

Nebraska Lottery

Retailer Manual



1-800-352-6510

Hotline

Retailer Number: _____

Password: _____

YOUR LOTTERY TEAM:

Lottery Sales Representative (LSR):

Order Specialist Representative (OSR):

Customer Service Technician (CST):



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Phone Numbers

Lottery Terminal Hotline:

1-800-352-6510 (24 hours a day, seven days a week)

Scratch Ticket Assistance:

1-877-651-6296 or 402-434-1945 (24 hours a day, seven days a week)

Nebraska Lottery Office/Accounting Assistance:

1-800-587-5200 or 402-471-6100 (8 a.m. to 5 p.m., CT, Monday-Friday)

OTHER PHONE NUMBERS:

Compulsive Gambling Hotline: **1-800-522-4700**

Player's Hotline: **1-800-224-LUCK (5825)**

Nebraska Lottery Web Site: **www.nelottery.com**

HOURS OF OPERATION

Nebraska Lottery Scratch tickets may be purchased any time. Nebraska Lottery Lotto tickets may be purchased and validated, and Scratch tickets may be validated any day of the week from 5:00 a.m. to 1:00 a.m. (CT).

Draw break takes place from 8:30 p.m. to 8:40 p.m. (CT) on Lotto drawing nights. On Lotto drawing nights, Lotto tickets purchased up to 8:30 p.m. will be valid for that night's draw. Lotto tickets purchased after 8:40 p.m. will be valid for the next available draw. If you have a Lotto ticket that has been printed by mistake and you are not able to sell it, it needs to be called in to the terminal hotline for credit before the draw break.

AGE REQUIREMENTS

There are no restrictions on a clerk's age to sell Lottery tickets.

Retailers may not sell Lottery tickets to or redeem winning Lottery tickets from minors. Nebraska statutes make it a criminal offense to sell Lottery tickets to a person under 19 years of age, or for someone under 19 years of age to purchase Lottery tickets or redeem Lottery tickets for prizes.

Lottery Retailers and their employees can purchase tickets and win prizes, although retailers may restrict employee Lottery purchases.

Lottery Retailers are required to cooperate with all Nebraska Lottery efforts to investigate and enforce these restrictions, and are required to report any suspected violations to Lottery Security at 402-471-5714 or 1-800-587-5200.

Lottery Retailers can have their contracts suspended and/or terminated if the Lottery determines that retailers have violated these restrictions.



Forms of Payment

Retailers can decide which forms of payment they will accept for Lottery purchases. The Nebraska Lottery does not set restrictions on the forms of payment accepted for Lottery purchases, other than a retailer cannot charge Lottery purchases to a store credit account or layaway plan.

Prize Redemption and Claim Center Locations

- Winning tickets of \$500 or below can be claimed at any Nebraska Lottery Retailer location.
- Cash prizes of \$501 to \$19,999 must be claimed at any of the Lottery's five Regional Claim Center offices, Lottery headquarters or by mail.
- Prizes of \$20,000 or more and merchandise prizes must be claimed in person at Lottery headquarters in Lincoln.

Claim Centers are open 8 a.m. to 5 p.m., Monday through Friday (CT).

Claim Center Locations:

Grand Island:

TierOne Building, 1811 West Second, Suite 460, 308-385-6067.

Norfolk:

304 North 5th Street, Suite D, 402-370-3333.

North Platte:

Craft State Office Building, 200 South Silber, 308-535-8250.

Omaha:

Nebraska State Office Building, 1313 Farnam-on-the-Mall, 402-595-2065.

Scottsbluff:

Panhandle State Office Complex, 4500 Avenue "I", 308-632-1200.

Lottery Headquarters Lincoln:

1800 "O" Street, Suite 101, 402-471-6100.

Signing On and Signing Off

You must enter your Retailer ID and Password to sign on.

To sign on, from the Main Menu Screen, touch the "**Sign On/Off**" button. The retailer ID window will display. Using the keypad, enter your six-digit Retailer ID, then touch "**OK**". The password window will then display. Enter your password and then touch "**OK**". A welcome message will appear upon successful sign-on. Touch "**OK**" to display the Main Menu screen. You are now signed on.

