Lottery

Barcode and Quick Reference Guide

Walmart Services

OneWalmart Path

Work > Operations > Better Way > Supercenters/Division 1 or Neighborhood Markets > Front End > Lottery & Kiosks > Indiana

Version: July 2026

This document contains pertinent information specific to operating lottery at store level in the state of Indiana. Strict adherence to the guidelines provided are imperative to the operational success of the overall Lottery Program.

Indiana Lottery

Must Be 18 or Older to Purchase or Redeem Lottery Tickets

Walmart is committed to complying with all federal, state, and local laws when selling lottery products. To ensure compliance with the law, you will be required to:

1. Always assess the customer's age before completing a lottery sale or redemption.
2. If the customer appears under 18, then ask for their Government issued ID and check the ID visually.
3. If age 18 or older, then you may sell or redeem the age restricted lottery item.
4. If under age 18, you must deny the sale or redemption.
5. Answer the register age prompt of "is customer age 18 or older".

Note: As an associate, you cannot purchase lottery products at your home store, nor can any relative living in your household.

The Lottery Ticket Vending Machine should be monitored for customers who need assistance using the machine and to ensure that no one under 18 accesses the machine.

Lottery Ticket Vending Machine Remote Disable Device

1. The Remote Disable Device stays with the associate who has direct line of sight on the vending machine.

Tender Types Accepted

Lottery Tender Types

1. Cash
2. Debit

Lottery Equipment

Lottery Terminal and Lottery Vending Machine

1. Under no circumstances should a store associate relocate the lottery equipment installed in the store.

Hotline Numbers

Hoosier Lottery Customer Service: 800-955-6886
24 Hours Per Day - 7 Days Per Week

Brightstar (Equipment Issues): 800-955-6886
24 Hours Per Day - 7 Days Per Week *(Select Option 1)*

Walmart Services: 700-925-6278 - IVR Prompt Lottery

How To Make A Draw Game Sale

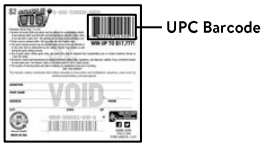
If customer is at least 18 years old:

1. Produce the player's ticket on Altura Terminal and confirm the ticket game name and ticket dollar amount with the customer. Print the Draw Game ticket from the lottery terminal.
2. Ring up sales on Walmart POS by selecting the appropriate Draw Game button on the Lottery Picklist and entering the sales amount for each ticket being purchased.
3. Confirm Walmart sales price equals the total amount of each Draw Game ticket.
4. Collect payment from customer and complete the transaction on the Walmart POS.

How To Make A Scratch-Off Instant Ticket Sale

If customer is at least 18 years old:

1. Confirm that player has funds to pay for purchase then pull selected ticket from acrylic case and scan the barcode UPC on back of ticket.
2. Confirm Walmart sales price equals the total amount of each scratch-off instant ticket.
3. Collect payment from customer and complete the transaction on the Walmart POS.



How To Validate A Winning Ticket & Process Redemption

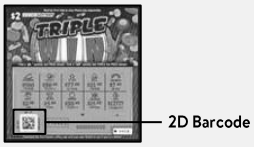
Walmart payout must equal amount from Altura Terminal validation receipt. **Redemptions up to $599.99 per ticket only. Tickets worth $600.00 or more should be returned to the customer to submit to the Indiana Lottery for payment.**

Draw Game Ticket

1. Validate the winning ticket on the Altura Terminal by scanning the draw game ticket.
2. Terminal will print a Validation Receipt.
3. Ring up the Terminal receipt on Walmart POS. Select the Winning Ticket Redemption button on the Lottery Picklist.
4. Enter the amount from Terminal receipt.
5. Complete the transaction on Walmart POS and give customer the dollar amount of winnings up to $599.99 per ticket.
6. Deface the barcode on the front of the winning ticket by tearing barcode.
7. Staple the winning draw game ticket, terminal receipt, and the register receipt together and place in cash drawer.

