

# STAR GAME NEWS

*Happy Christmas from the National Lottery*

December 2017



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## Navigating the Portal

### Portal Menu

Use the tabs at the top of the page or select the 'find out more' link under the relevant subject icon to navigate the site and view product information, training & compliance guides including video tutorials & print material.

Once Read/Viewed the item should be 'ticked' as complete for your reference.



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A GIFT From ME

To WHO?

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Merry Christmas

**National Lottery**

# NEW LOOK TICKETS



## DIAMOND BINGO DOUBLER

New game number: 190

New PLU code: 509 897 4019 000

On Sale Late December



## ALL CASH GOLD

New game number: 189

New PLU code: 509 897 4018 904

On Sale Mid-January

## ALL CASH PLATINUM

New game number: 191

New PLU code: 509 897 4019 109

On Sale Late January



## ALL CASH

New game number: 185

New PLU code: 509 897 4018 508

On Sale Early January



## CROSSWORD DOUBLER

New game number: 194

New PLU code: 509 897 4019 406

On Sale Mid-January

## ALL CASH SPECTACULAR

New game number: 193

New PLU code: 509 897 4019 307

On Sale Mid-January



# Winning Streak Update



## WINNING STREAK

**€500,000 to be won instantly!**

Winning Streak, the player's favourite, continues to grow in popularity every season. Feedback from retailers & players alike suggested that changing the ticket for the New Year could cause some confusion.

So this year the game will continue as is, through early 2018 until May when we take a break from the TV Show for the summer.

This means that the current game 178 will remain on sale right through Christmas and New Year until it ends in May next year.

As is traditional, Marty & Sinead are now on a well-earned break for Christmas with the TV Game Show returning to our screens on 13 January 2018.

# Christmas Scratch Cards

Players can win up to **€100,000** instantly or one of thousands of other cash prizes with our Christmas Scratch Cards.

Plus in our **Bonus Draws**, 5 lucky players will win a guaranteed €1,000 each week.

See [lottery.ie](http://lottery.ie) for details.



A GIFT From ME



**Millionaire Raffle is back  
The Perfect Gift for Christmas**

**One Guaranteed Millionaire**

**Tickets  
€25**

**PLUS**

**1 Prize of €250,000  
4 Prizes of €100,000  
10 Prizes of €10,000  
25 Prizes of €5,000  
115 Prizes of €1,000  
4,900 Prizes of €500**

**KEY FEATURES**

- Top Prize of €1,000,000
- Our Best Odds Ever!
- 5,055 prizes ranging from €500 to €250,000
- Millionaire Raffle tickets cost €25 each
- Agent commission increases to €1.50 per ticket
- The €1 Million Top Prize selling agent will receive a €10,000 bonus
- Only 500,000 Tickets sold
- Full results will be published on [www.lottery.ie](http://www.lottery.ie)

**New PLU code - 539 151 8926 322**

# RETAILER PROMOTION

Win 1 of 15 Fantastic Trips to see Ireland v England at Twickenham in the 2018 Six Nations Championship

## PLUS

**€500** Staff Night out

Simply reach your weekly sales target to be entered into the competition, it's as easy as that!

See promotional brochure for full details.

## CONGRATULATIONS TO OUR WINNERS SO FAR!

Week No.	Winning Agent
1	BENSON'S QUIK PICK SHOP, BALLYARKANE, KEEL, CASTLEMAINE, CO. KERRY
1	HYNE'S MACE, 37 FORSTER STREET, GALWAY, CO. GALWAY
1	COSTCUTTERS, BALLA, CASTLEBAR, CO. MAYO
Week No.	Winning Agent
2	AN POST, GPO O'CONNELL STREET, DUBLIN 1
2	HAPPY DAYS, UNIT 25/26 GALWAY SC, HEADFORD ROAD, GALWAY, CO. GALWAY
2	MCNALLY'S XL, COOTEHILL ROAD, MONAGHAN, CO. MONAGHAN
Week No.	Winning Agent
3	THE KIOSK, OMNI PARK SHOPPING CENTRE, SANTRY, DUBLIN 9
3	TICKETRON, JERVIS STREET SHOPPING CENTRE, DUBLIN 1
3	BRAESIDE STORES, CLONTIBRET, CO. MONAGHAN

Watch out for more agent incentives over the festive season!



**Millionaire Raffle**

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PLAY RESPONSIBLY, PLAY FOR FUN.

