

RoundUp

—TEXAS LOTTERY®—

News and Ideas for Texas Lottery Retailers

February / March 2009

Warm Up with These New Texas Lottery Scratch-Offs

With winter still in full force, the hearts and minds of many Texas Lottery players will be turning to two favorite holidays—Valentine's Day and St. Patrick's Day—to spice up the monotony of the cold (well, cold for Texas anyway) weather. Lucky for them, the Texas Lottery has three new scratch-off games to help them celebrate!

With 10 chances to win and a top prize of \$20,000, the \$2 *Hearts On Fire* (game #1135) makes a terrific Valentine's Day gift for friends and sweethearts alike and a great addition (or alternative) to the traditional flowers and candy. In addition to the seven \$20,000 top prizes, *Hearts On Fire* also offers prizes of \$2 to \$1,000, for a total of more than \$9 million in prizes. The overall odds of winning any prize, including break-even prizes, in *Hearts On Fire* are 1 in 3.93.

If the Valentine's Day theme doesn't fire up a player's Texas Lottery passion, [107571] two new St. Patrick's Day themed tickets might just do the trick.

The new \$5 *Pot O' Gold* (game #1144) offers a top prize of \$50,000 at the end of its rainbow.

Along with the six \$50,000 top prizes, *Pot O' Gold* also offers prizes from \$5 to \$5,000, for a total of approximately \$20 million in prizes.

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RoundUp Feb/Mar 2009

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GTECH Hotline:

1-800-458-0884

(For equipment problems
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New Texas Lottery Scratch-Offs

cont'd from cover

Overall odds of winning any prize, including break-even prizes, in *Pot O' Gold* are 1 in 3.82, and each ticket features up to 20 chances to win.

And if those first two tickets aren't enough to spark a player's interest, well, the third time's a charm. [243703] Or, in this case, it's the new tripler game *3's a Charm* (game #1137). This \$1 tic-tac-toe-style game fits any budget and offers prizes ranging from \$1 to \$1,000. Overall odds of winning any prize, including break-even prizes, in *3's a Charm* are 1 in 4.43.

Hearts On Fire, *Pot O' Gold* and *3's a Charm* may be three of the Texas Lottery's newest scratch-off games, but there are always dozens more to choose from to fit any budget or any season. It only takes one ticket to win. Maybe it's your lucky day!



Meet the Texas Lottery's Newest Commissioner

Mary Ann Williamson is a certified public accountant and owner of MKS Natural Gas Company. A member of the Texas Society of Certified Public Accountants, she previously served as a board member of the Weatherford Little League and volunteered with Courts Methodist Church and the Weatherford Independent School District.

Ms. Williamson received her bachelor's degree from the University of Texas at Austin and a master's of business administration from Texas Christian University.

Governor Rick Perry appointed Ms. Williamson to the Texas Lottery Commission on October 7, 2008.



Lottery Winners Get Their Motors Runnin' with Limited Edition Motorcycles!

The *Texas Ranger Limited Edition Silver Series* scratch-off game was launched in late September, offering more than \$19 million in prizes. The top prizes in this game were seven custom-made motorcycles—four as instant-win prizes and three through second-chance drawings. [139265] The game also offered six cash top prizes of \$50,000 each.

The motorcycles are commissioned by the Texas Ranger Hall of Fame and Museum in Waco and designed by LDT Customs, Inc. of Vanderpool. Only 100 will be produced, and each comes with a certificate signed by an active duty or distinguished retired Captain of the Texas Rangers, a 5-year family pass to the Texas Ranger Hall of Fame and Museum, and the honor of having the owner's name engraved on a plaque to be permanently displayed in the museum.

Doris Biskamp of Silsbee became the first instant prizewinner of one of the custom-made motorcycles. She bought her winning ticket at JR's Food Mart, 1240 N. 5th, in Silsbee.

Riding the motorcycle will be a trip down memory lane for Biskamp.

"I used to ride on motorcycles when I was younger," she said. "Getting on this chopper will be nothing new for me."

On October 19, Texas Lottery officials joined an excited crowd on the last day of the 2008 State Fair of Texas® to conduct the first of the three second-chance drawings. [150379] Rosemary Hopper of Fort Worth was the lucky motorcycle winner drawn at that event.