Scratch-Off Instant Ticket

1. Validate the winning ticket on the Altura Terminal by scanning the 2D barcode.
2. Terminal will print a Validation Receipt.
3. Ring up the Terminal receipt on Walmart POS. Select the Winning Ticket Redemption button on the Lottery Picklist.
4. Enter the amount from Terminal receipt.
5. Complete the transaction on Walmart POS and give customer the dollar amount of winnings up to $599.99 per ticket.
6. Deface the 2D barcode on the front of the winning ticket by tearing barcode.
7. Staple the defaced ticket, terminal receipt, and the register receipt together and place in cash drawer.



Player Promotions & Free Tickets

Promotions / Coupons

Periodically, the Indiana Lottery will run player promotions.

1. Verify current promotion/coupon with your Sales Representative if the promotion/coupon appears to be fraudulent.
2. Validate the promotion/coupon on the Altura Terminal.
3. Terminal will print a receipt showing $0.00 for the Free Draw Game Ticket.
4. Select the Free Ticket | Coupon/Voucher | Refund button on the Lottery Picklist and enter the draw game free ticket value amount into the Walmart POS for the Free Ticket. *(Example: For a free Mega Millions ticket, enter $5.00 into the register.)*
5. Collect payment from the customer for other tickets purchased and complete the transaction on the Walmart POS. Give both the purchased ticket and the free ticket to the customer.

Free Scratch-Off Instant Tickets

Follow the process outlined to process free tickets.

1. Validate the winning ticket on the Altura Terminal.
2. Terminal will print a Validation Receipt.
3. Ring up the Terminal receipt on Walmart POS by selecting the Free Ticket | Coupon/Voucher | Refund button on the Lottery Picklist.
4. Enter the free ticket value amount from Terminal receipt.
5. Scan the free ticket the customer selected on Walmart POS.
6. Complete the transaction on Walmart POS and give customer the free ticket.
7. Deface the 2D barcode on the front of the winning ticket by tearing barcode.
8. Staple the defaced ticket, terminal receipt, and the register receipt together and place in the cash drawer.

How To Confirm Receipt of Scratch-Off Instant Tickets

Confirm tickets as soon as they are delivered by UPS.

1. Verify contents of package against the Ticket Delivery Form.
   - If anything is missing or incorrect, call the Hoosier Lottery Customer Service Hotline at 800-955-6886, to report the discrepancy before proceeding.
2. On the Altura terminal, touch Scratch Functions and then select Order Confirmation.
3. Scan the barcode on the delivery packing slip, then touch Send.
4. A confirmation receipt will print automatically.
5. Store tickets in Accounting Office safe or the bottom of the Lottery Ticket Vending Machine until ready to be activated and placed for sale in the acrylic case or Lottery Ticket Vending Machine.

Activating And Replenishing Scratch-Off Instant Tickets

Altura Terminal

1. On the Altura terminal, touch Scratch Functions and then select Activate Pack.
2. Scan the pack barcode or manually enter the game/pack number and touch Send.
3. An activation receipt will print automatically. Touch OK to return to the Home screen.
4. Load tickets into the acrylic case.

Lottery Ticket Vending Machine

1. Select Scratch Functions from the Manager Display. Select Activate and scan the long barcode on the bottom of the pack. An activation receipt will print automatically.
2. Follow the ticket loading procedure located on the instruction sheet inside the Lottery Ticket Vending Machine.

Stolen Scratch-Off Instant Ticket Procedure

Follow the steps below for stolen lottery tickets:

1. Immediately report stolen ticket packs to your local law enforcement.
2. After calling local law enforcement, immediately report all stolen ticket packs to the Hoosier Lottery Customer Service Hotline at 800-955-6886. Provide the Game, Pack and Ticket number range that was stolen *(example: 1200-1234567-00 through 1200-1234567-10).*

Lottery Pick List

The Lottery Picklist on the POS register should be utilized for all over the counter lottery transactions. Lottery transactions are only allowed at the register where the lottery terminal is located.

