

# WISCONSIN LOTTERY **RETAILER MANUAL**



**WISCONSIN  
LOTTERY**

The information contained on these pages is believed to be accurate.  
The Wisconsin Lottery, however, reserves the right to correct any errors.  
Updated April 2025

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## How to Contact the Lottery

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

Please listen carefully to the prompts before making a selection.



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

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

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

# Instant Games

Low Sales Directive 817

Receiving Tickets

Confirming Orders

Activating Packs

Validating Tickets

Security & Ticket Disposal

Instant Ticket Tracking & Forms

Lost or Stolen Tickets

Winner Claim Form

Ticket Return Procedure

Game End Flyer

Instant Ticket Return Form

Merchandising

Game Calendar

UPC Codes

Planograms



## Wisconsin Lottery

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**Name:** Lottery Division Directive 817

**Subject:** Lottery Retailer Low/No Instant Sales Review

### Revision History

Version #	Revision or Review Date	Description of Change(s)
1.0	September 2023	Initial published version
1.1	February 2024	Added language for new retailers
1.2	March 2025	Updated Retailer Contracting unit name and retailer expectations

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### A. Background

Chapter Tax 61 of the Wisconsin Administrative Code requires that retailers shall sell a minimum monthly average of \$400 of instant tickets. This applies only to instant (*i.e.*, scratch and pull-tab) tickets, and not terminal generated lotto games.

This document provides a general overview of Lottery's policies and procedures regarding terminating a retailer contract due to insufficient instant ticket sales.

Tax 61.04(1)(d) states, in relevant part: "The applicant is expected to sell a minimum monthly average of \$400 worth of instant scratch tickets or instant break-open tickets or the sum of both each fiscal quarter, under s. 565.01 (6m)."

Tax 61.08(11)(c) states, in relevant part: "The retailer shall sell a minimum monthly average of \$400 worth of instant scratch tickets or instant break-open tickets or the sum of both each fiscal quarter, under s. Tax 61.04 (1) (d)."

Tax 61.08 (21)(c) provides the following grounds for suspending a retailer's contract without Lottery providing prior notice: "The retailer failed to sell a minimum monthly average of \$400 worth of instant scratch tickets or instant break-open tickets or the sum of both in any fiscal quarter, under s. Tax 61.04 (1) (d)."

Tax 61.08(22)(c) provides the following grounds for termination a retailer's contract regardless of whether the retailer has been previously suspended: "The retailer engaged in any practice identified under s. Tax 61.08 (21) (a) to (i)."

# Instant Games LOW SALES DIRECTIVE 817

Name: Lottery Division Directive 817  
Subject: Lottery Retailer Low/No Instant Sales Review

## B. Policy

Quarterly (four times a year at intervals of three months), Lottery will run reports from the gaming system to ensure compliance with the minimum selling requirement outlined in Chapter Tax 61.

## C. Procedures

For first time non-compliance, Lottery will send retailer a letter encouraging them to speak with their Field Marketing Representative (FMR) about best practices and other ideas that the retailer could implement to improve sales. Instant ticket sales will be monitored for the following quarter and a compliance evaluation will take place at the end of that quarter.

In evaluating non-compliance, the Lottery may consider the following factors:

- New retailers, after the initial instant ticket order has been placed, will have a grace period of one full quarter.
  - For example, if a new retailer's first ticket order is placed in December that retailer will not receive an initial non-compliance letter in January-March regardless of sales. If they are flagged for low sales the following quarter (April-June) then the retailer would receive a first-time non-compliance letter.
- If the retail location was under remodel, -depending on the extent of the remodel and dates of the remodel.
- If there was road construction that reduced access to the retailer's location, including to what extent and dates of construction.
- Other factors as determined by the Lottery Administrator.

If a retailer fails to meet the sales requirement for two quarters in a row, or if there are multiple low-sales quarters indicating a pattern of non-compliance, then Lottery will issue the retailer a termination letter unless the Lottery Administrator determines there is an extenuating factor.

A retailer that has a pattern of low sales, is a retailer that is non-compliant Q1, compliant Q2, non-compliant again Q3, compliant Q4, and non-compliant again the following Q1, may be considered for termination.

Retailers who fail to meet the sales requirements are not eligible for Retailer Performance Program (RPP) incentives.

- 1) Quarterly (four times a year at intervals of three months), Retailer Contracting and Financial Services will evaluate performance by reviewing retailer sales.
- 2) A report is supplied to the Sales Bureau.
- 3) Sales Bureau will provide additional context about retailers if there are additional factors to consider (as stated above). Any discrepancies will be reviewed by either the Business Operations Bureau Director, Sales Bureau Director, or the Lottery Administrator.

# Instant Games LOW SALES DIRECTIVE 817

Name: Lottery Division Directive 817

Subject: Lottery Retailer Low/No Instant Sales Review

## First-Time Non-Compliance

- Retailer Contracting and Financial Services staff will:
  - Send a non-compliance letter and a discontinue form to the retailer.
  - Make a note that a letter was sent in the Lottery CRM.
  - Assign a task to the FMR notifying them that the retailer was issued a non-compliance letter, so they are aware action was taken.
  - Save a copy of the letter in the retailer's file.
- The FMR will complete the task in the Lottery CRM and include any required documentation.

## Repeat Non-Compliance (back-to-back RPP quarter not met)

- Retailer Contracting and Financial Services staff will:
  - Make a phone call to notify retailer that their contract will be terminated (completed by the Business Operations Bureau Director).
  - Send a termination letter, along with appeal rights.
- Standard retailer termination process is followed.

If a person applies for a new retailer contract at the same retailer location previously terminated due to low sales, the past sales performance may be taken into consideration.

# 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. Note: Sale of tickets at locations other than where assigned are violations of contract and can result in termination.

## Receiving Tickets:

Tickets are usually delivered the next business day after the order is placed through the Telemarketer. Note: holiday schedules and inclement weather may impact delivery times. **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.

INSTANT TICKET ORDER																		
Packing Slip																		
<b>SHIP FROM:</b>																		
WISCONSIN LOTTERY 3001 Dairy Drive Madison, WI 53718 (800) 242-7782																		
<b>SHIP TO:</b>																		
RETAILER NAME ADDRESS CITY, STATE & ZIP																		
Delivery Date: 08/16/2024																		
<b>ORDER NUMBER</b>																		
0444040601																		
																		
<b>RETAILER MUST CONFIRM ORDER DELIVERY ON TERMINAL</b>																		
ORDER SUMMARY (04-13008-04440406-01)																		
SECTION B:																		
GAME	PCKS	RETAIL VALUE	TICKETS PER PACK	GLEPS	COMM NET COST	PRICE POINT												
DOUBLE DOWN																		
2578	1	500.00	100	0.00	-31.25 468.75	[\$5.00]												
\$100000 CROSSWORD																		
2622	1	600.00	60	0.00	-37.50 562.50	[\$10.00]												
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Price</th> <th style="text-align: left;">Point</th> <th style="text-align: left;">Summary</th> </tr> </thead> <tbody> <tr> <td>\$ 5.00</td> <td>x 100</td> <td>= \$ 500.00</td> </tr> <tr> <td>\$ 10.00</td> <td>x 60</td> <td>= \$ 600.00</td> </tr> <tr> <td colspan="3" style="text-align: center;">TOTAL = \$ 1100</td> </tr> </tbody> </table>							Price	Point	Summary	\$ 5.00	x 100	= \$ 500.00	\$ 10.00	x 60	= \$ 600.00	TOTAL = \$ 1100		
Price	Point	Summary																
\$ 5.00	x 100	= \$ 500.00																
\$ 10.00	x 60	= \$ 600.00																
TOTAL = \$ 1100																		
<b>TOTALS [SECTION B]:</b>																		
RETAIL VALUE:			1,100.00															
COMM:			(-68.75)															
GLEPS:			(0.00)															
NET COST:			1,031.25															
TOTAL PACKS SHIPPED:						2												
<b>INVENTORY SHIPPED</b>																		
2578-100106		2622-101854																

## Instant Games RECEIVING TICKETS Confirming Orders

- Verify the ticket pack numbers listed on the packing slip match the actual ticket packs received.
- Ticket orders must 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 and select option 1.

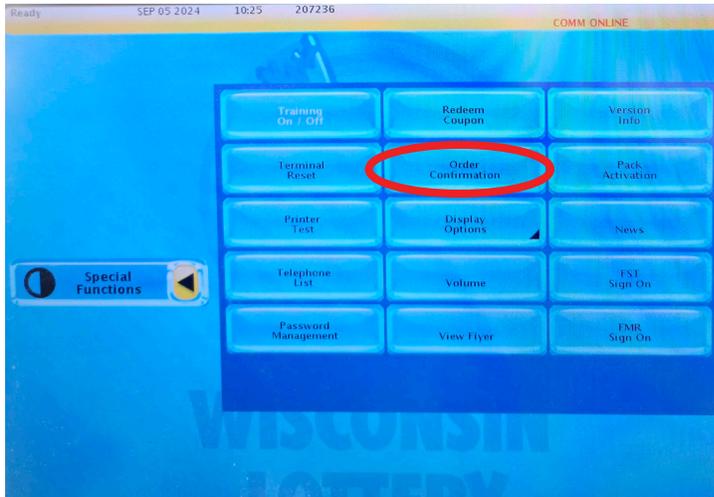
### To Confirm an Order:

- At the main menu on your terminal press SPECIAL FUNCTIONS

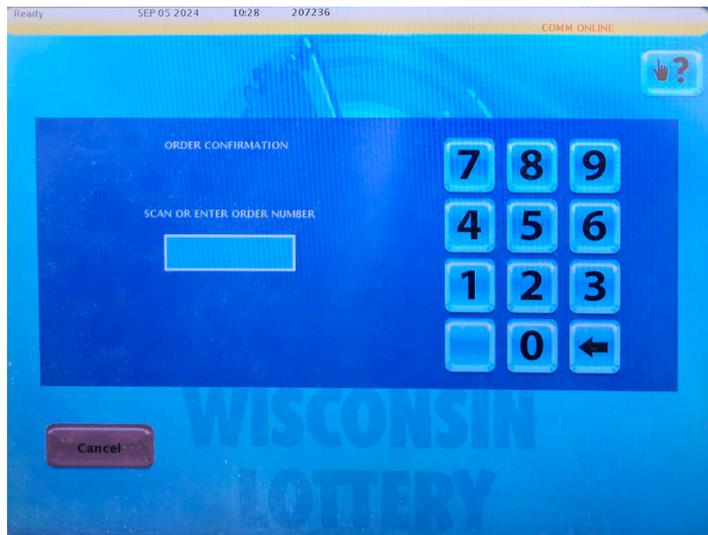


# Instant Games RECEIVING TICKETS Confirming Orders

- Press Order Confirmation



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



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

## Inside Packing Slip

**INSTANT TICKET ORDER**  
Packing Slip

**SHIP FROM:**  
WISCONSIN LOTTERY  
3001 Dairy Drive  
Madison, WI 53718  
(800) 242-7782

**SHIP TO:**  
RETAILER NAME  
ADDRESS  
CITY, STATE & ZIP

Delivery Date: 08/16/2024  
**ORDER NUMBER**  
0444040601

**RETAILER MUST CONFIRM ORDER DELIVERY ON TERMINAL**

ORDER SUMMARY (04-13008-04440406-01)  
SECTION B:

GAME	PCKS	RETAIL VALUE	TICKETS PER PACK	GLEPS	COMM	NET COST	PRICE POINT	
DOUBLE DOWN							[\$5.00]	
2578	1	500.00	100	0.00	-31.25	468.75		
\$100000 CROSSWORD							[\$10.00]	
2622	1	600.00	60	0.00	-37.50	562.50		
		<b>Price</b>	<b>Point</b>	<b>Summary</b>				
		\$ 5.00	x	100	=	\$ 500.00		
		\$ 10.00	x	60	=	\$ 600.00		
<b>TOTAL = \$ 1100</b>								
<b>TOTALS [SECTION B]:</b>								
RETAIL VALUE:						1,100.00		
COMM:						(-68.75)		
GLEPS:						(0.00)		
<b>NET COST:</b>						<b>1,031.25</b>		
<b>TOTAL PACKS SHIPPED:</b>							<b>2</b>	
<b>INVENTORY SHIPPED</b>								
2578-100106	2622-101854							

## Outside Shipping Label

**0447447601**

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

**TO:**

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

**RETAILER MUST CONFIRM ORDER DELIVERY ON TERMINAL**

34000407447601

0

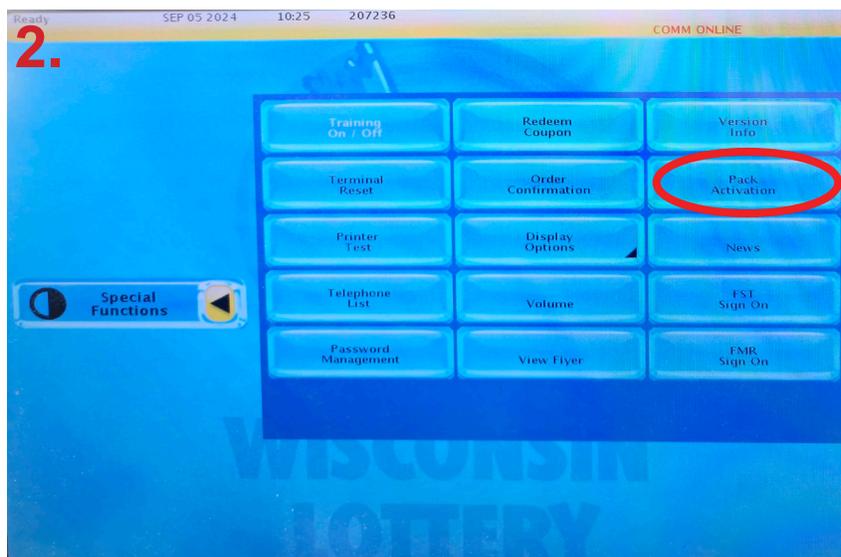
# Instant Games RECEIVING TICKETS Activating Packs

## Pack Activation:

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

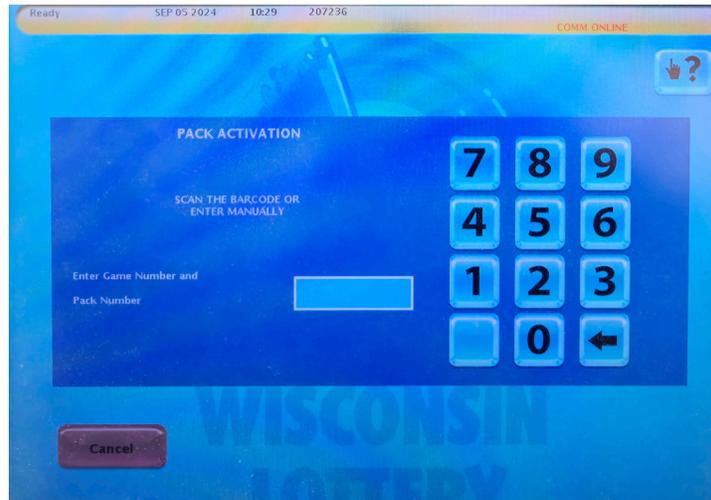


- Press PACK ACTIVATION



## Instant Games RECEIVING TICKETS Activating Packs

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



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

- Prizes up to \$599 may be claimed at a Wisconsin Lottery retailer. To claim prizes with the Lottery, complete information below and get a Winner Claim Form from a retailer or Lottery website. Mail both the completed Winner Claim Form and original ticket(s) to **PRIZES, PO BOX 777, MADISON, WI 53774** or bring both the completed Winner Claim Form and original ticket(s) to a Lottery Office.
- Winning odds: \$5, 1:7; \$10, 1:14; \$25, 1:38; \$50, 1:70; \$100, 1:528; \$500, 1:24,000; \$1,000, 1:240,000; \$5,000, 1:600,000; \$50,000, 1:600,000. Prizes=64.5% of sales. Odds and prize statements are based on initial game prize structure and may vary over the life of the game.
- See Features & Procedures for details. State law and Lottery regulations apply. Tickets failing to meet Lottery requirements are void. Must be at least 18 years old to buy. Claim prizes within 180 days after game end.



7-54336-02665



Scan here to learn about the free Wisconsin Lottery mobile app. You can check your tickets, create digital playslips, learn about new games, and more!

