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Frequently Asked Questions
Contacting the Lottery

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 equipment issues or 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 Lottery Services Portal assistance, press 7
- To hear the options again, press 9

Website – retailer.wilottery.com
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
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 Games
RECEIVING TICKETS

INeINST TACKET ORDER
Packit 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 92-10658-02823133-01
SECTION B1

<table>
<thead>
<tr>
<th>GAME</th>
<th>PACKS</th>
<th>RETAIL VALUE</th>
<th>TICKETS PER PACK</th>
<th>GLEPS</th>
<th>COMM</th>
<th>NET COST</th>
<th>PRICE POINT</th>
</tr>
</thead>
<tbody>
<tr>
<td>655</td>
<td>2</td>
<td>1,200.00</td>
<td>20</td>
<td>0.00</td>
<td>-75.00</td>
<td>1,125.00</td>
<td>[30.00]</td>
</tr>
<tr>
<td>FINDING $500'S</td>
<td>30</td>
<td>300.00</td>
<td>0.00</td>
<td>-18.75</td>
<td>281.25</td>
<td>[10.00]</td>
<td></td>
</tr>
<tr>
<td>2055</td>
<td>1</td>
<td>800.00</td>
<td>10</td>
<td>0.00</td>
<td>-18.75</td>
<td>781.25</td>
<td>[5.00]</td>
</tr>
<tr>
<td>777</td>
<td>2</td>
<td>1,000.00</td>
<td>100</td>
<td>0.00</td>
<td>-62.50</td>
<td>937.50</td>
<td></td>
</tr>
</tbody>
</table>

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 B1):
RETAIL VALUE: 5,599.00
COMM: (-156.25)
GLEPS: 8.00

NET COST 2,342.75

INVENTORY SHIPPED

ATTENTION RETAILER

Thank you
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.
• 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.
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.
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 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.
• 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 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 slip showing that the ticket(s) is a non winner.

• For all winning tickets you should show the winner the Instant Ticket Cash slip but you will need to retain the Instant Ticket Cash 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 slip to one half of the ticket. Dispose of the other half. Retain ticket half with Instant Ticket Cash slip for one week. After one week, dispose of or shred the second half of the ticket with the Instant Ticket Cash slip.
Security of Instant Tickets

Always scan tickets and get the Instant Ticket Cash 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 instant tickets.
IMPORTANT MESSAGE TO PREVENT FRAUD

- Always scan instant tickets.
- Get cash authorization before paying out $$$.
- Properly destroy cashed tickets.

Follow these instructions to properly dispose of instant tickets. After you scan an instant ticket and determine that it is a valid 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.
Questions: Call Retailer Hotline at 1-800-242-7782
You may wish to use an Instant ticket Tracking Form to balance

The Balancing Report is used to balance your Lottery sales and cashings with your cash register. The Balancing Report shows sales (money coming in) and payouts on the tickets you’ve cashed (money going out) each day. 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. Using an Instant Ticket Tracking Form can help when tickets are lost, stolen, or missing.

See example of a tracking form below.

See our website at https://retailer.wilottery.com, for more options.
Instant Ticket Safe Inventory

It is important to keep track of the instant tickets stored in your safe. Maintaining a record of ticket stock on hand will help with ordering tickets and provide a valuable record in case tickets are lost or stolen. See example below of an Instant Ticket Safe Inventory Form. For more options visit our website at https://retailer.wilottery.com.

### Instant Ticket Safe Inventory

<table>
<thead>
<tr>
<th>Game Name</th>
<th>Price Point</th>
<th>Game Number</th>
<th>Pack Number</th>
<th>Date Received &amp; Confirmed</th>
<th>Received By</th>
<th>Date Removed</th>
<th>Removed By</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Lottery Hotline: 1-800-242-7782

- Call the Lottery Hotline immediately to report lost or stolen tickets.
- Please make sure to confirm all orders upon delivery and activate each pack before beginning sales.

![Image of Instant Ticket Safe Inventory Form](https://retailer.wilottery.com)
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.
WINNER CLAIM FORM

WINNER CLAIM FORM
Wisconsin Lottery

INSTRUCTIONS

• Fill out and SIGN the back of your winning ticket using an ink pen.
• Fill out the "Individual Claimant Information" on lines 1 thru 15 below.
• Make a copy of the ticket(s) and claim form for your records.
• To receive winnings by mail, send original ticket(s) and claim form in an envelope addressed to:
  Wisconsin Lottery, PO Box 777, Madison, WI 53774
• Winning lotto tickets $500 or more, or tickets 90 days past the draw date, may take several hours to process. Please call (800) 261-4915 at least two hours before your arrival.
• Tickets with prize value $501,000 or more MUST be claimed at the Madison Office, 2135 Rimrock Rd Madison, WI 53713.
• If a prize is being claimed by more than one person, see back for details.

<table>
<thead>
<tr>
<th>Individual Claimant Information – PRINT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Name (Last, First, and M.I.)</td>
</tr>
<tr>
<td>2. Birth Date (mm-dd-yyyy)</td>
</tr>
<tr>
<td>3. Mailing Address</td>
</tr>
<tr>
<td>4. Citizenship</td>
</tr>
<tr>
<td>- U.S Citizen</td>
</tr>
<tr>
<td>- Resident Alien</td>
</tr>
<tr>
<td>- Non-Resident Alien</td>
</tr>
<tr>
<td>5. City</td>
</tr>
<tr>
<td>6. State</td>
</tr>
<tr>
<td>7. Zip Code</td>
</tr>
<tr>
<td>8. Social Security Number (SSN)</td>
</tr>
<tr>
<td>(required if you are 18 or over)</td>
</tr>
<tr>
<td>9. Contact Phone Number</td>
</tr>
<tr>
<td>10. Total Prize Amount Claimed</td>
</tr>
<tr>
<td>11. # of Tickets</td>
</tr>
<tr>
<td>12. Email (optional)</td>
</tr>
<tr>
<td>13. Identification for winnings $600 or more:</td>
</tr>
<tr>
<td>Driver License or State ID</td>
</tr>
<tr>
<td>Pursuant to Wisconsin Open Records law, 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 in any manner, which may affect the amount or timing of any prize paid.</td>
</tr>
</tbody>
</table>

 Cliff Information:

Claimant Information:
You must provide your name, birth date, address, city, state, and zip code to receive your check. For prizes of $500 or more, provide your social security number or taxpayer identification number to receive your payment of your prize. SIGN the back of your instant or lotto ticket and line 15 of this form.

