New York Lottery Overview

- Number one lottery in the United States
- $7.251 Billion in Lottery Sales
- $2.20 Billion in Aid to Education
- Over 18,000 Lottery Retailers sharing commissions of $434 million
- Dedicated Lottery Sales Representatives to assist Lottery Retailers
- Statewide Advertising Programs to drive customer purchases
4. Responsibilities - Lottery & IGT
5. Retailer Obligations
6. Retailer Obligations – (continued)
7. Paying Winners
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11. Daily Accounting (Summary Method)
12. Daily Accounting (Individual Game Method)
14. Weekly Settlement Report / Last Week Settlement
15. Order confirmation – Book activation
16. Instant Reports
17. Change of Ownership Info
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19. Weekly Settlement Fees / Theft or Burglary Info
20. Start up Requirements
21. POS Materials
22. Tips for Success
23. NY Lottery Retailer Website https://nylotteryretailer.com/dashboard
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Responsibilities - Lottery Marketing Reps / IGT

**Lottery Marketing Representatives**

- Assists in making your Lottery business successful
- Orders scratch-off tickets (our number one selling game category) and manages your inventory
- Assists you with developing an accounting system for your lottery business
- Orders point of sale materials for your business (including window signs and ticket dispensers)
- Trades up slow moving inventory for you

**IGT**

- Installs and maintains all lottery equipment including sales terminals, vending machines, satellite and cellular communication equipment
- Provides printer thermal paper rolls, play cards, postage paid claim forms and credit request envelopes
- IGT’s call center will review your inventory levels and work with your Lottery rep to recommend and process orders for scratch-off tickets
- Orders can be placed Monday thru Friday before 4:00 PM & will be received via UPS, the next business day
- Provides training to operate all lottery equipment (sales terminal and scratch-off ticket vending machines)
- Operates a hotline 24/7 to respond to accounting, technical and operational questions and issues (1-800-678-7457)
- IGT, as agent for the Lottery, will remove monies due the Lottery from the checking account you have provided on a weekly basis and transfer those funds to the Lottery
Retailer Obligations

• Destroy cashed online tickets and destroy barcodes on cashed scratch-off tickets to avoid paying twice

• Refer customers who express a gambling issue to the toll-free phone number (1-877-8-HOPENY) to connect with the New York Council on Problem Gambling

• You must be at least 18 years of age to purchase New York Lottery games and at least 21 years of age to purchase Quick Draw where alcoholic beverages can be consumed on premise
  
  – There is a mandatory WE ID program, and your lottery terminal will help you with compliance as it can scan a NYS driver’s license to check on age of customer

• You cannot accept customer wagers by telephone

• You cannot operate illegal gambling devices or any devices that pay out cash/similar prizes

• It’s mandatory to pay customers with winning tickets of $600 or less

• Never sell scratch-off tickets without first confirming receipt from UPS and activating the book through your terminal
Retailer Obligations (cont’d)

• Retailers cannot discount the selling price of lottery tickets

• Retailers must be agreeable to the “Retailer Hold Policy”...
  – Retailers’ claiming winning tickets over $600 are not issued check immediately
  – Claims go to the Lottery to be reviewed & verified, and the winner’s check is mailed in 3-5 weeks

• Retailers must file New York State sales tax returns on a timely basis

• Retailers must provide notice to the Lottery (30 days) if you plan to sell your business

• Retailers must provide the Lottery with any changes in the ownership of your business

• Lottery equipment provided to you remains Lottery property and you may be held responsible for any damages to the equipment as a result of negligence

• If you need to move any Lottery equipment, you should notify your regional office to arrange

• Your Lottery license should be displayed prominently in your store
Paying Winners

• **At Customer Service Centers:**
  - Pays New York Lottery winning tickets valued **over $600**
  - “Claim at the Lottery” means the ticket must be claimed at a Customer Service Center
    - Return the original ticket to the customer and advise them to sign it for their protection