# REMINDERS AND UPDATES

## PAYING PRIZES

All prizes up to and including €100 will validate automatically when presented to the Photon Terminal. Once validated by the central system the terminal will print two prize payment receipts, one for the agent's record and one that **must** be given to the customer.

**Prizes from €101 up to and including €2,500 can be validated and paid at the agent's discretion and attract a 1% prize payment bonus.**

To ensure these prizes are validated correctly and your account is duly credited please follow the instructions on the terminal screen carefully, and **only pay out the prize when the terminal has issued the two prize payment receipts.**

## HAMPERS, SWEETS & TREATS – PAYOUT PROCESS FOR COMMODITY PRIZE

When paying the confectionary prize on the **Hampers, Sweets and Treats** ticket you must follow the **3 step process**, which normally applies only to prize payments above the €100 threshold.

**Step 1** Place ticket on the Photon tray.

**Step 2** Press **'PAY'** icon to proceed with prize payment.

**Step 3** Press **'YES'** icon to validate ticket.

The terminal will produce two prize payment receipts, one for the player and one for the agent.



## CUSTOMER RECEIPTS - COMPLIANCE REMINDER

As you are aware it is a requirement under regulation to give customer receipts to players after validating winning tickets for payment.

PLI are obliged to monitor compliance in this regard and conduct Mystery Shopper visits across the agent network on a regular basis. Results from a recent campaign show that the issuing of customer receipts was inconsistent in the sample group of retail agents.

It is important that all retail management & staff are aware of the requirement to issue customer receipts.

So please remember you must give Customer Receipts to players after validating winning tickets for payment and always return non-winning tickets to customers immediately after checking.

Thank you for your support.



## RETAIL HELPDESK

If you have any technical issues with your National Lottery equipment or any activation/validation (prize payment) issues please call the **Freephone Retail Helpdesk** on **1800 22 44 55**. This Retail Helpdesk number is open Monday to Sunday from 7am to 10pm.

# LCU PLANOGRAMS & LOADING INSTRUCTIONS

## 20 Game LCU Planogram

ALL CASH EXTRAVAGANZA	ALL CASH SPECTACULAR	MONEY MULTIPLIER 40X	BINGO TIMES 10	DIAMOND BINGO DOUBLER
ALL CASH PLATINUM	ALL CASH TRIPLER	MONEY MULTIPLIER 20X	WINNING STREAK	MERRY MONEY
ALL CASH GOLD	ALL CASH €1	MONEY MULTIPLIER 10X	HAMPERS SWEETS & TREATS	CASH CRACKER
€100,000 DIAMONDS	CONGRATULATIONS	MONEY MULTIPLIER 5X	CROSSWORD DOUBLER	CROSSWORD PLUS

## 15 Game LCU Planogram

ALL CASH EXTRAVAGANZA	ALL CASH SPECTACULAR	MONEY MULTIPLIER 40X	BINGO TIMES 10	DIAMOND BINGO DOUBLER
ALL CASH PLATINUM	ALL CASH TRIPLER	MONEY MULTIPLIER 20X	WINNING STREAK	CROSSWORD DOUBLER
ALL CASH GOLD	ALL CASH €1	HAMPERS SWEETS & TREATS	MERRY MONEY	CASH CRACKER



Instant €300 and Instant €500 are available to order.



# PRICE POINT PLANOGRAMS (Price Point Layouts)

## 6 x 2 Game Dispensers

ALL CASH EXTRAGANZA	ALL CASH SPECTACULAR	CONGRATULATIONS	ALL CASH PLATINUM	BINGO TIMES 10	WINNING STREAK
CROSSWORD DOUBLER	DIAMOND BINGO DOUBLER	ALL CASH TRIPLER	HAMPERS SWEETS & TREATS	ALL CASH GOLD	ALL CASH €1

## 2 x 4 Game Dispensers

ALL CASH SPECTACULAR	ALL CASH PLATINUM	HAMPERS SWEETS & TREATS	DIAMOND BINGO
WINNING STREAK	ALL CASH TRIPLER	ALL CASH GOLD	ALL CASH €1

## Multiplier Impact Dispenser

40X
20X
10X
5X

For Planogram alternatives see full range of tickets listed in Scratch Card Stock Card on back page. It pays to display – remember to keep your dispensers full and display your tickets correctly.

PLAY RESPONSIBLY, PLAY FOR FUN.

