Deck the Halls with Holiday Scratch-Offs from the Texas Lottery®!

Exciting Cash Prizes up to $1 Million Dollars!!
Fall is here and retailers across the state are gearing up for a busy holiday season. The Texas Lottery is here to assist you by providing our largest selection of holiday scratch-offs ever. This year, we'll be producing a holiday ticket in every price point, from $1 up to $20, with two being produced at the $5 price point. As you see on the cover of this publication, the tickets range in design and play style with exciting cash prizes up to $1 million! With such an expansive holiday product portfolio this year, we're sure your sales will be successful if you follow a few simple guidelines:

- **Keep your bins full!** – Empty bins don't sell tickets or make you money.
- Know what sells in your store and **double face** (put the same game in two bins) those games.
- **Ask for the sale.** When your customer is making a purchase, suggest they try their luck with a lottery ticket.
- If you need more inventory of a particular game, **call the Retailer Hotline** at 1-800-458-0884.

We hope you and your customers will enjoy playing our 2009 holiday games. **Happy Holidays from the Texas Lottery!**

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**Scratch-Off Ticket Dispensers**

Displaying your scratch-off tickets prominently and securely can have a positive impact on your Texas Lottery sales. The scratch-off ticket dispensers provided by your LSR allow you to display tickets in a clear and secure manner.

Recent retailer surveys conducted by Texas Lottery Claim Center staff indicated that approximately 5 percent of retailers did not have enough dispensers to display the tickets they offered for sale (see pie chart). Of those, the majority (60 percent) claimed to need between one and five additional dispensers.

It’s important that you have enough dispensers to display your games and to keep your tickets secure. If you feel that you need additional or replacement dispensers, talk to your LSR. The Texas Lottery encourages you to offer your players a wide selection of instant games, while also balancing your financial liability. Your LSR can provide guidance on the ideal number of scratch-off games and dispensers for your store based on your sales.
With patriotic symbols and a healthy dose of the red, white and blue, the new Veterans Cash scratch-off game from the Texas Lottery promises to appeal to patriotic players. And since proceeds from this game will benefit the Fund for Veterans’ Assistance, players will know that their purchase will enhance veterans’ programs throughout the state of Texas.

Seeing a need, Sen. Leticia Van de Putte of San Antonio and Rep. Chris Turner of Arlington decided to find a new source of support for the Fund for Veterans’ Assistance. The two legislators co-sponsored a bill to create a Texas Lottery scratch-off ticket benefitting veterans, and that bill was ultimately signed into law by Gov. Rick Perry.

The revenue from the Veterans Cash instant ticket game will augment any grants and donations received by the fund and increase financial support for programs meeting the needs of Texas veterans. Appropriately, the agency plans to launch the new game close to Veterans Day 2009. It’s just one way for the Texas Lottery and Texas Lottery players to thank our military personnel.

The Fund for Veterans’ Assistance was established by the Texas Legislature in 2005. The Texas Veterans Commission administers the fund and distributes money from the fund to local and statewide veterans’ programs. Programs include job-placement assistance, nursing care, scholarship programs, counseling services and more.
Covering the majority of Central Texas, the Austin District stretches from Goldthwaite to Bryan/College Station and from Kyle to Hillsboro. The Austin District also includes the Texas Lottery Commission headquarters office.

There are 13 Lottery Sales Representatives (LSRs) servicing more than 1,700 retailers twice a month. Teamwork is key for this sales team. The Austin LSRs lend help to each retailer through effective sales strategies and dedication. Each representative provides customer service to approximately 150 retailers per territory. The Austin team continues to provide retailers with product sales information to enhance player selections at the point of purchase.

The Austin sales team has benefited from the vast and varied experiences of its sales force. There are three new LSRs on the team, each of whom has shared their own unique previous sales experiences. Some of their experiences include instant ticket inventory management and hotline customer service.

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, and the Chisholm Trail Roundup in Lockhart. The Austin District remains focused on providing exceptional customer service while increasing Texas Lottery sales.

