



SUPPORTING
TEXAS EDUCATION
AND VETERANS



**TEXAS LOTTERY®
RETAILER SERVICES**
7:00AM – 5:30PM CT MON – FRI
800.375.6886

BRIGHTSTAR™ HOTLINE
24 HOURS • 7 DAYS A WEEK
800.458.0884

Retailer Guide

to Policies and Procedures

Effective 9/1/2025

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SALES LICENSE

Application for License

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Validity

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APPLICATION FOR LICENSE



Complete a Texas Lottery Application for Ticket Sales License. You can apply for a license online by using the Retailer Wizard (RW). To register with RW, go to txs.lotteryservices.com or texaslottery.com Retailers page. You also may download the application and additional forms from our website at texaslottery.com (go to Retailers/Forms), email to retailerforms@lottery.state.tx.us or call Retailer Services at **800.375.6886**.

The 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. Complete the Electronic Funds Transfer (EFT) Authorization Form and include 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 (TDPS) in accordance with applicable statutes. Applicants should not make appointments to be fingerprinted prior to submitting the license application to the Texas Lottery. Once an application is received, applicants will be contacted and provided information on how to make an appointment to get fingerprinted and submit them for processing by the TDPS.

Send a completed Texas Lottery Application and EFT Authorization form along with fee payment to:

Retailer Services
Texas Lottery
PO Box 16660
Austin TX 78761-6660

For assistance in completing the application, email us at 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 as early as four months before the license expiration date via the Retailer Wizard at txs.lotteryservices.com.

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 Retailer Wizard at txs.lotteryservices.com.

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 Retailer Wizard. These forms are available at texaslottery.com/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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Invoices and Reports

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Damaged or Destroyed Tickets

Compliance Activity Monitoring Process

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. A lottery sales representative (LSR) will pick up all tickets and any lottery equipment. You should call Retailer Services at least five 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 upcoming Wednesday. You also can obtain the sweep information online via Retailer Wizard (txs.lotteryservices.com).

TERMINAL OPERATION HOURS



Terminal operating hours are almost 24 hours except from midnight to 12:30AM C.T. The terminal down time may be extended for major software updates. You may sell scratch tickets during terminal down time. You may resume validating tickets and selling draw games at 12:30AM C.T.

SELLING TICKETS



Tickets may be sold only at your licensed location. Scratch and draw game tickets should be available for sale at all times during your normal business hours, except during the terminal down time.

ONLY these forms of payment are acceptable for lottery purchases: cash, debit card, check and Texas Lottery issued coupons and vouchers. Retailers may choose which authorized form(s) of payment to accept.

Some forms of payment that are NOT ACCEPTABLE include: credit cards, gift cards, reward points, food stamp benefits (EBT, Lone Star Card) and 8-liner coupons.

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 misdemeanor and 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.

You may not sell lottery tickets over the telephone, or internet, or by mail. Federal law also prohibits the transportation of tickets across state lines for resale.



RESPONSIBLE GAMBLING

The Texas Lottery is committed to generating revenue for the state of Texas through the responsible management and sale of entertaining lottery products. The Texas Lottery will incorporate the highest standard of security, integrity and responsible gaming principles. “Integrity and Responsibility” is a core value of the Texas Lottery that incorporates educating retailers, our employees, and the public about responsible play including ways to keep lottery play a positive experience, the signs of problem gambling and resources available for help. For more Positive Play information please go to [texaslottery.com](https://www.texaslottery.com) Social Responsibility page then click on the Education tab.



RETAILER BONUSES

Bonus payments of \$250,000 will be made to eligible Texas Lottery retailers for selling a *Powerball*® or *Mega Millions*® jackpot-winning ticket. If multiple jackpot-winning tickets are sold by more than one Texas Lottery retailer, the bonus of \$250,000 will be divided equally between the retailers, up to a maximum of \$250,000 for any drawing.

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 and reports concerning your lottery account for a minimum of seven weeks.



LOTTERY SALES REPRESENTATIVE

Your lottery sales representative (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 the Brightstar Hotline at 800.458.0884. After reporting stolen tickets to the hotline, contact your local law enforcement agency and request a case number. You must provide the case number to the Brightstar Hotline within 24 hours to complete the process. Brightstar will notify the Texas Lottery. Retailers may receive an adjustment for tickets lost or stolen in Active status provided no validations have occurred on tickets in the range reported.

The sooner you report a theft to Brightstar, 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.

You must report lost tickets to the Brightstar Hotline within 24 hours of discovering the loss. Contact Texas Lottery Retailer Services at **800.375.6886** if you have questions. 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. The Texas Lottery no longer charges a fee for damaged or destroyed packs in Confirmed status.

For tickets damaged or destroyed by causes other than fire, call the Brightstar Hotline at **800.458.0884** as soon as possible and no later than three (3) weeks from the occurrence. You may receive credit for a range of Activated tickets that are damaged if no validations have occurred on tickets in the range reported.

