



Illinois Lottery Retailer FAQ

As of April 13, 2020:

Due to COVID-19, all Lottery field-service staff will be working from home until further notice.

Your LSR will be reaching out to you by phone in the upcoming days and will do their best to assist you remotely. If you need any support in the meantime, you can reach out directly to your LSR or contact the Retailer Hotline (1-844-806-8930) and they will be able to assist you. This number is also on the side of your photon terminal.

Unclaimed Prizes Set to Expire

How is the Illinois Lottery going to accommodate tickets that are set to expire during the current statewide Shelter-In-Place order?

- All lottery prizes that were due to expire on or after Saturday, March 16, 2020, when the shelter-in-place order was put in place, have now been extended up to 30 calendar days from when the order is lifted in the State of Illinois.
- Prizes which were set to expire during the period from *March 16 through May 31, 2020*. Players will continue to have the opportunity to claim their prizes **until June 30, 2020**.
- This change will be a manual process that is run through the Lottery Finance department.
- Expired prizes which meet the criteria should send their winning ticket to the Lottery Claims office in the same way that normal mailed in claims are processed.
 - Sign the back of the expired winning ticket
 - Print and fill out a [claim form and winner questionnaire](#)
 - Make and keep a copy of your ticket and claim form
 - Place the original ticket, claim form and winner questionnaire in an envelope
 - Include your return address on the envelope
 - Mail your claim via registered mail

- Mail should be sent to (note: this address can also be found on the website under winning. <https://www.illinoislottery.com/winning/when-you-win>)
Illinois Lottery Claims Department

P.O. Box 19080
Springfield, Illinois 62794-9912
Attn: Expired Prize Claim

Re: Adjusted Powerball Jackpot® and Mega Millions® Jackpots and Roll Increments

Powerball®

What change is being made to the Powerball Game?

- Following the April 8 drawing, Powerball's starting jackpot and the rate at which the advertised jackpot grows will be determined by game sales and interest rates. Guaranteed starting jackpot amounts and minimum jackpot increases will be eliminated. Previously, Powerball jackpots started at \$40 million (annuity) and increased by a minimum of \$10 million (annuity) between drawings.

Why is this change happening?

- Game sales and interest rates are the two main factors in the determination of Powerball's advertised jackpot. Since last week, more states and cities have asked their residents to stay at home, which has affected normal consumer behaviors and Powerball game sales. In response to the public health crisis, interest rates have declined. As a result, more game sales are necessary to fund comparable jackpot amounts. The Powerball Product Group elected to enact the changes following the April 8 drawing to ensure that ticket sales can support the Powerball jackpot and other lower-tier cash prizes.

When does this new change go into effect?

- This change will go into effect immediately following the Wednesday, April 8 drawing. As normal protocol, the Multi-State Lottery's Director of Finance will continue to distribute the Grand Prize Estimate, which announces the advertised jackpot annuity and cash value for that evening's drawing and the next drawing.

Weren't there going to be changes enacted after the Powerball jackpot was won?

- Yes. The Powerball Product Group decided to reduce starting jackpots to \$20 million (annuity) and minimum jackpot increases to \$2 million (annuity) between drawings. Those changes were scheduled to go into effect after the current jackpot was won. However, due to the evolving public health crisis, the Powerball Product Group revisited the topic and decided Powerball's starting jackpot and subsequent advertised jackpots should be determined by game sales and interest rates effective following the April 8, 2020 drawing.

What about the previously announced changes?

- For all jackpot wins after the April 8 drawing, the starting jackpot will be determined by the Product Group and announced prior to each drawing. For all drawings after April 8, the Product Group will announce the growth between drawings prior to each drawing.

Is this change permanent?

- A collective group of 38 U.S. lotteries, known as the Powerball Product Group, will determine how long this change will last.

Does this change apply to any other lottery draw games?

- No. This change only applies to Powerball.

Are there plans to change the \$2 ticket price, set cash prizes, or game odds?

- No. The elimination of minimum jackpot increases and guaranteed starting jackpot amount will not alter Powerball's \$2 ticket price, set cash prizes, or game odds.

