



# Florida Lottery FY 13-14 Annual Achievement Report





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# MESSAGE FROM THE GOVERNOR



Dear Friends:

The achievements of the Florida Lottery are great news for Florida's students and teachers. We know that every great job begins with a great education, and the workers of tomorrow are in our classrooms today. The record transfers to Florida's Educational Enhancement Trust Fund mean more students will have the opportunities they need to succeed in the classroom and beyond.

In its 26th year, the Florida Lottery continues to rank among the top lotteries in the nation. Once again, the Lottery achieved two significant milestones in the fiscal year 2013-2014: (1) generating the highest annual transfer to the state's Educational Enhancement Trust Fund, a record \$1.50 billion, and (2) reaching a cumulative \$26 billion in transfers to education since the Lottery's inception. The Florida Lottery was also second in the country in sales and profits.

Congratulations to Secretary O'Connell and the Lottery staff on an outstanding year of accomplishments. Thank you for working hard to provide a brighter future for all of Florida's students.

Sincerely,  
Rick Scott, Governor

# MESSAGE FROM THE SECRETARY



Dear Friends,

This year the Florida Lottery shattered its all-time sales record and also established its record-best year for revenue generated for education. This year's annual sales of \$5.36 billion exceeded last year's sales by \$355.23 million, representing a 7.09 percent increase. Of course, our true success is measured by the impact we have on Florida's students and schools. This year, the revenue generated for education reached \$1.50 billion, marking the 12th consecutive year that the Florida Lottery has contributed more than \$1 billion to Florida's education system.

This success was all possible through our continued effort to bring players new and exciting games and promotions. During the fiscal year, more than 40 new Scratch-Off games were introduced; and players had the opportunity to travel across the country and the globe with some of our second chance promotions.

We also introduced a new multi-tiered strategy to ensure integrity above all. These efforts include a statewide consumer awareness campaign called "Sign Your Ticket," enhanced retailer monitoring and stronger protections for consumers at the retail level.



At the Florida Lottery, we work hard day in and day out to operate a lottery that fulfills its mission to maximize revenue for education, benefits Florida's economy and makes the citizens of our state proud.

