

Retailer Operations Manual

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The New Zealand Lotteries Commission

Our Purpose

To provide safe gaming that allows New Zealanders to play and win and contribute money back to New Zealand communities.

Our Goal

Our primary goal is to generate higher earnings so that we are able to maximise our contribution back to New Zealand communities while endeavouring to minimise problem gambling and under-age gambling.

Lotto NZ's Office

Telephone: (09) 356-3800

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Remuera

Auckland 1050

PO Box 8929

Symonds Street

Auckland 1150

Customers who wish to contact Lotto NZ should telephone or write to the address above, or email info@lottonz.co.nz

Retailer Help Desk

Telephone: 0800 502 502

The Retailer Helpdesk is for retailers and their lotteries salespeople only.

Message from the Chief Operating Officer

Our retail network is central to the success of our business. More than one million customers buy our products every week, and we need a group of retailers, supported by Lotto NZ staff, who have the ability to ensure these transactions go smoothly and that customers are satisfied.

We need to work with you, our retailers, to provide this consistent service if we are to meet our respective financial targets, as well as making hundreds of thousands of Kiwis happy winners.

The Retailer Operations Manual is an invaluable aid in achieving this goal. It outlines current operating procedures and is your "one-stop" guide to everything you need to know to successfully operate your Lotto NZ outlet.

We will ensure that you have all the information you need to provide customers with great service, keep your staff up to date with new developments, and run a successful Lotto operation.

When necessary, we will provide you with revised information to put in this manual and it will be important that you keep it updated.

Thanks for making the decision to be part of Lotto NZ retail network. We will work with you to make your agency a success.



Chris Lyman
Chief Operating Officer

How to Use this Manual

The chapters in this manual deal with general information applicable to all Lotto NZ games. There are two ways to find information in this manual:

- There is a detailed list of each chapter's contents at the start of that chapter.
- There is an index to the manual in Chapter 12.

For easier reference, the chapters are separated by tabbed dividers - and each tab clearly shows the chapter's title.

A list of all the chapters is on the main contents page on the next page.

The Purpose of this Manual

This **Retailer Operations Manual** forms part of your Agreement with Lotto NZ and together this manual and your Agreement outline your rights and obligations in operating your Lotto NZ outlet. Lotto NZ may from time to time set policies and procedures on matters not addressed in this manual.

This **Retailer Operations Manual** describes key procedures for operating your Lotto NZ outlet. It also includes, for your reference, the rules governing each of our games; Lotto, Lotto Powerball, Lotto Strike, Instant Kiwi, Keno, Bullseye and Play 3.

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The game rules for Lotto, Lotto Powerball, Lotto Strike, Instant Kiwi, Keno, Bullseye and Play 3 should be in place at the back of this manual. The rules for any games Lotto NZ may offer in the future will be forwarded to you for inclusion in this manual. If you require a copy of any of the game rules, please contact a Retail Support Coordinator at Lotto NZ's office.

1.1 - Retail Standards

Lotteries is a **dynamic business** - a fast-moving retail service. Lotto NZ's business operation is highly successful and offers significant advantages to you, the retailer.

Lotto NZ provides you with ongoing support and training, continued product development, and known and proven systems within which you can work. As a consequence, Lotto NZ has a network of experienced retailers and a consistent, top-quality approach to sales and service on a national scale.

Retailer Agreement and Master Agency Agreement

Lotto NZ has an agreement with each of its retailers and each new retailer, whether buying an existing Lotto NZ outlet or opening a new outlet, must enter into an agreement with Lotto NZ.

There are two main agreements:

- a Retailer Agreement for individual retailers joining the retail network; and
- a Master Agency Agreement for corporate multi-site retailers (to qualify for a Master Agency Agreement, a company must have at least 10 corporate-branded sites that are solely owned and operated by that company).

Retailers who joined the Lotto NZ network before 2004 entered into Franchise Agreements which remain in effect.

Retailer Agreements are for a renewable term of 5 years. A Retailer's performance is regularly reviewed throughout the term of an agreement with the aim of growing the lottery business. A Retailer's performance is taken into account when the renewal of a Retailer Agreement is determined by Lotto NZ.

If you require further information about Lotto NZ agreements, please contact a Retail Development Manager.

The Retail Standards

When you accept a Lotto NZ agency, you accept Lotto NZ's retail standards.

Lotto NZ's retail standards are:

- **Conformity** - to all the retail standards
- **Consistency** - in using all the standards, all the time
- **Commitment** - to excellence in everything we do.

Lotto NZ's retail network is a success because of commitment to excellence - by both Lotto NZ and its retailers.

It will continue to succeed if retailers keep to the standards of excellence in presentation and customer service that customers have come to expect.

Lotto NZ expects its retailers to:

- display integrity in all their dealings
- comply with all consumer law that applies to their outlet and our products
- follow the correct operating procedures at all times
- present the product images as effectively as possible in the outlet
- create impact inside and outside the outlet, to keep the product profiles firmly in the customer's eye
- have a modern and colourful exterior image identified with Lotto NZ products, to attract customers into the outlet
- offer full trading hours
- ensure a secure environment
- treat each customer as a valued individual
- select salespeople with the right attitude and approach to promoting excellent customer relations
- make sure that all salespeople are fully trained to answer all customer enquiries
- not gamble excessively on Lotto NZ products
- not allow staff to gamble excessively on Lotto NZ products.

All new retailers have to meet Lotto NZ's retail standards before operating a retail sales outlet. This will be done as part of implementing the Design Plan for their outlet.

Retailers who have a Franchise Agreement will continue to implement their Franchise Management Plan as long as they remain the operator of the outlet. Likewise, retailers who have a Retailer Agreement or Master Agency Agreement will continue to implement their Design Plan as long as they remain the agency holder for the outlet. Each individual plan identifies what is required in that outlet and the focus of the plan overall is on making sure that every retailer is delivering the highest standards of service and presentation.

Standards Mean Success

Lotto NZ retail standards are:

- **Conformity** to all the retail standards.
- **Consistency** in using all the standards, all the time.
- **Commitment** to excellence in everything we do.

Lotto NZ's experience shows that a customer's initial perception of your outlet will affect sales. Factors that affect their perception include how they're treated by you or your salespeople during their transaction, and how satisfied they are with the games and service that you provide.

Your success will also depend on how well the other retailers in the network perform. If standards slip in any of the outlets, it could badly affect the image of the whole network.

This manual sets out the minimum standards that retailers must follow as retailers. Failure to meet these standards could see a retailer's agency reviewed or terminated. These matters are fully covered in Chapter 10: Terminating Your Agreement.

Lotto NZ regularly reviews all its outlets as part of a strategic assessment of its retail network. This review allows Lotto NZ to make sound decisions on the placement of new outlets and the continuation of existing ones, with the aim of improving the standards of the entire retailer network. As a result, new outlets may be established and existing outlets may have to be relocated, upgraded or terminated.

Lotto NZ's commitment to regularly reviewing its outlets reflects the ever-changing nature of retailing and is all part of Lotto NZ's commitment to the highest possible standards of presentation and customer service. In fact, all retailers should be able to surpass the retail standards.

They can do this with the help of Lotto NZ training programmes, with the advice and support of their Lotto NZ representative, by utilising the Retailer Operations Manual, and with the immediate back-up of the Helpdesk.

Training Standards

As part of its commitment to quality and the highest standards of customer service, Lotto NZ runs regular training programmes for retailers and their salespeople. Anyone taking part in these training programmes must be 15 years of age or over.

Training programmes are just the starting point in establishing sales and service standards and models. Lotto NZ expects its retailers to make sure that the training programmes' standards are maintained in their outlets.

Lotto NZ is committed to on-going skills development in the lotteries business, so it is always reviewing and updating its training programmes, to ensure that these are meeting retailers' needs and our customers' expectations.

Two of Lotto NZ's training programmes are **compulsory** - the **Retail Management Programme** and the **TOPS** (Terminal Operations, Products and Service) **programme**.

Retail Management Programme

This is a foundation programme for all new retailers or outlet managers. **All** new retailers **must** complete this course before their Lotto NZ outlet can start operating.

TOPS programme

All lotteries salespeople must complete this training programme before serving the public. It covers:

T - terminal

O - operations

P - products

S - service.

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You and your salespeople are encouraged to take part in as many training programmes as possible. More training and better skills mean your outlet can be more profitable.

Your salespeople will be allocated a place on TOPS on a specific date. You will not be charged for this course unless the participant fails to attend without giving a minimum of 3 days' notice. In such a case you will be charged a cancellation fee of \$50.

Other training

You and your salespeople are encouraged to take part in as many programmes as possible. More training and better skills can help your outlet become more profitable. Your Lotto NZ representative will be able to tell you more about what programmes are currently available.

More information

Lotto NZ provides a variety of information resources to keep you and your salespeople on top of the game. These resources include:

- your Territory Representative's weekly newsletter
- Newsflash: Lotto NZ's monthly newsletter to retailers
- the Retailer Operations Manual
- Helpdesk (0800 502 502)
- Lotto NZ website - mylotto.co.nz
- product information and related materials
- retailer get-togethers and associated training material.

Selling Hours - Lotto NZ Requirements

Your Lotto NZ outlet must be open the hours as agreed in your **Franchise Management Plan** or **Design Plan**. Unless agreed otherwise, if your core business is open and Lotto NZ's central computer is operating, then your lottery outlet must be open. Any change to the selling hours set out in your Franchise Management Plan or Design Plan must be approved by Lotto NZ in writing.

The minimum compulsory selling hours for all Lotto NZ outlets are Monday, Tuesday, Thursday, Friday 9.00 am to 5.00 pm; Wednesday 9.00 am to 6.30 pm; and Saturday 9.00 am to 7.00 pm.

When you wish to take time away from your Lotto NZ outlet you will need to advise Lotto NZ of the period you will be away and arrange for trained personnel to operate the outlet on your behalf.

Remember: being "open for selling" means paying prizes as well as selling tickets. You cannot refuse to validate tickets, pay out prizes or process a prize claim at any time while your Lotto NZ outlet is open.

The central computer's operating hours

Your Lotto NZ outlet can be open for selling Lotto NZ products and paying prizes as long as the central computer is operating.

The central computer is closed for retail sales on Christmas Day and Good Friday. Otherwise, its standard hours of operation are:

- **Monday to Saturday** - between the hours of 6.30 am and 11.00 pm
- **Sunday** - between the hours of 6.30 am and 9.00 pm

You must not sell any of Lotto NZ products outside of these hours.

Remember: on special occasions - such as holidays - the central computer's hours of operation may be extended. Lotto NZ will advise you of any such extension.

As a general rule, Lotto NZ outlets must be open on all statutory holidays - except for Christmas Day and Good Friday. However, the law may require you to be closed on Easter Sunday, and before 1.00 pm on ANZAC Day.

National Statutory holidays and Provincial anniversary days

Lotto NZ's position on opening hours for statutory holidays is as follows:

- If statutory holidays (except Christmas Day) fall on either a Wednesday or a Saturday, then your lottery outlet must be open, unless it is simply impossible for an outlet to open.
- If your core business is open on a statutory holiday, your lottery outlet must also be open.

Special hours for Easter Sunday, New Year's Day, and ANZAC Day

The central computer operates on **Easter Sunday** during the standard hours of operation for a Sunday. It also operates on **New Year's Day** and on **ANZAC Day** during its standard hours of operation for that day - for instance if New Year's Day or ANZAC Day falls on a Monday, then the computer operates from 6.30 am to 11.00 pm on that day.

However, the law requires that many shops be closed on Easter Sunday or before 1.00 pm on ANZAC Day. The Shop Trading Hours Repeal Act 1990 (as amended by the Shop Trading Hours Repeal Amendment Act 2001) has a list of types of shops that can trade on Easter Sunday or before 1.00 pm on ANZAC Day. The New Zealand Retailers Association could advise you whether or not you are one of these shops.

Also, **some areas of the country** qualify for a dispensation from the law that prohibits sales before 1.00 pm on ANZAC Day. Contact your Lotto NZ representative if you want to find out whether or not your outlet might receive a dispensation. If you don't qualify for a dispensation or are not on the list of shops that can trade before 1.00 pm, then you must remain closed until 1.00 pm.

Special rules for selling tickets for Lotto NZ online games

For **Lotto**, **Lotto Powerball**, and **Lotto Strike** tickets, there are special rules for what you can sell and when you can sell on a **Wednesday and Saturday**:

- Tickets for the current draw can be sold only up to 7.30 pm.
- No tickets can be sold between 7.30 pm and 7.31 pm.
- After 7.31 pm, all tickets sold (other than EarlyBird) will be for the next draw.

These rules also apply to any day that is the "close-off" day for a special draw.

There are also special rules for selling **Keno** tickets. Tickets for any of the four daily draw times (10.00 am, 1.00 pm, 3.00 pm and 6.00 pm) can be sold right up until the scheduled draw time. No tickets can be sold between:

- 10.00 am and 10.01 am
- 1.00 pm and 1.01 pm
- 3.00 pm and 3.01 pm
- 6.00 pm and 6.01 pm

After these times, all tickets sold (other than EarlyBird) will be for the next available draw time.

For **Bullseye** tickets, there are special rules for what you can sell and when you can sell every day:

- Tickets for that day's draw can be sold only up to 6.00 pm
- No tickets can be sold between 6.00 pm and 6.02 pm
- After 6.02 pm, all tickets sold (other than EarlyBird) will be for the next day's draw.

For **Play 3**, there are special rules for what you can sell and when you can sell every day:

- Tickets for that day's draw can be sold only up to 6.00 pm
- No tickets can be sold between 6.00 pm and 6.03 pm
- After 6.03 pm, all tickets sold (other than EarlyBird) will be for the next day's draw.

Lotto NZ's Commitment to Responsible Play

Lotto NZ has been operating lotteries responsibly and with integrity since 1987. Lotto NZ is committed to providing a safe, secure and friendly gaming environment that encourages responsible play.

Lotteries are considered similar to most other consumer goods, and almost all people buy their lottery tickets for entertainment and recreational purposes. However, we know that a small number of people may experience gambling harm while playing our games.

Lotto NZ has developed a **Responsible Gaming Programme** to ensure that the credibility and integrity of our operations, games and retail network are maintained. It supports the New Zealand Government's commitment to generating funding for community purposes, while ensuring that the risks of problem and underage gambling are minimised.

Lotto NZ and its retail network are committed to conducting all aspects of our lottery business in a professional and socially responsible manner.

All efforts are made to provide a safe, friendly environment that encourages responsible play and that meets all legislative and regulatory requirements.

Your own obligations

As noted in section 1.2, as a Lotto Retailer you have an obligation not to gamble excessively and to ensure that your staff do not gamble excessively on Lotto NZ's products.

Our statutory responsibility

The activities of Lotto NZ are specifically authorised and controlled through the Gambling Act 2003.

This legislative framework gives Lotto NZ four main statutory functions:

- to **promote, organise** and **conduct** New Zealand lotteries (currently Lotto, Lotto Powerball, Lotto Strike, Instant Kiwi, Keno, Bullseye and Play 3) for the purpose of generating profits for distribution by the New Zealand Lottery Grants Board or for a community purpose for which a special-purpose lottery is promoted under section 245 of the Act
- to **maximise** the profits so generated, subject to ensuring that the risks of problem gambling and underage gambling are minimised
- to **make rules** regulating the conduct and operation of New Zealand lotteries under section 243 of the Act
- to **advise** the Minister of Internal Affairs on matters relating to New Zealand lotteries.

Putting Responsible Gaming into action

Lotto NZ is committed to responsible gaming. This includes: access to information, customer confidentiality, game availability, promoting responsible play, and responsible marketing.

The following information should be read together with the relevant New Zealand legislation (the Gambling Act 2003) as well as the game rules developed for the lottery games offered by Lotto NZ (that is Lotto, Lotto Powerball, Lotto Strike, Instant Kiwi, Keno, Bullseye and Play 3) or any other games Lotto NZ may offer in the future.

Access to information

Lotto NZ provides retailers and customers easy-to-understand information about our games, both in-store and online. This includes:

- information about Lotto NZ games, how they are played, how prizes are redeemed, and the odds of winning for each game
- legislation and rules for the conduct of all Lotto NZ games.
- Lotto NZ's commitment to Responsible Gaming provides customers with a snapshot of our Responsible Gaming Programme and our commitment to caring about our player. Customers can view this document at mylotto.co.nz/our-commitment-to-responsible-gaming

Customer confidentiality

Maintaining our customers' confidentiality is of paramount importance. This means:

- customer information is treated with the utmost confidentiality at all times
- Lotto NZ and its retailers do not reveal the identities of prize winners without their prior permission
- Lotto NZ will take all practicable steps to provide support for, and maintain the dignity of, winners who agree to publicity
- any customers who volunteer to Lotto NZ staff, or to retailers and their staff, that are experiencing gambling hard are to be treated with respect and their private details are to be kept confidential.

Game availability

The following Lotto NZ games are able to be sold in New Zealand to people of any age: Lotto, Lotto Powerball, Lotto Strike, Keno, Bullseye, and Play 3. The Gambling Act 2003, however, places a number of restrictions on the purchase of Lotto NZ Instant Kiwi tickets:

- no one under the age of 18 years can purchase an Instant Kiwi ticket
- anyone over the age of 18 is prohibited from buying Instant Kiwi tickets for anyone aged under 18
- Lotto NZ and its retailers cannot pay Instant Kiwi prize money to anyone aged under 18 - and any such prize money will be returned to the Lotto NZ Prize Reserve Fund.

Promoting responsible play

Lotto NZ promotes responsible play through training and development, providing the contact details of problem gambling treatment service providers, our credit policy and our responsible marketing approach.

Training and development:

- Lotto NZ provides an extensive training programme for its retailers and their staff
- training in the responsible sale of lottery products is included in training programmes for new owners and staff who sell lottery products
- training for how to identify and provide information to potential problem gamblers is included in training programmes for new owners and staff who sell lottery products
- regular updates on responsible gaming are provided to all retailers
- Lotto NZ staff are trained internally about the importance of responsible gaming for all of our retailers and customers.

If playing is no longer fun:

For most people, playing lottery games is fun. However, we know a small number of people may experience gambling harm. If playing lottery games is no longer fun, there is help available.

- the telephone number for the Gambling Helpline is promoted in written material in all Lotto NZ outlets and online at mylotto.co.nz.
- Lotto NZ has created a problem gambling information envelope that can be provided to any customers that you are concerned about. The envelope contains the contact details of problem gambling service providers and testimonials of two people who have sought help. Talk to your Lotto NZ representative if you would like to provide one of these envelopes to a customer.

Credit:

- customers must pay for lottery entries at the time of purchase
- retailers are not to provide credit or lend money to anyone for the purpose of purchasing a lottery entry
- the purchase of lottery entries using credit cards and/or credit accounts through EFTPOS is an acceptable retail practice, although availability of these services will differ from retailer to retailer.

Responsible marketing

Our marketing, including advertising and promotions, is intended to promote our lottery games as fun, entertaining and recreational. Lotto NZ endeavours to ensure that the marketing of its products:

- targets people of legal playing age
- meets the provisions specified by the Advertising Standards Authority (ASA)
- is not false, misleading or deceptive
- does not implicitly, or explicitly, misrepresent the probability of winning a prize
- does not give the impression that buying lottery entries is a reasonable strategy for financial betterment
- does not include misleading statements about odds, prizes or chances of winning
- does not offend prevailing community standards
- is not implicitly, or explicitly, directed at minors or at vulnerable or disadvantaged groups

- does not depict or promote consumption of alcohol while buying a lottery entry
- as far as practicable, does not encourage problem gamblers to purchase its products
- does not represent an irresponsible trading practice.

Retail service commitment

All Lotto NZ retailers are expected to:

- support Lotto NZ's commitment to Responsible Gaming
- display Lotto NZ's responsible play brochure **How to Play Responsibly**
- ask for age verification of all customers who appear to be under 25 years of age and who wish to purchase or validate an Instant Kiwi ticket
- look out for customers who may be experiencing harm and talk to your Lotto NZ representative about any customers you are concerned about
- follow all aspects of the relevant Acts and Regulations
- be familiar with the game mechanics, rules, instructions, costs, and prizes of all Lotto NZ products
- provide information on Lotto NZ games to customers, or refer them to Lotto NZ's Auckland Office if they are unable to help
- provide a friendly and efficient service to customers at all times
- provide all materials required for playing Lotto NZ games
- ensure customers pay for lottery entries at the time of purchase
- pay cash prizes up to and including \$1,000.00 in value in cash, including credit back to EFTPOS card
- complete the appropriate training organised by Lotto NZ
- assist customers with lottery-related complaints and, where a complaint cannot be resolved, provide information so that customers can contact Lotto NZ directly
- follow the policies and procedures outlined in this Retailer Operations Manual.