Bullet Points:

• All tickets are subject to the Features and Procedures of the individual game. Features and Procedures for individual games are available upon request. The 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:
Your social security number will be used to report the amount of your winnings to the Internal Revenue Service, as required under federal law. Your prize winnings are subject to both federal and state income tax withholding:
• Federal taxes are deducted from prize payments of $5,000 or more.
• State taxes are deducted from prize payments of $2,000 or more.

In addition, federal back-up withholding will be deducted from all prizes $600 or greater if your social security number is not provided. Without a social security number, there may be a delay in processing the payment. Please consult your tax advisor for assistance in determining your entire tax liability.

Mailing Address
PO Box 777
Madison, WI 53774

Walk-in Locations

Madison Office
1818 E Washington Avenue
Madison, WI 53713

Milwaukee Office
411 W Wisconsin Avenue
Milwaukee, WI 53203

Contact the Player Services Oasis at (800) 261-4915 or email playerervices@wislottery.com.

18
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://retailer.wilottery.com. 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://retailer.wilottery.com.
GAME ENDING INFORMATION AND DATES

GAMES END: Saturday, July 14, 2018
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, October 12, 2018
- 180 day prize claim period: July 15, 2018 through January 10, 2019
- Last day to claim prizes: Thursday, January 10, 2019

INSTANT GAME LIST BY PRICE POINT AND UPC CODES

$1 GAMES
- 630 Buck Series (Jingle Bucks, Buck Buck Moose, Buck-A-Neck)
- 675 Cash on the Spot
- 2005 Black Jack Doubler

$2 GAMES
- 671 Masterpiece Moola
- 525 Cherry Tripler
- 500 Lucky KID
- 2036 Naughty or Nice Crossword
  (Note: This is not # 2116 - Naughty or Nice Crossword)
- 2041 Shooting Star Crossword
- 2042 Dash for Cash

$3 GAMES
- 677 Extra Spin Slingo
- 890 More Bingo
- 2036 Naughty or Nice Crossword
  (Note: This is not # 2116 - Naughty or Nice Crossword)
- 2041 Shooting Star Crossword

$5 GAMES
- 685 Money Maker
- 681 I'm in the Money
- 2027 Cash Bash
- 2032 High Voltage Cash
- 2035 Happy Holidays
- 2041 Making Bacon

$10 GAMES
- 2008 Bacon
- 2040 Cashazzle Crossword
- 2041 Big Bold Bucks

$10 GAME
- 2003 Peng-Win Countdown

$20 GAMES
- 625 Big Money
- 2036 Massive Money Match
- 2045 Casino Crossword

$30 GAMES
- 637 Instant $1 Million Payout

Important Reminders:
- After Thursday, January 10, 2019 prizes on these tickets can NO LONGER BE PAID!
- Call the Retailer Hotline at 1-800-242-7732 if you need a ticket!
## INSTANT TICKET RETURN FORM

<table>
<thead>
<tr>
<th>FULLPACK RETURNS – UNOPENED</th>
<th>PARTIAL PACK RETURNS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Game #</td>
<td>Pack #</td>
</tr>
</tbody>
</table>

### Instructions for Return Form

For Full Unopened Packs:
1. Enter the game name.
2. Enter the game number in the appropriate box. SEE SAMPLE BELOW.
3. Enter the pack number. SEE SAMPLE BELOW.
4. Repeat steps 1-3 for every full unopened pack you wish to return.

For Partial Packs (including any full ticket pack with the original pack seal broken):
Partial pack returns are only allowed in the following instances:
* When a business closes.
* At the officially announced ending of a game.
* When tickets are found to be defective upon opening. (This does not include retailer or customer damaged tickets.)

Each line should include only a continuous, unbroken, attached string of tickets.
1. Enter the game name.
2. Enter the game number in the appropriate box. SEE SAMPLE BELOW.
3. Enter the pack number. SEE SAMPLE BELOW.
4. Enter the lowest ticket number in the "From" column. SEE SAMPLE BELOW.
5. Enter the highest ticket number in the "To" column.
6. Repeat steps 1-5 for any other partial packs that you are returning.

For both full and partial pack returns, write in the reason you are returning tickets on the lines provided; below the partial pack return section, (e.g. game end, defective, etc.)

Complete the form by signing and dating the retailer signature line in the lower left hand corner of the form.

Tear off and retain the yellow copy of the return form for your records. Place the remaining (white) copy of the return form in the package with the tickets you are returning.

When your tickets are packaged, call the Retailer Hotline at 1-800-242-7782. The delivery service will pick up the package within 3-5 business days following your call. The delivery driver will provide a shipping label, and give you a receipt for the package. Staple the receipt to your copy of the return form and retain for your records.

### SAMPLE BAR CODE / BACK OF INSTANT TICKET

<table>
<thead>
<tr>
<th>GAME NUMBER</th>
<th>PACK NUMBER</th>
<th>TICKET NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>V</td>
<td>V</td>
<td>V</td>
</tr>
</tbody>
</table>
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. An example of a Lottery Play Center can be found on the retailer website at https://retailer.wi.lottery.com, under the heading Point of Sale (POS).

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, or 24 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.
A current game calendar is always available through the terminal (Reports Menu) and on the retailer website at https://retailer.wilottery.com/reference/gameinfo.aspx.

