

Hoosier Lottery – Holiday Checklist

Steps to Maximize Sales:

- Check for and fill out of stocks at each shift change
- Pull inventory reports every morning in vending machines to check for low inventory.
- Tape packs of Scratch-off tickets to eliminate out-of-stock
- Check instant ticket inventory every Monday and Thursday. Call 1-800-955-6886 to order the inventory needed
- Please note the holiday shipping schedule below and order accordingly.
- Remind clerks to up-sell Draw and Fast Play games in addition to the Holiday Scratch-off tickets.

Do I have a Scratch-off Order on the Way?

Check if Scratch-offs are on order by following the steps outlined below on the terminal.

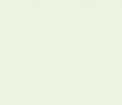
Here are a few abbreviations that may be helpful to determine your inventory levels:

- **ISS (issued)** - The pack is en route to your location or has been delivered but needs to be confirmed on the terminal.
- **CON (confirmed)** - The pack has been confirmed. Ticket(s) should be in your back stock.
- **ACT (activated)** - The pack is active and out for sale.
 - May also mean the pack is sold-out but not yet settled.

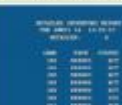
- 1.) Select **Scratch Functions** in the lower left corner



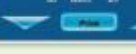
- 2.) Select **Inventory Reports** in the lower right corner



- 3.) Select **Detailed Inventory** in the upper right corner



- **Detailed Inventory Report**



- **Printed Detailed Inventory Report (includes pack numbers)**



This report will show Scratch-off packs in ISS (issued), CON (confirmed), or ACT (activated) status.

If you do not see Scratch-off(s) that are needed, please call 1-800-955-6886, option 3 then option 2 to place a ticket order to keep inventory from running low.

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The busy holiday season is upon us, bringing more gift-giving customers into your store and an opportunity to increase Sales and your earned commission.

To ensure retailers have enough Scratch-off inventory to cover the anticipated holiday demand, we include extra packs of new games as part of game launch allocation as well as best sellers through your replenishments. This means there will be more holiday game inventory in your stores to meet the needs of your customers, drive sales and manage out of stocks.

During this season, the Instant Ticket Specialist (ITS) department will maintain replenishment orders and work to ensure that orders are created and available at retail, you may experience an increase in deliveries as they work ahead to cover holidays and days we will not deliver.



The Hoosier Lottery and/or UPS will be closed on the following days. These closures will affect ITS availability and UPS delivery.

Thanksgiving	Day after Thanksgiving	Christmas	Day after Christmas	New Year's Day
Thursday, November 27	Friday, November 28	Thursday, December 25	Friday, December 26	Thursday, January 1
CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
CLOSED	OPEN	CLOSED	OPEN	CLOSED

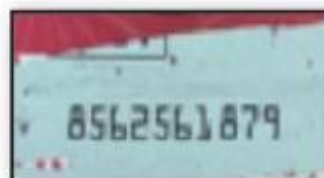
If you find inventory running low due to high sales, check your terminal reports to see if an order is en route. If needed call the ITS department, they are available Monday through Friday 7:30AM to 5:00PM ET at (800) 955-6886. The ordering system is based on validations, often during the holiday season Scratch-offs are used for gift-giving and the validations do not occur until after the holiday. Please call ITS for large runs from individual packs or full packs to ensure you have the needed inventory for holiday sales.

Hoosier Lottery – Time Saving Tips

How to Validate Tickets with Non-Readable Barcodes:

Scratch-offs:

1. Select “Scratch Functions” on the terminal.
2. Select “Validate Ticket”.
3. Enter the numbers on the back of the ticket above the long barcode, and then enter the numbers on the front-side of the ticket, close to the bottom, under the latex, next to the SCRATCH TO CASH barcode.
4. After this consecutive string of numbers has been entered, the “Send” button will appear for you to push and then validate the ticket.



Draw Game Tickets:

1. Select “Draw Game Validation” on the terminal.
2. Enter the numbers below the barcode on the front of the ticket.
3. After the numbers have been entered, the “Send” button will appear for you to push and then validate the ticket.

