

Retail Compliance Overview

Let's have a closer look at our most popular Draw-Based Games.

Lotto draws take place every Wednesday and Saturday evening.

The minimum jackpot is a guaranteed two million euro and the minimum requirement to play is two lines for €4.

For an additional €1 per line, players can enter the Lotto Plus Draws.

The Top prize for the Lotto Plus 1 Draw is one million euro, and two hundred and fifty thousand euro for the Lotto Plus 2 Draw.

There is also a Lotto Plus Raffle Draw all Lotto Plus players are automatically entered into, for a chance to win €500.

Sales close at 7.45pm with draw taking place at approximately 8pm.

EuroMillions draws take place every Tuesday and Friday evening.

The minimum jackpot is a guaranteed seventeen million euro and the minimum requirement to play is one line for €2.50.

For an additional €1 per line, EuroMillions players can have the first 5 numbers of each line entered into the EuroMillions Plus Draw, with a chance to win a top prize of five hundred thousand euro.

Sales close at 7.30pm with draw taking place at approximately 8.00pm.

Daily Million Draws take place every day, at 2pm and 9pm with the top prize of one million euro and the minimum play is €1 for one line.

For an extra fifty cent per line, players can enter the Daily Million Plus Draw for a chance to win the top prize of five hundred thousand euro.

Sales close at 2pm and 9pm respectively with draws conducted immediately thereafter.

Telly Bingo offers players a chance to win or share in a full house top prize of ten thousand euro, with televised draws taking place every Tuesday, Thursday and Friday at 12:45pm on RTE One. Players can also win a snowball prize win a guaranteed minimum of twenty thousand euro if all numbers are matched before the snowball number is revealed.

The minimum play is one ticket for €2.50 and each ticket will show the valid draw date for that play.

Sales close at 11am.

Your role in delivering Lottery services in a responsible way is critical to the success of The National Lottery, and its core goal to continue supporting Good Causes.

Let's take a look at what these strict controls, and your obligation as a Sales Agent are.

It is a criminal offence to sell National Lottery products to anybody under the age of 18. For the avoidance of doubt, we operate an age challenge policy of 'Think 21' -

If the person looks under 21 you must always challenge for ID and never sell a ticket or pay a prize to anybody under the age of 18, in any circumstances. PLI provide age control signage which must be displayed at all times.

As part of the National Lottery's Player protection policy we impose certain transaction limits. In retail a maximum of ten scratch cards only can be purchased in any one or series of consecutive transactions.

Never exceed these limits and always display transaction limit signage.

To reinforce our compliance message, to educate retail owners and staff, and to foster a greater awareness of the regulated nature of our games, the National Lottery operates an ongoing Mystery Shopper programme to measure retail compliance with obligations including but not limited to Age Control and Purchase Limits.

Under the Retail Sales Agent Compliance Policy, failure of a Mystery Shopper visit will result in penalty points being imposed.

Failure of three such visits may result in suspension from trading – a scenario everybody wishes to avoid.

Always fully complete the validation process and issue the customer with receipts, both winning and non-winning.

Every prize €100 or under will automatically validate on the terminal. For prizes over €100 you must follow the screen prompts to complete the validation process in full.

In both cases the system will produce two payment receipts, one of which must be given to the player. This also applies to non-winning tickets.

Always check and confirm your Scratch Card order on receipt and only activate books as required before placing on sale.

The in-store National Lottery terminal is used for sales, validations, and stock management.

For any transaction not referenced here you can consult the handy Quick Reference Guide by selecting the Ticket Function at the bottom of the screen, then HELP.

Remember we are always here to support - you can contact your local sales representative, or any member of our Customer Support Team on 1800 224 455 between 8am to 9pm daily.

To sign on to your Lottery terminal you must use your five-digit user ID and pin code.

ALWAYS sign out at the end of each trading day and sign in each morning to allow for any software updates including the new jackpot amounts for all digital displays.

To sell a ticket for any draw-based game you will find all the options including Manual play, QuickPick, Advance Play and Fast Play in the Games tab on the terminal home screen.

Remember it is illegal to sell National Lottery products to anyone who is under the age of 18.

To pay a prize on any Draw Based Game select the 'Validation' icon in the 'Terminal Function' toolbar and place the ticket on the terminal tray.

If the prize value is €100 or less, the ticket is validated automatically and two receipts are printed, one to be retained for your records and the other to be given to the customer along with their prize winnings.

Please remember that under regulation rules, prize receipts must be given to the customer after any prize has been validated for payment. If a ticket is not a winner, the ticket should always be returned to the player along with a non-winning receipt.

Remember it is illegal to pay a prize to anyone under the age of 18.

All Scratch Card games use a 2D barcode system for prize validation purposes. Validating a Scratch Card prize on the Photon terminal couldn't be easier. Once the latex has been fully scratched off to reveal the 2D barcode, simply place the Scratch Card face-up in the Photon tray.

The 2D barcode is read by the camera and the ticket validates. Normal prize thresholds apply i.e. for prizes of €100 or under we validate automatically. For all other prizes you must follow the onscreen instructions.

All prizes up to and including €100 will validate automatically once presented to the Lottery terminal, and prize payment receipts for both the agent and the customer will be issued.