SIGN YOUR  
TICKET

Print Full Name (one person only) \_\_\_\_\_ Phone # \_\_\_\_\_

Address \_\_\_\_\_ Made in Canada \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Signature (required for claims presented to Lottery) \_\_\_\_\_ wilottery.com

GAMBLING PROBLEM?  
CALL 800-426-2525 OR  
TEXT 850-888-HOPE (4673)

OVERALL ODDS OF WINNING 1:3.7  
Ticket Length=8"



SCAN 

VOID-VOID00-000-0

# Instant Games VALIDATING TICKETS

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

## How to Cash Tickets

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

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

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

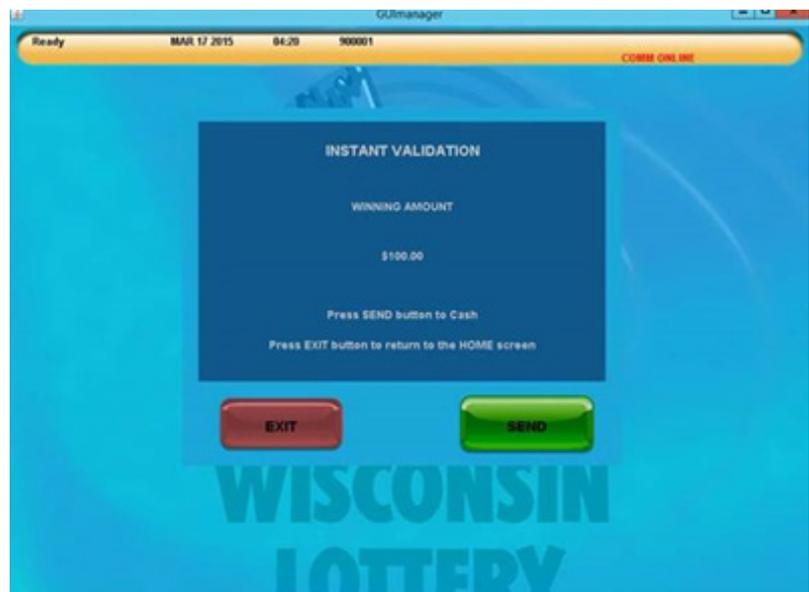
To validate (cash) an instant scratch ticket:

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



## Confirmation Screen

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

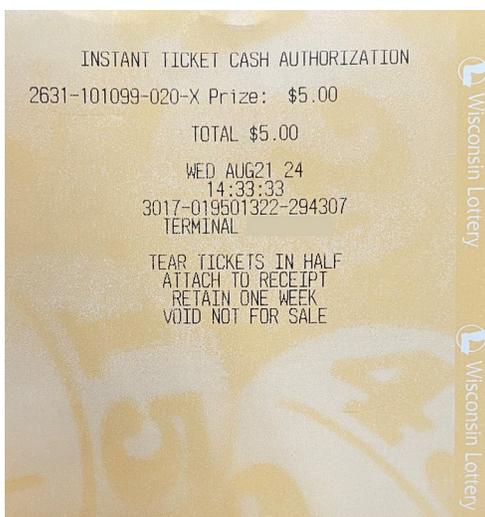


## Instant Games VALIDATING TICKETS

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

OR

- To manually validate and cash an instant ticket, scan the barcode on the back of the ticket or enter the numbers manually, then manually enter the 10-digit number under the play area on front of ticket.
- Press EXIT to complete.
- An Instant Ticket Cash Authorization slip will print showing the total amount to pay the player.
- Return to the player any **non-winning** ticket(s) along with the Instant Ticket Cash Authorization slip showing that the ticket(s) is a non winner.
- For all **winning tickets** you should show the winner the Instant Ticket Cash Authorization slip but you will need to retain the Instant Ticket Cash Authorization slip for your accounting purposes.
- After paying the prizes for winning tickets, tear the tickets in half through the validation barcode and attach the Instant Ticket Cash Authorization slip to one half of the ticket. Dispose of the other half. Retain ticket half with Instant Ticket Cash Authorization slip for one week. After one week, dispose of or shred the second half of the ticket with the Instant Ticket Cash Authorization slip.
- Self-service redemption is available on Gemini and GT20 vending machines. A player has the ability to scan a winning ticket and redeem a prize for credits to purchase additional tickets on the vending machine. In these cases there will be no Instant Ticket Cash Authorization. These transactions will be seen as "Lotto Cashes" and "Instant Cashes" on the vending machine "Shift Report".



## Instant Games SECURITY & TICKET DISPOSAL

### Security of Instant Tickets

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

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

Players should also be directed to contact the Lottery in cases of any perceived discrepancies of Cash Authorization amounts.

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

See next page for proper disposal of tickets.

# IMPORTANT MESSAGE TO PREVENT FRAUD



- Always scan tickets to cash.
- Do not pay out any ticket that displays a "Previously Paid" message.
- Get cash authorization slip before paying out winnings.
- Properly destroy all cashed tickets.

Follow these instructions to properly dispose of tickets when validating tickets at the counter. After you scan a ticket and determine that it is a valid winning ticket, you can then pay the winner. **Note: tickets redeemed through self-service redemption may not be torn in half.**

## STEP 1



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

## STEP 2



Dispose the other half of ticket.

## STEP 3

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



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

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





## Instant Games LOST OR STOLEN TICKETS

### Reporting Lost or Stolen Tickets

To prevent the cashing of lost or stolen tickets:

- 1) Call the Retailer Hotline at 1-800-242-7782 and select option 2 to report the missing tickets. The Hotline operates 24 hours a day and 365 days a year. Be prepared to provide the following information to the Hotline operator.
  - Your name and title
  - Retailer ID number
  - Business name and address
  - Game, pack, and ticket numbers of the missing tickets. Also the date and time you discovered the tickets missing along with where and when the tickets were last seen.
  - Once reported as missing to the Retailer Hotline, the ticket numbers will be entered into the Lottery central computer as “non-redeemable.” This removes the ability for the tickets to be cashed.
- 2) Contact your local police department to report the missing tickets and file a police report.
- 3) Retailer will receive a call from the Wisconsin Lottery Office of Enforcement and Compliance 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 Office of Enforcement and Compliance will determine if a ticket is defective. Claim forms can also be found on the Lottery website at <https://wilottery.com>.

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

# Instant Games WINNER CLAIM FORM



## Wisconsin Lottery Winner Claim Form

Player Hotline: 608-261-4916 | www.wilottery.com

Save
Print
Clear

Lottery Use Only

Form Reference Number

**Instructions to Claimant**

- Verify your ticket is a winner at a Lottery Retailer or by scanning the ticket with the Wisconsin Lottery mobile app.
- By law, only the original ticket is valid to claim a prize.
- SIGN the ticket(s) and Winner Claim Form in black or blue ink.
- Read and fully complete this entire Winner Claim Form.
- Provide government, state, or tribal-issued picture identification.
- A Social Security Number (SSN), Individual Taxpayer Identification Number (ITIN), or properly completed Internal Revenue Service (IRS) Form W-8BEN is required by law for prizes of \$600 or more.
- Tickets winning \$200,000 or more must be claimed in person at the Madison Office. Claimant must arrive before 2:00 p.m.
- Multiple Claimants: see back for details.

**Additional Instructions for Mail-in Claims Only**

- The Wisconsin Lottery is not responsible for tickets or Winner Claim Forms lost in the mail.
- Certified or registered mail is suggested.
- Retain a copy of both sides of the signed ticket and completed Winner Claim Form for your record.
- Normal processing time for prize claims is up to three weeks once received.

Mail completed Winner Claim Form (page 1) with original signed ticket(s) to the following address:

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

**Individual Claimant Information**

1. First Name	2. M.I.	3. Last Name	4. Suffix
5. Mailing Address (include Apt. #, Unit, Lot, Trlr, etc.)			
6. City	7. State	8. Zip Code	9. Phone Number (xxx-xxx-xxxx)
10. SSN/ITIN or IRS Form W-8BEN	11. Date of Birth (mm-dd-yyyy)	12. Email	
13. Tax Status (select one)		14. Total Number of Tickets	15. Total Amount Claimed
<input type="checkbox"/> US Citizen <input type="checkbox"/> Resident Alien		<input type="checkbox"/> Non-Resident Alien/ Country of Citizenship: _____	
16. Is prize being claimed by more than one person? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span>			

If yes, you acknowledge a court order is required to process the claim for multiple winners, per Wis. Stats. 665.30(1).

I understand that any person who, with intent to defraud, falsely makes, alters, forges or counterfeits a state lottery ticket is in violation of state criminal law. It is a class I felony to alter or forge a Lottery ticket or share or intentionally utter or transfer an altered or forged Lottery ticket or share, punishable by imprisonment of not more than 3 years and 6 months and/or a fine of not more than \$10,000. Wis. Stats. 665.50(2). It is also a crime to possess an altered ticket with intent to defraud punishable by a fine of not more than \$10,000 or imprisonment of not more than 9 months or both, Wis. Stats. 665.50(3).

I understand that Wisconsin Open Records law, (sec. 19.31-19.39 Wis. Stats.), provides the Lottery may disclose a winner's name, likeness, and place of residence. Upon claiming a prize, my name, likeness, and place of residence may be used for any purpose without compensation to me and I waive any claims against the Lottery for any liability which may result from the disclosure of such information.

I have read the Winner Claim Form Instructions and understand my rights and responsibilities as a Lottery winner. I hereby certify that all information provided is true and correct.

Claimant Signature	Date
--------------------	------

**Lottery Use Only**

Government, State or Tribal Issued ID Number	State/Entity of ID Issuance	ID Expiration Date
Claim Date:	Processor Initials	Security Referral: <input type="checkbox"/> Referral Type: _____
CF Test (Lotto tickets \$5,000 or more): <input type="checkbox"/> Pass <input type="checkbox"/> Fail	Disposition: _____	Release Date: _____
Office	Investigator Initials	
Notes:		

WL-108 (R. 4-24) - 1 - Continued on Back →

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## Wisconsin Lottery Winner Claim Form Instructions



*Sign Your Ticket*

### Walk-in Locations

Arrive by 3:30 p.m. to ensure enough time for claim processing.

**Prizes of \$50,000 or more:** Arrive at the Lottery office no later than 2:00 p.m.

**Powerball, Mega Millions, and Megabucks jackpot winners:** Call ahead and make an appointment.

Contact the Player Hotline at 608-261-4916 or visit [www.wilottery.com](http://www.wilottery.com) for additional information.

Redeem All Prize Amounts	Redeem Prizes Up to \$199,999
<b>Madison Office</b> Wisconsin Lottery Department of Revenue 2135 Rimrock Rd	<b>Milwaukee Office</b> State Office Building 4th Floor Service Center 819 N 6th St <small>*use James Lovell St. entrance</small>
<b>Hours: Monday - Friday 8 a.m. - 4 p.m.</b>	

The following must be processed at the Madison Lottery Office:

- Multiple Winner Claims
- See *Multiple Winner Checklist* at [wilottery.com](http://wilottery.com)
- Prizes \$200,000 or more must be claimed in person

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

### Claimant Information

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

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

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

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

### Withholding of Delinquent State Taxes, Child Support, or Debts Owed to the State

Wisconsin law (Wis. Stats. 665.30 (5)) requires the Lottery to check social security numbers (SSN) or Tax Identification Numbers (ITIN) with the Department of Revenue for claimants of all prizes \$600 or more to determine if the winner of a Lottery prize is delinquent in state taxes, child support, or debts owed to the state. If a claimant is found to be delinquent in any of the above, the amount will be withheld from the Lottery winnings.

### Download the Wisconsin Lottery Mobile App

Scan to check your ticket, create digital playslips, save favorite numbers, search locations, and more.



### Follow @WiLottery Online



The Wisconsin Lottery has provided funding for property tax credits since 1988.

# Instant Games TICKET RETURN PROCEDURE

## Returning Instant Scratch Tickets

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

Tickets are returned by two methods:

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

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

See an example of the Instant Ticket Return Form on page 21.  
Forms can also be found on the Lottery retailer website at

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

## Damaged Tickets

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

# Instant Games GAME END FLYER EXAMPLE



## GAME ENDING INFORMATION AND DATES

**GAMES END: Saturday, February 22, 2025**  
**Game End is the responsibility of the Retailer**

**Retailers must NOT sell these games after this date!**

**Important Dates:**

- **Last day to receive Credit on these tickets:** Friday, May 23, 2025
- **180 day prize claim period:** February 23, 2025 through August 21, 2025
- **Last day to claim prizes:** Thursday, August 21, 2025

### INSTANT GAME LIST BY PRICE POINT AND UPC CODES

**\$1 GAMES**

- 2539 Triple Tripler
- 2584 Bonus Hand Blackjack
- 2615 Bronze 7's
- 2630 Go Pack Go
- 2644 Gnome for the Holidays

**UPC CODES**

- 7 54336 02539 7
- 7 54336 02584 7
- 7 54336 02615 8
- 7 54336 02630 1
- 7 54336 02644 8

**\$2 GAMES**

- 2575 Money Multiplier
- 2613 Double It
- 2616 Silver 7's

**\$3 GAMES**

- 2573 Starry Night Slingo
- 2591 Cash Words
- 2606 Treasure Hunt Crossword
- 2645 Candy Cane Crossword

**\$5 GAMES**

- 2548 Wild Winnings
- 2617 Gold 7's
- 2626 Plus the Money
- 2631 Pack Attack
- 2646 Gifts Galore

**\$10 GAMES**

- 2571 \$50's and \$100's
- 2577 Instant Ca\$h
- 2587 Road to \$100,000
- 2598 Hog Wild Crossword
- 2618 Platinum 7's
- 2632 Packers
- 2647 Winter Winnings

**\$15 GAME**

- 2648 Hooliday Countdown

**\$20 GAMES**

- 2588 Wisconsin Winnings
- 2633 20X Crossword
- 2643 \$2,000 Blowout
- 2649 Celebrate the Season

**\$30 GAMES**

- 2555 Super Millions
- 2607 Sensational Crossword

**\$50 GAME**

- 2554 Prestige

**Important Reminders:**

- After **Thursday, August 21, 2025**, prizes on these tickets can no longer be claimed.
- Call the Retailer Hotline at **800-242-7782** if you need a ticket pick up service.



## WISCONSIN LOTTERY PLAYERS

### IMPORTANT DATES TO REMEMBER:

**Saturday, February 22, 2025**

is the last day to buy these instant scratch games!

**Thursday, August 21, 2025**

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

180 day prize claim period: **February 23, 2025 through August 21, 2025**



- 2643 \$2,000 Blowout
- 2571 \$50's and \$100's
- 2633 20X Crossword
- 2584 Bonus Hand Blackjack
- 2615 Bronze 7's
- 2645 Candy Cane Crossword
- 2591 Cash Words
- 2649 Celebrate the Season
- 2613 Double It
- 2646 Gifts Galore
- 2644 Gnome for the Holidays
- 2630 Go Pack Go
- 2617 Gold 7's
- 2598 Hog Wild Crossword
- 2648 Hooliday Countdown
- 2577 Instant Ca\$h
- 2575 Money Multiplier
- 2631 Pack Attack
- 2632 Packers
- 2618 Platinum 7's
- 2626 Plus the Money
- 2554 Prestige
- 2587 Road to \$100,000
- 2607 Sensational Crossword
- 2616 Silver 7's
- 2573 Starry Night Slingo
- 2555 Super Millions
- 2606 Treasure Hunt Crossword
- 2539 Triple Tripler
- 2548 Wild Winnings
- 2647 Winter Winnings
- 2588 Wisconsin Winnings



**Thursday, August 21, 2025 is the last day to claim prizes for these games!**



# Instant Games MERCHANDISING

## Door Decals

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

## Play Center

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



## Game Specific Point of Sale

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

## Game Cubes

Various types and configurations of ticket dispensers are available.



## Counter Top Promoters

12, 16, 20, 24, or 32 game counter top promoters are available.



## In-Counter Displays

16, 20, or 24 games are available and provide visibility at the point of sale.

