



SUPPORTING  
TEXAS EDUCATION  
AND VETERANS



**TEXAS LOTTERY®  
RETAILER SERVICES**  
7:00AM – 5:30PM CT MON – FRI  
800-375-6886

**IGT™ HOTLINE**  
24 HOURS • 7 DAYS A WEEK  
800-458-0884

# Retailer Guide

**To Policies and Procedures**

*Effective 07/26/2019*



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# **SALES LICENSE**

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**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-lsp.lotteryservices.com](http://tx-lsp.lotteryservices.com) or [txlottery.org/lsp](http://txlottery.org/lsp). You also may download the application and additional forms from our website at [txlottery.org](http://txlottery.org) (go to Retailers/Retailer Forms), email to [retailerforms@lottery.state.tx.us](mailto: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 Texas Lottery Commission. Complete the Electronic Funds Transfer (EFT) Authorization Form and attach a voided check for the account.

Applicants are required to provide electronic fingerprints for use in conducting a check of criminal history records of the Texas Department of Public Safety in accordance with applicable statutes. Please schedule an appointment to be electronically fingerprinted by MorphoTrust USA at one of their IdentoGo enrollment centers. <https://uenroll.IdentoGo.com/servicecode/11G76S>.

Send a completed Texas Lottery Application and EFT Authorization form along with fee payment 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](mailto: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-lsp.lotteryservices.com](http://tx-lsp.lotteryservices.com) or [txlottery.org/lsp](http://txlottery.org/lsp) as early as four 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-lsp.lotteryservices.com](http://tx-lsp.lotteryservices.com) or [txlottery.org/lsp](http://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](http://txlottery.org/Retailers) 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

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**Temporary Store Closing**

**Terminal Operation Hours**

**Selling Tickets**

**Retailer Bonuses**

**Invoices and Reports**

**IGT Lottery Sales Representative (LSR)**

**Ticket Security**

**Lost or Stolen Tickets**

**Damaged or Destroyed Tickets**

**Compliance Activity Monitoring Process (CAMP)**



## TEMPORARY STORE CLOSING



If you plan to close your business temporarily, an owner, officer, partner or director must notify the Texas Lottery in advance by letter, phone, email or fax. 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-lsp.lotteryservices.com](http://tx-lsp.lotteryservices.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. C.T. 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 stamp benefits as payment for tickets. Debit cards, cash, checks and Texas Lottery coupons or vouchers are acceptable forms of payment.

You may not charge an additional fee for purchasing Texas Lottery tickets with a debit card.

You may not require a customer to purchase merchandise or service in order to purchase or redeem a Texas Lottery ticket.

You may sell lottery tickets only to adults (18 or older). It is a violation of your retailer license to sell tickets or pay prizes to a person who is not 18 years or older. Retailers are not authorized to pay prizes to an adult who is presenting a prize-winning ticket on behalf of a minor.

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

The previous legislative session (85<sup>th</sup>) zeroed out the \$4.2 million retailer bonus appropriation for **FY 2019 (September 1, 2018-August 31, 2019)**. The 86<sup>th</sup> Legislature restored funding for retailer bonuses at a reduced appropriation of \$2.0 million per year. The Texas Lottery is in the process of developing a new bonus structure to account for the FY 20-21 appropriation. The Retailer Bonus Program is used for bonus payments to retailers for selling certain prize-winning tickets.

*This budgetary item does not apply to the Retailer Cash Incentive Program.*



## 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.



## 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).

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 goal of the Compliance Activity Monitoring Process (CAMP) is to provide an automated, centralized system that tracks and monitors all Texas Lottery and Charitable Bingo jurisdictional complaints received or violations discovered by the agency. CAMP enables the agency to rapidly identify problem areas of compliance activity or complaint trends. 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.

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

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**

For more information, call the CAMP section at **512-344-5300** or Email your questions to **Complaint@lottery.state.tx.us**.

