

—TEXAS LOTTERY®—

Round Up

News and Ideas for Texas Lottery Retailers

'Tis the Season for the Texas Lottery's New Holiday Scratch-offs!



The holiday season is just around the corner! With the Texas Lottery's new line of instant holiday games going on sale in October, your players are sure to "scratch off" the names on their gift lists early!

On October 13, the coordinate-style game *Holiday Package* goes on sale, offering players a chance to win a top prize of \$35,000. Players scratch the holiday grid coordinates, then scratch only the boxes on the package grid whose letters and numbers match the holiday grid coordinates. Players must reveal three matching symbols to win according to the prize legend.

The \$1 *\$250 Christmas Club* ticket hits stores on October 20. This game offers players the chance to win \$250. Players match any of "YOUR NUMBERS" to either winning number to win!

Also starting October 20 is the \$5 *Merry Money* game. This scratch-off offers 4 chances to win up to \$50,000. Players scratch the play area to reveal 18 symbols. If a player reveals three or more matching symbols, the player wins the corresponding prize in the prize legend.

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RoundUp Feb/Mar 2008

Email questions or comments about

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Austin TX 78761-6630

Retailer Services Hotline:

1-800-375-6886

(Select Option 2, then Option 3 for
licensing or accounting questions.)

Available 7 a.m. - 5:30 p.m. Central Time
Monday - Friday

GTECH Hotline:

1-800-458-0884

(For equipment problems
or to order tickets.)

Available 4 a.m. - midnight,
7 days a week

Web site:

www.txlottery.org

'Tis the Season for the Texas Lottery's New Holiday Scratch-offs!

cont'd from cover

The \$2 *Silver Bells* game, which begins October 27, gives players a chance to win up to 20 times on this ticket, with a \$20,000 top prize. If a player matches any of "YOUR NUMBERS" to either silver number, the player wins the prize shown for that number. Revealing a snowflake symbol wins double the prize shown for that symbol.

The \$10 *Jingle Jumbo Bucks* game comes out on October 27. Players can win up to \$100,000 by matching any of "YOUR NUMBERS" to any of the serial numbers. If a player reveals a jumbo symbol, the player wins five times the prize. If a player reveals a jingle bell symbol, the player wins \$100 instantly.

For last-minute shoppers, there will be an additional \$5 game available this year. *Holiday Treasures* goes on sale in late November, with a top prize of \$50,000. Match any of "YOUR NUMBERS" to any of the winning numbers and win the prize shown for that number. Reveal a 10X symbol and win 10 times the prize shown for that symbol.

This year's suite of holiday games includes something for everyone, so be sure to tell your players to add some holiday scratch-offs to their gift lists!





October/November Retailer Survey

1. Is your business allowed to accept the following Texas Lottery incentives for sales contests?

Free lottery tickets Yes _____ No _____

Promotional merchandise Yes _____ No _____

2. Would you prefer to receive merchandise or free tickets as prizes in sales contests? (Please check only one.)

Merchandise _____ Free Tickets _____

3. Are your employees allowed to accept the following Texas Lottery incentives for clerk voucher promotions?

Free lottery tickets Yes _____ No _____

Promotional merchandise Yes _____ No _____

Your Retailer Number _____

Thank you for your time. A retailer will be selected from a random drawing of all completed surveys from this issue of *RoundUp* to receive a Texas Lottery prize package of promotional items!

Please send survey to: Dr. David Sizemore, Research Specialist
Texas Lottery Commission • P.O. Box 16630 • Austin, Texas 78761-6630 • FAX: 512-344-5254

Extended Selling Hours for On-line Games

As of Tuesday, September 2, retailers have the opportunity to sell the popular Texas Lottery jackpot and daily games around the clock—almost. The near 24-hour operation of on-line games allows the sale of all games 7 days a week, 24 hours a day, except from 12 a.m. (midnight) to 12:30 a.m. That means players now have the convenience of purchasing their *Cash Five*®, *Pick 3*™ and *Daily 4*™ tickets throughout the day. *Lotto Texas*®, *Mega Millions*® and *Texas Two Step*® tickets also are available. The extended hours apply to all terminals including SST, GamePoint, ISYS and GVTX.

