

Texas Lottery® Retailer Support

October 8, 2026

Frequently Asked Questions: Basic Policies and Practices

1. Do Retailers Receive a Bonus for Selling a Winning Ticket?

Eligible retailers may receive a bonus for selling: jackpot prize-winning tickets for *Lotto Texas*®, *Texas Two Step*®, *Powerball*® and *Mega Millions*®, second tier *Powerball* and *Mega Millions* tickets, and prize-winning scratch tickets with a prize of \$250,000 or more. Complete bonus details are at texaslottery.com/Retailers. ***This budgetary item does not apply to the [Retailer Cash Incentive Program](#) where retailers may earn scratch tickets, cash incentive payments and drawing prizes from \$500 to \$100,000.***

2. Why Is the Sales Commission Five Percent?

Net revenue from Texas Lottery sales is designated to [the Foundation School Fund](#) administered by the Texas Education Agency and to the [Fund for Veterans' Assistance](#) administered by the Texas Veterans Commission. The Texas Lottery has an obligation to use its best efforts to produce the maximum possible revenue for its beneficiaries. Therefore, we emphasize fiscal accountability and designate 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?

The Texas Lottery has not exercised this option because of its obligation to produce the maximum possible revenue for the benefit of Texas education and veterans.

4. Is There a Way to Get Lottery Reports Online?

Yes. You may access the Retailer Wizard (RW) at txs.lotteryervices.com 24 hours a day, seven days a week at no charge. Updates from the Texas Lottery accounting system are transferred to RW each night. License holders may enroll by using their Lottery ID to register their email address as their username and establishing a password.

5. How Do I Change My Bank Account?

Retailers may use the [Retailer Wizard](#) to update their bank account information online or complete and submit an [Electronic Funds Transfer Authorization Form](#) with a copy of a voided check from the new account to the Texas Lottery by mail, email or fax. **Please do not close your account until notified of the effective date of change.**

FAX: 512.344.5039

Email: retailer.accounting@lottery.state.tx.us

6. Can I Sell Scratch Tickets Before Activating the Pack? No. If you sell tickets from an un-Activated pack, players cannot redeem prize-winning tickets at other locations. This not only is inconvenient; it takes away from the player's winning experience. Also, it is a violation of retailer rules.



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7. 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.

If a retailer chooses the **21-Day Settlement Class**, packs will Settle 21 days after pack Activation. Retailers will be able to manually Settle a pack and packs not previously Settled will auto Settle if they remain in retailer's possession after the official End of Game/ Closing date.

8. How Many Tickets Are in Each Pack of Scratch Tickets?

Pack sizes vary, with some games reduced to lower financial liability and keep fresh tickets in bins.

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|-------------|--------------------------------|
| - \$1 games | 150 tickets = \$150 pack value |
| - \$2 | 125 tickets = \$250 |
| - \$3 | 125 tickets = \$375 |
| - \$3 | 75 tickets = \$225 |
| - \$5 | 75 tickets = \$375 |
| - \$10 | 50 tickets = \$500 |
| - \$20 | 25 tickets = \$500 |
| - \$30 | 25 tickets = \$750 |
| - \$50 | 20 tickets = \$1,000 |
| - \$100 | 15 tickets = \$1,500 |

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

You may send the ticket with a [Retailer Adjustment Form](#) by mail or courier service to:

Mail: Texas Lottery
ATTN: Retailer Services
PO Box 16630
Austin TX 78761-6630

Courier: Texas Lottery
ATTN: Retailer Services
1801 Congress Ave, Suite 6.403
Austin TX 78701

The request must be postmarked before the time of the drawing displayed on the ticket. Retailer Services staff will review your request for credit. If approved, the credit should appear on your weekly statement within four to six weeks.

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.

For more information, contact Texas Lottery Retailer Services Monday-Friday, 7 AM - 5:30 PM CT at **800.375.6886** or Retailer.WebHelp@lottery.state.tx.us.



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