Hoosier Lottery – Time Saving Tips

When You Sell a Full Book of Tickets:

Notify LSR or the Lottery ITS department when a full pack of tickets is sold. **Why?** This way the Lottery can order the packs to replace what was sold.

Reminder, be sure to activate packs before selling! **Why?** Non-active packs means no validations, leading to frustration for non-regular players and the risk of losing a potential new player.

Customer Service Numbers			
Hotline	1-800-955-6886	Accounting	Option 3 - Option 5
Ticket Orders	Option 3 - Option 2	Licensing	Option 3 - Option 4
Terminal Problems or Tech Support	Option 3 - Option 1 - Option 1	Security	Option 3 - Option 7
Gemini, ITVM, GT20, GT28	Option 3 - Option 2 - Option 2	Regional Offices	Option 3 - Option 3
Paper Stock	Option 3 - Option 1 - Option 2	Draw Game Validations	Option 3 - Option 6

Between 8:00 a.m. and 12:00 a.m. (midnight), seven days a week.
Questions and Suggestions: info@HoosierLottery.com • Visit HoosierLottery.com for more information.

Hoosier Lottery – Time Saving Tips

How to Apply for Credit on Jammed Draw Game Tickets:

1. On the terminal, select “Reprints”, which will reprint the most recent terminal transaction.
 - a. DO NOT give this transaction reprint to the player.
2. Select “Special Functions”, and then select “Last 50 Transactions”.
3. Print this report, staple it to the transaction reprint, and then give both reports to your LSR the next time they are in.
4. The LSR will submit the transaction reprint and Last 50 Transactions to the Hoosier Lottery Accounting Department for review and future credit.

Time Saving Terminal Tips:

- **Game Hop:** Push the round game icons at the bottom of the terminal screen to hop between games once you're on a game screen. No need to go back to the main menu!
- **Play It Again:** Do you have players who want to make the same wager on the same game for the next drawing?
 - o Save time by pushing the “Play It Again” button, and then scan the Draw Game ticket they want to replicate for the next drawing.
 - o A new Draw Game ticket, using the same numbers and wager amount for the next drawing, will print.

Hoosier Lottery – Time Saving Tips

Terminal Instruction for Scanning Coupons:



Terminal instructions for redeeming coupons are different for **Scratch-off** and **Draw game** tickets.

When redeeming a coupon for a free **Scratch-off**, simply scan the barcode on the coupon and a Prize Payment receipt will print from the terminal. If you are unable to scan the barcode provided on the coupon, enter it manually by following the directions printed on the coupon.

Terminal Instructions:

1. Scan the barcode OR to manually enter the coupon, select [Scratch Functions], then select [Validate Ticket]. Enter the number printed above the barcode, then the number printed below the barcode and select [Send].
2. The terminal will automatically print a Prize Payment receipt valid for \$1 and issue a \$1 Scratch-off coin.
3. Present the customer with their free \$1 value of Scratch-off of their choice.
4. **Maintain or destroy coupon and Prize Payment receipt according to your store policy.**

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Must be 18 or older to play. Please play responsibly.
Problem Gambling Helpline: 1-800-954-6448.

When redeeming a coupon for a free **Draw game** ticket, first press the "Promo/Coupon" button on the terminal before scanning or entering the barcode manually on the coupon and the free ticket will print. If you are unable to scan the barcode provided on the coupon, manually enter the code by following the directions printed on the coupon.

Terminal Instructions:

1. Press [Promo/Coupon].
2. Scan the barcode OR manually enter the numbers printed below the barcode.
3. The terminal will automatically print the customer's \$4 Powerball® ticket and issue an immediate \$4 credit.
4. Coupon will be voided after use.
5. **Maintain or destroy coupon and Prize Payment receipt according to your store policy.**



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Customer Service Numbers

Hotline	1-800-955-6886
Ticket Orders	Option 3 - Option 2
Terminal Problems or Tech Support	Option 3 - Option 1 - Option 1
Gemini, ITVM, GT20, GT28	Option 3 - Option 2 - Option 2
Paper Stock	Option 3 - Option 1 - Option 2

Accounting	Option 3 - Option 5
Licensing	Option 3 - Option 4
Security	Option 3 - Option 7
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Draw Game Validations	Option 3 - Option 6

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