**Mom's Food Mart**

*Austin*

*by David Payne, LSR*

Minerva Motiwala, owner of Mom’s Grocery in Austin, prides herself on being a great partner of the Texas Lottery. There is only one constant at Mom’s: quality customer service that goes well beyond the basics. Quality customer service at Mom’s Grocery includes promoting winner awareness, up-to-date jackpot amounts, daily game results, and double-facing new and top-selling games. Store Manager Sharif Momin has always been receptive to pilot programs, 4 x 4’s, second-chance drawings, Lone Star Spins and pretty much whatever is asked of him. Mom’s is in a location with three other stores within a half-mile radius, [146996] but continues to out-service and outsell the competition with approximately $8,500 per week in total Texas Lottery sales.

**Sac N Pac #403**

*Austin*

*by Hitashvi Maknojiya, LSR*

When Adam Sauseda took over as manager at Sac N Pac #403 in Buda back in April 2008, the store had only 12 games. In just one year, Adam increased the variety of scratch-offs to 34 games. Staying on top of the customer demand for a variety of games and price points has increased his customer base and weekly sales. Adam has worked for the company seven years and what makes him unique is his knowledge of all Texas Lottery games and his ability to answer just about any lottery-related customer question. Every Monday when new games are delivered, Adam makes it a top priority to put the new games out. Compared to all the Sac N Pac’s in the area, Sac N Pac #403 has the highest sales, averaging $7,500 a week in instant sales and $4,500 a week in instant cashes. Through hard work and experience, Adam Sauseda has helped make Texas Lottery products more attractive to his customers and even more profitable to his store.

**Texan Market**

*Austin*

*by Craig Granbery, LSR*

Lynn Haddix, owner of the Texan Market on Amherst Drive in Austin, along with Store Managers Becky Stuart and McLain McGuire, and the rest of the Texan Market team make this neighborhood store with a family environment a fun place to work. Employees and customers know one another on a first-name basis. The entire Texan Market team is always on top of things when it comes to Texas Lottery products.
Employees are quick to inform their customers of new games, jackpot signs stay updated, scratch-off dispensers are always full and hot sellers are double-faced. Whenever there is a retailer contest for free packs, the Texan Market team is ready to compete.

Texas Lottery sales at this store are very good, with an average of more than $8,200 on instant tickets alone. They also recently ranked eighth in Mega Millions® sales among all Austin retailers with an eight-week average of more than $974.

Texan Market continues to be one of the best-selling Texas Lottery retailers in Austin. Thanks to Lynn and his employees for making Texas Lottery products fun and successful in their store.

Sidra Food Mart
Gatesville

by Christy Burford, LSR

Sidra Food Mart is the top-selling Texas Lottery retailer in Gatesville. Maria Valencia has managed the store for two years, with a total eight-week average of more than $17,274 this summer, which currently ranks 16th in the Austin District. Maria and her crew are always excited when there is a retailer contest and almost always win multiple free packs. The new $20 $500,000 Blockbuster is selling like gangbusters. They have three or four packs out at all times. When you walk into Sidra Food Mart, someone is always playing the Texas Lottery. Players know that Sidra Food Mart has all the games displayed (48 dispensers) all the time, and they know that Sidra will pay all winning tickets up to $599. Knowing her customers and what they like to play is very important to Maria. Thank you for all your hard work in promoting the Games of Texas!

7-Eleven #114
Lampasas

by Robert Reno, LSR

It’s Monday morning and the new Texas Lottery scratch-off games have just arrived at the 7-Eleven #114 in Lampasas. Store Manager Sandy Hulsey and Assistant Manager Chelsee Thomas immediately let every customer know about the new offerings. The entire staff takes great pride in their knowledge of both online and scratch-off games, and have internal competitions to see who can sell the most lottery tickets during their shift. They make it a point to always “ask for the sale.” [4][1] Their hard work has certainly paid off, with instant sales averaging more than $400 a week per slot!