Sincerely,  
Secretary Cynthia F. O'Connell

# GAMES AND PROMOTIONS

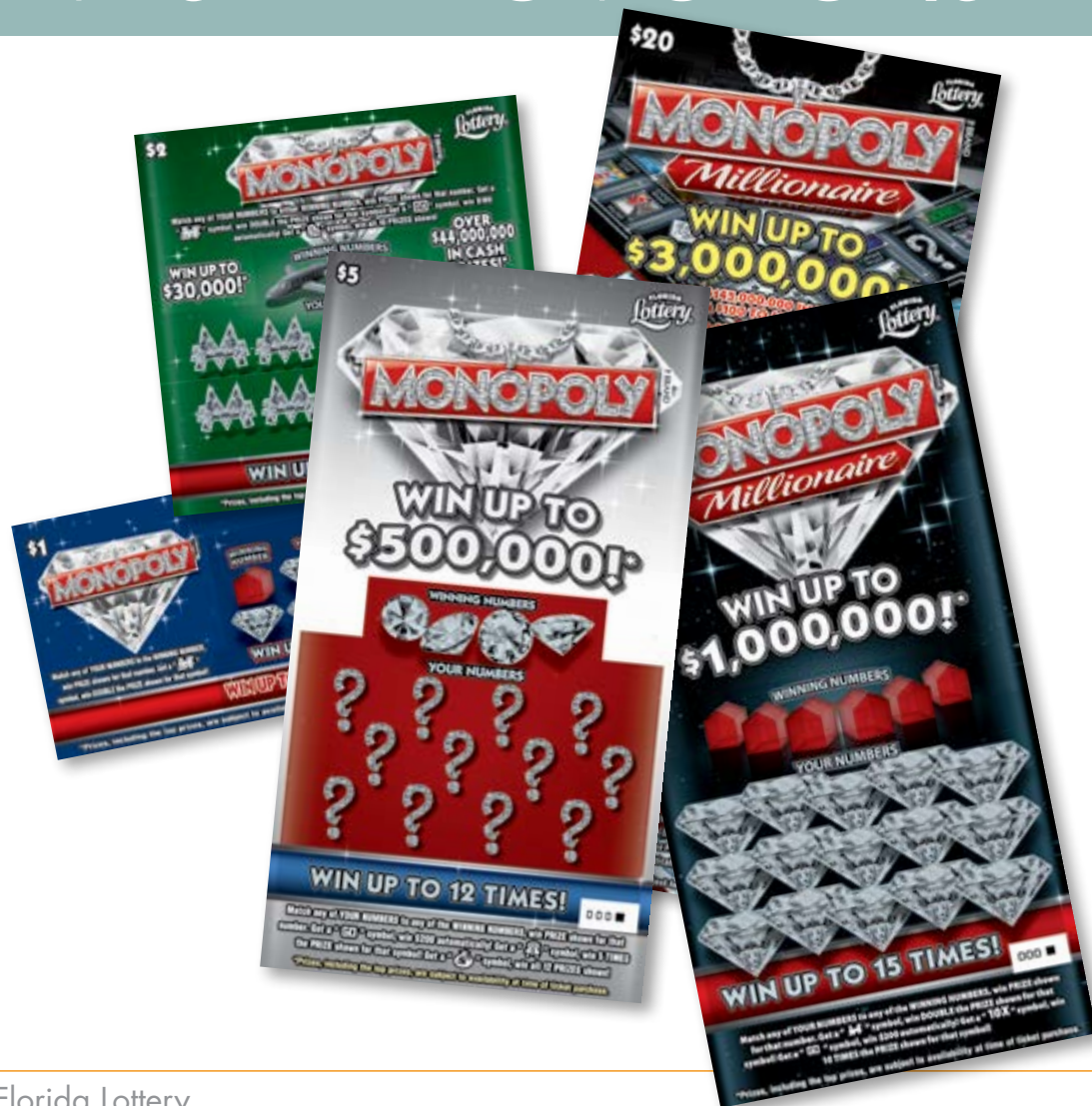




The background of the page features several white, glossy lottery balls with various numbers and symbols. A solid teal horizontal bar spans across the middle of the page. The text is positioned below this bar, in a teal color that matches the bar.

*The Florida Lottery has shown its ability to learn and adapt to the needs of a demanding and growing player base for over 26 years by understanding the games that both new and loyal players enjoy. Through careful implementation of industry best practices, innovative new ideas and careful planning, the Lottery saw a sales increase of more than \$355 million compared to fiscal year 2012-2013, and exceeded \$5 billion in sales for the second consecutive fiscal year.*

# GAMES AND PROMOTIONS



## Scratch-Off Games

This fiscal year, the Florida Lottery launched 41 new Scratch-Off games with a variety of themes, colors, play styles, top prizes and price points to appeal to Florida's diverse population. As a result, Scratch-Off sales increased by more than \$388.62 million, a 12.83 percent increase over the previous year, and set new records for the fourth consecutive year. Annual sales were \$2.75 billion higher than in fiscal year 2002, before the Lottery was given the variable payout authority to allow for higher payouts and expanded payouts.

The Florida Lottery kicked off the fiscal year by continuing its successful strategy of offering "families of games", which provides players the opportunity to purchase similarly-themed tickets at multiple price points. By reintroducing a player favorite, MONOPOLY™, offered at the \$1, \$2, \$5, \$10 and \$20 price points, sales of the MONOPOLY family of games soared to over \$509.80 million this fiscal year, generating an estimated \$95.54 million in revenue for education.

Capitalizing on the success of the first \$25 Scratch-Off game, MILLIONAIRE, which launched the previous year and generated more than \$378 million in sales and an estimated \$70.93 million for education, the Florida Lottery launched the \$25 Scratch-Off game 100X THE CASH in September 2013. Sales for 100X THE CASH exceeded \$537.07 million, resulting in more than \$100.65 million raised to benefit education.

In February 2014, leading into the traditionally highest total sales quarter of the fiscal year, the Florida Lottery reintroduced the extremely popular Cash Multiplier family of Scratch-Off games, which complimented the 100X THE CASH Scratch-Off game. The “cash multiplier” theme has been a staple in the lottery industry as players gravitate towards money themes and find the multiplier feature appealing. The family of games was heavily supported by an attractive cash-themed second chance promotion, where



players had the opportunity to increase their odds of winning by purchasing tickets at higher price points to obtain additional entries. By leveraging the success of 2012’s Cash Family of games, a strong second chance opportunity, strategic promotional support and the wildly successful launch of 100X THE CASH, the Cash Multiplier family generated more than \$799.18 million in total sales and produced \$149.77 million in funding for education during this fiscal year.

