



## Additional Support for the Lott Retailer FAQs

### *Retailer Information Only*

*We acknowledge that trading conditions for retailers has changed dramatically during recent weeks. We also understand you have many questions and concerns about your business, and we have been actively working to identify how we can best assist based on feedback we have received from retailers directly and via our industry partners and associations.*

#### Changes to Instant Scratch-Its Settlement Terms Questions

27 March 2020

**Q Can I still order Instant Scratch-Its tickets?**

A Yes. Please continue to order and sell Instant Scratch-Its tickets as normal.

**Q Do I still need to receive my Instant Scratch-Its shipment into the terminal?**

A Yes. All Instant Scratch-Its processes remain the same.

**Q Will I still be auto allocated Instant Scratch-Its tickets?**

A As you will only be charged for Instant Scratch-Its tickets when you sell them, we will still be auto allocating the Mother's Day \$5 Crossword ticket

**Q What happens after 30 June 2020?**

A The original Settlement terms will be put back in place

**Q What if I cancel an Instant Scratch-Its ticket?**

A The process will remain the same. It will need to be the next ticket you sell otherwise it will be out of sequence and you will be charged as normal.

**Q Will I be charged for all the Instant Scratch-Its tickets in one week after 30 June 2020?**

A No. All the tickets will be reset back to their original status before the suspension. That is, un-activated books will be 45 days, activated books 14 days if a ticket has not been sold.

**Q What does this mean on how a Gift Pack is settled?**

A A Gift Pack is only settled when it is sold or cancelled. There will be no changes to this process.

**Q Will there be any extension to the Game Closure dates for ISIs due to retailers being unable to sell these items?**

Game closure periods are set out in our various game rules and can't be changed without first obtaining the necessary regulatory approvals. We are, however, looking at ways to managing our warehouse stock to increase the time that Instant Scratch-Its tickets can be sold.





### Temporary Suspension of Site Surveys Questions

27 March 2020

**Q What other Performance Measures will be marked Green?**

A Action Plans will be N/A, but no other Performance Measure will be marked Green, this includes Mandatory Training, Payment Defaults, Breaches, What's Hot @ the Lott and Retailers Web.

**Q When will my Outlet Performance Dashboard show Green for Site Surveys?**

A This will appear on the Outlet Performance Dashboard week commencing 7 April 2020.

**Q What happens if I have already been surveyed and did not achieve Green?**

A Your result will be reversed to Green.

**Q What if I received a breach because of my Site Survey, will that be reversed?**

A Yes. The breach will be reversed.

**Q Do I still need to complete an Action Plan if I have already been surveyed?**

A Yes. We would still like you to complete your Action Plan. However, this Performance Measure will be marked N/A.

**Q Will I still receive a Fair Work Survey?**

A No. This will discontinue with the normal Site Surveys

**Q Do I need to continue to follow the POS Plan?**

A Yes. As the POS Plan continues to guide retailers on what will generate the most revenue on any given day.

### Changes to the Omni-Channel Digital Commission Changes Questions

27 March 2020

**Q When will I be paid for the Digital Commission?**

A Digital Commission will now be paid at the beginning of November to include the extra cycle.

**Q I am not sure how the Digital Commission is worked out?**

A Refer to page 6 of the Omni-Channel Information Pack available on Retailers Web> Retailer Remuneration>Retail Information Pack

**Q Should I be signing more customers up for the Lott One Membership Program?**

A If customers can no longer purchase in an outlet, they may choose to purchase digitally. The Omni-Channel Digital pool that is used to remunerate retailers only comes from customers that purchase in-store and digitally. These customers must be registered customers. The more registered customers that purchase digitally, the bigger the digital pool.



