

Retailer Reference Guide



Who To Call

651-635-8273 Twin Cities Metro Area

1-888-Lottery (1-888-568-8379) Outstate

For outstate retailers, there is an easy to remember toll-free number. A voice menu provides prompts to connect to specific Lottery departments.

Public Relations (#1 on the main menu)

Media/Legislative requests. Questions related to winners over \$30,000.

Games Control (#2 on the main menu)

Problems with or questions about ticket validation; ticket deliveries or returns; stolen, damaged, misprinted or fraudulent tickets; or ticket accounting/reconciliation. General retailer questions about billing statements; and player questions. Open Mon-Fri 7:00-5:00.

GTECH Hotline 1-888-487-9200

Problems with the Lottery terminal.

Lottery Sales Representatives

Provide in person assistance with lottery updates, marketing and promotional tips and assist with P.O.P. displays.





Information Kits

A new game information kit will be delivered to the store prior to each new game start.



Scratch News includes information on new game start dates, game end dates and last dates to claim prizes. It also includes plan-o-grams to follow for promoting all scratch games currently on sale.

Scratch Games Odds posters list the overall odds and the odds for individual prizes in each game.

By law, odds must be posted within the store for every Lottery game that is sold.



Game Name	Overall Odds	Prize Odds
10-Game Plan-O-gram	1 in 10.000	1 in 10.000
20-Game Plan-O-gram	1 in 20.000	1 in 20.000
Cash Back 10,000	1 in 10.000	1 in 10.000
...

Visit www.mnlottery.com/unclaim.html for information about claimed and unclaimed prizes for the largest prize amounts in each game.



Ticket Delivery

- Lottery scratch tickets are delivered on consignment. Packs of tickets are billed after the pack is sold and settled.
- Tickets are delivered by a courier service that operates Monday thru Friday, 9 a.m.– 6 p.m. (excluding holidays).
- Tickets are usually delivered within 48 hours of being ordered.
- Immediate orders are usually delivered within 24 hours of being ordered.
- The courier is required to get a signature when making a delivery.
- A bill of lading will be included with every shipment.
- Compare pack numbers and retailer information on the bill of lading. If there is a discrepancy, call Games Control for direction.
- Place scratch ticket packs in a secure location until they are ready to be sold.

MINNESOTA STATE LOTTERY		BILL OF LADING	
		MINNESOTA STATE LOTTERY 2645 LONG LAKE ROAD ROSEVILLE, MN 55113-2533	SPEE DEE SHIPPER #  2,200
DELIVER TO: LSE#04-TASTE OF MINNESOTA 2003 2645 LONG LAKE ROAD ROSEVILLE MN 55113-		07003046	
		RETAILER NO 600601	DATE 5/22/03
TICKET ORDERS			
GAME PACK	TKTS EACH	RETAIL VALUE	RETAIL COST NAME
347 007385-6	400 \$1	400	378.00 HOLE-LY BUCKETS
PKG 1 - 1 PACK		400	378.00 TOTAL PACKS = 1
OTHER ORDERS			
MESSAGES			
<small>MEL - 901 12/98 This document is available in alternative formats to individuals with disabilities by calling (861) 635-8100, (800) 475-4100, TTY (861) 635-8288 or TTY (800) 467-3833</small>			



Activation/Sales

Activation

- An activate/settle card comes shrink-wrapped in each pack of scratch tickets.
- Verify that the pack number on the activate/settle card matches the pack number on the scratch game tickets.
- Do NOT attempt to activate the pack if the numbers do not match - call Games Control.
- Activate each pack of tickets before you begin selling tickets from that pack. This notifies the Lottery computer that you are selling the tickets, and allows winning tickets to be validated.
- To activate a pack, wand the activate bar code on your Lottery terminal.
- To manually activate a pack, enter the numbers below the bar code on the activate portion (upper) of the activate/settle card.
- Save the card under the pack in the locked dispenser or other secure location to settle the pack after it has sold out.

NOTE: If you accidentally settle a pack instead of activating it, call Games Control the same business day so they can reverse the settlement. Settlements can be reversed only by Games Control and only on the same business day the settlement occurred.

Sales

- Players must be 18 years or older to purchase or redeem Lottery tickets. If you are unsure of age, ask for identification.
- Tickets must be purchased using coin, currency, money order, check or debit card. Check with your store manager for individual purchase policies.
- Tickets cannot be purchased with a credit card in accordance with Minnesota State statutes.





Ticket Front

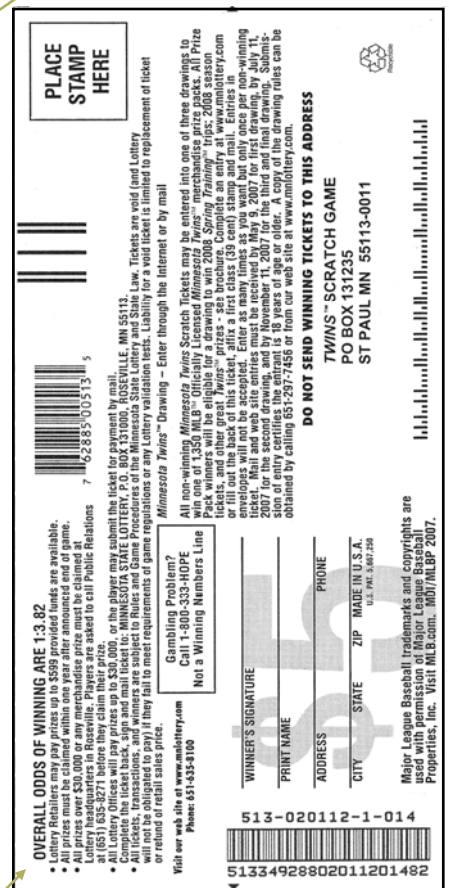
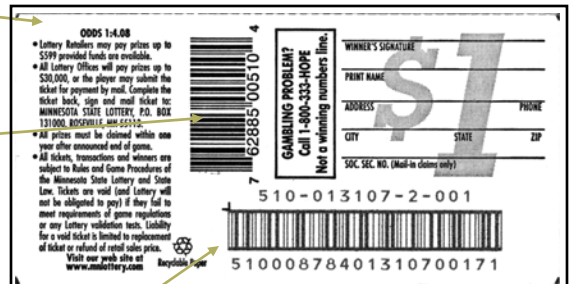
- The latex on the front of the ticket is scratched to reveal the play area.
- The price printed on the ticket is the purchase price of that ticket.
- The validation number is the 10 digit number on the front of the ticket. Reference a void ticket for the specific location of the validation number. This number can be used by Games Control to manually validate the ticket when the validation bar code cannot be scanned.
- Starting on October 28, 2008, all new scratch tickets will have a Keyless Validation Barcode printed on the front of the ticket under the latex. This new barcode simplifies validation to three simple steps – 1) Uncover the barcode on the front of the ticket 2) Touch SCRATCH GAMES to turn reader light on 3) Scan front barcode.
- Only scratch games starting October 28, 2008 or later will have the new Keyless Validation Barcode. All other scratch games will still need to be validated by scanning the back validation code and entering the 3-digit Prize Code from the front of the ticket.
- The Prize Code is the three digit number that is boxed within the validation number on the front of the ticket.
- If the ticket is a winner, two pay tickets will be produced that show the winning prize amount. The “RETAILER PAY TICKET” should be retained by the retailer and the “PLAYER PAY TICKET” should be given to the player.
- The ticket number is the specific number of this ticket in the sequence from 000-XXX.





