

STAR GAME NEWS

JULY | AUGUST 2019

Summer is here at last!

8



4



2



INSIDE

- 02 Holiday Cash / Lotto Plus €1 Million Raffle
- 03 Winner Awareness
- 04 Returns by Retailer Functionality
- 05 Game End Process
- 06 Retailer Portal
- 08 Game End Communication
- 09 Stock Card
- 10 Scratch Card Profiles



HOLIDAY CASH IS BACK!

After overwhelming demand last year **Holiday Cash** has landed back in the shops with a soaring **Top Prize of €25,000**, as well as **120 Luxury Holidays up for grabs, each worth a hot €2,500**. This could be your **winning ticket to jet off into the sun**.

- Win odds of 1 in 3.7 for a cash prize
- The opportunity to win up to €25,000 instantly
- 1 in 3 chance of revealing 3 Suns - giving you the chance to be entered into the weekly Holiday Prize Draw

How to enter

There is a weekly draw offering the chance to win one of 120 luxury holidays each worth €2,500. The draws take place in National Lottery Headquarters for 11 weeks, from 6th June 2019.

To enter the Holiday Cash prize draw players must reveal 3 Sun Symbols on the Holiday Cash Scratch Card and submit it to the National Lottery in a special yellow 3 Sun Entry envelope, available from all National Lottery Retail Sales Agents where Scratch Card game Holiday Cash is sold.

Holiday Prize Draws

10-holiday prizes will be selected per draw, with a grand total of 120-holiday prizes to be won.

There will be 12 Holiday Draws in total to include a 'catch all draw to take place no sooner than 90 days following game end to allow for all eligible entries to be included.

60 holidays have already been won with 60 still to be won - GUARANTEED.

Available to Order now!



LOTTO PLUS €1M RAFFLE

On Saturday 3rd August a GUARANTEED €1 Million will be added to the Lotto Plus RAFFLE.

This is the third Lotto Plus €1 Million Raffle in 2019 and forth overall.

How to I play?

Buy a Lotto Ticket with Plus as normal, for each line on the ticket you get a non-unique raffle code between 0001 - 9999. Remember to check your raffle codes after every draw!

How do I win?

As per every Lotto Draw a lucky raffle code will be selected, any ticket with that code wins €500. On 3rd August all of the tickets with the winning raffle code will also win an additional share of the €1 Million prize.

Typically approx. 100 – 120 winners of the raffle every Saturday. This means on Saturday 3rd August players with the winning raffle code on their ticket will win approximately €10,000 (amount will vary depending on the number of winners on the night).



WINNER AWARENESS

Every Little Helps for Tesco customer who scoops **€6.2 million Lotto jackpot!**

Staff at Tesco Extra in Drogheda, Co. Louth toasts Ireland's latest Lotto millionaire after they sold a winning ticket worth €6.2 million in May.



Tesco Extra - Drogheda

Joyce's Supermarket in Doughiska, Co. Galway celebrate **€4 million Lotto jackpot!**

Joyce's Supermarket, Doughiska celebrate selling the winning €4 million Euro Lotto Jackpot ticket. Pictured are (l-r) Rafal Dajcz (assistant manager) Sean Clery (manager) Celine Cooney and Pat Joyce, owner.



Joyce's - Doughiska

Kells EuroMillions player leaves it late to claim **€272,165 prize!**

Michael McKeon, owner of McKeon's Love Fresh store in Kells, Co. Meath with Damien Duffy and Amy Tyrrell ensured that one of their lucky customers claimed their massive EuroMillions prize just days before the 90 day claim deadline.



McKeon's Love Fresh - Kells

Lotto lightning strikes twice for Sixmilebridge Post Office! **€1,000,000**

Tony Reddan, owner of Reddan's store and Sixmilebridge Post Office in Co. Clare celebrates Ireland's newest millionaire after he sold a winning Lotto Plus 1 ticket with a top prize of €1 million. Tony is no stranger to big Lotto wins after previously selling a massive €4.4 million Lotto jackpot win in 2014.



Post Office - Sixmilebridge

RETURNS BY RETAILER

‘Returns by Retailer’ Functionality now live

Full books of Zodiac Fortune - Game 197 can now be returned

Retailers Agents can now return full book stock using the Returns Menu on the Photon Terminal.

How does it work?