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

<table>
<thead>
<tr>
<th>QTY</th>
<th>GAME NAME</th>
<th>PPT</th>
<th>START DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>655</td>
<td>$10,000 CASH</td>
<td>30.00</td>
<td>09/22/17</td>
</tr>
<tr>
<td>2016</td>
<td>MAGNIFICENT MILLIONS</td>
<td>30.00</td>
<td>09/07/18</td>
</tr>
<tr>
<td>2118</td>
<td>POT OF GOLD CROS</td>
<td>20.00</td>
<td>08/10/18</td>
</tr>
<tr>
<td>2111</td>
<td>JACKPOT PAYOUT OVERSIZED TICKET</td>
<td>20.00</td>
<td>09/07/18</td>
</tr>
<tr>
<td>2112</td>
<td>HIT IT BIG</td>
<td>20.00</td>
<td>10/26/18</td>
</tr>
<tr>
<td>2113</td>
<td>HOLIDAY COUNTDOWN OVERSIZED TICKET</td>
<td>15.00</td>
<td>10/19/18</td>
</tr>
<tr>
<td>2124</td>
<td>HOT 500’S</td>
<td>10.00</td>
<td>08/24/18</td>
</tr>
<tr>
<td>2121</td>
<td>ALL$50’S AND $100’S</td>
<td>10.00</td>
<td>09/28/18</td>
</tr>
<tr>
<td>2114</td>
<td>JOY</td>
<td>10.00</td>
<td>11/09/18</td>
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<td>10.00</td>
<td>11/09/18</td>
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<td>2109</td>
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<td>5.00</td>
<td>08/24/18</td>
</tr>
<tr>
<td>2125</td>
<td>SUPPER CLUB CASH</td>
<td>5.00</td>
<td>08/31/18</td>
</tr>
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<td>EXTEND YOUR CASH</td>
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<td>09/14/18</td>
</tr>
<tr>
<td>2093</td>
<td>SUPER MEGA BONUS</td>
<td>5.00</td>
<td>09/21/18</td>
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<tr>
<td>2122</td>
<td>BOOST YOUR BUCKS</td>
<td>5.00</td>
<td>09/28/18</td>
</tr>
<tr>
<td>2116</td>
<td>NAUGHTY OR NICE CROS</td>
<td>3.00</td>
<td>10/12/18</td>
</tr>
<tr>
<td>2128</td>
<td>TETRIS</td>
<td>3.00</td>
<td>11/02/18</td>
</tr>
<tr>
<td>2120</td>
<td>BLOCK PARTY BINGO</td>
<td>3.00</td>
<td>11/09/18</td>
</tr>
<tr>
<td>2050</td>
<td>CROSSWORD</td>
<td>2.00</td>
<td>09/22/17</td>
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<td>2095</td>
<td>KITTY CASH DOGGY DOU</td>
<td>2.00</td>
<td>07/13/18</td>
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<td>DOUBLE MATCH</td>
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<td>2099</td>
<td>LUCK</td>
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<tr>
<td>2076</td>
<td>RED WHITE BLUE</td>
<td>1.00</td>
<td>06/15/18</td>
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<tr>
<td>2108</td>
<td>BLACKJACK TRIPLER</td>
<td>1.00</td>
<td>08/10/18</td>
</tr>
<tr>
<td>2078</td>
<td>2 FOR THE MONEY</td>
<td>1.00</td>
<td>11/16/18</td>
</tr>
</tbody>
</table>

NEED TICKETS?
1-800-242-7782

GAME CALENDAR REPORT
RETAILER: 900001

VOID
NOT FOR SALE
OR
PRIZE PAYMENT

Friday, NOV 21 2018, 09:25:35
Below is an example of a Game Calendar with UPC numbers that can be found on our website at retailer.wilottery.com.

The online calendar has the following information:

- Game Number
- Ticket Price
- Game Name
- Count (number of tickets in each pack)
- Pack Cost
- UPC Code
- Game Description
- Start Date (subject to change)

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.

<table>
<thead>
<tr>
<th>Game #</th>
<th>Price</th>
<th>Name</th>
<th>Count</th>
<th>Cost</th>
<th>UPC</th>
<th>Game Description</th>
<th>Start Date</th>
<th>Pull Date</th>
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<tbody>
<tr>
<td>655</td>
<td>$30.00</td>
<td>$10,000 Cash</td>
<td>20</td>
<td>$562.50</td>
<td>7 54336 01555 5</td>
<td>Over $13 Million in total prizes! WIN up to 20 times! Over 300 $10,000 Prizes! 75% CASH PAYOUT</td>
<td>9/22/2017</td>
<td></td>
</tr>
<tr>
<td>2057</td>
<td>$30.00</td>
<td>One Million Now!</td>
<td>20</td>
<td>$562.50</td>
<td>7 54336 02057 6</td>
<td>Top Prize $1 MILLION! A Chance to 2X, 5X or 10X your PRIZE! A Chance to win up to 25 TIMES!</td>
<td>4/20/2018</td>
<td></td>
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<tr>
<td>2106</td>
<td>$30.00</td>
<td>Magnificent Millions</td>
<td>20</td>
<td>$562.50</td>
<td>7 54336 02106 1</td>
<td>Over $7 MILLION in Total cash prizes! WIN up to 25 TIMES!</td>
<td>9/7/2018</td>
<td></td>
</tr>
<tr>
<td>2111</td>
<td>$20.00</td>
<td>Jackpot Payout</td>
<td>25</td>
<td>$468.75</td>
<td>7 54336 02111 5</td>
<td>Top prize $1,000,000! WIN up to 50 times! KEEP your ticket!</td>
<td>4/6/2018</td>
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<tr>
<td>2075</td>
<td>$20.00</td>
<td>$200,000 Cash Reserve</td>
<td>25</td>
<td>$468.75</td>
<td>7 54336 02075 0</td>
<td>Top Prize $200,000! A chance to win up to 23 times!</td>
<td>5/25/2018</td>
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<tr>
<td>2083</td>
<td>$20.00</td>
<td>Epic Multiplier</td>
<td>25</td>
<td>$468.75</td>
<td>7 54336 02083 5</td>
<td>Top Prize $100,000! WIN up to 40 TIMES! WIN up to 25 TIMES your prize!</td>
<td>5/11/2018</td>
<td></td>
</tr>
<tr>
<td>2110</td>
<td>$20.00</td>
<td>Pot Of Gold Crossword</td>
<td>25</td>
<td>$468.75</td>
<td>7 54336 02110 4</td>
<td>Top Prize $250,000! A chance to DOUBLE or TRIPLE your prize!</td>
<td>8/10/2018</td>
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<tr>
<td>2107</td>
<td>$10.00</td>
<td>Cash Crazed Crossword</td>
<td>30</td>
<td>$281.25</td>
<td>7 54336 02107 8</td>
<td>Top prize $100,000! Chance to TRIPLE your prize!</td>
<td>6/20/2018</td>
<td></td>
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<tr>
<td>2066</td>
<td>$10.00</td>
<td>$500's and $100's</td>
<td>30</td>
<td>$281.25</td>
<td>7 54336 02066 8</td>
<td>ALL PRIZES ARE $50 OR $100!</td>
<td>12/22/2017</td>
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<tr>
<td>2105</td>
<td>$10.00</td>
<td>100 Seasons</td>
<td>30</td>
<td>$281.25</td>
<td>7 54336 02105 4</td>
<td>Loaded with $1000 prize! WIN up to $45,000! A chance to win Packer Season Tickets for TWO Years! PACKERS BONUS DRAWING</td>
<td>7/20/2018</td>
<td></td>
</tr>
<tr>
<td>2124</td>
<td>$10.00</td>
<td>Hot $500's</td>
<td>30</td>
<td>$281.25</td>
<td>7 54336 02124 5</td>
<td>Loaded with $500 Top Prize! A chance to win 5 times the prize! WIN up to 20 times!</td>
<td>8/24/2018</td>
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<td>2092</td>
<td>$5.00</td>
<td>Deluxe Bucks</td>
<td>100</td>
<td>$468.75</td>
<td>7 54336 02092 7</td>
<td>WIN up to $42,000! A chance to win up to 9 TIMES the prize!</td>
<td>6/15/2018</td>
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<tr>
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<td>$5.00</td>
<td>Wild Cherry Crossword</td>
<td>100</td>
<td>$468.75</td>
<td>7 54336 02082 8</td>
<td>Top Prize $50,000! Bonus Letters or Instant Cash Prize! A Chance to TRIPLE your Prize!</td>
<td>5/4/2018</td>
<td></td>
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<tr>
<td>2054</td>
<td>$5.00</td>
<td>Cash Up</td>
<td>100</td>
<td>$468.75</td>
<td>7 54336 02054 4</td>
<td>Top prize $60,000! A chance to DOUBLE OR TRIPLE your prize! WIN up to 20 times!</td>
<td>3/16/2018</td>
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<tr>
<td>2104</td>
<td>$5.00</td>
<td>Pack Attack</td>
<td>100</td>
<td>$468.75</td>
<td>7 54336 02104 7</td>
<td>WIN up to $30,000 instantly! A chance to win Packer Season Tickets for TWO Years! PACKERS BONUS DRAWING</td>
<td>7/20/2018</td>
<td></td>
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<tr>
<td>2125</td>
<td>$5.00</td>
<td>Supper Club Cash</td>
<td>100</td>
<td>$468.75</td>
<td>7 54336 02125 2</td>
<td>Loaded with $500 Top Prize! WIN up to 20 times!</td>
<td>8/31/2018</td>
<td></td>
</tr>
</tbody>
</table>
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**