Ticket Back

- **ODDS** are the approximate overall odds of winning a prize in that game.
- Instructions on how to claim prizes if the ticket can not be paid at the retailer level.
- **Universal Product Code (UPC)** is used to scan the ticket on the register to track sales.
- Players should always be asked to sign the back of their tickets before presenting them to store clerks to be redeemed.
- Ticket price printed on the back is the purchase price of the ticket.
- The **Validation Barcode** on the back of the ticket is used to validate – through your terminal – any scratch games that were started prior to 10/28/08. It is also used to schedule partial pack returns. (Scratch games that started after 10/28/08 include Keyless Validation Barcodes on the front of tickets, which simplify validation. See explanation on previous page.)
- **Game number** is the first three digits above the validation bar code and is used to identify which game the ticket is from. This number will remain consistent on each ticket printed in that game.
- **Pack number** is the next set of seven numbers above the validation bar code and is used to identify which pack the ticket is from. This number is unique to that pack of tickets and is assigned to a specific retailer.
- **Ticket number** is the last three digits above the validation bar code and identifies the number of this ticket in a sequence from 000 to XXX.
- **Verification code** is the number below the validation bar code that you (or Games Control) can use to manually validate damaged tickets.
- A “PAID” stamp or hole punch should be used to deface tickets after validating them through your terminal. Do not hole punch (deface) bar codes until credit appears on billing statement.
- Some scratch game tickets, which can be used as entries into a special drawing, may be designed as a postcard.





Scratch Ticket Redemption

- Players should always be asked to sign the back of their tickets before presenting them to store clerks to be redeemed.
- Players must be 18 years of age to redeem Lottery tickets.
- Check ticket for “PAID” stamp or hole punch which would indicate that the ticket had already been paid.
- If the ticket has been punched or stamped paid, do not redeem. Have the player fill out a Ticket Claim Form and send to the Lottery.
- Validate all tickets on your terminal prior to paying out any prizes.
- Validating the ticket on your terminal notifies the Lottery that you redeemed it. It is how the store is reimbursed by the Lottery.
- If the ticket has been altered or you are unable to validate the ticket, provide the player with a Ticket Claim Form.
- If you redeem altered or stolen mid-tier or high-tier tickets, you will not receive credit for them.
- Do not pay out prizes for high-tier tickets \$600 or over. You will not be able to validate them on your terminal. Offer players a Ticket Claim Form or refer them to the Lottery.
- Prizes over \$30,000 must be claimed at Lottery Headquarters in Roseville.
- After paying a prize, stamp or hole punch the ticket to indicate that it has been paid. Be careful not to stamp or hole punch over the bar code.
- Save all validated tickets in a secure location until credit is received on your billing statement and until they are destroyed.
- Destroy (rip, shred or burn) all tickets after verification of credit is complete.

TICKET CLAIM FORM
FOR SCRATCH TICKETS AND ONLINE GAMES TICKETS

INSTRUCTIONS TO CLAIMANT

- SIGN YOUR NAME AND PRINT YOUR NAME AND ADDRESS ON BACK OF TICKET
- COMPLETE (PRINT) A COPY A, ITEMS 8 THROUGH 17 AND, WHERE APPROPRIATE, CHECKS 18 THROUGH 20 ON THIS FORM
- SIGN AND MAIL THIS FORM AND KEEP THE ORIGINAL COPY FOR YOUR RECORDS
- STAPLE TICKET TO THIS FORM AT LEFT, SEPARATE TICKET ABOVE SHARDED AREA OF FORM
- TO CLAIM PRIZES OVER \$600, SEE BACK OF FORM
- BRING TICKET AND CLAIM FORM TO: MINNESOTA LOTTERY OFFICE OR MAIL THIS FORM (UNLESS OTHERWISE RECOMMENDED TO: MINNESOTA STATE LOTTERY, P.O. BOX 133000, ROSEVILLE, MN 55113
- SEE BACK OF FORM FOR ADDITIONAL INFORMATION

MINNESOTA STATE LOTTERY USE ONLY

DATE: _____

PRIZE: \$ _____

1. TICKET NO. _____ 2. SUBSCRIPTION NO. _____

3. SCRATCH TICKET NO. _____ 4. TICKET NAME _____

5. CLAIMED \$: _____ 6. PRIZE: _____

7. ADDRESS: _____

8. CITY: _____ 9. STATE: _____ 10. ZIP: _____

11. NATION (e.g. USA, CAN, etc.): _____ 12. PHONE NUMBER: _____

13. SOCIAL SECURITY: _____ 14. RESIDENT (PRINT "Y" OR "N") _____

15. SEX: _____ 16. BIRTHDATE: _____ 17. BIRTH DATE: _____

18. RETAILER NAME (PRINT) TICKET DATE: _____ 19. RETAILER CITY (PRINT) TICKET MAIL PURCHASED: _____ 20. YOUR NUMBER (PRINT) _____

21. IF YOU ARE SHARING YOUR PRIZE, THIS SECTION MUST BE COMPLETED. Please read "SHARING A LOTTERY PRIZE" on reverse side of this form before answering these questions.

