

## Ticket Confirmation and Activation

As a reminder, please remember to confirm your tickets shipments when they arrive and activate packs before selling tickets.

Upon receipt of a package of tickets, verify that the shipment agrees with the Ticket Delivery Form, then immediately confirm the receipt of the order on the terminal by touching "Scratch Functions," selecting "Confirm," and scanning the packing slip barcode. This notifies us of the receipt of the delivery, and is a necessary step or the tickets can't be activated.

Activation must take place before placing the tickets in the dispenser for sale. To activate a pack of tickets, touch "Scratch Functions," select "Activate Pack," and scan a ticket barcode. If an inactive ticket is sold and taken to another retailer, the player can't redeem their ticket. This ends with unhappy players, and clerks have to use their valuable time calling the hotline to correct the issue. Thank you for your assistance in following the steps necessary in this process.

## Claim Center Hours

As a reminder, the Regional Lottery Claim Centers in Norfolk, North Platte, and Scottsbluff are open from 8:00 a.m. to Noon, Monday through Friday. Nebraska Lottery prizes may be claimed at these locations during these hours, or by appointment after these hours. To make an appointment, call the Nebraska Department of Revenue at (800) 742-7474 (toll free in NE and IA), or (402) 471-5729.

The Grand Island Claim Center at the Nebraska State Fair office is open from 8:30 a.m. to 4:30 p.m., Monday through Friday.

The Omaha Claim Center and Nebraska Lottery headquarters in Lincoln are open from 8:00 a.m. to 5 p.m., Monday through Friday.

Additionally, prizes may be claimed via mail by sending a completed claim form to:

**Nebraska Lottery Prize Claim**  
**P.O. Box 95145**  
**Lincoln, NE 68509-5145**

For more information about claiming Nebraska Lottery prizes, visit [nelottery.com](http://nelottery.com).

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P.O. Box 98901  
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**Lottery Director**  
 James M. Haynes  
**Editors**  
 Jill Marshall  
 Neil Watson  
**Designer**  
 Tom Bash

**ticket talk**

**nebraska lottery**  
 Drawing Results, Winners and Scratch Game Information 402-471-6114  
 Players Hotline 402-471-6139 and 800-224-LUCK (NE & WY only)  
 Main Number 402-471-6100 and 800-587-5200  
 Internet Address [nelottery.com](http://nelottery.com)

**scratch tickets and osr**  
 877-651-6296  
**lottery retailer hotline**  
 800-560-2919  
**compulsive gambling help line**  
 800-GAMBLER

# ticket talk

THE NEWSLETTER FOR NEBRASKA LOTTERY RETAILERS

NOVEMBER 2012



## Annual Report Highlights Achievements

**Coming Soon!**



price: \$20  
 top prize: \$200,000

During the holiday season, and throughout the year, the Nebraska Lottery suggests tickets as a gift option for those hard-to-buy-for individuals on your list.

Three different Nebraska Lottery Scratch games feature a holiday theme: \$1 Bad Gifts, which can be used as a gift tag; \$3 A Christmas Story, featuring artwork inspired by the classic holiday movie; and \$5 Peppermint Payout, which features prizes of cash and free Nebraska Pick 5 Lotto plays.

If you're giving tickets this year, remember to give responsibly. By law, Nebraska Lottery tickets may only be purchased and redeemed by persons who are 19 years or older.