



YOU ARE IMPORTANT TO US!

Avoid Texas Lottery® Retailer Violations

Here are two common ones to avoid:

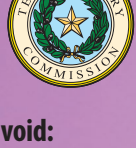
- 1) **Licensee may not intentionally or knowingly sell a ticket by extending credit or lending money to enable a person to buy a ticket.**
- 2) **Licensee may not intentionally or knowingly sell a ticket and accept anything for payment not specifically allowed under the State Lottery Act.**

- ONLY the following forms of payment are acceptable for lottery purchases: cash, debit card, check and Texas Lottery® issued coupons and vouchers.
- Credit cards are NEVER acceptable for lottery purchases.
- Retailers may not require a minimum purchase for lottery purchases with a debit card.
- Retailers may not give a ticket to a player who says they will pay later or run a tab for a customer to play and then pay later.
- Penalties range from **License Suspension** to **License Revocation**.
- A complete list of lottery violations is available in the Retailer Manual at [texaslottery.com/Retailers](https://www.texaslottery.com/Retailers).

Lottery is fun, but lottery violations aren't!

If you have questions about retailer violations, please call us at **800-375-6886**, M-F 7 a.m. - 5:30 p.m. CT.

We want to help.



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Here is a common one to avoid:

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, for anything of value, a lottery ticket from a person who is not a licensed lottery retailer. [16 TAC §401.160(h)(33)]

- Texas Lottery retailers may not pay player(s) for tickets then claim the prize for themselves.
- Texas Lottery retailers may not pay prizes more than \$599.
- Retailers must pay the full prize amount printed on the validation receipt produced by the terminal.
- Penalties range from **License Suspension** to **Revocation**.
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Here is a common one to avoid:

Licensee intentionally or knowingly sells a ticket at a price the licensee knows is greater than the price set by the executive director. [16 TAC §401.160(h)(22)]

- Texas Lottery retailers may not charge more than the price printed on the ticket.
- Retailers may not charge a fee for lottery ticket purchases using a debit card.
- Retailers may require a minimum dollar amount for debit card purchases if the minimum applies to all products, but may not require a minimum amount for purchases of *only* lottery tickets.
- Penalties range from **License Suspension** to **Revocation**.
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Here is a common one to avoid:

Licensee fails to follow instructions and procedures for the conduct of any particular lottery game, lottery special event or promotion. [16 TAC §401.160(h)(4)]

- Selling tickets that are not activated is against lottery instructions and causes difficulty for players trying to redeem prizes.
- Texas Lottery retailers are instructed to always activate a pack of scratch tickets before selling.
- Confirm that a pack is activated by reading the activation receipt and terminal screen.
- Penalties range from **Warning Letters** to **License Suspension** or **Revocation**.
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Here is a common one to avoid:

Licensee fails to follow validation procedures, including, but not limited to, paying a claim without validating the ticket, failing to pay a valid prize after validating a customer's winning ticket, or retaining a customer's winning ticket that has not been validated. [16 TAC §401.160(h)(9)]

- Before paying a prize, you must validate the ticket by scanning the barcode.
- When you validate a winning ticket, you must pay the player the amount displayed on the screen and terminal validation receipts.
- If you are not able to validate a winning ticket, you must return the ticket to customer.
- Penalties range from **Warning Letters** to **License Suspension** or **Revocation**.
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Licensee and/or its employees(s) exhibit discourteous treatment including, but not limited to, abusive language toward customers, commission employees or commission vendors. [16 TAC §401.160(h)(5)]

- You are expected to treat lottery customers, lottery employees and lottery vendors courteously.
- You can expect courteous treatment from lottery employees and our vendors.
- Exhibiting discourteous treatment is a lottery violation and can result in penalties.
- Penalties range from **Warning Letters** to **License Suspension** or **Revocation**.
- A complete list of lottery violations is available in the Retailer Manual at [texaslottery.com/Retailers](https://www.texaslottery.com/Retailers).

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Avoid Texas Lottery® Retailer Violations

Here is a common one to avoid:

Licensee conditions redemption of a lottery prize upon the purchase of any other item or service. [16 TAC §401.160(h)(2)]

- Texas Lottery retailers may pay prizes under \$600. You can not charge a fee for prize payments made with cash, a business check, certified check, cashier's check or money order.
- Requiring a player to purchase lottery tickets or other items or services in order to redeem a lottery prize is a lottery violation and can result in penalties.
- Penalties range from **Warning Letters** to **License Suspension** or **Revocation**.
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Avoid Texas Lottery® Retailer Violations

Here is a common one to avoid:

A retailer is not authorized to pay a prize claimed by a minor. [16 TAC §401.302(g)(5) and §401.304(g)(5)]

- 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).
- Penalties range from **Warning Letters** to **License Suspension** or **Revocation**.
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