Terminals automatically sign off at midnight, and the system will be available again at 12:30 a.m. During terminal down time, the player-activated terminals—SST and GamePoint—display the message, “Terminal

Signed-Off.” Although retailers are able to produce tickets, several functions are not available from midnight to 6 a.m. Scratch-offs cannot be confirmed, activated or settled before 6 a.m. each day, and no tickets, scratch-off or on-line, can be validated. No reports are available except the Winning Numbers reports which can be accessed during all terminal operating hours. Since sales can occur but no reports are available before 6 a.m. each day, retailers need to pay particular attention to tracking those sales.

With the down time shortened from midnight to 12:30 a.m., it will be necessary to conduct some system maintenance functions for a brief period at additional times.

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Extended Selling Hours for On-line Games cont'd.

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Prior to any additional maintenance down time, terminal messages will be sent to all retailers to advise when terminals will not be available.

Players can self-check their scratch-off tickets at any GamePoint or Check-a-Ticket beginning at 12:30 a.m. each morning, but retailers will not be able to validate any tickets until 6 a.m. Players will be able to check on-line tickets after 6 a.m. at any terminal, including the SST. Retailers may validate and pay any prize under \$600 after 6 a.m. Remember, players can now claim prizes up to and including \$1 million at any regional claim center.

The opportunity to sell the Texas Lottery's games all day can provide you additional sales commissions as well as added chances to earn a retailer bonus for selling a jackpot ticket! Retailer bonuses are available for selling certain top-prize tickets. Go to www.txlottery.org and review the Retailer Benefits and Bonuses information in the Retailers section. If you have questions about the new sales hours, please talk to your lottery sales representative or contact the Texas Lottery Retailer Services staff at 1-800-375-6886 or Customer.Service@lottery.state.tx.us.

Need to Find a Holiday Scratch-Off?

The Texas Lottery now has a Scratch-Off and Store Locator feature online, allowing searches by city, zip code, smoking policy and scratch-off game. This tool makes it easy for players to find a specific scratch-off in their area. Search results include contact information and a map for each location.

Tell your players to try it out! From our home page (www.txlottery.org), click on the "Scratch-Off and Store Locator" link at the top right-hand side of the page. From there, players will be taken to a search page where they can find a nearby retailer that sells their favorite scratch-off!

Play the Games of Texas!

Click Here to
Check Your Numbers

Search
Scratch-Off and Store Locator

IT'S LIKE WINNING OVER AND OVER AND OVER AGAIN!

Play Scratch-Off games that pay out over time and you could be winning for years.

SCRATCH OFFS
— TEXAS LOTTERY —

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El Paso *Spotlight*

The El Paso District stretches from Anthony (I-10 East, mile marker 0) to Iraan (I-10 East, mile marker 305) and going south from Kermit to Presidio (approximately 250 miles on Hwy 67). El Paso is the only district that covers two time zones, Mountain and Central Time.

The El Paso sales team consists of one senior lottery sales representative (LSR), and four LSRs (three in El Paso and one in Alpine). All together, they cover 473 retailers every two weeks. Two sales reps, Martin Diaz and Irma Garcia, as well as Administrative Assistant Thelma Gonzalez have been with GTECH since start-up in 1992.

As of May 2008, the El Paso District has 80 ITVMs, making it the district with the most ITVMs per retailer base — one ITVM for every six retailers, compared to the state average of one ITVM for every 12 to 18 retailers.

Two large jackpots have been sold by El Paso retailers, the \$145 Million *Lotto Texas* jackpot on June 19, 2004, and the \$95 million *Mega Millions* jackpot on May 16, 2006.

Piggy Bank #1 **Canutillo**

by Randy Hancock, LSR

Life has been good for the folks at the **Piggy Bank #1** in Canutillo since selling a five-of-six *Mega Millions* ticket worth \$250,000 in February 2008. Things started to get a little crazy after that. Players in and around this small farming community still get excited about Texas Lottery games and Manager Lilia Rivera is encouraged that sales are still so brisk whenever the *Mega Millions* jackpot swells.