She purchased her ticket from the State Fair event retailer, Swif-T, the Thursday before the University of Texas and University of Oklahoma Red River Rivalry game, but unlike the Texas Longhorns, she failed to capture a prize after scratching the ticket. Rather than throw away her non-winning ticket, she chose to enter it in the second-chance drawing.



Now, she's set to become the proud owner of a custom motorcycle.

On October 25, Alphonse F. Janda and his daughter were going to Victoria to take care of some errands. Janda bought his motorcycle-winning ticket at OM1, 1402 North Mechanic, in El Campo.

"I bought the ticket never thinking it was a possibility that I might win the motorcycle," he said. "I thought I might win a small cash prize, maybe \$50, and use that to buy a few more tickets, to have some fun. I had scratched almost every area and thought that I wasn't going to win anything at all. [225591] Then I rubbed off the last possible area on the ticket and thought that it just couldn't be."

Janda will be ready when his new ride arrives. He's a motorcycle enthusiast who has kept his motorcycle license current for the last 15 years.

William Swaggerty of Beaumont (not pictured) sent his non-winning ticket in for the second-chance drawing held on November 18 and won.

"It's exciting," he said. "I was very happy to hear it."

Not one to brag, Swaggerty said that he hasn't spread the word, but he has kept playing.

"I'm hoping for something bigger next time," he joked.



McAllenSpotlight

It's hard to believe that another year has passed and we're already into a fantastic 2009!

Our hard-hitting lineup of core games has taken the McAllen district to new heights, thanks to our retailers. Of course, all this translates to more commissions for our 650 retailers and, even more impressive, more winnings for the players. In 2008, we had one *Lotto Texas*® jackpot winner (Stripes #9142) and countless *Cash Five*® winners. *Pick 3*™ continues to grow and the baby of our games, *Daily 4*™, is coming out of its infancy and proving to be another winner for the Texas Lottery.

From the entire staff in the McAllen district, please accept our appreciation for all the hard work that goes into running and managing your day-to-day business. And don't forget, your GTECH team is here to serve you and all your Texas Lottery needs!

Exxon Food Store Brownsville

by Hector Rodriguez, LSR

Exxon Food Store is located on a corner of US 77 in Brownsville, which is a major thoroughfare, and Store Manager Elizabeth Mejia knows precisely how to take advantage of the locale. [147325] She credits her crew with impeccable customer service and quickly mentions employee Sonia Garcia. Sonia is the top Texas Lottery seller because she makes it her goal to sell more tickets than anyone else. She not only asks for the sale, but *expects* a positive response. If she gets a negative response, she reminds the customer of top prizes remaining, points out recent winners and announces current jackpots.



Exxon Food Store Clerk Sonia Garcia.

The manager has set up three sit-down dining tables, which are covered with recent winning scratch-off and on-line tickets. These winners are posted on white poster board and covered with a clear plastic. This not only makes the tables colorful, but eye-catching as well. Almost everyone glances over the tickets and the amounts won. They have lead to innumerable conversations and immediately give credence to the store's reputation as a lucky Texas Lottery outlet. Outstanding customer service,

dedicated employees and creativity are reasons why Exxon Food Store is perennially one of the top Texas Lottery retailers in the McAllen District.

Pepe's Drive Thru Donna

by Rolando Bocanegra, LSR



Pepe's Drive Thru Manager Raul Marez and Owner Fernando Lerma.

Pepe's Drive Thru is located in the small community of Donna and has been in business for 15 years. Manager Raul Marez suggests customers continue to come back to the store because Texas Lottery players have often won big prizes in their location. The steady flow of business through the convenient drive-thru window makes Texas Lottery sales even easier for customers.

Pepe's Drive Thru averages \$570 weekly on-line sales, with *Lotto Texas* and *Mega Millions*® leading the way. Scratch-off sales average more than \$2,100 per week. This retailer has had success with scratch-offs due to the 20 different games available for their customers and consistent winners with games like *Loteria*® Texas, *Big Money Bingo* and *Bonus Cashword*, among others. Pepe's is hoping to draw more attention to the business with new, recently posted Texas Lottery signage. Owner Fernando Lerma hopes to someday sell a winning jackpot ticket, but until then, it's business as usual.

