



**SOUTH DAKOTA  
LOTTERY**®

VIDEO LOTTERY  
**NEWS &  
UPDATES**

**FROM THE COMPUTER ROOM**

**HOLIDAY HOURS**

The Video Lottery Computer Room will be **open on Monday, Oct. 10, from 9 a.m. – 11 a.m.** in observance of the **Native American Day** holiday and will be open regular business hours the rest of that week.



**CONTACTING THE COMPUTER OPERATIONS CENTER**



Staffers in the Lottery’s computer operations center take calls in the order in which they are received. If you are calling the operations center, please leave a message as we may be experiencing heavy call loads that have all the operators busy. We will return your call in the order it was received. Please wait to be contacted by the operations staff instead of calling in multiple times.

**NEWS YOU CAN USE TO OPERATE BETTER**

**LOTTERY COMMISSION APPROVES REVISED SECURITY STUDY**

Fewer site visits, more remote preparation, and a smaller price tag are part of a revised security study unanimously approved by the South Dakota Lottery Commission at their Sept. 15, 2016 meeting. In August, the Commission rejected an initial \$80,000 security study contract proposal from Gaming Labs International (GLI) citing concerns over the cost and whether the results of the study would justify the expense. At that time, Commissioners instructed Lottery staff to look for some possible options. Last week Director of Security and Video Lottery Robyn Seibel delivered an adjusted study proposal which reduced the number of establishments to be reviewed from 50 to 25, limited those reviews to casinos in cities with higher numbers of video lottery-related burglaries and robberies (North Sioux City, Rapid City and Sioux Falls), decreased the number of days GLI staff would be in the state to prep for the study, and dropped the price tag to \$33,000, including travel costs. The Lottery Commission unanimously approved the new proposal; the security study is expected to be completed by the Commission’s next meeting in December.

**E-STATEMENTS: FORGOT PASSWORD FEATURE AVAILABLE**

A “*FORGOT PASSWORD*” feature is now available for those having trouble logging into their e-statement account. Follow the simple two-step process below to set up the RESET PASSWORD function on your account. Contact the Lottery at 605-773-5770 if you’re having trouble with your login.

**COMMISSION  
MEETING**

Thursday, Dec. 8

**OPERATORS &  
TECHNICIANS**

Be sure your paperwork for [board changes](#) and [movements](#) includes an Audit ticket and can be e-mailed to [VideoLottery@state.sd.us](mailto:VideoLottery@state.sd.us).

**CURRENTLY  
OPERATING**

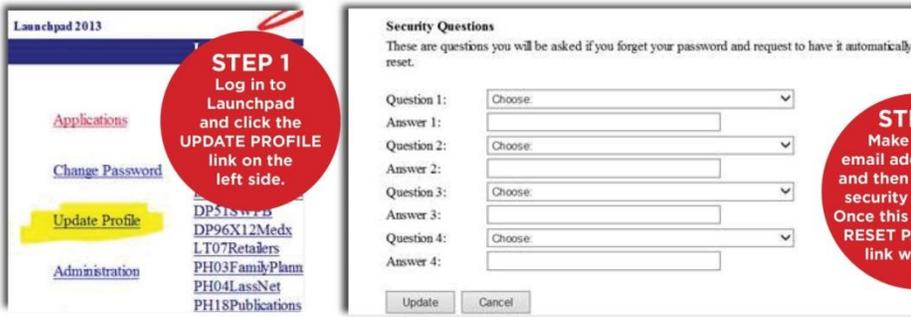
The following licensed manufacturers have approved hardware and software in the market.

- Grand Vision Gaming
- IGT
- Scientific Games International
- IGT Canada Solutions, ULC (formerly GTech Canada ULC-Spielo)
- MTD Gaming, Inc.

VLC, Fortunet/Summit, Harms Vending, and Techlink Entertainment also have equipment in the field.

Licensed distributors include:

- Fortunet
- Grand Vision Gaming
- Harms Vending
- IGT
- Scientific Games International
- IGT Canada Solutions, ULC (formerly GTech Canada ULC-Spielo)



## REPORT ALTERED CASHOUT TICKETS

Please remain vigilant and report any instances of altered cashout tickets to local authorities as well as to [Robyn Seibel](#) at the Lottery.

## ORDERING PHONE LINES FOR ESTABLISHMENTS

If you need a phone line installed at one of your establishments, you do not have to call the South Dakota Lottery to have one installed for you. You may choose a phone company on your own and make arrangements as you see fit. You do, however, need to call the Lottery office once you have your phone number established to provide it to our operators.

## PAYING PLAYERS FOR WINNING VIDEO LOTTERY TICKETS

Any time a customer presents a winning video lottery ticket they must be paid on the same day. Please make sure there is someone available to pay customers in cash, check, or instant tickets before close of business. See Administrative Rules 48:02:12:02 and 48:02:12:03 below.

**48:02:12:02. Method of payment.** The management of each licensed establishment shall designate employees authorized to redeem tickets during the business hours of operation. Credits shall be immediately paid in cash, by check, or in instant tickets when a player presents a ticket for payment meeting the requirements of this chapter. No credits may be paid in tokens, chips, or merchandise.

**48:02:12:03. Restrictions on payment of credits.** Establishments may only redeem tickets for credits awarded on video lottery machines located on its premises. A ticket must be presented for payment before the close of business on the date the ticket was printed. The lottery, the commission, and the state of South Dakota are not liable for the payment of credits on valid winning tickets.

## VIDEO LOTTERY MARKETING

### HOW ROOTING FOR THE HOME TEAM CAN HELP YOUR BUSINESS

Homecoming is usually the first big event of the year for students when college classes begin in the fall. But look into the stands at any college homecoming game and you'll likely see as many former as current students. Current college students have plenty of activities to keep them busy homecoming week but what about alumni? Aside from the big game, they may be looking for places to reconnect with old friends. Your casino could be one of them. Consider offering alumni-only specials like discounts for former students wearing school colors or still having their college ID on them, adjusted happy hours that fit around regular homecoming activities like the parade and game, and victory party specials after the home team wins (the home team should always win at homecoming). While Dakota State University in Madison is the first to hold their homecoming this year (it's this weekend), Black Hills State University in Spearfish, the School of Mines and Technology in Rapid City and Northern State University in Aberdeen all celebrate their homecomings the week of Sept. 26 thru Oct. 1. Dakota Days take place the week of Oct. 3- 8 at the University of South Dakota in

## QUICK LINKS

[lottery.sd.gov](http://lottery.sd.gov)

[Video Lottery](#)

[Retailer/License Info](#)

[Where Does the Money Go?](#)

Vermillion and Hobo Days are the week of Oct. 17-22 at South Dakota State University in Brookings. The alumni are getting ready; you should, too.

## OTHER INFORMATION

### STATS FROM THE FIELD

As of Sept. 17, 2016, 1,041 MCD's have been installed and 2,962 line game machines are in operation statewide.

#### Newsletter Archives

For past newsletter issues, email Jennifer Baker at [jennifer.baker@state.sd.us](mailto:jennifer.baker@state.sd.us)

#### Stay Connected



South Dakota Lottery, 711 E. Wells Ave., Pierre, SD  
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