The Lottery also continued its successful strategy of using licensed properties to attract new players. Four new licensed properties were introduced, including \$50,000 GRIDIRON CASH, BEJEWELED DIAMOND PAYOUT, FLAMINGO and ESCAPE TO MARGARITAVILLE®. Offered across three introductory price points, \$2, \$3 and \$5 categories respectively, each game showcased a familiar theme and game names easily recognizable in modern popular culture. Second chance promotions gave players the opportunity to win cash prizes, VIP experiences and vacation packages. The combined total sales for these licensed properties totaled more than \$117.59 million!



# GAMES AND PROMOTIONS



## Terminal Games

POWERBALL® had three jackpots of \$400 million or more in fiscal year 2013-14. MEGA MILLIONS®, the Florida Lottery's second multi-state jackpot game, launched a game enhancement on October 21, 2013, which generated a \$636 million jackpot on December 17, 2013, and a \$414 million jackpot March 18, 2014, that was split between a Florida player and a player in Maryland. FLORIDA LOTTO® had three jackpot runs that generated jackpots of \$46 to \$59 million. To cross-promote these games, in September 2013, the Lottery debuted the new package play option, JACKPOT COMBO, offering players the convenience of playing all three big jackpot games in a single transaction. For just \$5 per play, players receive a \$2 POWERBALL®, a \$2 FLORIDA LOTTO® with XTRA and a \$1 MEGA MILLIONS® Quick Pick ticket for the next available draw date.

Several exciting promotions supported Lottery Terminal games in fiscal year 2013-14. These promotions included the POWERBALL® Ultimate Tailgate Party Promotion, two FANTASY 5® with EZmatch™ promotions and the Lucky Lotto Collect & Win promotion, which was the first Florida Lottery promotion to use smart phone technology by allowing players to scan FLORIDA LOTTO tickets on their cell phones to collect lucky symbols and earn entries into promotional drawings.

**PLAY NOW & WIN MORE**  
FROM FEBRUARY 17 TO MARCH 16

**FANTASY 5™ with ezmatch™**

**BIGGER EZmatch \$1,000 Top Prize!**

**MORE \$500 Winners!**

**\$5 Minimum Prize!**

Prize	Odds
\$1,000	1:140,000
\$500	1:42,000
\$100	1:4,200
\$25	1:140
\$5	1:10,240
Overall	1:9.52

Win Instantly with ezmatch™

FLORIDA **POWERBALL** POWERPLAY®

Scan for more prize details.

**PLAY THE GAME**

For a chance to tailgate with 100 Pro Football Hall of Famers.

**ULTIMATE TAILGATE PARTY**

You could win a Pro Football Hall of Fame 50<sup>th</sup> Anniversary VIP Experience and up to \$1 MILLION! From December 3, 2013, through February 9, 2014, purchase a \$10 or more POWERBALL® or POWERBALL with Power Play® ticket and enter your voucher number into the Ultimate Tailgate Party Drawing on flalottery.com.

Must be 18 or older to play. Play responsibly. © 2013 Florida Lottery

**WIN A TRIP TO IRELAND**  
OR  
**UP TO \$7,777**

**Lucky LOTTO**

Collect & Win FLORIDA LOTTO XTRA

March 17 - April 27, 2014

Collect Lucky Symbols on your Smartphone, Tablet or Computer for a Chance to Win.

# PARTNERSHIPS AND SPECIAL EVENTS



*The Florida Lottery formed a number of mutually-beneficial, strategic alliance partnerships that brought exposure to large audiences during fiscal year 2013-14. The Lottery conducted an array of diverse promotions in communities across the state with its strategic alliance partners.*

## Partnerships

Through its partnership with NASCAR, the Lottery received incredible advertising opportunities while racing enthusiasts enjoyed the thrill of watching Danica Patrick drive a Lottery-sponsored racecar during the Coke Zero 400, Daytona 500, and Ford EcoBoost 400 race weekends. Each race weekend sponsorship provided the Lottery an opportunity to sell tickets and give away prizes.

The Lottery also held live radio remotes with Winn-Dixie Stores, Inc., to promote its games by sponsoring the #10 Florida Lottery car, driven by Danica Patrick.