Lotto NZ retailers **must not**:

- sell Instant Kiwi tickets to anyone under 18 years of age or to persons known to be purchasing on behalf of anyone under 18 years of age
- pay Instant Kiwi prize money to anyone under 18 years of age
- make misleading statements about odds, prizes, or any other aspects of Lotto NZ's games
- provide credit or lend money to anyone for the purpose of buying a lottery entry (lottery entries may be purchased using credit cards and/or credit accounts through EFTPOS depending upon the availability of these services from individual retailers)
- sell lottery entries at prices different from those set by Lotto NZ
- seek any gain from the payment of prizes
- disclose any information that could identify major prize winners, or players with gambling problems, without their consent.

Recognising gambling harm

If you think one of your customers may be experiencing gambling harm, here are some things to watch out for:

- if a customer mentions that they are concerned about how much they are spending
- if they seem to be buying a lot more tickets than they used to
- if they are trying to win back money that they have spent
- if they are choosing to buy tickets instead of other goods
- if they are getting angry or agitated when buying lottery products.

Recognising that someone may have potential gambling problems is not straight-forward - your own experience and common sense will be your best guide.

If you are concerned about the playing behaviour of any of your customers, please talk to your Lotto NZ representative in the first instance.

Lotto NZ has tools to help provide information to your customers about problem gambling warning signs and the contact details of treatment service providers.

It's worth noting that it is up to the customer to act on any information provided. Potential gambling harm is a very sensitive area and you must aim to act as a friend to a loyal and good customer.

Asking Lotto NZ for advice

You may wish to get more advice from Lotto NZ on what to do in a particular situation. In that case, ring the Helpdesk (0800 502 502) and tell them your call is about "Responsible Play" - the Helpdesk will put you through to the appropriate person.

The Helpdesk operator will transfer your call to the Head of Corporate Communications and Social Responsibility team to assist you.

Lotto NZ's Policy on in-store Second Chance Draws

Conducting an in-store second chance draw

- All tickets in a Second Chance Draw must be placed in a Draw Bin. Second Chance Draw Bins can be obtained through Lotto NZ.
- The customer must place their ticket in the Draw Bin.
- Once a ticket has been placed in the Bin, it must not be removed - unless the customer wants it back.
- Make sure you state what the prize is on the sign that's provided with the Draw Bin.
- The nature of the prize is decided by the retailer. (Alcohol, firearms and second-hand goods cannot be offered as prizes - this is against the law.)
- A Second Chance Draw must be "drawn" by you, or the outlet's manager, or by a salesperson who is authorised by you to do so.
- The winner of the Second Chance Draw is the person whose name and telephone number is written on the back of the winning ticket. (A ticket that wins a Second Chance Draw must have a name and telephone number written on the back. If a winning ticket does not have these details, it must be rejected and another ticket must be drawn from the Bin.)
- A winning ticket cannot be rejected because it was bought at another outlet.

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- The winner must be notified - both by telephone and by having their name displayed on the sign by the Bin.
- All tickets that were in the Second Chance Draw must be destroyed as soon as possible after the draw is over. (These tickets must not be checked through the terminal before being destroyed.)
- The winner must sign a register (see below) when they collect their prize.

Keeping track of the results

- Every outlet that holds Second Chance Draws must maintain a register that records the following details for each draw:
 - the date and time of the draw
 - the name of the manager or salesperson who drew the winning ticket from the Draw Bin
 - a description of the prize
 - the winner's name
 - the winner's address (if you don't have this already, write it in the register when they collect their prize)
 - the winner's signature.
- The register must be kept in a secure place in order to protect the privacy of winners.
- The sign that shows details of the next draw's prize must also show the name of the last draw's winner.

2.1 - Customer Service & Presentation Standards

Lotto NZ's research into the needs and expectations of customers shows that customers are not just buying a piece of paper; they are buying something that makes them feel lucky or optimistic for a while. You are selling that feeling - which in the lotteries and gaming business is the real product. Customer service hinges on your outlet delivering that feeling. "Service" is creating the feeling.

Customer Service

Lotto NZ's research into the needs and expectations of customers shows that customers are not just buying a piece of paper; they are buying something which makes them **feel** optimistic for a while. That piece of yellow/white paper is their ticket to **dream**, and that's what playing our games is all about - imagining what you would do if you won. Customer service hinges on your outlet delivering that feeling.

There are two parts to customer service at your store - the first is when the customer buys the ticket, and the other is when they bring the ticket back to check it to see if it has won. From a customer perspective, whilst the experience they have when they buy a ticket is obviously important, it's the point at which they check their tickets that is of primary concern to them. After all, that is when they find out whether the piece of paper they hold in their hand has changed their life!

Both of these transactions rely on good customer service. Most of us know what makes our customers feel good and will encourage them to return to our stores. Being friendly, smiling, greeting the customer when they approach you, listening to them, and maintaining eye contact are all things which should be standard in your store. However, unlike any other product you sell, Lotto is totally unique in that all that your customers walk away with is a piece of paper which represents a dream - it's an intangible product.

So it's really important that you generate the feeling of optimism and excitement when you are behind the Lotto counter.

Information and choice

A lot of your customers will buy the same tickets every week, but there are a substantial number who rely on you to give them the information about what is happening this week so that they can make a choice about what to buy. It is a good idea to tempt them with a particular ticket - perhaps to try a new game, or to purchase a ticket which puts them in the draw to win another prize, such as a current promotion.

For example, when Powerball is jackpotting you should be encouraging every customer to buy a Power Dip ticket and have the chance to win a really big prize.

- **Transactions** are only a small part of service.
- **Players** absorb important messages about service just by being in an outlet.
- **Space** and ambience can be improved with lighting and colour.
- **Personalities** and attitudes of salespeople count.
- **'People' Skills** create excellent service.

Make your customers' day

If you are waiting for a ticket to print, you could engage the customer by asking them what they are going to do if they win. Encourage them to think about what they would do if they were lucky enough to have their numbers come out on the draw!

And every time you hand over a Lotto ticket to a customer, you should be reminding them of what it is they are buying - give them that feeling of optimism. You should always wish them luck with their ticket.

When a customer hands you a ticket to check, remember that the piece of paper in your hands could change that person's life - what an exciting thing to be part of!

Product knowledge

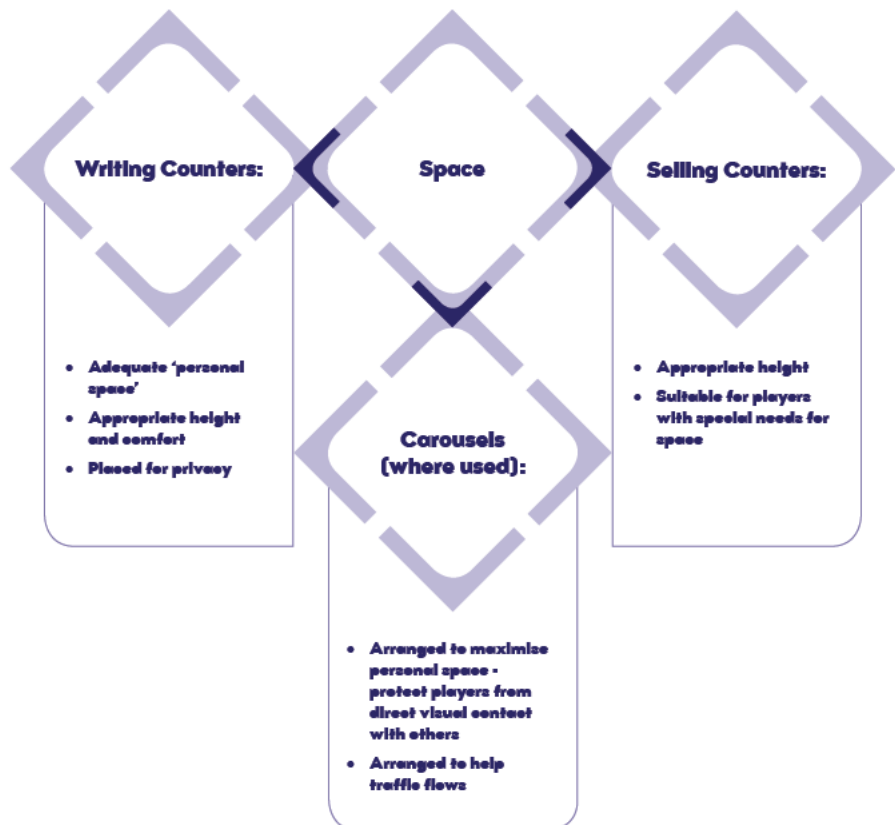
It is really difficult to sell something you don't understand! That's why it's so important to make sure all staff who work at the Lotto counter have been trained through Lotto NZ courses, to ensure their product knowledge is up-to-date and of the highest standard.

Salespeople should be able to answer any product related question, and also provide advice on the best type of ticket to buy that week. The best way of keeping informed with this type of information is to read the weekly newsletter from your Lotto NZ representative and the monthly Newsflash publication which is sent to every store.

Remember: there is more to being a successful Lotto NZ retailer than just opening your doors and pushing the right buttons on the terminal. Providing excellent customer service will ensure that people keep coming back to your store - and, as all successful business people know, return customers are the lifeblood of the business.

What Customers Want

For the customer waiting to buy a ticket, many small details about your outlet can make an impression. Four key elements of the retail environment influence a customer's feelings:



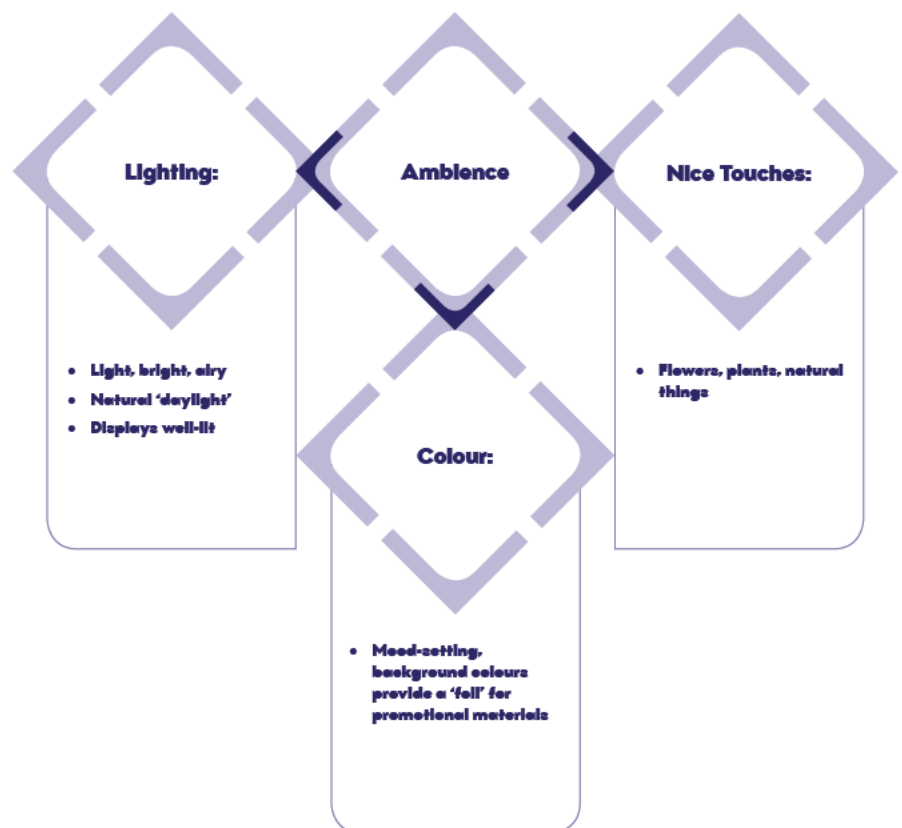
Ambience

Ambience or atmosphere creates mood, which influences the emotions of the customer. Your customers want to feel that the game is respectable and socially acceptable – that it is OK to play. Anything in your outlet that makes them feel uneasy or uncomfortable will turn customers away.

Your decor sets the mood for playing the game. And the effect of lighting, colour and decorations can make people feel certain emotions, either positive or negative.

You should also be careful in how you use point-of-sale material – using too much can create a tacky, gaudy atmosphere which can make customers feel uncomfortable.

However, it is the unique identity of each outlet that has the greatest effect on ambience. What you should do to create the right atmosphere is summarised in the chart over the page.



Focus on people

When customers come in to buy a ticket they are actually “playing the game” with your salespeople – and so your salespeople need to enter into the spirit of the game. Customers’ first reactions will influence what they expect in service. They will look at your salespeople in 2 ways:

- from a distance (entering, browsing or queuing)
- from close up (being served)

From a distance:

Customers look at the appearance, personality and attitude of your salespeople – including their body language, facial expressions and general manner.

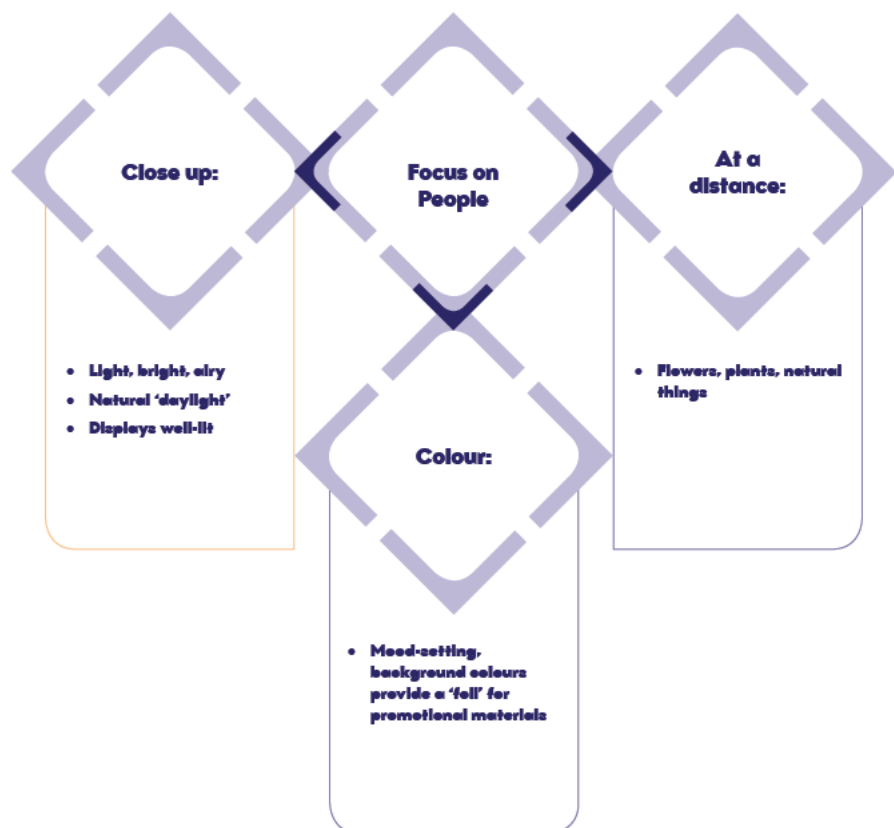
Customers also watch how your salespeople relate to others and how they respond to the games and the people around them.

From close up:

Once they are being served, customers look harder at how salespeople do their job and relate to others. They expect a minimum level of basic service skills. This will include the etiquette associated with sales, ticket processing and dealing with winners' claims, as well as the normal courtesies.

Customers are also looking for that little bit of personal attention. Some customers like salespeople who are lively, bright, quick and efficient. Others prefer a warm, friendly and attentive person who is ready to chat with them. All salespeople must be able to adapt to different customers.

By developing their customer-service skills, your salespeople can make the difference between satisfactory service and **excellent** service.



Presentation Standards

To attract customers' attention and get them inside, your outlet needs to be visible. It also needs to promote the modern, colourful, fun image associated with Lotto NZ games.

This means establishing a clear identity and profile through the use of Lotto NZ's retail corporate standards and image. Retail image means that the outlet is instantly recognisable from a distance. A potential customer will know that Lotto NZ products are on sale at your outlet. A Lotto NZ retail fitout provides retailers across the network with a common identification with our brands. Lotto NZ's retail corporate standards cover the physical appearance and layout of the Lotto NZ outlet, and all retailers must follow them.

Lotto NZ's retail corporate standards are set out in the **Franchise Management Plan** (for retailers who have a Franchise Agreement) and in the **Design Plan**, and **Fitout**

and Corporate Standards Policy (for retailers who have a **Retailer Agreement** or **Master Agency Agreement**). Plans (either in the form of a Franchise Management Plan or a Design Plan) must be approved by Lotto NZ before the fitout of the outlet, to ensure the retail corporate standards are being met. After the outlet's fitout is completed, these standards must be maintained at all times as set out in the original approved plan. Any changes to these plans must be approved by Lotto NZ in writing, before being carried out.

Lotto NZ's retail corporate standards are updated from time to time. Consequently, Lotto NZ may require you to periodically upgrade to a new retail fitout of your Lotto NZ outlet to ensure brand and image continuity throughout the retail network. For more information about the retail corporate standards and outlet fitout requirements you should contact your Lotto NZ representative.

Your outlet must also comply with all aspects of the Health and Safety in Employment Act 1992.

As part of the overall presentation standards for the outlet, retailers need to maintain the outlet's fitout components in good order and adhere to the following requirements.

Location

The strongest image in the dedicated Lotto NZ area of your premises should be the Lotto brand. Core-business merchandising must not block customers' views of the area.

Layout

The layout of the Lotto NZ outlet should allow customers to enter the outlet easily, and then to move easily from one point to another.

Customers may want to go straight to the selling counter and then buy a ticket. They may wish to go to a carousel (if there is one) or writing counter after buying their ticket - or they may want to leave the outlet or go on to the core-business area. A good layout allows customers to do any combination of these activities.

Stock and merchandising from the core business must not intrude into the dedicated Lotto NZ area, unless this has been agreed to in writing by Lotto NZ.

There are specific requirements about the positioning of counters and other retail fitout components in the Lotto NZ outlet. You should ask your Lotto NZ RDM about this.

Walls

The use of merchandising on walls that fall within the dedicated Lotto NZ area of your premises should be discussed with your Lotto NZ RDM. Any minor nicks or scratches on the walls should be touched up as soon as they occur.

Writing and selling counter

The **terminal** sits on a shelf that is built into the selling counter or terminal pod. The height of this shelf or pod should be worked out at the time the counter is built, and there are standard counter heights, of which your Lotto NZ RDM will discuss with you.

Instant Kiwi ticket dispensers must be kept full and all tickets for sale must be displayed in the Instant Kiwi units, unless Lotto NZ specifies otherwise.

2.6

Your **telephone** should be located out of your customers' sight - for example, on a shelf under the counter. But it should still be within easy reach of the terminal. (You may wish to consider a cordless telephone for this purpose.)

Any minor nicks or scratches on the counter should be touched up as soon as they occur.

Instant Kiwi carousels

Where used, the Instant Kiwi carousel(s) in your outlet must be positioned as specified in your Franchise Management Plan or Design Plan.

Self-service ticket checkers

The self-service ticket checker(s) in your outlet must be positioned as specified in your Franchise Management Plan or Design Plan, and must be switched on at all times.

Digital signage

Where installed, the digital signage system in your outlet must be positioned as specified in your Franchise Management Plan or Design Plan, and must be switched on at all times.

Terminals

There are specific electrical requirements for the terminal. In particular, it must have its own power supply - no other appliances should ever be connected to the same power source as the terminal.

Telecommunications lines

There must be at least 2 telecommunications lines into the Lotto NZ outlet area - one for the router, the other(s) for your telephone.

The jackpoints for these lines may be pre-installed by the joiner, and must be wired by a telecommunications technician after the joinery comes on site.

Exterior signage

The aim of exterior signage is to create a strong and effective identity without excessive repetition, inappropriately large signs, clutter, or confusion.

The Lotto brand is the only Lotto NZ brand to be used in exterior signage. No other Lotto NZ brands are to be used.

If your core business is part of another retail chain or franchise group with a distinct corporate identity, then you can use this brand too in your exterior signage. But the Lotto NZ or Lotto identity must be the unifying factor.

There is a range of exterior signs available. Not all of these will be suitable for your outlet. Ask your Lotto NZ RDM if you want to know more. All signs have specific requirements for colour, construction and positioning. Your Lotto NZ RDM can tell you more about this.

