

Texas Lottery® Retailer Support

October 8, 2026

Frequently Asked Questions: Consumer Protection

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

Messages

To provide players a high 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 paying customer. These are the most common messages when a ticket is scanned.

<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

At times, a ticket that appears to be a winner results in a message other than the prize amount.

- **SORRY, NOT A WINNER:** non-winning ticket.
- **CLAIM AT LOTTERY:** ticket requires lottery action.
- **CALL HOTLINE:** ticket is from a pack that has not been Activated.
- **PREVIOUSLY PAID BY YOU:** Ticket was re-scanned before the first scan produced a terminal validation receipt. Wait a few seconds before scanning a second time.
- **PREVIOUSLY PAID BY OTHER:** If a validated 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.
- **RESULTS NOT IN:** the game drawing process for this ticket is not completed.

Remember, when you validate a Multi-Draw ticket that has draws remaining, an Exchange ticket will print and must be provided to the player. If a prize-winning Multi-Draw ticket is validated and the retailer returns the original ticket to the player instead of the Exchange Ticket, future validation attempts may result in the message “Previously Paid.”

It is important to deface the barcode top-to-bottom on all scratch and draw game tickets to prevent further validation attempts.

After a prize has been paid, retailers should never return the ticket to a player. The terminal will produce two (2) validation receipts, a Retailer Copy and a Player Copy which should be given to the player. This receipt confirms to player the prize amount to be awarded.

When you validate a prize-winning ticket 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.



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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.

The distinct tone will identify one of the following scan results.

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

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

Listen to each unique tone on the Texas Lottery website Player Protection page under [Sound of Winners](#).

Providing player-facing messages and unique validation tones on the terminals is just one example of the Texas Lottery's continuing commitment to provide retailers and players with innovative products and services to support positive entertainment experiences.

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 AM - 5:30 PM CT.

The official source for game information is texaslottery.com.



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