## Planograms

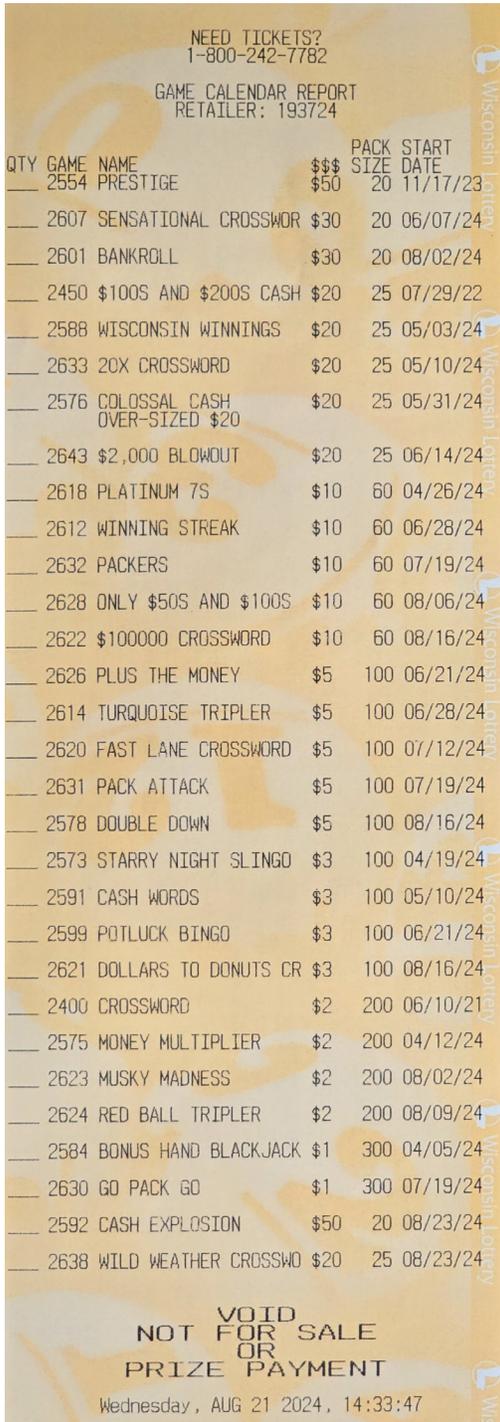
Your Lottery Field Marketing Representative can provide you with a Planogram to give you the best selling mix and presentation. Suggested Planograms can be found on pages 25, 26, 27, and 28.

Your Lottery Field Marketing Representative has more information for you.

**NOTE: Equipment is the property of the Wisconsin Lottery and may not be used for unintended purposes. Equipment may not be transferred to other locations without Lottery approval.**

# Instant Games GAME CALENDAR

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



Here is an example of a terminal Game Calendar.

The Game Calendar contains the following information:

- Game Number
- Game Name
- Price Point
- Pack Size
- Start Date

Ticket Price	Tickets per Pack	Retail Value	6.25% Commission	Net Cost	Ticket Range
\$1.00	300	\$300.00	\$18.75	\$281.25	0-299
\$2.00	200	\$400.00	\$25.00	\$375.00	0-199
\$3.00	100	\$300.00	\$18.75	\$281.25	0-99
\$5.00	100	\$500.00	\$31.25	\$468.75	0-99
\$10.00	60	\$600.00	\$37.50	\$562.50	0-59
\$15.00	20	\$300.00	\$18.75	\$281.25	0-19
\$20.00	25	\$500.00	\$31.25	\$468.75	0-24
\$30.00	20	\$600.00	\$37.50	\$562.50	0-19
\$50.00	20	\$1,000.00	\$62.50	\$937.50	0-19

(\$15 ticket is only offered during the holiday season)

# Instant Games UPC CODES

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

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

UPCs for all current instant games are provided in the table below. Use the Game Name or UPC fields to narrow the search results.

**Search Information:** Each column can be sorted by clicking the column header.  
**Note:** Launch dates are subject to change.

Game Name:   
 Input a portion of the game name

UPC Number:   
 Input a portion of the UPC number to locate a match

**FIND**

GAME NUMBER	UPC NUMBER	GAME NAME	PRICE POINT	TICKETS PER PACK	LAUNCH DATE
2683	 754336026837	STARS AND STRIPES CROSSWORD	\$20.00	25	01/22/2026
2679	 754336026790	CROSSWORD CONNECT	\$5.00	100	02/01/2026
2678	 754336026783	100X	\$20.00	25	01/17/2025

# Planograms PLANOGRAMS

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



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

Legend	
	Flex position
	Oversized game
	Crossword or Family of Games



<b>24 Game/Gemini</b>			
\$50	\$30	\$30	\$20
\$20	\$20	\$20/\$10	\$10
\$10	\$10	\$10	\$10/\$5
\$5	\$5	\$5	\$5
\$3	\$3	\$3	\$2
\$2	\$2	\$1	\$1

<b>23 Game (24 with oversize included)</b>			
\$50	\$30	\$30	\$20
\$20		\$20	\$20/\$10
\$10	\$10	\$10	\$10/\$5
\$5	\$5	\$5	\$5
\$3	\$3	\$3	\$2
\$2	\$2	\$1	\$1

Legend	
	Flex position
	Oversized game
	Crossword or Family of Games



32 Game			
\$50	\$30	\$30	\$20
\$20		\$20	\$20
\$20	\$10	\$10	\$10
\$10	\$10	\$10/\$5	\$5
\$5	\$5	\$5	\$5
\$5	\$5	\$3	\$3
\$3	\$3	\$2	\$2
\$2	\$2	\$1	\$1

Legend	
	Flex position
	Oversized game
	Crossword or Family of Games



20 Game / GT20			
\$50	\$30	\$30	\$20
\$20	\$20	\$20/\$10	\$10
\$10	\$10	\$10/\$5	\$5
\$5	\$5	\$3	\$3
\$2	\$2	\$1	\$1

Legend	
	Flex position
	Oversized game
	Crossword or Family of Games

# Traditional Pull-tab Games

Receiving Pull-tab Tickets

Redemption & Security

Games Available and Selling Tips

## Traditional Pull-tab Games RECEIVING PULL-TAB TICKETS

Traditional Pull-tabs cannot be validated on Lottery terminals.

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

- **Check the box number(s) of your Pull-tabs against the numbers on the packing slip**
- Retain the packing slip to keep records of your purchases and commissions and to identify lost or stolen tickets.
- Treat the Lottery Pull-tab tickets like **CASH**.
- Keep the Pull-tabs in the box and store them in a secure place, such as a safe, until ready to be sold. Call the Retailer Hotline at 1-800-242-7782 to order a 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 either on the front of the box or inside the box with the pull tabs.



## Traditional Pull-tab Tickets REDEMPTION & SECURITY

### Redeeming Traditional Pull-tab tickets

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

## Traditional Pull-tab Games GAMES AVAILABLE & SELLING TIPS

### Game Information

Game #	Game Name	Count	Price/Tkt	Cost/Box	Profit	Top Prize
2100	Casino Gold II	2040	\$0.50	\$324.25	\$63.75	\$50
2261	Hot Cash	2040	\$0.50	\$311.25	\$63.75	\$100
2262	Lucky Cherries	1050	\$0.50	\$157.19	\$32.81	\$100
2604	Cold Hard Cash	1050	\$0.50	\$157.19	\$32.81	\$50
2110	Packers	1020	\$1.00	\$316.25	\$63.75	\$200
2170	Wisconsin Gold 100	1020	\$1.00	\$324.25	\$63.75	\$100
2508	Liberty Bills	1020	\$1.00	\$316.25	\$63.75	\$125
2671	Flaming 5's	1020	\$1.00	\$316.25	\$63.75	\$125
2603	Huntin' Bucks	1020	\$1.00	\$316.25	\$63.75	\$100

### Selling Tips

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

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

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

# Lotto Games

Lottery Terminal

Back of Terminal

Ultra Printer

Ticket Checker (TSP)

Lottoview

Communication Equipment

Jackpot Signs

Equipment Policy

Quick Reference Guide

Public Alerts

Game Information

Unreadable Tickets

Discontinuing Sales

## Lottery Lotto Games EQUIPMENT - LOTTERY TERMINAL

All electronic Lottery equipment requires a dedicated electrical connection. This is a standard electrical outlet which is on a circuit that always has power. Lottery terminals receive software updates during off-peak hours and must be powered 24 hours a day. Retailers shall use all equipment required by the Lottery. This equipment is not to be removed, defaced, or used for purpose other than those established by the Lottery. Equipment removed or not used for the intended purpose is a violation of the contract and may result in termination of the contract.

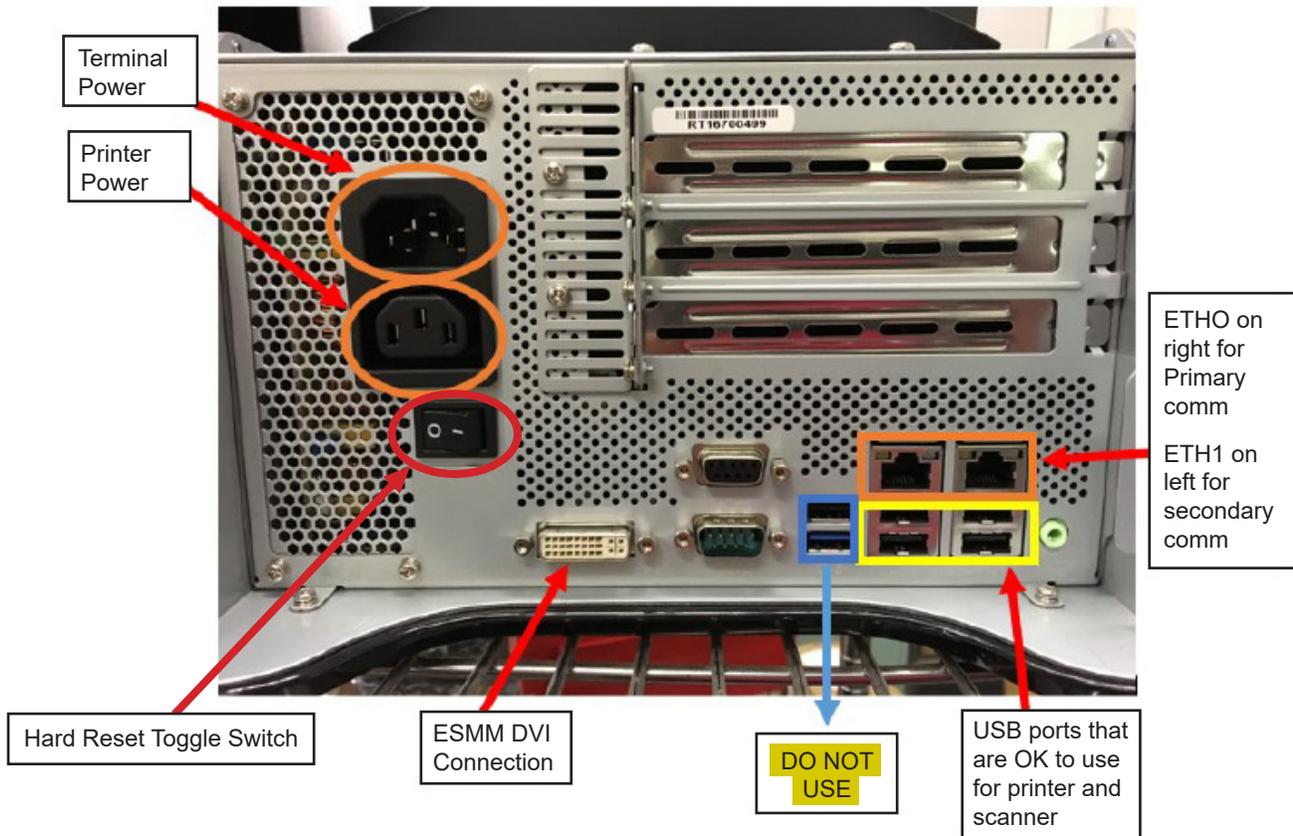
### Lottery Terminal

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

See pages 49 - 54.



# Lotto Games EQUIPMENT - BACK OF TERMINAL



# Lotto Games EQUIPMENT - ULTRA PRINTER

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

## PRINTER



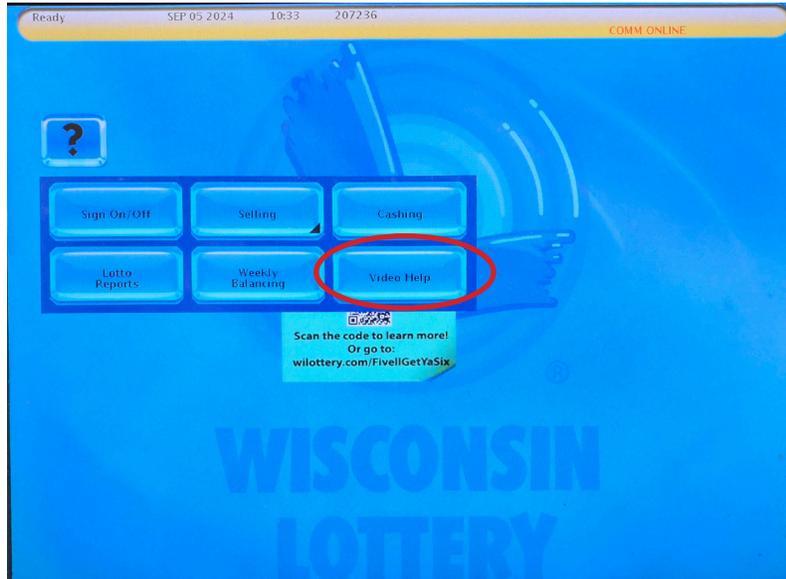
For help on loading printer paper or clearing printer jams, view the videos on the terminal.

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



# Lotto Games EQUIPMENT - PRINTER HELP

Click on Video Help

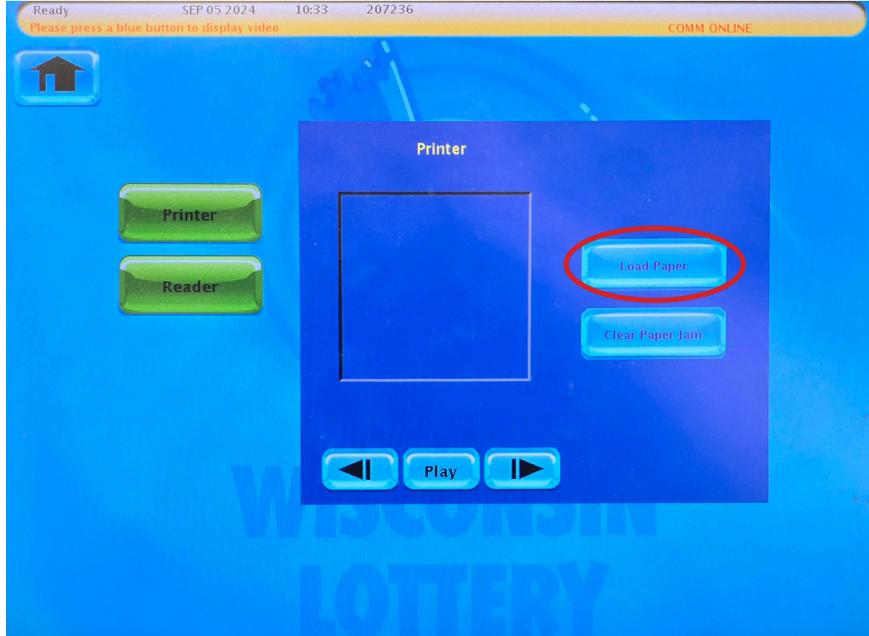


Choose printer



# Lotto Games EQUIPMENT - PRINTER HELP

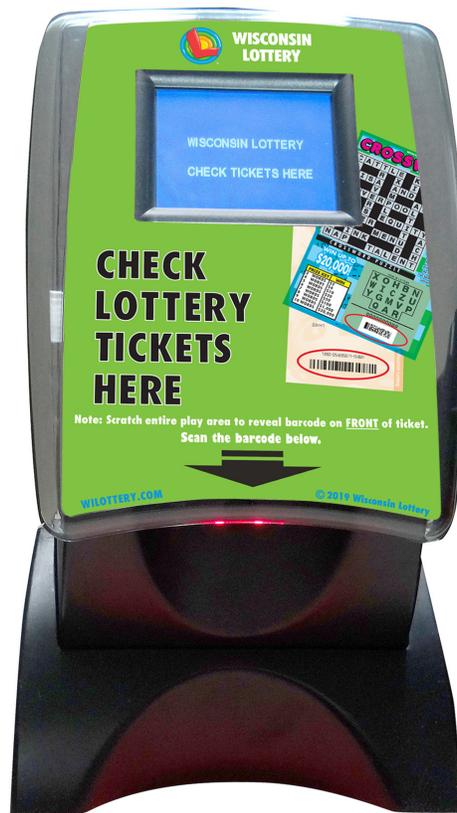
Click load paper, or clear paper jam, and the video will begin automatically.



## Lotto Games EQUIPMENT - TICKET CHECKER (TSP)

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

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



# Lotto Games EQUIPMENT - LOTTOVIEW

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

## LOTTOVIEW



The Lottoview monitor equipment is for Lottery use only and remains the property of Wisconsin Lottery. It is part of the Lottery equipment package that is required with the retailers contract. The Lottoview monitor shall be positioned so that it is easily visible to the public.

## **What You Need to Know**

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

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

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

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

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

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

## **Lotto Games PUBLIC - ALERTS**

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

- The photo will appear in the middle of the Main Screen.
- It will most likely be a photo of a missing person, but could be a suspect, or vehicle.
- The photo will remain on-screen for 48 hours or until the Alert is cancelled.
- 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 the lottoview.
- You could receive an Alert photo and not be part of the Alert. (See below).