Is the prize from this lottery ticket being claimed by more than one person? Yes No

If Yes, how many persons will be claiming the prize? _____

If Yes, what percentage are you going to claim? _____

22. THE LOTTERY MAY USE MY NAME AND PHOTO FOR: Only for Retailer Posters Retailer Posters and Lottery Publications

THE LOTTERY MAY USE ONLY MY NAME FOR: Only for Retailer Posters Retailer Posters and Lottery Publications The Drawing Show

CLAIMANT'S SIGNATURE: _____ DATE: _____

Reports

Daily Activity Report
 Low Tier Validations
 Mid Tier Validations
 Settlements
 Activations

REPORT#027 - NOT FOR SALE - REPORT#027			
Daily Activity Report			
Retailer:	600601		
Report Date	05/24/04	09:40:52	
Low Tier	196	807.00	
Mid Tier	7	250.00	
Settled:		0	
Activated:		0	

Steps to access this report
 Select "Scratch Games"
 Select "Daily Activity Report"
 Touch "Send" for current day's activity or enter the day of the month you want.

Daily Accounting
 Lotto Tickets Sold
 Lotto Tickets Canceled
 Lotto Tickets Cashed

NOT FOR SALE - REPORT ONLY			
DAILY ACCOUNTING			
RTL 600601	MON 24-MAY-2004	09:39:20	
		FOR TUE 19-MAY-2004	
SOLO	40	\$230.00	
CANCEL	0	\$0.00	
CASHED	75	\$11657.00	
PREMO	22		
S.H.C.	0	\$0.00	
PRETX	0	\$0.00	
QFTSLD	0	\$0.00	
QFTROM	0	\$0.00	
		NET	\$11427.00

Steps to access this report
 Select "Reports"
 Select "Financial Reports"
 Select "Daily Accounting"
 Touch "Send" for current day's activity or enter date (mm/dd/yy)

Weekly Combined Settlement
 Preview of Weekly Billing Statement

NOT FOR SALE - REPORT ONLY			
WEEKLY COMBINED SETTLEMENT			
RTL 600601	TUE 25-MAY-2004	10:55:33	
	SETTLEMENT DATE	MON 24-MAY-2004	
PREV BAL		\$9601.00	
PAYMENT		\$9601.00	
INST LO TIER CR		\$2679.00	
MID TIER CR		\$2546.00	
SETTLEMENTS		\$285.50	
INST CASH COMM		\$0.00	
DEBIT MEMO		\$115.50	
PREMO MEMO		\$0.00	
RETURNS		\$0.00	
RETURN ADJ		\$0.00	
ONLINE SALES		\$985.00	
VOIDS		\$0.00	
CASHES		\$5498.00	
COMMISSION		\$0.00	
O/L CASH COMM		\$0.00	
ADJUSTMENTS		\$0.00	
S.H.C.		\$0.00	
PRETX		\$0.00	
STATEMENT BAL		\$9341.00	

Reports

Weekly Accounting
 Lotto Tickets Sold
 Lotto Tickets Canceled
 Lotto Tickets Cashed

NOT FOR SALE - REPORT ONLY

WEEKLY ACCOUNTING

RTL 600601 WED 19-MAY-2004 13:12:47
 FROM TUE 18-MAY-2004
 TO MON 24-MAY-2004

SOLD	98	\$367.00
CANCEL	0	\$0.00
CASHED	108	\$14513.00-
PRNGM	34	
S.U.C.	0	\$0.00
FREETX	0	\$0.00
EFTSLD	0	\$0.00
EFTPRM	0	\$0.00
NET		\$14146.00-

NOT FOR SALE - REPORT ONLY

Financial Reports

Weekly Game Activity
 By Game

<p>NOT FOR SALE - REPORT ONLY</p> <p>WEEKLY GAME ACTIVITY</p> <p>RTL 600601 WED 19-MAY-2004 13:11:43 FROM TUE 18-MAY-2004 TO MON 24-MAY-2004</p> <p>Not Lotto</p> <table border="1"> <tr><td>SOLD</td><td>11</td><td>\$32.00</td></tr> <tr><td>CANCEL</td><td>0</td><td>\$0.00</td></tr> <tr><td>CASHED</td><td>35</td><td>\$110.00-</td></tr> <tr><td>S.U.C.</td><td>0</td><td>\$0.00</td></tr> <tr><td>FREETX</td><td>0</td><td>\$0.00</td></tr> <tr><td>COMM</td><td></td><td>\$2.87-</td></tr> </table>	SOLD	11	\$32.00	CANCEL	0	\$0.00	CASHED	35	\$110.00-	S.U.C.	0	\$0.00	FREETX	0	\$0.00	COMM		\$2.87-	<p>NOT FOR SALE - REPORT ONLY</p> <p>WEEKLY GAME ACTIVITY</p> <p>RTL 600601 WED 19-MAY-2004 13:11:54 FROM TUE 18-MAY-2004 TO MON 24-MAY-2004</p> <p>Capstar 3</p> <table border="1"> <tr><td>SOLD</td><td>19</td><td>\$58.00</td></tr> <tr><td>CANCEL</td><td>0</td><td>\$0.00</td></tr> <tr><td>CASHED</td><td>5</td><td>\$1350.00-</td></tr> <tr><td>S.U.C.</td><td>0</td><td>\$0.00</td></tr> <tr><td>FREETX</td><td>0</td><td>\$0.00</td></tr> <tr><td>COMM</td><td></td><td>\$54.50-</td></tr> </table>	SOLD	19	\$58.00	CANCEL	0	\$0.00	CASHED	5	\$1350.00-	S.U.C.	0	\$0.00	FREETX	0	\$0.00	COMM		\$54.50-
SOLD	11	\$32.00																																			
CANCEL	0	\$0.00																																			
CASHED	35	\$110.00-																																			
S.U.C.	0	\$0.00																																			
FREETX	0	\$0.00																																			
COMM		\$2.87-																																			
SOLD	19	\$58.00																																			
CANCEL	0	\$0.00																																			
CASHED	5	\$1350.00-																																			
S.U.C.	0	\$0.00																																			
FREETX	0	\$0.00																																			
COMM		\$54.50-																																			

NOT FOR SALE - REPORT ONLY

Financial Reports
(weekly game activity)

Weekly Settlement
 Preview of weekly lotto
 ticket sales activity from
 billing statement

NOT FOR SALE - REPORT ONLY

WEEKLY SETTLEMENT

RTL 600601 WED 19-MAY-2004 13:12:36
 FROM TUE 11-MAY-2004
 TO MON 17-MAY-2004

SOLD	288	\$1324.00
CANCEL	0	\$0.00
CASHED	385	\$41983.00-
PRNGM	125	
S.U.C.	0	\$0.00
FREETX	0	\$0.00
EFTSLD	0	\$0.00
EFTPRM	0	\$0.00
COMMISSION		\$493.36-
TOTAL		\$41142.28-
ADJUSTMENTS		\$0.00
MISC CHARGES		\$0.00
TOTAL ONLINE		\$41142.28-

