

—TEXAS LOTTERY— RoundUp

News and Ideas for Texas Lottery® Retailers

October / November 2007

The 411 on Texas Lottery Drawings

by Robyn Smith

The music starts, the balls mix, and excitement fills the air. You're probably familiar with the thrill of a Texas Lottery® drawing, but how much do you know about the work that goes on behind the scenes? If you feel a little in the dark, you're not alone.

"Before joining the Texas Lottery Commission, I had very little knowledge as to how exactly a drawing was performed," admits Eric Pressler, the newest drawings specialist. "However, since joining the Drawings Team, I've realized the tremendous amount of time and energy that goes into each and every draw."

The Texas Lottery conducts drawings for its on-line games six days a week, including twice-daily drawings

Monday through Saturday for *Pick 3*™ and the newest on-line game, *Daily 4*™ featuring *Sum It Up*™. The Texas Lottery's other current on-line game offerings include *Mega Millions*® with the add-on *Megaplier*® feature, *Lotto Texas*®, *Cash Five*®, and *Texas Two Step*®. *Mega Millions* drawings are conducted in Atlanta by the Georgia Lottery, and all other drawings are held in the drawings studio at Texas Lottery headquarters in Austin.

The Texas Lottery Drawings Studio features state-of-the-art broadcast production equipment and has an on-site production crew for all drawings broadcasts. Video and audio recording systems document the entire drawings process, and robotic cameras minimize the number of broadcast production staff working on the studio floor during the draws. The Drawings Studio is monitored around the clock by 24-hour security systems and personnel.

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The 411 on Texas Lottery® Drawings *cont'd from cover*

To guarantee that all drawings are conducted in a fair and secure manner, a number of security measures are in place to protect both the studio and the drawings equipment. The Drawings Team performs specific procedures before, during and after each draw to ensure the security and integrity of every lottery drawing. Additionally, all drawings are open to the public so that players can see for themselves that drawings are conducted in a fair, secure and professional manner. Seating is provided in the studio lobby for up to 10 visitors, and windows along the north side of the studio provide an opportunity to watch the drawing from Sixth Street. If you ever get the opportunity to see a drawing, don't worry, you won't be in the way. Draw Team members enjoy interacting with the public and visitors.

"The most interesting part of the drawing process is not the draw process itself," says Drawings Specialist Nicole Aleman. "I enjoy meeting the regular players and customers who come to view the drawings process."

Drawings staff have developed and implemented detailed procedures for every aspect of the drawings process. "We have over 500 steps that must be accomplished prior to each of the live drawings," explains Drawings Coordinator Carol Vela. "After the draw has been completed, there are still more procedures to be performed prior to shutting down the lights and calling it a night."

To keep the drawings running smoothly, established procedures provide for ongoing maintenance and testing of all drawings-related equipment down to the last ball. When not in use, drawing machines and ball sets are kept locked away in a secure vault with special safeguards to prevent any tampering. The drawings machines are rotated on a designated schedule and ball sets are selected each night via a random selection process for the on-line game drawings.

"We know that the machines will work correctly because we test them constantly," says Scott Hiles, the drawings coordinator charged with overseeing maintenance and testing of all drawings equipment. "We do extensive pre-tests and rehearsals prior to every drawing."

The series of unofficial drawings called "pre-tests" help confirm that the machine and balls are functioning properly



Drawings Specialist Vincente LeCornu goes over a pre-draw checklist.

and the pre-test data is analyzed by an independent statistician to ensure randomness. All pre-test results for each game are posted on the Texas Lottery Web site.

Ball sets must meet rigorous standards for size, shape and weight. Each ball is certified by an independent weights and measures laboratory to ensure that it falls within the required specified weight range.

Despite the extensive safeguards, it's still possible to [487004] have technical difficulties. So, what happens if there are technical difficulties with a drawing machine and it doesn't function properly?

"In that instance, we are ready with a back-up alternate machine to take the place of the designated

drawing machine for that game," explains Drawings Specialist Patrick Hennigan. "The back-up machines are maintained to the same performance standards as the machines that are on the studio floor.

Texas Lottery drawings procedures provide detailed instructions to staff to help them navigate every possible scenario. [210679] Plans are even in place for alternate



Drawings Specialist Patrick Hennigan prepares for another Texas Lottery game drawing.

drawings locations and equipment should the studio suddenly become unavailable due to fire, flood or some other reason.