- Retailers are able to return full books by logging into the Returns Menu on the Photon terminal. You must be signed in as Owner/Manager to use this functionality.
- Lottery systems will be made available for specified periods to allow for returns processing. These periods will typically coincide with game ends/changes.
- Full books are returned by scanning the barcode of each book. There is no limit to the amount of books of the specified game that can be returned.
- Once complete the terminal will produce two receipts. Keep one for your records and place the other receipt in the returns pouch with the books to be returned.
- Now set the sealed pouch aside securely but available for collection.
- An Post will call to collect the pouch within 4 working days of processing - it's as simple as that.
- Please note that An Post can only collect items that have been processed through the Terminal in this way and listed this way. This is to facilitate the secure tracking and tracing of all Scratch Card returns.
- If you still have full books of Winning Streak (Game 207) or Congratulations (Game 186 / Gold Coloured Ticket), please add to your Zodiac returns.



Full Book Stock For Return



Self Return Functionality



Return Receipt



Special Returns Bag

Note: A returns bag is enclosed with this issue.

Important: Please note that there is no option to return partially sold books on the terminal. If you still have unsold stock towards the end of the sell through period, there will be a window to email the National Lottery of the detail and arrange collection. See how this process works on the next page.

GAME END PROCESS UPDATED

PLI's game end process consists of a number of stages and is designed to optimise stock management through to game end.

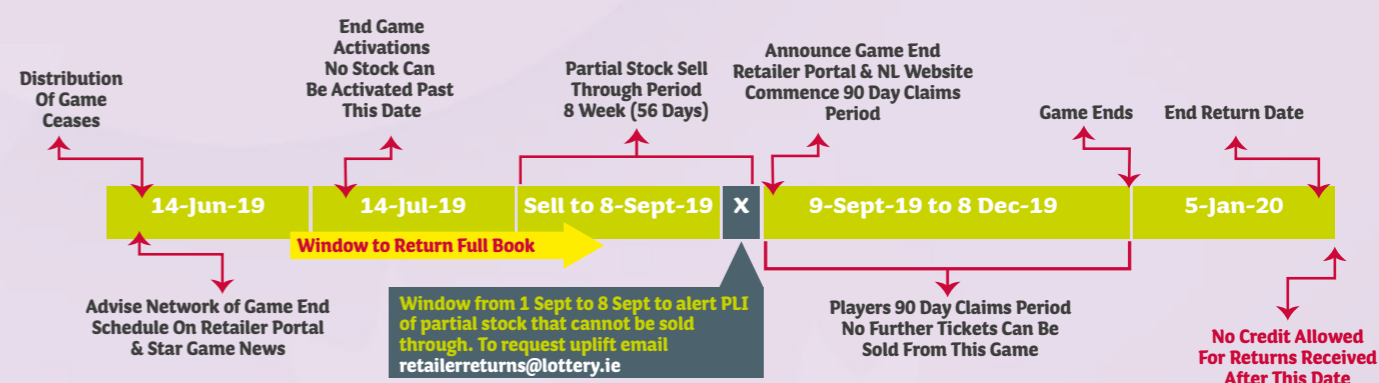
This process ensures games where distribution has ended are sold through/removed from sale in a timely and orderly manner while safeguarding the rights of players to claim prizes from any game up to 90 days after game end has been announced.

The stages are as follows:

- **End Distribution** – PLI cease processing orders for a game.
- **End Activation** – no books can be activated for sale beyond this date.
- **Sell Through** – period within which partial stock can be sold through.
- **Partial Stock Return** – One week window to request uplift of partially unsold stock through dedicated email address.

- **Remove From Sale** – date ticket stock must be removed from sale. No tickets can be offered for sale beyond this date.
- **Game End Announcement** - official announcement of the date a game will end.
- **90 Day Claims Period** – period within which a prize from a game that is to be ended can be claimed.
- **Game End** – official end date of a game.
- **End Return Date** – returns for a game cannot be processed through the PLI gaming system beyond this date. It is important to note that no credit can be allowed for any Scratch Card stock presented for return beyond the End Return Date. From 1st June this 'End Returns Date' date will be published with every game end announcement in both Star Game News & the Retailer Portal.