Listeners who joined us at the radio remotes were able to purchase Lottery products and spin the prize wheel for a chance to win a pair of grandstand tickets and a private meet and greet with Danica Patrick. Additionally, Lottery players were entered into drawings for the opportunity to win a pair of Pit Crew Packages and serve as official members of Danica Patrick's pit crew. Danica answered questions from players and signed autographs. Each event was a huge hit and drove hundreds of Lottery players to Winn-Dixie stores.



The Florida sports team garnering the most attention in fiscal year 2013-14 was the Miami HEAT! The team's All-Star players were experiencing a tremendous season when the Lottery teamed with the HEAT to offer the BIG THREE POWERPACK and the Miami HEAT Playoff Experience Promotion. The Lottery played off of the Miami heat's "big three" with LeBron James, Dwayne Wade and Chris Bosh, by creating the Florida Lottery's "BIG THREE POWER PACK" with POWERBALL®, FLORIDA LOTTO® and MEGA MILLIONS®. The promotion gave South Florida Lottery players the chance to win a 2014 Miami HEAT Playoff Trip, season tickets, meet and greets with a HEAT player, autographed merchandise and more. The promotion boosted POWERBALL, FLORIDA LOTTO and MEGA MILLIONS sales and the Lottery received the highest social media partnership reach to date with more than 15 million Miami HEAT Facebook fans. The Florida Lottery was the game day sponsor during game two of round two of the NBA finals, where Lottery Cheer fans were a big hit among the more than 20,000 patrons in attendance. In addition to the Cheer fans, a lucky row of HEAT fans received a Florida Lottery/Miami HEAT prize pack containing Miami HEAT merchandise and Florida Lottery Scratch-Off tickets.



## Special Events

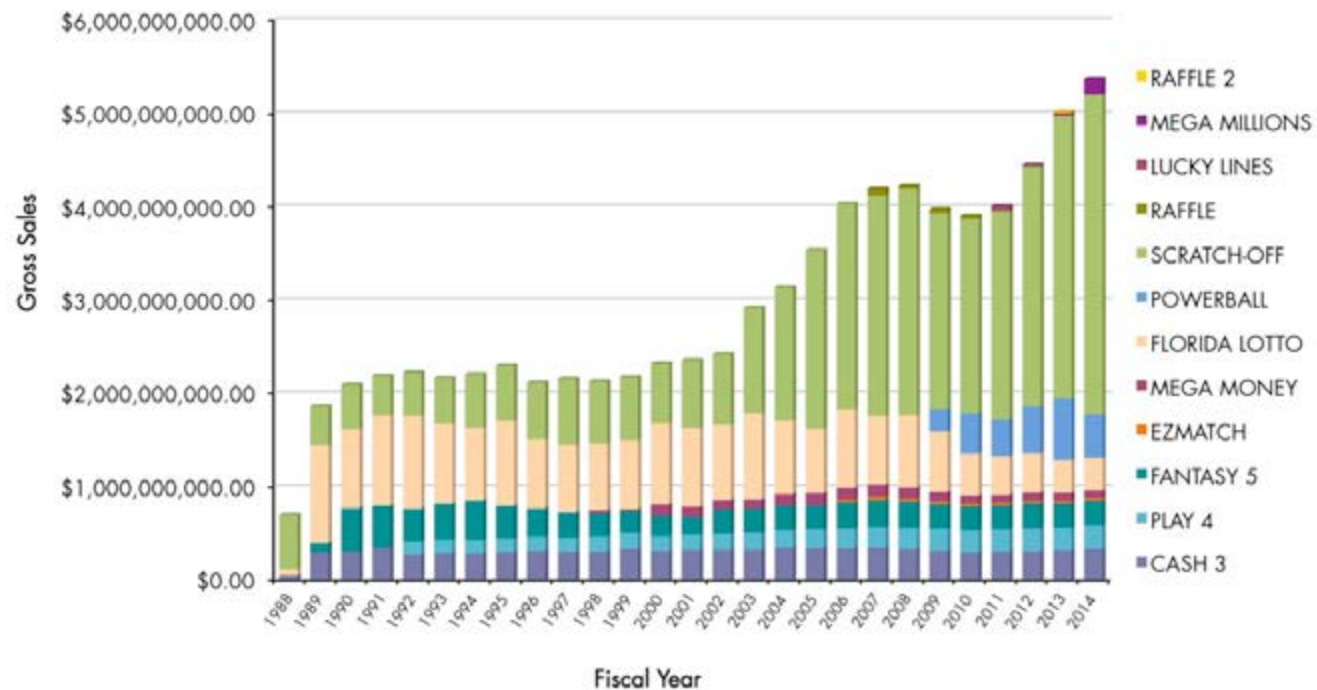
The Lottery's Special Events team participated in 129 community-based events statewide throughout the year. These events allow the Lottery to increase public awareness of its commitment to education and help promote new games, products and promotions. Some examples of these events include the Florida State Fair, the Pensacola Seafood Festival, the Miami Boat Show, Weeki Wachee Swamp Fest and the State Science and Engineering Fair. Also, for the third straight year, the Lottery co-hosted its Annual Bright Futures Ice Cream Socials on ten college and university campuses to recognize the academic achievements of Florida's Bright Futures scholars.