Such a complicated process requires many hours of work from the skilled Drawings Team. Working in shifts, these diligent employees come in nights, weekends and even holidays. They ensure that drawings happen day (at 12:27 p.m.) and night (10:12 p.m.) every Monday through Saturday.

The agency contracts with a Texas State Board of Public Accountancy certified public accounting firm and an independent certified public accountant (CPA) is present to certify all drawings in accordance with procedure. In addition to the Drawings Team and CPA, representatives from the Texas Lottery Security Division supervise the drawings process to confirm that all processes performed during the drawing are performed in accordance with procedures and that the integrity and security of the lottery drawings are not compromised.

Finally, after all the weighing, testing, and other necessary procedures are complete, the actual drawing is held, and after the balls drop, millions of Texas Lottery players can check their tickets to see if it's their lucky day. [144934] Their numbers may not come up, but they can all rest assured that the drawing was conducted in a fair and secure manner.

“Our Drawings Team and Security staff are our front line in maintaining our core values of integrity and responsibility,” says Texas Lottery Commission Executive Director Anthony J. Sadberry. “By working every day to protect the security of our games, they assure the people of Texas that the lottery is run with the highest level of professionalism and integrity.”

If you enjoy playing the *Games of Texas*, these folks have got your numbers.

Robyn Smith is a Media Relations Specialist for the Texas Lottery



Game time! Drawings Specialist Eric Pressler stands ready for a Pick 3 drawing.

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Published by the
Texas Lottery Commission

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1-800-375-6886

(Select Option 2, then Option 3 for
licensing or accounting questions.)

Available 7 a.m. - 5:30 p.m. Central Time
Monday - Friday

GTECH Hotline:

1-800-458-0884

(For equipment problems
or to order tickets.)

Available 4 a.m. - midnight,
7 days a week

Web site:

www.txlottery.org



Sum It Up!

**Comes to
Pick 3™!**

Sum It Up is coming to the *Pick 3* game! The *Sum It Up* add-on feature was introduced in September along with the new *Daily 4* game. Beginning November 11, 2007 players may add the *Sum It Up* feature to their *Pick 3* play.

As with the *Daily 4* game, players don't have to win the *Pick 3* game to win *Sum It Up*. [147059] For as little as 50 cents per play, players can win if the sum of their *Pick 3* numbers is the same as the sum of the *Pick 3* numbers drawn. For example, if the player's numbers are 0-6-9 (sum = 15) and the numbers drawn are 3-5-7 (sum = 15), the player wins if they purchased the *Sum It Up* feature. See below for the *Pick 3* with *Sum It Up* chart for prize information.

The *Pick 3* game itself remains unchanged, with the same wager amounts, the same play types, and the same twice-daily Monday through Saturday drawings at 12:27 p.m. and 10:12 p.m. For more information on all Texas Lottery games, visit our Web site at www.txlottery.org.

**ODDS OF WINNING AND PRIZE AMOUNTS FOR SUM IT UP
WHEN PLAYED WITH PICK 3**

Sum Picked	Cost of Sum It Up Play = \$.50	Cost of Sum It Up Play = \$1	Cost of Sum It Up Play = \$2	Cost of Sum It Up Play = \$3	Cost of Sum It Up Play = \$4	Cost of Sum It Up Play = \$5	Odds
0 or 27	\$250	\$500	\$1,000	\$1,500	\$2,000	\$2,500	1:1,000
1 or 26	\$83	\$166	\$333	\$500	\$666	\$833	1:333
2 or 25	\$41	\$83	\$166	\$250	\$333	\$416	1:167
3 or 24	\$25	\$50	\$100	\$150	\$200	\$250	1:100
4 or 23	\$16	\$33	\$66	\$100	\$133	\$166	1:67
5 or 22	\$11	\$23	\$47	\$71	\$95	\$119	1:48
6 or 21	\$8	\$17	\$35	\$53	\$71	\$89	1:36
7 or 20	\$6	\$13	\$27	\$41	\$55	\$69	1:28
8 or 19	\$5	\$11	\$22	\$33	\$44	\$55	1:22
9 or 18	\$4	\$9	\$18	\$27	\$36	\$45	1:18
10 or 17	\$3	\$7	\$15	\$23	\$31	\$39	1:16
11 or 16	\$3	\$7	\$14	\$21	\$28	\$36	1:14
12 or 15	\$3	\$6	\$13	\$20	\$27	\$34	1:14
13 or 14	\$3	\$6	\$13	\$20	\$26	\$33	1:13

Note: The cost of a *Sum It Up* play is in addition to the cost of the connected play. For example, if a player selects a 3-Way Combo play for a base play amount of \$1, the cost of the combo play would be \$3. If the player chooses to play *Sum It Up* for a base play amount of \$.50, the cost of the two plays together would be \$3.50.