Game End Schedule - Zodiac Fortune Game 197



SCRATCH CARD GAME END

The Game End process for the following games has been initiated:

Game No.	Game Name	Replacement Game No.	Replacement Game Name	Distribution Ended	End Activation (Close of Trade)	Sell Through by Date Specified (Remove from Sale at Close of Trade)	Game End Announcement (90 Day Claims Period Commences)	Validation End Date (Game Ended)	End Returns Date (No Credit Allowed After This Date)
186	Congratulations	223	Congratulations	16/04/2019	16/05/2019	11/07/2019	12/07/2019	10/10/2019	7/11/2019
207	Winning Streak	N/A	N/A	10/5/2019	14/5/2019 COB	15/5/2019 COB	16/05/2019	14/8/2019	11/9/2019
197	Zodiac Fortune	N/A	N/A	14/06/2019	14/07/2019	08/09/2019	09/09/2019	08/12/2019	05/01/2020

RETAILER PORTAL

The National Lottery's Retailer Portal (<https://retailer.lottery.ie/>) is a dedicated website and App for our Retailer Network. On this site we have made available valuable information which will help our Retailers get the most from The National Lottery.

We've recently made some enhancements to the Retailer Portal, some changes are to the back -end and some will be visible to you when you log in.

Summary of enhancements

- Three tiers of Access level: Owner/Manager/Staff.
- This means that an Owner needs to log in with ONE e-mail address to see the details relating to all of his/her Stores.
- In order to Certify Compliance once a year, the Owner needs only tick ONE box and all of his/her linked Stores will be deemed Compliant*
- Overhaul of the Financial Reports – you will shortly be able to see simplified reports grouped if you own more than one Store
- New Training and Compliance videos will shortly be available showing new Terminal Functionality (including the New Scratch Card returns process and how to order Consumables on your Terminal)

Different Access Levels on the Retailer Portal

	Owner	Manager	Staff
Account Creation	Yes - can create accounts	Yes - but only staff accounts	No
Certify Compliance	Yes - but only the owner can do this	No	No
View Reports	Yes - Full access to reports	Yes - but only if access granted by Owner	No
View Videos	Yes -Full access	Yes -Full access	Yes -Full access
Edit their Owned Stores	Yes - upon approval by PLI	No - needs to be done by Owner	No - needs to be done by Owner
Access to the Star Retailer App	Yes	Yes	Yes

HOW DO I....?

Q: I own more than 1 store, where can I see all my stores on the Retailer Portal?

A: We are going to link all the Stores to each respective Owner. This process will take time since we have to manually verify each Owner and the e-mail address they use. If we have linked your Owned Stores you will them listed under Stores/ Store Info

Q: I've a new Staff member, can I create a login for them?

A: Absolutely! You should create logins for all Staff members (or Managers) working in your Store. There are lots of helpful Training videos on the Retailer Portal to show them how to use the Lottery Terminal.

- Click on Stores/Add a User. Fill in the form for the Staff/Manager. Make sure under 'Group' you allocate them as Staff or Manager. If you own more than 1 store, you need to allocate the Staff or Manager to one or more of your Stores.
- When you have finished the form - click 'Register'
- Then go to Stores/Assign Stores. In the drop down, find the User you just created and click on the Retailer IDs that you want to be linked to that User
- Click on 'Submit'