To sign off, touch the **“Sign On/Off”** button. Touch **“OK”** when the sign-off confirmation message window displays.

All Lottery terminals will be signed off automatically by the Central System each day at 1:00 a.m. (CT). The terminal will be available to sign on at 5:00 a.m. (CT).

Terminal Training Mode

The training mode enables you to explore the terminal in a non-live format. In training mode, you can perform most of the same functions as in live mode without going through the live system. The training mode feature may be accessed by pressing **“Utilities”** and then pressing **“Training Mode”**. To exit training mode, press **“Utilities”** and then **“Training Mode”**. When the terminal is in training mode, the screens have a green background.

Terminal Messages

Terminal messages are sent to inform you of important Lottery information, such as closed scratch games, winners, and special promotions. Touch the **“Messages”** button to view all terminal messages; touch any message to view the entire message content. Most of these messages can be viewed on your own time, but some messages may be mandatory. This means the **“Messages”** button will light up red and you cannot perform any other terminal functions until you open the message. Messages may be viewed or printed. All terminal messages will be stored on your terminal for one week before they are automatically deleted.

AMBER Alerts:

If an AMBER Alert is issued in Nebraska, a mandatory AMBER Alert message will be sent to your terminal. If you receive an AMBER Alert, we ask you to print the message and post it in a visible location in your retail location.



Lotto Games

The Nebraska Lottery offers five different Lotto games for sale: Powerball, Nebraska Pick 5, 2by2, Nebraska Pick 3, and MyDaY. Refer to a How to Play brochure for the most current information on how to play, how to win, and drawing information for Lotto games.

Selling Lotto Tickets

Using a Play Slip

1. Insert the completed play slip into the scanner. Make sure the front (marked) side of the play slip is facing you. The play slip will exit from the bottom of the scanner and stack in the Stacker Tray, which can hold up to 30 play slips. Slide the Stacker Tray out to open it.
2. The terminal will read the play slip and print the ticket.
3. If the purchase price of the ticket is more than \$10, a purchase confirmation message will appear stating the total amount of the ticket.
4. Confirm the purchase price with the customer and then touch **"OK"** to print the ticket, or **"CANCEL"** to cancel the play and return to the previous screen.

How to Correct a Play Slip Transaction

When a play slip with errors is inserted into the scanner, a message will appear stating which play(s) is incorrect. You have two options to correct the play:

- Touch **"Drop"** to cancel the play. Return the play slip to the customer to correct. Then reinsert into the scanner.
- Touch the **"Edit"** button on the error message window to display the associated game screen. Then manually correct the error(s) and press **"Send"**.

If a player wants to play their own numbers, it is recommended you have them fill out a play slip. However, the terminal will allow you to manually enter numbers for a player. Simply press the button for the game they wish to play, then the **"Manual Entry"** button under that game's quick pick screen. This will take you to a manual screen where you can select the player's requested numbers.

Selling Quick Picks

1. From the Main Menu screen, select the Game button of the desired Lotto game. The quick pick menu for that game will then display.
2. If using the Nebraska Pick 3 Quick Pick menu, you must select the Bet Type (Straight, Box, Straight/Box, or Combo) the customer would like for their plays.
3. The screen defaults to one play, for one drawing. If more than one play is requested, touch the requested number under the "Plays" section. If the customer requests a multi-draw, touch the "**Multi-Draw**" button and then select the requested number of draws.
4. The "**# of Tickets**" button can be used to create multiple tickets with the same number of plays and draws. This button is helpful if a player is purchasing a large number of quick pick plays.
5. If the customer wants to add Power Play to their Powerball purchase, simply touch the "**Yes**" button under Power Play.
6. Touch "**Send**" to print the ticket(s).



Main Menu Screen



Quick Pick Screen

The \$1 and \$5 one-touch buttons next to the game icons give you a shortcut for players who want one or five quick pick plays of any game. There are no one-touch buttons for Nebraska Pick 3 because a Bet Type must be selected for each Pick 3 wager.

