

**nebraska lottery**

Drawing Results, Winners, and Scratch Game Information **402-471-6114**  
 Players Hotline **402-471-6139** and **800-224-LUCK (NE & WY only)**  
 Main Number **402-471-6100** and **800-587-5200**  
 Website **nelottery.com**

**scratch tickets and osr**

**877-651-6296**

**lottery retailer hotline**

**800-560-2919**

**Free problem gambling help for Nebraskans at**  
**problemgambling.nebraska.gov**



P.O. Box 98901  
 Lincoln, NE 68509-8901  
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**ticket talk**

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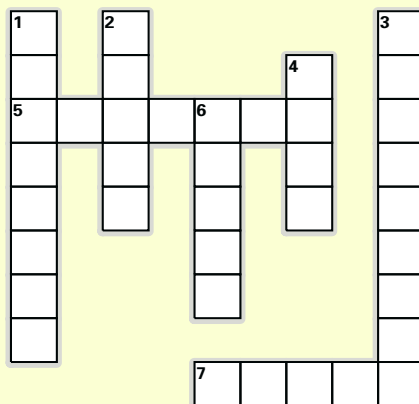
**ticket talk**

THE NEWSLETTER FOR NEBRASKA LOTTERY RETAILERS



**Conversion**

**Loyal Readers Contest**



**Across**

- 5. Lotto tickets are printed on \_\_\_\_\_ paper and should be kept away from heat sources.
- 7. Use the Play It \_\_\_\_\_ feature to reprint Lotto tickets with the information from an existing ticket.

**Down**

- 1. The centerpiece of conversion is the new \_\_\_\_\_ Pro terminal.
- 2. The \_\_\_\_\_-A-Ticket device allows players to identify winning tickets.
- 3. The first phase of the system conversion is the \_\_\_\_\_ phase where the new terminals replicate the current Altura system.
- 4. Players are encouraged to use a play \_\_\_\_\_ to choose their Lotto ticket numbers.
- 6. Tickets can be purchased for several consecutive drawings with the \_\_\_\_\_-draw feature.

**Enter To Win**

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Retailer: \_\_\_\_\_

The Nebraska Lottery likes to reward retailers who read Ticket Talk.  
 Each month, we will draw ten entries from among retailer entries received by the designated deadline (April 23). Those entries that correctly answer the crossword puzzle will win. The prize will be \$10 in Scratch ticket coupons for every employee who sells Lottery tickets at the winner's location. LSRs will have premium prizes for those employees under the age of 19.  
 Enter your store by completing and mailing this entry coupon today to:

**Nebraska Lottery, P.O. Box 95105, Lincoln, NE 68509.**

*Note: Entries not drawn previously will no longer be retained. Be sure your store is entered each month.*

**What's Inside**

- Conversion Process
- New Equipment
- Lucky For Life Changes

January/February Answers Across: 1. Exchange 4. Activated 6. Lucky 7. Nebraskans Down: 2. Ghostbusters 3. Valentine's 5. 2by2

MARCH/APRIL 2021



## New Changes

Changes are coming down the line. As I had discussed in the previous edition of Ticket Talk, we are going to implement changes across the state to modernize our retail experience in totality.

The biggest change that retailers and customers will notice has to be the addition of new terminals. They will be a leap forward from the units we currently use in terms of technology and functionality. I am hopeful that the new equipment will be a welcome addition to our retailers and that customers and clerks alike will appreciate this step forward.

With the new changes we're implementing, there will be a learning curve. Throughout the conversion process, IGT and Lottery staff will guide retailers along the way. Initial training information is in this issue. There is also information on the installation of your new terminal. Your current terminal will be swapped out for the new terminal. Your LSR will have more information as the plan comes together for this phase of conversion.

The changes conversion will make to how we do business without question are going to be beneficial to the retail experience and I look forward to seeing how these changes drive us forward.

## System Conversion:

### A TWO-PART PROCESS

Change can be difficult. But with the upcoming lottery system conversion, the Nebraska Lottery and IGT are working together to make the switch as seamless as possible.

