

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.

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	178 WINNING STREAK	80										
2	185 ALL CASH	200										
3	189 ALL CASH GOLD	100										
4	192 ALL CASH TRIPLER	80										
5	191 ALL CASH PLATINUM	20										
6	193 ALL CASH SPECTACULAR	20										
7	184 ALL CASH EXTRAVAGANZA	10										
8	183 BINGO TIMES 10	20										
9	190 DIAMOND BINGO DOUBLER	50										
10	194 CROSSWORD DOUBLER	50										
11	187 CROSSWORD PLUS	20										
12	146 INSTANT €300	40										
13	143 INSTANT €500	20										
14	186 CONGRATULATIONS	40										
15	132 MONEY MULTIPLIER 5X	80										
16	198 MONEY MULTIPLIER 10X	40										
17	134 MONEY MULTIPLIER 20X	20										
18	135 MONEY MULTIPLIER 40X	10										

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 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: 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 Premier Lotteries Ireland Sales Representative.

STAR GAME NEWS

April 2018

Spring into action with the National Lottery!

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NEW LOOK TICKET

All Cash Tripler

New game number: 192

New PLU code: 509 897 4019 208

On sale early March



Holiday Cash

Holiday Cash is back.

Due to overwhelming success in 2017, Holiday Cash is back, and bigger and better than ever before, with a top prize of €25,000 and thousands of other cash prizes to be won. There are also **120 luxury holidays** up for grabs, which can be won via a series of **Holiday Cash Draws**. This year there will also be a **new play area**, increasing the chances to win.

Holiday Cash will be available in May and will replace Winning Streak while the ticket and associated TV Game Show goes on a summer break.

Average 1 in 3.7 wins cash.

For scanning purposes the PLU code for this game is **509 897 4020 600**

3 Sun Entry 'Holiday Prize Draw' Envelope



WINNING STREAK CELEBRATES 1,000 SHOWS

Winning Streak, the players' favourite game, celebrated its 1000th show in February and with an audience share of over 500,000, it remains one of the top ranking shows broadcast by RTÉ.

More than €168 million has been won by almost 6,000 players on the iconic game show since it first aired more than 28 years ago, on the 21st of September 1990.

Presenters Marty and Sinead appeared in a special Late Late Show feature ahead of the 1000th episode and had this to say about the iconic series:

"1,000 shows is such an impressive feat but a true testament to how the format of Winning Streak works. It is reality TV, before reality TV existed, and to get to know each of the five players every week while guiding them through the games and watching them win thousands of euros is fascinating.

It has been an honour to have played a part in the success of the show which has been a Saturday evening staple in households across Ireland for almost three decades."

The final Winning Streak TV Game Show of this season will take place on Saturday 26th May. The show will return in August after the summer break.



SCRATCH CARD GAME END UPDATES

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

Game	Replacement Game	Distribution Ended	End Activation	Sell Through by Date Specified	Game End Announcement	Validation End Date		
No.	Name	No.	Name	(Close of Trade)	(Remove from Sale at Close of Trade)	(90 Day Claims Period Commences)	(Game Ended)	
177	Bingo Times 10	183	Bingo Times 10	23/10/2017	07/01/2018	03/03/2018	04/03/2018	02/06/2018
175	All Cash Extravaganza	184	All Cash Extravaganza	26/10/2017	07/01/2018	03/03/2018	04/03/2018	02/06/2018
159	Crossword Plus	187	Crossword Plus	09/11/2017	07/01/2018	03/03/2018	04/03/2018	02/06/2018
170	Congratulations	186	Congratulations	20/11/2017	07/02/2018	03/04/2018	04/04/2018	03/07/2018
179	Cash Cracker	N/A	N/A	29/12/2017	08/01/2018	08/01/2018	09/01/2018	09/04/2018
180	Hampers, Sweets and Treats	N/A	N/A	29/12/2017	08/01/2018	08/01/2018	09/01/2018	09/04/2018
181	Merry Money	N/A	N/A	29/12/2017	08/01/2018	08/01/2018	09/01/2018	09/04/2018
182	Christmas Countdown	N/A	N/A	29/12/2017	08/01/2018	08/01/2018	09/01/2018	09/04/2018
165	All Cash	185	All Cash	28/12/2017	07/03/2018	01/05/2018	02/05/2018	31/07/2018
169	Diamond Bingo Doubler	190	Diamond Bingo Doubler	02/01/2018	07/03/2018	01/05/2018	02/05/2018	31/07/2018
163	All Cash Gold	189	All Cash Gold	04/01/2018	07/03/2018	01/05/2018	02/05/2018	31/07/2018
166	€100,000 Diamonds	N/A	N/A	10/01/2018	07/03/2018	01/05/2018	02/05/2018	31/07/2018
158	All Cash Spectacular	193	All Cash Spectacular	16/01/2018	07/04/2018	01/06/2018	02/06/2018	31/08/2018
168	Crossword Doubler	194	Crossword Doubler	16/01/2018	07/04/2018	01/06/2018	02/06/2018	31/08/2018
164	All Cash Platinum	191	All Cash Platinum	26/01/2018	07/04/2018	01/06/2018	02/06/2018	31/08/2018
133	Money Multiplier 10X	198	Money Multiplier 10X	30/01/2018	07/04/2018	01/06/2018	02/06/2018	31/08/2018
160	All Cash Tripler	192	All Cash Tripler	05/03/2018	07/05/2018	01/07/2018	02/07/2018	30/09/2018
178	Winning Streak	207	Winning Streak	11/05/2018	14/05/2018*	15/05/2018**	15/05/2018	13/08/2018

*End activation is close of business on the 14th May for this game.

