

## Virtual Retailer Forum Q&A Recap

### **Can we add license renewals to accept electronic payments?**

*We do accept electronic payments for renewals. Visit the [Retailer Center](#) for more information.*

### **What is the website log-in site for retailers?**

[Lottery Services Portal](#)

### **Why Scratchers must be activated on the last day of the lottery week. We lose a week of selling before they are due.**

*It is not mandatory for NEW Games to be activated on Tuesdays.*

### **When will the digital playcenters be available for retailers?**

*We are excited to say that the Digital Play Centers and Digital Menu Boards will begin their 6-month pilot period in mid to late May. Depending on the results of the pilot, we would be looking to roll these out to qualifying retailers in late 2022 to early 2023. It is important to know that due to the high cost of these digital assets there will be qualifying sales metrics that will need to be met in order for retailers to qualify for placement, just as we do today with our current vending machine.*

### **Can FIREBALL tickets be cancelled?**

*Yes. FIREBALL tickets can be canceled. These tickets will need to be canceled before the draw.*

### **Based on the prize structure of FIREBALL, do players need to cash tickets at the Customer Service Center?**

*Due to the unique prize structure of the FIREBALL game and additional opportunities to win, players will need to cash prizes greater than \$600 at a Customer Service Center.*

### **Does Virginia Lottery plan to increase commissions for retailers? Minimum wage has increased in Virginia and retailers were looking for additional commission increase to about 7% or 8%.**

*We conducted a retailer comp study last year and have used other avenues to provide additional commissions. This change will require Board's authority and approval. We will deploy a variety of available tools to increase the effective overall compensation rate, including incentive programs designed to increase overall sales and strengthen the existing solid partnership between the Lottery and its retailer network.*

### **Will Virginia Lottery be opening additional Customer Service Centers?**

*Virginia Lottery is discussing opening Super Cashers. These are a select number of retailers who can cash prizes up to \$5,000. This project was placed on hold due to the pandemic and us researching how we can protect personal data of our players.*

**Is Virginia Lottery considering adding a button on the terminal for players to play next day since core numbers sell out fast?**

*There is a future play option available for players. The retailer does have to include the date. We will evaluate and see the need for this functionality.*

**Can the terminals include more than 50 transactions?**

*Due to the data and information our terminals hold, 50 transactions only are available.*

**Are there new printers coming out for the Flex terminals? Are they faster?**

*Yes, we do have new terminals. They are not faster. The buffering our terminals have is due to the connection and internet connection in your location. Weather connections can also cause a delay in tickets printing.*

**Can we change the terminal where tickets sell out, retailers do not have to click “ok” for the screen to go away?**

*This was requested by retailers a few years ago. We will do another assessment to see what majority of retailers prefer and decide.*

**Does Virginia Lottery plan to create groups where independent retailers can communicate and exchange management techniques?**

*In the past, Virginia Lottery had a Retailer Advisory Council. We plan to bring this council back to allow us to communicate with retailers more frequent and retailers can exchange information as well.*