

# RETAILER GUIDE



*As of 9/1/18*





## Texas Lottery Commission

Commissioners:

J. Winston Krause, Chairman • Carmen Arrieta-Candelaria  
Doug Lowe • Robert Rivera



Alfonso D. Royal III  
Director

To Our Retailers:

As an agent selling Texas Lottery® products, you are a very important part of the statewide network of businesses that provide winning experiences every day for Texas Lottery players. You also contribute to our efforts in generating revenue supporting public education and veterans' services in Texas.

I appreciate the time and resources you dedicate to promoting the *Games of Texas*. In turn, the Texas Lottery Commission is dedicated to providing you with the information and resources you need to make the Texas Lottery a productive addition to your business. Establishing and maintaining effective communication with you, our valued customer, is an important aspect of conducting our business successfully.

This Retailer Guide is just one of the tools available to you to assist you in the selling of lottery products. As always, you can visit the official Texas Lottery website at [txlottery.org](http://txlottery.org) for the most up-to-date information on lottery games, policies and promotions as well as an electronic version of the Retailer Guide. In addition, your local sales reps and claim center staff are sources of information for you when questions arise. For accounting and licensing issues, call our toll-free Retailer Services line, 800-375-6886 or email to [Retailerwebhelp@lottery.state.tx.us](mailto:Retailerwebhelp@lottery.state.tx.us).

Thank you for making our business a part of your business.

Sincerely,

Gary Grief  
Executive Director



We are pleased to welcome you as a Texas Lottery® retailer and hope you find that this Retailer Guide answers many questions you may have regarding your role as a Texas Lottery retailer. This guide is available online at [txlottery.org/retailerguide](https://txlottery.org/retailerguide).

As a useful resource to your lottery business, our Retailer Services staff is responsible for retailer licensing and accounting issues statewide. The department is a part of the Texas Lottery Operations Division and is located at Texas Lottery headquarters in Austin. We look forward to working together to increase lottery revenues supporting Texas education and the Texas Fund for Veterans' Assistance.

Retailer Services staff is available Monday through Friday, from 7 a.m. to 5:30 p.m., Central Time, at **800-375-6886**. In addition, retailers have access to financial reports and other information 24 hours a day, seven days a week, through the Lottery Services Portal on the Texas Lottery website at [txlottery.org/lsp](https://txlottery.org/lsp). To learn more, please refer to the Lottery Services Portal section of this guide.

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# WELCOME

## TO THE TEXAS LOTTERY COMMISSION



Our Commitment to You

Our Core Values

Our Vision

Our Mission

Retailer Benefits



## OUR COMMITMENT TO YOU

As a Texas Lottery retailer, you are a vital link between the Texas Lottery games and current, as well as prospective, players. We will make every effort to help you be successful by providing training, new and exciting lottery products and information, lottery advertising and promotional opportunities. Additionally, we are committed to effective communication between Texas Lottery retailers, the Texas Lottery employees and IGT sales staff using a team approach.



## OUR CORE VALUES

### *Integrity and Responsibility*

The Commission works hard to maintain the public trust by protecting and ensuring the security of our lottery games, systems, drawings and operational facilities. We value and require ethical behavior by our employees, licensees and vendors. We promote the integrity of charitable bingo in Texas for the benefit of charitable organizations.

### *Innovation*

We strive to incorporate innovation into our products to provide the citizens of Texas with the best entertainment experience available through our products. We pursue the use of technology that enhances the services that we provide to our customers and reduces our operating expenses. All proposed innovations must be authorized by Texas law, and do not include video lottery, casino gaming, internet-based lottery sales, fantasy sports, or any other activities not authorized by law.



### *Fiscal Accountability*

We emphasize fiscal accountability by ensuring that all expenditures directly or indirectly generate revenue, enhance security, fulfill regulatory requirements, improve customer service and/or boost productivity. We recognize our responsibility in generating revenue for the state of Texas without unduly influencing players to participate in our games. We maximize benefits to charities through the continual examination and review of charitable bingo operations.

### *Customer Responsiveness*

The Commission takes pride in providing exemplary service to the people of Texas through the courteous dissemination of clear and accurate information about our products, services and regulatory functions. We seek and respond to feedback expressed by our employees, retailers, licensees and the playing and non-playing public. We apply this feedback in the development of our products and in the services that we provide.

### *Teamwork*

We are committed to creating an environment of mutual respect where open, honest communication is our cornerstone. We embrace the diversity of our team and individual perspectives in working together to achieve our common goals.

### *Excellence*

We strive for excellence by taking a position of leadership on issues that impact the Commission and achieve challenging goals by focusing on our core values.



## OUR VISION

To be the preeminent Lottery and Charitable Bingo agency through innovative leadership.



## OUR MISSION

The Texas Lottery is committed to generating revenue for the state of Texas through the responsible management and sale of entertaining lottery products. The Texas Lottery will incorporate the highest standards of security, integrity and responsible gaming principles, set and achieve challenging goals, provide quality customer service and utilize a team approach.



**SUPPORTING TEXAS EDUCATION  
AND VETERANS**

## RETAILER BENEFITS



By selling Texas Lottery products, you may benefit from:

- Increased Customer Traffic
- Increased Sales of Other Products
- Attractive Signage and Point-of-Sale Material
- A Commission on Every Ticket You Sell
- Marketing and Promotional Assistance

You also will have the benefit of 24-hour access to skilled, experienced IGT Hotline operators to assist you in using IGT equipment and ordering lottery supplies. The IGT Hotline is also available seven days a week to take scratch ticket orders. If you need additional assistance with orders, Instant Ticket Specialists (ITS) are available 8 a.m. to 5 p.m., Central Time, Monday through Friday. The 24-hour IGT Hotline number is **800-458-0884**.

Accounting and licensing assistance is available through Texas Lottery Retailer Services from 7 a.m. to 5:30 p.m., Central Time, Monday through Friday, at **800-375-6886** or via email **RetailerWebHelp@lottery.state.tx.us**.

Once you have registered online for the Lottery Services Portal (LSP), you may update your lottery bank account information, renew your lottery license, view your financial and inventory information, and obtain other useful lottery reports at any time by logging on to the LSP at **tx.gtechlsp.com** or **txlottery.org/lsp**.

The Texas Lottery also publishes *RoundUp*, a monthly newsletter, where you will find news, sales ideas and tips for obtaining information through your lottery terminal. The newsletter is delivered to retailers by lottery sales representatives and is available online at **txlottery.org/retailers**.

# GENERAL INFORMATION

Important Contact Information

Texas Lottery Headquarters

IGT Solutions Corporation

IGT District Map

Claim Center Locations

# IMPORTANT CONTACTS



## TEXAS LOTTERY RETAILER SERVICES

**800-375-6886**

For licensing or accounting questions  
7 a.m. to 5:30 p.m. Central Time  
Monday through Friday  
RetailerWebHelp@lottery.state.tx.us  
**txlottery.org**

## IGT HOTLINE

**800-458-0884**

To report stolen or lost tickets,  
for equipment problems  
or to order scratch tickets  
24 hours/7 days a week



## TLC HEADQUARTERS



The executive and administrative offices for the Texas Lottery Commission are located at the corner of East 6th Street and Red River in downtown Austin, Texas. The entrance to the Drawings Studio, where drawings take place for all draw games except *Powerball*® and *Mega Millions*®, is located in the courtyard. Drawings are open for public viewing.

The day-to-day business of the Texas Lottery is governed by statutes enacted by the Texas Legislature and rules adopted by the Texas Lottery Commission. Statutes and rules are available on the Texas Lottery website at [txlottery.org](http://txlottery.org) under Legal Notices. If you would like a copy of the statutes or rules and do not have Internet access, you may request a copy by calling Retailer Services at **800-375-6886**.

**Physical address:**

Texas Lottery Commission  
Retailer Services Dept.  
611 East 6th Street  
Austin, TX 78701

**Mailing address:**

Texas Lottery Commission  
Retailer Services Dept.  
P.O. Box 16660  
Austin, TX 78761-6660



Although the Texas Lottery Commission contracts with various vendors to perform some of the agency's operational functions, the Lottery Commission maintains control over those functions to ensure they are performed in a way that guarantees the integrity of the lottery games.