Austin *Spotlight*

The Austin District, which covers the majority of Central Texas, stretches from Goldthwaite to Bryan-College Station, and from Kyle to Hillsboro. There are 13 lottery sales representatives (LSRs) servicing more than 1,600 retailers twice each month. Teamwork is key for this sales team. Austin District LSRs are comprised of two groups: corporate sales and independent sales. The corporate team is assigned to help work and develop sales efforts in major chain accounts. Their efforts are coordinated with key accounts representatives and specific corporate accounts strategies. The independent team works directly with the owner/manager operations for immediate results with store-level decision making.

The Austin sales team has benefited from the vast and varied experiences of its members. There are three new LSRs on the team, and each of them brings their own unique previous sales experience. Some of their experience include instant-ticket inventory management, convenience store management, routes sales and more. Their knowledge provides added value in developing and implementing marketing strategies in the Austin District.

In the past year, Austin District staff have joined Texas Lottery retailers at a variety of events including the Pecan Street Festivals and Spamorama in Austin, and the Chisholm Trail Roundup in Lockhart.

Food Mart Bellmead

by Todd Rajkowski, LSR

The staff of the **Food Mart** located on Bellmead Dr. in Bellmead knows what it takes to succeed. Managed by Kamlesh Krupa for the last seven years, sales have steadily risen to make his store one of the top retailers in town. He and his crew – John, Madhuri, Isabella, Mandep and Lana (not pictured) – all strive to provide Texas Lottery players with tickets and service like no other. Prompt service with two cashiers always on duty helps with ticket sales and also makes the player's experience more enjoyable. With sales of more than \$14,000 a week, there is sure to be a Texas Lottery player next in line.

Customer service is just one reason players continue to play the *Games of Texas* at Food Mart. The crew strive [101166] to keep all their 36 dispensers full at all times and pay all winning tickets up to \$599. To add to their success, they sold a winning *Break the Bank* instant ticket worth \$30,000. For fun, Isabella creates store decorations of holiday themes with used scratch-offs. This kind of positive attitude is what helps keep the Food Mart staff momentum going.



The Bellmead Food Mart crew (left to right):
John, Madhuri, Isabella and Mandep.

The Oaks Food Mart Bryan

by Zach Wakefield, LSR

A little more than 13 years ago, on a cold February day, **The Oaks Food Mart** in Bryan sold one of three winning *Lotto Texas* tickets for a \$28 million jackpot. [125944] Owner Dhaval Patel was ecstatic when the Texas Lottery Commission notified him that not only had he sold a winning ticket, but he was due an \$89,000 retailer bonus. "I just about passed out and accidentally hung up the phone when they told me," recalls Dhaval.



Dhruz Patel of
The Oaks Food Mart in Bryan.

Not content to rest on their laurels, Dhaval and his wife Dhruz Patel sat down and asked themselves if this could lead to more sales and another winning ticket. They came up with a plan and immediately started toward their goal of becoming the leading Texas Lottery retailer in Bryan.

The Patels not only wanted to use the jackpot as a bounce, they also wanted to establish a solid lottery business. They identified three easy measures to accomplish this: 1) Ask for the sale, 2) keep enough cash on hand to pay all winning tickets, and 3) increase their instant ticket slot count. Dhaval and Dhruz did just that.

Every customer who walks into their store is asked to buy a lottery ticket at check out. [136289] They always pay winning tickets up to \$599 with cash, no checks or money orders. The store now has 84 slots and sells all available instant games. Dhaval says it's a challenge to fill all his slots, but he finds that "doubling up" on certain games increases sales as well. The Oaks has maintained a weekly sales average above \$19,000 for many years. The Patels haven't yet sold a second jackpot ticket, but they have accomplished their goal of establishing a strong long-term lottery business by using simple straightforward methods anyone can employ.

