

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

August 29, 2008

## Frequently Asked Questions – Software Updates

### How Does New Software Implemented September 1 Affect Retailers?

**ISYS Volume Adjusted** – in response to retailers’ requests, the default volume on ISYS terminals will be lowered. If requested, a GTECH technician or sales rep may increase a retailer’s terminal volume, but it cannot be lowered below the default level.

**Extended Selling Hours for On-line Games** – As of Tuesday, September 2, 2008, retailers have the opportunity to sell all Texas Lottery games around the clock – almost. That means players now have the convenience of purchasing their *Cash Five*<sup>®</sup>, *Pick 3*<sup>™</sup> and *Daily 4*<sup>™</sup> tickets 7 days a week, 24 hours a day except from 12:00 a.m. (midnight) to 12:30 a.m. *Lotto Texas*<sup>®</sup>, *Mega Millions*<sup>®</sup> and *Texas Two Step*<sup>®</sup> tickets also are available. The extended hours apply to all terminals.

Terminals automatically sign off at midnight and the system allows retailers to sign back on at 12:30 a.m. During terminal down time the player-activated terminals, SST and GamePoint, display the message, “Terminal Signed-Off.” Although tickets can be produced, several functions are not available midnight to 6 a.m.

- Scratch offs cannot be confirmed, activated or settled before 6 a.m.
- 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 before 6 a.m. but no reports are available, retailers need to pay particular attention to tracking those sales.

With the shortened down time midnight to 12:30 a.m., it will be necessary to conduct some system maintenance functions for a brief period at additional times. Prior to any additional maintenance down time, terminal messages will be sent to advise all retailers 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. Players can check **on-line tickets** after 6:00 a.m. at any terminal including the SST. Retailers will not be able to validate any tickets until 6 a.m.