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

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

### **Lottoview & Public Alerts**

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

# Lotto Games EQUIPMENT - COMMUNICATIONS

## Communication Equipment

Your Lottery terminal will be connected to the Lottery gaming system through a wireless network using satellites, a Ventus (a cellular data system) unit, or Hughes Cradlepoint cellular unit. Satellites are located on the outside of the building either on the roof or a pole where there is a clear view of the sky.

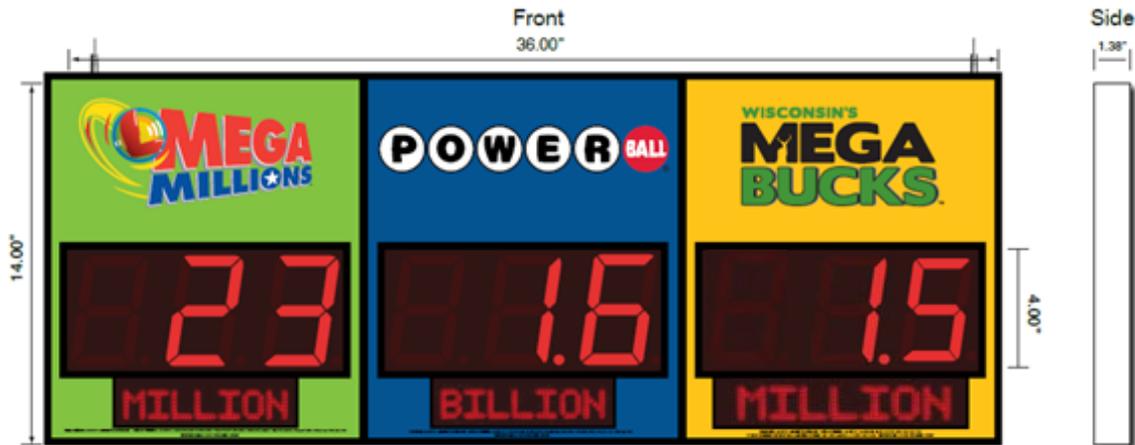
Cellular communication equipment is located inside the store. These units will have a tag that indicates they are used for Lottery. In cases where troubleshooting is needed you may be asked to unplug or reboot the router. Cradlepoint units have a power switch on the back. Ventus units are rebooted by unplugging the power cord.



## Lotto Games EQUIPMENT - JACKPOT SIGN

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

### LARGE SIGN - 36" x 14"



### SMALL SIGN – 4" x 11" on telescoping pole



# Lotto Games

## LIGHTED JACKPOT SIGN MANAGEMENT POLICY

### **Lighted Jackpot Sign Management Policy**

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

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

### **Initial Installs**

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

### **Following Initial Installs**

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

### **Timeliness of Activity**

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

### **Geographic Consideration**

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

### **Placement at Key Account Locations Previously Refused**

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

# Lotto Games

## LIGHTED JACKPOT SIGN MANAGEMENT POLICY

### **Business Decisions**

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

### **Once Placed**

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

### **Remodeling/Rebuilding**

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



**Name: Lottery Division Directive 812**

**Subject: WI Lottery Retailer Equipment Policy**

**Revision History**

Version #	Revision or Review Date	Description of Change(s)
1.0	August 2017	Initial published version
1.1	October 2023	Reviewed and updated to new template

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**A. Background**

This policy reflects the placement of retailer equipment. The policy also ensures that non-compliance warnings, Retailer Performance Program (RPP) incentives, and suspending ordering/wagering are administered uniformly.

**B. Policy**

The Wisconsin Lottery Retailer Contract provides authority for retailer equipment use in Section 2.0 (11), stating: Retailer shall use all equipment required by the Lottery. This equipment is not to be removed, defaced, or used for purposes other than those established by the Lottery.

This policy outlines both lost or stolen equipment and misuse of Lottery equipment.

Periodic checks will be done to ensure that all equipment is being used, being used properly and that retailers are in compliance with the contract.

**C. Procedure**

**Lost/Stolen Equipment**

- 1) The retailer will call the Field Marketing Representative (FMR) or Key Account Representative to have a replacement issued.
- 2) The FMR or Key Account Representative will contact Contracting staff to create a request to replace equipment as needed.
- 3) Lottery Security may conduct an investigation, and coordinate with local law enforcement as necessary.
- 4) Security will notify the retailer's Field Marketing Representative (FMR) as needed.

**Misuse of Lottery Equipment**

Misuse of lottery equipment is any use of the equipment for any purpose(s) other than the purpose(s) for which it was installed.

# Lotto Games RETAILER EQUIPMENT POLICY

Name: Lottery Division Directive 812  
Subject: WI Lottery Retailer Equipment Policy

The Lottery shall, in its sole discretion, determine the purpose(s) for which lottery equipment is installed and whether any use of the lottery equipment is consistent with said purpose(s).

The following actions will be administered to any locations found to be non-compliant with the contract:

- 1) Verbal warning. This can be done by the FMR or from a Lottery Security assessment that includes internal documentation.
- 2) First non-compliance notification. Location will receive a written warning from Contracting, signed by the Retailer Services Section Supervisor. A follow up visit will be done to verify compliance.
- 3) Second non-compliance notification. If a second visit results in non-compliance, the location will immediately stop selling lottery tickets, and will not receive RPP, for 14 calendar days, per section 4.1 of the retailer contract. Location will receive a written suspension letter from Contracting, signed by the Retailer Services Section Supervisor.
- 4) After the 14-day suspension, a visit to verify compliance will be completed. If a final visit results in non-compliance, lottery contract will be terminated, and all equipment removed. A termination letter will be sent and signed by the Business Operations Director. The letter will include retailer appeal rights.
- 5) The lottery will collect any lottery property within two weeks and return any unsold tickets, upon request.

## OUTLETS NEEDED FOR EQUIPMENT

- 1 – Terminal
- 0 – Printer (the printer plugs into the back of the terminal)
- 1 – Lottoview (ESMM)
- 1 – Ticket Checker (TSP)
- 1 – Ventus (not it all locations - used in place of satellite dish or as dual comm)
- 1 – IDU (Indoor Unit) all locations
- 1 – Small jackpot sign
- 1 – Large Jackpot sign
- 2 – Vending Machine & COMM (3 needed if large jackpot sign is on Top)

# Lotto Games TERMINAL QUICK REFERENCE GUIDE



**WISCONSIN LOTTERY**

## Terminal Quick Reference

**RETAILER HOTLINE**  
**1-800-242-7782**

1. PLACE TICKET ORDER
2. LOST OR STOLEN TICKETS
3. EQUIPMENT ISSUES OR ORDER SUPPLIES
4. APPLICATIONS OR CONTRACTS
5. BANKING, BILLING OR ACCOUNTING
6. OFFICE OF ENFORCEMENT AND COMPLIANCE (SECURITY)
7. LOTTERY SERVICES PORTAL WEBSITE
8. MOBILE APP SUPPORT

## Sign On/Off

### SIGNING ON

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



### SIGNING OFF

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



## Home Screen



## Playslips & Tickets

### INSERTING PLAYSLIPS

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



### SCRATCH TICKETS

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



### PLAYSLIP EDITING

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

### SCANNING DIGITAL PLAYSLIPS

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



## Help

### GENERAL HELP

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



### CONTEXT HELP

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

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



### VIDEO HELP

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



# Lotto Games

## TERMINAL QUICK REFERENCE GUIDE

### Lock



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

### Special Functions

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



#### TRAINING ON/OFF

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

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

#### REDEEM COUPON

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

#### VERSION INFO

Displays current version of software.

#### TERMINAL RESET

Resets the terminal quickly without powering down.

#### ORDER CONFIRMATION

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

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

#### PACK ACTIVATION

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

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

#### PRINTER TEST

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

#### DISPLAY OPTIONS

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

#### NEWS

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

### Special Functions

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

**VOLUME:** Touch the **SPEAKER ICON** to control the terminal volume.

**FST SIGN ON:** Used by IGT's Field Service Technicians.

**PASSWORD MANAGEMENT:** Used to change your Pass Number.

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

**FMR SIGN ON:** Used by Lottery Field Marketing Representatives to sign on to the terminal.

### Mail



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

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

### Problem Gambling Information



1. Touch the **PROBLEM GAMBLING INFORMATION** button to view information for the Wisconsin Council on Problem Gambling.
2. This information can be printed for the player.

### Reprints



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

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

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

### Reports



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

# Lotto Games TERMINAL QUICK REFERENCE GUIDE

## Manual Ticket Cash

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



## LOTTO CASH

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



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

## INSTANT CASH

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



## Paper Loading

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



## Selling Lotto Games

### TOTAL SALES

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



### RAFFLE

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

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



### LUCKY 13

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

1. Touch **LUCKY 13** on the Home Screen.
2. A confirmation screen displays. Touch **SEND** to print tickets.



### POWERBALL®

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



### MEGA MILLIONS®

1. Touch **MEGA MILLIONS** on the Home Screen.
2. Select the **AMOUNT PER DRAW**: [\$5, \$10, \$15, \$20, or \$25].
3. Select the number of **DRAWS**: [1–8].
4. Select the **BIG \$5** option: [Cancel, \$25, \$50, \$75, \$100, \$125, or \$150].
5. Select the **BIG \$25** option: [Cancel, \$25, \$50, \$75, \$100, \$125, or \$150].
6. Touch **MANUAL ENTRY** for manual entry, or touch **SEND** to allow the system to randomly choose the numbers.
7. For manual entry, touch the player's 5 numbers, then select the Mega Ball number; or touch **QUICK PICK**. Touch **SEND**.
8. If a confirmation screen displays, touch **SEND** to send the wager or touch **CANCEL** to cancel. Ticket(s) print automatically.



**NOTE:** A random multiplier (2X, 3X, 4X, 5X, or 10X) will be printed next to each play on the printed ticket.

### BADGER 5™

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



# Lotto Games

## TERMINAL QUICK REFERENCE GUIDE

### Selling Lotto Games

#### SUPERCASH!®



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

#### MEGABUCKS™



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

#### ALL OR NOTHING™



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

#### DAILY PICK 3™: QUICK PICK



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

### Selling Lotto Games

#### DAILY PICK 3™: MANUAL



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

#### DAILY PICK 4™: QUICK PICK



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

#### DAILY PICK 4™: MANUAL



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

#### FAST PLAY™



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

**NOTE:** Select the **DISPLAY GAMES TO PLAYER** button to interrupt the Lottoview slide show to display the available Fast Play games to players.

# Lotto Games

## GAME INFORMATION

### Fast Play

#### What is Fast Play?

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

#### Progressive Jackpot

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

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

#### Example:

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

#### Fast Play Game Chart\*

Game Name	Price Point	Overall Odds	Payout Percentage	Jackpot Win Percentage	Playstyle	Features
5 Times the Money	\$1	1:4.1	59.0%	10%	Key # Match	Multiplier
10 Times the Money	\$2	1:3.8	62.0%	20%	Key # Match	Multiplier
20 Times the Money	\$5	1:3.7	64.5%	50%	Key # Match	Multiplier
50 Times the Money	\$10	1:3.4	70.0%	100%	Key # Match	Multiplier
Progressive Bingo	\$1	1:4.1	59.0%	10%	Extended Play/Bingo	Doubler
Cash Stash	\$2	1:4.0	62.0%	20%	Extended Play	Doubler
Lucky Clover	\$5	1:3.6	64.5%	50%	Count Up	N/A
Platinum Payout	\$10	1:3.4	70.0%	100%	Key # Match	Bonus Symbols
Add Up the Cash	\$1	1:4.0	59.0%	10%	Extended Play/Add Up	N/A
Roll of the Day	\$2	1:3.7	62.0%	20%	Dice/Add Up	N/A
Cashword	\$5	1:3.5	64.5%	50%	Extended Play/Crossword	N/A
Hit the Jackpot	\$10	1:3.3	70.0%	100%	Match 3	N/A

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

Lotto Games  
**GAME INFORMATION**  
Fast Play



# FAST PLAY TERMINAL GUIDE



1

Touch the Fast Play button on the home screen.

Touch the desired game button.

2

Select the number of tickets.

3

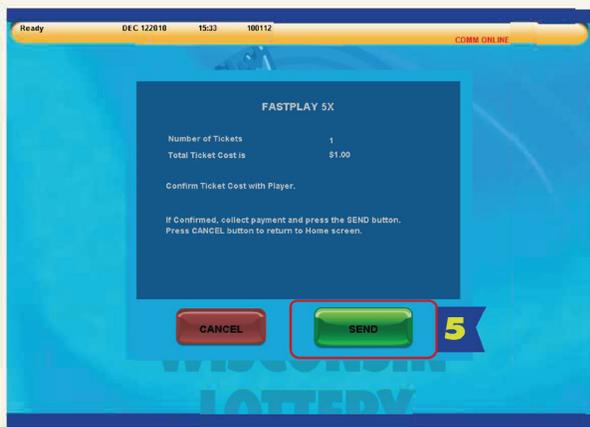
Touch SEND.

4



5

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



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

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

\*For more information on all our Lotto games please visit our website at [www.wilottery.com](http://www.wilottery.com)

**Lotto Games**  
**GAME INFORMATION**  
**Mega Millions, Powerball\***

	<b>Mega Millions</b>		<b>Powerball</b>	
<b>Drawbreaks</b>	9:00 - 9:05 PM		9:00 - 9:05 PM	
<b>Draw Days</b>	Tuesday & Friday		Monday, Wednesday & Saturday	
<b>Jackpot</b>	\$50 Million Minimum Pari-mutuel		\$20 Million Minimum Pari-mutuel	
<b>Pick</b>	Pick 5/70 and 1/24 Mega Ball		Pick 5/69 and 1/26 Powerball	
<b>Play</b>	\$5 per Play		\$2 per Play	
<b>Features</b>	Built-In Multiplier* Multiplies prize by 2-10x *Excluding Jackpot		Powerplay* Extra \$1 Multiplies prize by that drawing's Power Play number (2-5, or 10 x) *Excluding Jackpot	
<b>Match &amp; Win Share</b>	5/5 + MB	WIN Jackpot \$2M-\$10M	5/5 +PB 5 of 5	WIN Jackpot \$1,000,000
	5 of 5	\$20k-\$100k	4 of 5 + PB	\$50,000
	4 of 5 + MB	\$1k-\$5k	4 of 5	\$100
	4 of 5	\$400-\$2k	3 of 5 + PB	\$100
	3 of 5 + MB	\$20-\$100	3 of 5	\$7
	3 of 5	\$20-\$100	2 of 5 + PB	\$7
	2 of 5 + MB	\$14-\$70	1 of 5 + PB	\$4
	1 of 5 + MB	\$10-\$50	0 of 5 + PB	\$4
	0 of 5 + MB			

\*For more information on all our lotto games please visit our website at  
[www.wilottery.com](http://www.wilottery.com)

**Lotto Games**  
**GAME INFORMATION**  
**Daily Pick 3 & Pick 4\***

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

**Match & Win Share for Daily Pick 3**

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

**Match & Win Share for Daily Pick 4**

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

\*For more information on all our Lotto games please visit our website at [www.wilottery.com](http://www.wilottery.com)

# Lotto Games CASHING LOTTO TICKETS

## How to Cash Tickets

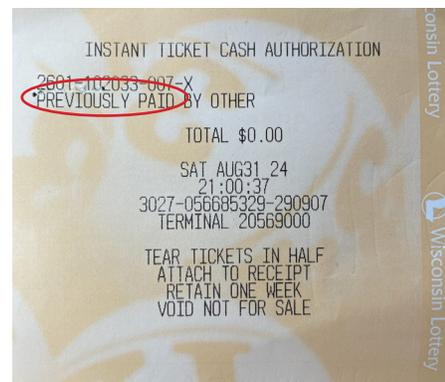
Your Lottery terminal will take the guesswork out of whether a ticket is a winner. You can cash winning tickets purchased from ANY Lottery Retailer with prizes up to \$599.

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

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

To validate (cash) a lotto ticket:

- Scan barcode on the ticket or insert ticket in top reader of the Lottery terminal.
- To validate more than one ticket, continue scanning the barcodes of the additional tickets.  
OR
- To manually validate and cash a lotto ticket, scan the barcode on the ticket or enter the numbers manually.
- Press EXIT to complete.
- A Lotto Cash Authorization slip will print showing the total amount to pay the player.
- If you receive a "Previous Paid" message, and you feel as though this message was received in error, please contact the retailer hotline at (800) 242-7782.
- Note: The date and time of the validation will be displayed on this message.
- Return to the player any **non-winning** ticket(s) along with the Lotto Cash Authorization slip showing that the ticket(s) is a non winner.