All signs must be maintained in good working order. Any sign that fails to function must be repaired immediately. Any painted or vinyl sign must be true to the corporate colours at all times, and if the colours fade they must be repainted or revinylled.

To attract customers' attention and get them inside, your outlet needs to be visible. It also needs to promote the modern, colourful, fun image associated with Lotto NZ games.

Nicks or scratches on painted signs should be touched up with matching paint as soon as they occur. For nicks or scratches on vinyl signs, you will need to get these professionally repaired – either by the sign installers or a signwriter.

Wardrobe

All lottery salespeople are encouraged to wear the Lotto NZ wardrobe, including the name badge they received from Lotto NZ after the completion of their training.

Lotto NZ wardrobe

The current wardrobe brochure, price list and order form is available from Lotto NZ.

Promotional wardrobe

For special sales and marketing promotions your salespeople should wear either the promotional wardrobe devised by Lotto NZ or any other wardrobe they have devised for the promotion. This is to reinforce the strong entertainment element that is part of special promotions.

The timing for when lottery salespeople wear each type of wardrobe will be decided by Lotto NZ according to the promotional needs of the games.

Public Information

All public information about Lotto NZ games and policies is available to you and your customers online at lottonz.co.nz. This information includes:

- the rules for all the Lotto NZ games (a copy of each is also located at the back of this manual)
- Lotto Powerball, Lotto Strike and Bullseye Jackpot Policies
- Game Designs for Keno and Play 3
- a copy of the sections of the Gambling Act 2003 that relate to the Instant Kiwi age restriction
- descriptions of the “game odds” for each of Lotto NZ’s games
- a list of expiry dates (“last dates”) for Instant Kiwi prize claims
- descriptions of the prize structure for every current Instant Kiwi game
- the policy on Instant Kiwi game withdrawal
- Lotto NZ’s How to Play Responsibly brochure

Please contact your Lotto NZ representative if you have further questions regarding this public information.

Secret Shop

Twice a year Lotto NZ conducts a Secret Shop across its network. For more information contact your TR.

Instant Kiwi Compliance Check

Lotto NZ conducts these compliance checks throughout the year. It is important that you check the I.D. of anyone who looks under the age of 25, that is purchasing an Instant Kiwi.

3.1 - The Terminal & Other Equipment

This chapter sets out the insurance requirements for Lotto NZ's property and the main operating procedures for your terminal. It also explains what you have to do to keep your terminal operational - remember that the responsibility for maintaining your terminal is shared between you and Lotto NZ. Other topics in this chapter include using the Helpdesk, and maintaining electrical safety in your outlet.

Compulsory Requirements

Insuring Lotto NZ's property

Lotto NZ owns the **equipment** set out below, all or some of which is installed in your outlet:

- Lottery terminal & printer
- Router
- Self service ticket checker
- EFTPOS terminal
- Instant Kiwi Carousel
- Digital Signage System.

Lotto NZ also owns all games stationery, Instant Kiwi stock and other materials supplied to you.

Under your Lotto NZ Agreement you must insure all Lotto NZ property (both equipment and materials) in your outlet against loss, damage and theft to a value of \$12,000 (excluding GST). Lotto NZ must be a named beneficiary of this insurance.

Other electrical devices must never be connected to the same power source as the terminal.

Dedicated power source for the terminal

Your terminal and its router need their own dedicated line from the fuseboard to the terminal, with **no other** electrical device being connected to this.

So no non-Lotto NZ provided EFTPOS terminals, lamps, refrigerators, microwaves, tills, display units, vacuum cleaners, fans, etc. should **ever** be connected to the terminal's power source. If other electrical devices are connected to the terminal's power source, they can cause electrical interference which could impact on the terminal's ability to process ticket information.

You must not disconnect your terminal except when Lotto NZ advises you to do so.

Dedicated telecommunications line for the terminal

You must have **at least 2** telecommunications lines into the Lotto NZ outlet area - one for the router, the other(s) for your telephone.

The line for the router must only be used by the terminal and the Lotto NZ provided EFTPOS terminal. Never plug a telephone, other EFTPOS machine, modem, or other communications device into the terminal's jackpoint.

Telephone close to the terminal

A telephone must be located out of customers' sight but within easy reach of the terminal - for example, on a shelf under the selling counter. Having it within easy reach of the terminal means you can speak to the Helpdesk and operate the terminal at the same time. (A cordless telephone is particularly suitable for this).

Operating the Terminal

Leave your terminal plugged in, power on, at all times. Treat your terminal like a cash register: sign off at the end of each day, and also when you're away from it for any length of time.

For Instant Kiwi, the terminal is used for:

- receipting books of tickets
- activating and selling tickets
- totalling the customer's transactions and calculating change
- validating prize-winning tickets
- producing reports
- returning tickets (after a game is closed off/or requested by Lotto NZ)
- Instant Kiwi stock control.

For Lotto NZ online games, the terminal is used for:

- producing tickets
- totalling the customer's transactions and calculating change
- editing a coupon (correcting errors on a coupon)
- cancelling a ticket
- validating prize-winning tickets
- producing reports
- cash management.

You should also use your terminal for:

- daily balancing
- general cash-management procedures.

Remember: Leave your terminal plugged in, power on, at all times. The power supply should not be interrupted as this can cause the terminal to malfunction. Treat your terminal like a cash register: sign off at the end of each day, and also when you're away from it for any length of time.

Your Role in Looking After the Terminal & Other Equipment

The responsibility for care and maintenance is shared between you and Lotto NZ. If your terminal, one of its components, or any other Lotto NZ equipment is faulty, contact the Helpdesk on 0800 502 502 and they will authorise to have your terminal or the faulty component replaced by a Datacom Technician.

Your main tasks for keeping the terminal up and running are:

- to replace ticket rolls as needed
- to carry out basic maintenance and cleaning at least once a day.

Basic maintenance and cleaning

As part of your responsibility for the terminal and other Lotto NZ equipment, you must carry out basic maintenance and cleaning procedures at least once a day.

If you need to do anything connected with equipment maintenance and cleaning, ring the Helpdesk (and select option 1) **before** you start. The Helpdesk's number is 0800 502 502.

Remember to follow these common sense rules for looking after the terminal:

- **Keep** the terminal dust-free and latex-free.
- **Keep** the back of the terminal clear so that air can circulate properly around the terminal's air vents (If the air vents are blocked, the terminal might over-heat.)
- **Make sure** customers don't scratch their Instant Kiwi tickets on the selling counter, or anywhere else close to the terminal. The latex from Instant Kiwi tickets can damage your terminal - and with the terminal out of action you can't make any sales.
- **Never** eat or drink over the terminal.
- **Keep** the coupon reader clean and close it firmly but gently - slamming it will either break it or stir up trapped dust particles that can damage the terminal screen by causing short circuiting.
- **Coupons** that have correcting fluid, sticky labels or latex on them should never be put through the terminal - they ruin the reader. Help customers to fill out a new coupon, if they can't correct an error with a pen.
- **Never** put coupons that have been filled out with "blotchy" ink pens through the terminal. They are hard to read, and sometimes leave ink inside the reader.

Job Tools

All Lotto NZ outlets have a set of Job Tools. Make sure you familiarise yourself with their contents.

Keep your Job Tools folder as close to the terminal as possible. Make sure everyone knows where to find it.

Using the Helpdesk

- **Look After** your terminal
- **Keep Away** from your terminal:
 - dust
 - food and drink
 - latex from Instant Kiwi tickets ...
- **Don't**
 - clutter up the terminal
 - slam shut the lid
 - put through coupons that have messy ink, correcting fluid or sticky labels on them.

Basic procedures for terminal maintenance are explained in your Job Tools. **Always ring the Helpdesk on 0800 502 502 (and select option 1)** before doing anything else connected with maintaining and cleaning the terminal.

The **Helpdesk** is a dedicated toll-free advisory, bookings and trouble-shooting service provided by Lotto NZ. By calling 0800 502 502 you will be connected to a voice prompt that will direct you to the following services:

- Press **1** for Help desk, Terminal and Telecom network issues. Then you will need to select again from the following options;
 - Press 1 for Major prize winner terminal unlock
 - Press 2 for Technical faults (Terminal or Network issues)
 - Press 3 for All other queries
- Press **2** for Instant Kiwi orders, returns, Point of Sale, stationery & Consumables
- Press **3** for TOPS course queries and badges
- Press **4** for sweeps and accounts queries
- Press **6** for personal assistance

Option 1 Help desk, Terminal or Telecom network issues is available during the computer's operating hours:

- 6.30 am - 8.00 pm Monday to Saturday
- 6.30 am - 9.00 pm Sunday

Options 2 to 6 are available during normal business hours:

- 8.30 am - 5.00 pm Monday to Friday (except public holidays).

Remember: the Helpdesk is only for retailers and their lotteries' salespeople. Do not give this number to a customer under any circumstances.

(If a customer wants to call Lotto NZ, give them Lotto NZ's phone number - or suggest they write to Lotto NZ. Lotto NZ's address and telephone details are listed at the front of this manual.)

Electrical Safety in your Lotto NZ outlet

Your Lotto NZ outlet must meet a number of electrical safety regulations and codes. Basically, apart from fitting plugs to appliances, all electrical repairs and work carried out in your outlet must be done by a **registered** electrical tradesperson. There are no exceptions to this.

Any work on fixed wiring or appliances and equipment that are directly wired-in must be done by (or under the direct supervision of) a **registered** electrician. (Fixed wiring includes the cabling and wiring to your switchboard, power points, lights, wiring to a hot water cylinder, etc.) When the work is completed the electrician will provide you with a Certificate of Compliance. This is your guarantee that the work complies with all the relevant regulations and that the required tests and safety checks have been done.

Keep these Certificates of Compliance in your safe or with your other important business documents. They may be legally important if you make a claim for fire insurance after a fire, or if someone is injured or killed from an electric shock on your premises.

4.1 - Tickets

You can sell tickets for Lotto NZ games as long as the central computer is operating - but you must NOT sell ANY tickets when the computer is closed (not even Instant Kiwi). The requirements for this are set out in the first chapter of the manual, on pages 1.5 - 1.6.

What's in this Chapter

This chapter of the manual outlines the operating procedures for dealing with tickets, in both online games and Instant Kiwi. It covers:

- producing tickets for online games
- cancelling tickets in online games
- receiving and receipting books of Instant Kiwi tickets
- activating and selling Instant Kiwi tickets
- returning books of Instant Kiwi tickets after a game has closed
- dealing with theft of Instant Kiwi tickets.

Currently, Lotto NZ's online games are Lotto, Lotto Powerball, Lotto Strike, Keno, Bullseye and Play 3.

Producing Tickets for an Online Game

Tickets must only be produced when a customer asks for one. Producing a ticket "on demand" makes the ticket seem more personal and luckier. And it stops mistakes happening. Pre-produced tickets are also a tempting target for thieves, which could mean that you lose valuable income.

So don't pre-produce Dips to speed up the waiting time during busy periods.

Remember: there are times when you cannot produce a ticket from the terminal even though the central computer is operating:

- No **Lotto** tickets can be produced between 7.30 pm and 7.31 pm on a **Wednesday and Saturday**. (This includes Lotto Powerball and Lotto Strike tickets).
- No **Keno** tickets can be produced between 10.00 am and 10.01 am, 1.00 pm and 1.01 pm, 3.00 pm and 3.01 pm and 6.00 pm and 6.01 pm.
- No **Bullseye** tickets can be produced between 6.00 pm and 6.02 pm.
- No **Play 3** tickets can be produced between 6.00 pm and 6.03 pm

Don't pre-produce Dip tickets.

A ticket must only be produced when a customer asks for one. This makes the ticket seem more personal and luckier.

Special rule for Lotto with Lotto Strike

When a customer buys Lotto Strike with their Lotto e.g. a Triple Dip, the Lotto ticket prints first. Don't give it to the customer straight away. Wait until the Lotto Strike ticket has printed, then hand over both tickets together.

Misprinted tickets

Make sure the customer's ticket is printed correctly and clearly. If it isn't, you must cancel it and produce a new ticket.

Remember: if a customer buys Lotto Strike with their Lotto and **the Lotto ticket misprints**, you must cancel **both** tickets and produce two new ones. (Also see "Special rules for cancelling Lotto and Lotto Strike tickets" on the next page.)

To cancel a ticket, see "Cancellation procedures" on the next page.

If you have any problems, ring the Helpdesk on 0800 502 502 and select option 1.

Misprinted Lotto Strike Bonus tickets, Bullseye Bonus tickets & substitute tickets

Misprinted Lotto Strike Bonus tickets, Bullseye Bonus tickets and misprinted substitute Multi Draw Lotto tickets cannot be cancelled. You must reprint them.

To reprint these tickets, follow the instructions for "Special Procedures" in your Job Tools. If you have problems, ring the Helpdesk on 0800 502 502 and select option 1.

Remember: These are the only 3 situations where you are allowed to reprint a ticket to give to a customer. All other misprints must be cancelled, and a new ticket produced.

Cancelling Tickets in an Online Game

There are occasions when you have to cancel a ticket. Usually, this is because the paper in the printer has either jammed or run out part-way through printing. Sometimes it may be because the customer is unhappy with their ticket - for example, they may have changed their mind about their numbers or the type of ticket they wanted.

The rest of this section gives you a guide to the procedures for cancelling tickets - but always refer to the official rules if you are not sure whether a ticket should be cancelled. This manual is not a substitute for the official rules.

- For Lotto, see Lotto rules 21 and 22.
- For Keno, see Keno rules 7 and 8(4).
- For Bullseye, see Bullseye rules 12 and 13(4).
- For Play 3, see Play 3 rules 12 and 13(4).

Remember: instructions on how to cancel tickets are also contained in your Job Tools.

Basic principles for cancelling a ticket

- if a ticket doesn't print properly or if a customer doesn't accept a ticket ... **don't** give it to the customer: instead, **cancel it immediately**. (Also see the special rules below for cancelling Lotto Strike tickets, and Lotto tickets bought with Lotto Strike.)
- if a customer returns a ticket they're not happy with ... **get it back** from the customer and **immediately** cancel it
- a ticket can only be cancelled:
 - at the same Lotto NZ outlet it was bought from **and** ...
 - on the same day it was purchased **and** ...
 - **before** the game closes (that is: 7.31 pm Saturday for Lotto, 10.01 am, 1.01 pm, 3.01 pm and 6.01 pm each day for Keno, 6.02 pm each day for Bullseye and 6.03 pm each day for Play 3)
- you must return all your cancelled tickets to Lotto NZ at the end of each month in the general purpose envelope (order code: 7505).

Cancellation procedures

Cancel a ticket by following these steps:

- press the **Online Functions** button and select the **Cancel Ticket** option
- then enter the ticket into the reader or enter in the numbers manually (if the ticket is damaged and the reader can't read the ticket).

Special rules for cancelling Lotto and Lotto Strike tickets

These apply when a customer has bought both a Lotto and a Lotto Strike ticket as part of a Triple Dip and wants to cancel one or both of them:

- You must cancel the Lotto Strike ticket **first**.
- You can cancel the Lotto Strike ticket on its own, without cancelling the Lotto ticket.
- You can't cancel the Lotto ticket on its own - because you must always cancel the Lotto Strike ticket first (see "Unable to Cancel" screen message 6 in the next section).

Send back your cancelled tickets

All cancelled tickets and refund slips (for online games) must be sent to Lotto NZ at the end of every month for safety/ storage purposes. These must be sent in the General Purposes envelope (order code: 7505), with your retailer number printed on the front.

Cancelling a ticket in error

If you cancel a customer's ticket in error, and the customer has left with the cancelled ticket, you must phone the Helpdesk on 0800 502 502 immediately.

It is important to remember that if you reprint a ticket (once a customer has left with the original) then cancel the reprint, this also cancels the original ticket.

If an outlet for any reason cancels a ticket in error and the cancelled ticket would have been a winning ticket (but for the cancellation of the ticket), Lotto NZ has the right to recover from the retailer the amount of any sum Lotto NZ pays to the ticket holder in compensation for the cancellation of the ticket up to the maximum amount of \$10,000.

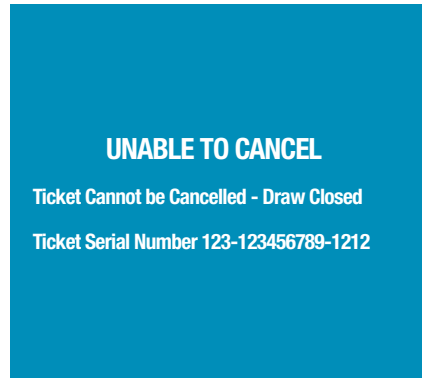
4.4

“Unable to Cancel” screen messages

Sometimes you cannot cancel an online game ticket. A terminal message appears on the screen when this happens.

There are 7 “Unable to Cancel” messages. The rest of this section gives a quick overview of them.

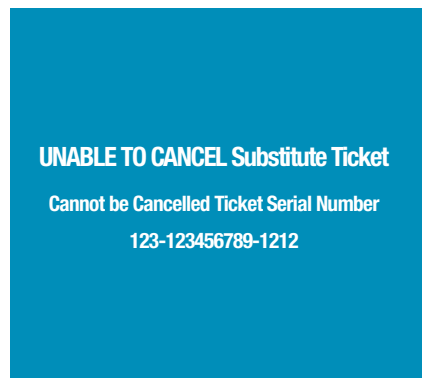
1. Ticket Cannot be Cancelled - Draw Closed



You are trying to cancel an online game ticket on the day it was bought, but after the game has closed. You can't cancel a ticket **after** the game has closed.

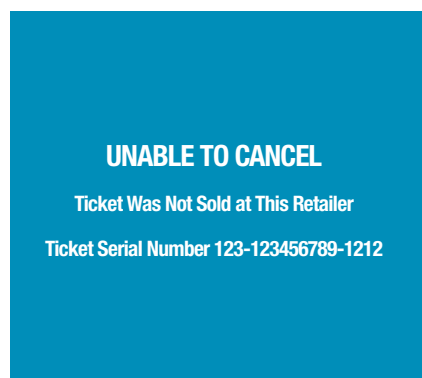
Ring the **Helpdesk** on **0800 502 502 (and select option 1)** if you have any trouble with an “**Unable to Cancel**” message.

2. Substitute Ticket Cannot be Cancelled



You are trying to cancel a substitute ticket on the day the substitute was issued. (Only original tickets can be cancelled - this protects substitute Multi Draw tickets from accidentally being cancelled if you incorrectly enter a ticket serial number by hand.)

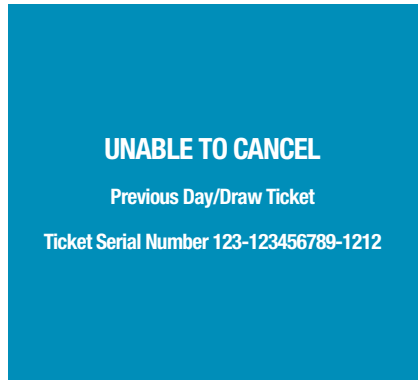
3. Ticket Was Not Sold at This Retailer



You are trying to cancel a ticket issued from another Retailer. You should advise the customer to return immediately to the Lotto NZ outlet they bought the ticket from. (If the customer's not sure where they bought the ticket, ring the Helpdesk on 0800 502 502 and select option 1.

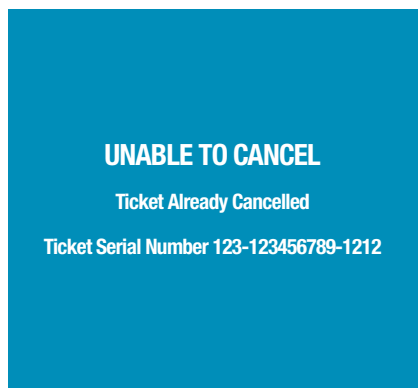
Tell the Helpdesk what the retailer number on the ticket is - then the Helpdesk will be able to tell you the name of that retailer.)

4. Previous Day/Draw Ticket



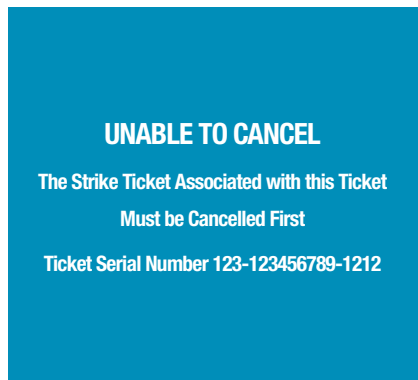
You are trying to cancel a ticket **after** the day on which it was sold.