• **At Retailers:**
  - Retailers are obligated to pay all cash prizes $600 and under no matter where the ticket was purchased
  - If your payouts will exceed your sales, you may contact IGT accounting for a cash advance
  - The Lottery gives your business immediate credit for cashing winners
  - Process all winning tickets through the terminal. If the terminal does not recognize the ticket as a winner do not pay. If your customer believes the ticket is a winner, provide a claim form so they can send the ticket to the Lottery for processing.
  - When a ticket won’t cash some common messages you will see are:
    - **Previously paid by you:** Means you have already scanned the ticket once and the lottery has given you the credit to pay the customer
    - **Previously paid by other:** Means the ticket was scanned in a different terminal – possibly in your business if you have multiple terminals
Customer Service Centers

- NYC Lottery CSC 15 Beaver Street New York, NY 10004
  - (212) 383-1317 Mon - Fri 9:00 AM to 4:30 PM - # 4 or 5 train to Bowling Green

- Long Island Lottery CSC 45 South Service Road, Plainview, NY 11803
  - (516) 222-8260 Mon - Fri 9:00 AM to 4:30 PM

- Fishkill Lottery CSC 18 Westage Business Ctr. Suite 6, Fishkill, NY 12524
  - (845)-897-5028 Mon – Fri 9:00 AM to 5:00 PM

- Schenectady Lottery CSC One Broadway Center, NY 12305
  - (518) 388-3451 Mon – Fri 9:00 AM to 5:00 PM

- Syracuse Lottery CSC 620 Erie Boulevard West, Suite 106, Syracuse, NY 13204
  - (315) 448-4300 Mon – Fri 8:30 AM to 4:30 PM

- Buffalo Lottery CSC 165 Genesee Street, Buffalo, NY 14203
  - (716) 847-3469 Mon – Fri 8:30 AM to 4:30 PM

- Claims on damaged, mutilated, previously paid or lost tickets must be sent directly to the New York Lottery’s offices in Schenectady, NY with a detailed explanation (Use the postage paid claim envelope provided free of charge by IGT)
Video Lottery Customer Service Centers

- Resorts World Aqueduct Racetrack 110-00 Rockaway Blvd Jamaica NY 11420
  \( \text{V} \) (718) 215 2828 Mon – Sat 10 AM to 10 PM - Sunday 12 PM to 10 PM

- Empire City Casino Yonkers Raceway 810 Yonkers Avenue Yonkers, NY 10704
  \( \text{V} \) (914) 968-4200 Mon – Sat 10 AM to 10 PM - Sunday 12 PM to 10 PM

- Saratoga Gaming & Raceway 142 Jefferson Street, Saratoga Springs, NY 12866
  \( \text{V} \) (518-584-2110) Mon – Sat 8 AM to 10 PM - Sun 12 PM to 10 PM

- Monticello Gaming & Raceway 204 State Road 17B Monticello, NY 12701
  \( \text{V} \) (845) 794-4100 Mon - Sat 10 AM to 10 PM - Sunday 12 PM to 10 PM

- Fairgrounds Gaming & Raceway 5600 McKinley Parkway Hamburg, NY 14075
  \( \text{V} \) (716) 646-6109 Mon - Sat 8 AM to 10 PM - Sunday 12 PM to 10 PM

- Finger Lakes Gaming & Racetrack 5857 Route 96 Farmington, NY 14425
  \( \text{V} \) (585) 924-3232 Mon - Sat 8 AM to 10 PM - Sunday 12 PM to 10 PM

- Vernon Downs Casino & Hotel 4229 Stuhlman Rd. Vernon, N.Y. 13476
  \( \text{V} \) 1-877-88-Vernon Mon - Saturday 9 AM to 10 PM - Sunday 12 PM to 10 PM

- Batavia Downs Casino 8315 Park Road Batavia, NY 14020
  \( \text{V} \) (585) 343-3750 Mon - Sat 8 AM to 10 PM - Sunday 12 PM to 10 PM

- Tioga Downs Casino 2384 W. River Road Nichols, NY 13812-1406
  \( \text{V} \) (888) WIN-TIOGA/888-946-8464 Mon - Sat 9 AM to 10 PM - Sunday 12 PM to 10 PM
It is extremely important you understand, develop and employ a daily accounting process to assist you in controlling your daily scratch-off sales activities...

• The Lottery recommends counting your scratch-off ticket inventory at the beginning & end of clerk shifts. This may / may not be necessary depending on staff situation(s).

