



IMPORTANT EQUIPMENT DELIVERY INFORMATION

Five critical retailer messages:

- 1. Expect equipment to arrive in phases.** Self-serve equipment installations will begin in October 2026 and continue through summer 2027. Clerk-operated terminals will be installed by the end of March 2027. Your location may require multiple visits.
- 2. Expect a Scientific Games Command Center call before every visit.** Approximately one week before each visit, the Scientific Games Command Center will call from **216-888-0069** with the scheduled date and initial preparation instructions. A confirmation email will follow the call.
- 3. Watch for a reminder and final instructions.** Approximately 24-48 hours before the visit, the Scientific Games Command Center or your technician will call with additional details. Your technician may introduce themselves and confirm access, timing, and other logistics.
- 4. Follow all instructions before and after each visit.** If your self-serve equipment is being picked up, you must run final reports, remove all tickets and cash, and have all equipment keys available before the technician arrives. After your clerk-operated terminal, called the WAVE™, is installed, follow all instructions and keep it connected so it is prepared for the statewide “go-live.”
- 5. Have the appropriate staff available for training.** If your location is receiving a replacement for a WinStation or DreamTouch Smart, in-store training will take place the same day as installation. Make sure the staff responsible for operating the new self-serve kiosk are available.



Questions? As always, contact your Lottery sales representative.