Prizes from €101 up to and including €2,500 can be validated and paid at the agent's discretion. All local post offices will pay prizes up to €2,500 with head offices who act as claim centres will pay up to €15,000.

If any prize-winning ticket in this category is presented to the Lottery terminal for validation, a series of 'prompt' messages will appear giving you the option to proceed or not proceed with the validation.

Remember if you are paying a prize over €100, you must follow the 3-step instructions on the terminal and only pay a prize when the terminal has issued a prize payment receipt.

Always issue customer receipts for both winning and non-winning tickets.

A ticket must be cancelled within two hours of processing or draw break, whichever occurs first.

To cancel a ticket you must first, WITH A BALLPOINT PEN, mark the ticket by drawing a series of lines between the brackets below the area where the numbers selected are displayed. Tickets not marked in this way or marked outside the bracketed area will be rejected by the terminal.

Select the 'Cancellation' icon in the terminal function tool bar and place the ticket on the terminal tray. The 35-digit validation code is read & displayed, and the ticket details appear in a preview screen.

Select the 'Perform Cancel' key to cancel the ticket. A cancellation receipt is automatically printed for your records.

All Draw Based Game tickets can be cancelled except for Telly Bingo and Millionaire Raffle.

Remember, always cancel unwanted plays, and NEVER resell to another customer.

Thank you for your attention and continued support. Always remember, if you're in any doubt, the Retail Customer Support team is always ready to assist on 1800 224 455 or speak to your local field sales rep for advice.

Compliance – Age Verification Checks

Premier Lotteries Ireland is committed to providing exciting and engaging lottery games in a socially responsible way. We pride ourselves in doing everything we can to prevent problem play and sales to minors. We want to support anyone for whom playing lottery games has become a problem. As one of our valued team of retailers across the country you have a central role in making this possible. Therefore we are proud to introduce our new training programme, specifically designed to inform you in relation to responsible play matters and equip you to address the scenarios that might arise in store. All of our retailers will be required to take part in this training made easier through our retailer portal. Together we can ensure the sustainability of the National Lottery whilst protecting our younger and more vulnerable members of society. Thank you for all the excellent work you do.

Remember that it is an offence to sell lottery products to anyone under the age of 18 years. If you have any doubts ask the customer for ID. It only takes a couple of seconds but it is always better to be sure. Acceptable forms of ID include Passport, Drivers Licence and Age Card. Once you are satisfied that the customer is over 18 you can then proceed with the sale. Remember that age control restrictions also apply to those claiming a prize and again if in doubt ask for ID before processing the prize payment. Always ensure that your age control notice is prominently displayed in store. This is a regulatory requirement and subject to audit. Failure to comply constitutes a breach and may result in sanction under the terms of the Retail Authorisation. As a retailer you have a responsibility not to sell National Lottery products to anyone under 18 years of age. All of our game rules specify that a player must be over 18. The terms and conditions and prize rules for all our games also clearly specify that no prize will be paid out to a minor. At the National Lottery we work to ensure that our games do not encourage problem or under age play. Marketing of all our games must comply with certain Advertising standards and all games are subject to responsible gaming review process to ensure they are consistent with our responsible play ethos. Despite this however there is always a small risk that minors will try to buy our products. And this is where we rely on our retailers as part of the National Lottery team to ensure that this does not happen. If you are in any doubt remember to ask your customer for ID. It only takes a couple of seconds and it is better to be sure. Remember we are relying on you to ensure that minors do not purchase National Lottery products in your store.

Compliance – Problem Play

Remember that as a Lottery Retail Agent, you have a responsibility to ensure that all players are protected particularly those that may be experiencing difficulties and may not be playing within their means. The following situations may be an indicator that National Lottery games are playing too large a part in the life of a player. A customer might appear irate when buying lottery products or they might appear upset if they haven't won. They may ask if they can purchase an entire book of Scratch Cards. They might play out their Scratch Card purchases there and then and return immediately to buy some more. If you notice, or a player brings to your attention that National Lottery games are playing too large a part in their life, the first point of referral should be

Gamblers Anonymous. Full details are available in the "Play Responsibly, Play for Fun" leaflet or on the National Lottery website. Always have our "Play Responsibly, Play for Fun" leaflet to hand to give to any customer you feel may need support.

For the majority of our players the Lottery is a form of entertainment, a fun way to be in with a chance to win a small or perhaps a life changing prize. However for some of our more vulnerable players, problem play may become an issue. It can be difficult to know how to bring this up with someone, you might not feel comfortable talking to someone about it or you might feel like you're interfering. The most important thing to remember, is that it's better to offer some help than to stay silent. If someone doesn't want to discuss their playing with you, you have still opened up the line of communication and they know there is help there if they wish to avail of it. If someone is interested in seeking help, it is important that you have this information to hand. As always our "Play Responsibly, Play for Fun" leaflet has a lot of useful information about Irish organisations that specialise in support for problem play. If the customer is online you might direct them to the Play Responsibility section of our website which also has a lot of useful information and tools for our customers. Remember, although you might feel a little uncomfortable bringing up the subject if you think that someone is experiencing problem play it is a good idea to open up the lines of communication discreetly and let them know that there is help available. Obviously it is important to be discreet given the sensitivity of the issue.