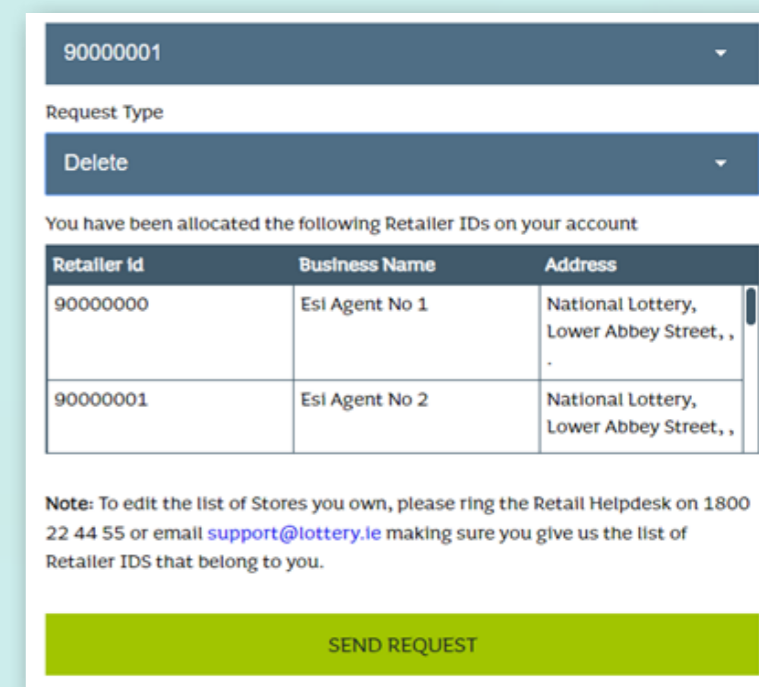
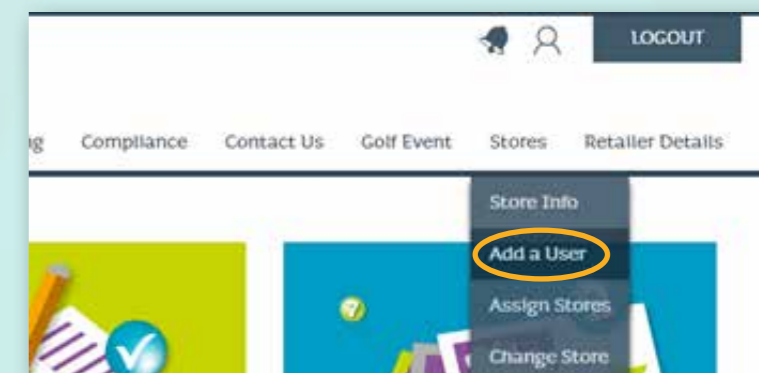
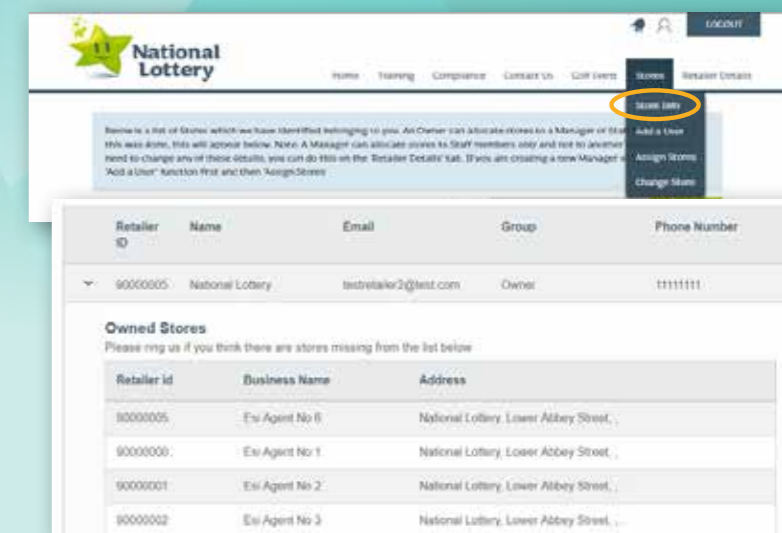
Note: Owners can create logins for Managers and Staff. Managers can create logins for Staff. Staff cannot create logins for anyone else

Q: I think Retailer Ids have been allocated to my e-mail address that aren't actually mine!

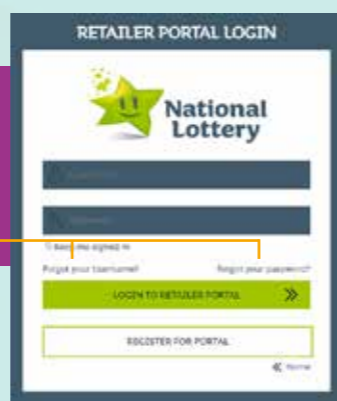
A: (note: Only the Owner of the Store can request this)

- Click on 'Stores' and 'Change Stores'
- In the drop down, Select the Retailer ID that you think does not belong to you
- And in the 'Request Type' drop down, select 'Delete' and then 'Send Request'
- We will then amend the list of Retailer Ids that appear under your Login

Similarly if there are Retailer IDs that are missing, select 'Modify' and type in the Retailer ID you believe should belong to you and click on 'Send Request'



Forgot your password? No problem – just use the 'Forgot Password' or 'Forgot Username' function on the login screen and we will automatically send you a replacement. Your Username is generally your e-mail address you used to register with the Retailer Portal