# **BANKING AND ACCOUNTING**

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**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-lsp.lotteryservices.com](http://tx-lsp.lotteryservices.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 Wednesday 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 equipment 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 (does not include penalties and fees) 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 penalties and fees amount will be included in your next bank sweep and will be separate from your regular lottery business sweep. 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 or if you fail to pay the full amount due within 30 days of suspension, 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-lsp.lotteryservices.com](http://tx-lsp.lotteryservices.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

If you change your bank account, you must submit an Electronic Funds Transfer (EFT) form and provide a voided check for 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-lsp.lotteryservices.com](http://tx-lsp.lotteryservices.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.



The Lottery Services Portal (LSP) links retailers to their lottery financial and inventory information using the link at [tx-lsp.lotteryservices.com](http://tx-lsp.lotteryservices.com) or the Texas Lottery website at [txlottery.org/lsp](http://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 Reports
- 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 draw game transactions such as sales and cashes
- Up to 3 years of account history
- Printer-friendly formats for each report
- Changes to your bank account
- Retailer Cash Incentive Program status and payment history

The information requested for LSP registration is needed to verify that you are a licensed Texas Lottery retailer. To view the LSP Privacy Statement, go to [txlottery.org/lsp](http://txlottery.org/lsp).



# SCRATCH TICKETS

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**Initial Order**

**Assignment to Specific Retail Location**

**Scratch Ticket Status**

**Scratch Ticket Delivery**

**Scratch Ticket Confirmation**

**Scratch Ticket 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 at 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 tickets 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. Be sure the order is addressed to your store before accepting it. An enclosed packing slip/invoice will identify the contents of each 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 numbers on the packs in the package. If there is a difference between what is shown on the packing slip/invoice and the actual contents of the package (missing packs, extra packs or wrong pack numbers) you must, call the IGT Hotline immediately (no later than five business days of receiving the order) at **800-458-0884**. After five business days you are financially responsible for \$25 per pack if any are missing.



## 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 using the Scratch Ticket Menu button.



## SCRATCH TICKET 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** (option 1).



## 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 **Scratch Ticket Menu** button 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 unless you are participating in the 21-Day Settlement Class.
- A pack will settle automatically 45 days after the date of activation or 21 days after activation for 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



Texas Lottery retailers may pay prizes only to adults (18 or older). Retailers are not authorized to pay prizes to an adult who is presenting a prize-winning ticket on behalf of a minor (under 18).

Under no circumstances may you or your employees purchase or offer to purchase a winning Texas Lottery ticket from a customer.

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 scratch 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. You may not require a purchase to redeem a lottery prize.

If a customer presents a high-tier winning ticket, you should provide the customer with a 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. 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 in several ways, including marking through the barcode on the front of a ticket (top to bottom) or tearing through the barcode (top to bottom) on the back of the ticket. Removing the corner of the ticket containing the barcode is usually sufficient.

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 any tickets from a pack that you believe contains one or more defective tickets. Contact an Instant Ticket Specialist at the IGT 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.

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 End of Game 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. It is a violation of your Texas Lottery license to 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

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**Generating Draw Game Tickets**

**Misprinted Tickets**

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

**Draw Game Ticket Inquiry**

**Draw Game Ticket Validation**

**Prize Levels**

**Damaged or Altered Tickets**



## GENERATING DRAW GAME TICKETS



Tickets for Texas Lottery draw games can be produced only at licensed lottery retailer terminals by inserting a game playslip, scanning the Texas Lottery app QR code on a player's device, or manually on the lottery terminal using Quick Pick buttons or entering a player's numbers. 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 Texas Lottery 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 canceled 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 *Lone Star Lineup* or "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.

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.

Under no circumstances may you or your employees purchase or offer to purchase a winning Texas Lottery ticket from a customer.

## PRIZE LEVELS



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. You may not require a purchase to redeem a lottery prize.

If a customer presents a prize-winning ticket of \$600 or more, you should provide the customer with a 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. 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

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# 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. Visit [txlottery.org/retailers](http://txlottery.org/retailers) for the current version of Licensee Violations.