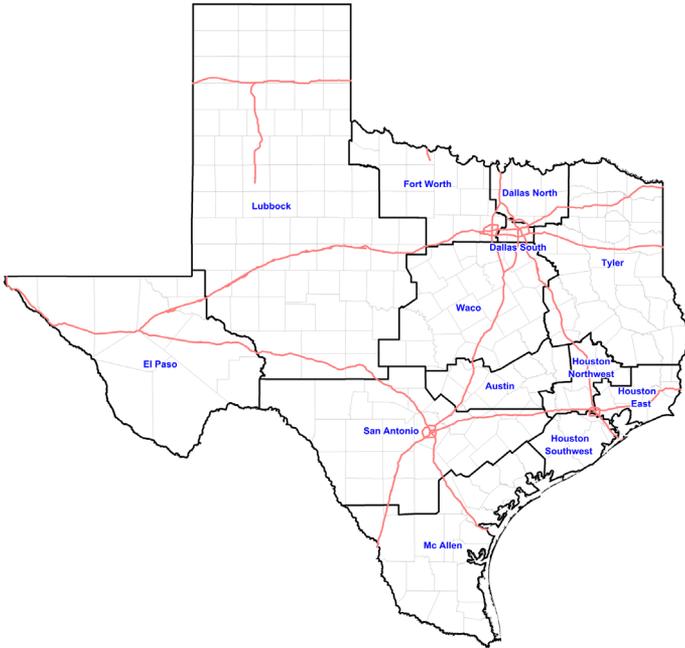
IGT Solutions Corporation (IGT) is the lottery operator for the Texas Lottery Commission and is responsible for providing a scratch game operating system; an online game operating system; a management operating system; scratch ticket warehousing, packing and distribution; lottery sales representatives (LSRs); field service technicians (FSTs) who install and maintain lottery terminals; telecommunications; automated sales and validation equipment (terminals); and marketing assistance. In addition, IGT provides retailers with assistance in ticket ordering and processing, and a hotline support system.

The LSR is a key resource in the communication process. Your LSR will provide you with updated information, inventory review and merchandising support on regularly scheduled visits to your store. Open communication with your LSR is very important to your success as a Texas Lottery retailer.

The Texas Lottery is a dynamic business with new games, software and reports introduced frequently. We want to make sure you have access to all the training you need to stay current with our updates. At any time you may contact your LSR or IGT district office to schedule refresher training on a particular topic or full retailer training for you or new employees.



# IGT DISTRICT MAP



Austin . . . . .	800-460-2878
Dallas North. . . . .	800-460-3374
Dallas South. . . . .	800-460-3374
El Paso. . . . .	800-460-5727
Houston East . . . . .	800-460-4687
Houston Northwest. . . . .	800-460-4687
Houston Southwest. . . . .	800-460-4687
Lubbock. . . . .	800-460-2263
McAllen . . . . .	800-460-6225
San Antonio . . . . .	800-460-7262
Tyler . . . . .	800-460-7821
Waco . . . . .	800-460-2263

**24-hour Hotline . . . . . 800-458-0884**

**Contact your IGT district office to schedule re-fresher training for any employee.**

# CLAIM CENTER LOCATIONS



## **ABILENE**

209 S. Danville  
Suite C-103  
Abilene, TX 79605  
(325) 698-3926

## **AMARILLO**

7120 IH-40 West, Suite 110  
Park West Office Centre  
Amarillo, TX 79106  
(806) 353-0478

## **AUSTIN**

611 E. 6th Street  
Austin, TX 78701  
(512) 344-5252

## **BEAUMONT**

6444 Concord Rd.  
Beaumont, TX 77708  
(409) 347-0734

## **CORPUS CHRISTI**

4639 Corona  
Suite 19  
Corpus Christi, TX 78411  
(361) 853-4793

## **DALLAS**

8700 N. Stemmons Freeway  
Suite 140  
Dallas, TX 75247  
(214) 905-4912

## **EL PASO**

401 East Franklin Avenue Suite 150  
El Paso, TX 79901  
(915) 834-4920

## **FORT WORTH**

4040 Fossil Creek Blvd.  
Suite 102  
Fort Worth, TX 76137  
(817) 232-9478

## **HOUSTON**

1919 N. Loop W.  
Suite 100  
Houston, TX 77008  
(713) 869-6451

## **LAREDO**

1202 Del Mar Blvd.  
Suite 4  
Laredo, TX 78045  
(956) 727-8750

## **LUBBOCK**

6202 Iola Ave Suite #900A  
Lubbock, TX 79424  
(806) 783-0602

## **McALLEN**

4501 West Business 83  
McAllen, TX 78501  
(956) 630-2278

## **ODESSA**

4682 E. University  
Suite 100  
Odessa, TX 79762  
(432) 550-6340

## **SAN ANTONIO**

9514 Console  
Suite 111  
San Antonio, TX 78229  
(210) 593-0210

## **TYLER**

3800 Paluxy Drive  
Suite 330  
Tyler, TX 75703  
(903) 509-9008

## **VICTORIA**

2306 Leary Lane  
Suite 400  
Victoria, TX 77901  
(361) 573-4185

# SALES LICENSE

Application for License

Provisional License

Validity

License Renewal

Changes in  
Application Information

# APPLICATION FOR LICENSE



Complete a Texas Lottery Application for Ticket Sales License. You can apply for a license online by using the Lottery Services Portal (LSP). To register with LSP, go to **tx.gtechlsp.com** or **txlottery.org/lsp**. You also may download the application and additional forms from our website at **txlottery.org** (go to Retailers/Retailer Forms), email to **retailerforms@lottery.state.tx.us** or call Retailer Services at **800-375-6886**.

Fee is \$125.00 for the first location and \$50.00 for each additional location with the same sales tax number. Make check or money order payable to State Treasury. Complete the Electronic Funds Transfer (EFT) Authorization Form and attach a voided check for the account.

Applicant is required to provide fingerprints. We can mail you fingerprint cards or any law enforcement agency that conducts fingerprinting will have them. You may wish to call the agency before going; some agencies conduct fingerprinting only on certain days. We use standard Department of Public Safety fingerprint cards or you may submit electronic fingerprints by scheduling a fingerprint appointment at **888-467-2080** or **www.identogo.com**.

Send a completed Texas Lottery Application and EFT Authorization form along with fee payment and fingerprint cards to:

**Retailer Services**  
**Texas Lottery Commission**  
**PO Box 16660**  
**Austin TX 78761-6660**

For assistance in completing the application, email us at **retailerwebhelp@lottery.state.tx.us** or call **800-375-6886**. Please allow approximately two weeks for application processing.



## PROVISIONAL LICENSE

Some applicants will receive a provisional license until all eligibility checks have been completed.



## VALIDITY

A Texas Lottery Ticket Sales License is valid only at the location named on the license and the license is non-transferable. If your business changes ownership, the new owner must apply for a new license. The application fee for a new Ticket Sales License is \$125. The fee for a new license is \$50 if the owner of a location is applying for a license for another location with the same sales tax number.



## LICENSE RENEWAL

A Texas Lottery Ticket Sales License must be renewed every two years by the expiration date shown on the license. The renewal fee is \$15. You may renew online via the Lottery Services Portal at [tx.gtechlsp.com](http://tx.gtechlsp.com) or [txlottery.org/lsp](http://txlottery.org/lsp) as early as two months before the license expiration date. If you have not renewed online by 60 days before the expiration date, the Texas Lottery will send you a renewal application. Your renewal application must include any applicable fees and must be postmarked by the expiration date shown on the license. You must provide written notification of any changes to information in your license application including owners, officers and contact information.

## CHANGES IN APPLICATION



You must notify the Texas Lottery in writing (includes email), with an authorized signature, of any change in the information on your original or most recent renewal application, such as a change in officers or a change in your mailing address. You also may submit changes to your license information via the Lottery Services Portal at [tx.gtechlsp.com](https://tx.gtechlsp.com) or [txlottery.org/lsp](https://txlottery.org/lsp).

Certain changes may require the submission of a new license application. For example, if you sell your business, the new owner will not be permitted to sell lottery tickets under your license. Also, if you change your business structure—for example, changing from a sole proprietorship to a corporation—or acquire a new Federal Employer Identification Number (also known as a Federal Tax Identification Number), you must submit a new application and any applicable fees.

If you are adding a new owner, you will be required to submit an Application for the Addition of Officer/Director/Partner form, or an Owner Eligibility Certification form if you are adding an Owner via the Lottery Services Portal. These forms are available at [txlottery.org/Retailers/Retailer\\_Forms](https://txlottery.org/Retailers/Retailer_Forms) or by calling Retailer Services at **800-375-6886**. The fee for adding an owner is \$25 unless the new owner already exists in our system. There is no fee for adding an owner that is in our system to a new location.

# RETAILER

## PROCEDURES AND REGULATIONS

Temporary Store Closing

Terminal Operation Hours

Selling Tickets

Retailer Bonuses

Invoices and Reports

Your IGT Lottery Sales  
Representative (LSR)

Ticket Security

Lost or Stolen Tickets

Damaged or Destroyed Tickets

Compliance Activity Monitoring  
Process (CAMP)

Frequently Asked Questions  
About CAMP

## TEMPORARY STORE CLOSING



If you plan to close your business temporarily, an owner, officer, partner or director must notify the Texas Lottery (includes phone, email and fax) in advance. You must provide the dates and times when you plan to be closed and a telephone number where you can be contacted while your business is closed. An IGT LSR will pick up all tickets and any lottery equipment. You should call Retailer Services at least 5 days before reopening your business in order to schedule the re-installation of your terminal and resume ticket deliveries.