CERTIFYING COMPLIANCE

*The Owner of the Stores needs to 'Certify Compliance' once a year – this is an agreement to state that the Owner is compliant with all the Regulatory and Legal requirements to operate the National Lottery licence. Failure to do so will result in a breach in accordance with the Retail Sales Agent Compliance Policy – you can view this on the Retailer Portal under 'Compliance Material'

If you have logged into the Retailer Portal and we have designated you as an 'Owner' - you will see under the Compliance drop down, 'Compliance Certification'. Click into this page, review the material and then tick box at the very end Certifying your Compliance

Note: If you have logged into the Retailer Portal and don't see this option, it means we have not designated your e-mail login as an Owner. Ring us on 1800 226688 and we will make the changes.

I acknowledge that I have read/viewed all Compliance, Regulatory and Training material provided through this portal. I accept the conditions to my authorisation to sell Lottery products set out above and confirm that I will comply with the National Lottery Act 2013, the Licence to Operate the National Lottery and any other direction or requirement issued by PLI, the Minister for Public Expenditure and Reform and/or the Regulator of the National Lottery.

GAME END POSTER COMMUNICATION

All good things must come to an end, and that includes Scratch Cards. Players have 90 days from when a scratch card game ends to claim a prize.

In our continued effort to communicate with our players, we have included a poster in your merchandise pack for all retailers to display in the Playstand or equivalent location.

The poster provides a QR code that can be scanned with a mobile phone allowing our players to access the Game End Announcement Page on lottery.ie.

This allows the players to access information on when games are due to end.

Using the game number located on the bottom of the white game identify panel, customers can see if their purchased Scratch Card is coming to an end soon.

The first three digits of the code within this Panel refer to the game number of that particular game as per the diagram below.

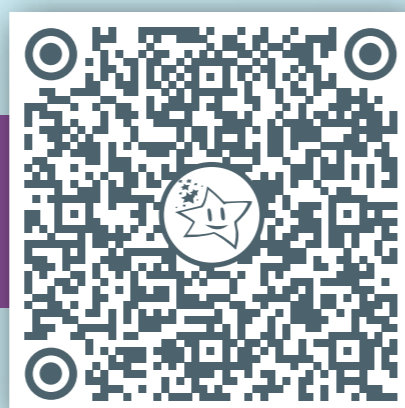


Game End Poster



Game Identity Panel

Visit www.lottery.ie/games/game-info/scratch-cards/game-end-announcements or scan the QR Code to the right on your mobile phone to find out when Scratch Card games are coming to an end:



SCRATCH CARD STOCK CARDS

Scratch Card Stock Cards are designed to:

- Assist retail staff in Scratch Card management
- Give an order history and establish stock requirements
- Work with Telesales representatives in maximising Scratch Card sales and avoiding out of stock

NO.		GAME NAME	Book Size	WEEK 1		WEEK 2		WEEK 3		WEEK 4		WEEK 5	
				In Stock	Order	In Stock	Order	In Stock	Order	In Stock	Order	In Stock	Order
1	233	HOLIDAY CASH	80										
2	200	ALL CASH	200										
3	201	ALL CASH GOLD	100										
4	202	ALL CASH TRIPLER	80										
5	203	ALL CASH PLATINUM	20										
6	204	ALL CASH SPECTACULAR	20										
7	205	ALL CASH EXTRAVAGANZA	10										
8	219	BINGO TIMES 10	20										
9	226	DIAMOND BINGO DOUBLER	50										
10	224	CROSSWORD DOUBLER	50										
11	225	CROSSWORD PLUS	20										
12	146	INSTANT €300	40										
13	143	INSTANT €500	20										
14	223	CONGRATULATIONS	40										
15	214	MONEY MULTIPLIER 5X	80										
16	217	MONEY MULTIPLIER 10X	40										
17	216	MONEY MULTIPLIER 20X	20										
18	215	MONEY MULTIPLIER 40X	10										
19	229	LUCKY 7s (NEW FOIL TICKET)	10										
20	227	GOLDEN 4's SILVER 5's	20										