The "**2 Pack**," "**3 Pack**," and "**4 Pack**" buttons give you shortcuts for selling tickets when a customer wants to purchase single quick picks for multiple games. The game names appear on each icon.



Ticket Repeat

The Ticket Repeat option allows you to print a Lotto ticket for a specific game using the same play information from an existing valid ticket.

To produce a Lotto Ticket Repeat ticket:

1. Touch the “**Ticket Repeat**” button and the Ticket Repeat window will appear.
2. Scan the barcode on the customer’s Lotto ticket. If the ticket cannot be scanned, enter the 25-digit barcode number on the ticket.
3. Touch “**OK**” to print the ticket or “**EXIT**” to cancel the transaction.

Direct Transaction

The Direct Transaction feature allows you to choose whether tickets automatically print, or transactions are accumulated and displayed on a summary screen before printing.

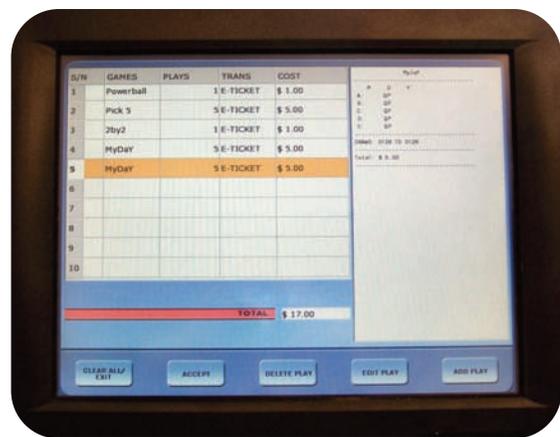
When you sign on the terminal, the Direct Transaction feature defaults to enabled. Enabled means tickets print automatically when you insert a play slip, touch “**SEND**” from a game screen, or when you select a one-touch quick pick. Disabling the Direct Transaction allows transactions to accumulate and display in a Transaction Summary screen before tickets are printed.

To disable Direct Transaction Mode, simply touch the “**Direct Transaction**” button. A red “X” will appear indicating Direct Transaction is disabled. To change back to enabled, touch the button again and then touch “**OK**” on the confirmation message window.

Using the Transaction Summary Screen:

The current customer’s transactions are shown on the Transaction Summary Screen. The screen will list up to ten transactions at a time.

You can add plays by selecting the “**Add Play**” button. You can also delete, edit, and clear plays by selecting the appropriate buttons. When you are ready to complete the transactions and print all the tickets on the list, you should select the “**Accept**” button.



Transaction Summary Screen

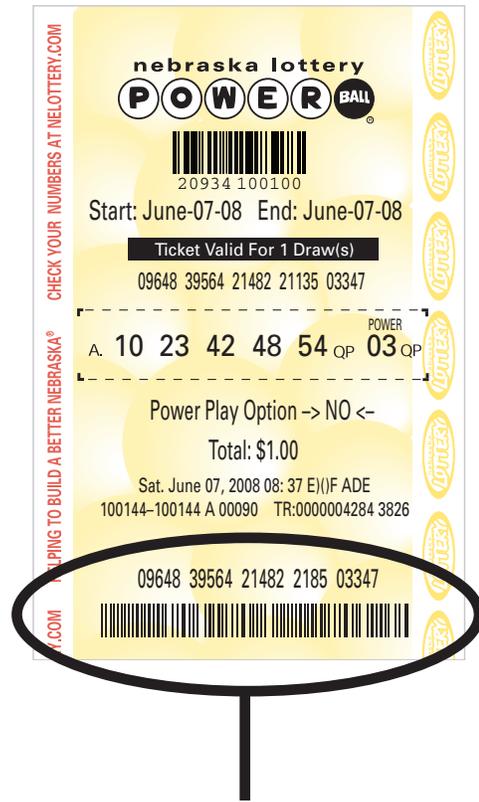
Validating Lotto tickets

When a customer presents a Lotto ticket as a winner and wants to be paid, you must utilize the terminal to validate and confirm that the ticket is a winner.