5. Ticket Already Cancelled



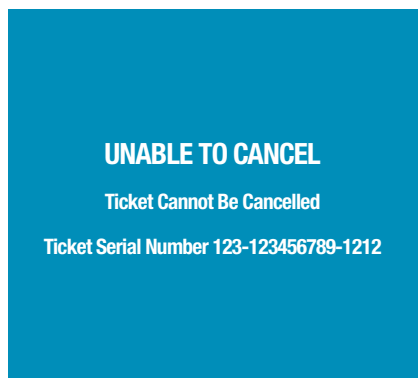
The ticket has already been cancelled.

6. The Strike Ticket Associated with this Ticket Must be Cancelled First



You are trying to cancel a Lotto ticket **before** cancelling the Lotto Strike ticket that was bought with it. You must cancel Lotto Strike first.

7. Ticket Cannot be Cancelled



You are trying to cancel a Lotto Strike Bonus ticket which is part of a prize payment. (You can't cancel a prize payment.)

Ring the Helpdesk on 0800 502 502 (and select option 1) if you have any trouble with an "Unable to Cancel" message.

Receiving and Receipting Books of Instant Kiwi Tickets

Lotto NZ monitors your supply of Instant Kiwi tickets and automatically distributes stock to you as required.

As soon as you receive a delivery of Instant Kiwi tickets, check that all the details are correct – and then receipt the books through the terminal. **You must receipt your books through the terminal.** Do this either by scanning the barcode on the packing list or by manually entering the packing-list serial number. The receipt prints automatically – but make sure you sign it. Keep the signed receipt for your records. Refer to Job Tools > Receipt Order for more information on how to receipt an Instant Kiwi ticket order.

If you find a discrepancy please contact Helpdesk who will give you instructions on what to do next.

You can also use the Terminal (Reports > Detailed Inventory Report > Print) to determine when and what Instant Kiwi books have been receipted by your store. Please ensure all books are receipted correctly.

Minimum stock

The Summary Inventory Report will show you what is on order and what has been posted to you. If you should need an emergency supply, ring the Helpdesk on 0800 502 502 and select option 2.

Remember: For further instructions refer to your Job Tools.

Selling Instant Kiwi Tickets

All Instant Kiwi tickets **must be** activated through the terminal as they are sold. You will only be charged for the individual tickets as you sell them.

Make sure you activate tickets on a first in/first out basis, and in book number order. You must start selling from the ticket with the highest number first for all books.

For further instructions refer to your Job Tools. If you have any problems, ring the Helpdesk on 0800 502 502 and select option 1.

Offence to sell Instant Kiwi tickets to anyone under the age of 18

Under the Gambling Act 2003, it is an offence to sell Instant Kiwi tickets to anyone under the age of 18 and the law requires:

- no one under the age of 18 can buy an Instant Kiwi ticket
- no one can buy an Instant Kiwi ticket on behalf of an under 18-year-old or for someone on behalf of an under 18-year-old
- no one can sell an Instant Kiwi ticket to anyone under 18 years of age, or to someone purchasing on behalf of an under 18-year-old
- no one can provide money to an under 18-year-old for the purpose of buying an Instant Kiwi ticket
- no one can pay out an Instant Kiwi prize to anyone they suspect, or know, is under 18 years of age.

You must ask for age verification from every customer who appears to be under 25 years of age, who wishes to purchase or validate an Instant Kiwi ticket. If a person:

- is under 18; or

- they cannot verify they are 18 or over advise them you can only sell to, or validate an Instant Kiwi ticket for, someone who is 18 or over and has proof of age.

Remember: The age restriction does not apply to Lotto NZ's other games.

Returning Books of Instant Kiwi Tickets after a Game has Closed

Once the last top prize in a particular Instant Kiwi game has been won, that game is then closed. There may still be unsold tickets for the closed game, and these tickets and books of tickets for that game must be sent back to Lotto NZ.

As soon as you receive a terminal message telling you that a game is now closed, this is what you have to do:

- follow your terminal message regarding the return of Instant Kiwi books
- store the unsold tickets with any other books of tickets for the closed game somewhere safe, until you can carry out the procedure for Instant Kiwi ticket returns
- use the terminal to complete your Instant Kiwi ticket/book returns - the terminal will issue a receipt
- **Remember:** You must do a separate entry for each book of tickets - and if a partially sold book has a broken sequence of numbers, you must do a separate entry for each sequence of numbers in that book.
- refer to your **Stock on hand - return count report** on the terminal to tell you which tickets you have that must be returned
- refer to Job Tools > Full/Partial/Single Book/Tickets return for more information on how to return Instant Kiwi books/tickets after a game has closed
- double check all Full/Partial/Single Book/Tickets on your premises have been accounted for

Once you have carried out the correct procedures for Instant Kiwi book/ticket returns:

- the Terminal will print TWO copies of the Return receipt - sign one copy and return it with books/tickets of Instant Kiwi. Keep one copy for your records
- return all books/tickets along with signed Return receipts in the pre-paid courier bag to Online Security (email stationery.mailbox@lottonz.co.nz to order more bags)
- attach the 'Customer Track-it' portion of the courier tracking sticker to your copy of the Return receipt for your records
- this is to be completed within **one week** of the game closing

Lost, damaged or stolen books will be charged at the face value of each ticket. E.g. a lost, damaged or stolen book of a \$2 game with 100 tickets will be charged at \$200.

Insurance of Instant Kiwi tickets

Retailers are completely liable for Instant Kiwi tickets from the moment of receipt. You should arrange adequate insurance cover so that you are fully protected against loss, damage or theft.

The amount of insurance cover you need will depend on the number of books of Instant Kiwi tickets you have in stock.

Also check that your insurance policy covers you against shoplifting - that is, the theft of tickets from the Instant Kiwi dispenser during shop trading hours.

You should make it clear to your insurers that they have no recourse against Lotto NZ if you make an insurance claim.

To clarify matters, you should show this part of the Retailer Operations Manual to your

Retailers are completely liable for Instant Kiwi tickets from the moment of receipt.

So you must arrange adequate insurance cover ... and make it clear to your insurers that they have no recourse against Lotto NZ if you make a claim.

Theft of Instant Kiwi Books or Tickets from Your Outlet

insurers and get their written acceptance of it.

Always make sure that Instant Kiwi tickets are secure – treat them as if they are uninsured.

To protect both Lotto NZ and its retailers, Instant Kiwi's online system contains various security features to ensure the integrity of the game and to prevent fraud.

However, we strongly recommend that all books of Instant Kiwi tickets be stored somewhere safe. (See Chapter 8: Security for general information on security.)

- **Guard Against** having your Instant Kiwi tickets stolen.
- **Monitor** the Instant Kiwi dispenser(s) at all times throughout the business day.

If Instant Kiwi tickets have been stolen follow the procedures below:

First, notify the Police.

Next, immediately telephone the Helpdesk on 0800 502 502 and select option 1. Tell them the game and book numbers or ticket numbers of the books or tickets stolen. These books or tickets will be voided immediately by Lotto NZ.

Also tell the Helpdesk the circumstances under which the books or tickets were stolen.

Later, Lotto NZ will send you a Theft Report – you must fill this in and return it to Lotto NZ.

Staff Purchase of Tickets

Tickets purchased for or by staff must comply with the Lotto NZ Retailer and Staff Purchase Policy. The policy is applicable to all retailers and staff that operate a Lotto terminal. The Staff Purchase function must be used whenever Lotto NZ products are purchased, including when purchasing from other outlets and via the App Reader. The Staff Purchase function marks Online Game tickets with STAFF at the top and in the system, and Instant Kiwi tickets are marked in the system only.

If staff tickets are not purchased in compliance with the policy, Lotto NZ will investigate and may refuse to pay a prize if it cannot be reasonably certain the ticket was legitimately obtained.

You are not required to use the Staff Purchase function if purchasing through channels that do not offer the function. These channels include MyLotto and third-party systems that do not use a Lotto terminal to complete the sale.

Lotto NZ monitors Staff Purchase spend and will contact outlets if excessive spend is detected. A Staff Purchase spend limit may be imposed if excessive spend is not reduced and noncompliance will result in further actions.

5.1 - Prizes

The basic procedures for processing a prize-winning ticket are the same for all Lotto NZ games. The first step is always to validate a ticket - and then to either process a prize claim (if the prize is more than \$1,000) or to pay out a prize (if the prize is \$1,000 or less).

What's in this Chapter

This chapter details the main operating procedures for processing a prize-winning ticket, including the screen messages that are likely to occur. It covers:

- validating a prize-winning ticket
- paying out a prize (\$1,000 or less)
- processing a prize claim \$1,001 - \$5,000
- processing a prize claim \$5,001 or more
- tickets printed from the MyLotto website
- "Don't Pay" screen messages
- self-service ticket checkers
- lost, stolen, damaged or mutilated prize-winning tickets.

Remember: That the basic procedures are the same for Instant Kiwi and online games - but the screen messages for Instant Kiwi will be different.

Validating a Prize-Winning Ticket

The first step in processing a ticket is to find out whether the customer has won a prize. Do this by validating their ticket.

Validating a ticket is extremely important. If you don't validate it, the ticket can be claimed on again and Lotto NZ **won't refund** you the prize money you've paid out.

The main points to remember about the validation process are:

For **online games**, inserting the ticket into the reader will tell you whether the ticket is a prize-winning one - and also the amount of any prize. (Sometimes you will have to enter in the numbers manually, because the reader can't read the ticket. This is usually because the barcode at the bottom of the ticket has not been printed properly or is damaged.)

For **Instant Kiwi**, make sure all the latex is removed from the PDF barcode on the front of the ticket and pass the ticket under the barcode scanner. After you have done this, the terminal will tell you whether the ticket is a prize-winning one. (Sometimes you will have to scan the barcode on the back of the ticket, and enter the 4 digit validation number manually, or enter all of the 11 digit validation numbers, because the ticket is curled or bent.)

5.2

Validating a ticket is extremely important.

If you don't validate a ticket, it can be claimed on again and Lotto NZ won't refund you the prize money you've paid out.

Always **offer** a non winning ticket back to the customer

If the ticket is a **winner**, **don't** give the winning ticket back to the customer. What you do next depends on the size of the prize:

- **Pay** out on total prizes of **\$1,000 or less** per individual ticket. Once the pay receipt and prize amount is issued to the customer, destroy the winning ticket.
- **Claim** at Lotto NZ if the **total prize value** is **more than \$1,000** per individual ticket ("total prize value" includes any Lotto, Lotto Strike or Bullseye bonus tickets won as part of that prize). Should the customer wish to claim their prize in person at Lotto NZ's Auckland office, give the customer the completed original (white) and green copy of the Prize Claim Form with the winning ticket and claim receipt attached.

If the ticket is a **non-winner**:

- **Offer the ticket back** to the customer. You should always offer a non-winning ticket back to the customer. If they do not want the non-winning ticket then make sure you rip it through the barcode before discarding it.

Remember: a **non-winning online game** ticket is one that brings up the message "No Prize on this Ticket, Good Luck Next Time" and a **non-winning Instant Kiwi** ticket is one that brings up the message "Instant Validation Result, Not a Winner" when you validate it through the terminal. (See "Don't Pay" screen messages 1 & 2 on page 5.11).

Don't pay out on prizes over \$1,000

You **must not** pay out prizes of more than \$1,000. If you do, your outlet will be out-of-pocket for that amount. The system does not credit you with the payment, and you will have to apply for reimbursement from Lotto NZ.

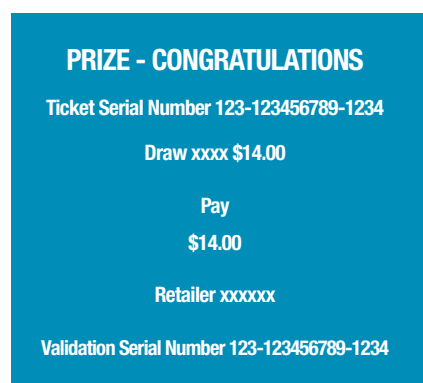
Paying out on prizes over \$1,000 is also viewed very seriously by Lotto NZ, and can be grounds for terminating your agency (see Chapter 10: Terminating Your Agreement).

Remember: the terminal tells you what to do. The screen message will always tell you to **pay** prizes of \$1,000 or less and to send in a **claim** if the prize is over \$1,000. Watch out for these key words - "pay" and "claim":

If you're not sure what to do, please refer to your Job Tools which contains further information on how to validate a winning ticket or ring the Helpdesk on 0800 502 502 and select option 1.

The next sections show you in detail how to pay out and how to process a claim for sending to Lotto NZ.

A prize-winning ticket of \$1,000 or less will be branded with "**Winner**" when it is



You **pay** out cash.

INSTANT VALIDATION

Ticket Serial Number	123-123456789-1234
Winning Amount	\$5.00
Validation Number	123-123456789-1234

You **pay** out cash.

CLAIM

YOU HAVE A CLAIM TO PROCESS

Complete the **PRIZE CLAIM FORM** attach the **WINNING TICKET** and **CLAIM RECEIPT** and send to **Lotto NZ** in a Prize Claim courier bag.

DO NOT pay the Claim amount.

Call help desk on 0800 502 502 if assistance is required.

You send in a **claim** to Lotto NZ.

Paying Out a Prize (\$1,000 or Less)

validated through the terminal. Retailers must pay out on a prize-winning ticket where the total prize value of that ticket (cash plus the value of any bonus tickets) is \$1,000 or less. This applies regardless of where the ticket was purchased.

To pay out on a prize (\$1,000 or less), follow these steps:

- **Keep** the winning ticket. Don't return it to the customer.
- **Give** the customer the **Prize Pay Receipt** that's printed by the terminal - this is their record of what they won. The Prize Pay Receipt must always be given to the winner along with the prize money, unless it's an Instant Kiwi prize of \$50 or less. (The terminal does not print Prize Pay Receipts for Instant Kiwi prizes of \$50 or less, **but** it does print a Prize Pay Receipt if the prize is a **free** Instant Kiwi ticket.)
- **Pay** out the prize.

Prize-winners should be paid in **cash**. However, the winner may prefer a **cheque**, or to have the money paid directly to their bank account using their **EFTPOS** card. There may also be situations when you do not have enough cash on hand to pay the prize. If you wish to have the ability to pay prizes using a customer's EFTPOS card (not available to all stores), contact your Lotto NZ representative who will be able to arrange for this function to be enabled on your Lotto NZ EFTPOS terminal.

To pay a prize by cheque, you **must**:

- **Ring** the Helpdesk on 0800 502 502 and select option 1. Give them the customer's name, the amount of the cheque, the cheque number, and the validation number.
- **Get** from the Helpdesk the 8-digit authorisation number you need for paying a prize by cheque.
- **Write** the 8-digit authorisation number on the back of the cheque.

5.4

- **You Must Pay Out** on a winning ticket where the total prize is \$1,000 or less.
- **Make sure** you validate the ticket .
- **Keep The Ticket** and give the Prize Pay Receipt to the customer.
- **Pay Out** the prize in cash. If you need to write a cheque, you must ring the Helpdesk first for permission to do so and they will provide you with an 8-digit authorisation number.
- **Destroy** the winning ticket as soon as you've paid out on it.

Retailers must pay out on a winning ticket where the total prize value of that ticket is \$1,000 or less - regardless of where the ticket was purchased.

- **Complete** the "prize payout by cheque" procedure via your terminal - this is accessed through the Cash Management button on the terminal. (You will also need the 8-digit authorisation number and cheque number as part of this procedure.)

- **Destroy** the ticket - for instance, by shredding or tearing it through the barcode. Destroying the ticket prevents anyone obtaining the tickets unlawfully and trying to claim a prize from another retailer. It makes sure there is no embarrassment for either you or another retailer.

Remember: You must not, under any circumstances, pay out an Instant Kiwi prize to anyone you suspect, or know, is under 18 years of age.

Special rule for prizes that include Bonus tickets or promotional prizes

Winners of **Lotto Strike 1** are given a Bonus ticket of one line of Strike as their prize. So, if a winner has won \$1,000 **plus** a Bonus ticket, then the whole prize (including the Bonus ticket) must be paid by Lotto NZ. This is because the Bonus ticket has a value of \$1, and therefore the total value of the prizes of the winning ticket is \$1,001 which is more than \$1,000 and must be paid by Lotto NZ.

Winners of **Lotto Division 7** are given a Bonus ticket of 4 lines of Lotto as their prize. Therefore, if a winner has won \$999 **plus** a Bonus ticket, then the whole prize (including the Bonus ticket) must be paid by Lotto NZ. This is because the Bonus ticket has a value of \$2.80, and therefore the total value of the prizes of the winning ticket is \$1,001.80 which is more than \$1,000.

Winners of **Bullseye Division 6** are given a Bonus ticket of one line of Bullseye as their prize. Therefore, if a winner has won \$1,000 **plus** a Bonus ticket, then the whole prize (including the Bonus ticket) must be paid by Lotto NZ. This is because the Bonus ticket has a value of \$2, and therefore the total value of the prizes of the winning ticket is \$1,002 which is more than \$1,000 and must be paid by Lotto NZ.

The same rule applies to promotional prizes. If a prize is \$1,000 plus a promotional prize, then the whole prize (including the promotional prize) must be paid by Lotto NZ.

Special rule for winning Multi Draw tickets

If a prize is paid during the life of a Multi Draw ticket, the customer must receive a substitute ticket (produced by the terminal) for the remaining draws. Once a prize has been paid, the original ticket is no longer recognised by the computer.

Remember: After you've **paid out** on a prize-winning ticket of \$1,000 or less, always **destroy** the ticket.

Processing a Prize Claim \$1,001 - \$5,000

You must process a prize claim on a prize-winning ticket where the total prize is more than \$1,000:

- **Make sure** you validate the ticket.
- **Make sure** that you and the customer complete the Prize Claim Form properly.
- **Give** the green copy to the customer and leave the pink copy in the book.
- **Collect** everything together:
 - Prize Claim Form (white copy only)
 - Prize Claim Receipt
 - the winning ticket branded with “Claim”
 - the customer’s bank deposit slip (if available)
 - ... and send all this to Lotto NZ in the special **Prize Claim Courier Envelope**.
- **Do not** use any other envelope or Courier Pack.

A winning ticket of over \$1,000 will be branded with “**Claim**” when it is validated through the terminal. Retailers must process a prize claim for a winning ticket where the total prize value is more than \$1,000. Do this immediately after you have validated the ticket, while the customer is still there. When the prize value is over \$5,000 the terminal will lock. See “Processing a Prize Claim \$5,001 or more” on page 5.7.

If the winner wants to claim their prize in person at Lotto NZ’s Auckland Office, see “Claiming the prize in person” on page 5.8.

To process a prize claim of \$1,001 - \$5,000, follow these steps:

- **Keep** the ticket - unless the winner wishes to claim the prize in person at Lotto NZ. You’ll need to attach it to the Prize Claim Form.
- **Keep** the Prize Claim Receipt - you get this automatically from the terminal after validating the ticket. You’ll need to attach it to the Prize Claim Form.
- **Get** the Prize Claim Form book from your stationery supply. Each form is in triplicate - with white, green and pink sheets. You write on the white sheet (top copy).
- **Ask** the winner to fill in the Prize Claim Form legibly and to sign it. Also ask them to sign the back of the winning ticket. You may need to help them with some of the details - for instance, you may need to point out which number on their winning ticket is the “ticket number” (this number should match the number on the top part of the Prize Claim Receipt). The validation number is shown on the lower part of the Prize Claim Receipt (or, for Instant Kiwi, the game & book number and xxxx in place of the validation number).
- **Make sure** the ticket number on the winning ticket matches the ticket number on the top part of the Prize Claim Receipt.
- **Check** that the winner has:
 - written legibly
 - filled in all details correctly (especially their bank account number)
 - completed the customer declaration
 - signed the form
 - signed the back of the ticket.
- **Write** in your own retailer number, the date and time, and sign the form in the “Retailer Details” space.
- **Attach** the winning ticket and the Prize Claim Receipt to the white Prize Claim Form.
- **Give** the winner their copy (the green sheet) as a receipt.
- **Leave** the pink sheet in your Prize Claim Form book - don’t remove it.
- **Send** to Lotto NZ:
 - the top copy (white sheet) of the Prize Claim Form
 - the Prize Claim Receipt and...
 - the winning ticket.
- **Use** the **Prize Claim Courier Envelope** to send the Prize Claim Form, winning ticket and Prize Claim Receipt to Lotto NZ. Place the courier tracking sticker to your pink copy of the Prize Claim Form for tracking purposes
- **When** the Prize Claim Form is ready to send, contact Courier Post on 0800 268 743 to arrange collection.

Remember: Tickets that win over \$1,000 are branded “Claim”.