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



## Lotto Games DISCONTINUING SALES

### Discontinuing Sales

If you have plans to sell or close an existing Lottery location, the “Retailer’s Notice of Intent to Discontinue Lottery Product Sales” form must be filled out completely and returned to the Lottery with a projected discontinue date. This form is available on the Lottery Retailer Website, [Discontinue Form](#) or by calling the Retailer Hotline at 1-800-242-7782 and select option 4 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. Email: [DORLotteryRetailerContracts@wisconsin.gov](mailto:DORLotteryRetailerContracts@wisconsin.gov) 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.

# Lotto Games DISCONTINUING SALES

Save

Print

Clear



## Retailer's Notice of Intent to Discontinue Lottery Product Sales

PO Box 8941  
Madison, WI 53708-8941  
Phone: (608) 267-4804  
Fax: (608) 264-6644  
wilottery.com

### Section 1: Business Information

Business Name			Retailer Number/Chain Head Number		
Business Address			Forwarding Address <i>(for final credit/statement)</i>		
City	State	Zip Code	City	State	Zip Code

### Section 2: Requestor Information

Name/Title	Phone
Email	Fax

### Section 3: Chains Only *(If location is not a chain, skip to Section 4)*

For each closing location, complete the below. Attach supplemental sheet if needed.

Business Name(s)	Retailer Number(s)/Chain Head Number(s)	Business Address(es), City, State, Zip Code

### Section 4: Discontinuing Sales

Effective Date:

Reason(s) for Discontinuing Sales:

I hereby notify the Wisconsin Lottery that I intend to discontinue selling Lottery products on \_\_\_\_\_ and the Lottery will deactivate the Lottery terminal on the effective date.

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

Beginning on the effective date, I must cease selling Lottery products, and (if applicable) the Lottery terminal(s) will be deactivated. Unsold instant scratch tickets in saleable condition may be returned for credit. No credit will be received for unsold pull-tab tickets as stated in my Retailer Contract.

I must promptly surrender all Lottery property to the Lottery, including Lottery point-of-sale materials, player-education materials, ticket dispensers, and my Certificate of Authority.

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.

### Section 5: Authorized Signature

**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 they have 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.

<b>Authorized Agent Sign Here</b> ▶	Name <i>(please print)</i>	Company or Title
	Signature	Date

# Reports

How to Get Balancing and Billing Reports

Balancing Report

Instant Ticket Tracking Form

Explanation of Terminology

Weekly Billing Report

Instant Billing Liability Report

Instant Billing Statement Report

Retailer Performance Program Report

Earnings Statement Report

No Top Prize Report

Packing Slip

# 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.



### WINNING NUMBERS

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

### JACKPOTS

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

### BADGER 5 JACKPOTS

Provides current Jackpot information for Badger 5 Lotto Game.

### WEEKLY BILLING INVOICE

Provides financial data within an invoice period for specified retailer.

### INSTANT BILLING STATEMENT

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

### INSTANT BILLING LIABILITY

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

### BALANCING

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

### EARNINGS STATEMENT

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

### RPP STATEMENT

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

### NO TOP PRIZES

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

### GAME CALENDAR

Provides a listing of the Instant games available for order.

### GAME ENDS

Provides the game end date for all active Instant games.

**NOTE:** All Reports can be printed for your convenience.

# Reports BALANCING REPORT

Today Balancing Report  
For Wednesday, AUG 21 2024  
Terminal

Count Sales:	Amount
4 POWERBALL	26.00
2 SUPERCASH!	12.00
1 MEGABUCKS	3.00
6 DAILY PICK 3 - Midday	28.00
6 DAILY PICK 3 - Evening	28.00
0 DAILY PICK 4 - Midday	0.00
0 DAILY PICK 4 - Evening	0.00
2 BADGER 5	3.00
0 RAFFLE	0.00
7 MEGA MILLIONS	34.00
0 ALL OR NOTHING - Midday	0.00
0 ALL OR NOTHING - Evening	0.00
0 FAST PLAY	0.00
0 DISCOUNT	0.00
<hr/>	
28 Total Lotto Sales:	134.00
<hr/>	
Lotto Commission (5.5%)	(7.38)
<hr/>	
Net Lotto:	126.62
<hr/>	
Count Cashes:	Amount
0 Lotto Game Cashes	0.00
3 Inst Cashes-High Tier	(160.00)
9 Inst Cashes-Low Tier	(44.00)
<hr/>	
12 Net Cashes	(204.00)

**VOID  
NOT FOR SALE  
OR  
PRIZE PAYMENT**

Wednesday, AUG 21 2024, 14:32:07

## LOTTO TICKETS SOLD

Number and dollar amount of Lotto tickets sold.

Total Lotto tickets sold.

Credit for the Lotto commission.

Net for Lotto tickets.

## TICKETS CASHED

Lotto tickets cashed.

Instant tickets cashed  $\geq$  \$50 prize.

Instant tickets cashed  $<$  \$50 prize.

## How to Balance

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



**EXPLANATION OF TERMINOLOGY**

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

**Lotto Sales, Total Lotto Sales**

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

**Lotto Sales, Lotto Commission 5.5%**

You receive 5.5% commission on the total Lotto sales.

**Lotto Sales, Net Lotto**

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

**Instant Packs Billed**

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

**Retail Value:****Instant Scratch tickets**

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

**Traditional pull-tab tickets**

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

**Instant Orders, Instant Commission 6.25%**

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

**Net Instant Orders** Billed amount less your commission.

## EXPLANATION OF TERMINOLOGY

### Instant Returns

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

### 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. Adjustments may also include earnings from short-term incentives, quarterly RPP bonuses, and annual RPP bonuses.

### Total EFT Amount

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

### EFT Payment Date

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

# Reports

## WEEKLY BILLING REPORT

Weekly Billing Invoice	
AUG 11 2024 - AUG 17 2024	
Retailer	
Previous week amount:	0.00
Payment:	0.00
Carry Forward balance:	0.00
<hr/>	
# Lotto Sales:	\$
<hr/>	
74 POWERBALL	307.00
44 SUPERCASH!	194.00
42 MEGABUCKS	97.00
53 DAILY PICK 3 - Midday	222.00
59 DAILY PICK 3 - Evening	244.50
1 DAILY PICK 4 - Midday	1.00
3 DAILY PICK 4 - Evening	11.50
53 BADGER 5	149.00
0 RAFFLE	0.00
89 MEGA MILLIONS	391.00
3 ALL OR NOTHING - Midday	14.00
3 ALL OR NOTHING - Evening	14.00
18 FAST PLAY	132.00
0 DISCOUNT	0.00
<hr/>	
Total Lotto Sales:	1,777.00
Lotto Commission (5.5%)	(97.87)
Net Lotto:	1,679.13
<hr/>	
# Instant Packs Billed:	\$
<hr/>	
9 Retail Value	3,700.00
Inst Commission (6.25%)	(231.25)
*Net Instant Packs Billed:	3,468.75
<hr/>	
*For a list of Net Instant Packs Billed, see the Instant Billing Statement report.	
<hr/>	
Instant Returns:	\$
<hr/>	
Retail Value	(675.00)
Inst Commission (6.25%)	42.19
Net Instant Returns:	(632.81)
Net Instants:	2,835.94
<hr/>	
# Cashes:	\$
<hr/>	
32 Lotto Game Cashes	(175.00)
14 Inst Cashes-High Tier	(980.00)
109 Inst Cashes-Low Tier	(863.00)
Net Cashes	(2,018.00)
RPP - WINNING TICKET	0.00
<hr/>	
Adjustments:	\$
<hr/>	
Net Adjustments:	0.00
Net Due Amount:	2,497.07
<hr/>	
VOID NOT FOR SALE OR PRIZE PAYMENT	
Wednesday, AUG 21 2024, 14:31:24	

### Lotto Sales

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

### Instant Game Sales to Retailer

debit	Pack retail value
credit	6.25% Commission
net	Total 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	<b>GRAND TOTAL - EFT amount</b>

# INSTANT BILLING LIABILITY REPORT

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.

Note: For a complete accounting of your Instant Billing Liability it is suggested to print this report on Friday.

INSTANT BILLING LIABILITY REPORT  
REPORT DATE 08/21/2024  
RETAILER:

GAME	PACK	PPT	RETAIL VALUE	PACK COST	CONF DATE	ACTIV DATE
WEEK ENDING:		08/24		EFT:		08/30
2400	284077	2.00	400.00	375.00	07/25	08/01
2571	187632	10.00	300.00	281.25	08/01	08/02
2598	133489	10.00	300.00	281.25	08/01	08/02
2601	100477	30.00	600.00	562.50	08/02	08/03
2606	114889	3.00	300.00	281.25	08/01	08/01
2607	111784	30.00	600.00	562.50	08/01	08/02
2612	108371	10.00	600.00	562.50	08/01	08/01
2620	104901	5.00	500.00	468.75	07/12	08/03
2633	122433	20.00	500.00	468.75	07/25	08/02
			TOTAL RETAIL VALUE			4100.00
			TOTAL PACK COST			3843.75
GAME	PACK	PPT	RETAIL VALUE	PACK COST	CONF DATE	ACTIV DATE
WEEK ENDING:		08/31		EFT:		09/06
2450	277606	20.00	500.00	468.75	08/01	08/06
2554	131909	50.00	1000.00	937.50	08/08	08/08
2573	121489	3.00	300.00	281.25	08/08	08/08
2576	112713	20.00	500.00	468.75	08/01	08/04
2599	106512	3.00	300.00	281.25	08/08	08/10
2617	117468	5.00	500.00	468.75	08/01	08/10
2618	126038	10.00	600.00	562.50	08/01	08/08
2626	113767	5.00	500.00	468.75	08/08	08/10
2628	100657	10.00	600.00	562.50	08/08	08/08
2632	106396	10.00	600.00	562.50	08/01	08/10
			TOTAL RETAIL VALUE			5400.00
			TOTAL PACK COST			5062.50
GAME	PACK	PPT	RETAIL VALUE	PACK COST	CONF DATE	ACTIV DATE
WEEK ENDING:		09/07		EFT:		09/13
2450	279615	20.00	500.00	468.75	08/15	08/17
2576	114835	20.00	500.00	468.75	08/15	08/17
2578	101586	5.00	500.00	468.75	08/16	08/17
2588	121899	20.00	500.00	468.75	08/08	08/16
2601	104123	30.00	600.00	562.50	08/15	08/16
2614	109916	5.00	500.00	468.75	08/01	08/12
2622	103226	10.00	600.00	562.50	08/16	08/16
2628	102196	10.00	600.00	562.50	08/15	08/17
2631	104669	5.00	500.00	468.75	08/01	08/12
2633	126853	20.00	500.00	468.75	08/08	08/16
			TOTAL RETAIL VALUE			5300.00
			TOTAL PACK COST			4968.75
GAME	PACK	PPT	RETAIL VALUE	PACK COST	CONF DATE	ACTIV DATE
FUTURE:						
2400	285573	2.00	400.00	375.00	08/08	
2607	114271	30.00	600.00	562.50	08/15	
2612	110062	10.00	600.00	562.50	08/08	
2620	110618	5.00	500.00	468.75	08/08	
2621	102140	3.00	300.00	281.25	08/16	08/20
2643	144468	20.00	500.00	468.75	08/15	

**VOID  
NOT FOR SALE  
OR  
PRIZE PAYMENT**

Wednesday, AUG 21 2024, 14:31:54

# INSTANT BILLING STATEMENT REPORT

INSTANT BILLING STATEMENT  
AUG 18 2024 - AUG 24 2024  
RETAILER:

GAME PACK	PPT	RETAIL VALUE	COMM.	NET COST
ORDER #: 01-12975-04423279-01				2024-07-11
2577 130833	10.00	300.00	-18.75	281.25
ORDER #: 01-12982-04426257-01				2024-07-18
2643 139138	20.00	500.00	-31.25	468.75
ORDER #: 01-12989-04429097-01				2024-07-25
2607 111033	30.00	600.00	-37.50	562.50
GRAND TOTALS :				
		RETAIL VALUE		1400.00
		COMM.		-87.50
		NET COST		1312.50

**VOID  
NOT FOR SALE  
OR  
PRIZE PAYMENT**

Wednesday, AUG 21 2024, 14:31:40

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

# RETAILER PERFORMANCE PROGRAM REPORT

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

Retailer Performance Program Quarterly Summary Amounts earned during quarter 2 Ending: 06/29/2024	
Retailer	
Quarterly Instant Sales:	
Comparison Sales	56,605.00
Actual Sales	61,898.00
Difference	5,293.00
Incentive Earned	105.86
Quarterly Daily Lotto:	
Comparison Sales	9,742.00
Actual Sales	11,650.50
Difference	1,908.50
Incentive Earned	38.17
Quarterly Total:	
Sales Goals Incentive Earned this Quarter	144.03
Winning Ticket Incentive Paid throughout this quarter	0.00
Short-Term Incentive	0.00
Quarterly Incentives Earned:	
RPP Incentive Earned throughout this Quarter	144.03
Incentive Paid Billing Week Ending 07/20/2024	
Note: Winning Ticket & STI may be Previously paid	
Annual Instant Sales:	
Comparison Sales	224,270.00
Actual Sales	230,910.00
Difference	6,640.00
Incentive Earned	301.79
Annual Daily Lotto:	
Comparison Sales	45,453.50
Actual Sales	47,642.50
Difference	2,189.00
Incentive Earned	139.31
Annual Jackpot Lotto:	
Comparison Sales	85,290.00
Actual Sales	82,712.00
Difference	(2,578.00)
Incentive Earned	0.00
Annual Total:	
Annual Sales Goals Incentive Earned	441.10
VOID NOT FOR SALE OR PRIZE PAYMENT	
Wednesday, AUG 21 2024, 14:32:58	

**Reports**  
**EARNINGS STATEMENT REPORT**

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



# Reports NO TOP PRIZE REPORT

## How to Get the No Top Prizes Report

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

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

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

**TOP PRIZES NO LONGER AVAILABLE  
FOR THE FOLLOWING GAMES**

THE FOLLOWING GAMES HAVE  
NO TOP PRIZES REMAINING

GAME	PRICE	GAME NAME
2527	3.00	BINGO SQUARED
2530	3.00	MORE SLINGO
2531	20.00	MULTIPLY YOUR RICHES
2533	10.00	JACKPOT GOLD
2547	5.00	LUCKY LUCKY LUCKY
2550	2.00	MULTIPLIER MANIA
2557	3.00	LUCKY DUCK BINGO
2558	3.00	ONE WORD CROSSWORD
2559	20.00	ULTIMATE 7S
2560	3.00	MS PACMAN
2569	5.00	WIN PTGS FLY
2572	5.00	SKY HIGH CROSSWORD
2574	10.00	ICY CROSSWORD
2579	5.00	CASH 4-EVER
2581	30.00	MAXIMUM CASH CROSSWORD
2583	2.00	7-11-21
2586	2.00	MONEY MAGNET
2589	20.00	CASH MACHINE CROSSWORD
2590	5.00	HOT CASH CROSSWORD
2594	2.00	LUCKY \$10,000
2595	5.00	LUCKY \$50,000
2597	20.00	LUCKY \$200,000
2598	10.00	HOG WILD CROSSWORD
2602	5.00	PAIR-A-DICE

VOID  
NOT FOR SALE  
OR  
PRIZE PAYMENT

Wednesday, AUG 21, 2024, 14:33:21

WISCONSIN  
LOTTERY

Go to [wilottery.com](http://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:

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

### **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:

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

Reports  
**PACKING SLIP**

**INSTANT TICKET ORDER**

Packing Slip

**SHIP FROM:**  
 WISCONSIN LOTTERY  
 3001 Dairy Drive  
 Madison, WI 53718  
 (800) 242-7782

**SHIP TO:**  
 RETAILER NAME  
 ADDRESS  
 CITY, STATE & ZIP

Delivery Date: 08/16/2024

**ORDER NUMBER**

0444040601



**RETAILER MUST CONFIRM ORDER DELIVERY ON TERMINAL**

ORDER SUMMARY (04-13008-04440406-01)  
 SECTION B:

GAME	PKCS	RETAIL VALUE	TICKETS PER PACK	GLEPS	COMM	NET COST	PRICE POINT
DOUBLE DOWN							[\$5.00]
2578	1	500.00	100	0.00	-31.25	468.75	
\$100000 CROSSWORD							[\$10.00]
2622	1	600.00	60	0.00	-37.50	562.50	