# SALES AND BUSINESS PARTNERSHIPS

## Goals & Sales

This was another record-breaking year for Lottery ticket sales. The agency's sales goal of \$5.25 billion was eclipsed by \$11 million as players purchased more than \$5.36 billion in tickets.

Historical Sales are reflected below:







## Success Stories

- Increased Scratch-Off sales through auto-order program implementation
  - Initiatives for auto-replenishment programs were implemented at several chains which positively impacted Scratch-Off game sales allowing the Lottery's Scratch-Off ticket vendor, Scientific Games International, to place Scratch-Off game reorders for those locations directly from computer models, helping to eliminate out-of-stocks at store locations and freeing store personnel from ordering games through telephone calls.
- Increased Scratch-Off book activations lead to sales increases
  - In fiscal year 2014, the Lottery continued a strong focus on the activation of newly-launched Scratch-Off games. Over 95 percent of Lottery retailers activate all new games within four days after launch.
- The Florida Lottery received a best practice award from retailer Hess Corporation - the only lottery that has received that award.
- Record Lottery sales at the Florida State Fair in Tampa – sales were up 45 percent over 2013.
- Several top 25 corporate chains successfully implemented Lottery programs that helped to drive their sales and increase awareness, thus contributing to the Lottery's overall success for the year.

## Gains from Secretary Visits

Secretary O'Connell was personally engaged with decision-makers from several top 25 corporate chains during the past fiscal year. Discussions included reviews of historical milestones, expanding brand awareness in chain stores, increasing Lottery sales and ideas on ways to improve business. The Secretary's visits with corporate retailers resulted in:

- Implementation of point of sale programs and incentive drives
- Auto-order implementation of Scratch-Off games
- Increased brand visibility
- Year-over-year sales increases
- Partnership commitments in the Lottery's special events and promotions
- Commitments for vending machine programs
- Improved management communications between our organizations

# SALES AND BUSINESS PARTNERSHIPS



## Lottery District Office Successes

All nine Lottery Districts exceeded their annual sales goals for the fiscal year, leading to record sales growth for their individual districts and contributing to the Lottery's record sales year. The Lottery districts were lead by the Miami District with annual sales exceeding \$1.22 billion. The Tampa District set a single week district Scratch-Off record in 2014 with sales of \$16.14 million.

## Incentives

The Lottery Sales Division conducted incentive promotions with independent and corporate retailers throughout the state, utilizing promotional Scratch-Off books as a tool to increase their participation in selling Lottery tickets. Additionally, statewide incentive promotions on various Lottery products were implemented throughout the year, allowing retailers to earn additional sales commissions.



## Optimizing Vending Machine Placements and Sales

Through 2014, the Lottery has successfully deployed 2000 Instant and Full Service Vending Machines statewide. These units, which offer players a convenient way to purchase games, added to our sales growth for the fiscal year. Retailers who received these machines realized increased growth in sales and benefited from the opportunity to have another point of sale in their retail location. The Lottery is engaged in continuous monitoring and relocation of Full Service Vending Machines and Instant Ticket Vending Machines and our goal continues to be providing excellent sales sites for these vending machines to maximize our return on investment.



# WINNERS

*Floridians and visitors alike claimed more than \$3.63 billion in Terminal, Scratch-Off, promotional, and second chance prizes in fiscal year 2013-2014, the most in Florida Lottery history!*



## Terminal Games and Promotions

Millions of Florida Lottery Terminal game prizes were awarded this year, including 68 prizes of more than \$1 million.

