



WASHINGTON STATE LOTTERY
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The Washington State Lottery has recently adopted or revised the following policies:

POL 210.004 - RETAILER BANK ACCOUNT REQUIREMENTS (revision)

Clarified that when Lottery retailers terminate, they are required to maintain an EFT account through their final sweep date.

Signed 7/22/97

POL 210.007 - ACCOUNTS RECEIVABLE WRITE-OFF (revision)

The Lottery now writes off uncollectible accounts receivable monthly, instead of quarterly. The position title of Assistant Director of Finance was updated to Assistant Director of Administrative Services. Some attachments were updated.

Signed 7/21/97

POL 320.041 - "Mystery Shopper" Program (On-Line Quinto) (new)

In an effort to stimulate on-line Quinto sales and educate customers on the on-line Quinto game, from September 15, through September 26, Lottery "Mystery Shoppers" observed clerks in selected Lottery on-line retail locations. Clerks who are observed using one suggested-a-sale technique will receive one \$2 Quinto scratch ticket; clerks observed using two suggest-a-sale techniques will receive one \$2 Quinto scratch ticket and one Quinto ball cap; clerks observed using three suggest-a-sale techniques will receive one \$2 Quinto scratch ticket, one Quinto ball cap, and one Quinto Henley shirt. The suggest-a-sale techniques included, but were not limited to: 1) suggesting a customer purchase an on-line Quinto ticket; 2) offering to explain to a customer how on-line Quinto is played; and 3) informing a customer of the current Quinto cashpot.

Signed 9/1/97



POL 320.042 - ON-LINE QUINTO SALES RETAILER PROMOTION (new)

In an effort to stimulate on-line Quinto sales, from September 14, through October 4, 1997, on-line retailers competed in a sales contest for on-line Quinto. Each retailer will be assigned to one of five sales categories based on his/her weekly on-line Quinto sales average for July 1, 1996 through June 30, 1997. Each weekly average for on-line Quinto for September 14-October 4, 1997, was computed and compared to that retailer's weekly average on-line Quinto sales for July 1, 1996, through June 30, 1997. In each of the Lottery's six regions, the retailer with the highest percentage sales increase in each of the five categories received \$1,000.

Signed 9/1/97

POL 410.002 - MAIL ADMINISTRATION (revision)

Added information to assist employees responsible for mailings: a) Federal Express and UPS require a telephone number in addition to the address, b) Federal Express picks up at Lottery Headquarters between 3:45 and 4:00 daily, c) outgoing mail/campus mail is picked up from Headquarters at 10:30 a.m., d) for the 10:00 courier run - added deliveries/pick ups for Office Building 2 and the Olympia post office, and e) for the 2:00 courier run - added deliveries/pick ups for the Lottery's off-site warehouse and eliminated Liquor Control Board, Credit Union, copy centers, and the state printer.

Signed 7/22/97

POL 420.007 - RECORDS MANAGEMENT

More details were added to the Forms and Records Technician duties (when sending/retrieving boxes from the records center) and the Records Officer or Designee (when transferring files from the Lottery's off-site warehouse to Archives). Updated the attachments.

Signed 7/22/97

To receive a copy of any of these policy statements, contact:

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Director
Washington State Lottery


Date