Accessing the Lottery Picklist

1. Touch the Item Lookup tab on your home screen.
2. Touch the Picklist button.
3. Touch the Lottery Tab at the bottom right of the Picklist Screen.
4. The Lottery Picklist will appear with buttons to use for selling draw games, redeeming winning tickets and for processing free tickets, coupons/vouchers, and refunds.

Note: Stores that do not have a touch screen register where the lottery terminal is located, use of the Barcode Scan Sheet (located under Quick Links) will be required to manually scan the barcodes for sales, redemptions, free tickets, coupons/vouchers, and refunds. Only stores without a touch screen register are approved to use this method.

Lottery Pick List: Draw Games

After producing the draw game ticket on the lottery terminal, ring up the sales amount on the register for each ticket.

1. Touch the button with the appropriate draw game name from the Picklist.
2. Enter the draw game ticket amount using the register keypad and then press <Enter>.
3. Repeat process for each draw game ticket the customer is purchasing.
4. After all draw game ticket amounts have been entered, press the red <Enter Item> button to return to the Main Screen.

Draw Games Available

1. Cash Five
2. Cash Pop
3. Daily 3
4. Daily 4
5. EZ Match
6. FastPlay
7. Lotto Plus
8. Mega Millions
9. Millionaire for Life
10. Powerball
11. Powerball Xs & Os
12. Quick Draw

Lottery Pick List: Winning Ticket Redemption

After validating the winning ticket on the lottery terminal, ring up the lottery terminal receipt amount on the register.

1. Touch the Winning Ticket Redemption button.
2. Enter the winning ticket amount from the lottery terminal receipt and then press <Enter>.
3. Press the red <Enter Item> button to return to Main Screen.

Lottery Pick List: Free Ticket | Coupon/Voucher | Refund

After validating the free ticket, coupon/voucher, or refund on the lottery terminal, ring up the lottery terminal receipt amount on the register.

1. Touch the Free Ticket | Coupon/Voucher | Refund button.
2. Enter the free ticket, coupon/voucher, or refund amount from the lottery terminal receipt and then press <Enter>.
3. Press the red <Enter Item> button to return to Main Screen.

Note: All scratch-off instant ticket sales are final and cannot be refunded. Only select draw game tickets can be canceled and refunded.

Indiana Lottery

1 Shift Report

1. Ensure the vending machine printer has paper.
2. Generate a Shift Report from inside the vending machine and print.
3. Clear the Shift Report.
4. Shift Report must be printed and cleared between 10:00 p.m. and midnight.

2 Pull Cash

1. Pull the cash from the Lottery vending machine and place it in the Lottery cash bag with the Shift Report.
2. Take the Lottery vending machine cash bag to the Cash Recycler.

3 Deposit Cash

1. Log into the Cash Recycler.
2. Scroll through the pages by selecting the More button.
3. Select the Lottery Pickup button.
4. Select the Manual Entry button.
5. Enter the numeric code 5688379.
6. Deposit the cash and follow the screen instruction. Once completed, select the Done button.
7. Obtain the receipt from the Cash Recycler.
8. Take the receipt and the Shift Report to Register 92.

4 Point of Sale *(End of Day Wizard)*

1. A salaried or hourly manager must log in to the POS register 92 and complete the End of Day Wizard.
2. Select the Miscellaneous tab.
3. Select the Lottery Shift Report button.
4. Enter the total number of lottery vending machines located in your store.
5. Enter the specific total dollar amount from the Shift Report for each register prompt.
    - The Lottery item information will match the language on your state's Shift Report *(some words may be abbreviated)*.
6. Select Yes to confirm total dollar amount entered into the register matches the Shift Report, select No to re-enter the amount.
7. Select Total to total the transaction.
8. Verify the Cash Recycler receipt total matches the total on the register.
9. Select the Cash button and enter the tender amount.
10. Staple the Cash Recycler receipt, Shift Report and register receipt together and place in register drawer.