• Each ticket has a ticket #, game #, and unique book # which allows you to identify and record each ticket sold
  – terminal reports are available to monitor your sales and payment activities

• Remember to account for newly activated tickets as well as any scratch-off tickets traded up by your Lottery sales Rep during the day

• The Lottery’s Retailer Dashboard will allow you to manage your lottery business from anywhere you have access to the internet

• The IGT terminal can also provide you with a variety of reports to assist you in managing your lottery business

• Activated books become due 45 days after they are activated for sale or through other Lottery approved methods (i.e. 21 Days, Pay As You Go)
### DAILY ACCOUNTING – SUMMARY METHOD

#### SAMPLE WORKSHEET

<table>
<thead>
<tr>
<th>Beginning Total Value of Instant Tickets = A</th>
<th>End of Day or Shift Accounting</th>
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<tbody>
<tr>
<td><strong>NUMBER OF TICKETS (#)</strong></td>
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**BEGINNING TOTAL VALUE OF INSTANT TICKETS = A**

**END OF DAY OR SHIFT ACCOUNTING**

- **ADD (+) TICKETS ACTIVATED TODAY FROM REPORT DAILY ONLINE/INSTANTS AND SUBTRACT (-) TRADE UP BY LOTTERY REPRESENTATIVE**
  
- **START FIGURE A (+ or -) B**
  
- **ENDING TOTAL VALUE OF INSTANT TICKETS = D**

**ENDING TOTAL VALUE OF INSTANT TICKETS = D**

**CASH FROM INSTANT TICKETS (C – D) = E**

- **FROM REPORT DAILY ONLINE/INSTANTS USE NET CASH OR CREDIT *NOTE: COULD BE + OR -**

**CASH AT END OF SHIFT OR DAY E (+ or -) F = G**
This method allows you to track each individual game sales
Many business owners prefer to use tablets or laptops with Excel to manage their inventories

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<tr>
<th>Game #</th>
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subtract Trade up credit =

Instant Tickets Total =

subtract cash on hand from Instant Tickets Total = shortage or overage =

NEXT SHIFT: Signature Day: Date: Time:
Totals online activity and give instant books activated with the number of books and the total retail value.
• The Lottery’s accounting week runs Sunday through Saturday
• Weekly settlement reports are readily available on your lottery terminal starting Sunday morning
• Lottery monies due for the preceding accounting week should be deposited by noon on Monday
• A separate checking account for Lottery (with overdraft protection) is recommended to prevent ‘bounced’ sweeps
• EFT – Electronic Funds Transfers occur every Wednesday BEFORE the banks open for business
• Note: A specific process exists for changing bank accounts
Order Confirmation – Book Activation

Delivery Confirmation - Terminal

[Sample image of a packing list and order confirmation]

Check that Books delivered are correct!

Book Activation - Terminal

[Sample image of a book activation receipt]

Keep these for your daily record keeping.
Instant Reports

Future Billing Report

Billing Detail – week #

Current Week Book Activation Report

Summary Inventory Report
Change of Ownership Information

• The previous owner and new owner should meet prior to activation of new agent number

• Take a future billing report to determine what is owed for instant tickets and reconcile activated inventory

• Confirmed books will transfer to the new agent number

• Active books will immediately become due under previous owner’s account

• IGT will call to verify new agent number being activated on Sunday

• One final settlement is due and new account will be de-activated if not paid
Electronic Transfer Info

• Weekly funds due should be in your bank account on Monday to ensure they are available for the sweep on Wednesday
  – **Your 6% commissions are deducted from the total due**

• We will only attempt the weekly sweep one time. The **entire** amount owed the Lottery is expected. If the sweep fails...
  1. IGT will charge a $50 NSF (not sufficient funds fee)
  2. Your weekly service charge will increase as a result of failed sweeps
  3. The Lottery terminal will be disabled and you will not be able to sell or cash any tickets including scratch-off tickets (a terminal message will read “terminal disabled - call IGT accounting”)
  4. You will be required to contact and wire monies to IGT accounting before you can sell again (additional costs for the wire transfer is your responsibility)
  5. If weekly funds transfers are rejected repeatedly - your lottery license may be revoked
Weekly Settlement Fee / Loss Insurance

- There is a weekly cost involved in selling NY Lottery Games – “Service” costs begin at $4.46 per week
- The fee is adjusted quarterly based on average weekly sales
- The retailer weekly service charge protects the Lottery against default by insolvent retailers
- The weekly service charge also provides NY Lottery retailers with crime insurance