Sandy and her staff take customer service to another level by offering homemade goodies, such as chicken and dumplings or fresh-baked cookies or even vegetables from her garden. [4][6][2] The store also holds frequent Customer Appreciation Days, with many of the prize items coming out of their own pockets. This commitment to customer service has helped them to build a very loyal customer base and has helped to make them one of the most successful Texas Lottery retailers in the city.

7-Eleven #114 Store Manager Sandy Hulsey (left) and Assistant Manager Chelsee Thomas.
Kevin Hall, owner of Big Daddy’s in Marble Falls, is no doubt going to be one of the Texas Lottery retailer to watch in Central Texas. After opening his store in February 2009, and bringing in $500 his first month, he’s well on his way to producing more than $5,000 in just his sixth month of lottery sales. His positive approach and can-do attitude has rubbed off on his sales clerks. He’s constantly looking for new opportunities to sell and promote the Texas Lottery and utilizing second-chance drawings and Lone Star Spin promotions creates a win-win atmosphere for all customers! With approximately 3,000 square feet on FM 1435, Big Daddy’s is plenty big enough for customers to come in and get out of the Texas heat and play the Games of Texas.

Adams Food Mart
Temple
by Weldon Winkler, LSR

Adams Food Mart Owners Sammy Sinzh and Birendra Amatya have one goal—to become the best Texas Lottery retailer they can be. Adams Food Mart was previously FM Shell, which was the largest volume lottery retailer in Temple. Since Sammy and Birendra bought the store, Texas Lottery sales have continued to rise with weekly sales of more than $21,000. They have become the fifth largest retailer in the Austin District and were 54th in the state for 2008. They have made these improvements by letting all their players know about all winners over $600 that are sold in their store and also posting all winners of $100 or more.

They encourage people to play to become the next big Texas Lottery winner. [229433] Their positive attitudes and efforts over the last 18 months have shown that just because you have a top 100 store doesn’t mean there’s no more room to grow.

Austin District Staff

Left to Right: Kevin Teeler, David Payne, Matt Hayes, Rosalinda Reyna, Robert Reno, Todd Rajkowski, Zachary Wakefield, Weldon Winkler, Mary Jane Colunga, Jimmie Hammond Jr., Christy Burford, Camille Moore (kneeling).
Houston Retailer Receives $100,000 Bonus!

On June 19, the management team of **Timewise #4501** joined Texas Lottery and GTECH personnel in a celebration that was three months in the making. The store received a $100,000 retailer bonus for selling the $10 million jackpot-winning ticket for the *Lotto Texas* drawing held April 8.

Timewise, located at 1402 Eldridge Parkway in Houston, hosted a Customer Appreciation Day the afternoon of Friday, June 19, to mark the occasion. Customers received free Texas Lottery merchandise with ticket purchases of $5 or more.

Attending on behalf of the Texas Lottery Commission, On-line Product Coordinator Julie Terrell presented the ceremonial check to District Manager Jack Twomy. Territory Manager Jeff Lemmar, Store Manager Ekido Macaulay and Operations Manager Chuck Miller also represented Timewise. Key Account Representative Terri Rose, Lottery Sales Representative Ron Goodwin and Houston District Sales Manager Suhail Sharief attended the event on behalf of GTECH.

Houston resident Oscar R. Martinez claimed the $10 million *Lotto Texas* jackpot on April 28. Having matched all six numbers on one of his five Quick Picks, he will receive 25 annual installments of $400,000 each.

A representative of Timewise Food Stores told *RoundUp*, “We shared the retailer bonus with the employees of the store selling the winning ticket. It was a nice surprise for the employees, and I know it had everyone plus-selling like never before.”

Houston Retailer Receives $100,000 Bonus!
**El Paso District Staff**

Left to right: Rene Rangel, Pamela Batten, Randy Hancock, Damon Conrad, Thelma Gonzalez, Carlos Borunda, Harry Smith, George Sanchez (Regional Sales Manager), Martin Diaz.

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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 District is proud that the entire sales force and district sales manager participate in all district events. The entire sales force makes the 300 mile drive from El Paso to Terlingua for the famous Terlingua International Championship Chili Cookoff. Recently, the El Paso District also participated in the Soroptimist International Bowl to Save Face charity event. This annual event helps raise funds to benefit the El Paso Cleft Palate/Craniofacial Abnormalities Clinic.