If tickets were damaged by fire, report to fire department within 24 hours of discovery of the fire and provide the Texas Lottery a copy of the fire marshal report that identifies the location and cause of the fire. 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 draw game 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. Forms are on the Texas Lottery website Retailers page under Forms. A ticket that does not print due to "out of paper" will not be accepted for credit.



COMPLIANCE ACTIVITY MONITORING PROCESS

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 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 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 **texaslottery.com**
- 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

Electronic Funds Transfer

Invoice Period

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Retailer Wizard

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 12:30AM Sunday through midnight Saturday, Central Time (CT). A weekly statement will be available on your terminal after 12:30AM CT each Sunday. Weekly statements are also available online through the Retailer Wizard at txs.lotteryservices.com.

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.

NOTE: Payments related to Retailer Cash Incentive Programs will be scheduled to occur on a different day (usually Friday) than regular lottery bank sweep day (usually Wednesday).

INSUFFICIENT FUNDS



A "bank return" occurs if the total amount due is not available when the EFT system sweeps your account. This is also referred to as insufficient funds (NSF). 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. Payments must be sent by U.S. Postal Service (USPS) or by courier service to Texas Lottery headquarters. If you use USPS, send the payment to: Texas Lottery, ATTN: Retailer Services, P.O. Box 16660, Austin, TX 78761-6660. If you use a courier service, send the payment to: Texas Lottery, ATTN: Retailer Services, 1801 Congress Ave, Suite 6.403, Austin, TX 78701.

The penalties and fees amount will be included in your next bank sweep and will be itemized separately from your regular lottery business sweep amount. 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 at 512.344.5253 or email scanned letter to **retailerforms@lottery.state.tx.us** accepting responsibility for the return. The letter must be on bank letterhead, signed by an officer of the bank, and 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 **texaslottery.com/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 BANK ACCOUNTS

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 **texaslottery.com/retailerforms**. You may also update your banking information through Retailer Wizard at **txs.lotteryservices.com**.

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.

RETAILER WIZARD



Retailer Wizard (RW) links retailers to their lottery financial and inventory information using the link at <https://txs.lotteryservices.com> or the Texas Lottery website at the texaslottery.com Retailers page.

Prospective retailers can register with RW and submit a license application online. Current license holders may enroll in the service by using their Lottery ID, establishing their email address as a username and selecting a 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 RW. 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. You may also request information about RW and schedule a retailer training session for you and your employees through your LSR or Brightstar district office.

Updates from the Texas Lottery accounting system are transferred to RW each night. Your account information will be available the following morning. RW is available 24 hours a day, seven days a week.

You may access the following information through the RW:

- 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 RW registration is needed to verify that you are a licensed Texas Lottery retailer. To view the RW Privacy Statement, go to txs.lotteryservices.com.

SCRATCH TICKETS

Initial Order

Assignment to 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 **Brightstar Hotline 800.458.0884**.

ASSIGNMENT TO 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 Active status unless the game is Closed. You may validate tickets from a pack in Active 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.
- **InLaneInit:** Only available for retailers using ticket-by-ticket functionality.

SCRATCH TICKET DELIVERY



Scratch tickets arrive at your location in sealed packages. Be sure the order is addressed to your store before accepting it. An enclosed packing slip/invoice identifies the contents of each package by game and pack number. Immediately after delivery, compare the pack numbers on the invoice to the numbers on the packs in the package. If there is a difference (missing packs, extra packs or wrong pack numbers) you must call the Brightstar Hotline immediately (no later than five (5) business days of receiving the order) at **800.458.0884**.



SCRATCH TICKET CONFIRMATION

Tickets will be delivered to your location 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 selling any tickets from the pack. You must Confirm 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, 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 Brightstar 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. To validate a ticket, scan the barcode under the scratch surface. Never drop a ticket into the terminal reader. Detailed instructions on how to validate scratch tickets are on the terminal Quick Reference Card available from your LSR or at texaslottery.com on the Retailers page, Manual & Training tab.

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 the message displays “PREVIOUSLY PAID BY YOU” and the customer denies receiving payment, you should review the validation slip which displays the date of the payment. You also may 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. 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. Tear the ticket, splitting the barcode top to bottom, discard half and attach the other half to the Retailer copy of the receipt generated by the terminal. Keep these to assist with shift paperwork or to aid with your selected record keeping system. Never return a validated ticket to a customer except in the following situation. Give player the Player Copy of receipt.