**PLEASE NOTE:** Your bank account will continue to be swept while your business is closed, so you must keep your bank account open with sufficient funds to pay any charges. You may call Retailer Services on Monday to find out the amount of your sweep for the following Wednesday. You also can obtain the sweep information online via the Lottery Services Portal ([tx.gtechlsp.com](http://tx.gtechlsp.com) or [txlottery.org](http://txlottery.org)).

## TERMINAL OPERATION HOURS



Terminal operating hours are almost 24 hours except from midnight to 12:30 a.m. You may sell scratch tickets during terminal down time and may begin selling draw games at 12:30 a.m. C.T.



## SELLING TICKETS

Tickets may be sold only at your licensed location. Scratch and draw game tickets must be available for sale at all times during your normal business hours, except during the terminal down time.

You may not accept credit cards or food stamps as payment for tickets. Debit cards, cash, checks and Texas Lottery coupons or vouchers are acceptable forms of payment.

You may not sell lottery tickets to minors (persons under the age of 18), nor may minors purchase lottery tickets.

You may not sell tickets for a price greater than the Texas Lottery price that is printed on the ticket. You may give tickets away for promotional purposes. Each store must set its own policy regarding if and when store employees may purchase tickets.

Federal law prohibits the sale of lottery tickets by telephone or by mail. Federal law also prohibits the transportation of tickets across state lines for resale.



## RETAILER BONUSES

To receive a retailer bonus, a retailer must be in good standing with the Texas Lottery Commission as well as the state of Texas. Any outstanding balance owed to the Texas Lottery Commission or the state of Texas must be resolved before payment of the bonus. The retailer must also be in compliance with all procedures for the sale of lottery tickets. Retailer bonuses are no longer available as those budget funds were eliminated by the governor effective September 1, 2018.

## INVOICES AND REPORTS



For security and accounting purposes, please keep all documents, invoices, sign-on slips and reports concerning your lottery account for a minimum of seven (7) weeks.

## YOUR IGT LOTTERY SALES REPRESENTATIVE (LSR)



Your LSR can assist you in ordering tickets and monitoring inventory and can provide you with updated product information and merchandising support. Your LSR can also provide some technical assistance. It is important to maintain an open line of communication with your LSR to make your experience as a Texas Lottery retailer both positive and productive.

## TICKET SECURITY



You are responsible for lottery tickets in your possession, and you should handle them in the same manner you handle cash.



## LOST OR STOLEN TICKETS

Within 24 hours of discovery that tickets have been stolen, you must report the theft to your local law enforcement agency and to IGT. After you have reported stolen tickets to your local law enforcement agency, you must call the IGT Hotline at **800-458-0884** and give IGT the case number assigned by the local law enforcement agency. IGT will notify the Texas Lottery Commission.

The sooner you report a theft to IGT, the sooner the tickets can be deactivated in the system, which will prevent the tickets from being validated. If validations occur on the tickets, you will be responsible for the range of tickets in which the validations occurred. An administrative fee of \$25 per pack of tickets will apply to confirmed packs reported lost or stolen.

You must report lost tickets to the IGT Hotline within 24 hours of discovering the loss. Contact Texas Lottery Retailer Services at **800-375-6886** if you have questions about fees associated with lost or stolen tickets. If you find tickets that were reported lost or stolen they must be returned to your LSR; do not sell.



## DAMAGED OR DESTROYED TICKETS

Tickets are considered damaged or destroyed if rendered unsaleable through circumstances not the fault of the retailer. Call the IGT Hotline at **800-458-0884** as soon as possible and no later than three (3) weeks from the occurrence. You may receive credit for activated tickets that are damaged if no validations have occurred on tickets in the range reported. There is a fee of \$25 for a damaged pack in confirmed status (un-activated tickets).

## DAMAGED OR DESTROYED TICKETS



If tickets were damaged by fire, report to fire department and provide the Texas Lottery a copy of the Fire Marshall's report. If tickets were damaged other than by fire provide the Texas Lottery a copy of the insurance claim or receipt for repairs. Credit for damaged tickets may be granted for no more than two separate incidents in a twelve-month period.

A ticket that is illegible or damaged while being produced at the terminal may be considered a misprinted ticket. You may receive credit for a misprinted draw game ticket if you send the ticket with a Retailer Request for Adjustment form to the Texas Lottery Commission. A ticket which does not print due to "out of paper" will not be accepted for credit.

## COMPLIANCE ACTIVITY MONITORING PROCESS (CAMP)



The Compliance Activity Monitoring Process (CAMP) is an automated system that monitors all Texas Lottery and Charitable Bingo jurisdictional complaints received by the agency.

Complaints must be submitted in writing. Complainants are encouraged to submit complaints on the official Texas Lottery Commission Complaint Form. Complainants will be kept informed of the status of their complaints.

The general public can obtain a complaint form by:

- Visiting the website at **txlottery.org**
- Visiting one of our Texas Lottery claim centers
- Contacting the Texas Lottery at **800-375-6886**
- Mailing a request to the Texas Lottery,  
Attn: CAMP, P.O. Box 16630, Austin, TX  
78761-6630
- Emailing request to **Complaint@lottery.state.tx.us**



## FREQUENTLY ASKED QUESTIONS ABOUT CAMP

### WHAT IS CAMP?

The goal of CAMP is to develop and maintain a centralized system that will track and monitor complaints received or violations discovered by the Texas Lottery Commission. CAMP enables the agency to rapidly identify problem areas of compliance activity or complaint trends.

### WHAT IS A JURISDICTIONAL COMPLAINT?

A jurisdictional complaint is one in which the Texas Lottery Commission has the authority to interpret and apply the law in accordance with the State Lottery Act, the Bingo Enabling Act, and the Texas Lottery and Charitable Bingo administrative rules.

### HOW WILL COMPLAINANTS KNOW IF THEIR COMPLAINTS ARE BEING INVESTIGATED?

Complainants will be informed of the status of their complaints when contact information is provided.

- For more information, call the CAMP section at **512-344-5300**.
- Email your questions to **[Complaint@lottery.state.tx.us](mailto:Complaint@lottery.state.tx.us)**.

# **BANKING AND ACCOUNTING**

Electronic Funds Transfer

Invoice Period

Sweep Date

Insufficient Funds (Bank Returns)

Bank Errors

Changing Your Bank Account

Lottery Services Portal



## ELECTRONIC FUNDS TRANSFER

You must maintain a bank account that the Texas Lottery can credit or debit (sweep) through its Electronic Funds Transfer (EFT) system.



## INVOICE PERIOD

The weekly invoice period runs from 12:30 a.m. Sunday through midnight Saturday, Central Time. A weekly statement will be available on your terminal after 12:30 a.m. C.T. each Sunday. Weekly statements are also available online through the Lottery Services Portal at [tx.gtechlsp.com](http://tx.gtechlsp.com) or [txlottery.org/lsp](http://txlottery.org/lsp).



## SWEEP DATE

A sweep notice will be sent to your bank electronically on Sunday at midnight. Once the sweep notice has been sent to your bank, the sweep amount cannot be changed.

Your bank account will be swept on Wednesdays for the previous week's activity. If a bank holiday falls on Monday, Tuesday or Wednesday, the sweep for that week will occur on Thursday. The entire amount you owe must be available for the sweep. The EFT system will not accept a partial payment, nor can an account be reswept.

## INSUFFICIENT FUNDS (BANK RETURNS)



A “bank return” occurs if the total amount due is not available when the EFT system sweeps your account. In the event of a bank return, your license will be suspended immediately; any lottery terminal linked to your retailer number will be disabled; and you will be subject to a penalty (5 percent of total amount due) and a \$25 fee. You may not sell any lottery products during the time your license is suspended. Any time your terminal is disabled, call **800-458-0884**.

If this is not your fourth suspension in 12 months, you will be able to resume selling lottery products by paying the full amount due by cashier’s check or money order, either in person at a Texas Lottery claim center or by certified or overnight mail to Texas Lottery headquarters. The Texas Lottery will sweep your account to collect fees and penalties. If funds are not available to cover the fees and penalties, your license will be suspended immediately. Confirm with your bank that the Texas Lottery is authorized for two sweeps: one for amount due and one for penalties and fees.

If your license is suspended four times in a 12-month period, the Texas Lottery will begin proceedings to revoke your license.



## BANK ERRORS

If a bank return is due to a bank error, your bank should fax a letter to Retailer Services accepting responsibility for the return. The letter must be on bank letterhead and signed by an officer of the bank, and it must state that you had sufficient funds in the account at the time of the sweep to cover your outstanding obligations. You can find an example of a bank-error letter on the Texas Lottery website at [tx.gtechlsp.com](http://tx.gtechlsp.com) or [txlottery.org/retailerforms](http://txlottery.org/retailerforms).

A bank return due to a frozen account is not considered a bank error.

If your bank accepts responsibility for the sweep return, the return will not be considered in determining whether you are subject to license revocation. You will, however, be responsible for bank-return fees and penalties.