Indiana Lottery

Lottery Vending Machine Daily Process

Salaried and/or Hourly Managers *(Frontend Coach / Frontend Lead)* must account for all Draw Game tickets *(Online)* and Scratch-Off Instant tickets sold and redeemed at the Lottery Vending Machine by following the process outlined below. **Reconciliation must occur by 3:00 P.M.**

Print/Obtain Reports

Print/obtain reports to reconcile the Lottery Vending Machine

1. Print the Lottery Management Review Report to reconcile lottery accounts. Report Path: Work > Operations > Better Way > Supercenters/Division 1 or Neighborhood Markets > Front End > Lottery & Kiosks > Indiana > Quick Links > Lottery Management Review Report
2. Obtain the previous day Lottery Shift Report from every vending machine located in the store.
3. Obtain the previous day Lottery Shift Report from every vending machine located in the Fuel Station and Liquor Box *(if applicable)*.

Lottery Vending Machine Reconciliation

Follow the complete process below to reconcile the Lottery Vending Machine

1. Combined totals added together from all Shift Reports will be used to reconcile lottery sales and redemptions.
2. The totals on the Shift Reports should match the total for each account on the Lottery Management Review Report.
3. For report discrepancies, contact the Asset Protection Manager.
4. Retain the Shift Reports and Lottery Management Review Report for 2 years per policy PR-03.

1 Account 9965

1. The total for **Scratchers** on the Shift Reports should match the total for account **9965** on the Lottery Management Review Report.

LOTTERY SHIFT REPORT

SCRATCHERS	25	$150.00

ACCT	DESCRIPTION	DAILY	WTD	MTD	DATE ENDING
9965	Lottery vend sales instant	$150.00	$150.00	$150.00	02/08/2021
9966	Lottery vend sales online	$32.00	$32.00	$32.00	02/08/2021
9967	Lottery vend redempt	-$25.00	-$25.00	-$25.00	02/08/2021
9969	Lottery vend issue vouch	$2.00	$2.00	$2.00	02/08/2021

2 Account 9966

1. The total for **Draw Game** on the Shift Reports should match the total for account **9966** on the Lottery Management Review Report.

LOTTERY SHIFT REPORT

DRAW GAME	19	$32.00

ACCT	DESCRIPTION	DAILY	WTD	MTD	DATE ENDING
9965	Lottery vend sales instant	$150.00	$150.00	$150.00	02/08/2021
9966	Lottery vend sales online	$32.00	$32.00	$32.00	02/08/2021
9967	Lottery vend redempt	-$25.00	-$25.00	-$25.00	02/08/2021
9969	Lottery vend issue vouch	$2.00	$2.00	$2.00	02/08/2021

3 Account 9967

1. The total for **DRW-RICASH** and **SCR-RICASH** on the Shift Reports should match the total for account **9967** on the Lottery Management Review Report.

LOTTERY SHIFT REPORT

DRW-RICASH	1	$5.00
SCR-RICASH	1	$20.00

ACCT	DESCRIPTION	DAILY	WTD	MTD	DATE ENDING
9965	Lottery vend sales instant	$150.00	$150.00	$150.00	02/08/2021
9966	Lottery vend sales online	$32.00	$32.00	$32.00	02/08/2021
9967	Lottery vend redempt	-$25.00	-$25.00	-$25.00	02/08/2021
9969	Lottery vend issue vouch	$2.00	$2.00	$2.00	02/08/2021

4 Account 9969

1. The total for **Refund/Clear Total** on the Shift Reports should match the total for account **9969** on the Lottery Management Review Report.