Runner's Convenience Store Rio Grande City

by Jesus Rios, LSR



*Runner's Convenience Store Owners
Martha Hinojosa and Eleazar Hinojosa.*

Runner's Convenience Store is located right in the middle of Rio Grande City. Owners Eleazar and Martha Hinojosa, together with their staff, provide excellent customer service that keeps Texas Lottery players coming back. Runner's is the top-selling Texas Lottery retailer in Starr County, with weekly sales exceeding \$17,000. They provide 46 different scratch-off games for their customers. Eleazar enjoys selling Texas Lottery tickets and takes pride in ensuring that all 46 slots are filled with the newest games and all price points. He also makes it a priority to display all winning tickets to create excitement for his customers and encourage them to try their luck.

Thank you Runner's for all the hard work that contributes to the state's Foundation School Fund. [126137]

Quick Stuff #7813 Edinburg

by Joe Guerra, LSR

Quick Stuff #7813 in Edinburg might have been the last of three new stores opening in the McAllen District in the last year, but it didn't take long for this retailer to be the best at selling Texas Lottery tickets. Quick Stuff #7813 has an eight-week average of \$13,971 in scratch-off ticket sales. Store Manager Diana Villanueva is extremely positive and doesn't hesitate to promote Texas Lottery. It also helps that she always rewards her employees whenever sales contests are held and the store wins free packs. Keep up the great work!



*Quick Stuff #7813 team members
(from left) Dario Salinas, Omar Salinas
and Roxanne Ruiz.*



McAllen District Staff

Left to right: Hector Rodriguez, Rolando Bocanegra Jr., Felipe Elizondo, Jesus Rios, Joe Guerra and Joe Pena.

McAllen

District Highlights

as of 12/14/08



DSM: Felipe Elizondo

LSRs: 5 – Rolando Bocanegra, Jr.,
Joe Guerra, Joe Pena,
Jesus Rios and Hector Rodriguez

FSTs: 2 – Rudy Chavez,
Alejandro Rodriguez

Support Staff:
Janie Flores

Claim Center Locations & Phone:

4501 W. Business 83
McAllen, TX 78501
956-630-2278

Winners Since Start-up

# of Mega Millions Jackpot Winners:	0
# of Lotto Texas Jackpot Winners:	26
# of Texas Two Step Winners:	7
# of Cash Five Winners:	173
Total Sales Since Start-up:	\$2,170,547,838
% of Sales:	4%
Retailer Commissions Since Start-up:	\$108,527,391
No. of Isys Retailers:	624
No. of GVT Extra Retailers:	11
No. of SST retailers:	33
No. of ITVM retailers:	67

IrvingSpotlight

The Irving District is the second largest sales district in Texas, with close to 4,000 Texas Lottery retailers. Since the district accounts for 25 percent of lottery retailers, it follows that Irving would generate about 25 percent of the sales in the state. We are proud that our efforts and those of our retailers have a Texas-size impact on contributions made to the Foundation School Fund and the children of Texas.

After 24 days at the State Fair of Texas and another record-breaking year with sales of more than \$660,000, we were off to the races — NASCAR races, that is. It was the Irving District's first time to attend a NASCAR event at the Texas Motor Speedway in Fort Worth, and it was an exciting opportunity to offer the Games of Texas to more than 200,000 new and regular Texas Lottery customers! We were up for the challenge, and it was a great success with awesome sales of more than \$16,000. Players were lined up to spin the wheel, play the games and register for 10 sets of free pit passes for Sunday's race. We are looking forward to the next race in April, and will be striving to beat our first-time sales numbers. Texas Lottery events are always a great success with the Irving District's continued commitment to teamwork.

North Main Shell Cleburne

by Sherri Pullen, LSR

Being a proactive Texas Lottery retailer always helps to maintain sales. Tammy Peters, manager of **North Main Shell** in Cleburne is very proactive. She is always ready to tell her customers about upcoming new games. Her dispensers are always full and she keeps her inventory under control. When it comes to successful Texas Lottery sales, Tammy says, "It's all about knowing your customers!"

Tammy's also a big believer in player awareness. She converted the area in her store where customers sit in booths to eat their lunch or drink their morning coffee into a "Texas Lottery Lounge." She has framed winner photos, along with lottery game information, on the wall and her lottery play station. Everything a Texas Lottery player could want is in this one room!



North Main Shell Clerk Martha Klapperich and Manager Tammy Peters.

[149566] All of her proactive sales tactics have allowed Tammy to be the top-selling Texas Lottery location in her corporate chain. She averages more than \$6,800 in total lottery sales every week! Tammy

also is proud of the fact that her store sold a \$10,000 *Mega Millions*® winning ticket a couple of years ago. Since the customer Megaplied, the ticket was worth \$40,000!

