

WHAT'S NEW 3

FOR TEXAS LOTTERY® RETAILERS

Update November 1, 2019

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SUPPORTING
TEXAS EDUCATION
AND VETERANS

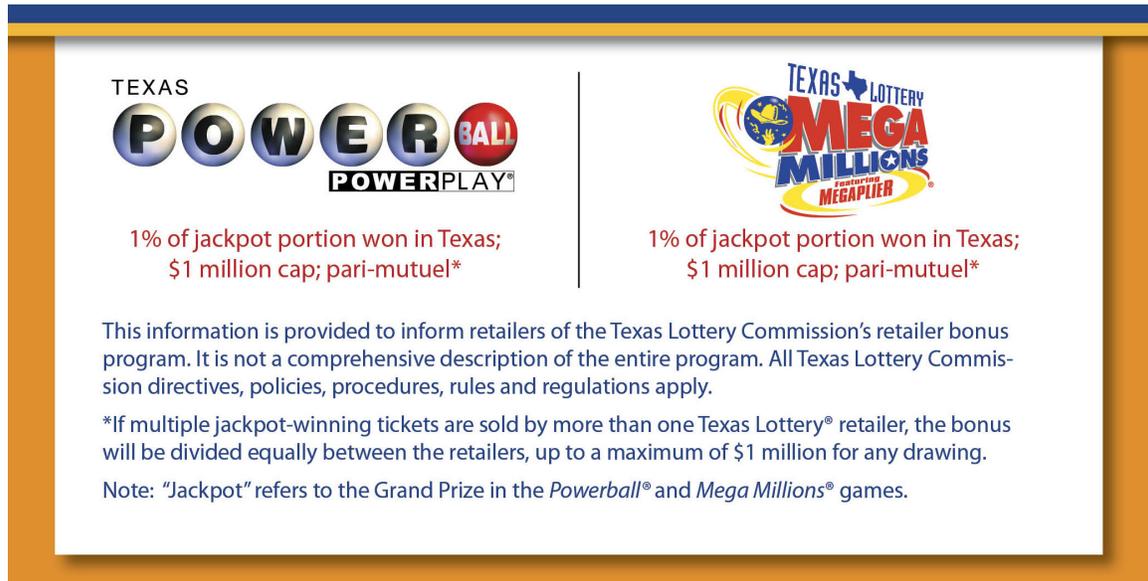


Retailer Bonuses and Missing Person Alerts

The 86th legislative session concluded on Monday, May 27, 2019. The following highlights of decisions are related to the lottery.

New Retailer Bonus Program

- The previous legislative session (85th) zeroed out the \$4.2 million retailer bonus appropriation for FY 2019 (September 1, 2018 – August 31, 2019).
- The 86th legislature restored funding for retailer bonuses at a reduced appropriation of \$2.019 million for FY 2020 (September 1, 2019 – August 31, 2020). The Texas Lottery implemented a new bonus structure based on that appropriation.
- Visit txlottery.org/Retailers on the Retailer Benefits page for the most current information.



The graphic is a white rectangular box with an orange border, divided into two columns by a vertical line. The left column features the Texas Powerball logo with the text 'TEXAS POWERBALL POWERPLAY' and '1% of jackpot portion won in Texas; \$1 million cap; pari-mutuel*'. The right column features the Texas Lottery Mega Millions logo with the text 'TEXAS LOTTERY MEGA MILLIONS MEGAPLIER' and '1% of jackpot portion won in Texas; \$1 million cap; pari-mutuel*'. Below the logos, a paragraph of text explains the program, and a note clarifies that 'Jackpot' refers to the Grand Prize in the Powerball and Mega Millions games.

New Missing Person Alerts

The Texas Joint Crime Information Center (TXJCIC) coordinates the dissemination of qualifying missing person advisories involving these resource partners, known as the State Network.

Texas Department of Transportation
National Weather Service
Law Enforcement
Media

Texas Lottery Commission
Independent Bankers Association of Texas
National Center for Missing and Exploited Children
Texas Department of Public Safety

Advisories can be issued within any Texas geographical area or statewide. Only a law enforcement agency can make a request to activate the State Network. Two new alerts will be implemented and may be seen on the 16,000+ Texas Lottery electronic displays (ESMM) along with the four existing alerts. All 18,000+ retailers receive Alerts that can be printed at the Altura terminal and provided to customers.

- **Camo Alert:** Current or former military members struggling with mental illness often isolate themselves and disappear without notice. The state's Camo Alert program, created by 2019 Texas legislation, is designed to notify the public of a missing current or former member of the United States armed forces, including the National Guard or a reserve or auxiliary unit of any branch of the armed forces.
- **CLEAR Alert:** The state's Coordinated Law Enforcement Adult Rescue (CLEAR) Alert program, created by 2019 Texas legislation, is designed to close the gap between missing children and senior citizens. The CLEAR alert will assist law enforcement in locating and rescuing missing adults who may have been kidnapped, abducted or who are in immediate danger of injury or death, as well as aid in locating any potential suspects.

A brief description of each current alert is provided below.

- **AMBER** (established 2002) – a missing child 17 years of age or younger
- **Silver** (established 2007) – a missing person 65 years of age or older with a mental condition
- **Blue** (established 2008) – a suspect in the death or serious injury of local, state or federal law enforcement officer
- **Endangered Missing Persons** (established 2011) – a missing person (of any age) with an intellectual disability
- **Camo** (established 2019) – a missing member of the military who is registered for the program
- **CLEAR** (established 2019) – a missing person 18-65 years of age

For a detailed description of each alert, visit <http://www.dps.texas.gov/intelligenceCounterTerrorism/Alerts/index.htm>.