**Theft or Burglary of Lottery Tickets (File a Police Report Immediately)**

- Call IGT at 1-800-678-7457 immediately upon discovery of theft, burglary robbery or loss

- You must give IGT the game #, book # and # of missing scratch-off tickets from the book
  - Use the folders where you have filed the activation receipts
  - IGT will block validations of outstanding winning tickets, enabling them to calculate your credit for the books reported missing
- Call your Lottery representative
- Provide IGT copy of the police report
- Crime Insurance is subject to a $200 deductible per occurrence separately each for online and scratch-off coverage
- The $200 deductible may be covered by your secondary business insurance
Start-up Requirements

1. Department of Criminal Justice processing - background check must match your application

2. Retailer Orientation familiarizes with the obligations and relationships (Lottery and IGT)

3. IGT training class - how to use terminal

4. Plan for terminal placement, scratch-off ticket display and provide for electrical requirement of a dedicated circuit, lead time 1-4 weeks. **Location of terminal and Instant ticket display was determined when Lottery rep visited your store to follow-up on your application to sell Lottery.**

5. You must provide a 110 volt, 20 amp dedicated outlet with 4 plugs for your lottery equipment

6. Having other electrical equipment and appliances on the same circuit will compromise your terminals ability to function properly

7. Failure to provide adequate power needs will delay installation of your lottery terminal

8. IGT will install a VSAT or Cell, Cell or Frame Circuit and terminal

POS Materials

Increase your lottery profits significantly by:
- Posting Mega Millions, Powerball and Lotto Jackpots
- Placing Winner Awareness posters
Tips For Success

- Ask for the sale
- Always pay winners - people play when and where they get paid
- Display the top games & keep displays full and visible
- Work with your Lottery sales rep - use their experience to help you
- Activate new games within the first 2 days
- Post current jackpots for Mega Millions and Powerball to create interest and buzz
- Use all appropriate sales materials to present and promote all lottery games
- Provide good service to your players
NYLOTTERYRETAILER.COM

Ask how to sign up today

NEW YORK LOTTERY RETAILER DASHBOARD

WELCOME TO THE NEW YORK LOTTERY RETAILER DASHBOARD

To access the New York Lottery Retailer Dashboard, type in your User Name and Password.

USER NAME

PASSWORD

☐ Remember Me On This Computer

Log In

NEW TO THE NEW YORK LOTTERY RETAILER SITE?

Sign up and we'll help make managing your New York Lottery account easy by putting all your Lottery reports right at your fingertips. Register here for access to:

CURRENT SALES FIGURES
View up-to-date financial information on sales for all Online and Instant games.

RETAILER PROGRAMS
Learn about incentive programs aimed at helping you reach your Lottery goals.

OPERATING MATERIALS
Download operating guides for all your Lottery equipment.

If you have not registered, and wish to access WE ID please click here

UNDER 18?
It's the Law!
We Check ID!
WE-ID Compliance Program Requirement

- Training your sales staff is required
- Training module is available (in several languages) on Retailer Website

**It's a FACT:**
Selling a New York Lottery ticket to someone under the age of 18 is a **CRIME IN NEW YORK STATE!**
APPENDIX

- We-ID Compliance Program Training Module
It’s a FACT:
Selling a New York Lottery ticket to someone under the age of 18 is a CRIME IN NEW YORK STATE!

The actual law governing the sale of Lottery products to underage players reads like this...

NY Tax Law § 1610.a. provides:
A. No ticket shall be sold to any person under the age of eighteen years, but this shall not be deemed to prohibit the purchase of a ticket for the purpose of making a gift by a person eighteen years of age or older to a person less than that age.
Any licensee or the employee or agent of any licensee who sells or offers to sell a lottery ticket to any person under the age of eighteen shall be guilty of a misdemeanor.
Let's break it down like this:
NY Tax Law § 1610.a. makes it illegal for you to sell a Lottery ticket to anyone under 18 years old. You can be arrested and charged with a misdemeanor if caught selling a Lottery ticket to anyone under 18. The store you work for can be fined and/or have its Lottery license taken away if you are caught selling a Lottery ticket to anyone under 18.

