



New York Lottery System Conversion Frequently Asked Questions (FAQ's)

1. When will the conversion occur?

The new system, known as the Enterprise System, will go live on Sunday **August 1**. All terminals including Alturas, Game Points and SSTs will be on the Enterprise platform.

2. What time will the system be operational on August 1?

We anticipate the system will be operational later than normal on August 1 and may even be after the midday drawings. Once a more specific startup time is known for August 1 it will be communicated to the Lottery Sales Representatives through email and Retailers through terminal messages. After August 1 we anticipate startup to begin at 4am daily.

3. Does software need to be downloaded to the terminals?

Yes, software downloads to the terminal will begin on Tuesday morning July 27. Terminals **MUST** be left powered on through Sunday, August 1 as the download will occur both during the overnight hours as well as during normal selling hours. The download will not affect retailers' ability to sell or cash winners; it is necessary that terminals remain on continuously to receive the full software package prior to August 1. If a terminal is not left on from Thursday, July 27 through Sunday, August 1 the retailer may not be able to sell until Monday afternoon.

4. How will the software downloads be communicated to retailers?

Retailers will receive multiple terminal messages and a letter from the Lottery.

5. Will the hours to sell Lottery games change?

Yes, the Enterprise System will probably start late on Sunday, August 1, but after that the system will be available from 4:00 am to 3:30 am seven days a week.

6. Will the drawings for Quick Draw be expanded?

Yes. Starting August 1 after the conversion Quick Draw will be drawn every 4 minutes starting at 4:04am with the last drawing to occur at 3:24am.

7. Will the Ticket Checker check instant tickets?

Yes, all games printed with game number 700 or above include the Failsafe bar code. By simply scanning the 'Failsafe' barcode, the ticket checker will display the prize amount and state 'Please See Retailer'. Large prizes over \$750,000 will display 'Jackpot Winner. Please See Retailer To File Claim'.



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8. What is an 'auto filled claim form'?

An auto filled claim form is a claim form generated right on the Altura. When a claimant produces a winning ticket over \$600, the retailer can scan the winners' New York driver's license to produce a claim form with all the necessary claimant information (Name, address) completed except the social security number. Two copies of the form will be printed at the terminal. The claimant can take the forms and their ticket to a New York Lottery Customer Service Center or mail them to Lottery Prize Payments in Schenectady. This form is optional.

9. Will the ticket checker work if the terminal is signed on but locked?

Yes

10. Will the ticket checker work if the terminal is signed off?

No, a terminal must be signed on for the ticket checker to work.

11. Will the ticket checker on Game Points check instant tickets?

Yes, those with 'Failsafe' barcodes.

12. Will the Failsafe barcode allow tickets to be validated with a single scan?

Yes, a retailer may scan the failsafe barcode on their Altura to validate any prize. There will be no need to enter a 4-digit code. A retailer may, if they choose to, scan the usual bar code using keyless validation with the 4-digit code when prompted.

13. Will retailer settlement reports change?

Yes, the report has been modified (see attached) to present more detailed results broken down between online and instant sales. Additionally, for multiple terminal locations any terminal may be used to check the sales and settlement associated with that terminal or to view the consolidated sales and settlement for all terminals in the retailer location. This will be accessed using a drop down menu.

14. Will the 45-day cashable at retail rule change for draw game winners?

Yes, all winning draw game tickets of \$600 or less may be cashed at any retail location for up to 1 year. This includes free play winners.

15. Will retailer numbers change?

Yes. All retailer numbers will change. This will be a simple change for most. Retailers with a single terminal will see their retailer number change from their current 5-digit number to a 6-digit number by the addition of a leading '0'. (Example: 12345 will become 012345)



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- 16. How will the retailer numbers be affected for locations with multiple terminals, Game points or SSTs?**
For the main terminal at a multiple terminal retailers, the retailer number will be the existing number with a leading zero added. There will also now be a terminal number for every terminal, which is the 6-digit retailer number followed by a 2-digit suffix. (Example: A store with 3 terminals 12345, 45678, and 67890 with 12345 as the main terminal will now have retailer number 012345 and terminal numbers 012345-00, 012345-01 and 012345-02.) **Details on how this will be communicated are to follow.**
- 17. Will passwords change?**
In most cases no. Retail locations with one terminal will use the same passwords. Retailers with multiple terminals that used unique passwords for each terminal will continue to use the same passwords. Retailers with multiple terminals that used a single password for all terminals will be assigned new passwords for each terminal.
- 18. When new instant games are launched it takes a long time to activate a book, will this improve after the conversion?**
Yes. Currently the hassle free shipments received on the first Tuesday of every month are slow to process activations. This will be improved once the new Enterprise System is in place.
- 19. Will all NYS driver's license bar codes be readable for age verification?**
Yes.
- 20. Can I trade up Instant tickets on the Altura terminal?**
The trade up functionality will be available, however, access to this area of the terminal will not be activated until Lottery Sales Representatives receive the necessary training. Training for processing trade ups on the Altura will occur between August 17 and August 26. Lottery Sales Representatives will receive an access card and PIN to allow use of the trade up screen. Training sessions will provide details on how to use the feature, benefits and timing of credits and inventory removal from the retailer records.
- 21. Can a representative block games from being ordered by a retailer?**
Yes. When performing a trade up, whether on Cole or the Altura, a Lottery Sales Representative may block a game from being reordered by simply checking a box for that game. **Details will be provided during training.**



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22. What is Smart Ordering and will it be available on August 1?

Smart Ordering is a suggested order screen appearing on the Altura that may be turned on at a retailer location. The program looks at a retailer's sales history, current inventory and ordered inventory to determine the retailer's instant game needs for the week. There will be a separate document to explain how this works and what inputs must be given to make the suggested order effective. Smart Order will be available in the weeks after August 1. The Smart Order functionality can be turned on for any retailer. This functionality will force an optimal Instant Game order with some flexibility to edit the book quantities or it can be setup to require quantities suggested. Tel-sell will not be able to override Smart Order unless the Lottery Sales Representative authorizes a change.

23. How will conversion issues be communicated?

Lottery Sales Representatives will report issues to their Operation Specialists. Operation Specialists document the issues in a database that will be viewed daily in an effort to develop a resolution. It will be critical that reports include all the necessary information so that issues can be resolved quickly.

24. Will the one day delay between system activity and claim center processing be eliminated?

Not yet. This is a Lottery data transfer issue not a conversion issue. The Lottery is working on closing the gap between daily activity such as instant book activations and same day winning draw tickets being presented at a Customer Service Center. We anticipate this being resolved after August.

25. Other Information:

- a. Processing Advanced Play wagers on Numbers and Win 4 will change slightly to allow the purchase of up to 14 draws at any time. Retailers will now choose the number of days rather than draws.
- b. \$10 Mega Millions and Powerball wagers will print on a single ticket.
- c. Terminal will retain last 25 terminal messages for reference - essentially an inbox.
- d. New ticket stock will be distributed starting in August. The existing thermal ticket stock can continue to be used.