In March, Raymond Moyer and Robyn Collier became the first MEGA MILLIONS® jackpot winners in Florida. They split the \$414 million jackpot with one other winner in Maryland. The luck of the Irish was with players who purchased a FLORIDA LOTTO® ticket during the Lucky Lotto Collect 'n' Win Promotion. More than one million tickets were entered during the six week promotion; 108 players won cash and prizes up to \$7,777, and 10 grand prize winners received a trip to the "land of the lucky" – Ireland!

The POWERBALL® Ultimate Tailgate Party Second Chance Promotion scored big with players who purchased a POWERBALL ticket of \$10 or more. Players entered more than 505,000 voucher numbers online for the chance to win an exclusive VIP trip experience to the Pro Football Hall of Fame 50th Anniversary Fan Festival in Cleveland, Ohio. At the event, the 200 winners from across the country played games for a chance to win up to \$1 million.



## Scratch-Off Games and Second Chance Promotions

Florida Lottery Scratch-Off games created 76 millionaires and more than 72,000 winners of \$600 or more this year. Players who weren't instant winners on their Scratch-Off tickets got a second chance to win when they entered their non-winning tickets into a variety of second chance promotions on the Florida Lottery's website.

In August, the \$50,000 GRIDIRON CASH Scratch-Off game was launched along with the Gridiron Cash Second Chance Promotion. This promotion allowed the Lottery to raise awareness of its contributions to education, while generating \$21 million in sales revenue. More than 673,000 non-winning tickets were entered on the Lottery's website for a chance to win a 2013 Hyundai Sonata GLS, a 2013 Bowl Game Package for two, or a pair of season tickets.

In September, we introduced the 100X THE CASH Scratch-Off, which gave players the opportunity to win up to \$5 million, and it quickly became a number one selling game. We followed its success with the launch of the CASH MULTIPLIER family of Scratch-Off games and \$50,000 Cash Second Chance Promotion in February. Three top winners were chosen out of more than 104,000 players to receive the grand prize of \$50,000; 150 other winners also received \$500.

The FLAMINGO Scratch-Off game made its debut in January, featuring the Forever Fabulous Second Chance Promotion. Out of more than 85,000 players, 30 grand prize winners were selected to receive an all-expense paid VIP get-away for two to the Flamingo Hotel and Casino in Las Vegas.

In April, players got the opportunity to ESCAPE TO MARGARITAVILLE® with the new Scratch-Off game and Changes in Latitudes, Changes in Attitudes Second Chance Promotion. Of more than 634,000 entries, 44 winners got to "change latitudes" with trips to St. Thomas, Pensacola, or Las Vegas.

## CONTRIBUTION TO EDUCATION

The sole mission of the Lottery is to maximize revenues for education. Operating daily towards that goal, the Florida Lottery was able to set landmark achievements in education funding this fiscal year. The Florida Lottery generated the most revenue ever in a single fiscal year, transferring more than \$1.50 billion to the Educational Enhancement Trust Fund (EETF). Since its creation in 1988, the Florida Lottery has generated more than \$26 billion dollars to support the state's commitment to providing the best education possible to its citizens.

Lottery revenues benefit education programs in all of Florida's 67 counties at every level, from K-12 to state colleges and universities, and serves as the primary funding source for the Florida Bright Futures Scholarship Program. This program, created in 1997, continues to provide assistance to Florida's best and brightest students as they pursue higher education at state colleges and

universities. To date, more than \$4.29 billion in Lottery funds have helped more than 650,000 students receive a Bright Futures Scholarship to pursue their degree.

This fiscal year, the Florida Lottery continued a recent tradition of honoring Bright Futures Scholarship recipients at a series of Ice Cream Socials hosted on college campuses across the state. At each social, a Florida Lottery executive staff member, along with a school official and select Bright Futures recipients, spoke to the students about the importance of higher education and the role the Lottery plays in generating revenue to support their school and the Bright Futures Scholarship Program. Additionally, students received Bright Futures t-shirts with their school colors, and ice cream was provided at each event by Lottery corporate retailer, Winn-Dixie Stores, Inc.