NOT FOR SALE - REPORT ONLY

<p>NOT FOR SALE - REPORT ONLY</p> <p>WEEKLY GAME ACTIVITY</p> <p>RTL 600601 WED 19-MAY-2004 13:11:21 FROM TUE 18-MAY-2004 TO MON 24-MAY-2004</p> <p>July 3</p> <table border="1"> <tr><td>SOLD</td><td>4</td><td>\$87.00</td></tr> <tr><td>CANCEL</td><td>0</td><td>\$0.00</td></tr> <tr><td>CASHED</td><td>7</td><td>\$472.00-</td></tr> <tr><td>S.U.C.</td><td>0</td><td>\$0.00</td></tr> <tr><td>FREETX</td><td>0</td><td>\$0.00</td></tr> <tr><td>COMM</td><td></td><td>\$9.24-</td></tr> </table>	SOLD	4	\$87.00	CANCEL	0	\$0.00	CASHED	7	\$472.00-	S.U.C.	0	\$0.00	FREETX	0	\$0.00	COMM		\$9.24-	<p>NOT FOR SALE - REPORT ONLY</p> <p>WEEKLY GAME ACTIVITY</p> <p>RTL 600601 MON 18-AUG-2008 17:10:36 FROM TUE 12-AUG-2008 TO MON 18-AUG-2008</p> <p>PRINT-N-PLAY</p> <table border="1"> <tr><td>SOLD</td><td>30</td><td>\$98.00</td></tr> <tr><td>CANCEL</td><td>0</td><td>\$0.00</td></tr> <tr><td>CASHED</td><td>38</td><td>\$1251.00-</td></tr> <tr><td>S.U.C.</td><td>0</td><td>\$0.00</td></tr> <tr><td>FREETX</td><td>0</td><td>\$0.00</td></tr> <tr><td>COMM</td><td></td><td>\$23.29-</td></tr> </table>	SOLD	30	\$98.00	CANCEL	0	\$0.00	CASHED	38	\$1251.00-	S.U.C.	0	\$0.00	FREETX	0	\$0.00	COMM		\$23.29-
SOLD	4	\$87.00																																			
CANCEL	0	\$0.00																																			
CASHED	7	\$472.00-																																			
S.U.C.	0	\$0.00																																			
FREETX	0	\$0.00																																			
COMM		\$9.24-																																			
SOLD	30	\$98.00																																			
CANCEL	0	\$0.00																																			
CASHED	38	\$1251.00-																																			
S.U.C.	0	\$0.00																																			
FREETX	0	\$0.00																																			
COMM		\$23.29-																																			

NOT FOR SALE - REPORT ONLY

Winning Numbers
 All lotto games

NOT FOR SALE - REPORT ONLY

WINNING NUMBERS
 ALL GAMES

NOT LOTTO
 SAT JUN 13, 2003
 10 13 14 24 28
 HOT BALL 14

DAILY 3
 TUE JUN 14, 2003
 932

POWERBALL
 SAT JUN 13, 2003
 22 34 33 37 39
 POWERBALL 27

POWERBALL
 SAT JUN 13, 2003
 08 10 14 24 46
 POWERBALL 37

POWERBALL 34

NORTHEASTERN CASH
 TUE JUN 14, 2003
 00 10 19 25 25

NOT FOR SALE - REPORT ONLY

<p>NOT FOR SALE - REPORT ONLY</p> <p>WEEKLY GAME ACTIVITY</p> <p>RTL 600601 WED 19-MAY-2004 13:12:03 FROM TUE 18-MAY-2004 TO MON 24-MAY-2004</p> <p>Northstar Cash</p> <table border="1"> <tr><td>SOLD</td><td>7</td><td>\$19.00</td></tr> <tr><td>CANCEL</td><td>0</td><td>\$0.00</td></tr> <tr><td>CASHED</td><td>14</td><td>\$25.00-</td></tr> <tr><td>S.U.C.</td><td>0</td><td>\$0.00</td></tr> <tr><td>FREETX</td><td>0</td><td>\$0.00</td></tr> <tr><td>COMM</td><td></td><td>\$1.30-</td></tr> </table>	SOLD	7	\$19.00	CANCEL	0	\$0.00	CASHED	14	\$25.00-	S.U.C.	0	\$0.00	FREETX	0	\$0.00	COMM		\$1.30-	<p>NOT FOR SALE - REPORT ONLY</p> <p>WEEKLY GAME ACTIVITY</p> <p>RTL 600601 WED 19-MAY-2004 13:11:11 FROM TUE 18-MAY-2004 TO MON 24-MAY-2004</p> <p>Powerball</p> <table border="1"> <tr><td>SOLD</td><td>35</td><td>\$152.00</td></tr> <tr><td>CANCEL</td><td>0</td><td>\$0.00</td></tr> <tr><td>CASHED</td><td>43</td><td>\$5401.00-</td></tr> <tr><td>S.U.C.</td><td>0</td><td>\$0.00</td></tr> <tr><td>FREETX</td><td>0</td><td>\$0.00</td></tr> <tr><td>COMM</td><td></td><td>\$62.58-</td></tr> </table>	SOLD	35	\$152.00	CANCEL	0	\$0.00	CASHED	43	\$5401.00-	S.U.C.	0	\$0.00	FREETX	0	\$0.00	COMM		\$62.58-
SOLD	7	\$19.00																																			
CANCEL	0	\$0.00																																			
CASHED	14	\$25.00-																																			
S.U.C.	0	\$0.00																																			
FREETX	0	\$0.00																																			
COMM		\$1.30-																																			
SOLD	35	\$152.00																																			
CANCEL	0	\$0.00																																			
CASHED	43	\$5401.00-																																			
S.U.C.	0	\$0.00																																			
FREETX	0	\$0.00																																			
COMM		\$62.58-																																			

NOT FOR SALE - REPORT ONLY

Weekly Adjustment
 Lotto game ticket adjustments

NOT FOR SALE - REPORT ONLY

WEEKLY ADJUSTMENT

RTL 600601 WED 19-MAY-2004 13:09:58
 FROM TUE 18-MAY-2004
 TO MON 24-MAY-2004

ADJ	0	0.00
ADJ	0	0.00

NOT FOR SALE - REPORT ONLY



Settlement/Billing

Settlement

- Packs must be settled when they are sold out.
- Settling a pack notifies the Lottery computer that you are done selling that pack of tickets – and allows you to be charged for that pack.
- To settle a pack, wand the settle bar code on your terminal.
- To manually settle a pack, enter the numbers above the bar code on the settle portion (lower) of the activate/settle card.
- Contact Games Control if the activate/settle card is lost. Games Control can settle packs for you.