# STAR RETAILER

## The new Interactive Portal & Mobile APP for Retailers

Premier Lotteries Ireland launched its Retailer Portal & Mobile App on 23 November 2017 and are delighted to announce that the level of registrations to date has been strong.



The Portal contains everything a Retailer needs to act as an agent for the National Lottery and optimise that agency in a socially responsible way.

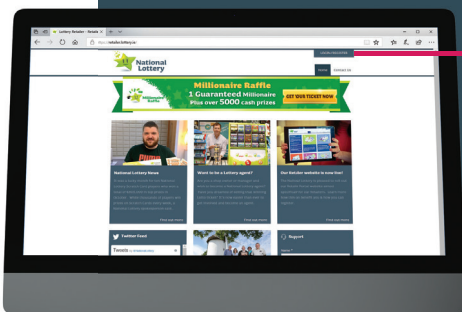
The Portal will become the primary channel of communication between the Lottery and its retail network, a direct source of performance information and a repository for all training and compliance material required under regulation.

**All retail agents were required to register by 10th December 2017 and acknowledge that they have read and shared all training and compliance material with management and staff and are fully compliant in terms of the Lottery retailer's obligations under regulation.**

**If you have not done so to date you must complete registration by 31 Dec 2017 as acknowledgment of your compliance obligations through the portal are a requirement of your Retailer Authorisation.**

### 1 Registration

To register as a Lottery Retailer simply log onto the Portal website using the following URL: <https://retailer.lottery.ie> and select Login/Registration Tab.



### 2 Complete Registration Form

Once you have completed and submitted the registration form you will receive an email confirming receipt of your details.

Within 5 working days of your submission a member of our Retail Support Team will contact you directly to authenticate the details provided and activate the account.

You will immediately receive a further email confirming your successful registration along with pass codes to securely access the Portal.

**Having difficulty registering?** Please contact the Retail Help Desk on Freephone 1800 22 44 55

Simply input the required information as set out in the registration form ensuring that all information is correct and accurate.

To this end you will be asked to input your email address and chosen password twice.

Remember your email address will become your 'user name' so we encourage Retail Owners to use a personal email address where possible.

When choosing your password you must use a minimum of 8 alphanumeric characters, 2 of which should be either capital or symbol or 1 capital and 1 symbol.



# SCRATCH CARD GAME END UPDATES

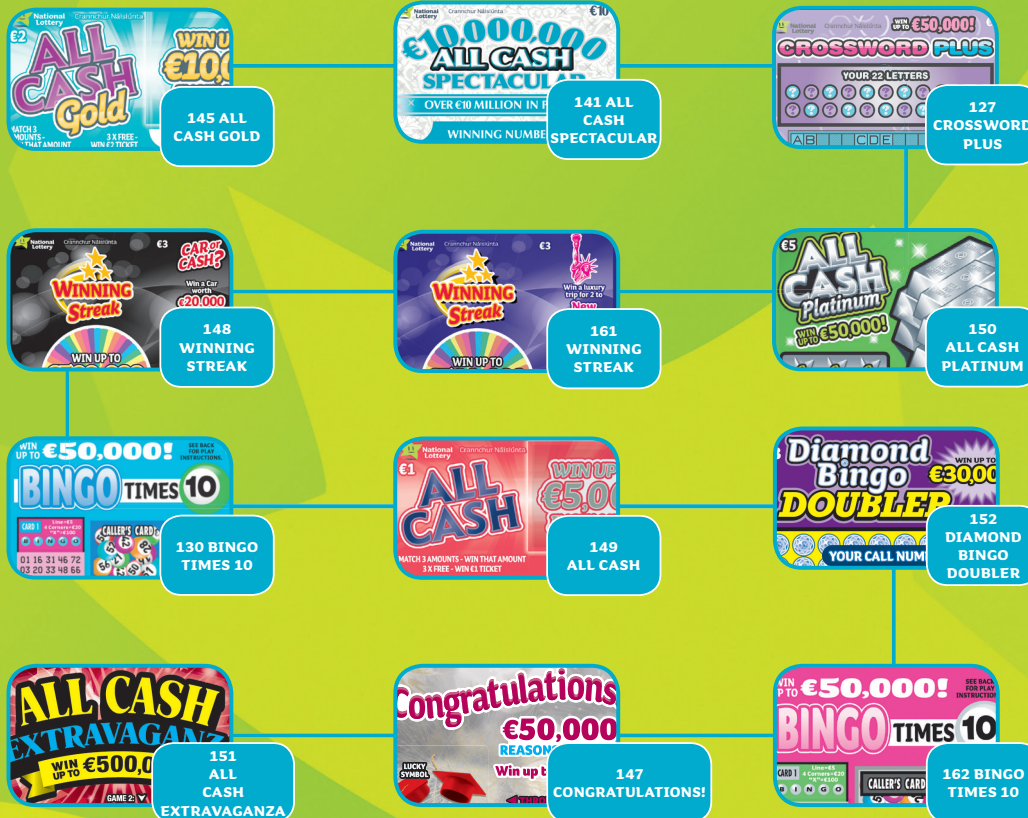
The Game End process for the following games has been initiated:

