


☰ Module 9 - Instant Kiwi v2



# Module 9

## Instant Kiwi

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This is a video player interface for a presentation slide. The slide features the Lotto New Zealand logo on the left and the title 'Module 9 Instant Kiwi' on the right. The video player includes a 'play' button, a progress bar, and navigation icons for refresh, volume, and next slide.

☰ Module 9 - Instant Kiwi v2

## Let's get started

**By the end of this module you will know:**

- 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

play

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This is a video player interface for a presentation slide. The slide has a title 'Let's get started' and a list of learning objectives. The video player includes a 'play' button, a progress bar, and navigation icons for refresh, volume, previous slide, and next slide.

## Getting to know Instant Kiwi

Instant Kiwi (often known as scratchies) are instant win games offering a chance to win in an instant!



Range from \$1 - \$15



Prizes range from free tickets all the way up to \$1 million dollars



play

## Who can play Instant Kiwi?



### Age

Instant Kiwi tickets are Lotto NZ's only age restricted product.

Customers must be aged 18 or older to buy or to claim a prize from an Instant Kiwi ticket.

This is due to the potential risk of gambling harm from games that offer instant gratification.



### Identification

If your customer looks under the age of 25 you MUST ask for ID.

Acceptable forms of ID are:

- Passport
- New Zealand Driver Licence
- Kiwi Access Card
- HANZ 18+ card

## Instant Kiwi Compliance

**FINE**

### Fines

If in doubt, ask for ID.

As a Lotto operator you can be fined \$1,000 for selling Instant Kiwi tickets to a customer under the age of 18.

There is also a \$500 fine for a customer purchasing a ticket for someone aged under 18.



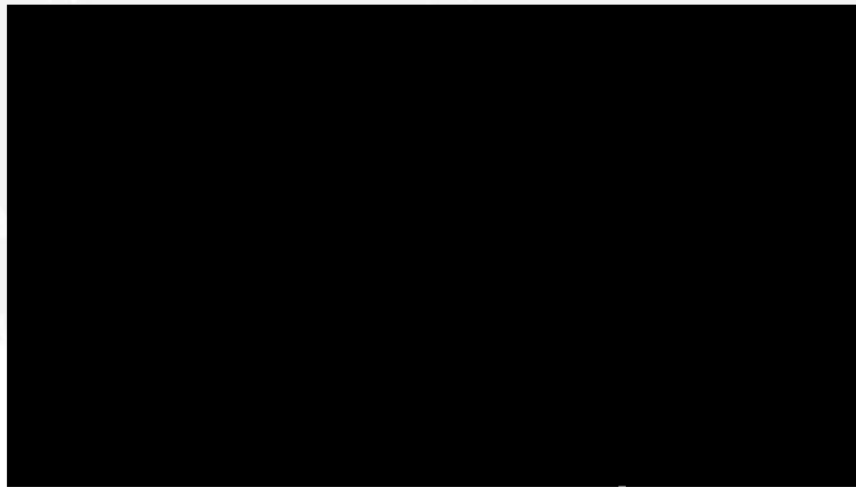
### Checks

Lotto NZ conducts Instant Kiwi Compliance checks twice a year to check;

1. Did the staff member request ID to confirm your age?
2. Did the staff member check your ID?

Failing an Instant Kiwi Compliance Check is treated very seriously by Lotto NZ, with penalties for stores that fail.

## Asking for ID



# Instant Kiwi tickets

**Front**

**Barcode**  
When scanned it confirms whether the ticket is a winner

**7-digit serial number & 4-digit validation number**  
used to manually validate a ticket when the barcode is damaged

**Game, book & ticket number**  
Used for stocktakes and to manually sell/validate the ticket

**Back**

**How to play**

- 1 For CROSSWORD 1, search each symbol in the YOUR LETTERS panel to match the symbol in the CROSSWORD 1 and on the EASY WORLD. Symbols that do not match are crossed out.
- 2 Symbols that do not match are crossed out in the YOUR LETTERS panel to match the symbol in the CROSSWORD 1 and on the EASY WORLD. Symbols that do not match are crossed out.
- 3 The only way to reveal 1 or more symbols is to match symbols on the CROSSWORD 1 and on the EASY WORLD. Symbols that do not match are crossed out.

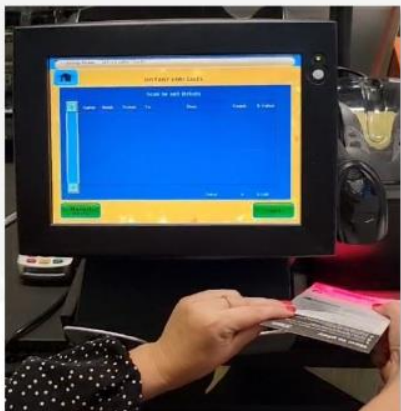
**What else do I need to know?**

- Symbols that do not match are crossed out in the YOUR LETTERS panel to match the symbol in the CROSSWORD 1 and on the EASY WORLD. Symbols that do not match are crossed out.
- All symbols that do not match are crossed out in the YOUR LETTERS panel to match the symbol in the CROSSWORD 1 and on the EASY WORLD. Symbols that do not match are crossed out.
- Symbols that do not match are crossed out in the YOUR LETTERS panel to match the symbol in the CROSSWORD 1 and on the EASY WORLD. Symbols that do not match are crossed out.