Mega Millions®

What change is being made to the Mega Millions Jackpot Game?

- After the next Mega Millions jackpot is won, the subsequent starting jackpot amounts will be determined and announced prior to the drawings. There will be no minimum amount for jackpot increases for each roll. Previously, the minimum roll increase was \$5 million.

When did these changes take place?

- These new game rules went into effect on Friday, April 3, 2020.
- **Why is the change happening?**
- Many states that sell Mega Millions tickets are currently under stay-at-home recommendations or orders from their governors, which have altered the typical sales patterns of many products, including lottery tickets. The jackpot amount is based on sales and interest rates, and the adjustments will help to ensure that states and jurisdictions can continue to generate much-needed revenue to support their good causes.

Will we know exactly what the jackpot is prior to every drawing?

- Advertised jackpot values are estimates, based on projected sales. Differences between the advertised estimates and final amounts may occur because a substantial percentage of sales happen on the drawing dates.

Are these changes permanent?

- Mega Millions is operated by a consortium of 10 state lottery directors who will determine how long the changes stay in place. The change is expected to be temporary.

Instant Tickets Games and Ordering

Will the new round of Instant tickets still launch on April 7, 2020?

- We will only launch one game on April 7 - the \$25 Crossword Game #7360 - as a flowthrough. This means that once you sell through \$25 Jumbo Crossword Game #294 it will be replaced with \$25 Diamond Crossword Game #7360. The phone number for Tel-Sell is (1-844-806-8930) option 1.
- All other Instant Ticket launches planned for April will be launched at a later date.
- Please continue to display tickets using the March POGs and Menu Mats.
- If a game becomes unavailable, or you are low on lower price point tickets please work with your Tel-Sell rep to find a replacement or for guidance on what games to double-face if possible.
- The phone number for Tel-Sell is (1-844-806-8930) option 1.

Why am I getting more inventory than I ordered?

- We have increased the instant ticket inventory that is being shipped to you to ensure your business has enough instant tickets in a rare instance that we are unable to ship during COVID-19.
- This will allow for you to continue to sell the product and minimize concerns of depleting your inventory.
- If you would like to make adjustments to your Instant Ticket stock, please contact Tel-Sell (1-844-806-8930) option 1.
- Please contact the Retailer Hotline (1-844-806-8930) if you have additional questions.

Champions Program

Will my store still earn Champion Rewards?

- The Champions Program has been paused until we are able to resume normal field operations.
- Due to the state-wide mandate over COVID-19 concerns, all Lottery field personnel have been instructed to work from home until further notice and are not able to visit stores and score retailers to earn Champion Rewards.

- All retailers that have earned Champion Rewards previously are still eligible to redeem those rewards. An email was sent to the email address that was recorded by the LSR when they performed the Champions Program Survey. A tracking number was provided in the email that can be used to redeem your reward at ILRetailerChampionsRewards.com.

Returns management

What is happening with 90-day settlements?

- The Illinois Lottery is suspending the 90-day settlement rule for Instant Tickets to avoid causing undue hardship for our retailers during these unprecedented times.
- Retailers may still manually settle books; and books will still settle when 90% of low tier prizes have been claimed.
- Please note that your Future Settlements Report will now appear blank. This is not an error and is due to the suspension of 90-day settlements.
- At this time, 90-day settlements are suspended indefinitely, and we will notify you 15 business days prior to reinstating this process.
- Please contact the Retailer Hotline (1-844-806-8930) if you have additional questions.

What if I need to return Instant tickets?

- As Lottery Sales Reps are not in the field visiting retailers at this time, instant tickets must be held in the store until further notice.
- At this time we are working to address a return process once the LSRs are back in the field.
- We will continue to update all retailers with new information as it becomes available. Please be sure to check your terminal daily for updates.

What should I do with Instant Ticket books that need to be closed out?

- All Instant Ticket books that are on clean-up/close-out, should be pulled out from your selling stock and secured, until further notice.
- We are currently working on a process for the return of these books.
- We will continue to update new information through the Photon terminal. Please be sure to check your terminal daily for updates.