LOTTERY SHIFT REPORT

Refund/Clear Total	$2.00

ACCT	DESCRIPTION	DAILY	WTD	MTD	DATE ENDING
9965	Lottery vend sales instant	$150.00	$150.00	$150.00	02/08/2021
9966	Lottery vend sales online	$32.00	$32.00	$32.00	02/08/2021
9967	Lottery vend redempt	-$25.00	-$25.00	-$25.00	02/08/2021
9969	Lottery vend issue vouch	$2.00	$2.00	$2.00	02/08/2021

Indiana Lottery

Lottery Terminal Daily Process

Salaried and/or Hourly Managers *(Frontend Coach / Frontend Lead)* must account for all Draw Game tickets *(Online)* sold as well as all Draw Game tickets *(Online)* and Scratch-Off Instant tickets that are redeemed over the counter at the register by following the process outlined below. **Reconciliation must occur by 3:00 P.M.**

Print Reports

Print reports to reconcile the Lottery Terminal

1. Print the Lottery Management Review Report to reconcile lottery accounts. Report Path: Work > Operations > Better Way > Supercenters/Division 1 or Neighborhood Markets > Front End > Lottery & Kiosks > Indiana > Quick Links > Lottery Management Review Report
2. Print the previous day Daily Combined Sales Report from every terminal located in the In-Lane Registers.
3. Print the previous day Daily Combined Sales Report from every terminal located at the Customer Service Desk.
4. Print the previous day Daily Combined Sales Report from every terminal located in the Fuel Station and Liquor Box *(if applicable)*.

Register Sales Reconciliation (Over the Counter)

Follow the complete process below to reconcile the Lottery Terminal

1. Combined totals added together from all terminal reports will be used to reconcile lottery sales and redemptions.
2. The totals from all terminal reports should match the total for each account on the Lottery Management Review Report.
3. For report discrepancies, contact the Asset Protection Manager.
4. Retain the Daily Combined Sales Reports and Lottery Management Review Report for 2 years per policy PR-03.

1 Account 9961

1. The total for **Scratch-Off Instant Sales** at the register will be reflected in account **9961** on the Lottery Management Review Report.

ACCT	DESCRIPTION	DAILY	WTD	MTD	DATE ENDING
9961	Lottery reg sales instant	$562.00	$562.00	$562.00	02/08/2021
9962	Lottery reg sales online	$1,389.00	$1,389.00	$1,389.00	02/08/2021
9963	Lottery reg sales redempt	-$985.00	-$985.00	-$985.00	02/08/2021
9964	Lottery reg sales redempt vouch	-$5.00	-$5.00	-$5.00	02/08/2021

2 Account 9962

1. The total for **Gross Sales** *(Draw Game Sales)* on the Daily Combined Sales Reports should match the total for account **9962** on the Lottery Management Review Report.

DRAW GAME SALES		
GROSS SALES	862	$1,389.00

ACCT	DESCRIPTION	DAILY	WTD	MTD	DATE ENDING
9961	Lottery reg sales instant	$562.00	$562.00	$562.00	02/08/2021
9962	Lottery reg sales online	$1,389.00	$1,389.00	$1,389.00	02/08/2021
9963	Lottery reg sales redempt	-$985.00	-$985.00	-$985.00	02/08/2021
9964	Lottery reg sales redempt vouch	-$5.00	-$5.00	-$5.00	02/08/2021

3 Account 9963

1. The total for **Cashes** *(Draw Game Sales & Scratch Sales)* on the Daily Combined Sales Reports should match the total for account **9963** on the Lottery Management Review Report.

DRAW GAME SALES		
CASHES	3	$850.00-
SCRATCH SALES		
CASHES	10	$135.00-

ACCT	DESCRIPTION	DAILY	WTD	MTD	DATE ENDING
9961	Lottery reg sales instant	$562.00	$562.00	$562.00	02/08/2021
9962	Lottery reg sales online	$1,389.00	$1,389.00	$1,389.00	02/08/2021
9963	Lottery reg sales redempt	-$985.00	-$985.00	-$985.00	02/08/2021
9964	Lottery reg sales redempt vouch	-$5.00	-$5.00	-$5.00	02/08/2021

4 Account 9964

1. The total for **Discounts, Free Tkts Issued, Free Przs Issued** *(Draw Game Sales)* and **Promo Credit** *(Scratch Sales)* on the Daily Combined Sales Reports should match the total for account **9964** on the Lottery Management Review Report.

