

Lottery Action



Lottery Help Line
800.228.0010
For Help With Pull-Tab Vending Machines
800.235.7198
For Help With Terminals or Sci-Scans
800.858.4744
For Help With Instant Ticket Vending Machines
800.235.7198
www.ialottery.com

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Don't Panic When a Mistake Happens

Know How to Receive Credit for Mistake Powerball and Hot Lotto Tickets

Everybody makes mistakes. Even if your mistake happens to be a Powerball or Hot Lotto play made in error, it doesn't have to be the end of the world!

Think about this: why not sell the ticket? Unless the problem ticket is a mutilated ticket, why not try to sell it to one of your other customers? Especially during busy, high-jackpot times, your customers may be more willing to take that ticket than stand in line. Remember, if you don't follow the steps outlined below, you can't get credit!

Let's review what you must do to handle a "mistake" Powerball or Hot Lotto ticket.

If the ticket did not print or the ticket is misprinted or mutilated so it can't be validated:

- The defective play must be confirmed by immediately producing a Reprint ticket.
- Call the Scientific Games (SGI) hot line at 800-858-4744. They will provide you with a Control Number. They'll also help you get the information needed to report the problem to the lottery and, if necessary, help you produce the Reprint ticket.
- Any or all parts of the defective ticket, along with the Reprint ticket and Control Number, must be returned to the lottery in the retailer settlement envelope.
- When the lottery receives the defective ticket and the Reprint ticket, we'll examine it and then issue credit to the retailer for the cost of the ticket.

Think about this: why not sell the ticket? Unless the problem ticket is a mutilated ticket, why not try to sell it to one of your other customers? Especially during busy, high-jackpot times, your customers may be more willing to take that ticket than stand in line.

You can't receive credit if you don't follow the first three steps!

If the ticket is printed correctly by the terminal, but the clerk or the player makes an error:

- Call the SGI hot line to report the problem and correct ticket information. A Control Number will be provided.
- Remember, the ticket is still valid and can be sold. If you can't sell the ticket, validate it for any prizes won on the ticket after all draws have passed. Then send the ticket and the control number to the lottery in the retailer settlement envelope. The lottery will credit you for the cost of the ticket less any winnings.

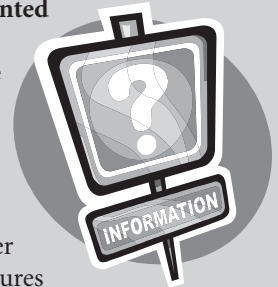
The most common reasons for denying credit are: 1) the retailer did not call SGI, and 2) no ticket or play was sent to the lottery.

Action Briefs

Answers to Your Common Lottery Questions...

Do ALL tickets presented to the clerk to be checked/cashed have to be signed?

Yes. Signatures are required before a clerk can check/cash a ticket. When a player signs the ticket, it ensures he/she is the rightful owner of the ticket and is entitled to any prize won on the ticket.



Will the clerk give nonwinning tickets back to the player?

Yes. If a player doesn't want to keep the tickets, it is his/her responsibility to throw them away.

If a group of players purchase tickets together, do all the members have to sign the tickets?

No. The players must designate one person to sign the ticket on behalf of the group. (The Lottery encourages the designated player to sign his/her name along with the group's name. For example, Jane Smith on behalf of The Lucky 13.)

Game End and

Validation End Dates

		Official Game End	Valid. Period Ends
500	Let's Talk Turkey	9/2/08	12/1/08
525	Buried Treasure	9/2/08	12/1/08
562	Monopoly	9/2/08	12/1/08
566	Rake It In	9/2/08	12/1/08

Other important dates are listed on the back of this issue.

Results from your state agencies: www.resultsiowa.org

Tent Events Fun for Players, Lottery and Retailers Alike



Everyone had fun at a lottery tent event at the Hawkeye Convenience Store, 250 16th Ave., Cedar Rapids on Sept. 4. At left, a player shows off some tickets she bought at the event. At right, District Lottery Sales Representative Sue Hagen-Roush, center, laughs with staff from radio station KZIA-FM.

