

Texas Lottery® Retailer Support

January 31, 2016

Frequently Asked Questions – Consumer Protection

When a ticket is scanned, what do the messages and tones mean?

Messages

To provide players a higher level of confidence in the security of Texas Lottery games, retailers are expected to display the Texas Lottery video monitor (ESMM) for visibility to the playing customer. When a ticket is scanned, the most common messages include:

<u>VALIDATION RESULT</u>	<u>DISPLAY MESSAGE</u>
Winning ticket \$599 or less	WINNER \$XXX
Winning ticket \$600 or more	WINNER. CLAIM AT LOTTERY
Non-winning ticket	NOT A WINNER
Draw not yet complete	RESULTS NOT IN
Non-cash prize winning ticket	WINNER. CLAIM AT LOTTERY

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 display.

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

If a validated ticket is scanned again during the first 180 days after validation, the terminal will display “Previously Paid by You” or “Previously Paid by Other.”

It’s important to remember that when you validate a Multi-Draw ticket that still has draws remaining, an Exchange ticket will be generated by the terminal and must be provided to the player. If a prize-winning Multi-Draw ticket is validated and the retailer returns the original ticket instead of the Exchange ticket to the player, future validation attempts may result in the message “Sorry, Not A Winner.”

“Claim at Lottery” will display when a validation is attempted on a ticket that requires lottery action.

“Call Hotline” will display when a validation is attempted on a ticket from a pack that has not been activated.

Re-scanning a ticket before the first scan produces a validation receipt may result in the message “Previously Paid by You.”



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Terminal Tones

The Texas Lottery offers retailers and consumers an added level of protection by providing an audible tone on Altura® terminals when tickets are scanned. One of five distinct tones will play every time a ticket is scanned for validation or inquiry. This lets players know the status of their winning and non-winning tickets.

Each time a ticket is scanned for inquiry or validation a distinct tone will identify one of the following scan results:

- 1) Prize winning tickets under \$600 and free tickets.
- 2) Prize winning tickets of \$600 and higher and non-cash prizes. These prizes can only be paid at a Texas Lottery claim center.
- 3) Non-winning tickets.
- 4) Free promotional tickets
- 5) Retailer cannot validate (variety of reasons such as inactive pack, expired ticket, previously paid, etc.)

The tones can help retailers increase sales through added winner awareness. The tones also provide an added level of confidence for players, help reduce errors, improve communication and minimize confusion for players and retailers.

Retailers and players may listen to samples of each unique tone on the Texas Lottery website, texaslottery.com. Go to the Home page / Player Protection / Sound of Winners.

Providing player-facing messages and unique validation tones on the terminals is just another example of the Texas Lottery's continuing commitment to provide retailers and players with innovative products that will result in the most positive entertainment experience.

If you have questions, please contact Texas Lottery Retailer Services at **800-375-6886** or Retailer.WebHelp@lottery.state.tx.us. Our hours are Monday – Friday, 7:00 a.m. to 5:30 p.m. Your Lottery Sales Representative may also provide assistance.



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