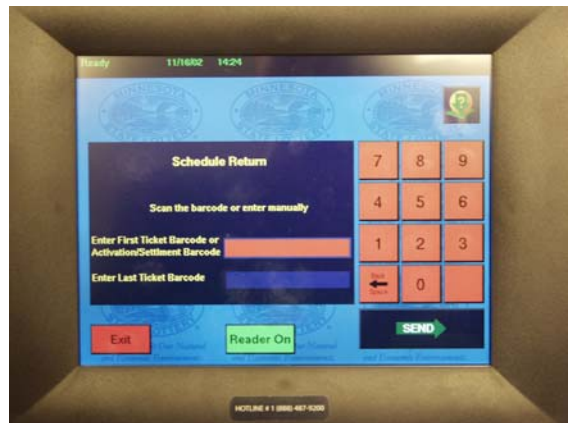


Billing

- When you settle a pack, your EFT account is billed for the retailer price of the pack, this is the total dollar value of the pack, less commission.
- Packs must be settled in the same billing week they sold out (the billing week runs from Tuesday-Monday).
- Verify pack settlements against Weekly Billing Statement.
- Generic inventory tracking forms are available through your Lottery Sales Representative or Games Control Representative.

Ticket Returns (Manual Entry)

- To schedule full pack returns - Scan the bar code on the activate/settle card and touch the “Send” key.
- To schedule partial pack returns - Scan the bar code on the lowest numbered ticket in the pack - that number will appear in the “First Ticket Barcode” area of the screen.
- Then wand the “Last Ticket Barcode” area and wand the highest numbered ticket that remains in the pack -this number will appear on the screen.
- Touch the “Send” key.
- When you have entered all full/partial packs you wish to return, touch the “Exit” key.
- Two return receipts will automatically print. One receipt is for you to keep and the other receipt should be signed and dated and placed in the pouch on the outside of the return bag.
- Place all the scheduled tickets in the return bag and the Speedee courier will come to pick up the return approximately two business days after the return is scheduled.
- If scheduling more than one return separately in a day, package all returns together so they go as one package.
- If you are unable to schedule the return via your terminal, contact Games Control for further instructions.
- On a specified date (approximately four weeks) after the game end date, tickets not returned will automatically be settled and your EFT account will be billed. Refer to the Scratch News for specific dates and timelines. You may return packs that have been automatically settled, you will be credited for these tickets once they are received and processed in the Lottery’s warehouse.





Accounting Issues and Tips

- Packs are billed at the dollar value of the pack minus the retailer commission earned for the pack.
- Scratch tickets are billed when the pack has been sold and settled through the terminal. Packs must be settled within the same billing week they are sold.
- Do not rely on sales register tapes for sales and pay outs, unless they are verified as being correct against your inventory and physical pay outs.
- Prize payments paid out to players are credited to the EFT account after the tickets have been validated through the Lottery terminal.
- Generic inventory and balancing forms are available at www.mnlottery.com, from your Lottery Sales Representative or from Games Control. Note: If generic balancing forms do not meet your needs, contact Games Control.
- When games end, you can schedule a return for all unsold tickets using your Lottery terminal. You will need to wand the tickets (first ticket and last ticket) to schedule partial packs and the activation/settlement card to schedule full packs. If you are unable to schedule the return on your terminal, call Games Control. The Games Control Representative will ask for your retailer number and assist you in scheduling the return through your terminal or will schedule the return for you. If the Games Control Representative needs to schedule the return, they will need the reference number on your completed ticket return form and the game, pack and ticket information.
- Once the tickets are scheduled for return, they will be placed at “de-active” status. Do not sell these tickets. Validations will not be allowed once tickets are placed at “de-active” status.
- **Do not settle unsold packs prior to returning them.**
- Approximately four weeks after the game end date, tickets not returned will automatically be settled and your EFT account will be billed. See the Scratch News for specific dates and timelines.
- Sales commission = 5½% (sale value x .055)
- Cashing commission = 1% (cashing value x .01)

PLEASE CALL GAMES CONTROL FOR DETAILS ON ACCOUNTING ISSUES, POLICIES AND PROCEDURES AT (651) 635-8273 (Twin Cities Metro) or 1-888-568-8379 (outside T.C. Metro area) – Option #2 on the menu.

Retailer Billing Statement

Retailer billing statements, which include all credits and debits for the current billing week (previous Tues-Mon), are mailed to Retailers each Tuesday. Weekly Combined Settlement reports are automatically generated each Tuesday when you first connect to the Lottery terminal, and can be requested at any time through the terminal. Statements include:

MINNESOTA STATE LOTTERY		RETAILER BILLING STATEMENT		
P.O. Box 130700 Roseville, MN 55113 Metro Area 651 - 635 - 8149 Out State 1 - 888 - 568 - 8379		REPRINT Statement Number 234427081108	PAGE 001 Statement Date 8/11/08	
RETAILER ADDRESS RETAILER 299883 LSE#04-THE LODGE 2645 LONG LAKE ROAD ROSEVILLE, MN 55113		LMR Number 616	EFT Sweep Date N/A	
REF. NO.	DATE	DESCRIPTION	AMOUNT	SUBTOTALS
MID-TIER CREDITS				
30241959	8/05/08	GM# 573 PACK #0206519 TICKET #000	25.00-	
30247598	8/06/08	GM# 574 PACK #0149172 TICKET #007	25.00-	50.00-
LOW-TIER CREDITS				
00080805	8/05/08	LOW TIER CREDIT	2 6.00-	
00080806	8/06/08	LOW TIER CREDIT	2 17.00-	
00080808	8/08/08	LOW TIER CREDIT	2 7.00-	
00080809	8/09/08	LOW TIER CREDIT	3 5.00-	
00080811	8/11/08	LOW TIER CREDIT	1 10.00-	45.00-
COMMISSIONS				
		INSTANT CASHING COMMISSIONS	.95-	.95-
		INSTANT GAMES TOTAL		*****95.95-
ON-LINE ACTIVITY				
20080805	8/11/08	GOPHER SALES	2.00	
20080805	8/11/08	POWERB SALES	29.00	
20080805	8/11/08	HOT LO SALES	1.00	
20080805	8/11/08	P-N-P SALES	7.00	39.00
20080805	8/11/08	POWERB VALIDATIONS	3.00-	
20080805	8/11/08	P-N-P VALIDATIONS	7.00-	10.00-
20080805	8/11/08	GOPHER SALES COMM.	.12-	
20080805	8/11/08	POWERB SALES COMM.	1.61-	
20080805	8/11/08	HOT LO SALES COMM.	.06-	
20080805	8/11/08	P-N-P SALES COMM.	.77-	2.56-
20080805	8/11/08	POWERB CASHING COMM.	.03-	
20080805	8/11/08	P-N-P CASHING COMM.	.07-	.10-
		ON-LINE GAMES TOTAL		*****26.34
		TOTAL		----- \$69.61- -----

NOTE: Credits are shown as negative (-) amounts and debits (charges) are shown as positive amounts. Tickets returned to the Lottery are shown as both a credit (the dollar value of the tickets returned) at the top of the statement and as a debit (retailer cost) at the bottom of the statement. You are charged for all tickets and credited for the tickets that are returned.