[135780] Lilia and her staff look forward to the next big winner, and as she says, “Who knows, maybe we will be the next jackpot-selling retailer in Texas.”

Albertsons #933 **El Paso**

by Irma Garcia, LSR

Albertsons #933 sold one of El Paso's two \$1 million dollar *Mega Millions* tickets for the drawing held on March 4. Store staff quickly displayed their “Mega Millions Ticket Sold Here” sign next to their ITVM and SST. Many players were curious as to who the winner was until the winner's picture was displayed at the customer service counter a month later. Albertsons #933 does well with scratch-off tickets as well, with a weekly sales average of more than \$8,300.

Albertsons #933 had their annual Mother's Day store promotion on May 10, Mother's Day in Mexico. A Customer Appreciation Day (CAD) was requested by Abel Olivas, store

director. This was an outstanding promotion generating Texas Lottery sales of \$2,197 in four hours. Store prizes included a gift certificate and free groceries. Mr. Olivas and his employees are very pro-Texas Lottery and always willing to explain the *Games of Texas*. [258024] They're also quick to help customers learn how to purchase their tickets on the SST.

Buena Vista Grocery **El Paso**

by Randy Hancock, LSR

Operating **Buena Vista Grocery** in El Paso for more than 29 years has been a labor of love for owner Salvardo “Chava” Villalobos. Having been with the Texas Lottery since start-up, he has a very loyal customer base. Along with his very able helper Carmen Sarabia, they provide what their customers look for day in and day out. Always ready for a promotion or to sell a winning Texas Lottery ticket, they're also always looking forward to seeing one of their very loyal customers cash in a big winner. Keep up the good work Chava and Carmen and thanks for selling the *Games of Texas*!

Circle K #0020 **El Paso**

by Damon Conrad, LSR

In an effort to increase Texas Lottery sales at **Circle K #0020** in El Paso, Manager Inez Silva is always looking for ways to improve. She moved 24 of her 36 dispensers to the front counter for her customers to have a better view! She kept 12 on the back counter to keep

doubles of best-selling games and contest games. Along with friendly staff and the great plus-selling skills of her Assistant Manager Sylvia Parga, the Texas Lottery is always promoted at Circle K #0020.



Circle K #0020 Assistant Manager Sylvia Parga (left) and Manager Inez Silva.

Circle K #1257 El Paso

by Irma Garcia, LSR

Circle K #1257 in El Paso sold the only *Cash Five* jackpot-winning ticket, worth \$28,186, for the February 2, 2008, drawing. [125610] Manager Wendy Dow is very pro-Texas Lottery, carrying 40 different scratch-off tickets with a weekly sales average of more than \$8,000 and total weekly average sales of more than \$10,000. The player who won *Cash Five* also won \$10,000 on a *Golden Ticket* scratch-off just a few weeks prior. [147257] Circle K #1257 has had several winners and is a very popular location offering a large selection of Texas Lottery scratch-off games.

Eddie's Grocery El Paso

by Randy Hancock, LSR

Eddie's Grocery is one of the top-selling instant ticket retailers in El Paso. With a staff like Raquel Quintero and her team, it's no wonder why they have been so successful. Knowing just about every customer by name is a great asset. Their register is constantly ringing up Texas Lottery scratch-

offs all day and night. What a nice problem to have! Eddie's Grocery does well with on-line games as well, with a top-prize winning *Cash Five* ticket sold last [106057] December. Thanks for your hard work and continued support!



Eddie's Grocery
Manager Raquel Quintero.

The Station El Paso

by Damon Conrad, LSR

The "little store that could".... That's how Store Manager Eitza Ortiz refers to her independent locally-owned Valero store **The Station**. Competing with corporate stores directly across and down the street, hard work and commitment is needed to maintain a loyal Texas Lottery customer base. By plus selling, adding dispensers to offer a larger variety of games, and teaching customers how to play all on-line games, she and her staff keep players coming back for more.