Price		Point		Summary
\$ 5.00	x	100	=	\$ 500.00
\$ 10.00	x	60	=	\$ 600.00

TOTAL = \$ 1100

**TOTALS [SECTION B]:**

RETAIL VALUE:	1,100.00
COMM:	(-68.75)
GLEPS:	(0.00)
<b>NET COST:</b>	<b>1,031.25</b>

TOTAL PACKS SHIPPED: 2

**INVENTORY SHIPPED**

2578-100106	2622-101854
-------------	-------------



# Reports GAME CALENDAR REPORT

## Available Instant Games

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

NEED TICKETS?  
1-800-242-7782

GAME CALENDAR REPORT  
RETAILER: 193724

QTY	GAME NAME	\$\$\$	PACK SIZE	START DATE
___	2554 PRESTIGE	\$50	20	11/17/23
___	2607 SENSATIONAL CROSSWOR	\$30	20	06/07/24
___	2601 BANKROLL	\$30	20	08/02/24
___	2450 \$100S AND \$200S CASH	\$20	25	07/29/22
___	2588 WISCONSIN WINNINGS	\$20	25	05/03/24
___	2633 20X CROSSWORD	\$20	25	05/10/24
___	2576 COLOSSAL CASH OVER-SIZED \$20	\$20	25	05/31/24
___	2643 \$2,000 BLOWOUT	\$20	25	06/14/24
___	2618 PLATINUM 7S	\$10	60	04/26/24
___	2612 WINNING STREAK	\$10	60	06/28/24
___	2632 PACKERS	\$10	60	07/19/24
___	2628 ONLY \$50S AND \$100S	\$10	60	08/06/24
___	2622 \$100000 CROSSWORD	\$10	60	08/16/24
___	2626 PLUS THE MONEY	\$5	100	06/21/24
___	2614 TURQUOISE TRIPLER	\$5	100	06/28/24
___	2620 FAST LANE CROSSWORD	\$5	100	07/12/24
___	2631 PACK ATTACK	\$5	100	07/19/24
___	2578 DOUBLE DOWN	\$5	100	08/16/24
___	2573 STARRY NIGHT SLINGO	\$3	100	04/19/24
___	2591 CASH WORDS	\$3	100	05/10/24
___	2599 POTLUCK BINGO	\$3	100	06/21/24
___	2621 DOLLARS TO DONUTS CR	\$3	100	08/16/24
___	2400 CROSSWORD	\$2	200	06/10/21
___	2575 MONEY MULTIPLIER	\$2	200	04/12/24
___	2623 MUSKY MADNESS	\$2	200	08/02/24
___	2624 RED BALL TRIPLER	\$2	200	08/09/24
___	2584 BONUS HAND BLACKJACK	\$1	300	04/05/24
___	2630 GO PACK GO	\$1	300	07/19/24
___	2592 CASH EXPLOSION	\$50	20	08/23/24
___	2638 WILD WEATHER CROSSWO	\$20	25	08/23/24

VOID  
NOT FOR SALE  
OR  
PRIZE PAYMENT

Wednesday, AUG 21 2024, 14:33:47

# Retailer Performance Program

Quarterly & Annual Sales Incentives - Part 1

Short-Term Incentives - Part 2

Winning Ticket Incentives - Part 3

## **Retailer Performance Program QUARTERLY & ANNUAL SALES INCENTIVES**

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

### **Part 1 - Quarterly & Annual Sales Incentives**

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

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

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

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

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

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

## **Retailer Performance Program SHORT-TERM AND WINNING TICKET INCENTIVES**

### **Part 2 - Short-Term Incentives**

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

### **Part 3 - Winning Ticket Incentives**

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

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

All Retailer Performance Payments are subject to the administrative guidelines of the Retail Performance Program and contract compliance. Note: RPP Payments are generally posted 2 weeks after ticket redemption.

# Vending Machine

Gemini Placement Criteria

Gemini Specifications

GT20 Specifications

Gemini Quick Reference Guide

GT20 Quick Reference Guide

Shift Report

# Vending Machine GEMINI PLACEMENT CRITERIA



## Wisconsin Lottery Vending Placement Policy

**WISCONSIN LOTTERY**  
2135 Rimrock Road  
PO Box 8941  
Madison, WI 53708-8941  
1-800-242-7782  
FAX (608) 264-6644

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

### Category 1: Minimum Sales

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

### Category 2: Mass Merchandise Retailer

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

### Category 3: Discretionary or Test Marketing

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

### Category 4: Multi-state Lottery Agreement

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

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

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

## Vending Machine GEMINI SPECIFICATIONS



### The Wisconsin Lottery GEMINI Vending Machine



- Lottoview monitor drives impulse sales
- Lotto ticket sales reduce lines at the counter
- Instant tickets remain safe and secure
- Push button windows are brightly lit 4" x 4" to showcase the latest games
- LED price point displays under each window
- Barcode scanner makes ticket loading easy
- Accounting reports available at the press 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!**

# Vending Machine GT20 SPECIFICATIONS



**WISCONSIN LOTTERY**

## A Closer Look at the Vending Machine

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



Lotto games available for quick pick or choose your own numbers

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

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

32" wide information banner provides multiple channels of content

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

Built-in scanner for checking tickets and self-service redemption of winning tickets

20 Game / GT20			
\$50	\$30	\$30	\$20
\$20	\$20	\$20/\$10	\$10
\$10	\$10	\$10/\$5	\$5
\$5	\$5	\$3	\$3
\$2	\$2	\$1	\$1

Legend	
<span style="background-color: yellow; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	Flex position
<span style="background-color: lightgreen; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	Oversized game
<span style="background-color: lightblue; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	Crossword or Family of Games

Overall Footprint  
38.34 W x 24.92 D

705 pounds

2 Standard grounded 110V  
3-prong outlets are necessary

Separate keys for main door  
and bill acceptor

# Vending Machine GEMINI QUICK REFERENCE GUIDE



**WISCONSIN LOTTERY**

## Gemini Quick Reference

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**RETAILER HOTLINE**  
**1-800-242-7782**

1. PLACE TICKET ORDER
2. LOST OR STOLEN TICKETS
3. EQUIPMENT ISSUES OR ORDER SUPPLIES
4. APPLICATIONS OR CONTRACTS
5. BANKING, BILLING OR ACCOUNTING
6. OFFICE OF ENFORCEMENT AND COMPLIANCE (SECURITY)
7. LOTTERY SERVICES PORTAL WEBSITE
8. MOBILE APP SUPPORT

## External Hardware

This Vending Machine allows players to purchase both Instant tickets as well as Lotto tickets from the Wisconsin Lottery. Players can also use the Ticket Checker/QR Code Scanner to check the status of their Instant/Lotto tickets; scan Instant/Lotto tickets for self-service redemption; or scan Digital Playslips from a mobile device to purchase Lotto tickets.



- |                                  |                                      |
|----------------------------------|--------------------------------------|
| 1 Lottoview Screen               | 6 Ticket Checker/<br>QR Code Scanner |
| 2 Lotto Quick Pick Buttons       | 7 Bill Acceptor                      |
| 3 Instant Ticket Buttons         | 8 ADA Lotto Quick Pick<br>Buttons    |
| 4 Instant Ticket Retrieval       | 9 Door Lock                          |
| 5 Lotto Game Ticket<br>Retrieval | 10 ADA Lift Bar                      |

## Instant Game Purchase

**NOTE: THE MAXIMUM CREDIT AMOUNT IS \$100.**

1. The player inserts money into the Bill Acceptor (\$1, \$5, \$10, \$20, \$50, and \$100). **THE BILL ACCEPTOR DOES NOT GIVE CHANGE.**
2. The player selects a ticket by pressing the corresponding Instant ticket dispenser button.
3. The selected ticket is dispensed into the ticket collection tray.

## Lotto Game Purchase



1. The player inserts money into the Bill Acceptor (\$1, \$5, \$10, \$20, \$50, and \$100). **THE BILL ACCEPTOR DOES NOT GIVE CHANGE.**
2. The player selects desired Lotto game **QUICK PICK** button.
3. The Lotto game quick pick ticket is printed and dispensed into the ticket collection tray.
4. There is an ADA Panel with all the same Quick Pick (QP) buttons for the Lotto Games. The Panel is to the right of the Instant panel below the Bill Acceptor.
5. Lotto games are quick pick only, unless using the mobile app.

**NOTE:** Lotto game tickets CANNOT be cancelled.

## SCANNING DIGITAL PLAYSLIPS

1. The player inserts money into the bill acceptor (\$1, \$5, \$10, \$20, \$50, and \$100). **THE BILL ACCEPTOR DOES NOT GIVE CHANGE.**
2. The player opens the Wisconsin Lottery app to create or find a saved digital playslip.
3. Scan the digital playslip QR code on the ticket checker.
4. The selected ticket is dispensed into the collection tray.



## Ticket Checker

1. Players can check both Lotto Game Tickets and Instant Tickets to see their winning status by scanning a ticket using the Barcode Scanner.
2. If the ticket is a winner, players may redeem it with the retailer or reinvest 100% of the winnings in the vending machine to purchase additional tickets. Machine does not give change.

**NOTE:** Maximum prize self-service redemption is \$100.



## Opening the Door

1. Insert key into the main door lock.
2. Turn the key clockwise and the lock handle will pop out.
3. Turn the lock handle a quarter turn counterclockwise.
4. Pull the door open.
5. An audible alarm begins sounding after 15 seconds if not signed in.

## Locking the Door

1. Ensure the **LOCK CORE** on the inside of the Vending Machine is positioned horizontally and close the door.
2. Turn the lock handle, located on the outside of the Vending Machine, clockwise so it is vertical.
3. Re-insert the key and turn to vertical position.
4. Push the lock handle back into the Vending Machine and maintain pressure while turning the key counterclockwise to complete the locking process.

# Vending Machine GEMINI QUICK REFERENCE GUIDE

## Retailer Sign On

1. Open the Vending Machine Main Door.
2. The display prompts you to sign on.
3. Enter your 6-digit User Number and 4-digit Pass Number.
4. Touch **SEND**.
5. After a successful Sign On, the Device Status screen displays. Touch the **HOME BUTTON** to go to the Manager Functions menu.

## Manager Functions Menu

The Vending Machine Manager Functions menu is available when signed on. This menu provides access to terminal management functions.

Manager Functions are described in detail on the following pages. You may access this menu from any of the administrative screens by touching the **HOME BUTTON**.



## Reports



The Reports Menu provides access to the following vending machine reports: *Sales, Inventory, Shift, Printer Test, Device Status, Audit, Configuration, Bin Status, and Online.*

1. Touch **REPORTS**, and the Reports Menu displays.
2. Touch the desired report type to proceed. For each report type, select/enter the requested information.
3. Use the **UP** and **DOWN ARROWS** to scroll through text. Touch **PRINT** to print the report. Touch **CURRENT PAGE PRINT** to print the information displaying on the screen, or touch **FULL PAGE PRINT** to print the full report.
4. Touch the **BACK ARROW** to return to the Reports Menu.

**SALES:** These reports provide Instant and Lotto Game sales for the selected time-frame.

**INVENTORY:** Provides the current Instant ticket inventory for each bin.

**SHIFT:** Details sales activity for the current shift and should be used to balance the money in the cash box on a daily basis.

**PRINTER TEST:** Tests the printer by printing a test ticket.

**DEVICE STATUS:** Lists all the peripherals and statuses of the Lottery Vending Machine.

**AUDIT:** Provides information on transactions, bill count, sales, and refund totals for the last 3 player sessions.

**CONFIGURATION:** Details vending machine information, such as: IGT Serial Number, Accounting Start Day/Time, and Installation Date.

**BIN STATUS:** Provides the status of the bins on the vending machine (Jammed, Empty, Low).

**ONLINE:** Provides access to the following reports: *Balancing, Weekly Billing Invoice, Instant Billing Liability, and No Top Prizes.*

## Shift Report

The Shift Report details sales activity for the current shift and should be used to balance the money in the cash box. Retailers can choose the time of their own shifts, and once the Clear button is touched, the report displays that all totals are cleared.

### TO RUN THIS REPORT:

1. Touch **SHIFT REPORT** from the Manager Functions menu.
2. The screen displays the report below.
3. Use the **UP & DOWN ARROWS** to scroll though the report on the screen if needed.
4. Touch **PRINT** to print the report ONLY or touch **CLEAR** to print the report and also clear the Shift at the same time. Touch **MANAGER FUNCTIONS MENU** to return to the Manager Functions menu. A shift report must be run and cleared every time cash is removed from the cash box.

## Reprints

The Reprints option allows reprints of the Last Transaction or the Last Wager.

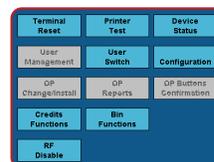
### TO ACCESS THESE FUNCTIONS:

1. Touch **REPRINTS**.
2. Select the desired option, such as **LAST TRANSACTION**. The reprint prints automatically.

**NOTE:** Reprints are not for sale and should not be given to players. Reprints should be submitted to the Lottery along with the corresponding misprinted tickets in a Wisconsin Lottery Adjustment Envelope. **It is the Lottery's discretion if a credit will be issued for your particular circumstance.**

## Tools/Service

The Tools/Service option provides access to Terminal Reset, Printer Test, Device Status, User Management, User Switch, Configuration, QP Change/Install, QP Reports, QP Buttons Confirmation, Credits Functions, Bin Functions, and RF Enable/RF Disable.



**TERMINAL RESET:** Touch **TERMINAL RESET** from the Tools/Service menu to reset the Vending Machine. Touch **OK** to confirm or touch **Cancel** to return to the Manager Functions menu.

**PRINTER TEST:** Touch **PRINTER TEST** from the Tools/Service menu to perform a printer test and print a test ticket.

**DEVICE STATUS:** Touch **DEVICE STATUS** from the Tools/Service menu to view the current status of communications, the printer, bill acceptor, reader, and other ITVM functions.

**USER SWITCH:** Touch **USER SWITCH** from the Tools/Service menu to switch users on the terminal. The User Sign On screen displays a prompt to sign on to the terminal.

**CONFIGURATION:** For Field Service Personnel only.

**QP FUNCTIONS:** For Field Service Personnel only.

**CREDIT FUNCTIONS:** Use to clear all credits.

**BIN FUNCTIONS:** Use to display current bin details for a selected bin and to test, unload and feed tickets for the bin.

**RF DISABLE/RF ENABLE:** Touch **RF DISABLE/RF ENABLE** from the Tools/Service menu to activate (enable) and deactivate (disable) the terminal remote device, which enables you to remotely disable access to the terminal. When the remote is disabled, the button reads **Enable RF**.

# Vending Machine GEMINI QUICK REFERENCE GUIDE

## Inventory Management

This function allows the terminal's bin inventory to be added, removed, and changed. There are two methods of loading tickets into the Vending Machine: Barcode Scanner and Manual Entry.

You must pull out the bin tray before loading tickets. Each tray is held in place with a green safety latch on the right side. To advance a row of bins, push the safety latch to the left while pulling the ticket tray forward. To replace, push the row back into place and the latch snaps back automatically.

The Vending Machine uses a games table to keep track of all previously loaded games. Once a game is loaded and a ticket from a pack of the same game is scanned, the program knows all the necessary information about that particular game. When you use the barcode scanner to load and unload the tickets, the Vending Machine checks with the games table and uses that information.

### LOADING NEW OR PARTIAL PACKS VIA BARCODE SCANNER

1. Scan the **LOAD** barcode on the desired bin using the barcode scanner.
2. Scan the barcode of the first ticket.
3. Scan the barcode of last ticket.
4. Touch **OK** at the next prompt.
5. A confirmation screen displays. Touch **PRODUCT DETAILS** to edit the ticket information, then touch **CONTINUE**.
6. Touch **CONFIRM** when finished. (If loading multiple packs of the same game, repeat steps 2 – 6)
7. Physically load the tickets.

### MANUALLY LOADING NEW OR PARTIAL PACKS

1. Touch **INVENTORY MANAGEMENT** from Manager Functions menu.
2. Touch **SELECT BIN** and enter the desired Bin number.
3. Touch **OK**.
4. Touch **ADD/CHANGE INVENTORY**.
5. Enter Game, Pack and LAST ticket number manually, or press **FULL PACK**.
6. Touch **OK**.
7. Enter Game, Pack and LAST ticket number manually.
8. Touch **OK**, then touch **OK** again.
9. A confirmation screen displays. Touch **PRODUCT DETAILS** to edit the ticket information, then touch **CONTINUE**.
10. Touch **CONFIRM** when finished. (If loading multiple packs of the same game, repeat steps 2 – 10).
11. Physically load the tickets.

### LOADING TICKETS INTO A BIN

**TO LOAD THE TICKETS INTO THE BIN, PULL OUT THE APPROPRIATE TICKET TRAY FOR THE DESIRED BIN AND FOLLOW THESE INSTRUCTIONS:**

**NOTE:** Lottery best practice is to load the lowest-numbered ticket first.

1. Insert the ticket pack into the bin.
2. Guide the ticket's edge until it firmly touches black rubber feed rollers.
3. This activates the ticket sensor switch and the tickets load automatically.



### TO ENSURE RELIABLE TICKET DISPENSING:

1. To avoid ticket jams, do not load tickets over 10" long into the lowest ticket trays – Bins 21 through 24. Also, do not load pack(s) that are over 2.1" in height into any bin.
2. Tickets that are 8" or longer should be fed under the roller. All other ticket lengths can go over the roller.