- Closing date for the billing period.
- Credit for low-tier and mid-tier tickets you have validated and paid out.
- Commissions.
- Lotto games activity (sales, validations and adjustments).
- Total amount that will be credited or debited from EFT account.

- The retailer billing statement will show the amount to be withdrawn from or sent to your EFT account for the current billing week, this is noted as the "Total" at the end of the statement. Payment of the total amount due will be made through the Electronic Funds Transfer (EFT) account you have set up at your bank.
- EFT "sweeps" usually occur on Thursdays. Be sure you have enough money in your EFT account no later than the close of business each Wednesday.
- All activity, including pack settlements, ticket validations and returns should be verified against the Weekly Billing Statements.
- The general formula for depositing lottery funds into your account is Sales-Redemptions=Deposit.

Lotto Games



Request for Adjustments

Misprinted Legible Tickets

If a customer refuses to purchase tickets after a request or you mistakenly print the wrong game or selection, please follow the below steps to cancel or request credit. Note: You should always receive payment for tickets prior to printing them.

Gopher 5, Northstar Cash and Daily 3

To receive credit for misprinted legible tickets printed before 6:10 p.m. you must cancel the tickets that day before the 6:10 p.m. game close. If the tickets were printed after the 6:10 p.m. game close, or for Gopher 5 tickets purchased on a non-draw day (Tuesday, Thursday, Saturday or Sunday), they must be canceled by midnight the day they were printed.

Print-N-Play

No credit will be issued for misprinted, sellable Print-N-Play tickets.

Raffle

No credit will be issued for misprinted, sellable Raffle tickets.

Powerball, Mega Millions and Hot Lotto

Powerball, Mega Millions and Hot Lotto tickets cannot be canceled and the lottery will issue limited credit for clerk errors or customer refused tickets. You must first try to sell any of these tickets as “lucky misprints”. If you cannot sell all of them, you should:

1. Call the lottery’s Game Control Department prior to the draw. If after business hours choose the after hours option listed on the next page.
2. Save the tickets until after the draw.
3. Scan the tickets to check them for winners. If a ticket is a winner and the prize is equal to or greater than the ticket price, you should simply keep the prize rather than request an adjustment.
4. If the ticket is non-winning, complete a request for adjustment form and mail the ticket(s) to the lottery immediately. All requests for adjustments must be received within 45 days after the last draw date on the ticket.

MINNESOTA STATE LOTTERY		REQUEST FOR ADJUSTMENT	
FOR DAMAGED OR MISPRINTED ONLINE NUMBERS GAMES TICKETS			
Please read the instructions on the reverse before completing this form.			
Requests for credit may be denied if proper procedures are not followed. PLEASE FILL OUT 1-14 COMPLETELY.			
RETAILER IDENTIFICATION		ATTACH MISPRINTED TICKETS	
1. Retailer Number: _____		AND	
2. Retailer Name: _____		HISTORY DISPLAY PRINT OUT	
3. Address: _____		HERE.	
4. City, State, Zip: _____		DO NOT STAPLE THROUGH	
5. Phone: _____		NUMBERS ON TICKETS.	
6. Contact: _____			
TOTAL AMOUNT OF ADJUSTMENT(S) REQUESTED			
7. TOTAL DOLLAR AMOUNT: \$ _____			
TIME OF INCIDENT			
8. Date: MONTH / DAY / YEAR		9. Time: HOUR MINUTE <input type="checkbox"/> AM <input type="checkbox"/> PM	
10. DID YOU TRY TO SELL THIS TICKET(S)? <input type="checkbox"/> YES <input type="checkbox"/> NO			
11. TIME YOU CALLED 651-635-8273 or 1-888-568-8379 MONTH / DAY / YEAR HOUR / MINUTE <input type="checkbox"/> AM <input type="checkbox"/> PM			
12. DOLLAR AMOUNT OF MISPRINTED TICKETS BY GAME TYPE			
POWERBALL \$ _____	POWER PLAY \$ _____	HOT LOTTO \$ _____	OTHER ONLINE GAMES \$ _____
DAILY 3 \$ _____	NORTHSTAR CASH \$ _____	GOPHER 5 \$ _____	ONLINE G3 GAMES \$ _____
13. REASON MISPRINTED TICKETS WERE PRODUCED			
<input type="checkbox"/> CLERK ERROR <input type="checkbox"/> PLAYER ERROR <input type="checkbox"/> SELF-PRODUCED <input type="checkbox"/> OTHER			
14. EXPLANATION OF INCIDENT			
DO NOT WRITE BELOW THIS LINE - FOR LOTTERY USE ONLY			
DISPOSITION OF REQUEST:			
This request for adjustment of \$ _____ <input type="checkbox"/> APPROVED <input type="checkbox"/> DENIED has been			
<input type="checkbox"/> APPROVED for \$ _____ 5.5% commission excluded			
<input type="checkbox"/> DENIED			
EXPLANATION:			
MINNESOTA STATE LOTTERY EMPLOYEE		MINNESOTA STATE LOTTERY MANAGER	
NAME _____ DATE _____		NAME _____ DATE _____	
MML-04100 01/02/2008 Item # 542102		White Clay - LOTTERY	
KEEP THE YELLOW COPY FOR YOUR RECORDS			

Request for Adjustments continued

Damaged or Non-printed Tickets

If your terminal malfunctions while printing tickets and you are able to clear the printer jam you should follow the below steps to ensure you receive credit.

