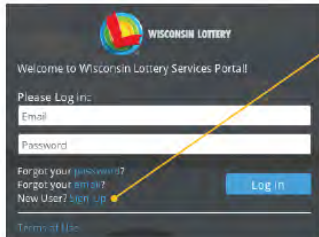
- Enter your Lottery Retailer Number in the Username/Retailer # box
- Enter Password: welcome (all lower case)
- Click Login

If you have any questions. please call the Lottery Hotline at 1--800-242-7782, twenty-four hours a day, seven days a week.

Sign Up for the Wisconsin Lottery Services Portal

Sign up now to enjoy these benefits, anytime, anywhere:

- Know exactly how much money is due on the next sweep (EFT Amount)
- Always be on top of your Retailer Performance Program earnings and trends
- Get real-time alerts about situations occurring in your store, including some that may be costing you sales (such as unactivated or expiring games)
- Easily spread the good news about high jackpots and winners in your location
- Receive detailed reports on your business without being tied to your lottery terminal
- And much, much more!



Sign Up Is Simple:

- 1.) Ask your Field Marketing Representative for your unique four digit code
- 2.) Visit wi-lsp.lotteryservices.com, then click "Sign Up"
- 3.) Enter your Retailer Number or Chain ID, unique code, and click Submit
- 4.) Fill in required information on the registration page

Note: Only owners of Independent locations and franchises, managers of Chain Subordinate locations, and one user from each Chain Headquarters can self-register. You can add as many secondary users as you wish.

Access Anytime, Anywhere

All lottery data and tools are available instantly via desktop, laptop, tablet, and smartphone - from anywhere with a web connection - whenever and wherever you choose.



wi-lsp.lotteryservices.com

Wisconsin Lottery Services Portal

The all-new, user-friendly website for Wisconsin Lottery Retailers that provides up-to-date information and simplifies the lottery process.

Everything You Need to Manage and Grow Your Lottery Business is Just a Click Away

Personalized dashboards, with data graphics specific to your own business; interactive training; and detailed but easy-to-read reports give you at-a-glance access to all the information and tools you need, without being tied to - or tying up - your lottery terminal.

Access to your EFT amount, due date, and settlement details, anytime, anywhere

Actionable alerts notify you in real time of game ends, contract renewals, unconfirmed orders, and more

Print or schedule terminal reports to view from your office or offsite

Helpful training videos for new employees and/or product launches

Three ways to expand Winner and Jackpot Awareness, all including ability to share the good news with printable posters

Never miss incentive opportunities by viewing Sales Boosters

Retailer Performance Program quarterly and annual trends right at your fingertips

Find accounting, contracting forms, and more

Dashboards Provide Location-Specific Information

- Independent store owners can view only their location
- Owners of multiple locations can link the accounts under one sign-in
- Chain account users can view the chain as a whole and at the individual store level

Lottery Services SPECIAL EVENTS

Throughout the year, the Wisconsin Lottery participates in several statewide events to enhance player awareness. These events include: the Wisconsin State Fair, Country Fest, Art Fair on the Square, Northwood's League baseball games, and many others. Often times, we are accompanied by our Moola Sister Mascots to generate excitement with players.

The Moola Sisters can make an appearance at your event too! If you're interested in receiving the costumes, call us at 608 - 261- 4916 to check their availability. We will send them to you via Spee-Dee Delivery as needed.

Your responsibilities include:

- Staffing the mascot.
- Dry cleaning the costumes after use.
- Return to Wisconsin Lottery via Spee-Dee Delivery in a timely manner.

Visit the **Special Events** page at <https://wilottery.com/about/events> to see if we are in your area next!



