

# Texas Lottery® Retailer Support

March 11, 2016

## Frequently Asked Questions – Basic Policies and Practices

### 1. Do Retailers Receive A Bonus for Selling A Winning Ticket?

Yes, bonuses are paid for selling a top prizewinning ticket for the draw games listed below as well as for any scratch ticket prize of \$1,000,000 or more. A retailer must be in good standing with the Texas Lottery Commission (TLC) and the state of Texas. (Note: Information below is not comprehensive. All TLC directives, policies, procedures, rules and regulations apply.) View details at [http://www.txlottery.org/export/sites/lottery/Retailers/Retailer\\_Benefits\\_x\\_Bonuses/index.html](http://www.txlottery.org/export/sites/lottery/Retailers/Retailer_Benefits_x_Bonuses/index.html).

- **Mega Millions®**: 1% of grand/jackpot portion won in Texas, \$1 million cap; pari-mutuel
- **Powerball®**: 1% of grand/jackpot portion won in Texas; \$1 million cap; pari-mutuel
- **Lotto Texas®**: 1% of advertised jackpot or jackpot based on sales (whichever is greater); \$500,000 cap; pari-mutuel
- **Texas Two Step®**: 1% of advertised jackpot; \$10,000 cap; pari-mutuel
- **Texas Triple Chance™**: \$1,000 per top prizewinning *Chance*; \$10,000 cap
- **All or Nothing™**: \$2,500 per top prizewinning ticket; \$50,000 cap
- **Cash Five®**: 1% of top prizewinning ticket; no cap; pari-mutuel
- **Scratch Tickets**: \$10,000 on prizewinning tickets of \$1,000,000 and higher

Retailers also may earn free scratch tickets in promotions for specified games and earn incentive payments and drawing prizes from \$500 to \$50,000 in the Retailer Cash Incentive Programs.

### 2. Why Is The Sales Commission Five Percent?

Net revenue from Texas Lottery sales is designated to the Foundation School Fund which is administered by the Texas Education Agency and to the Fund for Veterans' Assistance which is administered by the Texas Veterans Commission. The Texas Lottery Commission has an obligation to use its best efforts to produce the maximum possible revenue for the Foundation School Fund and Fund for Veterans' Assistance. Therefore, the TLC emphasizes fiscal accountability, pursues the use of technology that enhances our services while reducing operating costs and at this time, designates the retailer sales commission be five percent (5%) of the ticket price as provided for in the State Lottery Act.

### 3. Is There A Cashing Commission?

At this time, the TLC has not exercised this option because of its obligation to produce the maximum possible revenue for the benefit of public education and Texas veterans.

### 4. What Happens When I Have Tickets Stolen?

If you report stolen tickets and no validations have occurred on those tickets, you will not be charged for them. This means, the sooner you report a theft (call **800-458-0884**), the sooner we can de-activate the tickets in the system. This minimizes your liability for those tickets. If validations occur on the tickets, you will be responsible for the range of tickets in which the validations occurred. There is an administrative fee of \$25 per pack for tickets in confirmed status. You must include a law enforcement case number when reporting stolen tickets to the TLC.



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### 5. Can I Sell Scratch Tickets Before Activating the Pack?

No. It is exciting to receive the newest scratch game and begin selling to interested customers. But wait! If you do not activate the pack before any tickets are sold, you create an inconvenient situation for players and other retailers. When you sell tickets from an un-activated pack, players cannot redeem tickets for prizes at other locations. This not only is inconvenient for players and retailers it takes away from the winning experience and it is a violation of TLC rules. Always activate before you sell – it's good for your customers and it's good for business.

### 6. When Is a Retailer Charged for Packs of Scratch Tickets?

Scratch tickets settle on (are charged to) a retailer's account in four ways under the Traditional Settlement Class:

- When 70% of the low-tier or G-Tier winners in a pack have been validated
- 45 days after pack is activated
- Retailer may manually settle at any time
- Any tickets in retailer possession after the official End of Game date for a closed game will be charged to the retailer.

An additional method, 21-Day Settlement Class, is being tested for possible availability to retailers in July 2016. If a retailer chooses this settlement class, packs will settle 21 days after pack activation. Packs not previously settled will auto settle if they remain in retailer's possession after the official End of Game/Closing date and retailers will have the ability to manually settle a pack.

### 7. How Many Tickets Are In Each Pack of Scratch Tickets?

Pack sizes vary and are reduced on some games to lower financial liability and keep fresh, new tickets selling through the bins.

- |              |                                 |
|--------------|---------------------------------|
| - \$1 games  | 150 tickets = \$150 pack value  |
| - \$2 games  | 125 tickets = \$250 pack value  |
| - \$3 games* | 125 tickets = \$375 pack value  |
| - \$5 games* | 75 tickets = \$375 pack value   |
| - \$10 games | 50 tickets = \$500 pack value   |
| - \$20 games | 25 tickets = \$500 pack value   |
| - \$50 games | 20 tickets = \$1,000 pack value |

\*Some games have different pack sizes.

### 8. Is There a Way to Get Terminal Reports Through the Internet?

Yes, you may access the Lottery Services Portal (LSP) at the following addresses.

<https://tx.gtechlsp.com/lsp/tx/public/lotteryhome>

<http://www.txlottery.org/export/sites/lottery/Retailers/index.html>

Updates from the Texas Lottery accounting system are transferred to the LSP each night. The LSP is available 24 hours a day, seven days a week at no charge. License holders may enroll in the service by using their Lottery ID (the six-digit retailer number) to register their email address as their user name and establishing a password.



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### 9. How Do I Change My Bank Account?

Retailers with access to the LSP may update their bank account information via the internet. For more information on the LSP, visit our website at [txlottery.org/retailers](http://txlottery.org/retailers). Retailers also may change their bank account information by completing and submitting an Electronic Funds Transfer Authorization Form. A retailer may submit the completed form along with a copy of a voided check from the new account to the Texas Lottery by mail or fax. You may request the form be mailed or faxed to you or you may download the form from the Retailer Services section on our website, [http://www.txlottery.org/export/sites/lottery/Retailers/Retailer\\_Forms/index.html](http://www.txlottery.org/export/sites/lottery/Retailers/Retailer_Forms/index.html). Please do not close your account until notified of the effective date of change.

### 10. How Do I Get Credit If My Terminal Prints an Incomplete Ticket?

You may send the ticket with a Retailer Adjustment Form to the Texas Lottery, PO Box 16630, Austin TX 78761-6630. Retailer Services staff will review your request for credit. If approved, the credit should appear on your weekly statement within four to six weeks. To check the status of an adjustment request, please call the Retailer Services Department at 800-375-6886. Retailer Adjustment Forms are available from your Texas Lottery sales representative, at any Texas Lottery claim center or can be downloaded from the Texas Lottery website at [http://www.txlottery.org/export/sites/lottery/Retailers/Retailer\\_Forms/index.html](http://www.txlottery.org/export/sites/lottery/Retailers/Retailer_Forms/index.html).

Note: A complete ticket that a customer refuses to purchase is considered a valid ticket. You may sell the ticket to another customer or buy the ticket yourself. If you request an adjustment for a valid ticket, it should be sent along with a completed Retailer Adjustment Form and it must be postmarked before the time of the drawing displayed on the ticket.

**For more information, contact Texas Lottery Retailer Services at 800-375-6886 or [Retailer.WebHelp@lottery.state.tx.us](mailto:Retailer.WebHelp@lottery.state.tx.us). Our hours are 7 a.m. to 5:30 p.m. Monday-Friday.**



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