## CHANGING YOUR BANK ACCOUNT

Before you change your bank account, you must submit an Electronic Funds Transfer (EFT) form and provide a voided check from the new account. You can download the EFT form from the Texas Lottery website at [txlottery.org/retailerforms](http://txlottery.org/retailerforms). You may also update your banking information through the online Lottery Services Portal at [tx.gtechlsp.com](http://tx.gtechlsp.com) or [txlottery.org/lsp](http://txlottery.org/lsp).

You must keep your current account open with funds available for the weekly sweep until the Texas Lottery has notified you that your records have been updated.

# LOTTERY SERVICES PORTAL



The Lottery Services Portal (LSP) links retailers to their lottery financial and inventory information using the link at [tx.gtechlsp.com](https://tx.gtechlsp.com) or the Texas Lottery website at [txlottery.org/lsp](https://txlottery.org/lsp).

Prospective retailers can register with LSP and submit a license application online. Current license holders may enroll in the service by using their six-digit Lottery ID and establishing their email address as a username and password. You must be an owner, officer, partner or director to establish a user profile. Once you have established a user profile, you may add additional users and assign privileges to each user.

After you have logged in, you will find step-by-step instructions in the FAQ section on how to navigate through the Lottery Services Portal. If you have problems or issues not covered in the FAQ section, you may contact Retailer Services by phone at **800-375-6886** or email to [RetailerWebHelp@lottery.state.tx.us](mailto:RetailerWebHelp@lottery.state.tx.us). You may also request information about the Lottery Services Portal and schedule a retailer training session for you and your employees through your LSR or IGT district office.

Updates from the Texas Lottery accounting system are transferred to the Lottery Services Portal each night. Your account information will be available the following morning. The Lottery Services Portal is available 24 hours a day, seven days a week.

You may access the following information through the LSP:

- Low-Tier and Mid-Tier Validation Report
- Inventory Reports that display issued, confirmed and activated packs and the cost of each pack
- Packs that have settled on your lottery account, along with the date and time of the settlement
- Reports of online activities, such as sales and cashes

## LOTTERY SERVICES PORTAL CONT'D



- Up to 3 years of account history
- Printer-friendly formats for each report
- Changes to your bank account

## PRIVACY STATEMENT



The Texas Lottery Commission will not sell or otherwise reveal your personal information or your email address. The requested information is needed to verify that you are a licensed Texas Lottery retailer.

# SCRATCH TICKETS

Initial Order

Assignment to Specific Retail Location

Scratch Ticket Status

Scratch Ticket Delivery

Scratch Ticket Confirmation

Scratch Ticket Pack Activation

Ordering Tickets

Scratch Ticket Numbers

Settled Packs

Scratch Ticket Validation

Prize Levels

Defacing Tickets

Defective Tickets

Damaged or Altered Tickets

Returning Tickets

End of Game



## INITIAL ORDER

After you have completed training and a lottery terminal has been installed at your retail location, an initial scratch ticket order will be issued. If you have questions about your shipment or would like to order additional tickets, call an instant/scratch ticket specialist (ITS) at the **IGT Hotline 800-458-0884**.



## ASSIGNMENT TO SPECIFIC RETAIL LOCATION

Scratch tickets are assigned to a specific licensed retail location and may not be sold from another location.



## SCRATCH TICKET STATUS

The following terms describe the status of scratch tickets.

- **Issued** - A pack of scratch tickets is in “issued” status if it has been assigned to a retailer but has not been confirmed through the retailer terminal. You may not sell or validate tickets from a pack in issued status.
- **Confirmed** - A pack of scratch tickets is in “confirmed” status if the retailer has confirmed receipt of the tickets through the retailer terminal. You may not sell or validate tickets from a pack in confirmed status.
- **Activated** - A pack of scratch tickets is in “activated” status if the retailer has activated the pack through the retailer terminal. You may sell tickets from a pack in activated status unless the game is closed. You may validate tickets from a pack in activated status until the end of validations date.
- **Settled** - A pack of scratch tickets is in “settled” status if it has been charged to your account. You may sell tickets from a pack in settled status unless the game is closed. You may validate ticket from a pack in settled status until the end of validations date.

## SCRATCH TICKET DELIVERY



Scratch tickets will arrive at your location in sealed packages. A representative of your business must sign for the packages. An enclosed packing slip/invoice will identify the contents of the package by game and pack number. Immediately after delivery, you should make sure that the invoice shows the correct retailer name and number, and you should compare the pack numbers on the invoice to the pack numbers in the package. If there is a difference between what is shown on the packing slip/invoice and the actual contents of the package, call the IGT Hotline immediately at **800-458-0884**.

## SCRATCH TICKET CONFIRMATION



Tickets delivered to your location will be in “issued” status. After you have determined that the invoice is accurate, you must confirm receipt of the tickets through your terminal.

## SCRATCH TICKET PACK ACTIVATION



You must activate a pack before you may sell tickets from the pack. (You must confirm receipt of a pack before you activate the pack.) If you sell tickets from a pack that has not been activated, players will not be able to redeem winning tickets from that pack at other locations. If a ticket, from a pack that was confirmed but not activated at your terminal, is validated at your terminal the pack will automatically be activated.

## ORDERING TICKETS



You may order scratch tickets through your LSR or by calling the IGT Hotline at **800-458-0884**.



## SCRATCH TICKET NUMBERS

Tickets in a pack are numbered. For example, a pack containing 150 tickets will begin with ticket number 001 and end with ticket number 150. For your convenience, reverse numbering is provided on each ticket to indicate the number of tickets remaining in the pack. For example, 002(149) indicates ticket number 2 and there are 149 tickets remaining. For sales tracking and security purposes, tickets should be sold in order.



## SETTLED PACKS

A pack is charged to your account when it “settles.” A pack of tickets will settle on your Texas Lottery account in one of the following ways:

- You may use your terminal to settle a pack of tickets at any time.
- A pack will automatically settle when 70 percent of the low-tier prizes in the pack have been validated.
- A pack will settle automatically 45 days after the date of activation (or 21 days for those retailers participating in the 21-Day Settlement Class).
- When picking up tickets from an active pack at your store, the LSR must settle the pack and then credit the returned tickets.
- Any tickets that are not returned to an LSR by the game closing date will settle automatically.

## SCRATCH TICKET VALIDATION



You should validate a scratch ticket only if you intend to pay the prize. If the ticket has a value of more than \$100, the terminal will display a message asking if you wish to proceed with validation. However, if the ticket has a value of \$100 or less, the terminal will automatically validate the ticket and you must pay the prize associated with the ticket. The terminal will not allow you to validate a ticket if the prize is greater than \$599.

If your terminal displays the message “PREVIOUSLY PAID BY OTHER” or “PREVIOUSLY PAID BY YOU” when you attempt to validate the ticket, you should not pay the prize associated with the ticket. If a customer denies having received payment, you should ask the customer to contact a Texas Lottery claim center or call the Texas Lottery at **800-375-6886**.

When you validate a ticket and pay the prize, you must deface the ticket and dispose of it appropriately. Removing the corner of the ticket containing the barcode or VIRN is usually sufficient. For tickets with a Secure Shield™ logo on the back of the ticket, you must deface the barcode under the latex on the front of the ticket.

If you validate a ticket but are unable to pay the prize, return the ticket to the customer and ask the customer to contact a Texas Lottery claim center.

If a customer presents a ticket at a claim center that your business validated but you did not pay, and the Texas Lottery pays the prize, your account will be adjusted to show you did not pay the ticket.



## PRIZE LEVELS

There are three prize ranges for instant tickets: low-tier, mid-tier and high-tier. Low-tier prizes range from \$1 to \$24.99. Mid-tier prizes range from \$25 to \$599. High-tier prizes are prizes of more than \$599.

Retailers may pay low-tier and mid-tier prizes—in other words, all prizes up to and including \$599. High-tier prizes of \$600 to \$2.5 million may be paid at any Texas Lottery claim center. Prizes over \$2.5 million, all grand/jackpot prizes for *Lotto Texas*®, *Powerball*® and *Mega Millions*®, all non-cash prizes, and all prizes that are paid out in annuity payments must be paid at Texas Lottery headquarters in Austin. Players should call the Texas Lottery at 800-375-6886 to confirm they have all the necessary information for claiming a prize before traveling to any claim center.

Do not validate a ticket unless you have sufficient cash, a business check or a money order to pay the winner. (The terminal will not allow you to validate a ticket for a high-tier prize.) You may not charge a player a fee for paying a prize with a money order or check.

If a customer presents a high-tier winning ticket, you should provide the customer with the appropriate Texas Lottery Winner Claim Form (see Exhibits section) and explain that the customer may claim a prize up to and including \$2.5 million at any Texas Lottery claim center. Claim Forms also are available at [txlottery.org](http://txlottery.org). A customer may also claim a prize by mail, but the customer bears any risk associated with mailing a ticket.