	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		6 FAST JACKS (\$1) BEGINS LOTTERY ACTION DELIVERS	7	8	9	10	11
12	13	14	15	16	17	18	
19	20 SPICE IT UP (PULL-TAB- \$.50) BEGINS LOTTERY ACTION DELIVERS	21	22	23	24	25	
26	27 WINNER WONDERLAND (\$1), BAH HUMBUCKS (\$5), HOLIDAY RICHES (\$10) BEGIN	28	29	30	31	Nov. 1	
2 THERE'S A HOLIDAY NEXT WEEK. CHECK WITH YOUR DSR FOR DELIVERY SCHEDULE.	3 IT'S A WONDERFUL LIFE (\$2), CANDY CANES CROSSWORD (\$3) BEGIN LOTTERY ACTION DELIVERS	4	5	6	7	8	

OCT./NOV. 2008

Dubuque Woman Has Winning Hunch

A Dubuque woman had a hunch she was going to win a significant prize playing Powerball® and she did!

Kathy Nicholson of Dubuque won a \$200,000 prize in the Aug. 30 Powerball drawing. Nicholson purchased her ticket at Plaza 20 BP Amoco, 2600 Dodge St. in Dubuque.

Nicholson, 55, said, "Every week, I always take \$2 and I buy \$2 worth of tickets. It's just a quick pick. I never play any certain numbers ... It was just such a shock [when we found out we won]. We're thrilled!"

While Nicholson is excited about her win, she recalled how she felt lucky a few days before the drawing.

"My youngest daughter is going to have twins. They were visiting and I said, 'We have to stop and get the Powerball. This is going to be the winning Powerball.' I just had that feeling it was," said Nicholson.

It turns out Nicholson was right, only she didn't know it until Sunday morning!

"We were getting ready for church and I said, 'Before we go to church, I'll just check this Powerball. It's got to be the winning ticket.' I kept saying it all along," she said.

Nicholson claimed her prize at the Iowa Lottery's regional office in Cedar Rapids and plans to use her winnings to help her two daughters.

"It will go toward our girls. They are our number one priority and always have been," Nicholson said.

The winning Powerball numbers for the Aug. 30 drawing were: 2-14-15-32-47. The Powerball was 36. The Power Play multiplier was 3.

If Nicholson had chosen to play the Power Play®, she would have won \$600,000.

Players can increase their prizes with the Power Play (except the jackpot) up to five times. The cost is \$1 per play.

Just before the Powerball numbers are drawn, the Power Play wheel is spun. Slots on the wheel list the numbers 2 through 5, indicating the amount prizes (except the jackpot) will be multiplied if that number is drawn. 🍀



Kathy and Jerry Nicholson are all smiles as they claim a \$200,000 Powerball prize at the Cedar Rapids regional lottery office.

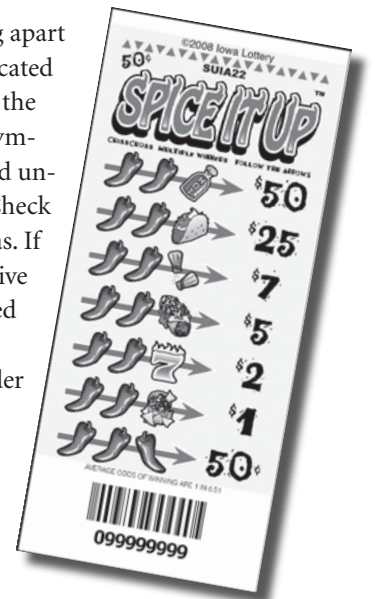
Spicy pull-tab joins lineup Oct. 20

**Spice It Up
(pull-tab)**

Cost: 50 cents
Top Prize: \$50
Odds: 1 in 6.51
Begin Orders: Oct. 20

on the ticket front, the player wins the corresponding prize. The arrow connecting the symbols indicates a winner. 🍀

Play by peeling apart the five tabs located on the back of the ticket. Three symbols are printed under each tab. Check all five tab areas. If three consecutive symbols printed vertically or diagonally under any of the tabs match identically any of the winning combinations shown



No Credit Cards for Lottery Purchases

Remember that there's a big difference between a debit card and a credit card — even though they may look the same. Many banks offer their customers debit cards that can be used to withdraw money from their checking or savings account. Plus some cards are combination credit cards and debit cards.