From the first day of classes to college graduation and every day in-between, Florida students are acquiring a quality education that will help them build a better tomorrow. Each time our players purchase a Florida Lottery ticket, they are helping students and teachers across our state excel. At the Florida Lottery, we are proud to serve as a contributor to education, ensuring a future where every student wins.

# \$26 BILLION TO

We're Here



# EDUCATION

# ORGANIZATIONAL STRUCTURE

*The following information reflects the organizational structure of the Florida Lottery on June 30, 2014, and is provided as required by subsection 24.105(4), Florida Statutes.*

The **Office of the Secretary** directs the operations of the Florida Lottery and is responsible for the effective management of the Lottery in accordance with directives identified in statutes and corresponding rules, policies and procedures.

The **Office of the Chief of Staff** assists the Secretary in providing excellence in customer service, overall organization, direction, and coordination, both in day-to-day activities and in long-range planning.

- **Legislative Affairs** is responsible for promoting and securing the passage of the Secretary's and the Governor's legislative objectives by the Legislature.
- **Security** provides security services for the Lottery, including protection of buildings and facilities, investigative activities, and game draws, and does background investigations for vendors, retailers and employees. The Division of Security also manages the department's safety awareness program and the Lottery's continuity of operations plan (COOP).
  - **Investigations and Operations** monitors the physical security of all Lottery facilities and investigates security breaches. This unit also investigates problem claims and allegations of potential illegal activity, and is responsible for managing the nightly draw process.

- **Intelligence and Administrative Support** conducts background investigations on potential vendors, contractors, retailers and employees, and provides analytical support for other criminal investigations. This section provides maintenance and hardware support for the Integrated Security System and manages the agency's loss prevention program, which aids retailers in reducing ticket theft and informs the general public of Lottery-related scams and other fraudulent activity.
- **Information Resources** provides strategic and automated solutions to fulfill the Lottery's business needs through efficient and effective development and deployment of the Lottery's information technology resources, including optimizing the sale of Lottery tickets and ultimately enhancing contributions to education. Operations consists of the following units:
  - **Software and Data Services** automates and improves the Lottery's business processes by building information applications that enable and optimize the development of new Lottery products, payment of winners, electronic payment by retailers, retailer incentive programs and other mission-critical initiatives.



- **Software Quality Assurance** is responsible for researching gaming system functional requirements and performing user acceptance testing on all gaming system software prior to implementation.
  - **Systems and Operations Services** maintains a secure, power redundant data center environment, provides telecommunications systems and services, and provides desktop computing and technology infrastructure services for the Lottery. This unit also maintains the Lottery's Information Technology Disaster Recovery plan.
  - **Games Administration** manages all retailer accounting and systems related to game transactions, including inventory. The unit coordinates all Terminal gaming functions for CASH 3™, PLAY 4™, FANTASY 5™, MEGA MONEY™ and FLORIDA LOTTO®, including closing games for draws, entering the winning numbers into the Terminal gaming system and setting the games to pay winners. Games Administration serves as the system coordinator and liaison to all Lottery retailers.
  - **Information Security Management (ISM)** develops and coordinates the information security infrastructure and program to provide protection and ensure integrity for the department's computers, data and networks.
  - **General Services** manages and administers the contract management process as well as provides resources in the monitoring of contract deliverables, and provides direction to ensure the minority business community participates in the Lottery's procurement and contracting processes.
    - **Purchasing Office** provides strategic service in the acquisition of commodities and contractual services necessary in the operation of the Florida Lottery. Additional services include administering general and routine activities that result in the issuance of purchase orders and execution of contracts.
    - **Support Services** provides the day-to-day operational services including facilities management, fleet management, property/inventory control, warehousing operations, records management and mail operations. The unit oversees janitorial and other contracted services.
- The **Deputy Secretary of Sales** assists the Secretary by increasing sales statewide through the implementation of a strong sales and marketing plan. The division plans effective sales strategies and training in advance of all new product launches, in addition to overseeing the activities of, and disseminating policies and procedures to, the nine statewide district offices.
- **Corporate Sales** is responsible for the growth and development of the Lottery's corporate business. The unit serves as a liaison between Lottery and main corporate offices of retailers statewide.
  - **District Offices** manage the sale, promotion and redemption of Lottery products through a statewide network of more than 13,000 Lottery retailers. In addition to the office management staff, each of the nine district offices employs a staff of sales representatives who assist in the promotion and sale of Lottery products at the retail level.
  - **ADA Office** ensures that all policies and directives relating to the Americans with Disabilities Act (ADA), as they pertain to Lottery retailers, are implemented and upheld.