620 American Food Mart Cedar Park

by Julie Hall, LSR

You can see winners galore at **620 American Food Mart** in Cedar Park. Owner Ibrahim "Abe" Natour keeps the tickets he's paid out so that if a customer asks if he's had any winners lately, he can pull them out and show them. As a business owner, Abe listens to his customers to make sure he has the games they love to play and he makes sure his dispensers are full.



Ibrahim "Abe" Natour, owner of 620 American Food Mart.

This is why his players will come back to 620 American Food Mart again and again.

A&B Grocery Goldthwaite

by Christy Burford, LSR

Ray and Lynn Bostick, owners of **A&B Grocery**, love to sell Texas Lottery tickets. A&B is the top selling retailer in Goldthwaite. They average \$7,353 a week in instant tickets and more than \$1,400 in on-line sales. The Bosticks have owned and run the store by themselves for more than three years. They're open six days a week and are closed on Sundays to spend some time with their young son.



A&B Grocery Owners Ray and Lynn Bostick.

A&B Grocery has very loyal customers who appreciate the fact that the Bosticks always pay cash on winning tickets, even if Ray has to run to the bank to get the cash. Any time of the day, you can find players in the store scratching tickets. [253503] Earlier this year they sold a winning *Lotto Texas* ticket worth \$2,320 to the contractor they hired to remodel the store last year.

H-E-B Plus #014 Kyle

by Hitashvi P. Patel, LSR

On June 8, 2007, **H-E-B (Plus) Food Store #014** opened its doors to the residents of Kyle. Besides offering its customers a wide variety of products, they also offer on-line

tickets through a Texas Lottery Self-Service Terminal (SST) and scratch-offs through an Instant Ticket Vending Machine (ITVM). Offering great customer service and keeping the ITVM full of the latest scratch tickets helped their weekly sales reach \$3,500 in a short period of time. With continued excellent customer service and increased foot traffic, they expect to see sales continue to climb.

H-E-B #479 Pflugerville

by Mary Jane Colunga, LSR

H-E-B #479 in Pflugerville is quickly becoming a big seller of Texas Lottery products. The store has two ITVMs and an SST to accompany their ISYS terminal. Head bookkeeper Joni Sheppard and her staff are always ready to activate the new games. Bookkeepers Val Pruneda, Barbara Shadden, Kim Travis and Steven Aldrete all take part in loading the ITVMs. With every bookkeeper fully trained in operating the machines, there is rarely an empty bin. Customer Service Representative Emily Schoedel in the Business Center is always keeping a close eye on the machines and [137379] whenever a bin of ticket sells out, she is quick to inform the bookkeepers who promptly fill the bin.



Customer Service Representative Emily Schoedel (left) and Bookkeeper Val Pruneda of H-E-B #479 in Pflugerville.

Austin

District Highlight
as of 8/15/07



DSM: Camille G. Moore

LSRs: 13 – Christy Burford, Mary Jane Colunga, Julie Hall, Jimmie Hammond Jr., Matt Hayes, John Majumder, Hitashvi Maknojiya, David Payne, Todd Rajkowski, Al Shankle, Kevin Teeler, Zachary Wakefield, Weldon Winkler

CSRs: 4 – Matt Lingerfelt, Kaye Martin, Mike Petrowski, Zane Werner

Support Staff: Stephanie Limbacker-Oman, Rosalinda Reyna

Claim Center Location & Phone:

Austin Claim Center

611 E. 6th Street
Austin, TX 78701
(512) 344-5000
(800) 375-6886

WINNERS SINCE START-UP

# of Lotto Texas Jackpot Winners:	46
# of Texas Two Step Jackpot Winners:	27
# of Cash Five Top-Prize Winners:	244
Total Sales Since Start-up:	\$4,777,145,123.50
% of Sales:	10.13%
Retailer Commissions Since Start-up:	\$238,857,256.18
No. of ISYS Retailers:	1,660
No. of GVT Extra Retailers:	6
No. of SST Retailers:	101
No. of ITVM Retailers:	119

H-E-B #479 has reaped the benefits of maintaining their machines. In April, the store received a free pack of *Bonus Break the Bank* that they won in a Texas Lottery retailer contest. The bookkeepers were able to split the free pack and everyone was able to enjoy in the scratching and winning. With a positive attitude and hard work, H-E-B #479 has made selling [138204] Texas Lottery tickets fun for both customers and the staff.