<b>TEXAS LOTTERY® RETAILER VIOLATIONS PENALTY CHART</b> <i>The following violations apply to retailers and their employees. Examples provide brief descriptions and are not comprehensive.            For clarification, contact Texas Lottery Retailer Services at 800-375-6886.</i>					
01.09.19					
	DESCRIPTION OF VIOLATION	Example	1 <sup>ST</sup> OCCURRENCE	2 <sup>ND</sup> OCCURRENCE	3 <sup>RD</sup> OCCURRENCE
1	Licensee engages in telecommunication or printed advertising that the director determines to have been false, deceptive or misleading.	<i>Retailers must have approval and/or input from the Texas Lottery for any lottery-related advertising they plan to produce.</i>	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
2	Licensee conditions redemption of a Lottery prize upon the purchase of any other item or service.	<i>Retailer requires customer to purchase a product, service or additional lottery tickets in order to receive prize payment.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
3	Licensee imposes a restriction upon the redemption of a Lottery prize not specifically authorized by the director.	<i>Retailer requires customer to pay a fee for a money order used to pay a prize.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
4	Licensee fails to follow instructions and procedures for the conduct of any particular lottery game, lottery special event or promotion.	<i>Retailer fails to provide a free ticket when a qualifying promotional purchase is made by a player or fails to follow instructions for a lottery promotion.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
5	Licensee and/or its employee(s) exhibit discourteous treatment including, but not limited to, abusive language toward customers, commission employees or commission vendors.	<i>Retailer shouts at, threatens or uses abusive language when speaking with players, lottery staff or IGT employees.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
6	Licensee fails to establish or maintain reasonable security precautions with regard to the handling of lottery tickets and other materials.	<i>A pack of scratch tickets is left on the counter or stored in an unlocked space. Scratch ticket inventory should be treated like cash.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
7	Licensee endangers the security and/or integrity of the lottery games operated by the commission.	<i>Retailer sells a draw game ticket after the drawing for that ticket has taken place.  Retailer pays a prize without following the required validation procedures.</i>	Warning Letter to Revocation	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation
8	Licensee violates any directive or instruction issued by the director of Lottery Operations.	<i>Retailer fails to follow rules for any game, fails to follow scratch ticket game closing procedures or fails to adhere to instructions from the Texas Lottery.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
9	Licensee violates any express term or condition of its license not specifically set forth in this subchapter.	<i>Retailer fails to inform the Texas Lottery within 10 days when information provided in their original application or most recent renewal application has changed.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
10	Licensee incurs four (4) notices of nonsufficient fund transfers or non-transfer of funds within a 12-month period.	<i>Retailer does not pay their weekly bank sweep 4 times in a 12-month period.</i>	Revocation	n/a	n/a
11	Licensee sells a scratch ticket from a game that has closed after the date designated for the end of the game.	<i>Retailer fails to follow scratch ticket game closing procedures and sells a game after being notified to stop sales and/or the game is past the 180-day end of validations period.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
12	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.	<i>Retailer fails to pay the proper dollar amount as instructed by the terminal message and the printed validation receipt.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
13	Licensee fails to pay a valid prize the licensee is required to pay.	<i>Retailers must pay the prize if they validate a ticket on their terminal. Tickets that cannot be paid after validation must be returned to the player.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
14	Licensee refuses or fails to sell Lottery tickets during all normal business hours of the lottery retailer.	<i>Retailers must make their tickets available for purchase whenever they are open for business and the lottery terminal is functioning.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
15	Licensee refuses to and/or fails to properly cancel a Pick 3 or Daily 4 ticket.	<i>Pick 3 and Daily 4 tickets can be canceled within one hour after the ticket is generated and before draw break. Retailers must comply if a player asks for cancellation during this time period.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation

# LICENSEE VIOLATIONS



16	Licenses 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.	<i>Validation of a prizewinning Multi-Draw ticket may produce an exchange ticket that must be given to the player along with the correct prize amount.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
17	Licenses fails to keep accurate and complete records of all tickets from confirmed, active, and settled packs that have not been sold.	<i>Retailer fails to keep inventory records to allow for accurate reporting of stolen scratch tickets and to assist in identifying internal theft.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
18	Licenses fails or refuses to meet minimum sales criteria.	<i>Enforced if and when a minimum criteria is established and provided to retailers.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
19	Licenses fails to meet any requirement under §401.368, Lottery Ticket Vending Machine rule, if the licensee has been supplied with a self-service lottery ticket vending machine by the commission.	<i>Retailer fails to assist a player when a vending machine malfunctions or a refund is required.  Retailer fails to monitor the machine as required to prevent sales to minors.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
20	Licenses fails to take readily achievable measures within the allowed time period to comply with the barrier removal requirements regarding ADA.	<i>For lottery purposes, individuals with a disability must be able to enter the business and conduct lottery transactions.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
21	Licenses fails to prominently post license.	<i>License is not displayed in a publicly visible location.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
22	Licenses knowingly sells a ticket or pays a lottery prize to another person who is (A) an officer or an 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.	<i>Retailer sells a ticket to an IGT or Texas Lottery employee.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
23	Licenses intentionally or knowingly sells a ticket at a price the licensee knows is greater than the price established by the executive director.	<i>Retailer may not charge a debit card fee for lottery ticket purchases or charge more than the price listed on the ticket.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
24	Licenses sells tickets that were assigned to another licensed location .	<i>Scratch tickets are sold from a pack assigned to a different store, even within the same company or chain.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
25	Licenses intentionally or knowingly sells a ticket by extending credit or lends money to enable a person to buy a ticket.	<i>A ticket is given to a player who says they will pay later.  Retailer allows a player to run a tab, play games and pay later.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
26	Licenses intentionally or knowingly sells a ticket to a person that the licensee knows is younger than 18 years.	<i>Retailer knowingly sells lottery tickets to a person who is under 18 years of age.</i>	10-90 day Suspension to Revocation	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation
27	Licenses intentionally or knowingly sells a ticket and accepts anything for payment not specifically allowed under the State Lottery Act.	<i>Retailer allows customer to pay for a ticket with Rewards points, food stamp benefits, 8-liner coupons or a credit card.  The only approved forms of payment are cash, debit card, check or Texas Lottery issued coupon.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
28	Licenses 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 licensee 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.	<i>Retailer allows customer to call in their numbers and pay over the phone.  Retailer charges a handling fee for tickets purchased.  Retailer charges a fee on a winning ticket purchased for a pool.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
29	Licenses intentionally or knowingly alters or forges a ticket.	<i>Retailer marks on a non-winning ticket to make it appear to be a winning ticket or erases or covers up a player's name written on the front or back of a ticket.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
30	Licenses intentionally or knowingly influences or attempts to influence the selection of the winner of a lottery game.	<i>Retailer or their employee scratches a portion of a ticket in an attempt to identify winning and non-winning tickets.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation



# LICENSEE VIOLATIONS

31	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.	<i>Retailer tells a player that their prizewinning ticket is not a winner and keeps the ticket. Retailer validates the ticket and keeps the prize money or attempts to claim the prize and represents they were the original purchaser of the ticket.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
32	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.	<i>Retailer purposely damages or breaks lottery equipment or does not take reasonable care of the lottery equipment assigned to their store.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
33	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.	<i>Retailer pays a player for a prizewinning ticket then takes the ticket to a claim center to redeem the prize.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
34	Licensee intentionally or knowingly makes a statement or entry that the person knows to be false or misleading on a required report.	<i>Retailer provides false or misleading information in their business records related to lottery ticket sales or prize payments.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
35	Licensee fails to maintain or make an entry the licensee knows is required to be maintained or made for a required report.	<i>Currently there are no required recordkeeping or reporting criteria.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
36	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.	<i>Retailer does not allow Texas Lottery or Texas State Auditor employees to review their business records. Retailer refuses to answer questions related to lottery ticket sales or prize payments during an audit.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
37	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.	<i>Retailer does not tell the truth to a Texas Lottery investigator or provides false information in a written statement required as part of an investigation.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
38	Licensee commits an offense of conspiracy as defined in the State Lottery Act.	<i>Retailer agrees with other people to engage in activities that result in a violation of Texas Lottery laws and administrative rules.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
39	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.	<i>Retailer buys lottery tickets in another state and sells them at a store located in Texas.  Retailer offers to buy another state's lottery tickets for customers in Texas.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation



# EXHIBITS

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**Retailer Request for Adjustment**

**Winner Claim Forms**

**These claim forms also are available in Spanish by contacting Retailer Services.**

**Terminal "Today" Report**

**Terminal "Week To Date" Report**

**LSP "Full Statement"**



# RETAILER REQUEST FOR ADJUSTMENT



## TEXAS LOTTERY RETAILER REQUEST FOR ADJUSTMENT

TLC PUB #9549  
(9/10)

After you have completed this form, tear off the yellow copy for your records and mail the original and the attachments to the Texas Lottery Commission.

Texas Lottery Commission  
Attn: Retailer Services  
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 of your refund request. Please include the date and time the ticket was printed.

Dollar Amount	Date Error Occurred (MM, DD, YYYY)	Invoice Date (MM, DD, YYYY)	Time Error Occurred <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.
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Retailer's Statement (Use this space to provide detailed explanation.)

Your Name (Please Print)

<b>sign here</b> ▶	Date
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### FOR LOTTERY USE ONLY

Disposition of Request

This request for adjustment has been approved for \$ \_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

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

Original - Lottery

Yellow - Retailer



# WINNER CLAIM FORMS



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 \$25.00 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.
- 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 / 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	
2. Validation Number <small>(Number from lower play area)</small>		Date	
<b>DRAW GAME TICKET</b>			
3. Ticket Number <small>(Number on bottom of ticket)</small>			
<b>PRIZE AMOUNT</b>		<b>NUMBER OF TICKETS</b>	
4. Total Prize Value of Claim \$		5. Included with Claim	
6. Claimant Name		SUFFIX (Jr. or Sr., etc.)	
LAST NAME		FIRST	
MIDDLE			
7. Citizenship/Residency (For tax purposes only) U.S. Citizen / U.S. Resident Alien <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> 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. County		12. Email	
		(Optional)	
13. Home or Cell #		14. Work Phone #	
15. <input type="checkbox"/> I purchased the ticket <input type="checkbox"/> It was given to me <input type="checkbox"/> I found the ticket <input type="checkbox"/> Other (Explain) _____			
16. If purchased, store name and city where ticket purchased:		17. Date you received the ticket:	
		MM DD YYYY	
<p>• 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.</p>			
Claimant Signature (must match back of ticket)		Date	Claimant Initials for Check/Receipt received
<b>sign here</b> ▶			
<p>• 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.</p>			
<b>sign here</b> ▶		Date	



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 \$25,00 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: 800-375-6886

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 <input type="checkbox"/>	Hold Code	Reason / Agency	
Security Bag #	CTS <input type="checkbox"/>	Media Relations and Advertising Form <input type="checkbox"/>	

REQUIRED INFORMATION – PLEASE PRINT ALL INFORMATION

### 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 Code § 466.411 and TAC § 401.324. I elect to remain anonymous, if eligible:  Yes  No

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

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 \_\_\_\_\_



TLC Pub #15326



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

### SCRATCH TICKET

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

2. Validation Number (Number from inner play 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. Entity Name \_\_\_\_\_

7. 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 \_\_\_\_\_

8. Name & Title of Individual w/ Signatory Authority \_\_\_\_\_

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

11. Mailing Address \_\_\_\_\_  
Street Number and Street Name or PO Box  
 \_\_\_\_\_  
City State Zip Code

12. County \_\_\_\_\_ 13. Phone # \_\_\_\_\_

14.  Entity Member Purchased Ticket  Donated  Found  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 (must match back of ticket) **sign here** \_\_\_\_\_ 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.