## DEFACING TICKETS



You must deface validated lottery tickets except in cases where you validated a ticket but did not have sufficient funds to pay the prize. You may deface a scratch ticket by punching a hole through all four of the boxed serial (VIRN) numbers or completely through the bar code (top to bottom) on the back of the ticket. Removing the corner of the ticket containing the barcode or VIRN is usually sufficient.

For validated tickets displaying the Secure Shield™ logo on the back of the ticket, deface the barcode under the latex on the front of the ticket. Keep defaced tickets in a secure place until you reconcile validations to a terminal Today Report or a Daily Report (see Exhibits) the next day.

## DEFECTIVE TICKETS



A pack may contain tickets that are defective because of errors in the manufacturing process. For example, a ticket may have printing errors or perforation errors. Do not sell or validate tickets that you believe to be defective, and do not sell other tickets from a pack that you believe contains one or more defective tickets. Contact an Instant Ticket Specialist at the GTECH Hotline to have the ticket(s) evaluated. You will be given credit for any tickets that are determined to be defective.

## DAMAGED OR ALTERED TICKETS



You are responsible for tickets that are damaged while in your possession. Contact the IGT Hotline **(800-458-0884)** to report damaged tickets. Contact Retailer Services **(800-375-6886)** if you have questions about fees associated with damaged tickets.



## **DAMAGED OR ALTERED TICKETS (CONT'D)**

If a customer presents a ticket that is damaged or appears to have been altered, or you are in doubt about the validity of an apparent winning ticket, do not validate the ticket. Return the ticket to the customer and ask the customer to contact a Texas Lottery claim center.

If you have a lottery ticket vending machine which dispenses a miss cut or damaged ticket, you may mail the ticket with a Request for Adjustment Form to request a credit. You can either refund the player's money or provide the player another ticket of the same ticket price. Call the IGT Hotline to report the equipment malfunction.



## **RETURNING TICKETS**

You may return full packs of tickets that are in Issued or Confirmed status as long as the tickets have not been damaged. Notify your LSR if you have packs of tickets to return. Refer to damaged ticket information in previous section.

You may return partial packs that have been activated only when a game ends, or in connection with the cancellation of your license or temporary closure. Refer to Damaged or Altered Tickets section.

## END OF GAME



Game closing procedures may be initiated for documented business reasons. These games may have prizes unclaimed, including top prizes. Also, game closing procedures will be initiated when all top prizes have been claimed. In most cases, except when all top prizes have been claimed, the game closing process allows time for a “Pre-Call” period of 30 days when the Texas Lottery provides public notice to allow players the opportunity to play for prizes in games prior to the Call Date.

When a game is to be closed, specific dates are set: the “Call” date and the “End of Game” date. The “Call” date begins a 45-day period during which LSRs must pick up from retailers all remaining tickets for the games that are going to close/end. The “End of Game” date is 45 days from the “Call” date and marks the close/end of the game. No tickets for a closed game may be distributed to or sold by retailers after the “End of Game” date.

If you have tickets from a game that is closing/ending, it is your responsibility to provide those tickets to your LSR when requested or to notify your LSR so the tickets can be picked up before the game closes. Any confirmed or activated tickets in your possession when the game ends will automatically settle and be charged to your account. You may not sell tickets after the game has closed. However, you may validate tickets until the end of validation date which is 180 days after the game closes.

# DRAW GAME TICKETS

Generating Draw Game Tickets

Misprinted Tickets

Cancelling *Daily 4™* and *Pick 3™* Tickets

Draw Game Ticket Inquiry

Draw Game Ticket Validation

Prize Levels

Damaged or Altered Tickets

## GENERATING DRAW GAME TICKETS



The terminal Quick Reference Card contains detailed instructions for generating draw game tickets for each of the Texas Lottery draw games. You should become familiar with those instructions. Ask your LSR for additional training on any game.

## MISPRINTED TICKETS



A ticket that is illegible or damaged while being produced at the terminal may be considered a misprinted ticket. You may receive credit for a misprinted draw game ticket if you send the ticket with a Retailer Request for Adjustment form to the Texas Lottery Commission.

A ticket that a customer requests but does not buy is considered to be a misprinted ticket. You may sell the ticket to another customer before the drawing or buy the ticket yourself. Or, you may receive credit for a misprinted drawing ticket if you send the ticket with a Retailer Request for Adjustment form to the Texas Lottery and it is postmarked before the draw. *Pick 3* and *Daily 4* tickets can be canceled with restrictions outlined in the following section.

Retailers are responsible for keeping paper in the terminal. A ticket which does not print due to “out of paper” will not be accepted for credit.

The Retailer Services staff will review any requests for credit. If a request is approved, the credit will appear on your weekly statement for the week in which it is approved. To check the status of an adjustment request, please call **Retailer Services, 800-375-6886**.



## CANCELING DAILY 4 AND PICK 3 TICKETS

*Pick 3* and *Daily 4* tickets may be cancelled within 60 minutes of purchase at the terminal where purchased, as long as the cancellation occurs on the same day and before the draw break. Other draw game tickets cannot be canceled. Call Retailer Services if you have questions about credit for canceled tickets.

Free *Pick 3* or *Daily 4* tickets printed for a promotion such as “Buy \$3.00 of *Pick 3*, Get a Free *Pick 3* Quick Pick,” cannot be canceled.



## DRAW GAME TICKET INQUIRY

You may use the “Draw Game Inquiry” function to determine whether a ticket is a winner. Making a draw game inquiry does not validate a ticket. You should validate a winning ticket only if you are able to pay the prize.



## DRAW GAME TICKET VALIDATION

You should validate a ticket only if you intend to pay the prize and if the ticket prize amount is less than \$600. To validate a draw game ticket, you must either scan the bar code or manually enter the serial number of the bar code. If the ticket has a value of more than \$100, the terminal will display a message asking if you wish to proceed with validation. However, if the ticket has a value of \$100 or less, the terminal will automatically validate the ticket, and you must pay the prize associated with the ticket. The terminal will not allow you to validate a ticket if the prize is greater than \$599.

## DRAW GAME TICKET VALIDATION (CONT'D)



If your terminal displays the message “PREVIOUSLY PAID BY OTHER” or “PREVIOUSLY PAID BY YOU” when you attempt to validate a ticket, you should not pay the prize associated with the ticket. If a customer denies having received payment, you should review the validation slip which displays the date of the payment if the ticket was “PREVIOUSLY PAID BY YOU.” Also, you may ask the customer to contact a Texas Lottery claim center or call the Texas Lottery at **800-375-6886**.

If you validate a ticket, you should pay the prize, then deface the ticket and keep the defaced ticket in a secure place.

If you validate a ticket but are unable to pay the prize, return the ticket to the customer with a Texas Lottery claim form and ask the customer to contact a Texas Lottery claim center.

If a customer presents a draw game ticket at a claim center that your business validated but did not pay, and the Texas Lottery pays the prize, your account will be adjusted to show that you did not pay the ticket.

## MISPRINTED TICKETS



Retailers are encouraged to pay prizes up to and including \$599. Prizes of \$1 to \$2.5 million may be claimed at any lottery claim center using a Texas Lottery Winner Claim Form. Prizes over \$2.5 million, all *Lotto Texas*, *Powerball* and *Mega Millions* grand/jackpot prizes, all non-cash prizes and all prizes that are paid out in annuity payments must be claimed at Texas Lottery Headquarters in Austin. **Players should call 800-375-6886 before going to a claim center if they believe they are a holder of such a ticket.**

Do not validate a ticket unless you have sufficient cash, a business check or a money order to pay the winner. (The terminal will not allow you to validate a ticket for a high-tier prize.) You may not charge a player a fee for paying a prize with a money order or check.



## PRIZE LEVELS (CONT'D)

If a customer presents a prize-winning ticket of \$600 or more, you should provide the customer with the appropriate Texas Lottery Winner Claim Form (see Exhibits) and explain that they may claim a prize up to and including \$2.5 million at any claim center. Claim Forms also are available at [txlottery.org](https://www.txlottery.org). A customer also may claim a prize by mail, but the customer bears any risk associated with mailing a ticket.



## DAMAGED OR ALTERED TICKETS

If a customer presents a ticket that is damaged or appears to have been altered, or you are in doubt about the validity of an apparent winning ticket, do not validate the ticket. Return the ticket to the customer and ask the customer to contact a Texas Lottery claim center or call the Texas Lottery at **800-375-6886**.

# LICENSEE VIOLATIONS



The list of violations in the penalty chart below is not an exclusive list of violations and rules. The Texas Lottery Commission is authorized to assess penalties for any violation of commission statutes or rules.

