

# Texas Lottery<sup>®</sup> Retailer Support

April 17, 2008

## Frequently Asked Questions – Terminal Software Update

### How Does Software Installed on Terminals May 25<sup>th</sup> Affect Retailers?

**Texas Two Step<sup>®</sup> Tickets Include Estimated Jackpot** – All Texas Two Step tickets will display the Advertised Jackpot amount for the current draw. The Advertised Jackpot amount will be printed directly under the Texas Two Step board numbers. Advertised Jackpot amount is based on the estimated jackpot at the time the ticket is purchased. Therefore, tickets purchased for the same draw may display different Advertised Jackpot amounts should the Texas Lottery Commission modify the Advertised Jackpot amount before the draw.

**New Scratch-Off Games with On-line Game Prizes** – With the June introduction of game #1075 *Instant Cash Five*, the Texas Lottery will begin issuing new Scratch-Off games that include on-line tickets as a prize. When retailers validate an instant ticket that results in a free on-line wager, the free ticket will print automatically. Give player the free ticket. **Retailers receive the sales commission based on the value of the free ticket but will not be charged for the cost of the ticket.** When a winning Instant Ticket is presented at a Claim Center for validation, the player shall receive a check in lieu of the on-line wager.

**Terminal Validation Tones** – Four (4) distinct tones will play on ISYS terminals to let players know the status of their winning and non-winning tickets. A unique tone will sound each time a scratch-off or on-line ticket is scanned for inquiry or validation. The tones will identify the following scan results:

- 1) Low- and mid-tier and winning tickets payable at the retail location,
- 2) High-tier and non-cash/merchandise prizes payable only at a claim center,
- 3) Non-winning tickets and
- 4) Retailer cannot validate (variety of reasons such as inactive pack, expired ticket or previously paid).

The new feature on ISYS terminals will help reduce errors, improve communication and minimize confusion for retailers and players during the ticket validation or inquiry process. Retailers may increase sales through added winner awareness and a new level of confidence for players. Your other customers will know that you have winners in your store! Listen to samples of each unique tone on the Texas Lottery Web site at [www.txlottery.org](http://www.txlottery.org).

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