Game No.	Game Name	Replacement Game	Distribution Ended	End Activation No Books Can Be Activated After This Date	Sell Through or Return by Date Specified	Game End Announcement No Tickets From These Games Can Be Sold After This Date (90 Day Claims Period Commences)	*Game Purge
177	BINGO TIMES 10	183	23/10/2017	07/01/2018	03/03/2018	04/03/2018	09/06/2018
175	ALL CASH EXTRAVAGANZA	184	26/10/2017	07/01/2018	03/03/2018	04/03/2018	09/06/2018
159	CROSSWORD PLUS	187	09/11/2017	07/01/2018	03/03/2018	04/03/2018	09/06/2018
170	CONGRATULATIONS	186	20/11/2017	07/02/2018	03/04/2018	04/04/2018	10/07/2018

\*Important Notice: No tickets should be sold from any game where game end has been officially announced. Tickets sold after a specific game end announcement impact on the players right to a clear 90 day window within which to claim a prize as set out in the National Lottery Game Rules.

## Remove from Sale

Game end has been announced and all stock must be removed from sale.



# Scratch Card Stock Cards

## Scratch Card Stock Cards are designed to:

- To assist retail staff in Scratch Card management.
- To give an order history and establish stock requirements.
- To work with telesales representatives in maximising scratch card sales and avoiding out of stock.

GAME			WEEK 1		WEEK 2		WEEK 3		WEEK 4		WEEK 5	
NO.	NAME	Book Size	In Stock	Order	In Stock	Order	In Stock	Order	In Stock	Order	In Stock	Order
1	186 CONGRATULATIONS	40										
2	163 ALL CASH GOLD	100										
3	164 ALL CASH PLATINUM	20										
4	169 DIAMOND BINGO DOUBLER	50										
5	184 ALL CASH EXTRAVAGANZA	10										
6	168 CROSSWORD DOUBLER	50										
7	165 ALL CASH €1	200										
8	158 ALL CASH SPECTACULAR	20										
9	183 BINGO TIMES 10	20										
10	187 CROSSWORD PLUS	20										
11	160 ALL CASH TRIPLER	80										
12	166 €100,000 DIAMONDS	20										
13	143 INSTANT €500	20										
14	146 INSTANT €300	40										
15	178 WINNING STREAK	80										
16	182 CHRISTMAS COUNTDOWN	10										
17	180 HAMPERS, SWEETS & TREATS	80										
18	181 MERRY MONEY	20										
19	179 CASH CRACKER!	40										
<b>MULTIPLIER GAME</b>												
20	132 MONEY MULTIPLIER 5X	80										
21	133 MONEY MULTIPLIER 10X	40										
22	134 MONEY MULTIPLIER 20X	20										
23	135 MONEY MULTIPLIER 40X	10										
<b>NEW LOOK GAME</b>												
1	190 DIAMOND BINGO DOUBLER	50										
2	185 ALL CASH	200										
3	189 ALL CASH GOLD	100										
4	193 ALL CASH SPECTACULAR	20										
5	194 CROSSWORD DOUBLER	50										
6	191 ALL CASH PLATINUM	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 PLAYSLEIPS										
3	EUROMILLIONS PLAYSLEIPS										
4	DAILY MILLION PLAYSLEIPS										
5	5-4-3-2-1 PLAYSLEIPS										
6	GIFTING WALLETS										
7	3 STAR ENVELOPES										
8	STUB DRAW ENVELOPES										

Please remember that you must now order your Consumables (playslips, ticket rolls, draw envelopes and gifting wallets) when placing your Scratch Card order.

Contact Phone Numbers: Telesales: 1800 22 66 88, Retail Help Desk: 180022 44 55, Claims: 1800 666 222

Find out more at [www.lottery.ie](http://www.lottery.ie)