

Lottery Retailer Update: COVID-19



During this uncertain time, the Nebraska Lottery thanks all of our retailers for their continued support. Lottery retailers provide the vital link between our products, our customers, and the beneficiary programs we support. We appreciate everything that you do to help build a better Nebraska.

The Nebraska Lottery is operating under State guidelines during the current health emergency so we can continue to support good causes. As a lottery retailer, there are several tools at your disposal to keep your staff and players safe during the coronavirus pandemic.



CHECK-A-TICKET: Encourage players to use the Check-A-Ticket scanner to sort out winning tickets for payment. If you would like to move your Check-A-Ticket for social distancing contact the Lottery Retailer Hotline at 800-560-2919.



CLAIM PRIZES BY MAIL: Players can claim prizes up to \$19,999 by mail. Claiming by mail is secure and Lottery staff processes mailed claims in a timely manner.



MULTI-DRAW TICKETS: Lotto numbers can be purchased for up to 12 weeks of drawings with a multi-draw ticket. Multi-draws help cut down on retailer trips and ensure players never miss a drawing.



STORE POLICIES: Retailers determine their hours for selling and redeeming tickets, the types of payments accepted for lottery purchases, and can set cashing limits. Please post any policy updates so your customers are aware.



CLEANING EQUIPMENT: Cleaning your lottery equipment frequently is recommended. Keep in mind that the touchscreen of the terminal is very sensitive to all types of liquids. Please refrain from spraying cleaner directly onto the equipment, and follow the disinfectant instructions for additional guidance.



MAINTAIN SOCIAL DISTANCE: Remind customers to keep at least 6 feet of space between staff and customers when possible. Discourage customers from loitering or limit the number of customers in your location at a time.

The coronavirus pandemic has forced many businesses to adjust their operations. If your store would like to do so, please contact your LSR or call the Nebraska Lottery at 402-471-6100 for more information.

Remember to share this information with your coworkers.

Please initial and pass on.