<table>
<thead>
<tr>
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<th>$30</th>
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<tr>
<td>$20 Oversized Ticket</td>
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<td>$10</td>
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</tr>
<tr>
<td>$5</td>
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<td>$3</td>
<td>$2/3</td>
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<td>$1</td>
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</table>
24 GAME PLAN-O-GRAM

HIGH VOLUME

$20 Oversized Ticket

<table>
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## Gemini Vending Machine PLAN-O-GRAM

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<td>$3</td>
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<td></td>
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<tr>
<td>BIN 16</td>
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<td>BIN 17</td>
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<td>BIN 20</td>
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<tr>
<td>BIN 23</td>
<td></td>
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</tr>
<tr>
<td>BIN 24</td>
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<td></td>
<td></td>
<td></td>
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</tbody>
</table>
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. “Fishbowl” containers are provided free of charge. 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.
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 regardless of the number of tickets remaining. 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

Selling Tips

- Post the FLARE CARDS from the traditional Pull-tab box to show the prizes available.
- Use a Fish bowl (available free of charge) to display your pull-tabs.
- Pay out the top prizes in small denominations. Players may reinvest their winnings.

---

### Game Information

<table>
<thead>
<tr>
<th>Game #</th>
<th>Game Name</th>
<th>Count</th>
<th>Price/Tkt</th>
<th>Cost/Box</th>
<th>Profit</th>
<th>Top Prize</th>
</tr>
</thead>
<tbody>
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<td>DEAL'EM</td>
<td>1050</td>
<td>$0.50</td>
<td>$157.19</td>
<td>$32.81</td>
<td>$75</td>
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<tr>
<td>775</td>
<td>Cool 7's</td>
<td>1050</td>
<td>$0.50</td>
<td>$157.19</td>
<td>$32.81</td>
<td>$60</td>
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<tr>
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<td>Lucky Draw Bingo</td>
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<td>$0.50</td>
<td>$157.19</td>
<td>$32.81</td>
<td>$100</td>
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<tr>
<td>2100</td>
<td>Casino Gold II</td>
<td>2040</td>
<td>$0.50</td>
<td>$324.25</td>
<td>$63.75</td>
<td>$50</td>
</tr>
<tr>
<td>776</td>
<td>Hot Cash</td>
<td>2040</td>
<td>$0.50</td>
<td>$311.25</td>
<td>$63.75</td>
<td>$100</td>
</tr>
<tr>
<td>754</td>
<td>American Forever!</td>
<td>2040</td>
<td>$0.50</td>
<td>$319.25</td>
<td>$63.75</td>
<td>$50</td>
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<tr>
<td>2110</td>
<td>Packers</td>
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<td>$1.00</td>
<td>$316.25</td>
<td>$63.75</td>
<td>$200</td>
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<td>770</td>
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<td>$1.00</td>
<td>$324.25</td>
<td>$63.75</td>
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<tr>
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<td>Roll Out the Barrel</td>
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<td>$1.00</td>
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<tr>
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<td>Diamond Rio</td>
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<td>$1.00</td>
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</table>
Lotto Games

Lottery Terminal
Back of Terminal
Ultra Printer
Ticket Checker (TSP)
Lottoview
Outside Equipment
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. 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 41 - 44.
Terminal Power

Printer Power

ESMM DVI Connection

USB ports that are OK to use for printer and scanner

ETHO on right for Primary comm

ETH1 on left for secondary comm

DO NOT USE
The printer holds a large roll of paper for fewer roll changes. The ticket jam deflector virtually eliminates paper jams.

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 right hand corner of the screen.
Click on Video Help

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

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.

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.
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.
SPECIAL FUNCTIONS

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

PAUSE
The Pause button places the terminal in “Pause Mode”, which allows you to leave the terminal unattended without signing off. A password is required to take the terminal out of “Pause Mode.”

TRAINING ON/OFF
- 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 Host Training.
- 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.

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.

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.

SPECIAL FUNCTIONS

FST SIGN ON
Used by IGT’s Field Service Technicians.

PASSWORD MANAGEMENT
Used to change your password.

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

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

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.

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
- Touch REPRINTS on the Home Screen.
- Touch the desired option: Last Transaction, Last Wager, Last Lotto Cash, or Last Instant Cash.
- 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 Envelopes for this purpose. It is the Lottery’s discretion if a credit will be issued for your particular circumstance.

