



May 2017

Retailer Focus

Launches
May 2

GROW SOME GREEN



Launches
May 2

Be sure to tell both new & current players:

Silver and gold foil make Million \$\$ Match stand out from the crowd, and the top prize of \$5,000,000 could help you do the same! There's more than \$110 million dollars in total prizes, plus bonus boxes to win up to \$500 instantly!

**\$30
Million \$\$ Match**

- Win up to \$5,000,000
- More than \$110 million in prizes
- 5 bonus boxes with prizes up to \$500
- Eye catching silver and gold tickets



Also Launching May 2

More talking points:

No need for a casino or a tuxedo for this game of Roulette. This popular casino game is now an instant ticket. You could win up to \$250,000!



**\$5
Roulette**

- Top prize of \$250,000
- Very popular casino game
- New play style



**\$1
Neon 9s**

- Win up to \$999
- Fun Tic-Tac-Toe play style
- 60 top prizes

Break out that track suit for this fun Tic-Tac-Toe style game! With Neon 9s there are 60 top prizes. You could win up to \$999! Nine might be your new favorite number.



St. Patrick's Day Millionaire Raffle

Did you know...

More than

97%

of retailers earned
double commission

That's

7,295 retailers

Totalling

\$390,350

Great work, everyone!

CONGRATS TO THE RETAILERS THAT SOLD THE THREE \$1 MILLION WINNING TICKETS!

Store Name

Location

7-Eleven

145 E. Town Line Road,
Vernon Hills

Speedway

7502 S. Cass Avenue,
Darien

Good News
Gas & Food

2059 Hicks Road,
Rolling Meadows



WINNER AWARENESS

Wheel of Fortune 2nd Chance Winner



Gwen C. from Chicago

Six Illinois winners of the Wheel Of Fortune Promotion, plus their guests, won a trip to Hollywood for the Wheel of Fortune non-broadcast taping of the show. These lucky winners all won cash prizes.

We got the opportunity to speak with one of the promotion winners, Gwen C. from Chicago. When asked if she had any advice for other players, Gwen said, "Always enter Illinois Lottery second-chance draws because people really do win—like me! My husband, Chris, went with me on the trip. This prize was amazing! Everything about the trip was fantastic! Thank you, Illinois Lottery!"



LUCKY LOTTERY LOCATIONS



Bowl Inn, Jacksonville Vicky Dover, Store Owner

Bowl Inn, located in Jacksonville, sold a \$1 million winning Powerball Quick Pick ticket for the January 18, 2017 drawing. A group of 23 Jacksonville residents won the prize.

Vicky said, "This is when strikes, spares, and \$1 million come together for a small community. Congratulations to the group who have faithfully purchased their tickets with the Jacksonville Bowl Inn."



Food Town, Chicago Martina & Mutie

This Chicago location sold a \$4 million 100X The Money winning ticket. Congratulations, Food Town!

Communicating with Customers



Communicating successfully with customers is an essential part of doing business.



The ADA requires businesses to take steps necessary to communicate effectively with customers with vision, hearing, and speech disabilities.



When dealing with customers who are blind or have low vision, those who are deaf or hard of hearing, or those who have speech disabilities, it's important for business owners and employees to know what to do.



The goal is to find practical solutions for communicating effectively with your customers.



For more information about providing sign language, oral interpreters or VRI services, please contact the ADA or visit: www.ada.gov

BEST PRACTICES

Refund Slips

There are times when refund slips print at the instant ticket dispensing machine.

A few reasons:

- Machine unable to process transaction due to hardware/communication malfunction
- Machine disabled via the remote transmitter

When a player presents a Refund Slip, here are some tips on what to do:

- Check refund slip to verify your retailer # and if today's date is on it
- Refund player the exact amount on the slip
- Keep refund slip to verify and balance shift sales



Sample Shift Report

Sample Refund Slip

Note: You may only give a refund if the ticket was sold at your store.

GAMES YOU SHOULD CARRY

New Games

\$30	Million \$\$ Match	193
\$5	Roulette	197
\$1	Neon 9s	196

ACTIVATE TODAY!

Top Selling Games

\$20	100X The Money	184
\$10	50X The Money	183
\$5	25X The Money	182
\$2	10X The Money	181
\$1	5X The Money	180
\$30	World Class Millions	110
\$25	Ultimate Crossword	161
\$20	\$3,000,000 Jumbo Bucks	142
\$20	\$2,000,000 Extravaganza	150
\$20	100X The Cash	986
\$20	20 x 20: \$20,000/Wk for 20 Yrs	854
\$20	Fabulous Fortune	933
\$10	\$5,000 A Week For Life	114
\$10	\$2,000,000 Jumbo Bucks	141
\$10	\$500,000 Jackpot	163
\$10	Towering 10's	154
\$10	\$250,000 Crossword	178
\$10	\$300,000,000 Cash Spectacular	967
\$5	Emerald Green 7s	192
\$5	Cash Winfall	190
\$5	\$10 Million Payout	188
\$5	Crossword	138
\$5	Bingo	159
\$3	Gold Rush	195
\$3	Lotería™	175
\$3	Crossword	173
\$3	Bingo	117
\$2	Cherry Jackpot	194
\$2	Triple Dynamite 777	191
\$2	\$1,000 A Week For Life	112
\$2	It Takes 2	152
\$1	7-11-21	160
\$1	Loose Change	179

Specialty Tickets

\$3	The MS Project	187
\$3	The Special Olympics Ticket	185
\$3	Veterans Cash	172
\$3	Carolyn Adams Ticket For The Cure	165



Play responsibly. Must be 18 or older to play. If you or someone you know has a gambling problem, crisis counseling and referral services can be accessed by calling 1-800-GAMBLER (1-800-426-2537). For more info or to exclude yourself, call 1-800-252-1775 or visit illinoislottery.com.