New Delivery Channels

Receipt Tickets and QUICKTICKET™

To achieve the Texas Lottery's mission of generating revenue to support Texas education and veterans' assistance programs, it is critical that lottery products are conveniently available at a variety of locations where a broad diversity of consumers may purchase lottery tickets. To that end, the Texas Lottery is working with U.S. lotteries to establish a Standard Lottery Application Programming Interface (API) for in-lane sales and is working with various private companies to facilitate new delivery channels such as tickets printed at checkout lanes on register receipt paper and gift card-type tickets.

Two introductory in-lane programs will offer *Powerball*® and *Mega Millions*® tickets. Receipt tickets printed at the register and gift card-type QUICKTICKETS, may result in players presenting these new types of tickets for validation at any Texas Lottery® retailer location. Here are some quick facts about these new types of tickets that players may bring to your store to claim a prize.

- QUICKTICKET cards contain pre-printed Quick Pick numbers under a scratch surface.
- Like gift cards, a QUICKTICKET has no value until purchased and activated where the QUICKTICKET was sold. Customers receive a register receipt confirming activation.
- QUICKTICKET will be introduced at Dollar General® in Texas at a \$4 and \$10 price point for both *Powerball* and *Mega Millions*.
- Receipt tickets are printed on plain paper, not Texas Lottery rollstock, and will be piloted at a few H-E-B stores.
- Just like other lottery tickets, receipt tickets and QUICKTICKETS contain a barcode to scan at any Texas Lottery terminal for validating tickets before paying prizes.

Paying Prizes on QUICKTICKET and Receipt Tickets

We encourage all retailers to validate and pay prizes up to \$599 on any Texas Lottery ticket, including QUICKTICKETS and receipt tickets. This is a great opportunity for you to introduce new players to the variety of games you offer and make a sale.

1. To make sure you have funds available to pay a prize *BEFORE* you validate a ticket, touch **Draw Game Inquiry** on your Altura® terminal, then scan the validation barcode.
2. Receipt ticket and QUICKTICKET do not allow manual entry for Inquiry or Validation.
3. If you cannot validate or pay the prize, return ticket to player and direct them to a Texas Lottery claim center.
4. To validate a ticket and pay the prize, use the barcode reader to scan the ticket barcode. **Do not insert ticket into Altura.**
5. When a draw game prize is \$100 or more and less than \$600, a confirmation screen will display asking if you are able to pay the prize. Press **YES** to complete the validation or press **NO** to cancel the validation process and return ticket to player.
6. Remember, all tickets require validation prior to payment. Retailers are required to deface all winning tickets validated and paid in their store and should not return a validated ticket to a player.

For complete instructions on ticket inquiry or validation, refer to your Altura Quick Reference Card or the Retailer Manual.

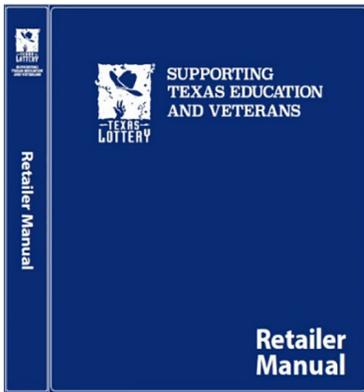


To validate a ticket and pay prize:

1. Scan the barcode.
2. Use the barcode scanner. **Do not** place the ticket in the Altura.

Retailer Resources

Quick Reference Cards, Retailer Manual & Lottery Services Portal



Retailer Manual

We are excited to provide you with our new Retailer Manual and Quick Reference Cards. These comprehensive resources contain important contact information, lottery policies and procedures and best practices to assist you in growing your lottery business! Detailed game information, including odds, will help you understand the features of each game and how to produce tickets. It's important to be knowledgeable about our products and share this information with players so they can make informed purchase decisions.

All retailers should receive and sign for their Retailer Manual by October 17. New retailers will receive their copy when they attend training. The most current version is available online at txlottery.org/retailers.



Quick Reference Cards

LSR's recently delivered updated Quick Reference Cards (QRC) for Altura and Gemini®, both are available in English and Spanish. Keep your QRC near the terminal for easy reference to steps for producing tickets, running reports and other key terminal functions.



Lottery Services Portal (LSP)

LSP provides current and potential retailers convenient online access to their lottery business information.

- Submit applications for additional locations.
- Apply for an initial license.
- Renew license(s) and update license information.
- Primary user can assign designated users with limited visibility and access to identified functions.
- Get answers to frequently asked questions.
- Submit questions and comments.
- View and print over 20 reports in PDF or CSV format.
- Update owner and officer information.

Owners, officers and partners of a business may sign up at tx-lsp.lotteryservices.com.

For more information on Texas Lottery products and services:

- Talk to your Lottery Sales Representative
- Call Texas Lottery Retailer Services M-F 7am-5:30pm at **800-375-6886**
- Call the IGT 24-hour Hotline at **800-458-0884**
- Email at RetailerWebHelp@lottery.state.tx.us
- Visit txlottery.org.

Coming in 2020!

Prizes up to and including \$5 million can be claimed at Texas Lottery claim centers in: Austin, Dallas, Fort Worth, Houston and San Antonio

At the Texas Lottery we are committed to generating revenue for the state of Texas through the responsible management and sale of entertaining lottery products. We all have a vested interest in providing a fun and safe experience for our players.

