



ATTENTION

Lottery Sales Rep Schedule Change & Claim Center Closing

To protect the health and well-being of our lottery employees, retailers and players, our Marketing Sales Representatives will begin working from home each day. This means they will not regularly visit any retail locations for the time being. They will, however, continue to service our retailers remotely by using their phones and the sales data we have at our disposal. Our retailers can expect to continue to receive excellent service and support from the lottery during this time. In addition, **our OAL Claim center is closed to the public and will accept only mail in claims** for the foreseeable future.



In order to achieve the best sales results during this time, we offer you the following suggestions:

- Please make sure all lottery POS is current, visible and prominently displayed.
- Be vigilant to ensure that lottery instant ticket games are activated and, in the bins, ready for sale.
- Please ensure that you have adequate cash on hand to pay prizes.
- Please regularly check your instant ticket inventory to ensure that you have enough inventory to meet potential demand. Due to uncertainties we are sending some additional inventory for top selling games in this week's instant ticket shipment.
- If you have an issue with instant ticket shipments or inventory, we ask that you contact the Scientific Games instant ticket hotline at **888-289-1705**.
- Please regularly check the quantity of terminal paper supply and your draw game play slip supply to ensure that you are adequately prepared.
- In the event you have equipment or system issues during this time, we ask that you contact the Intralot helpline at **877-896-9190 option 1**.
- As always, we encourage you to contact your lottery Marketing Sales Representative to help you with any lottery issues you may encounter.