This has increased their sales from \$10,050, in June 2006, to \$12,200, in June 2007. This also has helped decrease their out-of-stock percentage to below four percent overall. The bookkeeper has noticed that they have more time to complete other store tasks by not having to load the ITVM as frequently.

With the installation of ITVM connectivity, it will enable the bookkeeper to pull all sales activity reports and inventory reports for the ITVM at the ISYS terminal located inside the customer service booth. This feature will help the partners become more efficient with loading the ITVM with aggressive-selling price points as needed. [229366] Many thanks goes to the lead bookkeeper, Emma Kinder, for her diligent work in helping Texas Lottery sales in her H-E-B make a significant contribution to the state's Foundation School Fund.

H-E-B #404

Bee Cave

by Kevin Teeler, LSR

H-E-B #404 in Bee Cave has started a new procedure for how to load the ITVM in their location. When they have an empty slot, they fill it! It doesn't matter which price point is out, they fill it with double packs of the same game.



Austin District Team

Front row, left to right: *Christi Burford, Matt Hayes, Hitashvi Maknojiya, Rosalinda Reyna, Mary Jane Colunga, Julie Hall, DSM Camille Moore*

Back row: *Al Shankle, Todd Rajkowski, Weldon Winkler,*

Kevin Teeler, David Payne, John Majumder

(Not pictured: *Jimmie Hammond Jr., Stephanie Limbacker-Oman, Zachary Wakefield*)

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 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.

The El Paso sales team consists of one senior lottery sales representative (LSR), and four LSRs (three in El Paso and one in Alpine). All together, they cover 465 retailers every two weeks. Two sales reps, Martin Diaz and Christina Garcia, have been with GTECH since start-up in 1992. Administrative Assistant Thelma Gonzalez has also been with the company since start-up.

Two of the biggest jackpots in El Paso's history include the \$145 Million *Lotto Texas* jackpot from June 19, 2004, and the \$95 million *Mega Millions* jackpot from May 16, 2006.

Amigo's #1 Alpine

by Rene Rangel, LSR

Amigo's #1 is a top Texas Lottery retailer in the El Paso district with combined average weekly sales of more than \$8,000. New employees at the store quickly realize that they have to be very familiar with the *Games of Texas* in order to keep customers happy. In just two weeks, one of the Alpine store's newest employees, Elizabeth Sartain, became an expert on Texas Lottery games. [229131] Her knowledge and cheerfulness has already been noticed by the customers who count on Amigo's #1 for their favorite scratch-off games.



Elizabeth Sartain of Amigo's #1 in Alpine.

Airway Chevron #2 El Paso

by Christina Garcia, LSR

Dottie Wallace, the manager of **Airway Chevron #2**, is excited about her new El Paso truck stop/travel center. She can't wait to show her regular Texas Lottery customers how accessible and convenient her two ITVMs are. [431289] The latest

big winner at her store claimed a cool \$1,000 from the *Crown Jewels* instant game. [431293] Keep up the good work, Dottie!



Dottie Wallace, manager of Airway Chevron #2.

Albertsons #934 El Paso

by Damon Conrad, LSR

Being a Customer Service Manager (CSM) isn't what it used to be. Multi-tasking is at an all-time high, but that doesn't stop **Albertsons #934** CSM Susan Kassner from maximizing lottery sales by [100358] consistently keeping her out-of-stock factor (empty bins) below 10 percent. Whether she's at the register or in the cash office, Susan is always on top of the Texas Lottery products under her watch at her El Paso grocery store. [313309] That focus has resulted in lots of success in sales contests and free packs of tickets for her employees.



Albertsons #934 Customer Service Manager Susan Kassner.

Big Diamond #1260

El Paso

by Randy Hancock, LSR

October 17, 2006, seemed like a normal workday for **Big Diamond #1260** Manager Maria Quinones and morning employee Ceci Pinela. Located in close proximity to the state line and the Sunland Park Racetrack and Casino, every day is busy and always a good day to sell Texas Lottery products. But, on one particular day a year ago, *Cash Five* was the order of the day for one very faithful customer. He bought a ticket that day [481202] from Ceci that would match all five numbers for a prize of \$30,547. The lucky customer had been playing the same numbers since the game started in 1995. Thanks for the effort and keep up the great work!