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 report.
- If desired, touch PRINT to print a copy of the report or touch OK to return to the Home screen.
MANUAL TICKET CASH

• Touch MANUAL TICKET CASH on the Home Screen.
• Touch the desired function.

LOTTO CASH

1. Touch LOTTO CASH on the Manual Ticket Cash menu to validate lottery tickets.
2. Process the lottery 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.

NOTE: The Total screen includes Playslip Counters. They indicate the number of Playslips inserted into the reader, how many were successfully processed by the system and printed, and how many were rejected.

RAFFLE

Raffle is only available when the button is lit.

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.

LOTTO COMBO

Use to produce combinations of quick pick wagers for the next drawing.

1. Touch LOTTO COMBO on the Home Screen.
2. The screen displays three combinations of tickets that may be selected. Select the desired option.
3. A confirmation screen displays. Touch SEND and tickets print.

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

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.
7. Ticket(s) print automatically.

SUPERCASH!
1. Touch SUPER CASH 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.
7. 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. Touch 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.
8. 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 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 11 numbers; or touch QUICK PICK. Touch SEND.
6. If a confirmation screen displays, touch SEND to send the wager or touch CANCEL to cancel.
7. Ticket(s) print automatically.

SELLING LOTTO GAMES

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. Touch SEND.
7. If a confirmation screen displays, touch SEND to send the wager or touch CANCEL to cancel.
8. Ticket(s) print automatically.

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. Touch PICK NEXT to add Plays.
7. Touch PLAYS SLIP REPEATS if a player wants additional tickets for their playslip (Limit of $50.00).
8. Manually enter 3 numbers using the NUMERIC TOUCHPAD, or touch QUICK PICK to allow the system to randomly choose the numbers.
9. Touch MANUAL REPEATS if a player wants multiple tickets of the same wager (Limit $10.00).
10. If a confirmation screen displays, touch SEND to send the wager or touch CANCEL to cancel.
11. 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. Touch SEND.
7. If a confirmation screen displays, touch SEND to send the wager or touch CANCEL to cancel.
8. 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. Touch PICK NEXT to add Plays.
7. Touch PLAYS SLIP REPEATS if a player wants additional tickets for their playslip (Limit of $50.00).
8. Manually enter 4 numbers using the NUMERIC TOUCHPAD, or touch QUICK PICK to allow the system to randomly choose the numbers.
9. Touch MANUAL REPEATS if a player wants multiple tickets of the same wager (Limit $10.00).
10. If a confirmation screen displays, touch SEND to send the wager or touch CANCEL to cancel.
11. Touch SEND and ticket(s) print automatically.
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 up of 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 OKAY. 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.
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 lottvieview.
- 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.

Lottomview & Public Alerts

When an alert is issued the information will also be shown on the Lottomview for customers to view. This information may include human and vehicle descriptions.
<table>
<thead>
<tr>
<th>Drawbreak</th>
<th>Megabucks</th>
<th>SuperCash!</th>
<th>Badger 5</th>
<th>All or Nothing</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9-9:05 PM</td>
<td>9-9:05 PM</td>
<td>9-9:05 PM</td>
<td>9-9:05 PM</td>
</tr>
<tr>
<td>Draws</td>
<td>Wednesday &amp; Saturday</td>
<td>Every day</td>
<td>Every day</td>
<td>Every day</td>
</tr>
<tr>
<td>Jackpot</td>
<td>$1 Million Minimum Pari-mutuel</td>
<td>Daily Top Prize $350,000</td>
<td>$10,000 Minimum Pari-mutuel No Annuity</td>
<td>Daily Top Prize $100,000</td>
</tr>
<tr>
<td>Play</td>
<td>$1 for 2 Plays</td>
<td>$1 for 2 Plays</td>
<td>$1 per Play</td>
<td>$2 per Play</td>
</tr>
<tr>
<td>Features</td>
<td>EZ Match $1 Features Instant Win</td>
<td>Free Doubler with 1:7 Odds</td>
<td>Win the $100,000 Top Prize by matching ALL of the numbers or NONE of the numbers!</td>
<td></td>
</tr>
<tr>
<td>Notes</td>
<td>Match 3 or more to win</td>
<td>Match 3 or more to win</td>
<td>Match 2 or more to win</td>
<td>Match 11 or match 0 to win the top prize</td>
</tr>
<tr>
<td>Match &amp; Win Share</td>
<td>6 of 6 $500 5 of 6 $30 4 of 6 $2</td>
<td>6 of 6 $350,000 5 of 6 $500 4 of 6 $30 3 of 6 $1</td>
<td>5 of 5 $100,000 4 of 5 $50 3 of 5 $2 2 of 5 $1</td>
<td>11 of 11 $100,000 10 of 11 $500 9 of 11 $40 8 of 11 $4 7 of 11 $40 6 of 11 $500 5 of 11 $100,000</td>
</tr>
</tbody>
</table>

*For more information on all our Lotto games please visit our website at www.wilottery.com*
## Mega Millions, Powerball*

<table>
<thead>
<tr>
<th></th>
<th>Mega Millions</th>
<th>Powerball</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Drawbreak</strong></td>
<td>9:00 - 9:05 PM</td>
<td>9:00 - 9:05 PM</td>
</tr>
<tr>
<td><strong>Draws</strong></td>
<td>Tuesday &amp; Friday</td>
<td>Wednesday &amp; Saturday</td>
</tr>
<tr>
<td><strong>Jackpot</strong></td>
<td>$40 Million Minimum</td>
<td>$40 Million Minimum</td>
</tr>
<tr>
<td></td>
<td>Pari-mutuel</td>
<td>Pari-mutuel</td>
</tr>
<tr>
<td><strong>Pick</strong></td>
<td>Pick 5/70 and 1/25 Mega Ball</td>
<td>Pick 5/69 and 1/26 Powerball</td>
</tr>
<tr>
<td><strong>Play</strong></td>
<td>$2 per Play</td>
<td>$2 per Play</td>
</tr>
<tr>
<td><strong>Features</strong></td>
<td>Megaplier*</td>
<td>Powerplay*</td>
</tr>
<tr>
<td></td>
<td>Extra $1</td>
<td>Extra $1</td>
</tr>
<tr>
<td></td>
<td>Multiplies prize by that</td>
<td>Multiplies prize by that</td>
</tr>
<tr>
<td></td>
<td>drawing’s Power Play number</td>
<td>drawing’s Power Play number</td>
</tr>
<tr>
<td></td>
<td>(2-5)</td>
<td>(2-5, or 10 x)</td>
</tr>
<tr>
<td></td>
<td>*Excluding Jackpot</td>
<td>*Excluding Jackpot</td>
</tr>
</tbody>
</table>