Gateway Newsstands Balch Springs

by Kevin Lassiter, LSR

Amyn Karim has been manager of **Gateway Newsstands** in downtown Dallas for only a few months, although the store has been a Texas Lottery retailer for years. "I really enjoy my new job, and handling the lottery is the most fun part of the business. [469982] I love to see my customers smile when they win," he said. Prior to his convenience-store experience, Amyn worked in a warehouse.

Gateway Newsstands is located in an office building with about 3,000 workers, and many of them are regular Gateway customers. One method Amyn has used to increase his Texas Lottery sales is his focus on winner awareness. Amyn keeps his 30 slots filled at all times, and stocks only the newest and hottest games. He double-faces hot games as well as different editions of the same game, such as *Set for Life* (game #828) and *Set for Life* (game #1095), so that his customers have a choice. He also covers the sales counter with his retailer copies of winning slips. If a player wants to know what's winning big at any moment, Amyn can point out the winners at a glance.

Since Amyn became manager of this location less than a year ago, his instant-ticket sales are up 52 percent, and it's easy to see why. [242001] Keep up the good work Amyn!

Dave's Ski and Tackle Denison

by Rodney Layman, LSR

For years, **Dave's Ski and Tackle** in Denison has been a statewide leader in Texas Lottery on-line sales. [236835] Owner Dave Parkey and his knowledgeable staff continue to be the leading force behind these incredible sales. *Lotto Texas* sales alone accounted for over \$131,000 in sales. Earlier in 2008, Dave received an award plaque acknowledging his ranking as one of the 2007 top five *Lotto Texas*® retailers in the state.



(Left to right) **Dave's Ski and Tackle** Clerk Cindy Gutzler, Owner Dave Parkey and Clerk Aimee Henslee.

According to Dave, the key behind this success is not only knowing the games his customers like, but also the exceptional customer service he and his team provide. Dave keeps all winning numbers posted at his store for players to see and pays all winning tickets up to \$599. [497803] **Dave's Ski and Tackle** has been featured numerous times on the local news when *Mega Million* or *Lotto Texas* jackpots skyrocket. Dave considers lottery a profit-producing product and treats it that way. He's confident his store will eventually sell the BIG ONE!

Clear Fork Liquor Fort Worth

by Jeannie Bishop, LSR

New owners Mr. & Mrs. Kun of **Clear Fork Liquor** in Fort Worth are excited about their newly ac-



Clear Fork Liquor's resident mascot "Charlie."

quired store and Texas Lottery sales. They're also excited about [135137] their new sales associate "Charlie"—the blue and gold macaw, whom the Kun's LSR has been trying to teach to say "buy a ticket" during her regular visits. Sales have been steadily increasing from the start with an increased slot count and a positive attitude. Mr. and Mrs. Kun are patiently waiting their turn to sell the next big retailer bonus-paying ticket. You never know, maybe Charlie will pick out that big ticket for a lucky customer!

Jimmy's Food Store Fort Worth

by Penny Topper, LSR



Jimmy's Food Store Manager Bobby Bhandari and Set for Life top-prize winner Stephen Joyner.

Rumors recently ran rampant in south Fort Worth that someone had won a *Set for Life* top prize at **Jimmy's Food Store**. Bobby Bhandari, manager at Jimmy's, immediately began doubling his *Set for Life* slot facings for games #1095 and #828, but he still ran

Irving

District Highlights

as of 12/13/08



DSMs: 2 – Bari Ellington and Rob Engel

LSRs: 32 – Jeannie Bishop, Angie Duty, Bonnie Featherston, Phillip Garcia, Alex Gonzalez, Carol Hulse, Nina Kent, Lisa Key, Sally Kniffin, Steven Langdon, Kevin Lassiter, Rodney Layman, Rashelle Levy, John Lewis, Labridgett Lewis, Cheryl McCloud, Wade McClure, Nicholas Morale Sr., Noelle Mosher, James Moten, Yvonne O'Brien, Meredith Parrish, Sherri Pullen, Marc Rivera, Tammy Rodden, Esmeralda Rubiano, Rhonda Scala, Roscoe Smith, Nancy Terpstra, Penny Topper, Christy Veale, JoNell Wallace