Big Diamond #1260 Clerk Ceci Pinela.

Circle K #6307

El Paso

by Damon Conrad, LSR

With the ever-growing pressure to increase sales in today's retail world, there are three things every Texas Lottery retailer should remember: location, location, location. With this in mind, **Circle K #6307**

Manager Anita Ashe decided to reposition her scratch-off dispensers from the side to behind her counter so all tickets could be seen by customers. She also increased the number of dispensers to 30. Now, core games are always available and there's plenty of room to add new games as they come in.



*The Circle K #6307 crew (from left):
Clerk Lucy Anchondo, Manager Anita Ashe,
Clerk Christina Lozada.*

Zaragoza Discount Liquors

El Paso

by Christina Garcia, LSR

On February 27, 2007 a *Cash Five* top-prize winning ticket worth \$29,231 was sold at **Zaragoza Discount Liquors**. Turns out, the lucky ticket was [146516] purchased by Ange Decoroso, co-owner of the store. She had purchased several tickets that day. Upon checking her ticket, she was amazed and surprised when the terminal said that she needed to redeem her ticket at a Texas Lottery claim center. She planned to use her winnings on a trip to Italy to visit family members who live there.

R&S Drive Inn Grocery

El Paso

by Christina Garcia, LSR

After so many years of being an El Paso Texas Lottery retailer, Jose Mancha was happy and excited to

El Paso

District Highlight
as of 8/15/07



DSM: Pamela Batten

LSRs: 5 – Damon Conrad, Martin Diaz, Christina Garcia, Randy Hancock, Rene Rangel

FSTs: 2 – Jose Alvarez and Gabriel Villa

Support Staff: Thelma Gonzalez

Claim Center Location & Phone:

El Paso Claim Center

401 E. Franklin St. Suite 150

El Paso, Texas 79901

(915) 834-4920

WINNERS SINCE START-UP

# of Mega Millions Jackpot Winners:	1
# of Lotto Texas Jackpot Winners:	12
# of Texas Two Step Jackpot Winners:	6
# of Cash Five Top-Prize Winners:	78

Total Sales Since Start-up:\$1,132,175,142.00

% of Sales:2.40%

Retailer Commissions Since Start-up:\$56,608,757.10

No. of ISYS Retailers:462

No. of GVT Extra Retailers:2

No. of SST Retailers:23

No. of ITVM Retailers:77

find out that his store, **R&S Drive Inn Grocery**, had sold a winning *Cash Five* ticket worth \$34,625 for the drawing held March 6, 2007. [431156] He was even happier when he found out that he was going to receive a bonus of one percent of the winnings. The customer that won *Cash Five* returned to the store to tell Mr. Mancha that he had chosen the winning numbers out of a fortune cookie.



R&S Drive Inn Grocery owner Jose Mancha.

Vecinos El Paso

by Randy Hancock, LSR

Vecinos owner Noel Palacios has been selling Texas Lottery tickets at his El Paso store for over five years. The majority of his customers are walk-ins from El Paso and across the border from Juarez, Mexico. His store is located right next door to a seniors' day care center where the patrons hope to make Noel the [144482] next big jackpot selling retailer.

The owner of the care center won the \$94 million *Mega Millions* jackpot on May 16, 2006, and hopes to buy her next winning ticket at Noel's store.

Noel always keeps his ticket dispensers full and stays well stocked on inventory. Good luck and happy selling!

Kent Kwik #271 Kermit

by Rene Rangel, LSR

Though he's still relatively new to the job, **Kent Kwik #271** Manager Leroy Florez is one of the most likable managers in Kermit. He is well-known for promoting Texas Lottery sales. He will do anything and everything to educate each and every customer on the *Games of Texas*. He's also a big fan of the Texas Lottery pump toppers, "jackpot" window signs and the winner-awareness flyers. His dedication and plus-selling attitude have already paid off with a gradual increase in sales at his store.



Kent Kwik #271 Manager Leroy Florez.



El Paso District Team

Front row, left to right: Pamela Batten, DSM; Jesse Carrasco, DSM (visiting from Houston); Thelma Gonzalez, administrative assistant.
Back row: Damon Conrad, LSR; Christina Garcia, LSR; Randy Hancock, LSR; Rene Rangel, LSR; Martin Diaz, Senior LSR.