1. Print a history report by pressing “Other Functions”, then “History Display”, then the green “Print” button.
2. Attach the History report and damaged tickets to a request for adjustment form.
3. Complete items 1 through 14 on the request for adjustment form.
4. Contact Games Control prior to the draw. If after business hours choose the after hours option below. **Credit will not be issued if the incident is not promptly called in to Games Control.**
5. Mail the ticket(s) and white copy of the request for adjustment form to the lottery immediately. All requests for adjustments must be received within 45 days after the last draw date on the ticket.

If your terminal malfunctions while printing tickets and you are not able to clear the printer jam you should follow the below steps to ensure you receive credit.

1. Contact the GTECH Hotline immediately at (888) 487-9200 (24 hour-assistance) to resolve the hardware issue.
2. Once the hardware problem has been resolved print a history report by pressing “Other Functions”, then “History Display”, then the green “Print” button.
3. Attach the History report and damaged tickets to a request for adjustment form.
4. Complete items 1 through 14 on the request for adjustment form.
5. Contact Games Control prior to the draw. If after business hours, choose the after hours option below. **Credit will not be issued if the incident is not promptly called in to Games Control.**
6. Mail the ticket(s) and white copy of the request for adjustment form to the lottery immediately. All requests for adjustments must be received within 45 days after the last draw date on the ticket.

GAMES CONTROL

To speak to a Games Control Representative, call: (651) 635-8273 (select option 2) or (888) 568-8379 (select option 2)

BUSINESS HOURS: Monday – Friday 7 a.m. to 5:00 p.m.

AFTER HOURS AND HOLIDAYS: After selecting option 2 you should then select option 1 to leave a message. You will be asked to provide your Lottery retailer number, name of business, your name, type of ticket, ticket cost and the 18-digit ticket serial number. The 18-digit ticket serial number appears above the upper dotted line and again below the date and time printed on the ticket.



Lotto Games

Powerball[®] jackpots start at \$20 million and continue to climb until someone wins. To play, just pick five numbers from 1 to 59 (the white balls), then pick one more number from 1 to 39 (the red Powerball). You win the jackpot if you match all five white balls plus the red “Powerball”. In addition to the jackpot, Powerball has eight other ways to win set cash prize amounts. It’s just \$1 per play for a chance to win millions. Powerball drawings are at 9:59 p.m. every Wednesday and Saturday evening, immediately following the Hot Lotto drawing. To be eligible on the nights of the drawings you must purchase your Powerball tickets before 9:00 p.m. If you win the jackpot, you have 60 days after you claim your prize to determine how you want to be paid. You can be paid in 30 annual payments over 29 years or in one lump sum cash payment. If you choose the annuity, the annual payments will be increased each year by a percentage set out in the Powerball game procedures. The cash payment is about half of the estimated annuitized jackpot amount. Odds of winning a cash prize are approximately 1 in 35.1 while odds of winning the jackpot are approximately 1 in 195 million.

For an extra \$1 per Powerball play, players can purchase the Power Play[®] option to multiply their prizes (except the jackpot) by two, three, four, or five times. You must add Power Play at the time you purchase your Powerball tickets. Before the Powerball numbers are drawn on each Powerball drawing night, a Power Play multiplier number from 2 through 5 is randomly selected. If you win a prize on your Powerball ticket (except the jackpot), and you have purchased Power Play on that ticket, you receive the regular prize amount MULTIPLIED by the Power Play multiplier number that was selected. For example, if you win \$7 on Powerball and have purchased Power Play for that ticket, you’ll win \$7 multiplied by the Power Play number (2, 3, 4, or 5) which could be up to \$35! When you redeem your ticket, the increase is automatically calculated by the Lottery.

Match 5 winners who added Power Play for that drawing will automatically win 5 times the regular prize amount – \$1 million – no matter what Power Play number was drawn. In some cases, this prize may be paid on a pari-mutuel basis and will be lower.

Powerball is a multi-state game, played in Arizona, Colorado, Connecticut, Delaware, Idaho, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Minnesota, Missouri, Montana, Nebraska, New Hampshire, New Mexico, North Carolina, North Dakota, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Vermont, the District of Columbia, West Virginia, Wisconsin, and the U.S. Virgin Islands.

Powerball drawings are shown on KSTC-TV Channel 45 in the Twin Cities, WDIO-TV Channel 10 in Duluth, WIRT-13 in Hibbing, KEYC-TV Channel 12 in Mankato and KTTC-TV Channel 10 in Rochester. Players have one year from the date of the drawing to claim their prize.

Powerball tickets CANNOT be canceled once they are printed.

Order ticket stock and play slips over your Lottery terminal.



Lotto Games

Mega Millions® is a multi-state jackpot game with jackpots that start at \$12 million and continue to grow until someone wins!

There are nine ways to win with Mega Millions. To play, pick five numbers from 1 to 56 (the white balls) plus one number from 1 to 46 (the gold Mega Ball). It's just \$1 per play for a chance to win millions. Jackpot winners can be paid in 26 equal annual payments or in one lump sum cash payment. Jackpot winners have 60 days after they claim their prize to determine how they want to be paid. The cash payment is approximately half of the estimated annuitized jackpot amount. Overall odds of winning a Mega Millions prize are approximately 1 in 40. Odds of winning the Mega Millions jackpot are approximately 1 in 175.7 million.

You can purchase up to fourteen (14) draws in advance. Remember, your cost increases for each draw you add.

At the time of purchase, for an extra \$1 per Mega Millions play, players can add the Megaplier® option for the chance to multiply their prizes (except the jackpot) by two, three or four times. Players can win up to \$1 million by adding Megaplier to their Mega Millions ticket.

Each night of the drawing, a Megaplier number is randomly selected. If you win a prize on your Mega Millions ticket (except the jackpot), and have purchased the Megaplier option, you receive the regular prize amount **MULTIPLIED** by the Megaplier number that was selected. For example, if you win \$7 on Mega Millions and have purchased the Megaplier for that ticket, you'll win \$7 multiplied by the Megaplier number (2, 3 or 4), which means you could win up to \$28! Winners who matched 5 white balls, and who added Megaplier to their ticket for that drawing will win up to \$1 million! In some cases, this prize may be paid on a pari-mutuel basis and will be lower.

Mega Millions drawings are held at 10 p.m. every Tuesday and Friday evening. Mega Millions drawings are shown on KSTC-TV Channel 45 in the Twin Cities, WDIO-TV Channel 10 in Duluth, WIRT-13 in Hibbing, KEYC-TV Channel 12 in Mankato and KTTC-TV Channel 10 in Rochester. Players have one year from the date of the drawing to claim their prize. Tickets must be purchased before 9 p.m. to be eligible for that day's drawing at 10 p.m.