Lottery Services
SUPER 2nd CHANCE DRAWING

How to Enter

Players enter the SUPER 2nd CHANCE DRAWING by collecting at least \$5.00 worth of eligible non-winning instant and/or Lotto game tickets for which the prize claim period has not expired. On at least one ticket you must place your name, address, and phone number, mailing labels are acceptable. Players must place their \$5.00 worth of eligible tickets in an envelope no larger than 4.5 inches by 9.5 inches, and mail it to:

**SUPER 2nd CHANCE
PO Box 77006
Madison, WI 53707-1006**

Each envelope is one entry, and each entry is eligible for only one drawing. Players may enter as many times as they choose, but they may only win once per week. Weekly, on Thursdays, unless Thursday is a holiday, ten eligible winners are drawn. Each of the ten winners will receive \$1,000. Odds of winning depend on the number of entries received (approximately 50,000 each week). Entries not selected are destroyed after each week's drawing.

Winners are notified and provided with claim information via the U.S. Mail the week following the draw. Upon receipt, winners should complete and mail back the claim information to the Lottery. The Lottery will then process the claim and issue a check.

See SUPER 2nd CHANCE DRAWING Features and Procedures for details. The Lottery reserves the right to cancel the SUPER 2nd CHANCE DRAWING at any time.



Lottery Services

FREQUENTLY ASKED QUESTIONS

1. **My terminal is not printing tickets correctly. The paper is jamming and sometimes the selected numbers are not printed correctly. What should I do?**

Call the Retailer Hotline 1-800-242-7782 and report the problem. Immediately produce a reprint ticket. Attach the Reprint Ticket to the questionable Lotto ticket and send with an explanation in the "adjustment envelope" (provided by IGT) to the Lottery. The Lottery will make the determination as to the adjustment of your account. Watch your BILLING STATEMENT for this adjustment. It will be for the amount of the "unreadable ticket" minus your commission.

2. **Can I sell a reprint ticket?**

NO. Reprint Tickets cannot be sold or used to collect winnings. The Reprint Ticket should never be given to a player.

3. **I produced a Lotto ticket in error and would like to cancel the ticket and receive credit. What can I do?**

There is a **"No Cancellation/No Return Policy"** for any Lotto tickets produced in error. We recommend selling the ticket to another player. As a good business practice, always verify ticket requests with player, get the money, and then press SEND.

- Verify the name of the game.
- Verify the number of dollars and number of days.
- Collect the money.
- When all above has been completed; press SEND.

4. **I am remodeling the store and need to relocate the terminal. What is the procedure?**

Call the Lottery at least 13 business days in advance to coordinate the inside wiring move. Call the Retailer Hotline (1-800-242-7782) before unplugging the Terminal. The Lottery Terminal must be plugged into a dedicated electrical outlet.

5. **What is dedicated electric and why it is necessary?**

The Lottery Terminal requires a dedicated electric circuit. This is an electrical circuit that has nothing else plugged into it, except the Terminal and Lottoview. If other equipment is plugged into this circuit, it could adversely affect your terminal with down time and lost sales. You may jeopardize your Lottery license if the dedicated electric regulation is abused.

6. **Do I need to leave the terminal plugged in all the time?**

YES. Power to the terminal must remain ON at all times. DO NOT UNPLUG. The central computer system communicates important information to the terminal during off hours. The terminal should only be unplugged upon instructions from a Retailer Hotline operator. If you have terminal problems, call the Retailer Hotline 1-800-242-7782.

Lottery Services FREQUENTLY ASKED QUESTIONS

7. **When do Lotto and Instant Scratch games expire?**

180 DAYS. Instant Scratch games expire 180 days following the declared game ending date. Lotto game tickets expire 180 days from date of the draw for which the ticket was purchased.

8. **When validating an Instant Ticket and I get the message “previously paid by other,” what do I do?**

DO NOT PAY. Credit cannot be given as the ticket has been previously paid by another retailer location. The previous retailer did not tear the ticket and the player is trying to cash again. Do not confront the player. Suggest he/she send the ticket to the Lottery for payment. Always remember to scan the ticket to validate, then tear winning tickets in half through the validation barcode, and staple one half to the Instant Ticket Cash Slip.

9. **Where do the Lottery funds go?**

Since 1988, the Wisconsin Lottery has managed the Lottery fund with the following results*:

Over \$10.2 Billion Prizes Paid

(56.9% of revenue)

Over \$5.4 Billion Funding for Property Tax Credits

(30.2% of revenue)

Over \$1.1 Billion Retailer Compensation Paid

(6.4% of revenue)

Over \$1.1 Billion Operational Expenses

(6.4% of revenue)

Since 1988, the Wisconsin Lottery has generated more than \$18 billion in total revenue. Nearly 93% of that revenue has gone back to winners, retailers and Wisconsin homeowners.

