



All About the Iowa Lottery Ticket Allowance Program April, 2024

Since 2009, the Iowa Lottery has offered a ticket allowance program.

Here's How It Works.

- Retailers will receive an additional 0.1% of ALL on-line games sales added to the base commission rate of 5.5% each week.
- Yes, the 0.1% applies to all on-line games, not just the games that cannot be cancelled
- Retailers no longer need to turn in tickets that are damaged or produced by mistake.
- Retailers have the opportunity to sell the non-damaged tickets to another customer. These tickets are still subject to cutoff times. If the ticket is not sold prior to the cutoff time, the retailer will be charged the purchase price for that ticket and will gain ownership of the ticket.

What's This Mean For Retailers?

- You will earn extra commission every week...even when you don't have any error tickets.
- You will still be able to cancel plays for the Pick 3 and Pick 4. Just run the ticket through cancellation process as you do today.
- You will **NOT** be able to cancel plays for Powerball, Lotto America, Mega Millions, Lucky for Life or InstaPlay games.
 - If you run the ticket through the terminal, you will receive a prompt informing you that the ticket is not eligible to be canceled.
 - Powerball or Mega Millions tickets Purchased In-Lane through the retailers Point of Sale System (POS) cannot be canceled. Any attempt to cancel a purchased ticket will produce a prompt informing that the ticket is not eligible to be canceled.
 - This includes jammed or misprinted tickets.
- You won't have to wait for credits to be applied to your account.
 - Prior to this change, retailers were waiting up to a couple of months to receive credits as small as \$1.
- You will make extra money if you make no errors.

How Do I Keep From Producing Mistake Tickets?

- The ticket screens are built with prompts to ensure that a retailer is producing the type of ticket the customer is requesting. Follow the screens as you sell tickets and you'll only produce the plays the player wants. The terminal prompts will ask if:
 - You want the Power Play option.
 - You want the Double Play option.
 - You want the All Star Bonus option.
 - You want the Megaplier option.
 - You want to produce any ticket that costs more than \$5.
- If you ask your customers the questions **BEFORE** you produce the play, you'll know if you are producing the ticket the customer wants. If the play is entered incorrectly, you cancel out of the play and start again.

How did you come up with 0.1%?

- The Lottery reviewed a 52-week time period to see how much it had awarded in credits for tickets that could not be canceled. We divided the credits by total on-line sales and then rounded the percentage up to the next whole 1/10 of a percent. So we are actually going to credit retailers at a rate slightly higher than the actual reimbursement rate.