Description of Violation	1st Occurrence	2nd Occurrence	3rd Occurrence
Licensee engages in telecommunication or printed advertising that the director determines to have been false, deceptive or misleading.	Notification in writing to the licensee of the detected violation, including a warning that future violations will result in more severe administrative penalties including suspension and/or revocation of the license. (Warning Letter)	10-90 day Suspension	30-90 day Suspension to Revocation
Licensee conditions redemption of a lottery prize upon the purchase of any other item or service.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
Licensee imposes a restriction upon the redemption of a lottery prize not specifically authorized by the director.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
Licensee fails to follow instructions and procedures for the conduct of any particular lottery game, lottery special event or promotion.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
Licensee and/or its employee(s) exhibit discourteous treatment including, but not limited to, abusive language toward customers, commission employees or commission vendors.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation



# LICENSEE VIOLATIONS

Description of Violation	1st Occurrence	2nd Occurrence	3rd Occurrence
Licensee fails to establish or maintain reasonable security precautions with regard to the handling of lottery tickets and other materials.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
Licensee endangers the security and/ or integrity of the lottery games run by the commission.	Warning Letter to Revocation	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation
Licensee violates any directive or instruction issued by the director.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
Licensee violates any express term or condition of its license not specifically set forth in this subchapter.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
Licensee incurs four (4) notices of nonsufficient fund transfers within a 12-month period.	Revocation	n/a	n/a
Licensee sells a scratch ticket from a game that has closed after the date designated for the end of the game.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
Licensee fails to pay a valid prize in the amount specified on the validation slip generated on the licensee's terminal or to pay the authorized amount.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
Licensee fails to pay a valid prize the licensee is required to pay.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation

# LICENSEE VIOLATIONS



Description of Violation	1st Occurrence	2nd Occurrence	3rd Occurrence
Licensee refuses or fails to sell lottery tickets during all normal business hours of the lottery retailer.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
Licensee refuses to and/or fails to properly cancel a <i>Pick 3</i> or <i>Daily 4</i> ticket.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
Licensee fails to return an exchange ticket to a prize claimant claiming a prize on a multi-draw ticket if an exchange ticket is produced by the licensee's terminal.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
Licensee fails to keep accurate and complete records of all tickets from confirmed, active and settled packs that have not been sold.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
Licensee fails to offer a minimum of two scratch ticket games for sale if two or more scratch ticket games are available from the Texas Lottery.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
Licensee fails to order or accept delivery of the required minimum number of lottery tickets, or fails or refuses to meet minimum sales criteria.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation



# LICENSEE VIOLATIONS

Description of Violation	1st Occurrence	2nd Occurrence	3rd Occurrence
Licensee fails to meet any requirement under §401.368, Lottery Ticket Vending Machine rule if the licensee has been supplied with an lottery ticket vending machine by the commission.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
Licensee fails to take readily achievable measures within the allowed time period to comply with the barrier removal requirements regarding ADA.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
Licensee fails to prominently post license.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
Licensee knowingly sells a ticket or pays a lottery prize to another person who is (A) an officer or employee of the commission; (B) an officer, member, or employee of a lottery operator; (C) an officer, member or employee of a contractor or subcontractor that is excluded by the terms of its contract from playing lottery games; (D) the spouse, child, brother, sister, or parent of a person described by paragraph (A), (B), or (C) who resides within the same household as that person.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation

# LICENSEE VIOLATIONS



Description of Violation	1st Occurrence	2nd Occurrence	3rd Occurrence
Licensee intentionally or knowingly sells a ticket at a price the licensee knows is greater than the price established by the executive director.	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
Licensee sells tickets issued to a licensed location at another location that is not licensed.	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
Licensee intentionally or knowingly sells a ticket by extending credit or lends money to enable a person to buy a ticket.	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
Licensee intentionally or knowingly sells a ticket to a person that the licensee knows is younger than 18 years.	10-90 day Suspension to Revocation	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation
Licensee intentionally or knowingly sells a ticket and accepts anything for payment not specifically allowed under the State Lottery Act .	10-90 day Suspension to Revocation	10-90 day Suspension to Revocation	Revocation



## LICENSEE VIOLATIONS

Description of Violation	1st Occurrence	2nd Occurrence	3rd Occurrence
Licensee sells tickets over the telephone or, via mail order sales, establishes or promotes a group purchase or pooling arrangement under which tickets are purchased on behalf of the group or pool and any prize is divided among the members of the group or pool, and the person intentionally or knowingly: (A) uses any part of the funds solicited or accepted for a purpose other than purchasing tickets on behalf of the group or pool; or (B) retains a share of any prize awarded as compensation for establishing or promoting the group purchase or pooling arrangement.	10-90 day Suspension to Revocation	10-90 day Suspension to Revocation	Revocation
Licensee intentionally or knowingly alters or forges a ticket.	10-90 day Suspension to Revocation	10-90 day Suspension to Revocation	Revocation
Licensee intentionally or knowingly influences or attempts to influence the selection of the winner of a lottery game.	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation

# LICENSEE VIOLATIONS



Description of Violation	1st Occurrence	2nd Occurrence	3rd Occurrence
Licensee intentionally or knowingly claims a lottery prize or a share of a lottery prize by means of fraud, deceit, or misrepresentation; or aids or agrees to aid another person or persons to claim a lottery prize or a share of a lottery prize by means of fraud, deceit, or misrepresentation.	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
Licensee intentionally or knowingly tampers with, damages, defaces, or renders inoperable any vending machine, electronic computer terminal, or other mechanical device used in a lottery game, or fails to exercise due care in the treatment of commission property.	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
Licensee (A) induces another person to assign or transfer a right to claim a prize, (B) initiates or accepts an offer to sell the right to claim a prize, (C) initiates or accepts an offer of compensation from another person to claim a lottery prize, or (D) purchases a lottery ticket from a person who is not a licensed lottery retailer.	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation



## LICENSEE VIOLATIONS

Description of Violation	1st Occurrence	2nd Occurrence	3rd Occurrence
Licensee intentionally or knowingly makes a statement or entry that the person knows to be false or misleading on a required report.	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
Licensee fails to maintain or make an entry the licensee knows is required to be maintained or made for a required report.	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
Licensee knowingly refuses to permit the director of the Lottery Operations Division, the executive director, commission, or the state auditor to examine the agent's books, records, papers or other objects, or refuses to answer any question authorized under the State Lottery Act.	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
Licensee intentionally or knowingly makes a material and false or incorrect, or deceptive statement, written or oral, to a person conducting an investigation under the State Lottery Act or a rule adopted by the commission.	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
Licensee commits an offense of conspiracy as defined in the State Lottery Act.	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation

# LICENSEE VIOLATIONS



Description of Violation	1st Occurrence	2nd Occurrence	3rd Occurrence
Licensee sells or offers for sale any interest in a lottery of another state or state government or an Indian tribe or tribal government, including an interest in an actual lottery ticket, receipt, contingent promise to pay, order to purchase, or other record of the interest.	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation

# EXHIBITS

Retailer Request for Adjustment

Winner Claim Form

Terminal "Today" Report

Terminal "Week to Date" Report

# RETAILER REQUEST FOR ADJUSTMENT



## TEXAS LOTTERY RETAILER REQUEST FOR ADJUSTMENT

TLC PUB #9324  
(2/10)

*Powerball® tickets may not be returned for credit. Requests for adjustments related to Powerball® tickets will not be approved.*

After you have completed this form, tear off the pink copy for your records and mail the white and yellow copies to the Texas Lottery in the pre-printed envelope or to:

Texas Lottery Commission  
Attn: Retailer Accounting  
P.O. Box 16660  
Austin TX 78767-6660

If your request is approved, an adjustment will appear on your invoice.

### ATTACH HERE

**Attach all tickets, reprints, sign-ons and receipts required to receive credit for terminal errors or ticket problems.**

Business Name		Retailer Number
Business Address (Street, City and Zip Code)		Business Phone (Area Code and Number)

Enter the amount you believe the Lottery owes you, the date and time you believe the error occurred and also the invoice date related to this request.

Dollar Amount	Date Error Occurred (MM, DD, YYYY)	Invoice Date (MM, DD, YYYY)	Time Error Occurred
\$	/     /	/     /	a.m. p.m.

Retailer's Statement (Use this space to provide detailed explanation.)

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Your Name (Please Print)

**sign here ▶** Date

### FOR LOTTERY USE ONLY

Disposition of Request

This request for adjustment has been approved for \$ \_\_\_\_\_ and will show on your invoice as a credit less commission.

This request for adjustment has been denied; see explanation below.