5.6

Make sure you send these to Lotto NZ in the special Prize Claim Courier Envelope. See picture on page 6.1. If you require more email: stationery.mailbox@lottonz.co.nz

Don't send them in any other envelope or courier bag as these go to different areas of Lotto NZ and could be overlooked. **Don't send anything else with them** and **do not use** the Prize Claim Courier Pack for any other purpose.

To make sure that details about winners are kept confidential, the pink copy of the Prize Claim Form will not record the winner's name, address, phone number or signature. For more information, please refer to your Job Tools.

Remember: You must store any used or partly used books of Prize Claim Forms for 12 months from the date of the last claim recorded in the book. Keep your used books in a secure place, and once the 12 month period is up, send them back to Lotto NZ for destruction.

An example of a properly completed Prize Claim Form is shown on page 5.9.

Customer Declaration

A Lotto NZ retailer or a Lotto operator who wins a prize of \$1001 or more **must** declare that they are a Lotto NZ retailer or a Lotto operator when completing the customer declaration on the Prize Claim Form.

Prizes payable to persons under 18 years

Where a person under 18 years of age is entitled to a prize over \$1,000 (that is not an Instant Kiwi prize) the following procedure applies.

- **Ask** the winner to sign a standard Prize Claim Form and tick the I am Under 18 checkbox.
- **Tell** the winner they will be sent a Parent or Guardian Form which one of the winner's parents or legal guardians must sign and return. This will be sent once Lotto NZ has received the Prize Claim Form.

Remember: the above procedure does not apply to Instant Kiwi prizes. You **must not**, under any circumstances, pay out an Instant Kiwi prize to anyone you suspect, or know, is under 18 years of age. You must ask for age verification from every customer who presents an Instant Kiwi ticket for validation and appears to be under 25 years of age. If a person:

- is under 18; or
- they cannot verify they are 18 or over

return the ticket to them and advise them you can only validate an Instant Kiwi ticket for someone who is 18 or over and has proof of age.

Processing a Prize Claim \$5,001 or more

Always send prize claims to Lotto NZ in their own special **Prize Claim Courier Envelope (order code: 7635)**.

Don't send prize claims with anything else. If you run out of Prize Claim Courier Envelopes, email stationery.mailbox@lottonz.co.nz

When you validate a ticket which has won a prize of over \$5,000 the terminal will lock and no further transactions can take place until the Helpdesk releases the terminal. The prize-winning ticket will be branded with "Claim".

- **When the terminal locks**, it will display the message "Major prize won! Call Help Desk now (0800 502 502). Help Desk must speak to the winner and will then unlock the terminal". The winner music will play and the Prize Claim Receipt will print just before the terminal locks.
- **Immediately** call the Helpdesk on 0800 502 502 and select option 1, then press 1 again which is the priority line for unlocking terminals after major prize validations.
- **The Helpdesk Operator** will need to talk briefly to the winner to obtain details to help process their prize claim. Winners of very large prizes (\$1 million or more) may also be transferred to a member of the Lotto NZ Communications team who will provide the winner with more information about their prize.
- **While** the Helpdesk Operator is talking to the winner, begin filling out a Prize Claim Form as per the instructions in "Processing a Prize Claim \$1,001 - \$5,000". The customer can complete it when they have finished talking to Lotto NZ. Make sure the customer also writes their name and phone number on the back of the winning ticket.
- **When** the Helpdesk Operator has finished talking to the winner, you will need to advise Help desk of the Prize Claim Form number. The Helpdesk will then unlock your terminal and wait for you to confirm that the terminal is fully functional.

Crediting a bank account

Some major prize-winners may want Lotto NZ to credit their prize directly to their bank account.

In that case, ask them for a deposit slip for their bank account. This will be encoded with their bank account number. Attach the deposit slip to the Prize Claim Form and send it to Lotto NZ, along with the winning ticket and the Prize Claim Receipt.

If the customer doesn't want to hand over one of their encoded deposit slips, you'll need to get them to check that they've written down their bank account number correctly on the Prize Claim Form.

Always send prize claims to Lotto NZ in their own special Prize Claim Courier envelope. See picture on page 6.1 If you require more email: stationery.mailbox@lottonz.co.nz

Remember: EFTPOS and Credit Card numbers are not bank account numbers and can not be used for direct crediting prize payments.

Claiming the prize in person

Some winners may prefer to claim their prize in person at Lotto NZ's Auckland Office, rather than having their claim sent through the mail.

When this happens, ask the winner to fill out the Prize Claim Form while they're still at your outlet - this will give them greater security in case they lose the ticket. Then give them the Prize Claim Form's top two copies (the white and green sheets), the Prize Claim Receipt, and the winning ticket. They'll need to take these to Auckland.

If they want to claim their prize at Lotto NZ's Auckland Office, they can do this. **But in this case you must give them the winning ticket and the Prize Claim Receipt** (which you get automatically from the terminal after validating the ticket) to take to Lotto NZ. The winning ticket, the Prize Claim Receipt, and a completed Prize Claim Form must all be produced before a prize claim can be paid.

Remember: You will still need to call Lotto NZ to unlock your terminal if the ticket has been validated at your store. Advise Help Desk if the customer will be claiming at Lotto NZ's Auckland office.

Anonymity of winners

You must make sure the winner remains anonymous, unless they authorise Lotto NZ to publish their name. You should not give media or other customers any information about prize winners without their express permission. Lotto NZ speaks directly to winners to determine if any publicity can be obtained for the wins, and looks after media enquiries. Please contact a Lotto NZ representative before speaking with the media.

Remember: a seemingly harmless detail may accidentally reveal a winner's identity - such as saying that they are a principal, if there is only one school in the area.

Winners must be individuals

Lotto NZ does not recognise syndicates or any other groups for the paying out of prizes (see Lotto Rules 2000, rules 45(2) and 47, rules 37 and 39). This applies to winners of any Lotto NZ game - but especially to winners in Lotto Combo, which is more likely to be played by groups.

Make sure the person filling out a Prize Claim Form does not write down a group's name on the form. If this person is from a group that has won a prize from its Lotto Combo entry, make sure they write in the name of the individual to whom the group has nominated the prize be paid. This individual is recognised by Lotto NZ as the bearer ("owner") of the Lotto ticket.

You may also need to make it clear to a claimant that if there is more than one person named on a Prize Claim Form, the first person named is recognised as the bearer of the ticket.


Non-winning tickets

Always offer a non-winning ticket back to a customer. This will give them the option of re-checking it themselves.

Remember: a "non-winning ticket" is a ticket that brings up the message "No Prize on this Ticket - Good Luck Next Time" when you validate it through the terminal. (See "Don't Pay" screen message 1 on the following page.)

Prize Claim Form

This example of a completed Prize Claim Form shows the details needed



Prize Claim Form

Level 1, 73 Ramuera Road, Ramuera, Auckland 1050
PO Box 8929, Symonds Street, Auckland 1150 Ph: 09 356 3800

717001

To be completed by the Winner

Under the Lottery rules if more than one person is named on this claim form, the person named first is deemed to be the bearer of the accompanying ticket. For more information on the Lottery rules, please refer to the Lottery Rules and Regulations available on the Lotto NZ website. Prizes are usually paid within 7 working days.

Winner Details (Please print clearly)

Mr Mrs Miss Ms

Name: **JOHN SMITH**

Postal Address: **123 BROWN STREET, AVONDALE, AUCKLAND 1026**

Mobile No.: **027 123 456** Daytime Phone No: **09 789 123**

Email: **JOHN.SMITH@XTRA.CO.NZ**

Prize Winner Declaration (Prize Winner to fill and complete)

I declare that I am: Under 18 years 18 years or over

My relationship with Lotto NZ is: Retailer Retailer Staff Lotto NZ Staff none of the above

Customer's Signature: *J Smith* Date: **10 / 03 / 2017**

Payment Options (Prizes are usually paid within 7 working days)

Payment type: (Tick one) Direct Credit Cheque

Bank account details:*

Bank	Branch	Account Number	Suffix
06 - 0123	- 6789101	- 000	

*An EFTPOS card is **not** a bank account number. Funds cannot be paid into Credit Card accounts.

To be completed by the Retailer

Ticket Details

Value of prize claimed: **\$1,000,000** Special prize:

Ticket No.: **202 - 176534812 - 2072** Draw number: **1627**

Instant Kiwi:

Game	Book	Ticket No.	VRN No.	PIN No.

Claim Receipt No.: **207 - 623594899 - 1273**

Retailer Details (Please print clearly)

Retailer No.: **522126**

Retailer Name: **JOE BLOGGS DAIRY**

Operator Name: **JOE BLOGGS**

Operator's Signature: *JBloggs*

Date: **10 / 03 / 2017**

Office Use Only

Checklist:
I have attached the following:

- Winning Ticket to **Lotto NZ copy**
- Claim Receipt to **Lotto NZ copy**
- Courier Bag (Customer Track-It portion) sticker to **Retailer copy**

Customer Declaration. This section MUST be completed.

Fill in bank account number for direct credit (EFTPOS and credit card numbers are NOT bank account numbers).

Fill in these numbers for a Lotto, Keno, Bullseye, Play 3 or voucher promotion prize claim

Fill in these numbers for an Instant Kiwi prize claim

Tickets Printed from the MyLotto Website

Tickets which have been purchased on the MyLotto website cannot be validated through the terminal or self-service ticket checker. These tickets are easy to identify - they will not have a barcode, will have an Online Ticket number, and will not be on our special yellow thermal printer paper.

Tickets purchased on the MyLotto website can only be checked on the website. If a customer presents a print-out of a MyLotto ticket, advise them that they must login to their account on mylotto.co.nz and use the ticket checking and prize claim procedures on the website. All prizes won on tickets purchased on the MyLotto website will be paid either into the customer's online account or directly into their nominated bank account (after they have completed the claim procedures on the website).

Under no circumstances should you pay any prize to a ticket printed from the MyLotto website.

“Don’t Pay” Screen Messages

Ring the Helpdesk on 0800 502 502 (and select option 1) if you have any trouble explaining a “Don’t Pay” message to a customer.

There are 15 “Don’t Pay” screen messages. The next few pages give a quick overview of them.

1. No prize on this ticket - good luck next time

VALIDATION RESULT
NO PRIZE ON THIS TICKET
GOOD LUCK NEXT TIME

This means that the number entered does not belong to a winning ticket.

This “No Prize On This Ticket - Good Luck Next Time” message will also come up in online games if:

- The ticket was a winner - but it has already been paid and the payment record is no longer online.
- The ticket was a winner - but it is a Multi Draw ticket which has also won a prize in an earlier draw. The customer has presented the original Multi Draw

ticket, rather than the substitute ticket they should have been given when the earlier prize was won.

- The ticket was a winner - but the game was more than 12 months ago and has now expired. The customer cannot claim a prize.

If you have any difficulties with the “No Prize On This Ticket - Good Luck Next Time” message, ring the Helpdesk on 0800 502 502 and select option 1.

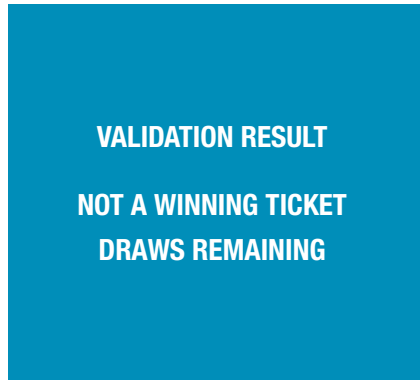
Remember: All prizes in **online games** have to be claimed within 12 months - that is, within 12 months of the draw. (And for Multi Draw tickets this means within 12 months of the ticket’s **winning draw**, not its final draw.) If you try to validate a prize-winning ticket in a draw that’s more than 12 months old, it will bring up the message “No Prize on this Ticket - Good Luck Next Time”.

2. Instant Validation Result - Not a Winner

INSTANT VALIDATION RESULT
NOT A WINNER

This means that the number entered does not belong to a winning Instant Kiwi ticket. This “Instant Validation Result - Not a Winner” message may also come up if you have entered the validation number incorrectly. But if the digits are entered correctly and you still get the “Instant Validation Result - Not a Winner” message, ring the Helpdesk immediately on 0800 502 502, select option 1, and follow their advice.

3. Not a winning ticket - draws remaining

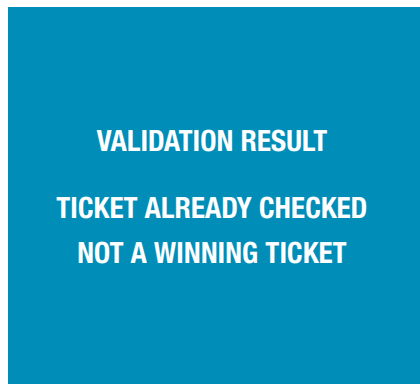


This message will come up if the ticket is:

- a Multi Draw that has not yet won a prize or...
- a substitute Multi Draw ticket that has not won a prize since it was issued.

If you have any difficulties with this message, ring the Helpdesk on 0800 502 502 and select option 1.

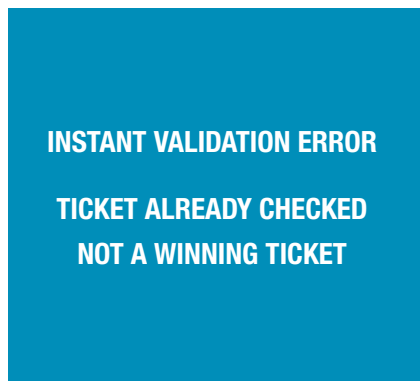
4. Ticket already checked - not a winning ticket



This means that a non-winning ticket has already been checked.

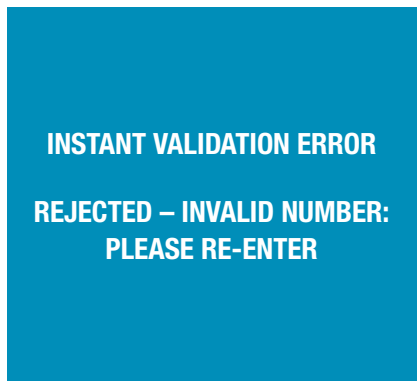
Remember: Keep validated and non-validated tickets separate.

The **online games** screen.



The **Instant Kiwi** screen.

5. Invalid Number



This means an error has been made when you entered the validation numbers. Check the numbers and re-validate the ticket. If the message comes up again, ring the Helpdesk on 0800 502 502 and select option 1.

6. Already paid or Previously paid



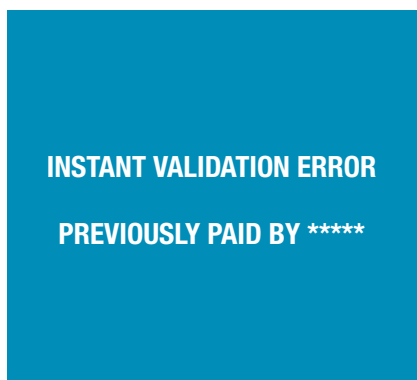
The “Already Paid” or “Previously Paid” message means that the ticket has been previously validated for payment and paid within the last few days.

But sometimes a validation message is accepted by the central computer and then is “lost” on the return journey to the terminal. So if you have a second attempt at validating the ticket, you get the “Already Paid” message.

“Already Paid” can also sometimes come up in **Instant Kiwi** because another ticket with similar validation numbers has been entered incorrectly by a retailer and has accidentally validated that ticket as a winner. Your customer’s ticket then registers “Already Paid” when it is put through the terminal.

If the “Already Paid” or “Previously Paid” message comes up, ring the Helpdesk on 0800 502 502 and select option 1. They will be able to tell you what to do.

The ***** on the **online games** screen will read either “you” or “other” (“Other” means another Lotto NZ outlet.)



The ***** on the **Instant Kiwi** screen will read either “you” or “other”. (“Other” means another Lotto NZ outlet.)

7. Prize claim

CLAIM

YOU HAVE A CLAIM TO PROCESS

Complete the PRIZE CLAIM FORM attach the WINNING TICKET and CLAIM RECEIPT and send to Lotto NZ in a Prize Claim courier bag.

DO NOT pay the Claim amount.

Call help desk on 0800 502 502 if assistance is required.

This means that the prize value for either an **online game** or **Instant Kiwi** game is more than the \$1,000 payment limit and you must follow the steps for processing a prize claim over \$1,000.

Sometimes a Lotto “Claim” message may read “Claim \$0.00”. This will be accompanied by smaller wording in the bottom left of the screen saying “Winner Car Prize” or similar. This means the ticket has won a bonus prize in a regular draw. When you get this message, follow the usual steps for processing a prize claim over \$1,000.

8. Already claimed or Previously claimed

VALIDATION RESULT

**INVALID CLAIM –
PRIZE ALREADY CLAIMED ON
DD-MMM**

The “Already Claimed” or “Previously Claimed” message means that this ticket has won a prize over \$1,000 and has already been processed. Ring the Helpdesk on 0800 502 502 (and select option 1) for assistance.

The **online games** screen

INSTANT VALIDATION ERROR

PREVIOUSLY CLAIMED BY *****

The ***** on the **Instant Kiwi** screen will read either “you” or “other”. (“Other” means another Lotto NZ outlet.)

9. Results not in

VALIDATION RESULT
RESULTS NOT IN
Try Again Later

This means that an **online game** ticket has been presented before its particular draw has been made. Ask the customer to come back after the draw.

If a customer produces a current Lotto Multi Draw ticket for a prize in a previous draw between 7.00 pm and 8.00 pm on a Saturday, ask them to come back the next day (or the day after). The computer cannot check their ticket because it cannot produce a substitute ticket while the current draw is being resolved.

10. Invalid Book Status

INSTANT VALIDATION ERROR
Rejected - Invalid Book Status,
Call Help desk

This means that the **Instant Kiwi** ticket has not been activated for sale through the terminal. Don't pay the prize. Ring the Helpdesk immediately on 0800 502 502 and select option 1.

11. Game Not Available

INSTANT VALIDATION ERROR
Rejected - Game Not Available

This message means that the **Instant Kiwi** game is either not yet open or the game-closure was more than 12 months ago. If the ticket is for an Instant Kiwi game that is not yet open, don't pay the prize. Help the customer fill out a Prize Claim Form and send it in to Lotto NZ. If the Instant Kiwi ticket was for a game that closed more than 12 months ago, the prize is no longer available.

All prizes in a draw or game have to be claimed **within 12 months** of the date of that draw or the closure of that game. For Multi Draw tickets, this means within 12 months from the date of the winning draw (not the final draw).

Remember: all prizes in an Instant Kiwi game have to be claimed within 12 months of the date of the game's closure. (This information is posted on a weekly basis on the Lotto NZ's corporate website - mylotto.co.nz).

Lotto NZ will not accept "late" claims which exceed the 12 months' expiry date. And Lotto NZ will not reimburse you if you pay out a prize in a game that's not active.

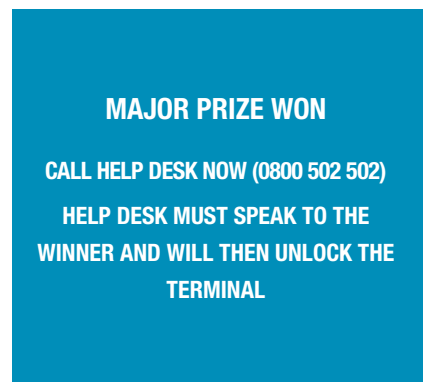
If the customer wants to pursue their prize, get them to fill out a Prize Claim Form and send it to Lotto NZ. Attach an Incident Report explaining the circumstances. Lotto NZ can then check the claim and let the claimant know its decision.

12. Ticket on Hold



Online game tickets may be put into a "Hold" status for a number of reasons. Call the Helpdesk and follow their advice. The customer will need to complete an Incident Report which should then be sent to Lotto NZ with the ticket attached.

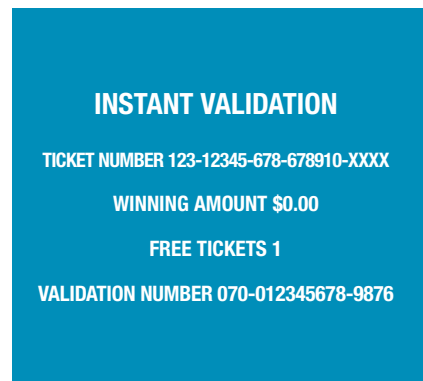
13. Major Prize Won



This message means that the prize value of the ticket is over \$5,000. The terminal will lock and no transactions can take place until the Helpdesk releases the terminal.

Ring the Helpdesk on 0800 502 502 and select option 1, then 1 again - they will tell you what to do.

