

Texas Lottery® Retailer Support

January 31, 2016

Frequently Asked Questions – Validation Policies and Practices

A player presented a *Lotto Texas*® ticket that appears to be a winner but the terminal says, “Sorry Not A Winner.” Why won’t it validate?

There are instances when a scanned draw game ticket that appears to be a winner results in a message other than the prize amount. The following messages may be displayed when validation is attempted for draw game tickets that appear to be winners:

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

Validated ticket information is purged from the TLC central system 180 days after validation 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 a ticket a second time may prevent confusion.
- If a retailer validates a ticket and the ticket is scanned again during the first 180 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 the 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 scratch tickets and “Claim at Lottery” if validation is attempted for scratch tickets requiring lottery action.

It is important to deface the barcode on all tickets – scratch tickets and draw games – 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. The terminal will produce two (2) validation receipts, one labeled Retailer Copy and one labeled Player Copy which should be given to the player after validation has occurred. This receipt will confirm to player the prize amount to be awarded.

When you validate a winning ticket with a prize amount of \$599 or less, you are required to pay the player the amount displayed on the validation receipts and the terminal. If you validate a winning ticket and do not have funds to pay the prize you must return the ticket to the player. Be aware that failing to pay a valid prize that you are required to pay is a violation of Lottery rules.

For more information, talk to your lottery sales representative or contact Retailer Services at **800-375-6886** or Retailer.WebHelp@lottery.state.tx.us hours are 7:00 a.m. to 5:30 p.m. Monday through Friday. Your Lottery Sales Representative also may assist you with any questions.



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