Point to ponder: The same law makes it legal for someone OVER 18 to buy a Lottery ticket and then present it as a gift to someone under 18.

What about Quick Draw?
If you work at a location that also sells tickets for the Lottery's Quick Draw game, there's another law you need to know about.

N.Y. Tax Law § 1612 a. (1) (B) provides that no person under 21 years of age may purchase Quick Draw lottery tickets at any establishment that sells alcoholic beverages for consumption on the premises.

This age restriction applies to both over-the-counter and Lottery vending machine sales in a licensed agent's establishment.
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This law can be broken down like this...

It is illegal for anyone under 21 to buy a Quick Draw ticket in a bar, bowling alley, restaurant, store or other location that carries the Quick Draw game AND where alcoholic beverages are consumed on the premises.

It is perfectly legal for customers who are 18 years old or older to buy a Quick Draw ticket if the ticket is purchased at a Lottery retailer where alcoholic beverages are not consumed on the premises.

Consider this:
Current law allows for someone over the age of 18 to purchase a Quick Draw ticket from a vending machine located within a bodega, convenience store, gas station or other location where alcoholic beverages may be available for sale, but not for consumption on the premises.
What does this mean to ME?

NY Tax Law § 1610.a. makes the sale of a New York Lottery ticket to an underage person a punishable crime. You can be arrested and charged with a misdemeanor. As with a speeding ticket, your arrest, conviction and resulting fine will be recorded and could have further negative implications down the road.

What does this mean to ME?

The New York State Gaming Commission can also impose a fine and suspend or revoke the Lottery license of the store where you work upon learning that you sold a lottery ticket/accepted a wager or sold another gambling instrument to a minor. This may impact your employment at your current location. There is a strong possibility you could be fired.
The New York Gaming Commission and the New York Lottery take the sale of lottery tickets to underage persons very seriously and expect its licensed agents and employees to do the same.

But he **LOOKED** like he was **18**!

Don’t be fooled by facial hair, make up, a person’s height or the color of his or her hair. There’s only ONE way to KNOW if the person across the counter from you is old enough to legally buy a Lottery ticket:

**Check ID.**
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If the age of the person seeking to buy a Lottery ticket from you is in doubt, you should ask for an acceptable form of identification to verify the person’s age BEFORE giving the ticket(s) to the customer.

What is an Acceptable form of ID?

Any current, government-issued ID bearing the person's photo is an acceptable form of identification. Examples include:

- Current New York State Driver's License
- Current passport
- Current military ID
- Current Green Card or Visa
What makes it Acceptable?

- Printed birthdate
- Printed expiration date
- Tamper Proof / Tamper Evident
- Photo

Unacceptable forms of ID

- Expired New York State driver’s license, passport, military ID, green card or Visa
- Out-of-state driver’s license
- College ID cards
- Library cards
- Voter registration cards
Why are these unacceptable?

- Expired documents (driver's licenses, etc.) are not valid legal documents
- Unfamiliarity with out-of-state driver's licenses makes it difficult to detect evidence of tampering
- Most college ID cards do not feature a date of birth
- Library cards do not feature a date of birth
- Voter registration cards do not feature a date of birth

OK, I asked for ID, now what?

Ask your customer to take the ID out of his or her wallet and hand it to you – if answer is “no,” then no sale!

(chances are they're refusing because they don’t want you to look too closely)
OK, I asked for ID, now what?

Inspect the ID for tears and scratches on surface - if you find any, no sale

(chances are it's been tampered with)

OK, I asked for ID, now what?

Compare birthdate with the “Legal Sell Age” message on your terminal - if the birth date comes after date on the terminal, no sale

(the easiest way to check if someone is over 18 or 21 as the case may be)
OK, I asked for ID, now what?

Scan the NYS Driver's license and look at the message on the terminal. If the terminal message reads "no sale" then, no sale!

OK, I asked for ID, now what?

Make sure the NYS driver's license you're looking at has a bar code on the back – if none, no sale

(It's a fake!)
I asked for ID, but he/she won’t give it to me!

No two customers are the same. You may have one customer who happily complies with your request for ID and the next may resist. When you encounter a customer who refuses to provide his or her ID, you have several options...

I asked for ID, but he/she won’t give it to me!