Zeke's Pueblo Mexicano Inc. El Paso

by Damon Conrad, LSR

When **Zeke's Pueblo Mexicano Inc.** in El Paso went through a remodel, the staff made a conscious effort to make their Texas Lottery products more prominent. They added instant-ticket dispens-

ers and moved them up front so they were more visible to customers. They also recently had the Check-a-Ticket machine installed. Upon installation, Clerk Daniela Lara went the extra mile by making some custom signs with the listings of messages and meanings in both English and Spanish for ease of use by her clients. Thanks for the great job! [147061]

Presidio Thriftway Presidio

by Rene Rangel, LSR

Presidio Thriftway in Presidio is the home of a dynamic trio – Josie Gurrola, Estrella Rodriguez and Dulce Lujan. They are always willing to help their countless loyal Texas Lottery customers. The trio excels at assisting and educating customers on the *Games of Texas*. Their bright smiles and friendly personalities make Presidio Thriftway a hot bed for Texas Lottery sales. Thanks for your hard work!



The Presidio Thriftway crew
(from left): Josie Gurrola, Estrella Rodriguez and Dulce Lujan.

Big Diamond #1272 Socorro

by Damon Conrad, LSR

Texas Lottery sales at **Big Diamond #1272** in Socorro have always done well. With an ever-increasing amount of core games available, keeping up with the scratch-off trends is vital in [136505] Manager Maria Rodriguez's philosophy of keeping the customer happy and sales on the upward swing.

With 16 of her 32 slots dedicated to core games, she aims to please her players. [218501] She even doubles up some of those games to make it through the weekends on the most popular Texas Lottery scratch-offs.



*Big Diamond #1272
Manager Maria Rodriguez.*

Mitchell's Thriftmart Inc. Monahans

by Rene Rangel, LSR

Upon entering **Mitchell's Thriftmart Inc.** in Monahans and walking past the first register, customers know they're in a real Texas Lottery retailer. One can't help but notice the wall of winners displayed among the instant-ticket dispens-

ers. Some are pictures from Texas Lottery claim centers, but the majority of the pictures—instant Polaroid photos with winning tickets attached—were taken by store personnel. Clerk Paula McCarthy is always cheerful and asks for the sale. [488842] And if the customers aren't quite sure which game to pick, Paula is more than happy to offer suggestions.

H & H Drive In Grocery #1 Van Horn

by Rene Rangel, LSR

Year in and year out, since the Texas Lottery's inception in 1992, **H & H Drive In Grocery #1** has continued to be the top seller in the Van Horn area. [455810] Owner Jeannine Heath attributes her top status to loyal customers and running promotions such as second-chance drawings to reward them. Jeannine has come up with good ideas to promote sales and has a history of always topping the previous year's sales. [425702] Thank you Jeannine for encouraging your customers to play the *Games of Texas!*

El Paso District Staff

*Left to right: Martin Diaz, Swing Rep; Pamela Batten, DSM;
Randy Hancock, LSR; Irma Garcia, LSR; Thelma Gonzalez,
administrative assistant; Damon Conrad, LSR; Rene Rangel, LSR.*



El Paso

District Highlights

as of 7/26/08



DSM: Pamela Batten

LSRs: 4 – Damon Conrad, Irma Garcia,
Randy Hancock, Rene Rangel, Martin Diaz

Swing Rep: Martin Diaz

CSRs: 2 – Gabriel Villa, Jose Alvarez

Support Staff: Thelma Gonzalez

Claim Center Locations & Phone:

401 E. Franklin St. Suite 150
El Paso, Texas 79901
915-834-4920

Winners Since Start-up

# of Lotto Texas Jackpot Winners:	12
# of Texas Two Step Winners:	6
# of Cash Five Winners:	108
Total Sales Since Start-up:	\$1,220,289,839
% of Sales:	2%
Retailer Commissions Since Start-up:	\$61,014,491
No. of Isys Retailers:	465
No. of GVT Extra Retailers:	5
No. of SST retailers:	21
No. of ITVM retailers:	72

AustinSpotlight

The Austin District stretches from Lampasas to Bryan/College Station and from Kyle to Itasca, anchored by the major cities of Austin, Killeen, Temple and Waco. The Austin district also includes the Texas Lottery Commission headquarters offices.