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 player's rights to a clear 90 day window within which to claim a prize as set out in the National Lottery Game Rules.

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.**

Star Retailer

The National Lottery launched its new Retailer Portal in November 2017 with registrations active from that date.

The Portal and Mobile App will shortly become the primary communications channel supporting the retail network, providing a host of features to better support the operation of your retail agency in a socially responsible way.

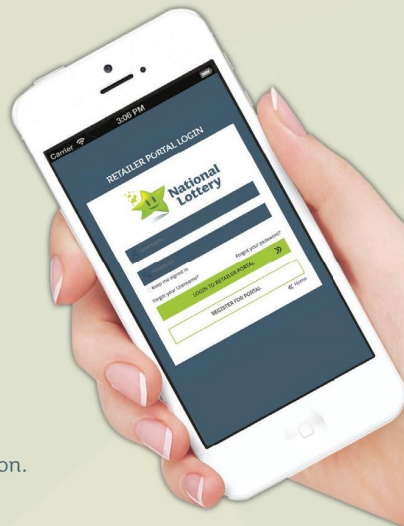
Lottery Agents must register and acknowledge their Regulatory obligations as part of a new 'Compliance Certification' requirement introduced at the end of 2017.

If you have not already registered we would ask that you do so now by logging on to <https://retailer.lottery.ie> – it takes just 2 minutes to complete.

Once you have completed this registration one of our retail support team will contact you within 3 to 5 days to activate your account.

If you have a query relating to the Portal or require any assistance with registration please contact the Retail Help Desk on 1800 22 44 55.

Note: Retailers with multiple accounts will be contacted directly to arrange registration.



Ticket Adjustment Process

In a situation where a ticket has been approved for credit exceptionally by the Retail Helpdesk due to a terminal/printer malfunction and where the ticket in question cannot be cancelled through the terminal the following process has now been initiated.

- Ticket details are recorded by the Retail Helpdesk and a reference number assigned.
- No further action is required by the retail agents and after 90 days the appropriate credit will be issued to that retail agent in the form of an adjustment on their weekly settlement report.
- If the agent wishes, the ticket with the reference number appended can be posted directly to the National Lottery Claims Department and the credit will be issued on receipt.

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 and 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.**

Retail Help Desk opening hours are: Monday to Saturday 7am to 10pm and Sunday 9am to 6pm.

MAXIMISE YOUR SELLING OPPORTUNITY!

✓ Good merchandising is key to maximising your Lottery sales!

- ✓ Full range of games available
- ✓ All games correctly merchandised
- ✓ Drive Impulse Purchases



🕒 5 minute daily checklist

- ✓ Ensure full range of games in stock
- ✓ Place Scratch Card order if necessary
- ✓ Follow planogram for correct game placement
- ✓ Use merchandising guide to optimise ticket display
- ✓ Stock up for weekends and seasonal peaks in sales

€ Lost Sales



Star Store
Driving Excellence in Retail

Congratulations

to our Millionaire Raffle Promotion Winners who enjoyed a historic weekend in London to witness Ireland secure the Grand Slam at Twickenham!



Winning Retail Agents

- Benson's Quik Pick - Castlemaine, Co. Kerry
- Easons - Marshes Shopping Centre, Dundalk
- Hyne's MACE - Galway, Co. Galway
- Gaughans Costcutters - Balla, Co. Mayo
- GPO - O'Connell St, Dublin
- Happy Days - Galway Shopping Centre, Co. Galway
- McNally's XL - Monaghan, Co. Monaghan
- The Kiosk - Omni Park Shopping Centre, Dublin
- Tesco Clarehall, Dublin
- Ticketron - Jervis Street Shopping Centre, Dublin
- Braeside Stores - Clontibret, Co. Monaghan
- Dunnes Stores - Blanchardstown, Dublin
- Ardkeen Stores - Dunmore Road, Co. Waterford
- Garvey's SuperValu - Tralee, Co. Kerry
- Stanleys - Blanchardstown Shopping Centre, Dublin



WOOHOOOO!

RESPONSIBLE PLAY GUIDE

PLAY RESPONSIBLY, PLAY FOR FUN

We are committed to operating the National Lottery in a socially responsible way by ensuring that at all times, individuals play within their means and that the vulnerable and persons under 18 years of age are protected.

SO WHAT CAN YOU DO?

- P** **Prepare** your staff; ensure they have all the information they need concerning prevention of underage and problem play.
- R** **Remember** that the sale of Lottery Products to minors is illegal; if in doubt – ask for I.D.
- E** **Encourage** your customers to play within their means, responsibly and for fun.
- V** **Vigilance** is key; particular care when selling Scratch Cards, ensuring they're only sold to over 18s.
- E** **Encourage** your customers to play responsibly and to play for fun.
- N** **National Lottery** is about raising funds for Good Causes in a safe and responsible way.
- T** **Treatment** is available to players who are worried: contact responsibleplay@lottery.ie for advice.
- I** **Initiate** contact. Don't be afraid to gently and discreetly approach someone if you believe they might be experiencing difficulties.
- O** **Oversee** activities in the store to ensure that everyone involved in the sale of National Lottery tickets is complying with their responsibilities.
- N** **Never** be afraid to do what you believe is the right thing to protect those who are vulnerable or underage.