14. Free Ticket



This message means that you must scan ticket to the value shown on screen.

15. Cannot Validate Ticket

**CANNOT VALIDATE TICKET PLEASE
COMPLETE INCIDENT REPORT
ATTACH TICKET**

This message means that an **Instant Kiwi** ticket has been identified by Lotto NZ as lost or stolen, and then voided. Don't pay out and don't give the ticket back to the customer.

Even if the customer wants to be paid in cash (for example if the prize is relatively small), don't pay out. You can point to the CDU and tell the customer that the message requires you to fill out a report.

Don't get into an argument; your customer may be a totally innocent person.

(A more detailed account of the procedure for dealing with Instant Kiwi tickets identified as lost or stolen is given in the section on "**Prize claims on tickets from lost or stolen (voided) Instant Kiwi tickets**", page 5.20.)

Self-Service Ticket Checkers

All outlets are fitted with at least one self-service ticket checker unit. These units enable customers to scan the barcodes of their tickets and find out if any prizes have been won. If a customer has a winning ticket with a prize value \$5,000 and under, the unit will display the amount won. Prizes of \$5,001 or more will only display the prize division won, not the amount. Other prizes such promotion prizes, Bonus tickets and other merchandise prizes will all be displayed on the unit.

The units only indicate if a prize has been won, they do not validate the ticket. Customers must then present their winning tickets at the Lotto counter to claim their prize, at which point the ticket can be validated through the terminal as per the instructions in this chapter.

The units are not intended as the sole way to check tickets; they are provided as an additional service for customers. If a customer hands a ticket to you for checking on the terminal, you must **always** do so.

Show your customers how to use the device

Customers may need to be shown how to use the ticket checker. Tickets must always be face up with the barcode towards the device itself; the barcode is scanned under the line of red light in the ticket checker. Tickets are most reliably read if held low down under the red line, so they are resting on the flat surface of the ticket checker.

If a customer has a number of tickets to check, it is important that they keep the ones they have already checked separate from the ones they have yet to check, as otherwise they may inadvertently either scan the same ticket twice, or miss checking a ticket.

Ticket-checker screen messages

The following messages will appear on the ticket checker screen once a ticket has been scanned:

1. Congratulations! Prize xxx

CONGRATULATIONS! PRIZE XXX

The customer has won a prize. They will need to bring their ticket to you to validate on the terminal. Follow the standard procedures at the beginning of this chapter for paying or claiming a prize.

2. Congratulations! Division XX Winner

CONGRATULATIONS!
DIVISION XX WINNER

The customer has won a major prize. They will need to bring their ticket to you to validate on the terminal. Follow the standard procedures for processing a prize claim of over \$5,000 on page 5.7. Congratulations! Major Prize Winner.

3. Congratulations! Major Prize Winner

CONGRATULATIONS!
MAJOR PRIZE WINNER

The customer has won an Instant Kiwi prize worth over \$5,000. Follow the standard procedures for processing a prize claim of over \$5,000 on page 5.7.

4. Congratulations! XXXXXXXXXXXX Winner

CONGRATULATIONS!
XXXXXXXXXX WINNER

The customer has won a promotional prize. Follow the standard procedures for processing a prize claim of over \$5,000 on page 5.7.

5. Congratulations! XXX Bonus Tickets

CONGRATULATIONS!
XXX BONUS TICKET(S)

The customer has won 1 or more bonus tickets.

6. Congratulations! Free Ticket

CONGRATULATIONS!
FREE TICKET

The customer has won a free Instant Kiwi ticket. They will have to bring their ticket to you to validate on the terminal and give them a free Instant Kiwi ticket of equal value.

7. Congratulations! Cash + Bonus Ticket(s)

CONGRATULATIONS!
CASH + BONUS TICKET(S)

The customer has won a prize and one or more Bonus tickets.

8. Congratulations! Cash + Exchange Ticket

CONGRATULATIONS!
CASH + EXCHANGE TICKET

The customer has won a prize on a Multi-Draw ticket which still has draws remaining. They will need to bring the ticket to you to validate so that the terminal can print them a substitute ticket for their remaining draws, and you can pay them their prize.

9. Congratulations! Cash + Bonus + Exchange

CONGRATULATIONS!
CASH + BONUS + EXCHANGE

The customer has won a prize and a Bonus ticket on a Multi-Draw ticket which still has draws remaining. They will need to bring the ticket to you to validate so that the terminal can print them a substitute ticket for their remaining

draws, their Bonus ticket, and you can pay them their prize.

10. Cannot Scan Ticket. Please see Retailer

CANNOT SCAN TICKET
PLEASE SEE RETAILER

This message will come up if:

- It is an Instant Kiwi ticket that does not have a barcode under the latex on the front of the ticket.
- The ticket has already been validated, cancelled, or is in a Hold status.
- The barcode on the ticket cannot be read on the ticket checker. This usually occurs if the ticket has been printed on a printer which is dirty or has a fault on it. The customer will need to bring the ticket to you for manual validation.

11. Cannot Read Ticket

CANNOT READ TICKET
PLEASE SEE RETAILER

This message will come up if an Instant Kiwi ticket has been identified by Lotto NZ as lost or stolen, and then voided.

The customer will need to bring their ticket to you to validate on the terminal.

Follow the procedure in the section on

"Prize claims on tickets from lost or stolen (voided) Instant Kiwi tickets", page 5.20.

Lost, Stolen or Damaged Tickets

A Ticket Claim involves a lost, stolen or damaged ticket:

- **Give** the customer a Lost/Stolen/Damaged Ticket Report to complete.

Make sure they include and attach all relevant information relating to their claim.

- **Then** send the top copy of the Lost/Stolen/ Damaged Ticket Report to Lotto NZ. Give the second copy to the customer, and keep the bottom copy for your records.

A customer may want to claim a prize on a ticket that has been lost, stolen or damaged.

Ticket claims: online games

If a ticket is lost, stolen or damaged, any prize owing cannot be paid out immediately.

When a customer comes in to make a claim on a lost, stolen or damaged ticket, help them fill in a **Lost/Stolen/Damaged Ticket Report**. An example of a correctly completed Lost/ Stolen/Damaged Ticket Report is shown on page 5.20. Send the top (blue-and-white) copy of the Lost/Stolen/Damaged Ticket Report to Lotto NZ. Give the second (green) copy to the customer, and keep the third (pink) copy for your records.

Remember: send the top copy of the Lost/Stolen/Damaged Ticket Report to Lotto NZ in the pre-paid general purpose envelope (order code: 7505).

Processing the claim

Lotto NZ investigates all claims on lost, stolen and damaged tickets.

If the claim involves a **ticket whose prize value is over \$100**, Lotto NZ will send the customer a Statutory Declaration form to fill in. (This form is a statutory declaration, held by Lotto NZ. It is not held by the retailer.) Once the customer has completed the form and returned it to Lotto NZ, an outcome will be established and the customer contacted by letter.

A claim that involves a ticket that has won a prize of **under \$100** is a more straightforward process. Once an outcome has been established regarding the claim, Lotto NZ will either send the customer any outstanding prize won, or notify them that their claim has been unsuccessful. (Sometimes, however, Lotto NZ may need to write to the customer to ask them for more information before their claim can proceed.)

Please ensure that customers understand that all ticket claims undergo a thorough investigative process which may take some time to complete.

Prize claims on lost/stolen Instant Kiwi tickets

Lotto NZ isn't able to check whether an Instant Kiwi ticket is a winner unless the full ticket details are available, including the 11 digit validation number. Unless they have all these details, it is virtually impossible for a customer who has lost an Instant Kiwi ticket or had one stolen to prove they had a prize-winning ticket. So prize claims involving lost or stolen Instant Kiwi tickets are rarely successful.

So far, Lotto NZ has only upheld these kinds of claims where a prize-winning ticket has gone missing in transit to Lotto NZ. In these cases, Lotto NZ has had the supporting information contained in the Prize Claim Form.

If a customer knows their ticket has been stolen, you should encourage them to contact Lotto NZ.

Prize claims on damaged Instant Kiwi tickets

Instant Kiwi tickets may be damaged if the latex is hard to remove or the play symbols have been made unreadable by the customer's attempts to scratch off the latex. In cases like this, it is impossible to validate the ticket through the terminal.

When a customer has bought an Instant Kiwi ticket that may be faulty, you should fill out an Incident Report and return the original ticket to Lotto NZ for investigation. If

It is virtually impossible for a customer who has lost an Instant Kiwi ticket or had one stolen to prove they had a prize-winning ticket.

So prize claims involving lost or stolen Instant Kiwi tickets are rarely successful.

the customer firmly believes their unreadable ticket is a prize-winner, give them the option of making a claim to Lotto NZ on a Lost Stolen/Damaged Ticket Report. For further information, please refer to your Job Tools.

Remember: on the Lost/Stolen/Damaged Ticket Report, customers claiming a prize of less than \$20 on a damaged Instant Kiwi ticket can choose to receive their prize as extra ticket(s) rather than money.

Lost/Stolen/Damaged Ticket Report

This is an example of a Lost/Stolen/Damaged Ticket Report accompanying a prize claim on a lost Bullseye Dip ticket.



Lost/Stolen/Damaged Ticket Report

PO Box 8929, Symonds Street, Auckland 1150 Ph: 09-356-3800

LSD 702351

Customer Details

Name: Paula Nardo
 Postal Address: 471 Santa Claus Lane Auckland
 Mobile No: 027-4316-9124 Daytime Phone No: -
 Email: Paula.nardo@yahoo.co.nz

Payment Options (If you have won a prize)

Please tick here if you would prefer ticket/s in exchange for prize if due (max \$20)

Bank account details: *
 01-0361-0007146-001
Bank Branch Account Number Suffix

*An EFTPOS card is **not** a bank account number. Funds cannot be paid into Credit Card accounts.

Ticket Information (Please tick) LOST STOLEN DAMAGED (Damaged tickets MUST be attached to form)

Type of Product: Lotto Lotto Powerball Lotto Strike Keno Play 2 Instant Kiwi Bullseye
Other Please specify

Type of Ticket: Dip Coupon (own numbers) Coupon (random picks) Combo Earlybird Multi Draw No. of Draws

If you used your own numbers please enclose a copy of the coupon or enter a line of numbers played.

Where was the ticket purchased?

Retailer Name: PaknSave Newmarket Retailer No: 123456

Price of Ticket: \$10.00 Provide Serial Nos if any other tickets were purchased or validated at the same time:



Date of purchase	01 / 02 2017	SERIAL No.	-	-
Time of purchase	10 / 35 am	SERIAL No.	-	-
Date of the draw	01 / 02 / 2017	SERIAL No.	-	-

Any other relevant information regarding ticket/s that were purchased/validated:

My mother was the customer before me and she won \$100 on an Instant Kiwi ticket.

Customer Declaration

I declare that I am: Under 18 years 18 years or over

Operator's Name: Susan
 Operator's Signature: 
 Retailer No: 678900
 Customer's Signature:  Date: 03 / 02 / 2017

By completing this form, you authorize Lotto NZ to collect your personal information to process and verify your claim and for fiscal purposes. If you do not provide the information or if it is incorrect we may not process your claim. Your information may be held for up to 211 years, depending on any laws with and about details. You may request access to and correction of your information by contacting us.

LOTTO NEW ZEALAND COPY

- **You Can Pay Out A**

Prize of up to \$10 on a damaged Instant Kiwi ticket provided that:

- the matching play symbols are clearly visible
- the ticket is wholly intact, and
- the prize is not over \$10.

- **Remember To Claim** the prize money back from Lotto NZ by completing a Lost/ Stolen/Damaged Ticket Report and attaching the ticket(s). Send the form and ticket(s) to Lotto NZ.

Retailers can pay out prizes of up to \$10 on damaged Instant Kiwi tickets

Retailers have the option of paying out small prizes for mutilated Instant Kiwi tickets that can't be validated because the validation number is illegible. This only applies to prizes not exceeding **\$10**. Here's how to do it:

- **Pay** out to the customer only if:
 - the prize is not more than **\$10**,
 - the matching play symbols can be clearly seen, **and** ...
 - the ticket is wholly intact.

The reason that the ticket must be wholly intact is because retailers destroy all prize-winning tickets to a value of \$1,000 or less. If the ticket is not intact, you may be paying out on a prize-winning ticket that has only been partly destroyed by another retailer. In that case, you will not be reimbursed by Lotto NZ for having paid out again on the mutilated ticket.

- **Receive** reimbursement from Lotto NZ by filling out a Lost/Stolen/Damaged Ticket Report. Make sure you attach the ticket(s). Send the form in the general purpose pre-paid envelope (order code: 7505) to Lotto NZ. Write in the "ANY OTHER RELEVANT INFORMATION" box that you have paid the customer and are seeking reimbursement.

Don't pay out for prizes of **more than \$10** on tickets that can't be validated. If the play symbols can be clearly seen, help the customer fill in a Lost/Stolen/Damaged Ticket Report. This can be sent in with an Incident Report, if you want to make some comments about the claim.

The customer will be notified by Lotto NZ when its investigation of the prize claim is completed.

Remember: further information about this process is contained in your Job Tools.

Prize claims on tickets from lost or stolen (voided) Instant Kiwi books

Prize claims from customers on tickets that have been lost or stolen can be a tricky issue. Your customer may not be aware that the ticket has been stolen.

When you enter the validation number of a voided ticket, the terminal will display "**Cannot validate ticket - Please complete incident report - Attach ticket**".

Don't pay the prize - and don't give the ticket back to the customer. Instead, get the customer to fill in an **Incident Report** and complete the back of the ticket. (This will also protect the interests of any customer who held the ticket legitimately.)

If you have any difficulties, ring the Helpdesk immediately on 0800 502 502 and select option 1. Follow their advice.


Send the Incident Report and the ticket to Lotto NZ. Use the general purpose pre-paid envelope (order code: 7505) for this. Make sure the Incident Report contains any extra information you received from the customer when discussing the claim. Also advise the Helpdesk on 0800 502 502 (and select option 1) about the attempt to claim a prize - if you didn't already do so when the terminal message came up.

Use an **Incident Report** when you give a customer a replacement Instant Kiwi ticket in exchange for a damaged one.

Use a **Lost/ Stolen/ Damaged Ticket Report** when a customer wants to claim a prize on a damaged Instant Kiwi ticket.

Incident Report

This is an example of an Incident Report accompanying an Instant Kiwi Ticket that could not be validated on the terminal.



Incident Report

PO Box 8929, Symonds Street, Auckland 1150 Ph: 09 356 3800

IR 708001

Please use this form to advise Lotto NZ of any incidents, queries, comments or complaints about an outlet or the services provided by Lotto NZ.

Retailer Details

Operator Name: Sally Smith
 Retailer Name: Sally's Lotto Shop Retailer No.: 654321

Customer Details

Name: John Brown
 Postal Address: 123 main street, mount wellington, auckland
 Mobile No.: 021 234 5768 Daytime Phone No.: 09 654 3210
 Email: jbrown@brown.co.nz

Payment Options (If you have won a prize)

Please tick here if you would prefer ticket/s in exchange for prize if due (max \$20)

Bank account details:*

01-0000-1234567-89
Bank Branch Account Number Suffix

*An EFTPOS card is **not** a bank account number. Funds cannot be paid into Credit Card accounts.

Incident Details

Subject: Instant kiwi ticket prize query
 Date of Incident: 9/3/2017 Time: 3:00pm
 Ticket Nos. (if relevant): 500-12345-006
 Details: Customer's ticket (please find enclosed) is validating as 'Not a winner' through our terminal, however he thinks it has won a \$50 prize.

We have explained why it is non-winning but he would like confirmation from Lotto NZ.

Customer's Signature: J Brown

Date: 10/3/2017

Operator's Signature: J Smith

By completing this form, you authorise Lotto NZ to collect your personal information to process and verify your claim and for fraud prevention. If you do not provide this information or it is incorrect, we may not process your claim. Your information may be held by us for 211 years, depending on any prizes won and claim details. You may request access to and correction of your information by contacting us.

LOTTO NEW ZEALAND COPY

6.1 - Games Stationery

Ordering Your Games Stationery

This chapter gives an overview of all your games stationery requirements.

You can order games stationery by emailing: stationery.mailbox@lottonz.co.nz or contacting Help Desk on 0800 502 502 Opt 2.

You should aim to keep around 4 weeks' supply of current games stationery items on hand.

Examples of all games stationery items for retailers are provided in the following pages.

Games Stationery: Courier Packs & Envelopes

Make sure you use the correct envelopes or courier packs for the procedure or task that you want to do.



Prize Claim Envelope

Use this courier envelope for sending in your prize claims (this includes the Prize Claim Form, the ticket, and the Prize Claim Receipt).



Remember: this courier envelope must **only** be used for **prize claims**.

FreePost Authority Number 163967

RETAILER No.

--	--	--	--	--	--

MONTH	YEAR

Free  

Lotto New Zealand
PO Box 8929
Symonds Street
Auckland 1150

FORM NZLC 7505 9/13

General Purpose Envelope

Use this to send non-urgent items (such as cancelled tickets, incident reports, requisition forms and Lost/Stolen/Damaged Ticket Reports) to Lotto NZ.

DELIVERED TO YOU BY:

***NEW ZEALAND
COURTIERS***

**SEND TO: Online Security Services (SDS)
Cnr Cryers Rd & Bruce Roderick Drive
Highbrook
Auckland**


FOR USE WITHIN N.Z. ONLY

Instant Kiwi Returns Bags - NZ Couriers

Use this for sending in Instant Kiwi ticket returns (from closed-off games).

Remember: This bag must only be used for Instant Kiwi returns (from closed-off games). Lotto NZ ask you to write the game number on top of the courier bag.

Games Stationery: Forms



Prize Claim Form
Level 1, 73 Remuera Road, Remuera, Auckland 1050
PO Box 8929, Symonds Street, Auckland 1150 Ph: 09 356 3800

000000

To be completed by the Winner

Under the Lottery rules if more than one person is named on this claim form, the person named first is deemed to be the bearer of the accompanying ticket. By completing this form you authorize Lotto NZ to collect your personal information to process and verify prize claims. If you do not provide this information or if it is incorrect, we may not pay your prize. Your information may be held by us for 311 years depending on the prize division and claim debit. You may request access to, and correction of your information by contacting us.

Winner Details (Please print clearly)

Mr Mrs Miss Ms

Name: _____

Postal Address: _____

Mobile No: _____ Daytime Phone No: _____

Email: _____

Prize Winner Declaration (Prize Winner to fill out/complete)

I declare that I am: My relationship with Lotto NZ is: Customer's Signature _____

Under 18 years Retailer Retailer Staff Date: _____
 18 years or over Lotto NZ Staff none of the above D / M / Y

Payment Options (Prizes are usually paid within 7 working days)

Payment type: (Tick one) Bank account details:*

Direct Credit Cheque
 _____ - _____ - _____ - _____
 Bank Branch Account Number Suffix

*An EFTPOS card is **not** a bank account number. Funds cannot be paid into Credit Card accounts.

To be completed by the Retailer

Ticket Details

Value of prize claimed: \$ _____ Special prize: _____

Ticket No: _____ - _____ - _____ Draw number: _____

Instant Kiwi: _____ - _____ - _____

Game Book Ticket No VIRN No. PIN No.

Claim Receipt No: _____ - _____ - _____

Retailer Details (Please print clearly)

Retailer No: _____

Retailer Name: _____

Operator Name: _____

Operator's Signature: _____

Date: _____

Office Use Only

Checklist:
I have attached the following:

Winning Ticket to **Lotto NZ copy**
 Claim Receipt to **Lotto NZ copy**
 Courier Bag 'Customer Track-It portion' sticker to **Retailer copy**

COMMISSION COPY

Prize Claim Form

The first copy is sent to Lotto NZ (along with the ticket and the Prize Claim Receipt), the second copy goes to the customer, and the retailer keeps the third.



Lost/Stolen/Damaged Ticket Report

PO Box 8929, Symonds Street, Auckland 1150 Ph: 09 356 3800

LSD000000

Customer Details

Name:

Postal Address:

Mobile No: Daytime Phone No:

Email:

Payment Options (If you have won a prize)

Please tick here if you would prefer ticket/s in exchange for prize if due (max \$20)

Bank account details:*

- - -
Bank - Branch - Account Number - Suffix

*An EFTPOS card is **not** a bank account number. Funds cannot be paid into Credit Card accounts

Ticket Information (Please tick)

LOST STOLEN DAMAGED (Damaged tickets MUST be attached to form)

Type of Product: Lotto Lotto Powerball Lotto Strike Keno Play 3 Instant Kiwi Bullseye

Other Please specify

Type of Ticket: Dip Coupon (own numbers) Coupon (random picks) Combo Earlybird Multi Draw No. of Draws

If you used your own numbers please enclose a copy of the coupon or enter a line of numbers played

Where was the ticket purchased?