Servicing more than 1,600 retailer locations, a sales force of 13 lottery sales representatives (LSRs) visit stores twice a month. The sales district has piloted several test projects to help increase sales. 4 x 4 instant-ticket sample cards have been highlighted in several retail locations to help players identify game selections. Along with the 4 x 4 instant-ticket samples, dispenser arrangements highlighting uniformity of price points from high to low visually aid the customer for faster selection.

In the past year, Austin District staff has joined Texas Lottery retailers at a variety of events including the Pecan Street Festivals in Austin, the Blue Bonnet Festival in Burnet, the Chisholm Trail Roundup in Lockhart and Western Days in Elgin. The Texas Lottery promotional trailer also has been a part of Customer Appreciation Days in smaller towns such as Killeen and San Saba. The Austin District remains focused on providing exceptional customer service while increasing Texas Lottery sales.

Spring Food Mart Austin

by Julie Hall, LSR

Don't forget to Megaply®, because \$1 really can make a difference! **Spring Food Mart** in Austin sold a winning *Mega Millions* ticket in May 2008. The purchaser of that ticket spent an extra buck to Megaply, so when the ticket matched five numbers, with a Megaplier number of 4, it was worth approximately \$1 million! [148614] Now, Clerk Amin S. Umatya reminds his customers that \$1 can really go a long way.



Spring Food Mart Clerk Amin S. Umatya.

Forest Bluff Grocery Austin

by Mary Jane Colunga, LSR

Not long ago, **Forest Bluff Grocery** on FM 969 in Austin was struggling with its Texas Lottery sales. They couldn't seem to increase their sales, so they added signage and had the clerks ask for the sale. [498116] Still, nothing seemed to work until they noticed that they frequently had empty dispensers. Store Manager Jamal El-Sheihks was afraid to activate

enough games to keep his slots full until he saw an increase in sales. Over time, the empty displays had a negative impact on sales. After a few months, El-Sheihks agreed to take a chance and filled all of his slots. It took a few weeks, [146671] but slowly he saw a regular increase in sales. Once he saw it was working, he continued to keep the slots full. With new signage and the clerks' hard effort, sales continued to increase. This store almost tripled their sales, increasing their eight-week sales average from \$2,102 to than \$6,000 per week! This is truly a great success story with a clear lesson—Keep those bins full!

Franky's College Station

by Jimmie Hammond, LSR

Franky's in College Station opened for business in April 2002. Their in-counter ticket dispenser held 24 games and now, with additional dispensers on top of the counter, they are able to provide customers a better view and more games—63 games in all. They average more than \$16,600 per week in overall Texas Lottery sales and are one of the top retailers in contest winnings. College Station players know that they will find the best selection of [225139] Texas Lottery games at Franky's and, at the same time, will be able to cash in any winning tickets up to \$599.



Franky's Owner Frank Faizullah (left) and Manager Sam Varani.

HEB Food Store #374 Austin

by Histashvi P. Patel, LSR

A positive, proactive attitude towards Texas Lottery products makes a good recipe for great sales at **HEB Food Store #374** in Austin. Head Bookkeeper Chris Quinn and Business Center Lead Pricilla Ojeda are two of the people helping to ensure that the store always keeps its ITVM full and even double facing games when possible. They are very knowledgeable about Texas Lottery products and take great interest in new products and retailer contests. Their positive attitude helped the store win a free pack of *Weekly Grand* scratch-off tickets during a recent retailer contest. The free pack was shared by all employees in the customer service [498093] and bookkeeping departments. A positive attitude and weekly average sales of more than \$4,200, HEB #374 keeps customers coming back. Keep up the great job!