You can validate a Lotto ticket automatically by scanning it with the barcode reader, or manually by entering the ticket serial number on the Validation window on the touch screen.

Validating a Lotto ticket using the barcode reader

1. Place the ticket under the barcode reader, making sure the ticket is face up so that the laser light can scan the barcode. This can be done from any screen.
2. Lotto tickets under \$25 are automatically validated. The Lottery terminal gives the option to Pay or Do Not Pay Lotto tickets worth \$25-\$500. If you pay the prize, touch **“Pay”**, keep the receipt and the Lotto ticket. If you do not pay the prize, return the ticket to the player.
3. If the prize is over \$500, the terminal will print a receipt for the winner and a message will display stating the prize must be claimed at a Lottery Claim Center. Return the ticket to the player.
4. One receipt is printed after each validation.



Ticket Barcode

Manually Validating a Lotto ticket

If the ticket cannot be read by the barcode reader, you may manually validate the ticket.

1. From the Main Menu screen touch the **“Manual Validation”** button. The validation window defaults to Scratch validations. Touch the **“Lotto”** button to switch to a Lotto validation.
2. Enter the 25-digit barcode number. When all the numbers are entered, the prize result appears in the validation results box.
3. Follow steps 2-4 from above.



Selling Scratch tickets

Scratch tickets may be sold 24 hours a day, seven days a week. However, Scratch tickets can only be validated from 5:00 a.m. to 1:00 a.m. (CT). Scratch and Lotto tickets may not be sold by mail, by telephone, on the Internet, or for a price other than the one set by the Lottery. The ticket price is on the front and the back of each ticket.

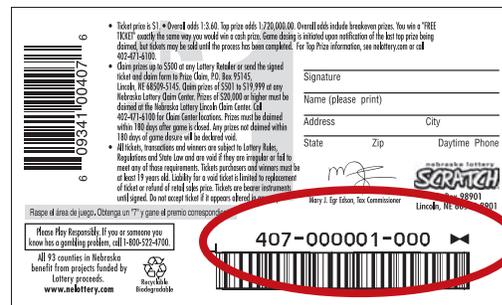
Validating Scratch Tickets

Validating a Scratch ticket using the barcode reader

1. Place the ticket under the barcode reader, making sure the ticket is face down so the laser light can scan the barcode. This can be performed from any screen.
2. Once the terminal recognizes the ticket, you will be asked to enter the three boxed digits from the front of the ticket (see below).
3. Once the last number of the three boxed digits has been entered, the ticket will be automatically validated.
4. If the winning amount is \$500 or less, a prize amount will display in the validation window and a receipt will automatically print. Pay the player, deface the validated ticket, and keep it and the receipt for your balancing.
5. If the amount is over \$500, the terminal will print a receipt for the winner and a message will display stating the prize must be claimed at a Lottery Claim Center. Return the ticket to the player.
6. If the ticket is not a winner, the terminal will display "Not a Winner".

Manually Validating a Scratch ticket

1. From the Main Menu screen, touch the "Manual Validation" button. The validation window will default to Scratch Validation.
2. Use the keypad to enter the game, pack, and ticket number located on the back of the ticket (xxx-xxxxxx-xxx). Then enter the 12-digit validation code located on the front of the ticket (under the latex).
3. Follow steps 4-6 from above.



Game, Pack & Ticket Number





Scratch Ticket Confirmation and Activation

Confirming Scratch ticket orders

Scratch Ticket orders must be confirmed upon receipt.

1. Verify the order you received matches the packs listed on the packing slip.
2. Select the "**Scratch**" button from the Main Menu screen.
3. Select the "**Confirm**" button.
4. Scan the barcode on the packing slip or manually enter the Scratch ticket shipment order number. A confirmation receipt will automatically print for your records.

Activating Scratch ticket packs

Scratch tickets should only be sold from an activated pack.

1. Select the "**Scratch**" button from the Main Menu screen.
2. Select the "**Activate**" button.
3. Scan the barcode of any ticket from the pack, or manually enter the game and pack number. An activation receipt will print for your records. The game is ready for sale. Check to make sure the receipt says "Pack Activated".