Closed accounts / stores

Will I be charged the telecom fee for Draw Based Games?

- The weekly \$10 telecom fee wouldn't be charged as long as the retailer had no Draw Based Game (DBG) sales. If the retailer sold DBG, there would be a \$10 fee for that week.

How will suspended/closed accounts be handled?

- If you are closing your location either permanently or temporarily during this time, please contact your LSR, so we may make an appropriate sales status change to your active account.
- If you do not know how to contact your LSR, please contact the Retailer Hotline (1-844-806-8930) and they will be able to assist you.

What do I need to do if I temporarily close my store?

- If you close your Lottery business during this time, please contact your LSR so we may make an appropriate sales status change to your active account.
- If you do not know how to contact your LSR, please contact the Retailer Hotline (1-844-806-8930) and they will be able to assist you.

What happens to my active stock of Instant Tickets when I close my store?

- Please secure inventory of Instant Tickets as you would cash or any other high-value item in your store.
- This will allow you to begin selling immediately once your store reopens.

I have permanently closed my store, what do I need to do?

- Please secure any inventory of Instant Tickets, as you would cash or any other high-value item in your store.
- When your Lottery Sales Rep is back in the field they will close out any active books in person.

Point of sale

Will I still receive April point-of-sale materials (POS) and signs for my store?

- Since Lottery Sales Reps are not working in the field, there will not be any POS placed in store for the month of April.
- POS placement will resume once the Lottery Sales Reps return to the field.
- Only one game - the \$25 Crossword Game #7360 - will be launched in April as a flowthrough.

When will my store receive the new Permanent Point-of-Sale equipment that was ordered?

- All installations of new Permanent Point-of-Sale Equipment have been halted until further notice.
- Once installations resume, all stores will be contacted 48-hours prior to schedule the installation.

Retail Operations

Why is the Lottery Representative not visiting my store/s?

- Due to the state-wide mandate over COVID-19 concerns, all Lottery field personnel have been instructed to work from home until further notice
- Your LSR will be reaching out to you by phone in the upcoming days to assist with the remote servicing of your account.

When will normal LSR call coverage resume?

- All field staff have been instructed to work from home until further notice. At this stage, we're unsure when normal call coverage will resume
- If you need support, please reach out directly to your LSR or call the Retail Hotline for Intralot: 1-844-806-8930 - this number is also located on the Terminal Tab of the Photon. Your LSR will be reaching out to you by phone in the upcoming days to assist with the remote servicing of your account.

How will retailer change of ownerships be handled?

- Since this task is normally completed manually with an LSR at the store, we are working on a solution that will allow a retailer to complete a change of ownership or a closeout themselves.
- We will provide an update on this as soon as we can.

What if my Lottery license expires in the next 30-60 days?

- All licenses expiring in March or April will automatically be extended for two additional months.

Will the Claims Centers remain open to payout large winners?

- Effective from March 17, 2020, all Claim Centers will be closed until further notice. Players can still mail-in their winning tickets for payout by filling out the online form. (link below)
https://www.illinoislottery.com/content/dam/il/pdfs/winning/fillableCLAIM_FORM.pdf

Instant Ticket Ordering (Tel-Sell) and Supply Chain

Is the Tel-Sell office closed?

- Tel-Sell is currently operating and the TSRs are working remotely.

Will I still receive a call from Tel-Sell for my Instant Ticket order?

- If you currently receive calls, then that process will not change.

Can I still call in my Instant ticket order?

- Yes. Tel-Sell Reps are working and answering phones.

What if I run out of Instant tickets?

- Call Tel-Sell to place an order.

Is SGI still shipping and UPS and/or DDS delivering Instant Tickets?

- Yes. Both SGI, UPS and DDS are all currently operating as normal.

Retail Field Services

Will Intralot continue to install new retailers?

- At this stage all licensing, training and installs have been suspended until further notice.

Will the Hotline continue to work?

- Yes. At this time, the Hotline remains open.

Will Technicians still be in the field doing repairs?

- Yes. At this time, Intralot Field Techs will continue fieldwork.

Will new retailers still be able to attend training sessions?

- All training has been suspended until further notice.