Daily Food Store Austin

by David Payne, LSR

Daily Food Store in Austin continues to grow and thrive in an ever-changing economy as competitors have found the going tough. [136551] Owner Malek Alsayed and his family continue to add dispensers and fill them with core games, a staple for any successful Texas Lottery retailer. Within the last 12 months, the dispenser count has increased from 24 to 38 and includes tickets at all price points. The owners are willing to add even more slots to ensure a level of consistency and the ability to offer the newest and hottest scratch-off games available. Malek and his crew continue to grow sales with great customer service, cheerfully paying all winners up to \$599 and inviting them back again.

7-Eleven Killeen

by Todd Rajkowski, LSR

Congratulations to Jutta Maldonado, owner of the recently franchised **7-Eleven** on Willow Springs Road in Killeen. On June 19, 2008, this store sold a \$1.25 million jackpot winning *Texas Two Step* ticket. [145188]

There were many rumors swirling around as to who had won the jackpot until the prize was finally claimed at Texas Lottery headquarters in Austin more than a month later on July 24. The lucky retailer was eligible to receive a \$10,000 bonus for selling the winning ticket. Again, congratulations to Jutta Maldonado and his staff!

Korts Korner Store La Grange

by John Majumder, LSR

Korts Korner Store in La Grange is always filled with smiling faces when it comes to Texas Lottery players. The Korts Korner staff help make this store a wonderful place to shop and their efforts paid off with some big winners in the early part of 2008, including a \$2,000 prize. Owners Del and Sandy Delvecchio say that many of their customers come by and brag about their winnings, especially the regulars that live in the neighborhood. With more than \$4,200 weekly in total Texas Lottery sales, it's evident people love coming back to Korts Korner.



Korts Korner Store Owners
Del and Sandy Delvecchio.

Austin

District Highlights

as of 7/26/08



DSM: Camille G. Moore

LSRs: 13 – Christy Burford, Mary Jane Colunga, Julie Hall, Jimmie Hammond, Matt Hayes, John Majumder, Histashvi Patel, David Payne, Todd Rajkowski, Al Shankle, Kevin Teeler, Zachary Wakefield, Weldon Winkler

FSTs: 3 – Mike Petrowski, Rocky Bagley, Kaye Martin

Support Staff: Rosalinda Reyna

Claim Center Locations & Phone:

611 E. 6th Street
Austin, TX 78701
512-344-5000
800-356-7668

Winners Since Start-up

of Lotto Texas Jackpot Winners:47
of Texas Two Step Winners:33
of Cash Five Winners:335

Total Sales Since Start-up:\$5,233,874,992
% of Sales:10%
Retailer Commissions Since Start-up:\$261,693,749
No. of Isys Retailers:1,677
No. of GVT Extra Retailers:5
No. of SST retailers:99
No. of ITVM retailers:126

