

Texas Lottery® Retailer Support

May 19, 2008

Frequently Asked Questions – Software Updates

How Does New Software Implemented November 11 Affect Retailers?

Consumer Protection: VFD Message – To provide players a higher level of confidence in the security of Texas Lottery games, ISYS® terminals where the back is visible to players are equipped with a Vacuum Fluorescent Display (VFD). The VFD is a 3” x 9” electronic message device which allows players to view a results message when any ticket is scanned for validation. The length of time the message will display has been extended to ten (10) seconds and if the ticket is a winner the prize amount will display as indicated below.

Validation Result	VFD Display Message
Ticket is a Winner (\$599 or less)	WINNER \$XXX.XX
Ticket is a Winner (\$600 or more)	WINNER. Claim at Lottery.
Ticket is NOT a Winner	Sorry Not a Winner
Draw not yet complete	Results Not In
Non-Cash Prize Winner	Claim at Lottery – Non-Cash Prize Winner

Pick 3® with Sum It Up™ Prompt – *Sum It Up* is a great new feature added to one of the Texas Lottery’s most popular games, *Pick 3*. The feature allows players a chance to win even if their numbers don’t match the numbers drawn. Creating more winning chances can increase your sales. So, we’ve provided a little reminder to ask for the sale.

“ASK CUSTOMER: WOULD YOU LIKE TO SUM IT UP?” will appear when manually entering a player’s *Pick 3* numbers at the terminal. This message will appear after the NEXT key or SEND key is pressed if the SUM IT UP key was not pressed during the course of the wager entry. The message will not appear for playslip transactions. If player chooses to play *Sum It Up*, press the SUM IT UP key and proceed with entry. If player does not want to play *Sum It Up*, press NEXT key to continue to the next play board or press SEND key to complete the transaction and print ticket.

NOTE: This same *Sum It Up* prompt also is active for *Daily 4™* manual entry transactions.

Promotional Ticket Confirmation Screen – When a free ticket promotion such as “Buy \$4 *Daily 4*, Get a Free \$.50 *Daily 4* with a Free \$.50 *Sum It Up*” is active for *Daily 4* or *Pick 3* any ticket purchased as a part of that promotion can not be canceled. To help reduce the number of mistakenly printed tickets, a confirmation screen may be active while one of these promotions is running. The confirmation screen message will ask you confirm with the player any purchase of \$6 or greater for a game specified in the promotion.

If you have questions about any of these updates, please call the Texas Lottery Customer Service at 800-375-6886 (800 37 LOTTO) or GTECH Hotline at 800-458-0884.