**sign here** \_\_\_\_\_ Date \_\_\_\_\_



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* rather 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 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
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	Reason / Agency
Security Bag #	CTS <input type="checkbox"/>	Media Relations and Advertising Form <input type="checkbox"/>

**REQUIRED INFORMATION - PLEASE PRINT ALL INFORMATION**

<b>SCRATCH TICKET</b>		<b>EXCHANGE TICKET</b>	
1. Ticket Number (Number above the bar code) .....		Initials	Date
2. Validation Number (Number from lower play area) .....			
3. Ticket Number (Number on bottom of ticket) .....			
<b>PRIZE AMOUNT</b>		<b>NUMBER OF TICKETS</b>	
4. Total Prize of Claim \$ .....		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: <input type="checkbox"/> Yes <input type="checkbox"/> No			
7. Entity Name .....			
8. 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 .....			
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. <input type="checkbox"/> Purchased by Entity Member <input type="checkbox"/> Donated <input type="checkbox"/> Found <input type="checkbox"/> 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 Representative Signature (must match back of ticket) <b>sign here</b> ▶	Date	Claimant Initials for Check/Receipt received
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# TERMINAL "TODAY" REPORT

TEXAS LOTTERY®		
MON FEB19 2018 06:11:18 CT		
Printed at Retailer # 123456		
-----		
MONDAY		
MON FEB19 2018		
RETAILER 123456		
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
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	SCRATCH CASHES	\$ 0.00
0	SETTLEMENTS	\$ 0.00
	ADJUSTMENTS	\$ 0.00
0	DRW GM CREDIT	\$ 0.00
0	SCRATCH CREDIT	\$ 0.00
	COMMISSIONS	\$ 19.26
	BALANCE	\$ 341.74-

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

txlottery.org - TEXAS LOTTERY® - txlottery.org

# TERMINAL "WEEK TO DATE" REPORT



TEXAS LOTTERY®		
THU FEB15 2018 06:11:18 CT		
Printed at Retailer # 123456		
-----		
WEEK TO DATE		
THU FEB15 2018		
RETAILER 123456		
SUMMARY		
4	MEGA SALES	\$ 6.00
32	PWRB SALES	\$ 260.00
21	LOTO SALES	\$ 311.00
3	PCK3 SALES	\$ 1.50
3	DLY4 SALES	\$ 1.50
12	CSH5 SALES	\$ 65.00
3	TX2S SALES	\$ 3.00
3	ALNO SALES	\$ 6.00
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	TX2S CASHES	\$ 0.00
0	ALNO CASHES	\$ 0.00
0	SCRATCH CASHES	\$ 0.00
0	SETTLEMENTS	\$ 0.00
	ADJUSTMENTS	\$ 0.00
0	DRW GM CREDIT	\$ 0.00
0	SCRATCH CREDIT	\$ 0.00
	COMMISSIONS	\$ 47.91-
	<b>BALANCE</b>	<b>\$ 606.09</b>

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



# LSP "FULL STATEMENT"



## Full Statement / Statement Summary

Retailer 123456  
 LOTTERY STORE  
 1234 MAIN STREET  
 AUSTIN, TX 78758

Reporting Period: Week Ending 06/16/2018

### Scratch Ticket Information

	Count	Amount
Settlements	1600	\$641,250.00
Validations	22558	(\$351,810.00)
Commissions		(\$31,888.40)
Adjustments	0	\$0.00
Credits	0	\$0.00
Full Returns	0	(\$500.00)
Partial Returns		(\$2,982.00)
<b>Total Scratch Ticket</b>		<b>\$254,069.60</b>

### Draw Game Information

	Count	Amount
Draw Game Sales	58976	\$185,606.00
Credits	726	(\$478.00)
Cancel	17	(\$74.00)
Validations	3221	(\$54,125.00)
Commissions		(\$9,277.47)
Adjustments	0	\$0.00
<b>Total Draw Game</b>		<b>\$121,651.53</b>

### Summary Totals

Total Scratch Ticket Amount	\$254,069.60
Total Draw Game Amount	\$121,651.53
Total Other Adjustments	\$25.00
Balance Forward	\$0.00
<b>Total Sweep Amount</b>	<b>\$375,746.13</b>





SUPPORTING TEXAS EDUCATION  
AND VETERANS

[txlottery.org](http://txlottery.org)  
800-375-6886