Claim Center Locations

• *Claim Center Office Hours are Monday - Friday,
8:00am - 5:00pm*

• *Prizes of up to \$1,000,000 can be redeemed at your
local claim center.*

Abilene

209 S. Danville,
Suite C-103
Abilene, TX 79605
(325) 698-3926

Amarillo

7120 IH-40 West, Suite 110,
Park West Office Centre
Amarillo, TX 79106
(806) 353-0478

Austin

611 E. 6th Street
Austin, TX 78701
(512) 344-5252

Beaumont

6444 Concord Rd.
Beaumont, TX 77708
(409) 347-0734

Corpus Christi

4639 Corona,
Suite 19
Corpus Christi, TX 78411
(361) 853-4793

Dallas

1555 West Mockingbird Lane
Suite 203
Oakbrook Plaza
Dallas, TX 75235
(214) 905-4912

El Paso

401 East Franklin Avenue,
Suite 150
El Paso, TX 79901
(915)-834-4920

Fort Worth

4040 Fossil Creek Blvd.,
Suite 102
Fort Worth, TX 76137
(817) 232-9478

Houston

1919 N. Loop W.,
Suite 100
Houston, TX 77008
(713) 869-6451

Laredo

1202 Del Mar Blvd.,
Suite 4
Laredo, TX 78041
(956) 727-8750

McAllen

4501 West Business 83
McAllen, TX 78501
(956) 630-2278

Odessa

4682 E. University,
Suite 100
Odessa, TX 79762
(432) 550-6340

San Antonio

9514 Console,
Suite 111
San Antonio, TX 78229
(210) 593-0210



Tyler

3800 Paluxy Drive,
Suite 330
Tyler, TX 75703
(903) 509-9008

Victoria

2601 Azalea,
Suite 16
Victoria, TX 77901
(361) 573-4185

Lubbock

6202 Iola Ave Suite #900A
Lubbock, TX 79424
(806) 783-0602 - Main line
(806) 783-0613 - Line 2

Frequently Asked Questions

Q. How do I get credit if my terminal prints an incomplete online ticket?

A. You may send the original ticket with a Retailer Adjustment Form or a written explanation of what occurred to the Texas Lottery Retailer Services Department, P.O. Box 16660, Austin TX 78761-6660. The Retailer Services staff will review your request for credit. [498097] 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 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.

Q. What happens when all of the top prizes in a scratch-off game have been claimed?

A. In March 2007, the Texas Lottery Commission revised its procedures to provide for prompt closure of scratch-off games when all the top prizes have been claimed. When a game is closing due to all of the top prizes being claimed, the following steps will occur:

1. **Terminal Message** – A terminal message will be sent notifying retailers to immediately stop selling the game.
2. **Retailers Remove Tickets** – Retailers should immediately remove the game from dispensers, ITVMs and GamePoints. [146373] This includes full and partial packs. Point-of-sale (POS) information should also be removed.

3. **LSR Returns Tickets** – Retailers should store tickets securely until the LSR can pick up the tickets on their next visit to the retail location. LSR will provide retailers documentation of the returned tickets.

4. **Return Ticket Deadline and Credit** – If tickets are returned through the terminal, retailers will receive instant credit. If tickets are returned manually, the retailer will receive credit after the tickets are received and processed at the TLC warehouse. NOTE: The tickets must be returned prior to the “Official End of Game Date*” which is 45 days from the “Call Date*”.

* Call Date – The “Call Date” begins a 45-day period during which LSRs bring in all remaining tickets for the game(s) closing.

* End of Game Date – The official End of Game Date (“Close Date”) is 45 days from the “Call Date.” Players have 180 days from the End of Game to redeem winning tickets.

LSR Access to Tickets – Retailers should provide the LSR access to tickets during their regularly scheduled visits. This will ensure that tickets are picked up and that the retailer promptly receives credit.

Q. Is there a way to get terminal reports through the internet?

A. Yes, you may access the Retailer Service Center (RSC) at www.txlottery.org/retailers. Updates from the Texas Lottery accounting system are transferred to the RSC each night. The RSC is available 24 hours a day, seven days a week, at no charge. License holders may enroll in the service by using their Lottery ID (the six-digit retailer number issued to you) and establishing a username and password. Once you have created your user ID, you may view your ticket inventory and accounting activity for the past eight weeks.

Retailer Bonuses



Game	Retailer	Location	Bonus
Super Set for Life #1024	Johnny's Liquor	Center	\$10,000
\$130,000,000	Big Diamond #1363	El Paso	\$10,000
Platinum Payout #1094			

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 November 28, 2008.



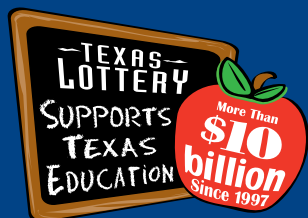
Draw Date	Retailer	Location	Bonus
8/10/08	Allsup's #134	Bowie	\$700
5/1/08	Rick's Food Mart #2	Nacogdoches	\$10,000
6/19/08	7-Eleven Convenience Store	Killeen	\$10,000



Draw Date	Retailer	Location	Bonus
5/31/08	Step N Go	San Antonio	\$170,000

Winners from the Step N Go in San Antonio!

Left to right are Jane Penalver (GTECH Rep.), Eli Saad, Karim Mamdani, Bryan Verette, Pat Sheedy and Linda Sanderson (GTECH Rep.).



PLAY RESPONSIBLY.

Visit us online at:

www.txlottery.org

Your chance to win every day!

MON



TUE



WED



THU



FRI



SAT