### Match & Win Share

<table>
<thead>
<tr>
<th>Match &amp; Win Share</th>
<th>Match &amp; Win Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/5 + Mega Ball</td>
<td>Jackpot</td>
</tr>
<tr>
<td>5 of 5</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>4 of 5 + MB</td>
<td>$10,000</td>
</tr>
<tr>
<td>4 of 5</td>
<td>$500</td>
</tr>
<tr>
<td>3 of 5 + MB</td>
<td>$200</td>
</tr>
<tr>
<td>3 of 5</td>
<td>$10</td>
</tr>
<tr>
<td>2 of 5 + MB</td>
<td>$5</td>
</tr>
<tr>
<td>1 of 5 + MB</td>
<td>$4</td>
</tr>
<tr>
<td>0 of 5 + MB</td>
<td>$2</td>
</tr>
</tbody>
</table>

### Jackpot

<table>
<thead>
<tr>
<th>Match &amp; Win Share</th>
<th>Match &amp; Win Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/5 + Powerball</td>
<td>Winnings</td>
</tr>
<tr>
<td>5 of 5</td>
<td>Jackpot</td>
</tr>
<tr>
<td>4 of 5 + PB</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>4 of 5</td>
<td>$50,000</td>
</tr>
<tr>
<td>3 of 5 + PB</td>
<td>$100</td>
</tr>
<tr>
<td>3 of 5</td>
<td>$100</td>
</tr>
<tr>
<td>2 of 5 + PB</td>
<td>$7</td>
</tr>
<tr>
<td>1 of 5 + PB</td>
<td>$7</td>
</tr>
<tr>
<td>0 of 5 + PB</td>
<td>$4</td>
</tr>
</tbody>
</table>

*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**

<table>
<thead>
<tr>
<th></th>
<th>Daily Pick 3</th>
<th>Daily Pick 4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Drawbreak</strong></td>
<td>6:15 - 6:30 PM</td>
<td>6:15 - 6:30 PM</td>
</tr>
<tr>
<td><strong>Draws</strong></td>
<td>6:29 PM Every day</td>
<td>6:29 PM Every day</td>
</tr>
<tr>
<td><strong>Top Prize</strong></td>
<td>$500</td>
<td>$5,000</td>
</tr>
<tr>
<td><strong>Pick</strong></td>
<td>Pick three numbers from 0 to 9</td>
<td>Pick four numbers from 0 to 9</td>
</tr>
<tr>
<td><strong>Play</strong></td>
<td>$1 or $.50</td>
<td>$1 or .50</td>
</tr>
<tr>
<td><strong>Notes</strong></td>
<td>Straight must match winning numbers in exact order. Box can match winning numbers in any order.</td>
<td></td>
</tr>
</tbody>
</table>

### Match & Win Share for Daily Pick 3

<table>
<thead>
<tr>
<th>Straight</th>
<th>Box</th>
<th>Straight/Box</th>
</tr>
</thead>
<tbody>
<tr>
<td>Match 3 numbers drawn in exact order</td>
<td>Match 3 numbers drawn in any order</td>
<td>A combination play to match 3 for $.50 straight and $.50 box, costs $1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>3-Way Box</th>
<th>6-Way Box</th>
<th>3-Way Box</th>
<th>6-Way Box</th>
</tr>
</thead>
<tbody>
<tr>
<td>$500</td>
<td>$250</td>
<td>$160</td>
<td>$80</td>
<td>$40</td>
</tr>
<tr>
<td>$330</td>
<td>$290</td>
<td>$80</td>
<td>($250+80)</td>
<td>$40</td>
</tr>
<tr>
<td>PLAY</td>
<td>$1</td>
<td>$.50</td>
<td>$1</td>
<td>$.50</td>
</tr>
<tr>
<td></td>
<td>1:1,000</td>
<td>1:334</td>
<td>1:167</td>
<td>1:2,500</td>
</tr>
</tbody>
</table>

### Match & Win Share for Daily Pick 4

<table>
<thead>
<tr>
<th>Straight</th>
<th>Box</th>
</tr>
</thead>
<tbody>
<tr>
<td>Match 4 numbers drawn in any order</td>
<td>Match 4 numbers drawn in any order</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>24-Way Box</th>
<th>12-Way Box</th>
<th>6-Way Box</th>
<th>4-Way Box</th>
</tr>
</thead>
<tbody>
<tr>
<td>Match 4 different numbers in any order</td>
<td>Match 4 numbers, two digits same, in any order</td>
<td>Match 4 numbers, two sets are same, in any order</td>
<td>Match 4 numbers, three digits same, in any order</td>
</tr>
<tr>
<td>No Multiples 24-Way Box</td>
<td>Duplicate Digits 12-Way Box</td>
<td>Two Pairs 6-Way Box</td>
<td>TriPLICATE Digits 4-Way Box</td>
</tr>
<tr>
<td>$2,500</td>
<td>$5,000</td>
<td>$200</td>
<td>$400</td>
</tr>
<tr>
<td>$400</td>
<td>$800</td>
<td>$600</td>
<td>$1,200</td>
</tr>
<tr>
<td>PLAY</td>
<td>$1</td>
<td>$.50</td>
<td>$1</td>
</tr>
<tr>
<td></td>
<td>1:10,000</td>
<td>1:417</td>
<td>1:834</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Odds</th>
<th>1:1,000</th>
<th>1:1,000</th>
</tr>
</thead>
</table>

*For more information on all our Lotto games please visit our website at [www.wilottery.com](http://www.wilottery.com)*
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. Adjustment envelopes are provided by IGT or your Field Marketing Representative 1-800-242-7782.

