

Vermont Lottery Agent FAQ's

April 6, 2020

This is an evolving situation and we will update as needed.

Has the Vermont Lottery changed their hours?

Yes, as of March 25, the Vermont Lottery will only be taking Customer & Agent related calls from 9am-1pm, Mon-Fri. We will be checking voicemails twice daily and returning calls as needed.

- We are only accepting claims via the mail
- Our lobby will remain closed until further notice
- The People's United Bank will not be processing claims for the Vermont Lottery until further notice

I'm doing my part trying to enforce social distancing but what can I do about lottery players hanging out and coming in my store multiple times?

- Kindly ask players to limit their lottery purchase to one per day
- Post a sign on the door and lottery display "PLEASE, ONE LOTTERY PURCHASE PER DAY" A printable poster is available on the Retailer/Agent page of vtlottery.com.
- Suggest to players to purchase multiple draws or obtain a subscription

Will I see my sales rep every 2-3 weeks?

No, at this time our field staff will be working from home. If needed, their contact numbers are listed below - call/text them with any questions, issues, inventory or needed information.

Mark – 802.477.2488 / Northeast

Jon – 802.477.2486 / Southwest

Rebecca – 802.505.0269 / Southeast

Adam – 802.477.2484 / Central

Denise – 802.505.5817 / Northwest

How will I get my normal inventory?

Business as usual – our system will look at your inventory every week/bi-weekly and we will send the appropriate games by UPS.

Do I fill my dispenser as normal?

Yes, continue filling dispenser as normal. If you are seeing a decrease in sales, then be mindful of overstocking – fluctuate inventory according to sales.

What if I still have holiday/old games in my dispenser?

If you want, take them out, deactivate them and set them aside for when your field rep returns to their normal duties.

What if I am out of a hot selling game or games?

Contact the VL at 1.800.322.8800 or 802.479.5686 or you can call/text your lottery field rep.

What if my dispenser breaks or needs new glass?

Please call/text your field rep and we will respond to each request as needed.

What if I have problems with my Photon or WinStation?

Business as usual – contact Intralot at 877.809.8062

What if I need ticket stock or play slips?

Business as usual – press your “supplies request” button on the Utilities screen of your Photon or call Intralot at 877.809.8062

How will I receive updated POS?

The Pick 3/4 promo that was scheduled for the end of March was cancelled. Please remove this 8x8 if it's displayed in your store. All other POS should still be relevant.

What if I choose to not offer lottery during the pandemic?

If you decide not to sell lottery then you must contact your field rep or our office.

What if I decide to close due to lack of business or employees?

If you do decide to temporarily or permanently close your store, please deactivate your inventory and contact our office or your field rep so we can suspend automatic ticket orders.

What if UPS closes?

If this happens, we will make a decision at that time.

What is happening with the Gimme 5 game change?

Gimme 5 going to five days a week has been delayed. As soon as we have more information about a new schedule for it, we will provide an update. The draw countdown has been cancelled. The maximum number of drawings that a player can purchase a ticket for is now 15 draws. Once a new game change date has been determined we will start a new draw countdown.

Did Powerball and Mega Millions recently make game changes?

Just like other enterprises around the world that are adjusting to the times, the Powerball and Mega Millions groups are taking steps to ensure the games continue to support good causes. Until further notice, the jackpot increases will be based on sales and interest rates. There will be no guaranteed minimum increase. In addition, when the current jackpots are hit the new jackpot amounts will be set based on sales and interest rates. There will be no guaranteed minimum increase.