



Like you, we are committed to making each customer's experience a pleasurable one. From the moment they step foot inside a lottery retail location, we want players to understand just how important they are to us. The Iowa Lottery prides itself on its integrity and is proud of the constant commitment to excellence it receives from its retailers. We take fun seriously ... and we want our players to know that.

The Iowa Lottery has once again enhanced its Player Security with a "Sign It, Make It Yours" program. Several items directly affect you, the Iowa Lottery retailer.

Sign It Rules

As part of its commitment to player security, Iowa now requires that players SIGN THEIR TICKET before it can be checked or validated. Signing the ticket protects both you and the player and ensures that the player is paid any prize that they win.

Retailers may only check and cash signed tickets. This applies to *all* Iowa Lottery tickets. Follow these steps to check or validate lottery tickets:

1. Ask the player if they have signed the back of the ticket. If they haven't, have them sign it BEFORE you attempt to check or validate it. This applies to all tickets. The player should sign the signature line on the back of the ticket. For any pull-tab ticket that does not have a signature line, have them sign on the bottom of the back of the ticket.
2. Check or validate the ticket in the WAVE lotto terminal. Two receipts will be printed - one for the retailer and one for the player - that will show the results of the particular ticket and whether it has won a prize.
3. Offer the Customer Receipt to the player. Pay any prize due the player. Or, if the ticket is not a winner, hand it back to the player. Do not leave previously checked tickets on the counter.

Remember that this requirement is part of your signed agreement with the Lottery to sell our products. Any failure to follow the Lottery's terms and conditions may result in revocation, suspension or termination of your license or limitations on your ability to sell Iowa Lottery tickets.

We appreciate your cooperation with the "Sign It, Make It Yours" program. If you have a question or concern about the program or another lottery-related issue, you can call the Iowa Lottery directly at 515-725-7900, e-mail us at wmaster@ialottery.com or visit our website at ialottery.com.

Sincerely,

Matt Strawn
CEO, Iowa Lottery