

RETAIL COMPLIANCE

Best Practice Guidelines

700,000
Transactions
Daily



**Retail
Compliance
Policy**



**Age
Control**



**Training &
Compliance
Certification**



**Protecting
Player
Interests**



**Mystery
Shopper
Campaign**

Over
5,500
Retail Agents
Nationwide

**Protecting our
retailers & the
interests of
players**



**National
Lottery**



**Age
Control**

**It is an offence to
sell a Lottery ticket
to anyone under 18
years**

**18+ Notices must be visible on
all Lottery display equipment.**



**PLAY RESPONSIBLY,
PLAY FOR FUN**

**‘Think 21’ - the new age control
initiative from the National Lottery**

The most effective control in the prevention of
underage sales is ID verification.

To support and guide retailers we have launched
our ‘Think 21’ programme.

It is important that all staff are trained in this
approach to age verification and your ‘Think 21’
notices are in place to prompt staff and reinforce
awareness.

**Where possible add
age verification to
your EPOS System
to further enhance
controls**



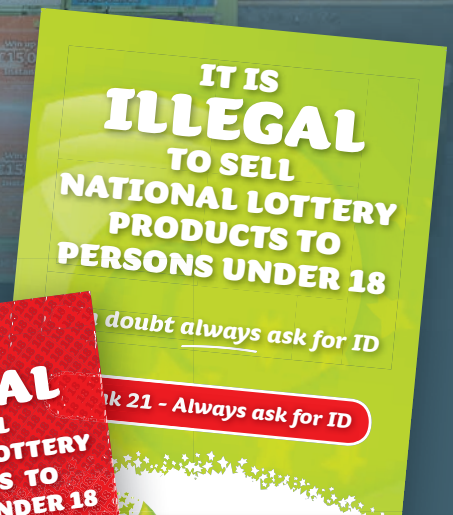
**Remember - when in
doubt, always ask for ID**



**Mystery
Shopper
Campaign**

**The National Lottery operate a continuous
programme of Mystery Shopper campaigns
throughout the year.**

Remember failure of a Mystery Shopper campaign
will result in a sanction under the Retail Compliance
Policy - full details can be viewed on the Retailer
Portal.



Retailer Facing ‘Think 21’





Training & Compliance Certification



It is a requirement that all Retail Owners and Staff are trained in the operation of the Lottery Terminal and Compliance Certified on the Legal & Regulatory obligations relating to the sale & promotion of Lottery products. The National Lottery provides a comprehensive suite of training material and reference documentation through its Retailer Portal & App.

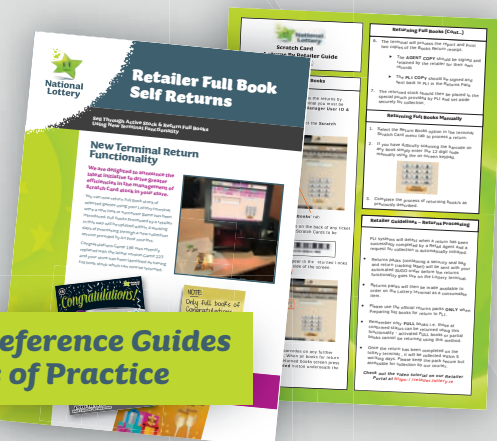
Training Tutorials



Responsible Play



Terminal Operations



Quick Reference Guides & Codes of Practice



Retail Compliance Policy

From 1st January 2020 all Retail Agents must be registered and compliance certified in order to operate as a licensed retail agent.