Lottery Coupons

Instructions for redeeming both Scratch and Lotto coupons are printed in the upper right-hand corner of the coupons, along with more detailed instruction on the back of the coupon. By following the instructions provided, proper credit will be given to your account. Coupons should be reconciled daily. Once redeemed and reconciled, save all coupons for your Lottery Sales Representative to pick up.

Scratch Coupons

Scratch coupons are redeemed by scanning the barcode on the back of the coupon, then entering the three boxed digits above the barcode. Credit appears as a Scratch validation (just like any winning Scratch ticket). If the barcode will not scan, enter the information as you would for a manual Scratch ticket validation.



Lotto Coupons

Lotto coupons are redeemed by scanning the barcode on the back of the coupon. This will produce the free quick pick play(s). If the barcode will not scan, touch "Coupon" on the main menu, enter the barcode number, and touch "Send". Balance your Lotto coupons daily to the Daily Summary Report.



eCoupons

Members of the Nebraska Lottery MVP Club at nelottery.com periodically receive eCoupon offers for Lotto products. eCoupons are the same as other Lotto coupons, but are printed at home by the player. Follow the instruction above for Lotto Coupons to redeem eCoupons. If the terminal response when scanning an eCoupon is "Coupon Previously Scanned", the eCoupon has already been redeemed.

Financial Reports

To access your financial reports, touch the “**Financial Reports**” button. Each button represents a different type of financial report, and the buttons in the middle represent the days of the week for the information. You can access summary, sales, validations, commission, coupon, and Lotto adjustment information for the current day and seven previous days. Scratch adjustments are for the previous week.



Financial Reports

Daily Summary and Weekly Settlement Reports

Both Scratch and Lotto information will print on your Daily Summary and Weekly Settlement Reports.

Your Daily Summary Report shows your daily transactions, adjustments, settlements, and commissions. Utilize this report to balance your Lotto sales and your Lotto and Scratch validations daily.

The Weekly Settlement report is printed automatically when the terminal is first signed on after the end of the weekly accounting period (anytime after 5:00 a.m. (CT) on Sunday). The report shows the summary of the transactions for the billing period and the total that will be swept (or credited) from your account for the current billing period. Electronic Fund Transfers are made every Wednesday to or from your designated bank account. You may manually print the current and previous Weekly Settlement Report via the Financial Report button.



Scratch Pack Reports:

From the Scratch Main Menu (accessed by touching the “Scratch” button on the Main Menu screen), you can generate Scratch pack reports. The Pack Status and the Summary Inventory reports can be used to help manage your Scratch inventory.

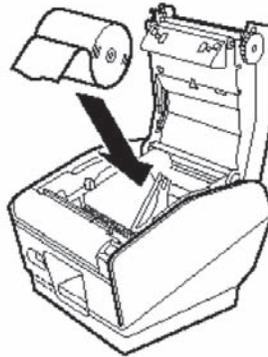
The Activated, Settled, and Returned Pack reports provide the detail (or backup) for the latest Weekly Settlement Report.

If you need assistance or information concerning any of your financial reports, call the Nebraska Lottery accounting office at 1-800-587-5200.

Changing Printer Paper

The Coronis Terminal printer has a paper sensor that is triggered when a roll of ticket stock is nearly gone or when it is completely out. Whenever possible, replace the roll when the printer icon flashes and the “Low Paper” light displays. If you run very low on paper, your terminal will lock up and no further transactions can be entered until you load a new roll of ticket stock into the printer. Follow instructions under the printer lid to load properly. Do not load backwards.

Note the correct method of loading the paper. Once placed into the printer, make sure the paper is feeding up from the bottom of the roll, not from across the top. The paper is threaded over the black plastic bar, not under. Loading the printer paper correctly will prevent any erroneous tickets from being printed.



Yes



No

Only use ticket stock that has been assigned to your store. NEVER loan or borrow ticket stock to or from another retailer (not even from a store within your own company). If you need ticket stock, call the terminal hotline at 1-800-352-6510.