# ORGANIZATIONAL STRUCTURE

The **Chief of Product Development** assists the Secretary in the development and implementation of business strategies, and provides direction, oversight and evaluation of daily business functions related to Research, Product Development and Business Development – with the primary focus of managing programs aimed at increasing Lottery sales and transfers to the Educational Enhancement Trust Fund.

- **Research** initiates and oversees consumer market studies primarily contracted through the Lottery’s research vendor of record. The unit’s projects center on consumer, retailer, retail environment and advertising campaign analysis. The unit also provides valuable data used to determine products to be developed, revenue forecasting and overall program effectiveness.
- **Product Development** provides direction and oversight in the creation, design, development and management of Terminal and Scratch-Off Lottery products.

The **Chief of Brand Management** assists the Secretary in all areas relating to the promotion and sale of Lottery products, strategic alliance, marketing, graphics and special events and promotions.

- **Strategic Alliance** drives the growth of the Lottery beyond its core business, and initiates and manages key promotional business and marketing initiatives. Responsibilities also include identifying, evaluating, negotiating, and implementing new strategic alliances and corporate sponsorships.
- **Special Events** increases the awareness of Lottery products and contributions to education through special promotions, promotional merchandise and participation in special events in communities throughout Florida. Responsibilities include off-site Terminal game live drawings, retailer promotions and Lottery Showvan scheduling.
- **Graphics** provides overall art design and direction for the Lottery, including quality control for Scratch-Off ticket design, logo usage, publications, promotional items and graphic presentations.

The **Office of Communications** provides public relations support for new game launches, promotions and events, and coordinates all Lottery activities with the news media, including spokesperson interviews, public record requests, news conferences and press releases. Communications is responsible for social media efforts, and produces official Lottery publications.

- **Customer Service** serves as the Lottery’s direct liaison to players, responding to inquiries regarding games and various other facets of operations. It also manages customer correspondence and email, and serves as a clearinghouse for Lottery records.

The **Office of the General Counsel** provides consultation, direction and representation in all legal matters affecting the Lottery.

The **Office of Human Resources** assists the Secretary with strategic leadership relative to employee relations. The division administers a comprehensive human resources program including recruitment, selection, performance management, payroll, benefits, classification and pay, and attendance and leave.

The **Office of Finance and Budget** assists the Secretary by providing fiscal direction for the Lottery to grow responsibly in a profitable and sustainable manner. The division oversees the development and monitoring of the department's budget, all financial reporting, disbursements and monitoring of cash flows.

- The **Budget** unit prepares the annual legislative budget request and any necessary budget amendments for the Lottery, monitors expenditures to ensure budgetary compliance, and coordinates the development of the Lottery's long-range plan.
- **General Accounting** administers and oversees the accounting data systems, and coordinates duties of the Financial Reporting, Vendor Disbursements and Cash Management units.
  - **Financial Reporting** is responsible for the production and distribution of all financial reports. The unit produces the statutorily required monthly financial report, quarterly and annual financial statements, and all schedules and reports required for the Florida Comprehensive Annual Financial Report.
  - **Vendor Disbursements** is responsible for making payments to vendors supplying goods and services to the Lottery.

◦ The **Cash Management** unit is responsible for coordinating all cash activities. This includes collecting funds from retailers, tracking delinquencies, coordinating financial reviews, covering required disbursements, coordinating all banking activities and managing all investments.

- **Retailer Contracting** evaluates and approves retailer applications and enters into contracts with retailers that will best serve the public interest and provide adequate and convenient availability of Lottery tickets. The unit directly supports the Lottery's efforts in the recruitment and retention of retailers. Through its application and contract renewal process, this unit evaluates the integrity and financial responsibility of all Lottery retailers.
- **Claims Processing** processes the prize payments of tickets submitted to Lottery headquarters, assists district offices with the payment of prizes presented at those offices, and coordinates all withholding transmittals with the Internal Revenue Service.

The **Office of the Inspector General** assists the Secretary with internal control systems necessary to ensure the fiscal accountability and integrity of the Lottery. The division is responsible for performing financial, compliance, and performance audits of the Lottery, and preparing audit reports of said findings and investigations.



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