Frequently Asked Questions

Q. How can I get current information about unclaimed top prizes for scratch-off tickets?

A. For current information about unclaimed top prizes for scratch-off tickets, retailers may print a report from the terminal. The report is updated nightly. The report can be accessed on the terminal by selecting:

Instant Menu:

- (2) Inventory Reports
- (5) Top Prizes Unclaimed

Q. What do I do with validated tickets?

A. It is important to deface the barcode on all validated tickets—instant and on-line—to prevent further validation attempts. The barcode should be defaced from top-to-bottom.

After a prize has been paid, the retailer should not return a validated ticket to a player. The terminal will produce two validation receipts. The customer copy should be given to a player after validation has occurred. This receipt will confirm to the player the prize amount. If you validate a ticket and cannot pay the prize, you should return the ticket to the player and direct them to the nearest claim center.

Q. What are the Hotline hours?

A. The Texas Lottery Customer Service Hotline (1-800-37-LOTTO) 1-800-375-6886
Monday - Friday, 7:00 am to 5:30 pm

The GTECH Retailer Hotline (1-800-458-0884)
4:00 am to 12:00 am (Midnight), 7 days a week

Q. What information is available for retailers on the Texas Lottery Web site, www.txlottery.org?

A. From the Lottery home page, click on the Retailers tab to find:

- *Retailer Service Center*: Account information for up to eight weeks
- *Retailer Guide*: Guide to Policies and Procedures

- *Retailer Forms*: License Application and Accounting Forms
- *Retailer Benefits & Bonuses*: Bonus and Commission Information
- *Retailer Promotions*: Current Contest Information
- *Retailers Homepage*: FAQ, Software updates, Game lists and More

Q. What do I tell a customer who wants to file a complaint?

A. Customers with a complaint should contact the Texas Lottery Commission. The public is encouraged to submit complaints on the official Texas Lottery Commission complaint form, which is available by:

- Visiting the Web site at www.txlottery.org
- Visiting a Texas Lottery Claim Center
- Contacting the Texas Lottery Commission at: (1-800-37-LOTTO)
- Or by mail to:
Texas Lottery Commission
Attention: CAMP
P.O. Box 16630
Austin, TX 78761-6630

Q. When do I notify the Lottery that I am closing my business?

A. The Texas Lottery needs a minimum of three business days advance notice to complete retailer cancellations. Three business days advance notification will ensure that a lottery sales representative can complete their work in accordance with your business plans.

If you plan to temporarily close your business, it is important that you contact the Texas Lottery immediately. We will assist you with tickets and equipment, and we can explain any financial responsibilities you may have while your business is closed.

Q. We had a holiday this week. When will you sweep my account?

A. If the holiday falls on or before Wednesday, the sweep day for that week will be on Thursday. If the holiday falls after Wednesday, there will be no change in your sweep day.

Retailer Bonuses



REMEMBER!

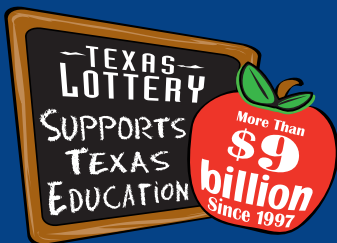
If you find your retailer ID number hidden in this issue of *RoundUp*, you can receive a prize package of Texas Lottery promotional items!

To claim your prize, call 1-800-37-LOTTO.
You must call by November 30, 2007.

Draw Date	Retailer	Location	Bonus
5/7/06	Big Diamond #1323	Bellmead	\$6,000
5/14/07	Travel Mart Conv-Marble Falls	Marble Falls	\$2,250
5/21/07	Saigon Taipei Supermarket	Garland	\$2,250
5/24/07	Big Diamond #1017	Schertz	\$2,000
5/31/07	Exxon #63352	San Antonio	\$2,250
6/11/07	Evergreen Checks Cashed Money	Stafford	\$2,500
6/18/07	E Z Food Store	Houston	\$1,125



Game	Retailer	Location	Bonus
Cool Millions #670	7 AM Market	Fort Worth	\$10,000
\$130 Million Spectacular #823	Town & Country #144	Sterling City	\$10,000
Lucky Millions #685	Stewart Food Mart	Galveston	\$10,000
\$130 Million Spectacular #823	7-Eleven #125	Odessa	\$10,000
\$130 Million Spectacular #823	Scooters #1	Tyler	\$10,000



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