5

## Inventory Management

### LOADING MULTIPLE PACKS

#### TAPING PROCEDURES

Multiple packs of the same game can be loaded by using Lottery-approved perforated tape to secure the end of one pack to another.

1. Lay ticket packs up against each other on a flat surface so that the last ticket of one pack is against the first ticket of another pack.
2. Pull both packs together so that the perforations of both tickets touch each other.
3. Peel one strip of tape and place the RED stripe over both ticket perforations.
4. Move across the tickets placing the RED stripe so that the perforations of both tickets are in the center of the RED stripe.
5. Fold one of the packs over the other, bending the tape at the perforation (RED stripe). Packs should stack neatly, one on top of the other.



### UNLOAD BIN: SCANNER METHOD

**TO PHYSICALLY UNLOAD INVENTORY FROM A BIN USING THE SCANNER THROUGH THE MANAGEMENT SCREEN:**

1. Scan **UNLOAD** barcode of desired bin.
2. The roller will eject the ticket and the pack can be removed.  
**NOTE:** Unloading a bin does NOT remove the inventory from the memory of the Vending Machine. This can only be accomplished through the "Removing Inventory" function.

### UNLOAD BIN: MANUAL METHOD

**TO PHYSICALLY UNLOAD INVENTORY FROM A BIN MANUALLY THROUGH THE MANAGEMENT SCREEN:**

1. Touch **UNLOAD BIN** and enter the desired Bin number using the keypad.
2. The roller will eject the ticket and the pack can be removed.  
**NOTE:** Unloading a bin does NOT remove the inventory from the memory of the Vending Machine. This can only be accomplished through the "Removing Inventory" function.

### REMOVING INVENTORY: CLEARING THE INVENTORY DATA FOR A BIN

1. Touch **INVENTORY MANAGEMENT** from Manager Functions menu.
2. Touch **SELECT BIN** and enter the desired Bin number. Touch **OK**.
3. Touch **REMOVE INVENTORY**.
4. The screen will prompt with the following message, "Are you sure you want to remove all Tickets from the bin X?". Touch **OK**.
5. The inventory is cleared from the bin and from memory of the Vending Machine.
6. Touch **HOME** to return to the Manager Functions menu.

### IN CASE OF TICKET JAM

When a ticket jams, an error message will display on the front of the Lottery Vending Machine screen where the jam has taken place.

1. Touch **INVENTORY MANAGEMENT**.
2. Touch the desired **BIN NUMBER**.
3. Touch **FORWARD TICKETS** or **REMOVE TICKETS** and clear away jammed ticket.
4. If ticket remains jammed, touch **UNLOAD TICKETS**.

**NOTE:** Touching **UNLOAD TICKETS** will clear the inventory and need to be re-loaded upon fixing the jam. Use steps discussed in the **LOAD TICKETS** section.



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# Vending Machine GEMINI QUICK REFERENCE GUIDE

## Logging/Security

1. Touch **LOGGING/SECURITY** from the Manager Functions Menu.
2. The screen displays the Logging Security sub-menu.
3. Select the desired option:  
(Security Log, Cash Log, Event Log, or Audit Trail)

**SECURITY LOG:** Lists vending machine security event details including main door opened, Bill Acceptor door open, alarm disabled, etc.

**CASH LOG:** Lists up to the last 200 Lotto and/or Instant player sessions.

**EVENT LOG:** Lists all events that have occurred since the current shift began.

**AUDIT TRAIL:** Lists up to the last 10 (ten) events which affect credits during the transaction process from cash amount to zero.

## Inventory Reports

### LOCAL FUNCTIONS

Provides access to reports that reside on the Vending Machine for sales, status, inventory, games, and statistics.



**SALES REPORTS:** Sales Reports account for all Lotto and Instant Games sales during a specified period. These reports can be pulled by time-frames.

#### To pull a Sales Report for a specific time-frame:

1. Touch **INVENTORY REPORTS**.
2. Touch **SALES REPORTS**.
3. From the **MAIN** tab, select the desired recent time-frame. Touch the **OTHER** tab to select previous time-frames.

**STATUS REPORT:** The Status Report describes the Vending Machine setup and configuration. It details any problems that might exist as well as information on the status of each bin.

**INVENTORY REPORT:** The Inventory Report shows, by bin number, the value and quantity of Instant tickets presently loaded in the terminal. The report reflects the most up-to-date inventory reading.

**GAMES REPORT:** The Games Report provides game pack information about the Instant games loaded into the Vending Machine.

**STATISTICS REPORTS:** Statistics Reports provide information about the percentage of time a bin was out of stock and the percentage of time the Vending Machine was not accepting cash. To generate a report, use the same procedure outlined above for Sales Reports.

## Loading Paper

1. Gently slide out the printer.
2. Open the printer by pinching the silver button next to the printer roll on the front of the printer.
3. Remove the old paper roll.
4. Insert new paper roll.  
**NOTE:** Be sure to feed the paper OVER the spring loaded black roller.  
**NOTE:** Paper feeds from the bottom of the paper roll when it is inserted into the printer.
5. Center the paper and pull the end past the top of the printer door
6. While still grasping the paper, close the printer door.
7. The paper will advance and cut automatically.

**NOTE:** The paper stock for the Vending Machine can be substituted with the paper stock used by the main lottery terminal printer.

## Unloading Cash Box

1. Open the Bill Acceptor door with the key labeled BA.
2. **TO REMOVE THE CASH BOX:** Simply push down on the white release button at the rear with one hand slide the cash box toward the back of the terminal and gently lift it up and out.
3. To remove money from the Cash Box, locate the round opening on the front press down to retract and slide the money out.
4. **TO RE-INSERT THE CASH BOX:** There are four protruding teeth on the bottom of the Cash Box. These must be on the bottom facing the outside of the Vending Machine. Lower the Cash Box back in while pressing it to the rear of the Vending Machine just as you did when you removed it. Once it is all the way down, gently pull it forward until it locks into place. To close the Bill Acceptor compartment, lift up the door, close firmly, turn the key to the left and remove it.

**NOTE:** You MUST print and clear the shift report every time you empty the cash box.

## Bill Acceptor Jams

1. Open Bill Acceptor door with the key labeled BA, and tilt assembly forward.
2. Remove the Bill Acceptor by pushing up the silver latching bar, gently lift the Read Head from the Bill Acceptor and clear the jammed bills.
3. After the Bill Acceptor has been cleared, gently slide it back into its locked position.

## Remote Control

Remote disable is a feature on the Vending Machine and is intended to prevent underage use. This feature allows store personnel to "disable" the terminal via remote control.

To disable the terminal, press the **I** button on the remote transmitter. To reactivate, press the button on the remote transmitter again. The remote does not require careful aiming or close range.

Although the Vending Machine is configured with one remote, multiple Vending Machines in one location will be affected by any remote used.



# Vending Machine GT20 QUICK REFERENCE GUIDE



**WISCONSIN LOTTERY**

## Vending Machine Quick Reference

**RETAILER HOTLINE**  
**1-800-242-7782**

1. PLACE TICKET ORDER
2. LOST OR STOLEN TICKETS
3. EQUIPMENT ISSUES OR ORDER SUPPLIES
4. APPLICATIONS OR CONTRACTS
5. BANKING, BILLING OR ACCOUNTING
6. OFFICE OF ENFORCEMENT AND COMPLIANCE (SECURITY)
7. LOTTERY SERVICES PORTAL WEBSITE
8. MOBILE APP SUPPORT

## External Hardware

This Lottery Vending Machine allows players to purchase both Instant tickets as well as all Lotto tickets from the Wisconsin Lottery. Players can also use the Ticket Checker/QR Code Scanner to check the status of their Instant/Lotto tickets; scan Instant/Lotto tickets for self-service redemption; or scan Digital Playslips from a mobile device to purchase Lotto tickets.



- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>① Touch Screen for Lotto Games and 20 Instant Game Selections</li> <li>② Antenna and Tri-Light Status Indicator</li> <li>③ Bill Acceptor</li> <li>④ Door Handle located on Side of Door</li> </ol> | <ol style="list-style-type: none"> <li>⑤ Ticket Checker/QR Code Scanner</li> <li>⑥ Door Lock</li> <li>⑦ Lotto Game Ticket Retrieval</li> <li>⑧ Instant Ticket Retrieval</li> </ol> |
|---|--|

## Instant Game Purchase

**NOTE: THE MAXIMUM CREDIT AMOUNT IS \$100.**

1. The player inserts money into the bill acceptor (\$1, \$5, \$10, \$20, \$50, and \$100). **The bill acceptor does not give change.**
2. To purchase Instant Tickets, the player selects the preferred game on the Touch Screen and the desired quantity of the game and the tickets dispense to the Instant Ticket Retrieval.



## Lotto Game Purchase



1. The player inserts money into the bill acceptor (\$1, \$5, \$10, \$20, \$50, and \$100). **The bill acceptor does not give change.**
2. The player selects the desired Lotto Game, number of plays, and play amount. Touch the **RED X** to exit the game screen. For more information about game play, touch the (i) **INFORMATION ICON**.
3. Once all options have been selected, the Lotto Game ticket prints and is dispensed into the Lotto Game Ticket Retrieval.

**NOTE:** The player also has the option to choose their own numbers by touching **PICK YOUR OWN NUMBERS**, selecting the desired options/numbers, and touching **PURCHASE**.



**NOTE:** Wisconsin Lottery tickets CANNOT be canceled.

## SCANNING DIGITAL PLAYSLIPS

1. The player inserts money into the bill acceptor (\$1, \$5, \$10, \$20, \$50, and \$100). **The bill acceptor does not give change.**
2. The player opens the Wisconsin Lottery app to create or find a saved digital playslip.
3. Scan the digital playslip **QR CODE** on the ticket checker.
4. The selected ticket is dispensed into the collection tray.



## Ticket Checker

1. Players can check both Lotto Game Tickets and Instant Tickets to see their winning status by scanning a ticket using the Barcode Scanner.
2. If the ticket is a winner, players may redeem it with the retailer or invest 100% of the winnings in the vending machine to purchase additional tickets.

**NOTE:** Maximum prize self-service redemption is \$100.



# Vending Machine GT20 QUICK REFERENCE GUIDE

## Opening the Door

1. Insert the key labeled MD into the main lock, located on the right, just above the ticket chute, rotate quarter turn counterclockwise.
2. Insert your hand into the lever on the right-side of the door and lift up; then pull to open.
3. An audible alarm begins sounding as soon as the door is open. To silence the alarm, you must sign-on to the vending machine.



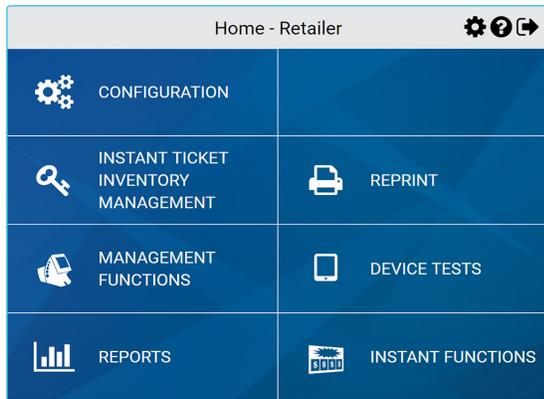
## Retailer Sign On

1. Open the main door. The display prompts you to sign on.
2. Enter the 6-digit User ID number. Enter the 4-digit Password.
3. Touch **SUBMIT**.
4. After a successful sign on, the Retailer Home Screen displays.

**NOTE:** If any hardware error exists, the Device Status screen displays after a successful sign on.

## Retailer Home Screen

The Retailer Home Screen menu provides you with access to the various vending machine functions. You may access this menu from any screen by touching the **HOME ICON** .



## Top Menu Buttons

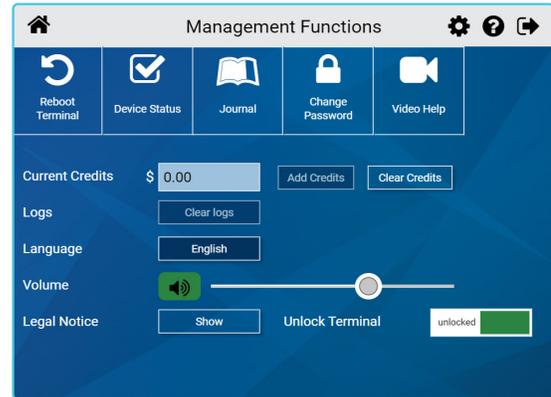
**THE TOP MENU BUTTONS ARE LOCATED AT THE TOP OF EACH SCREEN:**



1. Touch **HOME**  to return to the Home Screen.
2. Touch the **BACK ARROW**  to return to the previous screen.
3. Touch **PRINT**  to print the Current Page or Full Page.
4. Touch **SETTINGS**  to access Management Functions menu.
5. Touch **HELP**  on any screen to view related help information.
6. Touch **SIGN OUT**  to sign out of Management Functions.

## Management Functions

1. Touch **MANAGEMENT FUNCTIONS** from the Home Screen.
2. The Management Functions screen displays.
3. Touch the desired option.



**REBOOT TERMINAL:** Use to reboot the vending machine.

**DEVICE STATUS:** Displays all vending machine components and their current operational status. Touch a specific **BIN** Number to view the status of a particular bin.

**JOURNAL:** Provides access to the Cash Log, Security Log, and System Event Log.

**CHANGE PASSWORD:** Use to view or change your password.

**VIDEO HELP:** Use to view help videos.

**CURRENT CREDITS:** Displays the player's credits currently available. Touch **CLEAR CREDITS** to remove credits; a Cleared Credits slip prints.

**VOLUME:** Use to adjust the vending machine volume. Volume cannot be disabled.

## Instant Functions

**NOTE:** Pack Return & Reprint Last Receipt are to be used by Wisconsin Lottery Field Marketing Representatives only.



### ORDER CONFIRMATION

Use to confirm delivery of packs of Instant Tickets.

1. Touch **INSTANT FUNCTIONS** from the Instant Functions Menu; then touch **ORDER CONFIRMATION**.
2. Scan the packing slip, or manually enter the Order Number using the **KEYPAD**, then touch **SUBMIT**.
3. A confirmation screen displays. Touch **OK** to print the Order Confirmation Receipt and return to the Order Confirmation screen.

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

### ACTIVATION

Use to activate packs of Instant Tickets.

1. Touch **INSTANT FUNCTIONS** from the Instant Functions Menu; then touch **ACTIVATION**.
2. Scan the barcode or manually enter the Pack Number using the **KEYPAD**, then touch **SUBMIT**.
3. A confirmation screen displays. Touch **OK** to print the Activation Receipt and return to the Activation screen.

**NOTE:** Packs of tickets will automatically be activated when properly loaded into bins.

# Vending Machine GT20 QUICK REFERENCE GUIDE

## Inventory Management

This function allows the terminal's bin inventory to be added, removed, and changed. There are two methods of loading tickets into the Vending Machine: Barcode Scanner and Manual Entry.

You must pull out the bin tray before loading tickets. Each tray is held in place with a green safety latch on the right side. To advance a row of bins, push the safety latch to the left while pulling the ticket tray forward. To replace, push the row back into place and the latch snaps back automatically.

The Vending Machine uses a games table to keep track of all previously loaded games. Once a game is loaded and a ticket from a pack of the same game is scanned, the program knows all the necessary information about that particular game. When you use the barcode scanner to load and unload the tickets, the Vending Machine checks with the games table and uses that information.

### LOADING NEW OR PARTIAL PACKS VIA BARCODE SCANNER

1. Scan the **LOAD** barcode on the desired bin using the barcode scanner.
2. Scan the barcode of the first ticket.
3. Scan the barcode of last ticket.
4. Touch **OK** at the next prompt.
5. A confirmation screen displays. Touch **PRODUCT DETAILS** to edit the ticket information, then touch **CONTINUE**.
6. Touch **CONFIRM** when finished. (If loading multiple packs of the same game, repeat steps 2 – 6)
7. Physically load the tickets.

### MANUALLY LOADING NEW OR PARTIAL PACKS

1. Touch **INVENTORY MANAGEMENT** from Manager Functions menu.
2. Touch **SELECT BIN** and enter the desired Bin number.
3. Touch **OK**.
4. Touch **ADD/CHANGE INVENTORY**.
5. Enter Game, Pack and LAST ticket number manually, or press **FULL PACK**.
6. Touch **OK**.
7. Enter Game, Pack and LAST ticket number manually.
8. Touch **OK**, then touch **OK** again.
9. A confirmation screen displays. Touch **PRODUCT DETAILS** to edit the ticket information, then touch **CONTINUE**.
10. Touch **CONFIRM** when finished. (If loading multiple packs of the same game, repeat steps 2 – 10).
11. Physically load the tickets.