DRAW GAME SALES		
DISCOUNTS	0	$0.00
FREE TKTS ISSUED	1	$5.00-
FREE PRZS ISSUED	0	$0.00
SCRATCH SALES		
PROMO CREDIT	0	$0.00

ACCT	DESCRIPTION	DAILY	WTD	MTD	DATE ENDING
9961	Lottery reg sales instant	$562.00	$562.00	$562.00	02/08/2021
9962	Lottery reg sales online	$1,389.00	$1,389.00	$1,389.00	02/08/2021
9963	Lottery reg sales redempt	-$985.00	-$985.00	-$985.00	02/08/2021
9964	Lottery reg sales redempt vouch	-$5.00	-$5.00	-$5.00	02/08/2021

Sign On / Sign Off

Sign On

- Touch Sign On.
- Enter your 6-digit Retailer ID and 4-digit password and then touch Send.

Sign Off

- Touch Sign Off.
- When the confirmation screen appears touch Yes.

Playslips and Tickets

Playslips and Draw Game Tickets

- Insert completed playslips, draw game tickets or coupons, one at a time, vertically or horizontally into the reader with the numbers facing the front.
- If it is not filled out correctly, an error message will appear allowing you to correct or discard the transaction and let the customer correct their playslip.

Reprints

Reprints allow you to print a receipt for the Last Transaction, Last Play, Last Draw Game Validation, Last Cancellation, or Last Scratch Ticket Validation. As it is a receipt and NOT a ticket, all reprints are branded “REPRINT” and “NOT FOR SALE”.

- Touch Reprints.
- Select the desired option, the reprint prints automatically. Fast Play tickets will not reprint.

Manual Ticket Validation

Draw Game Tickets

- Touch Draw Game Validation and enter the ticket number using the numeric touchpad.
- Deface the barcode after ticket validation.

Scratch-Off Instant Tickets

- Touch Scratch Functions and then select Validate Ticket.
- Enter the ticket number on the back of the ticket under the barcode.
- Enter the digits found under the latex in the play area on the front of the ticket using the Numeric Touchpad and then touch Send.
- Deface the 2D barcode after ticket validation.

Cancel

Only Daily 3, Daily 4, Cash 5 and Quick Draw tickets can be canceled. Cancellation must be done within 60 minutes of printing the ticket.

- Touch Cancel.
- Scan the barcode, insert the ticket into the Reader, or manually enter the serial number using the numeric touchpad.
- A Cancellation Confirmation screen displays the refund amount and a cancellation receipt prints automatically.
- Touch OK to return to the Home screen.

Reports

Draw Game Reports

(Available Reports: Draw Game Summary Report, Draw Game Sales Report, Draw Game Validation Report, Settlement Reports, Draw Game Commission Report, Draw Game Sales Associate Report, Winner Information, Winning Numbers, Current Jackpot, Weekly Adjustment Report, Weekly Settlement Report, and Daily Combined Sales Report)

- Touch Reports and then select the desired reports you wish to view or print.
- Select and/or enter requested information as prompted. The report displays. Use Up and Down Arrows to scroll through text.
- Touch Print to print the report. Touch Home to return to the Home screen.

Scratch Game Reports

(Available Financial and Inventory Reports: Scratch Ticket Sales, Sales Associate Sales, Cashing Summary, Pack Commission, and Commission Invoice, Summary Inventory, Detailed Inventory, Summary Billing, Pack Status, Pack Settlement Current Week, Pack Settlement Last Week, Current Week Returns, and Previous Week Returns)

- Touch Scratch Functions from the Home Screen and then select the desired reports you wish to view or print.
- Touch Print to print the report or Home to return to the Home Screen.