- Explain that you’re not willing to get arrested for selling a Lottery product without verifying their age by ID’ing first.
- Explain that you can be fired if you don’t verify the customer’s age before selling a Lottery product.
- Explain that the store can lose its Lottery license and you’re not willing to be blamed for that.
- If all else fails, call for the manager on duty. If you ARE the manager on duty, follow your company’s policy for resolving customer conflict.
Whether it’s your first day or your 101st day on the job, it is always a good idea to familiarize yourself with your company’s current policies on ways to resolve customer conflict.

What about peer pressure?

Your friends may think you can bend the rules for them.

*Don’t do it.*

Remember one simple rule: NY Tax Law § 1610.a. makes the sale of a New York Lottery ticket to an underage person a punishable crime. You can be arrested by police and charged with a misdemeanor.
What about Lottery vending machines?

The New York Lottery has more than 5,000 vending machines that dispense tickets for our draw games, scratch-off games and in some places, a combination of the two. It is up to you and your employer to deter underage purchases of Lottery tickets from vending machines to the extent possible.

What about Lottery vending machines?

It is up to the Lottery and your employer to make sure Lottery vending machines are placed in spaces with an unobstructed view of a retailer’s check-out counter and/or customer service area.
How can I prevent under-age sales at a vending machine?

Use the store’s Kill switch!

- The kill switch can disable a vending machine with a simple click of a button from a distance of 75 feet.
- You should always have access to the kill switch and be familiar with how to use it.

How can I prevent under-age sales at a vending machine?

Make it a point to ask your supervisor where he or she keeps the kill switch and ask if you can “test” it.
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How does it work?

Using the device will terminate the sale and will require the customer to approach the counter or customer service counter for help. This is your opportunity to ask for ID to complete the sale or refund the customer’s money if the person is underage or cannot provide ID.

Bottom Line: If you’re not sure, hit the switch or notify someone who can!
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Things that will make your job easier:

- Always ask for and check ID before handing Lottery ticket(s) to customer or entering a wager into your terminal
- Never put Lottery tickets on the counter where a customer might “grab and go”
- Always call for a manager or supervisor if you feel the situation warrants
- Hit the kill switch if you see someone of questionable age at a Lottery vending machine. Wait for them to approach the counter or customer service desk and ask for ID.
- Never fall for any of the popular lines used by customers to get you to sell them a ticket; have your answer ready when you hear any of the following:

  "I left my ID in the car, give me the ticket and I’ll run out and get it...."

  "I’ll have to see the ID first"
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I'm waiting for my new license to come in the mail, I'll bring it in when I get it.

I'll sell you a ticket when you do.

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Do you know how much I spend on Lottery tickets?

I'm not saying you can’t buy, I’m saying I can’t sell without ID.
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**Who’s going to know?**

The New York State Gaming Commission has teamed up with the New York State Office of Alcoholism and Substance Abuse Services and the New York Council on Problem Gambling and local law enforcement agencies to conduct a series of random compliance checks using local and regional youth to measure compliance rates among Lottery retailers and other gambling venues statewide.
Who’s going to know?
Our team has the authority to issue tickets and/or make arrests on the spot for any violation of New York State Tax Law § 1610.a. and N.Y. Tax Law§1612 a. (1) (B).
The Gaming Commission and its law enforcement partners have the authority to issue fines, make arrests and enforce other disciplinary actions against your employer that may be levied at a later date pending your court appearance.

Who’s going to know?
A misdemeanor conviction stays on your record permanently.
To Summarize:

1. NY Tax Law § 1610(a) makes it illegal for you to sell a Lottery ticket to anyone under 18 years old.

2. You can be arrested and charged with a misdemeanor if caught selling a Lottery ticket to anyone under 18.

3. The store you work for can be fined and/or have its Lottery license taken away if you are caught selling a Lottery ticket to anyone under 18.

Bottom Line:

The sale of a lottery ticket to an underage person is a crime for which the police may make an arrest.

The New York State Gaming Commission can start proceedings to suspend or revoke a retailer's lottery license in the wake of such an arrest.

The Commission may also impose fines on the person who sold a lottery ticket to an underage person and the retailer who employed him or her.
Protect yourself, your job, your wallet, your employer and your future:

**Ask for ID. It’s the law.**