

Texas Lottery® Retailer Support

July 9, 2007

Frequently Asked Questions - Policies and Practices

A Player Presented a Lotto Texas Ticket Which Appears to be a Winner, But the Terminal Says, “Sorry, Not A Winner.” Why Won’t It Validate?

There are instances when a scanned on-line ticket (Lotto Texas®, Pick 3®, Cash Five®, Texas Two Step® and Mega Millions®) that appears to be a winner results in a message other than prize amount. The following messages may be displayed when validation is attempted for on-line tickets that appear to be winners:

- Sorry, Not A Winner
- Claim at Lottery
- Call Hotline
- Previously Paid by You
- Results Not In
- Previously Paid by Other
- Exceeds Cashing Authority

Due to high volume, validated ticket information is purged from the TLC central system fourteen (14 days) after validation. Fourteen (14) days after a ticket is validated the system will no longer recognize the ticket in the validation table due to file space limitations, and the message will change to “Sorry, Not A Winner”.

- Re-scanning a ticket before the first scan produces a terminal validation receipt may result in the message “Previously Paid by You”. Waiting a few seconds before scanning ticket a second time may prevent confusion.
- If a retailer validates a ticket and the ticket is scanned again during the first 14 days after validation, the attempt will generate the message “Previously Paid by You” or “Previously Paid by Other” depending on which retailer tries to validate the ticket.
- If a player submits a winning multi-draw ticket for validation and the original ticket is returned to player rather than the “Exchange Ticket,” future validation attempts may result in “Sorry, Not a Winner.”

The terminal message “Call Hotline” will appear when validation is attempted for inactive tickets and “Claim at Lottery” if validation is attempted for instant tickets in a status requiring Lottery action.

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

After a prize has been paid, the retailer should never return the ticket to a player. As of January 29, 2007 the terminal will produce two (2) validation receipts, one retailer copy and one customer copy which should be given to player after validation has occurred. This receipt will confirm to player the prize amount to be awarded.