FSTs: 14 – J.P. Rodriguez (FST Supervisor), Jerome Clark, Keith Dixon, Ronald Evans, Shawn Grey, Daniel Herrington, Wynester James, Jeromy Leatherman, Karen Lewis, Allen McDonald, Cory Neal, Don Pickle, Milburn Smith, Thomas Wright

Support Staff:

3 – Rachel Minnis, Vicki Kostyak, Tim Plank

Claim Center Locations & Phone:

Dallas Claim Center 1555 Mockingbird, Suite 203 Dallas, TX 75235 214-905-4912	Fort Worth Claim Center 4040 Fossil Creek Blvd., Suite 102 Fort Worth, TX 76137 817-232-9478
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Winners Since Start-up

# of Mega Millions Jackpot Winners:	4
# of Lotto Texas Jackpot Winners:	126
# of Texas Two Step Winners:	68
# of Cash Five Winners:	989

Total Sales Since Start-up:	\$12,429,278,460
% of Sales:	24%
Retailer Commissions Since Start-up:	\$621,463,923
No. of Isys Retailers:	3,902
No. of GVT Extra Retailers:	36
No. of SST retailers:	226
No. of ITVM retailers:	330

out! Neighboring stores also benefited from the gossip as they tried to keep up with player demand for the game. Rumor became reality on July 1, 2008, when Stephen Joyner claimed the top prize (\$5,000 a week, up to a maximum of \$5 million) at Texas Lottery headquarters in Austin. Although players and neighboring retailers had an idea who the winner was, they were excited all over again when the official announcement was made. In addition, Jimmy's Food Store received a \$10,000 bonus for selling this ticket. Bobby believes the store sold a big winner because he consistently applies the basics of successful Texas Lottery sales: keep dispensers full, pay all winners up to \$599, rotate confirmed inventory, and check the Texas Lottery Web site for updates.

QuikTrip #888 Haltom City

by JoNell Wallace, LSR



Quik Trip #888 team members Brandon Ferguson (left) and Jason Graham man the Texas Lottery booth at the Texas Motor Speedway.

The Texas Lottery, with the help of staff from **QuikTrip #888** in Haltom City, recently had its first opportunity to sell at a NASCAR event in Fort Worth at the Texas Motor Speedway. Three great days of wonderful weather, an awesome sales team, huge crowds and great lottery sales of more than \$16,000 made this event a great success. QuikTrip #888 staff manned the

location between Gates 1 and 2, just outside the track and well within range of the engines' roar. Sales were fast and furious, just like the cars on the track. The *Cash Five* promotion was very well received, as was the Lone Star Spin and the new check-a-ticket terminal.

7-Eleven #25842 Mesquite

by Alex Gonzalez, LSR

Congratulations to Andy Taing who, on October 28, 2008, celebrated the one-year anniversary of his franchise ownership of **7-Eleven #25842** in Mesquite. Prior to buying the store, Andy was with 7-Eleven for 26 years. He started out as a night shift manager, was promoted to an assistant manager and then promoted to a corporate manager.

Andy always makes an effort to increase Texas Lottery sales through the use of good signage, adding dispensers and, on every Monday, adding new tickets for the week. With the help of Andy's wife, who works mid-shift, and his son Lee, there's a real family business atmosphere at 7-Eleven #25842. [146397] A positive, proactive attitude towards Texas Lottery products makes a good recipe for great sales and that is why this 7-Eleven has a weekly lottery sales average of more than \$8,800.

Corner Beverage Plano

by Lisa Key, LSR

Mr. Merchant at **Corner Beverage** in Plano goes above and beyond the call of duty to promote Texas Lottery sales in his store. Every customer who cashes in a winning scratch-off ticket worth \$50 or more gets his or her picture taken

for display in the store. In addition, everyone that redeems a winning ticket worth \$50 or more receives a little gift, at the store's expense, to show Mr. Merchant's appreciation for their business.

ALLIN Food Mart North Richland Hills

By Gordon Ehlert, LSR



ALLIN Food Mart
Owner Mansoor Hughum.

Mansoor Hughum of **ALLIN Food Mart** in North Richland Hills is one of our newest Texas Lottery retailers. His first day selling Texas Lottery products was on September 3, 2008, and right away he began selling all price points. In order to maximize his commissions, he is focused on the higher-price point scratch-off sales first. By doing this, his \$50 and \$20 dollar instant games have become his fastest moving tickets. By always asking for the sale and posting winners, he also is increasing his odds of earning retailer bonuses. Keep up the good work and welcome to the Texas Lottery team, Mansoor!