Retailer Name Retailer No:

Price of Ticket: \$

Provide Serial No.s if any other tickets were purchased or validated at the same time:

Date of purchase / / SERIAL No. - - -

Time of purchase / am/pm SERIAL No. - - -

Date of the draw / / SERIAL No. - - -

Any other relevant information regarding ticket/s that were purchased/validated:

Customer Declaration

I declare that I am: Under 18 years 18 years or over

Customer's Signature Date / /

Retailer No:

Operator's Name

Operator's Signature

By completing this form, you authorise Lotto NZ to collect your personal information to process and verify your claim and for fraud prevention. If you do not provide this information or it is incorrect, we may not process your claim. Your information may be held by us for 211 years, depending on any prizes won and claim details. You may request access to and correction of your information by contacting us.

LOTTO NEW ZEALAND COPY

Lost/Stolen/Damaged Ticket Report

This form is to be used in a prize claim involving a lost or damaged ticket or for a damaged ticket but the customer doesn't know that the ticket is a winner. The first copy is sent to Lotto NZ (along with a Prize Claim Form), the second copy is given to the customer, and the retailer keeps the third.

7.1 - Accounting & Settlement Procedures

[REDACTED] your bank account is “swept” electronically to pay what you owe to Lotto NZ for sales of its products. There is no paperwork for you to do, although you should make sure you print out an Online Settlement Report [REDACTED] for your own records.

Payments Each Week to Lotto NZ

Your New Zealand Lotteries Commission trust account is electronically “swept” to pay to Lotto NZ your weekly net takings for its products. You will have set up a New Zealand Lotteries Commission trust account when you obtained your agency. It is this account which is direct-debited (“swept”) by the Electronic Funds Transfer process.

Remember: If you change your trust account, you must notify Lotto NZ finance team at least 2 weeks before the new account is to be “swept”. Lotto NZ will then send you a **Direct Debit Authority** form, so that you can authorise the “sweep” on your new account. You will need to fill out and sign the form, and send it back to Lotto NZ.

Not having enough funds in the trust account to cover your net payments to Lotto NZ each week will be viewed **extremely seriously** by Lotto NZ. Failure to bank enough money for the “sweeps” will lead to a review of your agency, possibly resulting in the agency being terminated. You may be asked to pay a bond which will be held for up to 12 months.

Bank “Sweeps”

Not having enough funds in the trust account to cover your net payments to Lotto NZ each week will be viewed extremely seriously by Lotto NZ.

Failure to bank enough money for the “sweeps” will lead to a review of your Lotto NZ agency, possibly resulting in the agency being terminated.

You may be asked to pay a bond which will be held for up to 12 months.

[REDACTED]

Both “sweeps” cover the net takings for all Lotto NZ games.

[REDACTED]

In these cases, the “sweep” will not be done. Lotto NZ will advise you in advance about these exceptions. [REDACTED]



The Online Settlement Report

You will need sufficient funds in your trust account to cover the total amount due that will be “swept” from your account each Monday and Wednesday.

SETTLEMENT		JAN11 - JAN17, 2017	
Retailer 514899			
LOTTO POWERBALL			
Count		Amount	
50	Sales	\$	10,598.10
0	Prizes Paid	\$	0.00
3	Cancel	\$	47.60
	Sub-Total	\$	10,550.50
LOTTO STRIKE			
Count		Amount	
30	Sales	\$	179.00
0	Prizes Paid	\$	0.00
1	Cancel	\$	2.00
	Sub-Total	\$	177.00
BIG WEDNESDAY			
Count		Amount	
0	Prizes Paid	\$	0.00
	Sub-Total	\$	0.00
KENO			
Count		Amount	
2	Sales	\$	6.00
0	Prizes Paid	\$	0.00
0	Cancel	\$	0.00
	Sub-Total	\$	6.00
BULLSEYE			
Count		Amount	
3	Sales	\$	18.00
0	Prizes Paid	\$	0.00
0	Cancel	\$	0.00
	Sub-Total	\$	18.00
PLAY 3			
Count		Amount	
2	Sales	\$	2.00
0	Prizes Paid	\$	0.00
0	Cancel	\$	0.00
	Sub-Total	\$	2.00
INSTANT KIWI			
Count		Amount	
0	Sales	\$	0.00
0	Prizes Paid	\$	0.00
0	Free Tickets	\$	0.00
0	Cancel	\$	0.00
	Sub-Total	\$	0.00
	Interim Sweep	\$	-87.91
	Adjust	\$	0.00
	Service Charge + GST	\$	109.25
	Commission + GST	\$	865.65
	Total Amount Due To Be Swept	\$	9,909.19
The total amount due will be swept from your account on Settlement Day			
CLAIMS			
Count		Amount	
0	Lotto Powerball	\$	0.00
0	Lotto Strike	\$	0.00
0	Big Wednesday	\$	0.00
0	Keno	\$	0.00
0	Bullseye	\$	0.00
0	Play 3	\$	0.00
0	Instant Kiwi	\$	0.00
BONUS TICKETS			
Count		Amount	
0	Lotto Powerball	\$	0.00
0	Lotto Strike	\$	0.00
0	Bullseye	\$	0.00

The printed Online Settlement Report lists the weekly total of:

Lotto Powerball

- Sales - number and value of combined Lotto & Lotto Powerball sales.
- Prizes Paid - number and value of combined Lotto & Lotto Powerball prizes paid.
- Cancels - number and value of cancelled Lotto & Lotto Powerball tickets. (Check that the number and value of any cancelled tickets you're holding matches the figures in the report.)

Lotto Strike

- Sales - number and value of Lotto Strike sales.
- Prizes Paid - number and value of Lotto Strike prizes paid.
- Cancels - number and value of cancelled Lotto Strike tickets. (Check that the number and value of any cancelled tickets you're holding matches the figures in the report.)

Keno

- Sales - number and value of Keno sales.
- Prizes Paid - number and value of Keno prizes paid.
- Cancels - number and value of cancelled Keno tickets. (Check that the number and value of any cancelled tickets you're holding matches the figures in the report.)

Bullseye

- Sales - number and value of Bullseye sales.
- Prizes Paid - number and value of Bullseye prizes paid.
- Cancels - number and value of cancelled Bullseye tickets. (Check that the number and value of any cancelled tickets you're holding matches the figures in the report.)

Play 3

- Sales - number and value of Play 3 sales.
- Prizes Paid - number and value of Play 3 prizes paid.
- Cancels - number and value of cancelled Play 3 tickets. (Check that the number and value of any cancelled tickets you're holding matches the figures in the report.)

Instant Kiwi

- Prizes Paid - number and value of Instant Kiwi prizes that you have paid out.
- Free Tickets - number and value of Instant Kiwi tickets you have given as prizes, where the prize value is a free Instant Kiwi ticket.
- Cancels - number and value of cancelled Instant Kiwi tickets. (Check that the number and value of any cancelled tickets you're holding matches the figures in the report.)

Accounting Items

- Interim Sweep - the amount "swept" from your trust account [REDACTED]
- Adjust - any adjustment which has to be made (if you're not sure what this is, ring the Helpdesk on 0800 502 502 and select option 4).
- Service Charge + GST - the weekly line charges (service fee), plus GST.
- Commission + GST - your retailer commission plus GST.
- Total Amount Due To Be Swept - amount owing to Lotto NZ. [REDACTED]

Claims

- Lotto Powerball - the number and value of combined Lotto & Lotto Powerball prizes over \$1000.00 validated.
- Lotto Strike - the number and value of Lotto Strike prizes over \$1000.00 validated.
- Keno - the number and value of Keno prizes over \$1000.00 validated.
- Bullseye - the number and value of Bullseye prizes over \$1000.00 validated.
- Play 3 - the number and value of Play 3 prizes over \$1000.00 validated.
- Instant Kiwi - the number and value of Instant Kiwi prizes over \$1000.00 validated.

Bonus Tickets

- Lotto - the number of Bonus Tickets issued.
- Lotto Strike - the number of Bonus Tickets issued.
- Bullseye - the number of Bonus Tickets issued.

Credit Procedures

In some instances, a salesperson's failure to follow ticket cancellation procedures has resulted in claims from retailers for a credit.

Lotto NZ will not approve claims for a credit unless you can prove that terminal malfunction was the reason for not cancelling tickets on the day they were purchased.

Ticket cancellations

In some instances, a salesperson's failure to follow ticket cancellation procedures has resulted in claims from retailers for a credit. Lotto NZ will **not** approve claims for a credit unless you can prove that terminal malfunction was the reason for not cancelling tickets on the correct day - that is, the day they were purchased.

Tickets can only be cancelled on the day they were purchased, at the same outlet they were purchased from, **and** before the draw takes place.

Cancelling Lotto tickets:

- Make sure that tickets are cancelled **before** the game closes on that day. Monday, Tuesday, Thursday and Friday tickets must be cancelled before 11.00 pm, Wednesday and Saturday tickets by 7.31 pm (or 11.00 pm if bought after 7.31 pm on a Wednesday or Saturday). Sunday tickets must be cancelled by 9:00 pm.
- Return all your cancelled tickets to Lotto NZ once a month. Use the general purpose envelope (order code: 7505).

Cancelling Keno tickets:

- Make sure that tickets are cancelled **before** the game closes on that day. Tickets bought before 10.00 am for the 10.00 am draw must be cancelled by 10.01 am; tickets bought before 1.00 pm for the 1.00 pm draw must be cancelled by 1.01 pm; tickets bought before 3.00 pm for the 3.00 pm draw must be cancelled by 3.01 pm; and tickets bought before 6.00 pm for the 6.00 pm draw must be cancelled by 6.01 pm on the day they were purchased. Tickets bought after 6.01 pm (Monday to Saturday) must be cancelled by 11.00 pm on that day; and by 9.00 pm if bought after 6.01 pm on Sunday.
- Return all your cancelled tickets to Lotto NZ once a month. Use the **general purpose envelope** (order code: 7505).

Cancelling Bullseye tickets:

- Make sure that tickets are cancelled **before** the game closes on that day. Tickets bought before 6.00 pm must be cancelled by 6.01 pm on the day they were purchased.
- Return all your cancelled tickets to Lotto NZ once a month. Use the general purpose envelope (order code: 7505).

Cancelling Play 3 tickets:

- Make sure that tickets are cancelled **before** the game closes on that day. Tickets bought before 6.00 pm must be cancelled by 6.03 pm on the day they were purchased.
- Return all your cancelled tickets to Lotto NZ once a month. Use the general purpose envelope (order code: 7505).

Instant Kiwi ticket returns (closed-off games)

As per terminal message, as soon as an Instant Kiwi game is closed off, you must return all unsold tickets and books for that game to Lotto NZ.

- **Enter** the details of the unsold ticket numbers into the terminal. **Remember:** you must do a separate entry for each book of tickets - and if a partially sold book has a broken sequence of numbers, you must do a separate entry for each sequence of numbers in that book.
- **Sign** one copy of the yellow receipt that the terminal prints out, and attach this to the book of tickets. (The terminal will automatically print out 2 copies of the receipt. Keep the other copy for your records.)
- **Repeat** this process until you have receipts for all books that you are returning to Lotto NZ.
- **Return** all books and their receipts to Lotto NZ in a pre-paid courier bag.
Email: stationery.mailbox@lottonz.co.nz to order more bags.
- This must be completed within **one week** of the game closing.

Remember: you must only use the pre-paid courier bag for this purpose.

Buyer-Created GST Invoices

To make the administration of your lotteries business easier for you, Lotto NZ provides you with a **monthly tax invoice** for your GST records. This is the opposite of the normal practice where the seller (you) provides the GST tax invoice to the buyer (Lotto NZ).

The monthly tax invoice shows the commission and GST that Lotto NZ pays you on your sales, minus the service charges and GST. Both your commission and the service charges + GST appear on the Settlement Report available from your terminal(s). Lotto NZ also provides tax invoices for incentive prizes that involve money. When Lotto NZ pays out money as an incentive prize, it sends out a tax invoice along with the cheque.

8.1 Security

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9.1 - Selling Your Business

This chapter sets out some important requirements that you must follow if you want to transfer your Lotto Agency. The main point is that the Lotto NZ agency cannot be on-sold to a potential buyer of your core business. Anyone buying your business will have to apply to Lotto NZ for a new Lotto NZ agency.

Selling Your Business

Your Lotto NZ agency is personal to you. You **can't** sell, license, transfer, assign, or even give your lotteries agency to someone else. This means you don't have the right to sell the agency as part of your core business. Please also note that upon receiving notification of a change of ownership or control, Lotto NZ has the right to choose to terminate the Retailer agreement by providing written notice to the retailer.

Facts that should be made clear to the purchaser

Anyone buying your business must apply to Lotto NZ for a new agency - and, if their application is approved, they must pay an Establishment Fee (see steps 8 and 10) on the following pages.

Before granting a new agency, Lotto NZ will look very closely at the current location of the outlet and the attributes of the person buying your business.

Be extremely careful in any discussions with a prospective purchaser. Make sure you don't misrepresent any facts about either the agency or the Lotto NZ application process. You should also make it very clear to the purchaser that:

- the retailer will notify Lotto NZ of change of ownership or control, and Lotto NZ will have the right to choose to terminate the Retailer Agreement by providing written notice to the retailer
- even if they are approved by Lotto NZ as a retailer of Lotto NZ products, the purchaser will still have to sign a Retailer Agreement and pay an Establishment Fee to Lotto NZ
- the purchaser may be required to upgrade the Lotto NZ outlet's fitout within a set timeframe
- the terminal, digital screen, eftpos machines, printer and router are owned by Lotto NZ and remains its property
- the purchaser's only right is to have their application **considered by** Lotto NZ - the final decision remains with Lotto NZ.

Please note: approval of an application can be granted only by Lotto NZ's Chief Executive or their delegated representative. This approval must also be in writing.

The furniture and Lotto NZ fitout paid for by you remains your property. However, if the Lotto NZ outlet does not continue on the site you must not use or display any Lotto NZ merchandise, signage and logos on the site. Furthermore, such merchandise, signage

and logos cannot be used on another site which does not have a Lotto NZ agency.

The terminal will not be operational for the purchaser of your business until they have satisfied all Lotto NZ's requirements for their new agency. If you sell your business to the new owner before their agency application is approved, the terminal will be turned off and no sales of Lotto NZ products will be made through the outlet. This is to protect both you and Lotto NZ, in case the purchaser's agency application is turned down by Lotto NZ. If you are selling your business, you must inform Lotto NZ of this in writing.

Please note: about 6 to 9 weeks are usually needed to end one agency and begin a new agency on the same site. This is because of the various assessments that have to be done to make sure the prospective purchaser is a suitable applicant and that the site continues to be suitable as a Lotto NZ outlet.

What to Do if You Want to Sell

You can't sell, license, transfer, assign, or give your Lotto NZ agency to anyone else. Your lottery agency is personal to you.

Detailed step-by-step procedure

1. **You write** to Retail Support at Lotto NZ's Auckland office about your intended sale, giving details of:

- the proposed settlement date
- whether the buyer(s) wishes to apply for a Lotto NZ agency
- the contact name, company and details of the buyer(s)
- Send through your financial Statement of Performance (this will be confidential, and held only by Lotto NZ).

You will receive an acknowledgement letter from Lotto NZ.

2. **If the site is to be retained under Lotto NZ's Network Plan**, the applicant receives an acknowledgement letter and the following documentation:

- a copy of the Information Guide, which gives information about Lotto NZ, the application process, and the retail standards to be met
- a sample Retailer Agreement
- Application Forms (which request company, personal and financial details, trade or employer references, and a bank reference).

3. **Applicant completes all application details** and sends the completed Application Form(s) to the Retail Support Coordinator for checking. (Details of the lease for the premises are also required at this point.)

4. **The application process has now begun.** The applicant is sent a letter telling them that the application process has started.

5. **Lotto NZ reviews the Application Form(s).** If the applicant is suitable, an interview is arranged.

6. **The applicant attends an interview**, at which the draft Design Plan is one of the matters discussed. The plan includes descriptions of the outlet's interior layout, exterior presentation, signage, and selling hours. (The plan forms part of the Retailer Agreement and once agreed upon by the applicant and Lotto NZ cannot be changed without Lotto NZ approval.)

7. **Lotto NZ's Chief Executive (or their delegated representative) approves or rejects the application.** In making the approval decision, the Chief Executive (or their delegated representative) considers all the application details.

Anyone buying your business must apply to Lotto NZ for a new agency.

8. **The approved applicant will be sent**, as part of the approval process:

- an approval letter
- an invoice for the Establishment Fee
- Direct Debit Authority forms (for the direct-debiting of Lotto NZ money from the retailer's trust account)
- a tax invoice and GST form
- information on the Retail Management Programme training course

Please note: New owners **must** have at least one RMP trained staff member available in store. Lotto NZ will not proceed with a change of ownership unless we are satisfied training requirements have been met.

9. **Approved applicant signs the Design Plan** and returns it to the Retail Support Coordinator (unless the Design Plan has already been signed and returned by the applicant).

10. **Approved applicant pays** the Establishment Fee and returns completed forms.

11. **Approved applicant is sent** 2 copies of the Retailer Agreement to sign and return.

12. **Approved applicant signs** and returns both copies of the Retailer Agreement and also attends the Retail Management Programme training course.

13. **Lotto NZ sends** letter confirming the start date for the new retailer's operation of the outlet.

14. **Lotto NZ signs** and legally executes both copies of the Retailer Agreement. One "executed copy" of the Retailer Agreement is then returned to the new retailer.

Relocating Your Outlet to Another Site

You may wish to relocate your Lotto NZ outlet - talk this over with your Lotto NZ RDM, who can advise you on the procedure to be followed. Any relocation needs to fit in with Lotto NZ's current Network Plan. There is a formal application process, and the final location of the site must be approved by Lotto NZ.

10.1 - Terminating Your Agreement

The powers that both you and Lotto NZ have to terminate your agency are outlined in this chapter.

Scope of this Chapter

This chapter covers what happens if you hold a Franchise Agreement or Retailer Agreement. The termination process for agencies that are subject to a Master Agency Agreement is not covered in this manual. Please refer to the termination provisions of your Master Agency Agreement for this information.

For the purposes of this chapter, "Agreement" means the Franchise Agreement or the Retailer Agreement.

Please note: the information in this chapter does not take the place of the full termination provisions in your Agreement. In the event of a dispute, it is the legal provisions in the Agreement that will be followed.

Your Powers to Terminate the Agreement

You can terminate the Agreement for your agency by giving Lotto NZ 30 days' written notice. You don't have to provide any reason for terminating.

All money from sales and any other amounts owing will have to be paid to Lotto NZ. Also, the terminal(s) and any other property belonging to Lotto NZ - including this Retailer Operations Manual - will have to be returned or arrangements made for Lotto NZ to remove them itself.

Once the agency is terminated, you can no longer advertise, promote or sell any Lotto NZ products.

Lotto NZ's Powers to Terminate the Agreement

Depending on circumstances, Lotto NZ can terminate the Agreement for the agency in 3 ways:

- without giving notice
- by giving 30 days' written notice (stating reasons)
- by giving 90 days' written notice (without stating reasons).

Termination without notice

This may apply in the following circumstances (please note that this list is not exhaustive):

- if you do not pay Lotto NZ each week the money you owe from the sales of its products
- if you do not send all cancelled tickets, and any recalled tickets, to Lotto NZ
- if you pay out prizes which have a value greater than your prize payment authority of \$1000

The information in this chapter does not take the place of the full termination provisions in your Agreement with Lotto NZ. In the event of a dispute, it is the legal provisions in your Agreement that will be followed.

- if you change the nature of your business from that stated in your Agreement
- if there is a change of ownership or control of your business
- if you become bankrupt, or have a receiver or liquidator appointed to administer any assets of your business
- if you or anyone responsible for the management of the Lotto NZ outlet are convicted of a legal offence that Lotto NZ believes would either damage the reputation of Lotto NZ or its products, or adversely affect the sales of those products
- if you try to transfer, sell or license your Agreement to someone else
- if you vacate the business premises for a period of more than 14 days, unless this is for some physical event beyond your control (that is, flood, fire or earthquake)
- if you break the provisions of the Agreement or do not follow the standards contained in this Retailer Operations Manual.