The conversion process will be split into two parts – emulation and final conversion. The emulation phase is currently planned to start in late May and take approximately 5 weeks for all retailers to receive their Retailer Pro terminal and peripherals. The equipment is brand-new, but it will emulate the look and feel of the current Altura terminal. So once your new terminal is installed, you'll be able to start selling immediately without additional training.

During the emulation phase, the Lottery and IGT will continue to develop the final version of the terminal software. In October, the full conversion will occur and you will be able to fully utilize the features of the new Retailer Pro terminal. A training program and additional materials will give you the information to quickly get up to speed with the new system.

We think you'll find the new terminal system a great asset to your store. As the system conversion begins to take shape, we'll provide important updates to retailers via terminal messages, future issues of Ticket Talk, and your Lottery Sales Representative.

### Conversion Process

The emulation phase of conversion is tentatively planned to start May 27 when terminal installations begin. Your store will be contacted before any equipment is installed. Installation will be done by a qualified vendor, not your Lottery Sales Representative or Field Services Technician.

Final conversion is planned for October 17. A terminal message will be sent if a late start is required on the 17th. The new terminal will use the same paper as the current terminal, so all ticket stock should be retained. Do not discard any ticket stock.

### Technical Assistance

Service and support for your terminal will continue to be provided through periodic visits by customer service representatives. All hotline phone numbers will remain the same. Immediate assistance for terminal issues will continue to be available at 800-560-2919.

### Training

IGT is developing a comprehensive training program for retailers to learn about the Retailer Pro system. Training will be available on-line and in-store. Ground training sessions will not take place as they have in the past.

Training for the emulation phase will be minimal since the terminal will emulate the current Altura system. A quick reference guide will be distributed, and short web-based training will also be offered.

Before final conversion in October retailers will receive guides for the Retailer Pro. Virtual classroom training sessions are also planned for the weeks prior to go-live. Look for more details on training in future issues of Ticket Talk.

## New Equipment

The Retailer Pro terminal can be configured multiple ways to suit your store layout. The terminal fits in the current end cap so it can be placed where your Altura terminal is now.

A new 22-inch widescreen LCD display will replace the current multimedia display. The screen can be placed on the end cap or positioned separately. The screen will show transaction information and promotional materials, so it must always face customers.

Another new addition to the standard equipment setup is a cordless barcode scanner. The rechargeable scanner communicates wirelessly and can be used some distance from the terminal.

Each terminal will also be outfitted with a new Check-a-Ticket device to allow players to check their own tickets. The Check-a-Ticket connects to the terminal wirelessly, providing multiple placement options.



Retailer Pro Terminal



22-inch LCD Display



Cordless Barcode Scanner



Check-a-Ticket

## Conversion Tips

The Retailer Pro terminal will operate similarly to the current terminal, but there are a few items retailers should be aware of. We'll send out reminders on the following topics later on in the conversion period.

- **Play It Again:** The Play It Again feature will work as normal during the emulation phase of the conversion. However, after final conversion in October you will not be able to use the Play It Again feature with any tickets produced before go-live. The system will display an error message when an old ticket is scanned with Play It Again. Tickets purchased after conversion in October can be played again.
- **Retailer Wizard:** another benefit of the new system is a web portal just for retailers. The Retailer Wizard will give stores information about their lottery sales and other important lottery topics in one easy-to-use website. Retailer Wizard will be rolled out after final conversion in October.
- **Smart Count:** a method for tracking and balancing Scratch ticket sales at retail.

nebraska lottery



Lucky for Life is getting an upgrade that will add five more chances to win each week.

The Lucky for Life game will be changing from two draws a week to daily drawings on July 19. Soon you'll be able to play every day for a chance to win up to \$1,000 a day for life. Lucky for Life tickets will still cost \$2 per play, and prizes will remain unchanged.

To prepare for the change to seven day draws, starting on April 26 the amount of drawings that can be purchased in advance for Lucky for Life will be temporarily reduced. The maximum number of drawings that can be purchased on a multi-draw ticket decreases by one after each successive drawing until July 19. Terminal messages will be sent periodically to retailers with the current draw purchase limit.

Additionally, new Lucky for Life playslips will be distributed.