7-Eleven #32921 Trophy Club

by Esmeralda Rubiano, LSR

Chandrika Shah franchised **7-Eleven #32921** in November of 2007. Ever since she acquired this location, she's put her best efforts towards becoming a successful

Texas Lottery retailer. She has managed to accomplish this by offering the newest and best-selling scratch-off tickets and by making sure that her customers always are aware of the *Mega Millions* and *Lotto Texas* jackpots.

Chandrika and her employees are always willing to assist their customers by answering any questions concerning on-line or scratch-off tickets. [135986] This is one of the reasons why their customers come back to purchase their favorite Texas Lottery games.

By applying all the good lottery sales practices above, they already have been able to bring their overall Texas Lottery weekly sales averages from \$2,000 to more than \$7,000. Next year, they plan on working even harder to continue to increase their sales!



7-Eleven #32921
Owner Chandrika Shab.



*Polly want a scratch-off?
Even Clear Fork Liquor's
resident mascot
"Charlie"*

*seems to love
holiday
scratch-
offs.*



Remind Players to Sign Their Tickets!

Providing great service helps retailers build loyal customers. One way to build that relationship is to provide your customers with information on how to fill out the back of a ticket, especially if they are submitting it to a claim center. Your customers will appreciate the attention, as well as the time you save them with their claim process. Here are some tips to share with customers:

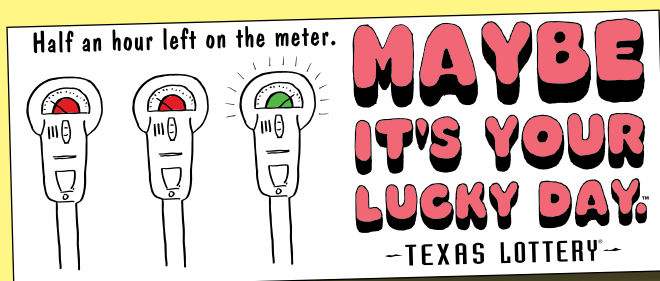


- Sign the back of the ticket using their legal name. The name should match the name on a current ID.
- Provide only one signature, name, address and phone number. This information should be current and match a current ID.
- Any changes to the claimant information should be crossed out with a single line. Scribbles, correction fluid and other changes could lead to questionable ownership and a possible investigation.
- Submit a claim form with the ticket. [451508] The claim form contains valuable information for processing the claim.

Passing along these simple tips can make the lottery claim process easier for your customers who will appreciate the service you provide them. Great customer service can be a key factor in your success as a Texas Lottery retailer.

Texas Lottery launches new "MAYBE IT'S YOUR LUCKY DAY." Ad Campaign

In September 2008, the Texas Lottery launched an exciting new advertising campaign focusing on little lucky moments in the everyday lives of Texans. The tagline "Maybe It's Your Lucky Day" reminds Texans to play the lottery when luck is on their side.



The new ads show everyday lucky moments like hitting all green lights on the way to work, finding the perfect parking spot and getting a parking meter with time left on it. Each of the commercials uses catchy, contemporary music created just for the Texas Lottery. [488839] The music is so catchy in fact, that the lottery used music from the TV spots to convey lucky moments through song on the radio. The new ad campaign also establishes a consistent look for Texas Lottery advertising while allowing flexibility to support specific products based on jackpot levels.

So the next time you have one of those days where everything seems to be going your way, don't forget—"Maybe It's Your Lucky Day"!

Frequently Asked Questions

Q. Am I financially responsible for tickets damaged by fire or flood?

A. On October 29, 2008, the Texas Lottery Commission adopted changes to its damaged ticket rule which became effective November 19. These changes are designed to reduce the financial burden lottery retailers experience from fire and other causes outside of their control.

Tickets are considered damaged or destroyed if rendered un-saleable through circumstances or events not the fault of the retailer.

Follow these guidelines when requesting credit for damaged tickets.