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.
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, http://retailer.wilottery.com 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

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

WL-360 (R. 3-18)  Sec. 565.10, Wis. Stats.  wilottery.com
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
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 subdivisions 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 s 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.
TODAY BALANCING REPORT
For Monday, SEP 24 2018
TERMINAL 900000100

Count Sales: Amount

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>POWERBALL</td>
<td>2.00</td>
</tr>
<tr>
<td>2</td>
<td>SUPERCASH</td>
<td>2.00</td>
</tr>
<tr>
<td>1</td>
<td>MEGA BUCKS</td>
<td>1.00</td>
</tr>
<tr>
<td>1</td>
<td>DAILY PICK 3</td>
<td>1.00</td>
</tr>
<tr>
<td>2</td>
<td>DAILY PICK 4</td>
<td>2.00</td>
</tr>
<tr>
<td>3</td>
<td>BADGER 5</td>
<td>3.00</td>
</tr>
<tr>
<td>0</td>
<td>RAFFLE</td>
<td>0.00</td>
</tr>
<tr>
<td>2</td>
<td>MEGA MILLIONS</td>
<td>4.00</td>
</tr>
<tr>
<td>0</td>
<td>ALL OR NOTHING</td>
<td>0.00</td>
</tr>
<tr>
<td>0</td>
<td>Discount</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Total Lotto Sales: 15.00

Lotto Commission (5.5%) .83

Net Lotto 14.17

Count Cashes: Amount

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Lotto Game Cashes</td>
<td>(7.00)</td>
</tr>
<tr>
<td>1</td>
<td>Inst Cashes - High Tier</td>
<td>(50.00)</td>
</tr>
<tr>
<td>10</td>
<td>Inst Cashes - Low Tier</td>
<td>(10.00)</td>
</tr>
</tbody>
</table>

Net Cashes: (67.00)

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 > $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 (http://retailer.wilottery.com) for more options.

Monday, SEP 24 2018, 12:00:01 PM
<table>
<thead>
<tr>
<th>Game Name</th>
<th>Game #</th>
<th>Pack #</th>
<th>End #</th>
<th>Start #</th>
<th>Total # Sold</th>
<th>Ticket Price</th>
<th>Total Value Sold</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Total Instant Sales

**Totals**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Instant Sales</td>
<td></td>
</tr>
<tr>
<td>Lotto Sales</td>
<td></td>
</tr>
<tr>
<td>Payouts</td>
<td></td>
</tr>
<tr>
<td>Deposit</td>
<td></td>
</tr>
</tbody>
</table>
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.
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 for 08-18-18

| Previous week amount: | 5,839.49 |
| Payment: | 5,839.49 |
| Carry Forward balance: | 0.00 |

### Lotto Sales
- Debit: Powerball ticket sales
- Debit: Supercash! ticket sales
- Debit: Megabucks ticket sales
- Debit: Daily Pick 3 ticket sales
- Debit: Daily Pick 4 ticket sales
- Debit: Badger 5 ticket sales
- Debit: Raffle ticket sales
- Debit: Mega Millions sales
- Debit: All or Nothing sales
- Credit: Discount

### 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
This report updates daily.

This report provides a detailed list of all instant ticket packs that have been issued to a retailer, but have not yet been billed. The information is grouped by billing week ending date and includes the date on which funds will be swept. Refer to the “Billing Report” for the total amount swept in the current week.
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.
This report provides the quarterly and annual sales at a retail location and incentives earned from the Retailer Performance Program.

<table>
<thead>
<tr>
<th>Retailer Performance Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarterly Summary</td>
</tr>
<tr>
<td>Amounts Earned During Quarter 2</td>
</tr>
<tr>
<td>Ending: 06/30/2018</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Retailer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarterly Instant Sales:</td>
</tr>
<tr>
<td>Comparison Sales: 123,745.00</td>
</tr>
<tr>
<td>Actual Sales: 142,500.00</td>
</tr>
<tr>
<td>Difference: 18,755.00</td>
</tr>
<tr>
<td>Incentive Earned: 375.10</td>
</tr>
</tbody>
</table>

| Quarterly Daily Lotto:                       |
| Comparison Sales: 15,351.00                  |
| Actual Sales: 16,461.00                      |
| Difference: 510.50                           |
| Incentive Earned: 10.21                      |

| Quarterly Total:                              |
| Sales Goals Incentive Earned this Quarter: 385.31 |
| Winning Ticket: 20.00                         |
| Incentive Paid throughout this Quarter: 98.00  |

| Quarterly Incentives Earned:                  |
| RRP Incentive Earned: 503.31                  |

Annual Instant Sales:

| Comparison Sales: 396,707.00                  |
| Actual Sales: 486,245.00                      |
| Difference: 89,538.00                         |
| Incentive Earned: 7,097.50                    |

Annual Daily Lotto:

| Comparison Sales: 60,331.00                   |
| Actual Sales: 68,846.00                       |
| Difference: 6,515.50                          |
| Incentive Earned: 134.37                      |

Annual Jackpot Lotto:

| Comparison Sales: 133,627.00                  |
| Actual Sales: 178,301.00                      |
| Difference: 44,674.00                         |
| Incentive Earned: 441.16                      |

Annual Total:

| Annual Sales Goals: 7,673.03                  |
| Incentive Earned:                             |

END OF 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.

Earnings Statement
Calendar Year 2018
Retailer #:
Name:

COMPENSATION:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Commission 5.5%:</td>
<td>$13,268.37</td>
</tr>
<tr>
<td>Instant Commission 6.25%:</td>
<td>$29,221.66</td>
</tr>
<tr>
<td>RPP Sales Incentives:</td>
<td>$8,755.24</td>
</tr>
<tr>
<td>RPP Winning Ticket Incentives:</td>
<td>$100.00</td>
</tr>
<tr>
<td>RPP Short Term Incentives:</td>
<td>$263.00</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$51,608.17</strong></td>
</tr>
</tbody>
</table>

END OF 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:

<table>
<thead>
<tr>
<th>GAME</th>
<th>GAME NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>WISCONSIN MILLIONS</td>
</tr>
<tr>
<td>2023</td>
<td>GOLD RUSH</td>
</tr>
<tr>
<td>2044</td>
<td>$200 GRAND</td>
</tr>
<tr>
<td>2046</td>
<td>LUCKY CHARM SLINGO</td>
</tr>
<tr>
<td>2047</td>
<td>CASH ATTACK</td>
</tr>
<tr>
<td>2049</td>
<td>WILD BINGO</td>
</tr>
<tr>
<td>2052</td>
<td>INCREDIBLE CROSSWORD</td>
</tr>
<tr>
<td>2054</td>
<td>PLATINUM CROSSWORD</td>
</tr>
<tr>
<td>2058</td>
<td>30 YEARS OF FUN!</td>
</tr>
<tr>
<td>2059</td>
<td>LOVE TO WIN</td>
</tr>
<tr>
<td>2060</td>
<td>10X THE MONEY</td>
</tr>
<tr>
<td>2063</td>
<td>JOKER’S WILD</td>
</tr>
<tr>
<td>2067</td>
<td>MEGA CROSSWORD</td>
</tr>
<tr>
<td>2068</td>
<td>BLACKJACK EXTRA</td>
</tr>
<tr>
<td>2070</td>
<td>VEGAS NIGHTS</td>
</tr>
<tr>
<td>2073</td>
<td>3-2-WON!</td>
</tr>
<tr>
<td>2077</td>
<td>BASEBALL</td>
</tr>
<tr>
<td>2081</td>
<td>CROSSWORD CRAVING</td>
</tr>
<tr>
<td>2086</td>
<td>STINKIN’ RICH</td>
</tr>
<tr>
<td>2088</td>
<td>CAFE CROSSWORD</td>
</tr>
<tr>
<td>2091</td>
<td>IN THE GREEN</td>
</tr>
</tbody>
</table>