\_\_\_\_\_

\_\_\_\_\_

Initial \_\_\_\_\_ Date \_\_\_\_\_ Initial \_\_\_\_\_ Date \_\_\_\_\_

Original and Yellow - Lottery

Pink - Retailer



# INDIVIDUAL CLAIM FORM UNDER \$1 MILLION



Rev. 11/17

## TEXAS LOTTERY WINNER CLAIM FORM

(For use by Individual Claimants under \$1 million)

INSTRUCTIONS TO CLAIMANT

- Enter the information called for on the claim form in items 6 - 17, as appropriate. (NOTE: If a U.S. Citizen or a Resident Alien, a Social Security Number is required in order to receive a prize payment of \$25,000 and over.)
- Each ticket of \$500.00 or more must be claimed on a separate form. Multiple tickets totaling less than \$500.00 may be combined on one form.
- You may claim a prize at any Lottery Claim Center in person or by mail. If mailing: staple your ticket(s) to the white copy(ies) of the claim form(s) and keep the pink copy(ies) for your records. Mail the white and yellow copies of the claim form(s) with the ticket(s) attached to:

Texas Lottery Commission / ATTN: Austin Claim Center  
P.O. Box 16600 / Austin, TX 78761-6600  
Phone: 800-375-8886

Claim Center Number		Claim Number	
Cashier's Initials		Date Processed	
ID Type / ID Match	YES <input type="checkbox"/> NO <input type="checkbox"/>	ID Number / State	Expiration Date
Date Paid		Check/Counter Number	
Unvalidated Claim <input type="checkbox"/>	Hold Code	Reason / Agency	
Security Bag #		CTS <input type="checkbox"/>	

### SCRATCH TICKET

1. Ticket Number (Number above the bar code) \_\_\_\_\_

2. Validation Number (Number from lower play area) \_\_\_\_\_

### EXCHANGE TICKET

Initials \_\_\_\_\_

Date \_\_\_\_\_

### DRAW GAME TICKET

3. Ticket Number (Number on bottom of ticket) \_\_\_\_\_

### PRIZE AMOUNT

4. Total Prize Value of Claim \$ \_\_\_\_\_

### NUMBER OF TICKETS

5. Included with Claim \_\_\_\_\_

REQUIRED INFORMATION - PLEASE PRINT ALL INFORMATION

6. Claimant Name \_\_\_\_\_  
LAST NAME FIRST MIDDLE SUFFIX (jr. or Sr., etc.)

7. Citizenship/Residency (For tax purposes only) U.S. Citizen / U.S. Resident Alien  Yes  No If "No," country of origin: \_\_\_\_\_

8. Social Security Number \_\_\_\_\_ 9. Date of Birth \_\_\_\_\_  
MM DD YYYY

10. Mailing Address \_\_\_\_\_  
Street Number and Street Name or PO Box

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

11. Country \_\_\_\_\_ 12. Email \_\_\_\_\_  
(Optional)

13. Home or Cell # \_\_\_\_\_ 14. Work Phone # \_\_\_\_\_

15.  I purchased the ticket  It was given to me  I found the ticket  Other (Explain) \_\_\_\_\_

16. If purchased, store name and city where ticket purchased: \_\_\_\_\_ 17. Date you received the ticket: \_\_\_\_\_  
MM DD YYYY

Under penalty of law, I declare that to the best of my knowledge and belief, the information entered above is correct and correctly identifies the person entitled to claim this prize; no other person is entitled to claim any part of this prize; and the recipient is not prohibited by law from purchasing a ticket or claiming, collecting or receiving a lottery prize or share of a prize. I understand it is a violation of law for any person to intentionally or knowingly, claim or aid another in claiming a lottery prize, or a share of a prize, by means of fraud, deceit or misrepresentation, or to intentionally or knowingly alter or forge a ticket.

Claimant Signature (must match back of ticket)	Date	Claimant Initials for Check/Receipt received
<b>sign here</b> ▶		
By signing below, I release the Commission from any and all liability for use by the Commission of my photograph, image and video or audio recording in order to advertise and publicize the above lottery winnings for marketing, advertising or other purposes as determined by the Commission.		Date
<b>sign here</b> ▶		

TLC Pub #15338

# INDIVIDUAL CLAIM FORM OVER \$1 MILLION



Rev. 11/17

## TEXAS LOTTERY WINNER CLAIM FORM

(For use by Individual Claimants for \$1 million or more)

INSTRUCTIONS TO CLAIMANT

- Enter the information called for on the claim form in items 6 - 18, as appropriate. (NOTE: If a U.S. Citizen or a Resident Alien, a Social Security Number is required in order to receive a prize payment of \$25,000 and over.)
- Each ticket of \$600.00 or more must be claimed on a separate form. Multiple tickets totaling less than \$600.00 may be combined on one form.
- Prizes greater than \$2,500,000.00 or that are paid out through annuities must be processed at the Texas Lottery Commission headquarters in Austin, Texas.
- You may claim a prize at any Lottery Claim Center in person or by mail. If mailing, staple your ticket(s) to the white copy(ies) of the claim form(s) and keep the pink copy(ies) for your records. Mail the white and yellow copies of the claim form(s) with the ticket(s) attached to:

Texas Lottery Commission / ATTN: Austin Claim Center  
P.O. Box 16600 / Austin, TX 78761-6600  
Phone: 800-375-8866

Claim Center Number		Claim Number	
Cashier's Initials		Date Processed	
ID Type / ID Match	YES <input type="checkbox"/> NO <input type="checkbox"/>	ID Number / State	Expiration Date
Proof of Social Security Number	YES <input type="checkbox"/> NO <input type="checkbox"/>	Type of Proof	
Date Paid	Check/Counter Number		
Unvalidated Claim <input type="checkbox"/>	Hold Code	Reason / Agency	
Security Bag #		CTS <input type="checkbox"/>	Media Relations and Advertising Form <input type="checkbox"/>

### SCRATCH TICKET

1. Ticket Number

(Number above the bar code)

2. Validation Number

(Number from lower play area)

### EXCHANGE TICKET

Initials

Date

### DRAW GAME TICKET

3. Ticket Number (Number on bottom of ticket)

### PRIZE AMOUNT

4. Total Prize Value of Claim \$

### NUMBER OF TICKETS

5. Included with Claim

6. If the total prize amount paid is \$1 million or more, you may be eligible to remain anonymous in accordance with TEX.GOV.TC § 466.411 and TAC § 401.324. I elect to remain anonymous, if eligible:  Yes  No

7. Claimant Name

LAST NAME

SUFFIX (Jr., Sr., etc.)

FIRST

MIDDLE

8. Citizenship/Residency (For tax purposes only) U.S. Citizen / U.S. Resident Alien  Yes  No If "No," country of origin:

9. Social Security Number

10. Date of Birth

MM

DD

YYYY

11. Mailing Address

Street Number and Street Name or PO Box

City

State

Zip Code

12. County

13. Email

(Optional)

14. Home or Cell #

15. Work Phone #

16.  I purchased the ticket  It was given to me  I found the ticket  Other (Explain)

17. If purchased, store name and city where ticket purchased:

18. Date you received the ticket:

MM

DD

YYYY

Under penalty of law, I declare that to the best of my knowledge and belief, the information entered above is correct and correctly identifies the person entitled to claim this prize; no other person is entitled to claim any part of this prize; and the recipient is not prohibited by law from purchasing a ticket or claiming, collecting or receiving a lottery prize or share of a prize. I understand it is a violation of law for any person to intentionally or knowingly, claim or aid another in claiming a lottery prize, or a share of a prize, by means of fraud, deceit or misrepresentation, or to intentionally or knowingly alter or forge a ticket.

Claimant Signature (must match back of ticket)

Date

Claimant Initials for Check/Receipt received

sign here

TLC Pub #1326



# ENTITY CLAIM FORM UNDER \$1 MILLION



Rev. 11/17

## TEXAS LOTTERY WINNER CLAIM FORM (For use by Entities under \$1 million)

INSTRUCTIONS TO CLAIMANT

- Each ticket of \$600.00 or more must be claimed on a separate form. Multiple tickets totaling less than \$600.00 may be combined on one form.
- This claim form is to be used when the prize is to be claimed by a **legal entity** rather than an individual.
- If the prize is to be claimed by a legal entity, legal documentation must be presented which includes the entity's taxpayer ID number and identity of the entity's officers and/or members acting on behalf of the entity. All documentation related to the entity will be reviewed and approved by the Legal Services Division prior to processing.
- Enter the information called for on the form in items 6 – 16.
- You may claim a prize at any Lottery Claim Center in person or by mail. If mailing, staple your ticket(s) to the white copy(ies) of the claim form(s) and keep the pink copy(ies) for your records. Mail the white and yellow copies of the claim form(s) with the ticket(s) attached to:  
Texas Lottery Commission / ATTN: Austin Claim Center  
P.O. Box 16600 / Austin, TX 78761-6600  
Phone: 800-375-6886

Claim Center Number		Claim Number	
Cashier's Initials		Date Processed	
ID Type / ID match	YES <input type="checkbox"/> NO <input type="checkbox"/>	ID Number / State	Expiration Date
Date Paid		Check/Counter Number	
Unvalidated Claim <input type="checkbox"/>	Hold Code / Reason	Reason / Agency	
Security Bag #		CTS	<input type="checkbox"/>