Mega Millions tickets CANNOT be canceled once they are printed.

Order ticket stock and play slips over your Lottery terminal.



Lotto Games

Gopher 5[®] is Minnesota's own cash lotto game, with jackpots that start at \$100,00 and grow until won. To play, just pick 5 numbers from 1 through 47. You win the all-cash Gopher 5 jackpot when you match all five numbers drawn. You win other set cash prizes when you match 4, 3 or 2 of the numbers drawn. Gopher 5 drawings are every Monday, Wednesday and Friday evening at 6:26 p.m., immediately following the Daily 3[®] and Northstar Cash[®] drawings. To be eligible on the nights of the drawings, you must purchase your Gopher 5 tickets before 6:10 p.m. Approximate overall odds of winning a cash prize are 1 in 12 and approximate odds of winning the jackpot are 1 in 1.5 million.

Gopher 5 drawings are shown on KSTC-TV Channel 45 in the Twin Cities, WDIO-TV Channel 10 in Duluth, KEYC-TV Channel 12 in Mankato and KTTC-TV Channel 10 in Rochester. Players have one year from the date of the drawing to claim their prize.

Gopher 5 tickets may be canceled only before 6:10 p.m. if purchased on Monday, Wednesday or Friday. If the ticket is purchased on any other day or after 6:10 p.m. on Monday, Wednesday or Friday, the ticket may be canceled at any time before midnight on the day purchased.

Order ticket stock and play slips over your Lottery terminal.



Lotto Games

Daily 3[®] offers you eight different ways to play. You can choose only one number or two or all three. And you can decide how you want to match the numbers – in exact order or in any order. Daily 3 has such a variety of ways to play that you could play it a different way every day of the week. To play, choose your numbers, your play type and your wager. You can wager as little as 50 cents per play. Approximate odds of winning a cash prize vary from 1 in 10 to 1 in 1,000. Daily 3 drawings are at 6:26 p.m. seven days a week.

Daily 3 drawings are shown on KSTC-TV Channel 45 in the Twin Cities, WDIO-TV Channel 10 in Duluth, KEYC-TV Channel 12 in Mankato and KTTC-TV Channel 10 in Rochester. Players have one year from the date of the drawing to claim their prize.

Daily 3 tickets may be canceled only before 6:10 p.m. or, if purchased after 6:10 p.m., by midnight on the day purchased.

Order ticket stock and play slips over your Lottery terminal.



Lotto Games

Hot Lotto® jackpots start at \$1 million and grow until someone wins. To play, you pick five numbers from 1 to 39 and select one more number from 1 to 19 (the HOT ball). You win the Hot Lotto jackpot if you match the first five numbers drawn plus the HOT ball. Hot Lotto also has eight other ways to win set cash prize amounts. Hot Lotto drawings are every Wednesday and Saturday evening at 9:40 p.m., immediately preceding the Powerball® drawings. To be eligible on the nights of the drawings, you must purchase your Hot Lotto tickets before 9:00 p.m. If you win the jackpot, you have 60 days after claiming your prize to choose how you want to be paid. You can be paid in 25 equal annual payments over 24 years or take the jackpot in one lump-sum cash payment. The cash payment is about half of the estimated annuitized jackpot amount. For only \$1 per play, you have a chance to win at least \$1 Million.

For an additional \$1 per Hot Lotto play, players can purchase the Sizzler™ option to multiply their prizes (except the jackpot) by three times the regular prize amount. You could multiply your regular prize up to \$30,000 with the Sizzler option. You must add Sizzler at the time you purchase your Hot Lotto tickets.

Hot Lotto is a multi-state game played in the District of Columbia, Delaware, Idaho, Iowa, Kansas, Minnesota, Montana, New Hampshire, New Mexico, North Dakota, Oklahoma, South Dakota and West Virginia. Approximate overall odds of winning a cash prize are 1 in 16 and odds of winning the jackpot are approximately 1 in 11 million. Hot Lotto drawings are shown on KSTC-TV Channel 45 in the Twin Cities, WDIO-TV Channel 10 in Duluth, KEYC-TV Channel 12 in Mankato and KTTC-TV Channel 10 in Rochester. Players have one year from the date of the drawing to claim their prize.

Hot Lotto tickets CANNOT be canceled once they are printed.

Order ticket stock and play slips over your Lottery terminal.



Lotto Games

Northstar Cash[®] is a lotto game with an all-cash jackpot and it's exclusive to Minnesota. Jackpots start at \$25,000 and grow until someone wins. Northstar Cash has great odds of winning! To play, you simply pick five numbers from 1 to 31. Northstar Cash drawings are seven days a week at 6:26 p.m., immediately following the Daily 3[®] drawings. To be eligible for that day's drawing, you must purchase your Northstar Cash tickets before 6:10 p.m. You win set cash prizes for matching 2, 3, or 4 numbers out of 5. If you match all five numbers, you win the jackpot and get paid in CASH! Approximate overall odds of winning a cash prize are 1 in 6 and odds of winning the jackpot are approximately 1 in 170 thousand.

Northstar Cash drawings are shown on KSTC-TV Channel 45 in the Twin Cities, WDIO-TV Channel 10 in Duluth, KEYC-TV Channel 12 in Mankato and KTTC-TV Channel 10 in Rochester. Players have one year from the date of the drawing to claim their prize.

Northstar Cash tickets may be canceled only before 6:10 p.m. or, if purchased after 6:10 p.m., by midnight on the day purchased.

Order ticket stock and play slips over your Lottery terminal.



Lotto Games

Print-N-Play™ games are randomly printed off the Lottery terminal – the same terminal that prints Powerball® tickets. The difference is that Print-N-Play tickets are printed ready to play – winning is instant – no wait for a draw! Print-N-Play prizes are all paid in cash, with a top prize up to \$25,000 for some games. Players can pick their favorite play style from six different Print-N-Play games that are on sale at any one time. New games are introduced every 3-6 weeks. Ticket prices range from \$1 per ticket up to \$5 per ticket. Information about what Print-N-Play games are currently on sale is available at Lottery retailers or at the mnlottery.com website.

Prizes up to \$599 can be redeemed at any Lottery retailer, provided funds are available. Prizes from \$600 through \$30,000 can be claimed at any Lottery office. Prizes over \$30,000 must be claimed at Lottery Headquarters in Roseville, MN. Players have one year from the date Print-N-Play tickets are printed to claim their prizes.

Please be careful when printing Print-N-Play tickets – Print-N-Play tickets cannot be canceled.

Order ticket stock over your Lottery terminal.