Termination: 30 days' written notice

If you break any of the provisions in the Agreement, you will be given 30 days' written notice to stop doing so. Once the 30 days are up and you continue to break the provision(s), then Lotto NZ can terminate or agency **without further notice**. This procedure will also apply if you do not follow the standards contained in this Retailer Operations Manual.

If you have been notified in writing 3 or more times within the previous 12 months of breaches of the Agreement or this Retailer Operations Manual, then Lotto NZ can terminate the agency by giving you **30 days' notice** in writing.

If over any 26-week period your average weekly sales of Lotto NZ products fall below the minimum weekly sales figure specified in your Agreement, then after consulting or trying to consult with you about the decline in sales Lotto NZ can terminate the agency by giving you 30 days' notice in writing.

Termination: 90 days' written notice

Lotto NZ can terminate the Agreement by giving 90 days' notice in writing. In this case, it does not have to give any reason for terminating the Agreement.

Return of Lotto NZ Property

On termination of the agency for whatever reason, all money owed to Lotto NZ must be paid. Likewise, all property owned by Lotto NZ must be returned or arrangements made for their removal by Lotto NZ. Your Lotto NZ representative can provide clarification on this.

Once the agency is terminated, you can no longer advertise, promote or sell any of Lotto NZ products - nor can you pay out prizes.

Lotto NZ Trust Account must remain open for a minimum of 4 weeks after termination.

11.1 - Playing the Games

This chapter gives descriptions of all Lotto NZ games and how they are played. It is not a substitute for the game rules. For a full description please see the game rules for each of the games (and any amendments) which are provided at the back of this manual.

Lotto ("standard Lotto")

Lotto is a lottery played by selecting 6 numbers between 1 and 40. Lotto is drawn twice a week, on Wednesdays (approximately 8.20pm) and Saturdays (8.00pm) live on TV1.

It costs 70c per line of Lotto and the minimum number of lines that must be played is four.

A customer can play Lotto by filling in a Lotto coupon, or by asking the lotteries salesperson for a Dip option.

Coupons: A customer marks their selected numbers on a Lotto Coupon, or they can select the number of Lotto lines they would like to play on a Random Picks Coupon. Once they have made their selection, they hand their coupon to a lotteries salesperson, who inserts it into the terminal's coupon reader. This automatically "reads" the entry and transmits the information to the Lotto NZ central computer. The terminal then issues a Lotto ticket, and returns the coupon. The Lotto numbers chosen by the customer or the terminal are recorded on the ticket.

The entry coupon can be used again and again, provided it is not damaged.

Dips: The easiest way for customers to play Lotto is to ask the lotteries salesperson for a Lucky Dip. The terminal will randomly choose the Lotto numbers that get printed on the ticket. Lucky Dips are priced from \$5.60 to \$14 and only include Lotto.

Customers can choose to add Powerball (for an additional 80c per line) and/or Strike (for an additional \$1 per line) to their Lotto purchase.

Lotto prize structure

In each Lotto draw there are 6 winning numbers, plus one bonus number. Each number is randomly selected from the drawing barrel during the live Lotto draw.

There are 7 prize-winning combinations, called "divisions":

Division One: a correct selection of the 6 winning numbers in any one line

Division Two: 5 of the 6 winning numbers plus the bonus number in any one line

Division Three: 5 of the 6 winning numbers in any one line

Division Four: 4 of the 6 winning numbers plus the bonus number in any one line

Division Five: 4 of the 6 winning numbers in any one line

Division Six: 3 of the 6 winning numbers plus the bonus number in any one line

Division Seven: 3 of the 6 winning numbers in any one line

Lotto Division One offers a prize of \$1 Million up for grabs each draw.

Voucher promotions

From time to time Lotto NZ organises additional promotions involving “promotional vouchers”. These promotions can be held by an individual retailer, or by a group of retailers at regional or nationwide level. Your Lotto NZ representative can tell you more about how these work.

Lotto Powerball

Lotto Powerball

Powerball can only be played in conjunction with “standard” Lotto.

Powerball is drawn during the live Lotto draw on TV1, on both Wednesday and Saturday nights. It involves selecting one or more numbers between 1 and 10.

It costs 80c per Powerball entry and the minimum number of entries is 4. The maximum number of entries is set by the number of standard Lotto entries the customer makes. The number of Powerball entries cannot be greater than the number of standard Lotto entries.

A customer can choose their own Powerball number(s), or they can have a range of numbers randomly selected through the terminal.

Coupons: A customer marks their selected numbers on a Lotto Powerball Coupon, or they can select the number of Lotto and Powerball lines they would like to play on a Random Picks Coupon. Once they have made their selection, they hand their coupon to a lotteries salesperson, who inserts it into the terminal’s coupon reader. This automatically “reads” the entry and transmits the information to the Lotto NZ central computer. The terminal then issues a ticket, and returns the coupon. The Lotto and Powerball numbers chosen by the customer or the terminal are recorded on the ticket.

The entry coupon can be used again and again, provided it is not damaged.

Dips: The easiest way for customers to play Lotto Powerball is to ask the lotteries salesperson for a Power Dip. The terminal will randomly choose the Lotto and Powerball numbers that get printed on the ticket. Power Dips are priced from \$12 to \$24 and include Lotto and Powerball entries.

Customers can choose to add Strike (for an additional \$1 per line) to their Lotto Powerball purchase.

Lotto Powerball prize structure

In each Powerball draw one winning Powerball number is randomly selected from the draw machine which contains balls numbered 1-10.

For Powerball there are 7 prize-winning combinations, called “divisions”:

Division One: a correct selection of the 6 winning Lotto numbers plus the Powerball number in any one line

Division Two: 5 of the 6 winning Lotto numbers, the bonus number, plus the Powerball number in any one line

Division Three: 5 of the 6 winning Lotto numbers plus the Powerball number in any one line

Division Four: 4 of the 6 winning Lotto numbers, the bonus number, plus the Powerball number in any one line

Division Five: 4 of the 6 winning Lotto numbers plus the Powerball number in any one line

Division Six: 3 of the 6 winning Lotto numbers, the bonus number, plus the Powerball number in any one line

Division Seven: 3 of the 6 winning Lotto numbers plus the Powerball number in any one line

If the Powerball Division One prize is not won, its prize pool **jackpots** to the following draw. Lotto NZ has established a Jackpot Policy that determines how long Powerball can jackpot for, and therefore when a “**Must be Won**” draw will be held. A “Must be Won” draw can be called at other times during the year. Lotto NZ may change its Jackpot Policy from time to time.

Lotto and Powerball Combo

Lotto Combo is an easier, faster way for a group (or an individual) to play Lotto with every combination of a selection of lucky numbers.

Players can choose either 8, 9 or 10 numbers and they mark their chosen numbers on a **Lotto Combo Powerball** coupon. (They mark the Powerball box only if they want to play Powerball as well). When the coupon is read by the terminal, the central computer automatically calculates and records every possible 6-number combination of the chosen numbers. However, the Lotto Combo ticket simply shows the 8, 9 or 10 numbers selected.

Customers can also purchase a **Lotto Combo Lucky Dip**. This allows them to have their 8, 9 or 10 numbers randomly selected by the terminal.

The Lotto Combo Prize Calculator

By matching the number of balls on the left of the tables below, you win the corresponding number of prizes in each division. If you also have the correct Powerball number, you win the combined Lotto and Powerball prizes in each division.

If you have		Number of Prizes you win!						
Main Balls	Bonus Ball	Div 1 wins	Div 2 wins	Div 3 wins	Div 4 wins	Div 5 wins	Div 6 wins	Div 7 wins
Lotto Combo 8								
6	Yes	1	6	6	15	-	-	-
6	-	1	-	12	-	15	-	-
5	Yes	-	1	2	10	5	10	-
5	-	-	-	3	-	15	-	10
4	Yes	-	-	-	3	3	12	4
4	-	-	-	-	-	6	-	16
3	Yes	-	-	-	-	-	6	4
3	-	-	-	-	-	-	-	10
Lotto Combo 9								
6	Yes	1	6	12	30	15	20	-
6	-	1	-	18	-	45	-	20
5	Yes	-	1	3	15	15	30	10
5	-	-	-	4	-	30	-	40
4	Yes	-	-	-	4	6	24	16
4	-	-	-	-	-	10	-	40
3	Yes	-	-	-	-	-	10	10
3	-	-	-	-	-	-	-	20
Lotto Combo 10								
6	Yes	1	6	18	45	45	60	20
6	-	1	-	24	-	90	-	80
5	Yes	-	1	4	20	30	60	40
5	-	-	-	5	-	50	-	100
4	Yes	-	-	-	5	10	40	40
4	-	-	-	-	-	15	-	80
3	Yes	-	-	-	-	-	15	20
3	-	-	-	-	-	-	-	35

Lotto Strike

Lotto Strike is another game that customers can play in addition to "standard" Lotto, or on its own. Customers can combine Strike with any type of Lotto or Lotto Powerball ticket – including Combo, for an additional \$1 per line, or simply play Strike for \$1 per line.

To play Strike, customers can select the numbers they think will be the first 4 numbers drawn in the Lotto draw. They can mark these on a **Strike Coupon**, and hand it to the lotteries salesperson.

The easiest way to play Strike is to ask the lotteries salesperson for Strike lines or, a **Triple Dip**, which includes Lotto, Powerball and two lines of Strike. Customers can request up to 20 lines of Strike (\$1 per line) which can be purchased individually or with any Dip purchased.

Lotto Strike prize structure

For Strike there are 4 prize-winning levels:

Strike 4: the customer's 4 numbers match the exact order of the first 4 Lotto numbers drawn

Strike 3: the customer matches the exact order of any 3 of the first 4 Lotto numbers drawn

Strike 2: the customer matches the exact order of any 2 of the first 4 Lotto numbers drawn

Strike 1: the customer matches the exact order of any 1 of the 4 Lotto numbers drawn.

If the Strike 4 prize is not won for any one draw, then it **jackpots** to the next draw. Lotto NZ has established a Jackpot Policy that determines how long Strike 4 can jackpot for, and therefore when a "**Must be Won**" draw will be held. A "**Must be Won**" draw can be called at other times during the year. Lotto NZ may change its Jackpot Policy from time to time.

Keno

Keno is a game played by selecting as few as one number, or as many as 10 numbers, from 1 to 80. Keno is played four times a day at 10.00 am, 1.00 pm, 3.00 pm and 6.00 pm. The confirmed results are available after each draw online at mylotto.co.nz, via the terminal Winning Numbers report or by telephone on 0800 695 6886 (0800 mylotto).

Keno is the game of choice, where customers select:

- how many lines they want to play (maximum of four for coupon, maximum of 20 for Dips)
- how many numbers they want to play for each selection (known as Prize Groups)
- how much they want to spend per line
- the number of draws they want to play
- which draw times they want to play
- if they want to add Multiplier

Customers can indicate their selections by either filling out a coupon, or by requesting random numbers verbally through the terminal.

The cost of a customer's ticket will be the number of boards chosen x the spend per line x the number of draws.

For example

1 board	x	\$1 spend per line	x	1 draw	=	\$1
2 boards	x	\$2 spend per line	x	2 draws	=	\$8
2 boards	x	\$5 spend per line	x	1 draw	=	\$10

Keno Dip

The simplest way for a customer to play Keno is through a Dip. The terminal will randomly select lines of 10 numbers and apply a \$1 spend per line. The Dips available are \$1 (1 line), \$2 (2 lines), \$3 (3 lines), \$4 (4 lines), \$5 (5 lines), \$10 (10 lines) and \$20 (20 lines). All the customer needs to do is select how many draws they want to play.

Keno Multiplier

Add Keno Multiplier to any dip or coupon ticket for the chance to win 1.5, 2, 3, 5, 10* times more. Adding Keno Multiplier will double the cost of the Keno ticket.

*Multiplier odds only.

Keno Multi-draw

Customers can choose Multi-draw for 2-10, 14, 20 or 28 consecutive draws.

Keno EarlyBird

EarlyBird gives customers the option to buy a single-draw ticket up to 14 days (or 56 draws) in advance.

Keno prize structure

The value of a Prize in Keno depends on the Prize Group, on how many of the numbers match the 20 winning numbers, and how much the customer has spent per line. The Keno prize structure is set (see table below).

Prize Group (how many numbers a player selects)	Chances of winning a prize in each group	Matched Numbers	Keno Prize Examples		
			Spend \$1 per line to win	Spend \$2 per line to win	Spend \$10 per line to win
1	1 in 4	1	\$2	\$4	\$20
2	1 in 16.6	2	\$10	\$20	\$100
3	1 in 6.6	2	\$2	\$4	\$20
		3	\$20	\$40	\$200
4	1 in 21.6	3	\$3	\$6	\$30
		4	\$150	\$300	\$1,500
5	1 in 10.3	3	\$2	\$4	\$20
		4	\$20	\$40	\$200
		5	\$300	\$600	\$3,000
6	1 in 6.2	3	\$2	\$4	\$20
		4	\$3	\$6	\$30
		5	\$40	\$80	\$400
		6	\$1,000	\$2,000	\$10,000
7	1 in 16.2	4	\$2	\$4	\$20
		5	\$4	\$8	\$40
		6	\$500	\$1,000	\$5,000
8	1 in 9.8	7	\$4,000	\$8,000	\$40,000
		4	\$2	\$4	\$20
		5	\$4	\$8	\$40
		6	\$100	\$200	\$1,000
9	1 in 6.5	7	\$500	\$1,000	\$5,000
		8	\$10,000	\$20,000	\$100,000
		4	\$2	\$4	\$20
		5	\$3	\$6	\$30
		6	\$10	\$20	\$100
10	1 in 9.1	7	\$200	\$400	\$2,000
		8	\$2,000	\$4,000	\$20,000
		9	\$50,000	\$100,000	\$500,000
		0	\$3	\$6	\$30
		5	\$2	\$4	\$20
		6	\$5	\$10	\$50
10	1 in 9.1	7	\$50	\$100	\$500
		8	\$500	\$1,000	\$5,000
		9	\$20,000	\$40,000	\$200,000
		10	\$250,000	\$500,000	\$1,000,000

Lotto NZ Maximum Prize Liability:

If the total value of all prizes for matching 7 of 7, 8 of 8, 8 of 9, 9 of 9, 9 of 10, and 10 of 10 numbers exceeds \$2.5 million for a Keno draw (including Keno Mu tiplier), then each of those prizes will be proportionally reduced so the total value does not exceed \$2.5 million. See Keno Rules 1994.

Bullseye

Bullseye is a daily game played by selecting a six-digit number between 000,000 and 999,999. In each draw, a winning six-digit number is drawn and players win prizes depending on how close their number is to the winning number.

Customers can select their six-digit number by filling out a coupon, or by getting the terminal to select a random six-digit number by asking for a dip. Each six-digit number selected costs \$2.

Bullseye is drawn every day at 6.00 pm, but is not televised. The confirmed results are available after 7.00 pm online at mylotto.co.nz, via the terminal Winning Numbers report or by telephone on 0800 695 6886 (0800 mylotto).

Bullseye Dips

These are random selections of numbers made by the terminal. Customers can request a Bullseye Dip 1, 3 or 10 only.

The **Bullseye Dip 1** cost is \$2, and has 1 six digit number which is valid for 1 draw.

The **Bullseye Dip 3** cost is \$6, and has 1 six digit number which is valid for 3 draws.

The **Bullseye Dip 7** cost is \$10, and has 1 six digit number which is valid for 7 draws.

Bullseye Multi Draw

Customers can choose Multi-draw on a coupon for 2, 3, 4, 7, or 14 consecutive draws.

Customers can choose Multi-draw for a Dip for 3 or 7 consecutive draws only.

Special discount Multi-draw pricing applies to Bullseye. This applies to Multi-draws for 7 and 14 consecutive draws only. A 7 draw Multi-draw costs \$10 (the cost of 5 draws), and a 14 draw Multi-draw cost \$20 (the cost of 10 draws).

Bullseye prize structure

In each Bullseye draw there is one winning number which is drawn using a random number generator. This number will be between 000,000 and 999,999.

There are 6 prize divisions based on how close a customer's number is to the Bullseye winning number:

Division One: match the Bullseye winning number exactly

Division Two: 1 - 5 numbers above or below the Bullseye winning number

Division Three: 6 - 50 numbers above or below the Bullseye winning number

Division Four: 51 - 500 numbers above or below the Bullseye winning number

Division Five: 501 - 5,000 numbers above or below the Bullseye winning number

Division Six: 5,001 - 50,000 numbers above or below the Bullseye winning number

The numbers from 000,000 to 999,999 should be viewed as circular and for the purposes of the game, the number 000,000 is next to 999,999. For example, if a customer's Bullseye number was 000,001 and the winning Bullseye number was 999,998, then the customer has matched within 5 numbers and has won Division Two.

If the Bullseye Division One prize is not won for any one draw, then it **jackpots** to the next draw. Lotto NZ has established a Jackpot Policy that determines how long Bullseye Division One prize can jackpot for, and therefore when a "Must be Won" draw will be held. A "**Must be Won**" draw can be called at other times during the year by giving at least 1 weeks' notice. Lotto NZ may change its Jackpot Policy from time to time.

Play 3

Play 3 is a game played by selecting a three-digit number and choosing at least one Play Type to go with that number. A Play Type lets the customer decide how they want to match the three-digit number to the one drawn.

Each single Play Type costs \$1 (with the exception of Combo which costs either \$3 or \$6 depending on the number selected).

Customers can make their three-digit number and Play Type selections by filling out a coupon, or by requesting them from the lotteries salesperson.

Play 3 is drawn every day at 6.00 pm, but is not televised. The confirmed results are available after 7.00 pm online at mylotto.co.nz, via the terminal Winning Numbers report or by telephone on 0800 695 6886 (0800 mylotto).

Play 3 prize table:

Play type	Description	Odds	Prize
Exact	Match the three-digit number drawn in the EXACT same order to win	1 in 1,000	\$500
Any	Match the three-digit number drawn in ANY order to win. There are two ways this can occur depending on the three-digit number chosen:		
	6-way - three unique digits (e.g. 123)	1 in 167	\$80
	3-way - two digits the same (e.g. 122)	1 in 333	\$160
Pairs	Match two digits in exact order to win. There are three possible ways:		
	1. Match the 1st and 2nd digits of the Play 3 winning number in the exact order, and/or;	1 in 100	\$17 per pair matched
	2. Match the 2nd and 3rd digits of the Play 3 winning number in the exact order, and/or;	1 in 100	\$17 per pair matched
	3. Match the 1st and 3rd digits of the Play 3 winning number in the exact order.	1 in 100	\$17 per pair matched
Combo	Combo plays every EXACT order combination for your number. You can win by matching any of your combinations in the EXACT order.		
	6-way (6 combinations): three unique digits (e.g. 123)	1 in 167	\$500
	3-way (3 combinations): two digits the same (e.g. 122)	1 in 333	\$500

Instant Kiwi

Instant Kiwi is an interactive play experience where a customer scratches the latex off a ticket to reveal an instant outcome. Depending on the game, combinations of play symbols on the ticket have to be matched for a prize to be won. Each ticket contains its own instructions on how to play the game. New types of games are constantly introduced as part of the Instant Kiwi product.

As mentioned in Chapter 4 “Tickets” of this manual, the age restriction applying to Instant Kiwi games is **18 years of age**.

The specific application of the law is as follows:

- no one under the age of 18 can buy an Instant Kiwi ticket
- no one can buy an Instant Kiwi ticket on behalf of an under 18-year-old or for someone on behalf of an under 18-year-old
- no one can sell an Instant Kiwi ticket to anyone under 18 years of age, or to someone purchasing on behalf of an under 18-year-old
- no one can provide money to an under 18-year-old for the purpose of buying an Instant Kiwi ticket
- no one can pay out an Instant Kiwi prize to anyone they suspect, or know, is under 18 years of age.

You must ask for age verification from every customer who appears to be under 25 years of age, who wishes to purchase or validate an Instant Kiwi ticket. If a person:

- is under 18; or
- cannot verify they are 18; or
- advise them you can only sell to, or validate an Instant Kiwi ticket for someone who is 18 or over and has proof of age.

Remember: the age restriction, which is a legal restriction under the Gambling Act 2003, does not apply to other Lotto NZ games.

Important Past Game Information

Please note that Big Wednesday is no longer a game that customers can purchase, and that the longstanding Winning Wheel promotion has also ended.

The final Winning Wheel serial number was drawn 27 June 2015, and the final Big Wednesday draw was on 30 September 2015. Prize claims for Big Wednesday and the Winning Wheel promotion are now closed. Players cannot claim or redeem prizes because claims close 12 months after the draw which the ticket is for.

For more information on past games please see mylotto.co.nz or discuss with your Lotto NZ representative.

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