



## **Retailer FAQs**

Below is a list of frequently asked questions from retailers, along with the definition of a few common terms that are used within the North Carolina Education Lottery.

If you have any additional questions, please feel free to contact the Retailer Hotline at 1-877-382-4530 or ask your Lottery Sales Representative (SR) on their next visit to your location.

## **Terminology**

**Lottery Sales Representative (SR)** – The Lottery Sales Representative assigned to your location.

**Retailer Sales Specialist (RSS)** – The instant scratch-off ticket specialist who monitors inventory and processes orders weekly for your location.

**Password, Pass Code and Pass Number** all refer to the same ‘Password’ that is assigned to you for Sign-on to the terminal.

**Issued Tickets** – Tickets that have been shipped and are currently in route to the retailer location.

**Confirmed Tickets** – Tickets that have been received and checked-in at the retailer location.

**Active Tickets** – Tickets that have been activated on the Lottery system and are ready to sell in the retailer location.

**Settled Tickets** – Tickets scheduled to be paid for by the retailer.

**Sweep Amount** – The total amount electronically transferred out of your Lottery bank account each Tuesday.

**Validating and Cashing** are interchangeable terms and refer to the process of verifying winning tickets and paying out prizes.

**Instant Sales and Instant Settlements** are interchangeable terms and refer to total sales dollars in the system for instant scratch-off tickets.

**Field Service Technician (FST)** – The GTECH service technician who repairs terminals and satellites.

## **Questions**

### **How do I get my tickets?**

The NCEL has telephone representatives, Retailer Sales Specialists, who will call you each week to determine your instant ticket needs and take care of any questions you may have. Once an order is placed, your tickets will be delivered by a courier to your store. Your first ticket delivery of each game launch (called an “initial allocation”) will be determined by the Lottery based on your customer count and sales history going forward.

### **Who has financial responsibility for lottery tickets once they have been delivered to the retailer location?**

Retailers are responsible for all tickets delivered to the retail location. All retailers are expected to securely store tickets and NCEL property, and to immediately report any lost, missing, stolen, damaged, or altered tickets to NCEL Security. The retailer must also notify appropriate local law enforcement officials of any stolen tickets, or equipment and provide the NCEL with a copy of the filed police report.

### **I’m out of tickets for a particular instant game, how do I get more and when will they arrive?**

Call Retailer Sales at 1-877-382-4530, Option 2

Delivery should be within 24-48 hours.

### **How do I order more terminal paper?**

Call the Retailer Hotline and select Option 1 for GTECH

### **May I borrow terminal paper from another location if I run out?**

No. Terminal paper is specifically assigned to each retail location for security purposes and may not be loaned or borrowed.

### **Who do I contact for terminal malfunctions?**

Contact the Retailer Hotline at 1-877-382-4530, Option 1

**What is the NCEL's Accounting week?**

5am Sunday – 2am the following Sunday.

**If I activate a pack of scratch-off tickets to sell, when will I pay for that pack?**

Packs will SETTLE 21 days after activation. Any pack SETTLED during the week, will be billed for on Sunday's invoice and paid for by EFT on the following Tuesday. (See sample calendar below)

- Retailers are not required to pay for instant tickets upon delivery.
- Instant tickets are delivered in packages valued at \$300.
- At the time of delivery, tickets are not active.
- In order to begin selling an individual pack of tickets, they must first be activated through the Lottery terminal.
- Packs will automatically settle 21 days after activation. Payment for each pack will occur 24 to 30 days from the time of activation in accordance with the sample calendar schedule below.
- Retailers also have the option of settling packs prior to the 21-day automatic settlement by using the manual settlement function on the terminal.

| SUNDAY                          | MONDAY | TUESDAY                          | WEDNESDAY | THURSDAY                       | FRIDAY | SATURDAY |
|---------------------------------|--------|----------------------------------|-----------|--------------------------------|--------|----------|
| Pack A Activated by Retailer 30 | 1      | 2                                | 3         | Pack B Activated by Retailer 4 | 5      | 6        |
| 7                               | 8      | 9                                | 10        | 11                             | 12     | 13       |
| 14                              | 15     | 16                               | 17        | 18                             | 19     | 20       |
| Pack A settled 21               | 22     | 23                               | 24        | Pack B settled 25              | 26     | 27       |
| Packs A & B Invoiced 28         | 29     | Account swept for Packs A & B 30 | 31        | 1                              | 2      | 3        |

*All payments will be collected through an Electronic Funds Transfer (EFT) on Tuesday of each week.*

**How will I know the amount due to the Lottery each week?**

Invoices automatically print on your terminal each Sunday that will provide a sales summary and a total amount due for the week. This invoice reflects online sales for the accounting week and any scratch off packs that were settled. The sweep can occur anytime Monday night after midnight, so funds should be available by the close of the banking day on Monday in order to be accessed for Tuesday's sweep.

**How will I be paid my retailer commission?**

The commission will be deducted from the amount owed by the retailer on the weekly invoice. There is a separate line item on each invoice to show the commission amount earned.

**Can I use the lottery EFT account for other payments or money orders, etc?**

No. The account must be a separate account set up in the name of the retailer "In Trust for the North Carolina Education Lottery" and used only for lottery proceeds as defined in the Act.

**How often should I make my bank deposits?**

Deposits should be made daily.

**Do Lottery retailers need a separate cash register for Lottery ticket receipts?**

The NCEL leaves decisions on how to register receipts to the retailer so long as the retailer deposits lottery ticket proceeds into the "In Trust for the North Carolina Education Lottery" account.

**Should a retailer charge sales tax on a lottery sale?**

No. Lottery tickets are not taxable.

**May Lottery retailers require a store purchase in order for a player to purchase or redeem a lottery ticket?**

Under no circumstances can a lottery retailer condition the sale of lottery tickets upon the purchase of any other goods or services or charge any player a fee for the services of validating or paying winning lottery tickets.

**What are the specific times for selling and redeeming tickets?**

Retailers should sell and redeem lottery games during their normal business hours. The gaming system is operational daily from 5am – 2am. The downtime from 2am – 5am allows for terminal updates and program downloads.

**What form of payment is acceptable for a lottery purchase?**

Cash, check, debit card or gift card only. The purchase of tickets with credit cards, food stamps or electronic benefit cards (EBT) is prohibited.

**Who can play & win North Carolina Lottery games?**

Anyone 18 or over who is not employed by the Lottery or its Vendors. It is unlawful for a person to sell a lottery ticket or shares of lottery tickets to a person under the age of 18 years. No prize shall be paid to a person under the age of 18.

**How will players know that I am an authorized lottery retailer?**

The NCEL will issue the retailer a certificate of authority, signed by the Director, that must be conspicuously displayed in each retail location visible to players. No certificate is assignable or transferable.

**How much should I pay out to winners in my location?**

Any prize under \$600.00.

**May I pay winners in any form other than cash?**

Retailers are encouraged to pay cash, but they may pay prizes from \$25 to \$599 with a business check or money order if this is disclosed in advance to the winner.

**How do I get reimbursed for payment of prizes?**

Prize payments are deducted from the amount due to the lottery each week and summarized on the Weekly Invoice.

**What is the weekly fee?**

This \$15.00 per week fee is a small portion of the cost of supplies, communications, and terminal maintenance. This fee will be reflected on your weekly invoice.

**Where do I find the retailer rules?**

A copy of the rules can be obtained from your Lottery Sales Representative or accessed from the NCEL website in the Retailer section.