If a lottery player hands you a card, it's important that you ask the player which kind of card they are using before you make the transaction. Lottery players can use debit cards to purchase lottery products. However, state law prohibits the use of credit cards to make a lottery purchase. Avoid inconveniencing your customers by checking carefully any card presented to you. 🍀



IOWA LOTTERY GAME INFORMATION

As of Oct. 6, 2008

Game	Start Date	
498	\$35 MIL. CASH SPECTACULAR	01/09/06
514	TWICE LUCKY	01/08/07
544	\$250,000 LUCK OF THE DRAW	01/29/07
515	CROSSWORD-Newsprint	03/05/07
555	CLASSIC BINGO-Orange/Blue	04/16/07
558	QUICK \$200	06/04/07
560	TRUMP CARD	06/11/07
570	SET FOR LIFE	06/25/07
564	COOL 7'S	08/06/07
565	GOLD 7'S	08/06/07
567	MIDWEST MILLIONS	09/10/07
568	KING OF CASH	09/17/07
569	ONE-EYED JACKS	09/17/07
571	WINNING IN 3'S-Blue	10/08/07
572	DEAL OR NO DEAL	10/08/07
576	HOLIDAY CASH	10/29/07
577	SURPRISE PACKAGE	10/29/07
573	COOKIE DOUGH	11/05/07
574	MERRY MONEY	11/05/07
575	DRESSED FOR THE HOLIDAYS	11/05/07
578	2008 DOUBLER	11/26/07
579	CASH ON THE SPOT	12/17/07
581	OLD MAN WINNER	01/07/08
582	FIRE & DICE	01/07/08
583	SKEE BUCKS	01/07/08
584	\$50 GRAND	01/07/08
580	CROSSWORD-Purple/Pink	01/07/08
585	FUZZY DICE	01/28/08
586	HIGH FIVES	02/18/08
587	BANKROLL	02/18/08
588	ACES HIGH	03/10/08
589	ONE LUCKY NUMBER	03/10/08
593	7'S BINGO-Red/Blue	03/24/08
591	SPRING FLING	03/31/08
592	BINGO TIMES 10-Orange/Green	03/31/08
590	PINBALL - Yellow/Red	04/21/08
594	DRIVE FOR SHOW/ PUTT FOR DOUGH	04/21/08
600	INDIANA JONES™	04/21/08
595	SUPER DEUCES	05/12/08
597	DOUBLE OR NOTHING	05/12/08
605	TWISTER™	05/12/08
598	LUCKY WHEEL	06/02/08
599	SUMMER DAZE	06/02/08
601	DEAL OR NO DEAL™	06/02/08
602	A DAY AT THE FAIR	06/23/08
596	SUDOKU	07/14/08
603	STARS & STRIPES	07/14/08
604	EXTREME GREEN	07/14/08
606	IN THE CHIPS	08/04/08
607	BLAZING 8'S	08/04/08
608	WINNING SEASON	08/25/08
609	WILD 1	09/15/08
610	HOT HAND	09/15/08
611	MIDWEST MILLIONS	09/15/08
613	FAST JACKS	10/06/08

ENDING SCRATCH GAMES

Game	Start Date	Last Date to Pay Prizes	
500	LET'S TALK TURKEY	10/08/07	12/01/08
525	BURIED TREASURE	05/15/06	12/01/08
562	MONOPOLY	07/16/07	12/01/08
566	RAKE IT IN	08/27/07	12/01/08



Helping you serve the Lottery customer

Iowa Lottery	Lotto Game Information			
	Drawing Days	Sales Cutoff Time	Approx. Drawing Time	Approx. Allowed Cashing Time
Hot Lotto	Wednesday and Saturday	7:59 p.m.	9:40 p.m.	11:45 p.m.
\$100,000 Cash Game	Monday through Saturday	6:18 p.m.	6:28 p.m.	6:40 p.m.
Pick 3 and Pick 4 Midday	Monday through Saturday	12:30 p.m.	12:40 p.m.	1:00 p.m.
Pick 3 and Pick 4 Evening	Sunday through Saturday	7:59 p.m.	9:20 p.m.	9:40 p.m.
Powerball	Wednesday and Saturday	7:59 p.m.	9:59 p.m.	11:40 p.m.

If you or someone you know has a gambling problem, call 1-800-BETS OFF.
You must be at least 21 years old to purchase lottery tickets.