1. Call the GTECH Hotline at 1-800-458-0884 to report damaged or destroyed tickets as soon as possible [134590] and no later than three (3) weeks from the occurrence or event.
2. If tickets were damaged or destroyed by fire, the retailer must make a formal report to appropriate fire department authorities within 24 hours of discovery of the fire and provide the Texas Lottery Operations Division a copy of the Fire Marshall's report that identifies the location and cause of the fire.
3. If tickets were damaged or destroyed other than by fire, the retailer must provide the Texas Lottery Operations Division a copy of the insurance claim or receipt for repairs that identifies damage at the retail location related to the damaged or destroyed tickets reported.
4. Retailers may receive credit for a range of activated tickets that are damaged or destroyed if no validations have occurred on tickets in the range reported.
5. There is an administrative fee of \$25 for a pack of unactivated tickets that is damaged. The fee may be waived in circumstances caused by an overwhelming, unpreventable event caused exclusively by forces of nature and where the retailer complied with reporting requirements.
6. Credit for damaged tickets may be granted for no more than two separate incidents in a 12-month period except in circumstances caused by an overwhelming, unpreventable event caused exclusively by forces of nature.

An activated pack of tickets is a pack of tickets that has been delivered to a retailer and is shown as "active" in the lottery management system.

An unactivated pack of tickets is a pack of tickets in "Available," "Issued" or "Confirmed" status in the lottery management system.

For more information, contact Texas Lottery Customer Service, 1-800-375-6886 or email [146946] customer.service@lottery.state.tx.us.

Q. What do I do with validated tickets?

A. It is important to deface the barcode on all validated tickets—instant and on-line—to prevent further validation attempts. [507225] The barcode should be defaced from top-to-bottom.

After a prize *has been paid*, the retailer should not return a validated ticket to a player. The terminal will produce a validation receipt which should be given to a player after validation has occurred. This receipt will confirm the prize amount to the player.

Q. How do I get credit if my terminal prints an incomplete on-line ticket?

A. You may send the original ticket with a Retailer Adjustment Form or a written explanation of what occurred to the Texas Lottery Commission. The Retailer Services Department will review your request for credit. If approved, the credit should appear on your weekly statement within four to six weeks. To check the status of an adjustment request, please call the Retailer Services Department at 1-800-375-6886. Retailer Adjustment Forms are available from your Texas Lottery Sales Representative, at any Texas Lottery claim center or from the Texas Lottery Web site, www.txlottery.org.

Note: A complete ticket that a customer refuses to purchase is considered a valid ticket. You may sell the ticket to another customer that agrees to buy it or buy the ticket yourself. If you request an adjustment for a valid ticket, it should be sent along with a completed Retailer Adjustment Form or a written explanation of what occurred. It must be postmarked before the time of the drawing listed on the ticket.

Retailer Bonuses

REMEMBER!

If you find your retailer ID number hidden in this issue of *RoundUp*, you can receive a prize package of Texas Lottery promotional items!

To claim your prize, call 1-800-37-LOTTO.
You must call by March 31, 2009.



Game	Retailer	Location	Bonus
Magnificent Millions #1041	Schertz Conoco	Schertz	\$10,000
Weekly Grand #1027	Sunny Food Mart	Houston	\$10,000
\$1 Million Double Action #1040	Grapevine Food Mart	Grapevine	\$10,000
\$1 Million Double Action #1040	Quick Stop Grocery	Timpson	\$10,000
Monthly Bonus #839	Diamond Food Mart #3	San Antonio	\$10,000
Magnificent Millions #1041	Sunrise Mini Mart #5	Austin	\$10,000
Super Set for Life #1024	RPS Discount Tobacco Store	Baytown	\$10,000
Texas \$50 Million Club #1118	Valero Corner Store #1770	Wylie	\$10,000
Magnificent Millions #1041	Allsup's #301	Abilene	\$10,000
Monthly Bonus #839	Elkins Cut Rate	Coleman	\$10,000



Draw Date	Retailer	Location	Bonus
8/4/08	Shell Coldspring	Coldspring	\$6,250
8/11/08	Valero Corner Store #2466	San Antonio	\$1,125
10/9/08	Love's Travel Stop #297	Edna	\$9,750
10/13/08	Stop N Shop Food Store	Dallas	\$2,000



Draw Date	Retailer	Location	Bonus
10/18/08	Stripes #7137	Corpus Christi	\$180,000

Retailer Check Presented to Stripes #7137

With rest of the Corpus Christi Stripes #7137 team looking on, Texas Lottery Commission Media Relations Director Bobby Heith (front left) presents Store Manager Manny Garcia, and Stripes President and CEO Steve DeSutter with a ceremonial retailer bonus check for selling the \$18 million jackpot-winning ticket for the October 18, 2008, *Lotto Texas* drawing.