*Figures are from inception through Fiscal Year (FY) 2022. Amounts from FY2022 are preliminary as of January 2023, and subject to change until completion of the audit. Percentages may not sum to 100% due to rounding.

10. **What is an annuity prize?**

An annuity is a sum of money payable annually or at regular intervals. Powerball, Mega Millions and Megabucks have top prizes that provide an annual annuity option. The Lottery uses the money in the prize pool to purchase zero-coupon bonds. Each of the bonds matures annually so the winner receives a check each year. By buying bonds the Lottery can offer larger prizes than a single, lump sum

Lottery Services

FREQUENTLY ASKED QUESTIONS

cash payment. The jackpot prize is paid in 25 annual installments for Megabucks and 30 annual installments for Powerball and Mega Millions. The estimated jackpot is the approximate value of the 25 or 30-year annuity prize.

11. **What is a cash option?**

The cash option jackpot prize is paid in one lump sum cash payment equal to the amount of cash available to the Lottery in the jackpot prize pool, which will be less than the estimated jackpot. This cash payment may be approximately one-half of the estimated annuitized jackpot as advertised by the Lottery.

12. **What if I am presented an Instant Scratch ticket that cannot be scanned?**

You may manually enter the ticket serial number. Touch INSTANT CASH, then manually enter the numbers on the back of the ticket, followed by the numbers on the front of the ticket.

Do not redeem tickets that you suspect have been tampered with or that are mutilated. Give the player a Claim Form and instruct them to send the ticket to the Lottery.

13. **What reports are available from the terminal?**

- Balancing Report, which summarizes a day or week's activities.
- Billing Report, which is your weekly billing invoice (last 52 weeks available).
- Winning Numbers Report, which provides the winning numbers of all games or a specific game and date.
- Jackpot Report for Powerball, Mega Millions, Megabucks and Badger 5.
- No Top Prize Report, which lists games with no remaining top prizes.
- Additional reports and other information is available on the Reports menu and the Special Functions menu.

14. **Am I required to pay out prizes up to \$599?**

According to your contract you shall validate and pay, when reasonable, all winning tickets up to \$599. Winners tend to tell friends where they won and will spend some, or, all of their winnings in your store. If circumstances prohibit you from cashing tickets up to \$599, please post this information for players.

15. **May I return unopened packs of Instant Scratch tickets at any time?**

YES, as long as they are active games and in clean, saleable condition. See your Lottery Field Marketing Representative or call the Retailer Hotline (1-800-242-7782) to request a Ticket Return form or obtain a Ticket Return form on the Retailer Website, [Ticket Return Form](#).

Lottery Services FREQUENTLY ASKED QUESTIONS

16. **How do I get the In-Counter Instant Ticket Dispenser, Play Center or other point of sale items?**

Please see your Lottery Field Marketing Representative or call the Lottery Retailer Hotline at 1-800-242-7782.

17. **Can a customer use a credit card to pay for a lottery ticket?**

NO. Credit cards cannot be used to purchase lottery tickets. Wisconsin Statutes allow for only cash purchases of lottery tickets.

18. **What happens if I don't have enough money in the bank account for the EFT (Electronic Funds Transfer)?**

Insufficient funds in a retailer bank account at the scheduled time of an EFT results in a Non-Transfer of Funds (NFT). NFTs that occur within a 12-month period, other than those caused by Lottery error, will result in the following actions:

1st and 2nd with no previous NFT Balance - \$25 service fee (suppression of instant ordering and Lotto wagering may be performed at the discretion of the Lottery).

2nd with a previous NFT balance - \$25 service fee and suppression of instant ticket ordering and Lotto wagering until the NFT is paid in full.

3rd NFT - \$50 service fee and suppression of instant ticket ordering and Lotto wagering until the NFT is paid in full.