VOID

NOT FOR SALE OR PRIZE PAYMENT

Friday, SEP 07 2018, 13:05:45

Go to wilottery.com for more information on remaining top prizes for Wisconsin Lottery Scratch Tickets.
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 [http://retailer.wilottery.com/reference/gameinfo.aspx](http://retailer.wilottery.com/reference/gameinfo.aspx). 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

<table>
<thead>
<tr>
<th>ORDER NUMBER</th>
<th>02-10658-02823133-01</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMOUNT</td>
<td>PACKS</td>
</tr>
<tr>
<td>$10,000 CASH</td>
<td>2</td>
</tr>
<tr>
<td>655</td>
<td>30</td>
</tr>
<tr>
<td>2055</td>
<td>100</td>
</tr>
<tr>
<td>777</td>
<td></td>
</tr>
<tr>
<td>2051</td>
<td>0.00</td>
</tr>
</tbody>
</table>

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 B1]:
RETAIL VALUE: 2,500.00
COMM: (-156.25)
GLEPS: 0.00
NET COST 2,343.75

INVENTORY SHIPPED

ATTENTION RETAILER

Thank you
Retailer Performance Program

Quarterly & Annual Sales Incentives - Part 1

Short-Term Incentives - Part 2

Winning Ticket Incentives - Part 3
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 locations 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 locations last years 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
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
Wisconsin Lottery Vending Machine (GEMINI) Placement Criteria

Vending locations must have a valid Wisconsin retail contract and any addenda, meet all criteria for one of the following categories, carry all price point variations, and be approved for placement by the Lottery Administrator.

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

A location must meet the following three criteria:

- The location must have a minimum of 5,000 square feet of retail selling space.
- The location must have a minimum of four (4) checkout lanes that accommodate shopping carts.
- The location agrees to maintain a minimum of twelve (12) instant game facings, consisting of all price points, at a non-vending point of sale.

A location must meet the following three criteria:

- The location must have a minimum of four (4) actively used diesel fuel pumps.
- The location has parking accommodations for a minimum of ten (10), 18-wheel trucks.
- The location agrees to maintain a minimum of sixteen (16) instant game facings, consisting of all price points, at a non-vending point of sale.

A location must meet the following two criteria:

- The location is considered a mall, mass merchandiser/department store, or “big box” retail location.
- The location agrees to maintain a minimum of sixteen (16) instant game facings, consisting of all price points, at a non-vending point of sale.

A location must meet the following two criteria:

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

A location must meet the following two criteria:

- The location has a minimum of eight (8) bowling lanes.
- The location agrees to maintain a minimum of four (4) instant game facings at a non-vending point of sale.

A location must meet the following two criteria:

- The location must have a “class B” liquor license*.
- The location agrees to maintain a minimum of four (4) instant game facings at a non-vending point of sale.

For limited discretionary or test marketing placements, a location must meet the following criteria:

- The Wisconsin Lottery Vending review panel recommends placement.
- The location may be required to maintain a minimum number of instant game facings and price points at a non-vending point of sale, to be determined by the Lottery Vending review panel.

* “Class B” liquor licenses allow retail sale of intoxicating liquor (including wine) for consumption on the premises, and wine in original containers for consumption off the premises. If the community elects to, it may also permit sale of not more than four liters of intoxicating liquor (there are no limits on wine), in the original container, for consumption off the premises. Check local ordinances for the allowance. Examples: taverns and restaurants with full alcohol service.
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!
Lottery Services

Lottery Validation & Redemption Offices

New Game Initial Distribution

Suggested Ordering

Lotto Combo

Winner Awareness

Special Events

Super 2nd Chance Drawing

FAQs
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
  608-261-8800

The Milwaukee Redemption Center is authorized to cash winning tickets through $500,999.

- **MILWAUKEE**
  819 N. 6th St, 4th Floor Service Counter, Milwaukee, WI 53203
  414-227-3882

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.**
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 BEFORE 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.
The Wisconsin Lottery appreciates that many players prefer to purchase a combination of tickets. We offer a way to sell multiple combinations with one button!

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.

- 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.

10 Buck Luck is located under the “Lotto Combo” Button on the terminal.

An easy sale at the push of one button!

Be sure all your Lotto customers are aware of 10 Buck Luck!

Only available at Lottery terminals. NOT AVAILABLE at vending machines.

Also available on your terminal under the Lotto Combo button:

**PMS** - Powerball, Megabucks, and SuperCash! = $4 per combo ticket

**PMS5** – Powerball, Megabucks, SuperCash! and Badger 5 = $5 per combo ticket
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 sends 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.
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 wilottery.com to see if we are in your area next!
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.

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 (current as of August 2018):

   - **Player Prizes:** $8.2 billion or 56.8% of revenue  
     At least 50% of total revenue must be dedicated to prize winnings
   - **Retailer Compensation:** $920 million, or 6.3% of revenue  
     This money goes to Wisconsin businesses.
   - **Operational Expenses:** $990 million or 6.8% of revenue  
     Expenses to operate the Lottery. The Lottery has operated well below the mandated limit of 10%.
   - **Funding for Property Tax Credits:** $4.3 billion or 30% of revenue.  
     This revenue has been returned to eligible Wisconsin property tax payers.

   Since 1988, the Wisconsin Lottery has generated more than $14.5 billion in total revenue. Nearly 93% of that revenue has gone back to winners, retailers, and Wisconsin homeowners.
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 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. 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, [http://retailer.wilottery.com](http://retailer.wilottery.com).

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 Statues 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.

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. 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.

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 at retailer.wilottery.com).

   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 government produces, or controls, is available to any person requesting. The statues 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.

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.