

## Can I sell scratch tickets before activating the pack?

It is exciting to receive the newest scratch tickets and begin selling them to interested customers. But wait! If you do not activate the pack before any tickets are sold, you inconvenience your customers and other retailers.

When you sell tickets from an un-activated pack, players cannot redeem tickets for prizes at other locations. This is inconvenient for players and retailers and it takes away from the winning experience. Also, it is a violation of Texas Lottery® rules.

### SCRATCH TICKET ORDERS MUST BE CONFIRMED ON THE TERMINAL BEFORE PACKS ARE ACTIVATED AND SOLD.

1. **Confirm all orders** as soon as they arrive. Most tickets are delivered by UPS. Be sure the order is addressed to your store before signing for it.
2. **Immediately open your ticket order** and verify the contents against the Packing List.
3. If there is a discrepancy (missing packs, extra packs or wrong pack numbers) report this information to the IGT Hotline **800-458-0884** within five (5) business days. After five days you are financially responsible for any missing packs.
4. Once you verify the contents you must confirm the ticket order at your lottery terminal.

- Press **Instant Menu**
- Press **Order Confirmation**
- Scan the tracking number barcode on the Packing List **OR** enter the 12-digit Order Number using the keypad.
- Press **SEND** and a receipt prints.
- Press **OK** to return to the Confirm Delivery screen.



5. **Scratch ticket packs must be activated before any tickets are sold.** As a good practice, only activate tickets if you are putting them out for sale. Packs not for sale should remain in confirmed status until you are ready to activate and sell them.

- Press the shortcut **Activate Pack** button at the bottom of the Confirm Delivery screen **OR** press **Instant Menu** then **Activate Pack**.
- Scan the barcode of the pack you wish to activate **OR** enter the game and pack number.
- Press **SEND** and a receipt prints.
- An Activate Pack confirmation screen displays.
- Press **OK**.

**Any packs that are not activated and available for sale should be kept in a secure location in the store where they will not be subject to loss or damage. Do not store scratch tickets off premise.**

**ALWAYS ACTIVATE BEFORE YOU SELL - IT'S GOOD FOR YOUR CUSTOMERS AND IT'S GOOD FOR BUSINESS.**

## Keyless validation is easy, but what if it doesn't work? Try this.

### TICKETS WITH Secure Shield™

Most scratch tickets now feature the Secure Shield validation barcode.



To validate Secure Shield tickets and pay prizes, just scan the barcode under the scratch surface on the front of tickets.

If the barcode under the scratch surface is damaged and cannot be read by the terminal scanner, follow these steps.

1. Scan the barcode on the back of the ticket.



2. Enter the 13-digit serial number under the scratch surface on the front of the ticket.

### TICKETS WITHOUT Secure Shield™

While all of our tickets are now printed with the Secure Shield barcode, some older games still are available for sale and validation. To validate a ticket **without Secure Shield**, follow these steps.

1. Scan the barcode on the back of the ticket.
2. Enter the 4 boxed security numbers (VIRN) under the scratch surface on the front of ticket.

If you scan the barcode under the scratch surface of a ticket that does not have the Secure Shield symbol on the back of ticket, the terminal message displays "Invalid barcode read." Follow the steps for validating tickets without Secure Shield.

Manual validation takes more time, but shows your players that you provide good customer service. Taking the time to validate all prize-winning tickets under \$600 keeps the winning experience in your store and supports the sale of other items.

**DON'T SEND WINNERS AWAY. PAY AND LET THEM PLAY.**

If you have questions, ask your lottery sales representative, call the IGT Hotline at 800-458-0884 or contact Texas Lottery Retailer Services at 800-375-6886.



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