4th or more NFTs - \$75 service fee and suppression of instant ticket ordering and lotto wagering. Contract termination review will be performed. Instant ticket ordering and Lottery wagering suppression remains intact until review results are complete.

The Lottery reserves the right to terminate the contract of any retailer who incurs three or more NFTs within a 12-month period. This policy reflects the results of improvements made to the NFT collection process now being used by the Wisconsin Lottery. The policy ensures that service fees and suspensions are administered uniformly. Please call the Retailer Hotline 1-800-242-7782 with any questions.

19. **Can players buy tickets through a subscription, by mail or by using a computer?**

NO, Wisconsin Lottery tickets may only be purchased with cash and only at participating Wisconsin Lottery retailer. Tickets for future draws can be purchased from retailers as well.

20. **How can players find out the winning numbers?**

You may print and post Winning Number Reports from your terminal. Players may look on the Lottery's website or call the Lottery Player Hotline 1-800-266-7777. They may read the numbers in the local news media or access winning numbers via the Wisconsin Lottery App. All past historical numbers may be obtained by sending a request and self-addressed, stamped envelope to: Wisconsin Lottery, attention Player Relations, PO Box 8941, Madison, Wisconsin 53708-8941.

Lottery Services FREQUENTLY ASKED QUESTIONS

21. How old do you have to be to buy a Wisconsin Lottery ticket?

Tickets can only be sold to persons at least 18 years of age, but minors may receive tickets as gifts.

22. How do players collect a big prize?

Winning tickets of \$600 or more must be claimed at a Lottery office or by mail. Winners must sign the back of the ticket in the space provided. A winner can claim any prize up to \$599 at a Lottery Retailer* or Lottery office (claim forms are available at the Lottery office or most Lottery Retailers or may be downloaded from [Winner Claim Form](#)). Please direct big prize winners to <https://wilottery.com> for current information about Lottery offices including hours, locations, and contact information.

To claim by mail**, send the signed ticket and claim form to:

**Prizes
PO Box 777
Madison, WI 53774**

By law, the ticket is the only valid receipt for prize claims. Players can contact us on our Player Hotline (608) 261-4916, or use our online contact form at wilottery.com to send us a note.

* Subject to the retailer's practices.

** We recommend that you utilize a mailing method that provides you with proof of mailing. Please keep copies of your submissions.

23. Can winners remain anonymous?

By Wisconsin state law, any information state about government produces, or controls, is available to any person requesting. The statutes are specific in determining what individual information may be subject to this law. Only information "in the public's interest" may be released by a government agency. For Lottery winners this means that it has (1) been determined that it is in the public's interest to know there have been Lottery winners (as the proceeds of the Lottery are for public use, i.e, Property Tax Relief) and (2) the Lottery must, upon request, release the name and hometown of winners. Any other information about the winner, their future plans or any background information will only be released with the winner's consent. The winner may or may not speak to the media. It is not required, nor can it be prevented.

24. Do winners have to pay taxes on their winnings?

All lottery winnings are taxable. The Lottery automatically deducts federal income tax withholding for winners \$5,001 or greater and state income tax withholding for winners over \$1,999. These are deducted following current state and federal guidelines.

Lottery Services

FREQUENTLY ASKED QUESTIONS

25. **If the overall odds of winning a prize on an Instant Scratch ticket are 1 in 10, how come someone bought ten tickets and didn't win?**

The odds are calculated by taking the total number of tickets printed divided by the total number of prizes available. Where the prizes end up when the tickets are printed is determined by random, computer generated formulas. Although any particular string of ten tickets may not produce a winner, there is just as much possibility that another string of ten tickets could produce several winning tickets.

26. **If a player wins a jackpot prize, but dies before getting all of the scheduled payments, what happens to the remaining payments?**

The remaining payments are given to the estate of the winner (Wis. Stats. 565.30 (1).)

27. **What happens to prizes that are not claimed?**

The value of unclaimed prizes is credited to the Lottery Funding for Property Tax Credits.

28. **Can I cash tickets for more than \$49?**

YES. You may cash winning tickets up to \$599. Be sure to scan the ticket and verify that it is a winner.