### LOADING TICKETS INTO A BIN

**TO LOAD THE TICKETS INTO THE BIN, PULL OUT THE APPROPRIATE TICKET TRAY FOR THE DESIRED BIN AND FOLLOW THESE INSTRUCTIONS:**

**NOTE:** Lottery best practice is to load the lowest-numbered ticket first.

1. Insert the ticket pack into the bin.
2. Guide the ticket's edge until it firmly touches black rubber feed rollers.
3. This activates the ticket sensor switch and the tickets load automatically.



### TO ENSURE RELIABLE TICKET DISPENSING:

1. To avoid ticket jams, do not load tickets over 10" long into the lowest ticket trays – Bins 21 through 24. Also, do not load pack(s) that are over 2.1" in height into any bin.
2. Tickets that are 8" or longer should be fed under the roller. All other ticket lengths can go over the roller.

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## Inventory Management

### LOADING MULTIPLE PACKS

#### TAPING PROCEDURES

Multiple packs of the same game can be loaded by using Lottery-approved perforated tape to secure the end of one pack to another.

1. Lay ticket packs up against each other on a flat surface so that the last ticket of one pack is against the first ticket of another pack.
2. Pull both packs together so that the perforations of both tickets touch each other.
3. Peel one strip of tape and place the RED stripe over both ticket perforations.
4. Move across the tickets placing the RED stripe so that the perforations of both tickets are in the center of the RED stripe.
5. Fold one of the packs over the other, bending the tape at the perforation (RED stripe). Packs should stack neatly, one on top of the other.



### UNLOAD BIN: SCANNER METHOD

**TO PHYSICALLY UNLOAD INVENTORY FROM A BIN USING THE SCANNER THROUGH THE MANAGEMENT SCREEN:**

1. Scan **UNLOAD** barcode of desired bin.
2. The roller will eject the ticket and the pack can be removed.  
**NOTE:** Unloading a bin does NOT remove the inventory from the memory of the Vending Machine. This can only be accomplished through the "Removing Inventory" function.

### UNLOAD BIN: MANUAL METHOD

**TO PHYSICALLY UNLOAD INVENTORY FROM A BIN MANUALLY THROUGH THE MANAGEMENT SCREEN:**

1. Touch **UNLOAD BIN** and enter the desired Bin number using the keypad.
2. The roller will eject the ticket and the pack can be removed.  
**NOTE:** Unloading a bin does NOT remove the inventory from the memory of the Vending Machine. This can only be accomplished through the "Removing Inventory" function.

### REMOVING INVENTORY: CLEARING THE INVENTORY DATA FOR A BIN

1. Touch **INVENTORY MANAGEMENT** from Manager Functions menu.
2. Touch **SELECT BIN** and enter the desired Bin number. Touch **OK**.
3. Touch **REMOVE INVENTORY**.
4. The screen will prompt with the following message, "Are you sure you want to remove all Tickets from the bin X?". Touch **OK**.
5. The inventory is cleared from the bin and from memory of the Vending Machine.
6. Touch **HOME** to return to the Manager Functions menu.

### IN CASE OF TICKET JAM

When a ticket jams, an error message will display on the front of the Lottery Vending Machine screen where the jam has taken place.

1. Touch **INVENTORY MANAGEMENT**.
2. Touch the desired **BIN NUMBER**.
3. Touch **FORWARD TICKETS** or **REMOVE TICKETS** and clear away jammed ticket.
4. If ticket remains jammed, touch **UNLOAD TICKETS**.

**NOTE:** Touching **UNLOAD TICKETS** will clear the inventory and need to be re-loaded upon fixing the jam. Use steps discussed in the **LOAD TICKETS** section.



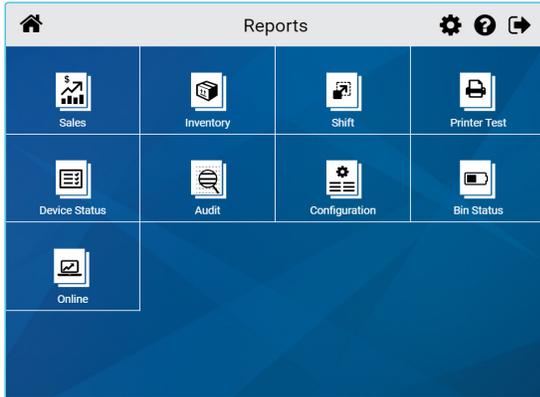
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# Vending Machine GT20 QUICK REFERENCE GUIDE

## Reports



The Reports Menu provides access to the following vending machine reports: *Sales, Inventory, Shift, Printer Test, Device Status, Audit, Configuration, Bin Status, and Online.*



1. Touch **REPORTS**, and the Reports Menu displays.
2. Touch the desired report type to proceed. For each report type, select/enter the requested information.
3. Use the **UP** and **DOWN ARROWS** to scroll through text. Touch **PRINT** to print the report. Touch **CURRENT PAGE PRINT** to print the information displaying on the screen, or touch **FULL PAGE PRINT** to print the full report.
4. Touch the **BACK ARROW** to return to the Reports Menu.

- SALES:** These reports provide Instant and Lotto Game sales for the selected time-frame.
- INVENTORY:** Provides the current Instant ticket inventory for each bin.
- SHIFT:** Details sales activity for the current shift and should be used to balance the money in the cash box on a daily basis.
- PRINTER TEST:** Tests the printer by printing a test ticket.
- DEVICE STATUS:** Lists all the peripherals and statuses of the Lottery Vending Machine.
- AUDIT:** Provides information on transactions, bill count, sales, and refund totals for the last 3 player sessions.
- CONFIGURATION:** Details vending machine information, such as: IGT Serial Number, Accounting Start Day/Time, and Installation Date.
- BIN STATUS:** Provides the status of the bins on the vending machine (Jammed, Empty, Low).
- ONLINE:** Provides access to the following reports: *Balancing, Weekly Billing Invoice, Instant Billing Liability, and No Top Prizes.*

## Loading Paper

**NOTE:** At every change of paper, check inside the printer to locate and remove any scraps of paper.

1. Open the vending machine door. Ensure power to the machine is ON so the printer will be able to auto-feed.
2. Pull the printer drawer out from the vending machine.
3. Place the paper roll into the printer bucket.
4. Feed the paper into the printer so the paper is feeding from the TOP of the roll.
5. The printer will auto-feed the paper through the printer and cut automatically.
6. Gently push printer drawer back into vending machine.



## Unloading Cash Box

**NOTE:** Once the cash box is removed, a shift report will be automatically printed and be cleared.

1. Open the bill acceptor drawer with the Bill Acceptor key and gently pull out the drawer. This reveals the large cash box.
2. To remove money from the cash box, locate the round opening on the top-rear, press the blue tab back towards the direction of the arrow, and open the cash box door. Retract the spring and slide the money out.
3. Once the money has been removed, close the cash box door so that it locks; then close the bill acceptor compartment by pushing in the drawer and turning the key to the left to lock it.



## Bill Acceptor Jams

**NOTE:** Once the cash box is removed, a shift report will be automatically printed and be cleared.

1. Power off the Vending Machine by pressing the amber power switch just above the printer. This will prevent the Shift Report from printing and clearing.
2. Open the bill acceptor drawer with the Bill Acceptor key and gently pull out the drawer. This reveals the large cash box.
3. To access the bill acceptor, you must remove the cash box first. Simply push the blue release button (on the top-front) towards the back of vending machine with one hand, and gently lift the cash box up and out.
4. You will now see the bill acceptor below where the cash box sits. Remove the bill acceptor by pushing up the silver latching bar (located on the bottom) and sliding back. Clear any jammed bills.
5. **TO CLEAN THE BILL ACCEPTOR:** Use a soft dry, clean cloth, lightly dampened with clear water and wipe both the top and bottom.
6. To replace the bill acceptor, simply reinsert it back into the groove it came from and slide it in firmly, so that it locks into place.



**NOTE:** Run a Bill Acceptor Test every time you clear a jam.

## Remote Control

Remote disable is a feature on the Vending Machine and is intended to prevent underage use. This feature allows store personnel to “disable” the terminal via remote control.

To disable the terminal, press the **I** button on the remote transmitter. To reactivate, press the button on the remote transmitter again. The remote does not require careful aiming or close range.

Although the Vending Machine is configured with one remote, multiple Vending Machines in one location will be affected by any remote used.



## Vending Machine SHIFT REPORT

INSTANTS	61	\$364.00
LOTTO	16	\$50.00
TOTAL	77	\$414.00
CASH COLLECTED		
BILLS	COUNT	AMOUNT
\$1	14	\$14
\$5	18	\$90
\$10	7	\$70
\$20	7	\$140
\$100	1	\$100
TOTAL	47	\$414
-----		
LOTTO CASHES COUNT		0
LOTTO CASHES TOTAL		\$0.00
INSTANT CASHES COUNT		0
INSTANT CASHES TOTAL		\$0.00
-----		
NET CASHES COUNT		0
NET CASHES TOTAL		\$0.00
Total Cleared Credits - \$0.00		
-- Error Registry --		
Shift Total Cash Level - OK		
Shift Bill Number Level - OK		

The shift report is where all transactions processed on the vending machine are recorded. This report is used to balance the cash amounts in the vending machine. Self-service redemption amounts are shown as "Lotto Cashes" or "Instant Cashes". These amounts are credits used to purchase additional tickets on the vending machine and therefore cash will not be deposited to make these purchases.

# Lottery Services

Lottery Validation & Redemption Offices

Lottery App

New Game Initial Distribution

Suggested Ordering

Lotto Combo

Winner Awareness

Special Events

FAQs

**Lottery Services**

**LOTTERY VALIDATION & REDEMPTION OFFICES**

**Lottery Offices**

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

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

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

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

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

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

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

Claim forms are available on our website at [wilottery.com](http://wilottery.com), or at most Lottery retailers.

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

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



## Wisconsin Lottery Mobile App

### Check Tickets

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

### Save Time with Electronic Playslips

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

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

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

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

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

### Multiple Playslips

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

### How do I Download the New Mobile App?

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



## **Lottery Services**

### **NEW GAME INITIAL DISTRIBUTION**

The Wisconsin Lottery offers retailers the opportunity to receive our newest tickets via the Initial Distribution program, which delivers our new game(s) the first day they are official available for sale. Launch days are typically on Fridays.

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 uses software designed for the lottery industry which calculates when a retailer will sell through a game by tracking the validation history of each game. This allows the Lottery to work with retailers to increase sales by assisting in ordering precisely what is needed for each location.

### **Based on the number of game facings the software will:**

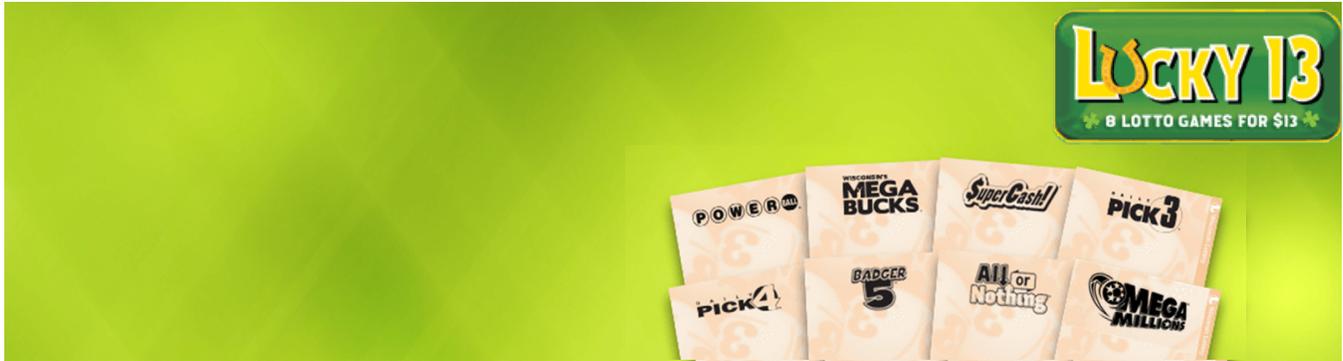
- Estimate sell through of a pack by tracking the validation percentage of each game.
- Indicate when a pack has reached a validation threshold so the game or price point should be reordered.
- Identify games that may experience a shortage before your next call.
- Provide predictive ordering information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

### **Benefits of using the suggested ordering:**

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

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

Looking for a way to boost sales? Offer Lucky 13!



Lucky 13 is an easy way to play all of the Lotto games available in Wisconsin, with the exception of Fast Play, with one push of Lucky 13.

Lucky 13 is a powerful sales option for those who play the Lotto daily, or for those who play Lotto games frequently. An easy sale at the push of one button! Be sure all your Lotto customers are aware of Lucky 13!

- Eight lotto games for \$13.
- It's a quick pick for the next draw.
- Includes: \$2 Powerball, \$5 Mega Millions, \$2 All or Nothing, \$1 Megabucks, \$1 SuperCash! and \$1 Badger 5 tickets, and \$.50/ea box tickets for Pick 3 and Pick 4. The Lucky 13 lotto combo button is on the terminal Home Screen.



# Lottery Services WINNER AWARENESS

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

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

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

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



Large Poster



Small Posters

The screenshot shows the Wisconsin Lottery Learning Wizard interface. At the top right, it says "Wisconsin Lottery" with "HOME" and "MORE" buttons. The main heading is "Learning Wizard" and "Wisconsin's Lottery Learning Link". Below this is an illustration of a laptop, desktop monitor, tablet, and smartphone. To the right is a red login box titled "WELCOME" with fields for "Username" and "Password", a "Forgot password?" link, a "LOGIN" button, and a "New user? Register here" link. A black circle highlights the login box, and an arrow points from it to a text box. Another text box points to the URL, and a third points to the "Forgot password?" link.

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

The username is you 6 digit retailer number

The password is:  
welcome (all lower case)

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

**Learning Wizard**  
Wisconsin's Lottery Learning Link

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

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

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

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

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

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

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

# Lottery Services LEARNING WIZARD

## Sign Up for the Wisconsin Lottery Services Portal

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

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



### Sign Up Is Simple:

- 1.) Visit [wi-lsp.lotteryservices.com](http://wi-lsp.lotteryservices.com), then click "Sign Up"
- 2.) Enter your Retailer Number or Chain ID, and click Submit
- 3.) Fill in required information on the registration page

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

### Access Anytime, Anywhere

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



[wi-lsp.lotteryservices.com](http://wi-lsp.lotteryservices.com)

## Wisconsin Lottery Services Portal

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

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

Personalized dashboards with data graphics specific to your own business, interactive training, and detailed but easy-to-read reports, all give you access to the information and tools you need without requiring a lottery terminal to view them.

Retailer

LSP Registration Code

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

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

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

**Helpful training videos** for new employees and/or product launches

**Never miss incentive opportunities** by viewing **Sales Boosters**

**Find accounting, contracting forms, and more**

**Three ways to expand Winner and Jackpot Awareness**, all including ability to share the good news on social media

**Retailer Performance Program** quarterly and annual trends right at your fingertips

### Dashboards Provide Location-Specific Information

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

## Lottery Services SPECIAL EVENTS

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

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

Your responsibilities include:

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

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



## Lottery Services

# 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. As a good business practice, always verify ticket requests with player, get the money, and then press SEND.

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

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

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

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

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

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

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

## Lottery Services FREQUENTLY ASKED QUESTIONS

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

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

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

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

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

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

#### **Over \$11.4 Billion Prizes Paid**

(57.0% of revenue)

#### **Over \$6.1 Billion Funding for Property Tax Credits**

(30.5% of revenue)

#### **Over \$1.2 Billion Retailer Compensation Paid**

(6.4% of revenue)

#### **Over \$1.2 Billion Operational Expenses**

(6.2% of revenue)

**Since 1988, the Wisconsin Lottery has generated more than \$20.1 billion in total revenue. Over 93% of that revenue has gone back to winners, retailers and Wisconsin homeowners.**

\*Figures are from inception through Fiscal Year (FY) 2024. Amounts from FY2024 are preliminary as of January 2025, and subject to change until completion of the audit. Percentages may not sum to 100% due to rounding.

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

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

## Lottery Services FREQUENTLY ASKED QUESTIONS

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

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

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

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

You may manually enter the ticket serial number. Press 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, you must post this information for players.**

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

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

## Lottery Services FREQUENTLY ASKED QUESTIONS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## Lottery Services FREQUENTLY ASKED QUESTIONS

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

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

### 22. How do players collect a big prize?

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

To claim by mail\*\*, send the signed ticket and [claim form](#) to:

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

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

\* Subject to the retailer's practices.

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

### 23. Can winners remain anonymous?

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

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

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

## Lottery Services FREQUENTLY ASKED QUESTIONS

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

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

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

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

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

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