Portal Access

Getting Started

To register as a Lottery Retailer simply log onto the Portal website using the following URL:

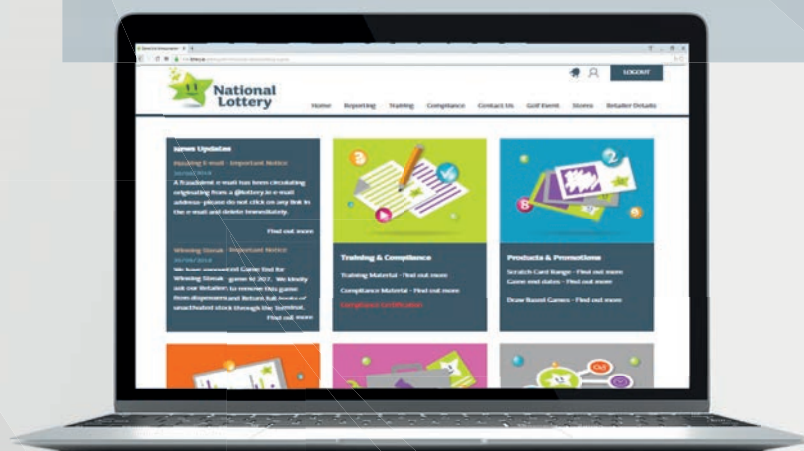
<https://retailer.lottery.ie>

and select **Login / Registration** tab

Compliance | Certification

It is now a requirement that all National Lottery retailers certify their compliance with the conditions set out in the Retailer Authorisation and their obligations under regulation and the law. To complete the Compliance Certification, simply click on the Compliance tab and select 'Compliance Certification' in the dropdown menu.

Carefully read the compliance statement before accepting the conditions associated with the running of your Lottery agency. In doing so you acknowledge you have read/viewed all training & compliance material and acknowledge your obligations under regulation.



If you have not done so already, register now and having reviewed all relevant training material complete the certification process.



Protecting Player Interests

The National Lottery are committed to protecting the interests of its players while ensuring all retailers are compliant. The management of Scratch Card stock is an area of key focus as it has the potential to negatively impact the interests of players.

Stock Management

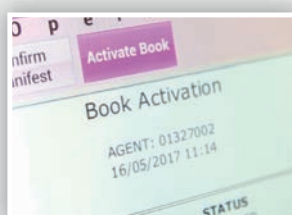
Confirming Scratch Card Deliveries

- **Always** confirm delivery of Scratch Card stock on receipt using the Scratch Card menu on your terminal, checking that the address on the order is proper to your agency.
- **Always** check that the books contained in the order match those detailed on the delivery docket.
- Only activate stock as required.

Any anomalies or discrepancies should be reported to the Retail Help Desk immediately at 1800 22 44 55 and books set aside until checked.

Activating Ticket Stock

- **Always** activate a book of Scratch Cards before placing on sale.
- **Never** place a book of tickets on sale where the end activation date or game end date have passed.
- **Never** place a book of tickets on sale where the attempt to activate the book has failed and/or a terminal message is displayed instructing not to do so.



Ticket Activation

Returns Processing

- **Always** return full book Scratch Card stock once instructed by the National Lottery.
- **Never** place a game on sale after the end activation date.
- **Never** sell tickets from a game once end game has been announced.
- **Always** notify the National Lottery of any surplus partial stock at game end announcement, when instructed by the National Lottery.



Ticket Returns

Note: No credit will be allowed for any stock not advised once the end return date has passed.



Prize Payments & Customer Receipts

Paying a Prize

- **Always** validate a prize through your terminal before paying out on any prize.
- **Always** follow the instructions on screen carefully to ensure the prize validation has been completed properly.
- Only pay a prize when the terminal has issued a prize payment receipt.
- **Always** give customer prize payment receipts to players after validating winning tickets for payment.
- **Always** return non-winning tickets to players with the auto-generated 'not a winner' receipt.

Note: If presented with a prize winning ticket from a book that has not been activated by the retailer of origin please contact the Retail Help Desk as per terminal instruction.

Customer Receipts

- It is a requirement to give customer receipts to players after validating winning tickets for payment. The National Lottery is obliged to monitor compliance in this regard and conduct Mystery Shopper visits across the agent network on a regular basis.
- It is imperative that all retailers and staff are aware of the requirement to issue customer receipts.



- Failure to comply with the correct stock management or prize payment procedures can impact the Players interests and will result in a sanction under the Retail Sales Agent Compliance Policy.
- Policy breaches are recorded using a points system which can lead to sanctions up to and including suspension – Full details of the Policy are available to view on the Retailer Portal.