**Game instructions**

## How to sell Instant Kiwi

To sell an Instant Kiwi ticket you must scan the back barcode



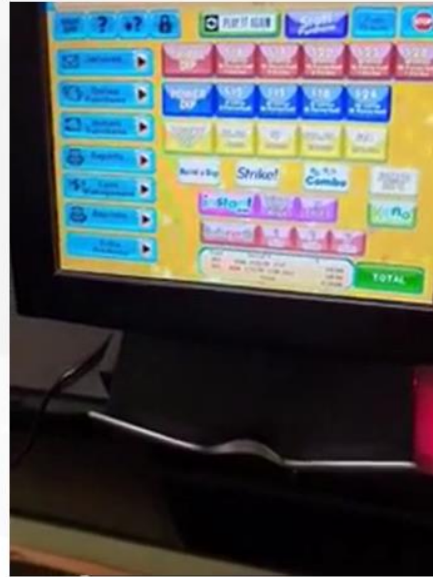
- ✓ Before you sell a ticket, make sure you verify the customers age
- ✓ Always sell from the highest ticket number in the book - this makes stocktaking much easier

**Important:**  
If not scanned the ticket isn't activated and the customer cannot claim their prize!

## How to sell a range of tickets

When selling more than one of the same Instant Kiwi ticket, you just need to scan the **first and last tickets barcode**

**It's important to check the count is correct on screen**



## How to validate Instant Kiwi

There are three different ways you can validate a ticket:

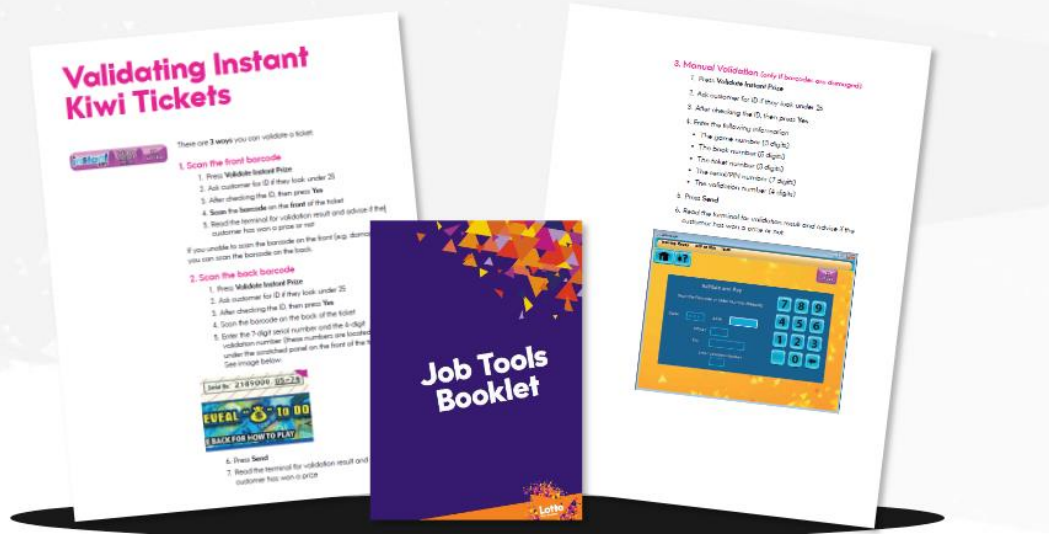
- Scan the front barcode
- Scan the back barcode
- Manually validate (only if barcode is damaged)

Before you validate a ticket, make sure you verify the customer's age





# How to validate Instant Kiwi



# Instant Kiwi stocktake

It is important to complete an Instant Kiwi stocktake at least **once per day**

- ✓ It ensures all tickets are being scanned (activated) prior to being sold
- ✓ Ensures your stock count is correct



STOCK ON HAND - ACTIVE COUNT REPORT  
 WED 17 JUN 20 09:40:06  
 RETAILER:

GAME	BOOK	COUNT
584	47992	001
588	18482	134
604	22364	067
605	21886	031
653	25660	023
661	76726	045
669	24203	021
674	18922	016
675	30413	024
676	22436	021
677	21069	002
677	21069	002
684	16127	086
685	25938	016
688	32192	003
690	65641	050

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## Free Instant Kiwi tickets

A customer may present a winning ticket where the prize is a free Instant Kiwi ticket

The screen will remain locked until the same \$ value ticket has been scanned

“Would you like the same ticket or another of the same \$ value?”



## Returning Instant Kiwi stock

You will receive a terminal mail message telling you to return the remaining stock of a game eg. when all major prizes on an Instant Kiwi game are won

### Full Book

For full unwrapped books, simply scan the barcode located on the back of the ticket

### Partial Book

Scan the highest ticket then the lowest ticket

### Single Ticket

Scan the single ticket