El Paso District staff members are passionate about outside signage. Some can be seen from no matter where you are on I-10. Signage is prominently displayed everywhere.

As of today, El Paso district still holds the throne for selling the record $145 million jackpot-winning ticket for the Lotto Texas drawing held June 19, 2004.

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**Murphy USA #5776 El Paso**

*by Damon Conrad, LSR*

Manager Claudia Vega of Murphy USA #5776 is always looking to increase her sales and entice the customers to not just pay at the pump, but to come on inside her El Paso store to make a Texas Lottery purchase. During the fueling experience, the customer also sees the current jackpot amounts advertised on display screens at the pumps. Vega recently added a POS blitz to her store, including metal hanging signs, corrugated signs and large metal signs near the street. She also added jackpot signs above the register and near each entrance. And when the jackpots are really high, she even writes the amount on the entry door glass to make sure every customer knows.

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**Ortiz Produce and Groceries San Elizario**

*by Damon Conrad, LSR*

After moving from California, Ortiz Produce and Groceries Owner Jesus Ortiz opened his store in San Elizario and wanted to carry everything the locals needed and wanted. After applying and starting his venture with the Texas Lottery, he had a painter come and paint all the Games of Texas logos on his establishment. He recently purchased a new lighted arrow marquis to attract even more attention and proudly displays the current Mega Millions jackpot amount on top of it. He also posts all large winners near the entrance and keeps current jackpot signs, POS and all the current scratch-offs available right by the register. Mr. Ortiz recently held an “ask for the sale” promotion and decided to give all the remaining tickets to his loyal customers. Mr. Ortiz even paid out of his own pocket to list the Texas Lottery logo on the calendars he passes out to all of his customers. Ortiz Produce and Grocery’s weekly Texas Lottery sales average is $1,600 and he is doing everything possible to increase those sales even more.
**Mitchell’s Thriftimart Monahans**  
*by Christina Garcia, LSR*

The “Wall of Winners” at **Mitchell’s Thriftimart** in Monahans is definitely impressive. Locals, as well as out-of-towners, are cheerfully greeted by clerks Gracie Mendoza, Amber Garcia, and Tabitha Cunningham. They happily assist their customers with the largest variety of Texas Lottery scratch-offs in Monahans. The ladies don’t do badly with the on-line games either, always willing to take the time to show customers how to play each game. Keep up the good work ladies, and keep that wall growing!

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**Rapid Cash Fabens**  
*by Damon Conrad, LSR*

At **Rapid Cash** in Fabens, the Texas Lottery is a fun sales tool for team members, so they use it as an incentive to get their clients to come back. Along with giveaways including Texas Lottery scratch-offs, they prominently display available tickets. During a recent holiday sales contest they won a free pack of **Break the Bank** for pushing sales. They also have a new Web site, [www.rapidcashep.com](http://www.rapidcashep.com), which displays an option for customers to check their Texas Lottery tickets, including a direct link to the Texas Lottery Web site.

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**Study Butte Store Study Butte**  
*by Rene Rangel, LSR*

Nestled in the Chisos Mountains and within 20 miles of the Big Bend Park entrance, stands **Study Butte**, a little store with big hospitality. Store Clerk Diane Peterson always greets her customers with a friendly smile and encouragement to buy Texas Lottery tickets. She knows firsthand about “the one that got away.” While working one day during the Christmas holidays last year, Diane could feel an instant ticket calling her name, “Diane, buy me.” She debated purchasing a $20 **Texas $50 Million Club** ticket after her work shift, only to pass on it and go home. The next day, she learned one of their customers had purchased the ticket she passed on and found out it was a $1,000 winner. That money sure would have come in handy for the holidays. Diane was happy for her customer, but you can be sure that the next time intuition calls, she’s going to buy that ticket.

