

A WINNING TEAM



PV Carwash
 Octopus Car Wash
 Paulden Park Place
 American Legion Post 66
 Cheap Cigarettes and Tobacco
 My Beer Wine #1
 The Office

Mr J's Market
 Big B's Market
 Speedway Food Mart
 Chevron on Hwy 89
 Sunnyside Chevron
 Baker Conoco
 Jays Travel Center
 Chevron Gas Station
 Eddie's Central Market
 Circle K 2709525
 Circle K 6639

Circle K 3496
 ARCO AM PM
 West Rim Chevron
 I Smoke Cigars & Vape
 Water & Ice
 \$1 Store
 VFW Post 9399
 Starters Sports Bar & Grill
 AZ Elite Smoke Shop
 Plaza Market

Our annual Retailer Satisfaction Survey took place from July 23, 2018 to August 31, 2018. During this time, we asked for your opinion and feedback on how we were doing and how we might be able to improve the customer service we provide our retail partners in the future.

The survey covered four areas: Instant Ticket Vendor Customer Service, Gemini Vending Machines, Lottery Territory Managers and Draw Game Vendor Customer Service.

Thank you taking your valuable time to complete the survey and provide your input. Our overall satisfaction survey results came in at **99%**.

We have taken the additional information provided in the comments section and are working on ways to continue serving you with the highest customer service experience possible. We have reached out to retailers to answer questions, filled some supply requests and are always working on plans for the future.

As we move forward into a new calendar year, thank you for being an Arizona Lottery partner. We appreciate you selling Lottery products, and in doing so contributing to our great State and the communities within it. Together we will continue to do good for the state of Arizona and its residents.



Must be 21 or older to purchase or redeem tickets. Overall odds vary by game. All sales are final. In accordance with ADA, these materials may be made available in an alternative format. Gambling problem? Call 1.800.NEXT STEP (1-800-639-8783). Please Play Responsibly™. Scratchers® is a registered service mark of the California Lottery. JACKPOT PARTY® and Bally Gaming, Inc. All rights reserved

The Register



ArizonaLottery.com/retailers January - March 2019

PHOENIX OFFICE
 4740 E University Dr.
 Phoenix, AZ 85034
 480-921-4400
Accounting Questions:
 480-921-4410
Licensing:
 480-921-4486

TUCSON OFFICE
 2900 E Broadway Blvd.
 Suite 190
 Tucson, AZ 85716
 520-628-5107

PHOENIX SKY HARBOR OFFICE
 Terminal 4
 Baggage Claim
 480-921-4424



Send suggestions and feedback to
 GrowYourSales@AZLottery.gov
 f Arizona Lottery
 @AZLottery
 AZLottery
 Arizona Lottery
 ArizonaLottery.com

Retailer of the Quarter 1 & 2 FY 2019

Q1 - Giant 6625

- ◆ Scratchers® increase of 7.4%
- ◆ Draw increase of 9.6%
- ◆ Promotes the lottery to all customers
- ◆ Provided helpful information to the lottery leading to the apprehension of suspects in lottery thefts at Tucson convenience stores.

Congratulations, Giant 6625 team!



Q2 - Los Amigos Market

- ◆ Scratchers increase of 45%
 - ◆ Draw increase of 14%
 - ◆ Loyal lottery following
 - ◆ Yesenia and her team are passionate about lottery
- Congratulations, Los Amigos Market!



FEATURED GAMES AND WINNERS

MARKETING, COUPONS & PROMO INFO

Coming Soon!

January Fast Play

\$2 Lots of \$50s
\$10 Casino Cash



February Scratchers Spotlight - Arizona 7s

Artwork from resident artist, Emily Costello



Noticing new advertising materials?

You may see Arizona Lottery advertising on grocery carts, freezer cases, shelves, the floor and at the gas pump! The Arizona Lottery works with third-party vendors who have secured this advertising space through their corporate office.

Note, these advertisements are *installed* and *removed* by the third party media company. You will never have to remove Arizona Lottery advertising. We're excited to see these fun locations create top-of-mind awareness for the Lottery, as people shop!

Lottery Coupon Information

The Arizona Lottery distributes coupons to players through monthly emails, social media, print and promotions. Please be aware, all coupons contain scanning instructions for retailers. Players can also redeem their coupons at the new Arizona Lottery touchscreen vending machines.

Retailer Instructions

From the terminal HOME screen.
Select the blue "REDEEM COUPON" button.
Use the barcode reader to scan the coupon
Scan from a distance of 6–8 inches away.
Select "YES" to confirm the offer and to print the tickets.

*Report any redemption issues to 1-877-896-5250.

Player Self-Service Instructions

Go to an Arizona Lottery **touchscreen** vending machine.
Insert money if the coupon requires a purchase.
Press the "REDEEM COUPON" button on the touchscreen.
Use the barcode reader to scan the coupon
Select "YES" to confirm the offer and print your tickets.



WINNER WINNER

\$250 Holiday Activation Contest Winners

For every pack of our holiday games activated during October 2nd - 15th, retailers earned an entry into our Holiday Activation contest. The lucky 30 stores chosen are listed below.

- | | | |
|----------------------|------------------|-----------------------------|
| Irvington Shell 801 | Aujla Arco AM/PM | Frys Fuel Center 122 |
| Giant 6654 | Circle K 2741653 | Suzu Q Market |
| Circle K 0401 | Circle K 6356 | Los Altos Ranch Markets 504 |
| Bashas Food City 065 | Kwik Mart | Circle K 0720 |
| Maverick 445 | Good 2 Go 517 | Union Hills Chevron |
| Liquor Villa | Good 2 Go 520 | El Centro |
| Carioca 30 | Git N' Run | Circle K 9180 |
| Circle K 0247 | Circle K 5307 | 7 Eleven Store 20433C |
| | Safeway 1989 | Big K's Discount Cig & Food |
| | Circle K 1673 | Circle K 1846 |
| | QuikTrip 0476 | Frys Fuel Center 089 |



Promotions are a great way to drive lottery sales. If you have an idea, or would like to have us host a promotion to boost your lottery sales, please reach out to your Territory Manager. They will happily work with you to customize a promotion that works best for your store.