REQUIRED INFORMATION – PLEASE PRINT ALL INFORMATION

<b>SCRATCH TICKET</b>		<b>EXCHANGE TICKET</b>	
1. Ticket Number <small>(Number above the bar code)</small>		Initials	Date
2. Validation Number <small>(Number from back of ticket)</small>			
3. Ticket Number <small>(Number on bottom of ticket)</small>			
<b>PRIZE AMOUNT</b>		<b>NUMBER OF TICKETS</b>	
4. Total Prize of Claim \$		5. Included with Claim	
6. Entity Name			
7. Entity Type: <input type="checkbox"/> PARTNERSHIP U.S. non-U.S. <input type="checkbox"/> CORPORATION U.S. non-U.S. <input type="checkbox"/> TRUST U.S. non-U.S. <input type="checkbox"/> LLC U.S. non-U.S. <input type="checkbox"/> OTHER			
8. Name & Title of Individual w/ Signatory Authority			
9. Date of Creation of Entity <small>(mm/dd/yyyy)</small>			
10. EIN			
11. Mailing Address			
<small>Street Number and Street Name or PO Box</small>			
City		State	Zip Code
12. County		13. Phone #	
14. <input type="checkbox"/> Entity Member Purchased Ticket <input type="checkbox"/> Donated <input type="checkbox"/> Found <input type="checkbox"/> Other (Explain)			
15. If purchased, store name and city where ticket purchased:		16. Date you received the ticket:	
		MM DD YYYY	

Under penalty of law, I declare that to the best of my knowledge and belief, the information entered above is correct and correctly identifies the person entitled to claim this prize, no other person is entitled to claim any part of this prize, and the recipient is not prohibited by law from purchasing a ticket or claiming, collecting or receiving a lottery prize or share of a prize. I understand it is a violation of law for any person to intentionally or knowingly, claim or aid another in claiming a lottery prize, or a share of a prize, by means of fraud, deceit or misrepresentation, or to intentionally or knowingly alter or forge a ticket.

Claimant Representative Signature <small>(must match back of ticket)</small> <b>sign here</b> ▶	Date	Claimant Initials for Check/Receipt received
By signing below, I release the Commission from any and all liability for use by the Commission of my photograph, image and video or audio recording in order to advertise and publicize the above lottery winnings for marketing, advertising or other purposes as determined by the Commission.		
<b>sign here</b> ▶	Date	

TLC Pub #15335

# ENTITY CLAIM FORM OVER \$1 MILLION



Rev. 11/17

## TEXAS LOTTERY WINNER CLAIM FORM

(For use by Entities for \$1 million or more)

INSTRUCTIONS TO CLAIMANT

- This claim form is to be used when the prize is to be claimed by a legal entity other than an individual.
- If the prize is to be claimed by a legal entity then legal documentation must be presented, which includes the entity's taxpayer ID number and identity of the entity's officers and/or members acting on behalf of the entity. All documentation related to the entity will be reviewed and approved by the Legal Services Division prior to processing.
- Enter the information called for on the form in items 6 - 16.
- Prizes greater than \$2,500,000 or that are paid out through annuities must be processed at the Texas Lottery Commission headquarters in Austin, Texas.
- You may claim a prize at any Lottery Claim Center in person or by mail. If mailing, staple your ticket(s) to the white copy(ies) of the claim form(s) and keep the pink copy(ies) for your records. Mail the white and yellow copies of the claim form(s) with the ticket(s) attached to:  
Texas Lottery Commission / ATTN: Austin Claim Center  
P.O. Box 16900 / Austin, TX 78761-6900  
Phone: 800-375-6886

Claim Center Number	Claim Number		
Cashier's Initials	Date Processed		
ID Type / ID match	YES <input type="checkbox"/> NO <input type="checkbox"/>	ID Number / State	Expiration Date
Proof of Social Security number	YES <input type="checkbox"/> NO <input type="checkbox"/>	Type of Proof	
Date Paid	Check/Counter Number		
Unvalidated Claim	Hold code / Reason	Reason / Agency	
Security Bag #	CIS	Media Relations and Advertising Form	

**SCRATCH TICKET**

1. Ticket Number (Number above the bar code) \_\_\_\_\_

2. Validation Number (Number from lower left area) \_\_\_\_\_

**EXCHANGE TICKET**

Initials \_\_\_\_\_ Date \_\_\_\_\_

**DRAW TICKET**

3. Ticket Number (Number on bottom of ticket) \_\_\_\_\_

**PRIZE AMOUNT**

4. Total Prize of Claim \$ \_\_\_\_\_

**NUMBER OF TICKETS**

5. Included with Claim \_\_\_\_\_

6. If the total prize amount paid is \$1 million or more, you may be eligible to remain anonymous in accordance with TEX.GOV.T Code § 466.411 and TAC § 401.324. I elect to remain anonymous, if eligible:  Yes  No

7. Entity Name \_\_\_\_\_

8. Entity Type:  PARTNERSHIP U.S. non-U.S.  CORPORATION U.S. non-U.S.  TRUST U.S. non-U.S.  LLC U.S. non-U.S.  OTHER \_\_\_\_\_

9. Name & Title of Individual w/ Signatory Authority

\_\_\_\_\_  
\_\_\_\_\_

10. Date of Creation of Entity (MM/DD/YYYY) \_\_\_\_\_ 11. EIN \_\_\_\_\_

12. Mailing address

Street Number and Street Name, or PO Box \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

13. County \_\_\_\_\_ 14. Phone # \_\_\_\_\_

15.  Purchased by Entity Member  Donated  Found  Other (Explain) \_\_\_\_\_

16. If purchased, store name and city where ticket purchased:

17. Date you received the ticket: \_\_\_\_\_

Under penalty of law, I declare that to the best of my knowledge and belief, the information entered above is correct and correctly identifies the person entitled to claim this prize; no other person is entitled to claim any part of this prize and the recipient is not prohibited by law from purchasing a ticket or claiming, collecting or receiving a lottery prize or share of a prize. I understand it is a violation of law for any person to intentionally or knowingly, claim or aid another in claiming a lottery prize, or a share of a prize, by means of fraud, deceit, or misrepresentation, or to intentionally or knowingly, steal or forge a ticket.

Claimant Representative Signature (must match back of ticket)

sign here

Date

Claimant Initials for Check/Receipt received

TLC Pub #15339

# TERMINAL "TODAY" REPORT



TEXAS LOTTERY		
THU DEC25 2014 03:22:54 CT		
Printed at Retailer # 100020		
-----		
MONDAY		
MON DEC22 2014		
TERMINAL 10002000		
SUMMARY		
1	MEGA SALES	1.00
19	PWRB SALES	47.00
18	LOTO SALES	298.00
1	PCK3 SALES	0.50
1	DLY4 SALES	0.50
2	CSH5 SALES	11.00
1	TX2S SALES	1.00
1	ALNO SALES	2.00
4	TRPL SALES	24.00
48	GROS SALES	385.00
0	PCK3 CANCEL	0.00
0	DLY4 CANCEL	0.00
48	DRW GM NET SALES	385.00
0	MEGA CASHES	0.00
0	PWRB CASHES	0.00
0	LOTO CASHES	0.00
0	PCK3 CASHES	0.00
0	DLY4 CASHES	0.00
0	CSH5 CASHES	0.00
0	TX2S CASHES	0.00
0	ALNO CASHES	0.00
0	TRPL CASHES	0.00
0	INST CASHES	0.00
0	SETTLEMENTS	0.00
0	ADJUSTMENTS	0.00
0	DRW GM CREDIT	0.00
0	INST CREDIT	0.00
0	COMMISSIONS	19.26
	BALANCE	\$ 365.74

\*\* VOID - NOT FOR SALE \*\*



# TERMINAL "Week To Date" REPORT

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TEXAS LOTTERY  
THU DEC25 2014 03:23:23 CT  
Printed at Retailer # 100020

WEEK TO DATE  
THU DEC25 2014  
RETAILER 100020  
SUMMARY

4	MEGA SALES	\$	6.00
32	PWRB SALES	\$	260.00
21	LOTO SALES	\$	811.00
3	PCK3 SALES	\$	1.50
3	DLY4 SALES	\$	1.50
12	CSH5 SALES	\$	65.00
3	TX25 SALES	\$	3.00
3	ALNO SALES	\$	6.00
38	TRPL SALES	\$	304.00
119	GROS SALES	\$	958.00
0	PCK3 CANCEL	\$	0.00
0	DLY4 CANCEL	\$	0.00
119	DRW GM NET SALES	\$	958.00
0	MEGA CASHES	\$	0.00
0	PWRB CASHES	\$	0.00
0	LOTO CASHES	\$	0.00
0	PCK3 CASHES	\$	0.00
0	DLY4 CASHES	\$	0.00
0	CSH5 CASHES	\$	0.00
0	TX25 CASHES	\$	0.00
0	ALNO CASHES	\$	0.00
0	TRPL CASHES	\$	0.00
0	INST CASHES	\$	0.00
0	SETTLEMENTS	\$	0.00
0	ADJUSTMENTS	\$	0.00
0	DRW GM CREDIT	\$	0.00
0	INST CREDIT	\$	0.00
0	COMMISSIONS	\$	47.91-
	BALANCE	\$	910.09

\*\* VOID - NOT FOR SALE \*\*





—TEXAS—  
LOTTERY

[txlottery.org](https://txlottery.org)

800-375-6886