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**El Paso**

**District Highlights**  
as of 8/12/09

- **DSM:** Pamela Batten
- **LSRs:** 4 – Damon Conrad, Randy Hancock, Rene Rangel, Carlos Borunda, Martin Diaz (Senior LSR)
- **FSTs:** 2 – Gabriel Villa, Harry Smith
- **Support Staff:** Thelma Gonzalez

**Claim Center Location & Phone:**
401 E. Franklin St. Suite 150  
El Paso, Texas 79901  
(915) 834-4920

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**WINNERS SINCE START-UP**
- # of Cash Five Winners: .................................113
- # of Lotto Texas Jackpot Winners: ..................12
- # of Texas Two Step Winners: .........................7
- # of Mega Millions Winners: ........................1
- Total Sales Since Start-up: .........................$1,298,621,684
- % of Sales: ........................................................2%
- Retailer Commissions Since Start-up: ..........$64,931,084
- No. of Isys Retailers: .........................................459
- No. of GVT Extra Retailers: ............................7
- No. of SST retailers: .........................................19
- No. of ITVM retailers: .......................................68
- No. of GamePoints: .........................................0
View your Texas Lottery® business information from home, office or on the road!

The **Retailer Services Center** links retailers to their Texas Lottery business information through a secure entry point via the Internet.

Owners or officers enroll in the free service by using their six-digit Lottery I.D. You can then grant access to other users.

Over 25 screens allow you to monitor one or several stores.

Available reports include:
- **Sales, Credits and Sweep Amounts**
- **Ticket Validation Detail**
- **Pack Activations and Settlements**
- **Scratch-Off Inventory and More!**

Now **Renew License Online**

Enroll today at www.txlottery.org or call 1-800-375-6886.
## Pack Settlement Detail for Account

Please select a Retailer and a Reporting Period and click the Submit button to generate a report.

**Retailer Number:** XXXXXX  
**Reporting Period:** Week Ending 05/23/2009

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<th>Activated Date</th>
<th>Settlement Date</th>
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<th>PACK</th>
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## Mid Tier Validation Detail

Please select a Retailer and a Reporting Period and click the Submit button to generate a report.

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**Reporting Period:** Week Ending 05/23/2009

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<th>MON 05/18/09</th>
<th>TUE 05/19/09</th>
<th>WED 05/20/09</th>
<th>THUR 05/21/09</th>
<th>FRI 05/22/09</th>
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<td>250000 BINGO</td>
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## Activated Packs

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<th>TUE 05/19/09</th>
<th>WED 05/20/09</th>
<th>THUR 05/21/09</th>
<th>FRI 05/22/09</th>
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<td>Ticket Count: 75</td>
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<td>Total for Game#: 1070</td>
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Customer Service available Mon-Fri, 7 am to 5:30 pm. Email questions to retailerwebhelp@lottery.state.tx.us.
### Retailer Bonuses

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 30, 2009.

#### Retailer Bonuses

<table>
<thead>
<tr>
<th>Draw Date</th>
<th>Retailer</th>
<th>Location</th>
<th>Bonus</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/10/08</td>
<td>CEFCO Food Store #6</td>
<td>Temple</td>
<td>$2,250</td>
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<tr>
<td>4/13/09</td>
<td>Howard’s Drive-In</td>
<td>Robinson</td>
<td>$2,250</td>
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<td>4/27/09</td>
<td>3-S Shell</td>
<td>Forney</td>
<td>$4,250</td>
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<tr>
<td>6/15/09</td>
<td>United Drive In #5</td>
<td>McAllen</td>
<td>$5,250</td>
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<td>6/22/09</td>
<td>Valero Corner Store #422</td>
<td>Refugio</td>
<td>$2,250</td>
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<td>7/9/09</td>
<td>Exxon #60474</td>
<td>Houston</td>
<td>$5000</td>
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<thead>
<tr>
<th>Draw Date</th>
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<th>Location</th>
<th>Bonus</th>
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<tbody>
<tr>
<td>5/6/09</td>
<td>Big Country Mart</td>
<td>Burleson</td>
<td>$110,000</td>
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Leave a tip and support Texas Education today!

Visit us online at: [www.txlottery.org](http://www.txlottery.org)