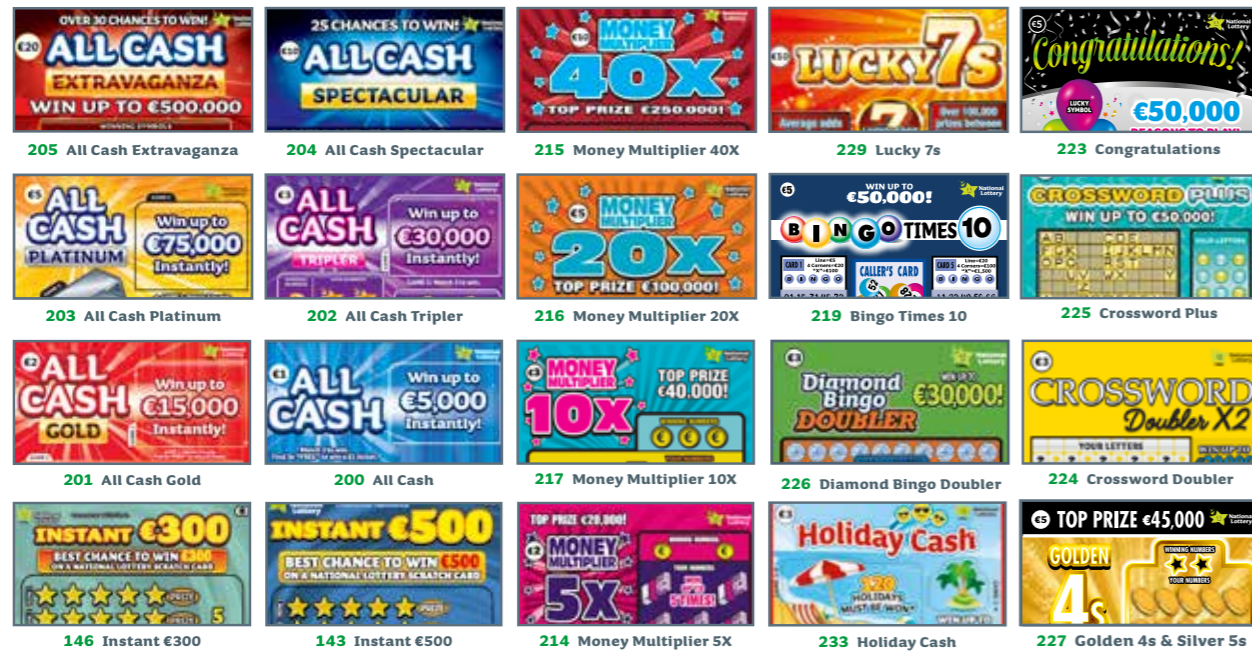
Always confirm all your Scratch Card deliveries on your terminal.

	CONSUMABLES	WEEK 1		WEEK 2		WEEK 3		WEEK 4		WEEK 5	
		In Stock	Order	In Stock	Order	In Stock	Order	In Stock	Order	In Stock	Order
1	PAPER ROLLS										
2	LOTTO PLAYSLIPS										
3	EUROMILLIONS PLAYSLIPS										
4	DAILY MILLION PLAYSLIPS										
5	5-4-3-2-1 PLAYSLIPS										
6	GIFTING WALLETS										
7	3 STAR ENVELOPES										
8	STUB DRAW ENVELOPES										

Please remember that your consumables orders should be placed using the consumables menu on your Lottery terminal.

