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16 September 2024

RM

fyi-request-27969-bb06ec5c@requests.fyi.org.nz

Dear RM,

OFFICIAL INFORMATION ACT REQUEST

I am writing in response to your Official Information Act (OIA) request, which was received by Lotto NZ on 20 August 2024 requesting:

1. The T.O.P.S training materials for trainee salespeople that is mentioned in the Retailer Operations Manual (ROM).
2. What is the procedure for the Powerball rollover jackpot?
3. Does New Zealand Lotteries Commission have any data on winning tickets sold as "Dip" tickets (numbers selected by the terminal) or coupon tickets (numbers picked by the player)?

In response to your OIA request please find the following.

1. The T.O.P.S training materials for trainee salespeople that is mentioned in the Retailer Operations Manual (ROM).

The training we provide to our retailers is ongoing and is updated regularly to meet our retailer's needs. The T.O.P.S Training material you requested in your OIA has been replaced with new training modules.

We have provided you with the outline of our current online training modules that our retailers use for training.

Lotto Operator content:**Module 1 – Lotto NZ**

- Lotto NZ's purpose.
- Where Lotto NZ profits go.
- How we support NZ communities.
- Where you can buy Lotto NZ products.
- Quiz.

Module 2 – Play Smart

- Lotto NZ's commitment to responsible gambling.
- The important role the retailers play in promoting responsible gambling.
- Warning signs to look out for in terms of problem gambling.

- Tools and resources available to the retailer.
- Quiz.

Module 3 – Lotto NZ Equipment

- What Lotto NZ equipment is in your store.
- How to clean the equipment.
- What to do if you have trouble with your equipment.
- The golden rules for using the Lotto NZ terminal.
- Quiz.

Module 4 – Lotto and Lotto Combo

- How you play Lotto and Lotto Combo.
- What both types of tickets look like.
- What the Lotto Dip options are.
- How to sell all types of these tickets.
- Quiz.

Module 5 – Powerball

- How to play Powerball.
- How to fill out a Powerball coupon.
- What the Dip options are for Powerball
- How to sell a Power Dip.
- Quiz.

Module 6 – Strike

- How to play Strike.
- What a Strike ticket looks like.
- The different ways to play and win Strike.
- How to sell and edit a Strike coupon.
- How to sell a Build a Dip ticket.
- Quiz.

Module 7 – Bullseye

- How to play Bullseye.
- What a Bullseye ticket looks like.
- The different ways to play.
- How you win Bullseye.
- Quiz.

Module 8 – Keno

- How to play Keno.
- What a Keno ticket looks like.
- The different ways to play Keno.
- How to sell Keno including Multiplier.
- How to win Keno.
- Quiz.

Module 9 – Instant Kiwi

- Instant Kiwi age restrictions.
- Forms of ID accepted to verify age.

- How to sell Instant Kiwi.
- How to process a free Instant Kiwi ticket.
- Instant Kiwi return screen.
- Quiz.

Module 10 – Winning Experience

- The way to check tickets.
- What winner reports are available.
- What to do with a non-winning ticket.
- What to do with a winning ticket.
- When to use the Prize Claim Form.
- Quiz.

Module 11 – On The Job

- How Lotto NZ communicates with you.
- How to order stationery supplies.
- How to print and cancel tickets.
- The process to fix a paper jam.
- How to fill out Lotto report forms.
- Quiz.

2. What is the procedure for the Powerball rollover jackpot?

We determine the jackpot in line with the policy and Lotto NZ rules (see link below). If there are no First Division Powerball winners, the jackpot will continue rolling over until it is won, or it reaches \$50 million, at which point, a "Must Be Won" draw is called. If there are no First Division winners in the Must Be Won draw, the prize money rolls down to the next highest Powerball Division with winners i.e. Second Division and is shared equally by all winners that division. You can read our Powerball jackpot policy here: [110958f6-8738-11ee-b571-005056af723d.pdf \(mylotto.co.nz\)](https://mylotto.co.nz/110958f6-8738-11ee-b571-005056af723d.pdf)

3. Does New Zealand Lotteries Commission have any data on winning tickets sold as "Dip" tickets (numbers selected by the terminal) or coupon tickets (numbers picked by the player)?

Table 1 below shows the number of winning tickets sold by calendar year as Dips for Lotto Family tickets, which include PowerDip, LuckyDip, TripleDip and ComboDip.

Year	Channel	Dip tickets
2022	Instore	11,518,729
2022	Online	8,188,263
2023	Instore	12,424,440
2023	Online	9,556,483

Table 2 below shows the number of 'Pick your own' tickets (numbers pick by players) winning tickets sold as Dips for Lotto Family tickets, which include PowerDip, LuckyDip, TripleDip and ComboDip for calendar years 2022 and 2023.

Year	Channel	Pick your own tickets
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2022	Instore	2,306,705
2022	Online	5,920,687
2023	Instore	2,346,859
2023	Online	6,509,493

I trust this provides you with the information that you need, please get in touch if you have any further questions.

Yours sincerely,

Desre Hilson

Communications Advisor - Corporate

Lotto New Zealand