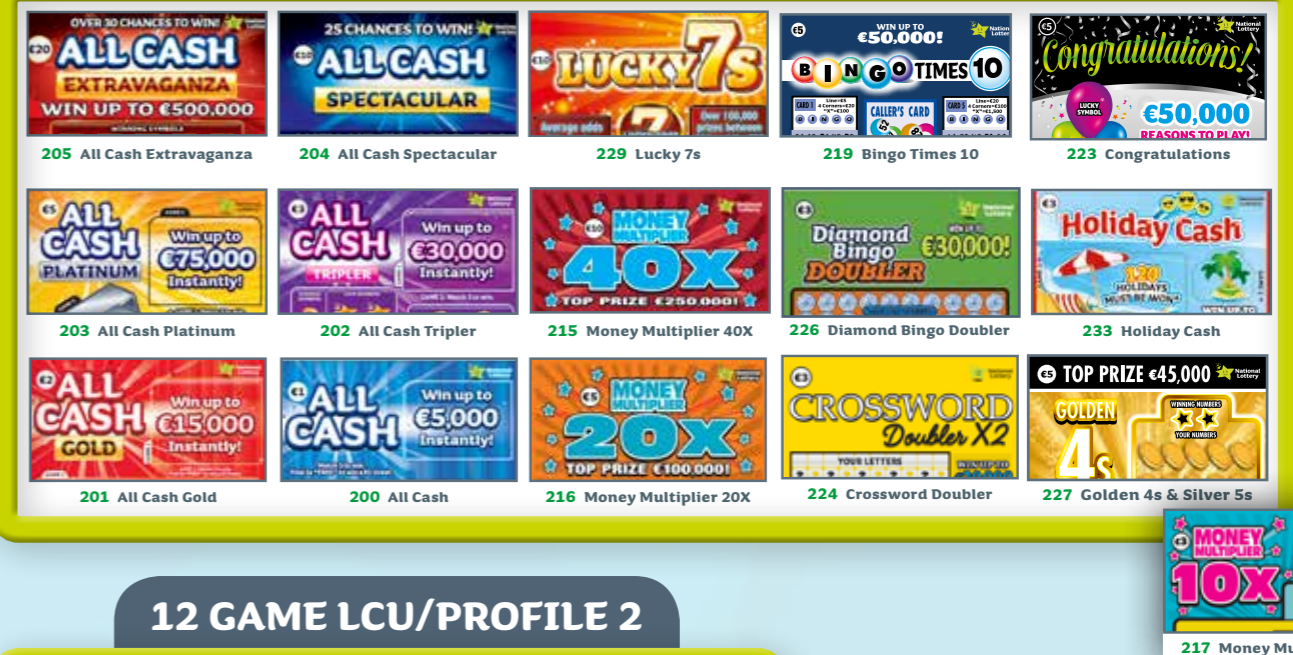
SCRATCH CARD PROFILES JULY | AUGUST

20 GAME LCU/PROFILE 1

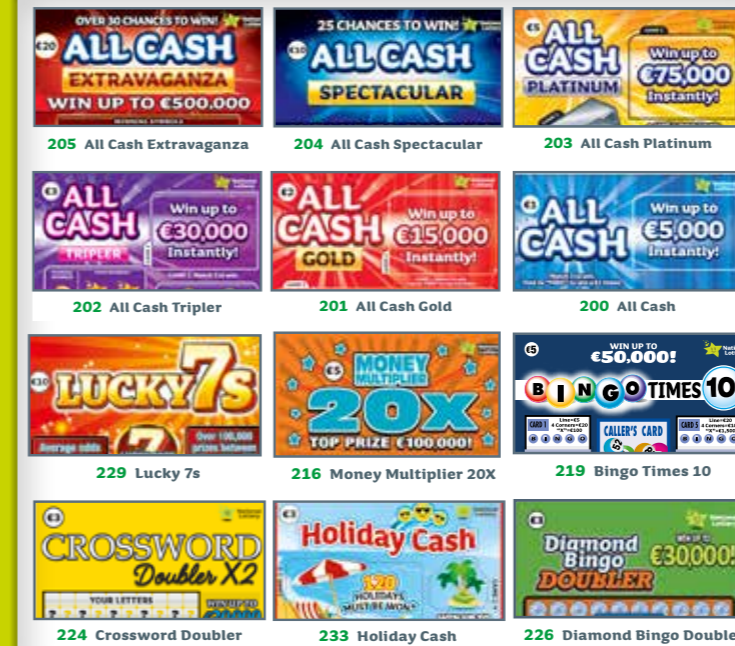


SCRATCH CARD PROFILES JULY | AUGUST

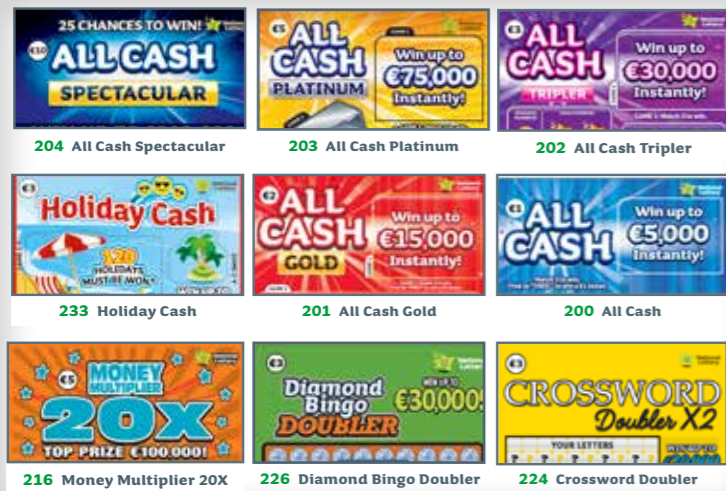
15 GAME LCU/PROFILE 4



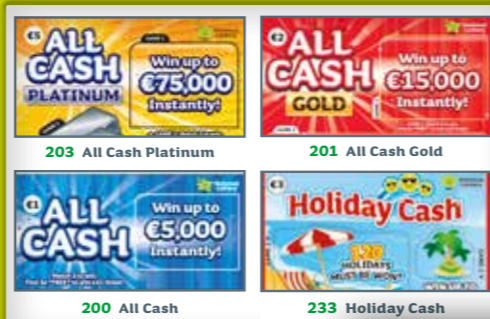
12 GAME LCU/PROFILE 2



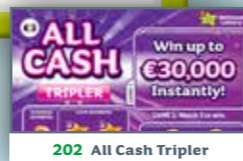
9 GAME LCU/PROFILE 3



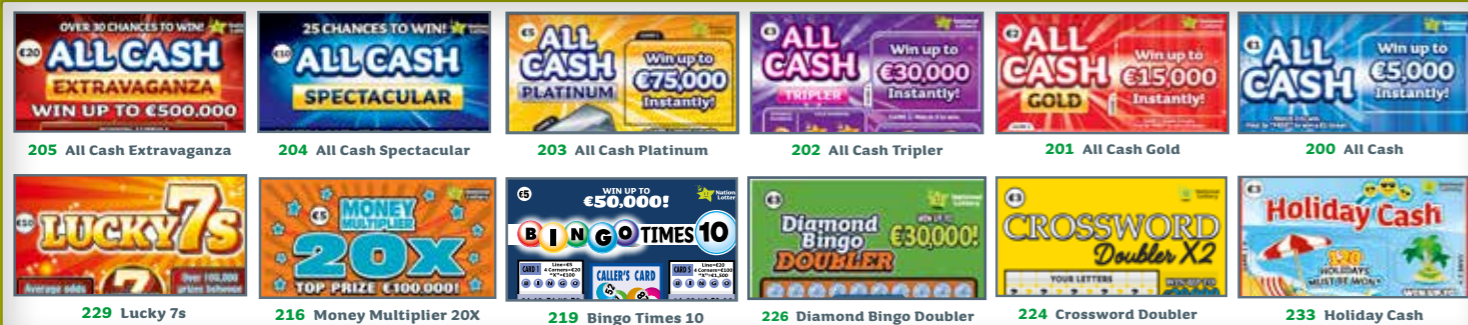
4 GAME FACING UNIT



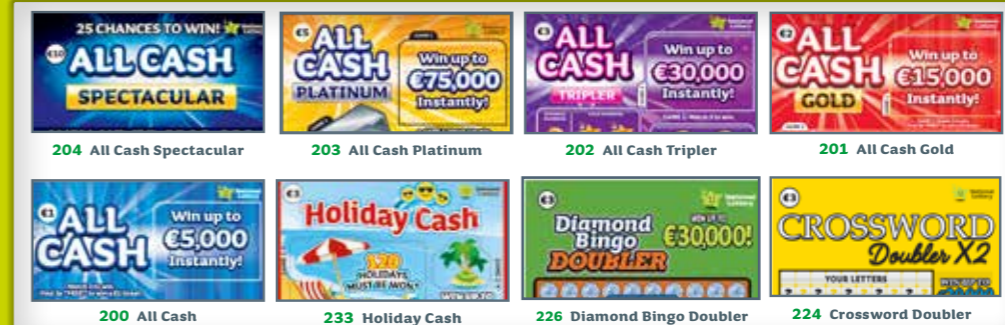
SECOND POINT OF DISTRIBUTION



DISPENSER 6 X 2/PROFILE 2



DISPENSER 4 X 2/PROFILE 8



Contact Phone Numbers:

Telesales: 1800 22 66 88
Retail Help Desk: 1800 22 44 55
Claims: 1800 66 62 22
Find out more at www.lottery.ie

The National Lottery reserves the right to change individual Scratch Cards, Draw Games or game promotions without consultation. For details on any specific game please contact your National Lottery Field Sales Representative.



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