If you validate a ticket but are unable to pay the prize, return the ticket to the customer. Direct them to download the appropriate Winner Claim Form from the Texas Lottery website Retailers page and 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 are encouraged to pay prizes up to and including \$599. Cash prizes from \$600 up to and including \$5,000 may be claimed via the Texas Lottery App®. Annuity, merchandise and jackpot prizes cannot be claimed using the app. Prizes of a free draw game ticket will be paid the cash equivalent. Player will be notified by email from Bank of America/Zelle of payment to player's specified payment source. Prizes up to and including \$5 million may be claimed at metro claim centers in: Austin, Dallas, Fort Worth, Houston and San Antonio. All other claim centers can pay prizes up to \$2.5 million. All prizes over \$5 million, *Lotto Texas*®, *Powerball* and *Mega Millions* jackpot prizes, and prizes paid through an annuity must be claimed at Texas Lottery headquarters in Austin. **Before going to a claim center, players should visit [texaslottery.com](https://www.texaslottery.com) or call 800.375.6886 for current instructions on how and where to claim a prize.**

Do not validate a ticket unless you have sufficient funds to pay a winner. If acceptable to the claimant, retailers may pay cash prizes with cash, business check, certified check, cashier's check, money order, gift card, store-value card or store merchandise, including lottery tickets. (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. Remember only physical tickets are acceptable for validation.

If a customer presents a physical prize-winning ticket of \$600 or more, you should explain that they may claim a prize up to and including \$5,000 using the app, and up to and including \$2.5 million at any claim center. Winner Claim Forms are available on the Texas Lottery website Retailers page. A customer also may 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 Brightstar 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. Report damaged tickets to the Brightstar Hotline at **800.458.0884**. If you have questions about fees associated with damaged tickets, contact Retailer Services at **800.375.6886**.

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 self-service 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. Forms are available on the Texas Lottery website Retailers page. You can either refund the player's money or provide the player another ticket of the same ticket price. Call the Brightstar 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 in Active status 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/ending procedures may be initiated for documented business reasons. These games may have prizes unclaimed, including top prizes. Also, game Close procedures will be initiated when all top prizes have been claimed. In most cases, except when all top prizes have been claimed, the game Close 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. The End of Game date is 45 days from the Call date and marks the Close 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, 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

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 by manual entry 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. Forms are available on the Texas Lottery website Retailers page under Forms .

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 terminal “Draw Game Inquiry” function to determine whether a ticket is a winner. This is useful to assure you have funds available to pay a prize before validating a ticket. 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 only validate a physical ticket 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. To validate a ticket, scan the barcode on the front of ticket. Never drop a ticket into the terminal reader. Detailed instructions on how to validate scratch tickets are on the terminal Quick Reference Card available from your LSR or at [texaslottery.com](https://www.texaslottery.com) on the Retailers page, Manual & Training tab.

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. Remember only physical tickets are acceptable for validation.

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 and give customer the Player Copy of validation receipt. Then, deface the ticket and keep the defaced ticket with Retailer Copy of validation receipt in a secure place.

If you validate a ticket but are unable to pay the prize, return the ticket to the customer, direct them to download the appropriate Winner Claim Form on the Texas Lottery website Retailers page and 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. Cash prizes from \$600 up to and including \$5,000 may be claimed via the Texas Lottery App. Annuity, merchandise and jackpot prizes cannot be claimed using the app. Prizes of a free draw game ticket will be paid the cash equivalent. Player will be notified by email from Bank of America/Zelle of payment to player's specified payment source. Prizes up to and including \$5 million may be claimed at metro claim centers in: Austin, Dallas, Fort Worth, Houston and San Antonio. All other claim centers can pay prizes up to \$2.5 million. All prizes over \$5 million, Lotto Texas, Powerball and Mega Millions jackpot prizes, and prizes paid through an annuity must be claimed at Texas Lottery headquarters in Austin. Before going to a claim center, players should visit texaslottery.com or call 800.375.6886 for instructions on how and where to claim a prize.

Do not validate a ticket unless you have sufficient funds to pay a winner. If acceptable to the claimant, retailers may pay cash prizes with cash, business check, certified check, cashier's check, money order, gift card, store-value card, or store merchandise, including lottery tickets. (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. Remember, only physical tickets are acceptable for validation.

If a customer presents a physical prize-winning ticket of \$600 or more, you should explain that they may claim a prize up to and including \$5,000 using the app and up to and including \$2.5 million at any claim center. Winner Claim Forms may be downloaded from the Texas Lottery website Retailers page. 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



LICENSEE VIOLATIONS

The list of violations in the penalty chart below is not an exclusive list of violations and rules. The Texas Lottery is authorized to assess penalties for any violation of its statutes or rules. Visit [texaslottery.com/retailers](https://www.texaslottery.com/retailers) for the current version of Licensee Violations.

TEXAS LOTTERY® RETAILER VIOLATIONS PENALTY CHART					
Effective May 19, 2025					
The following violations apply to retailers and their employees. Examples provide brief descriptions and are not comprehensive. View the current list of violations at texaslottery.com/retailers . Direct questions to Texas Lottery Retailer Services, 800.375.6886.					
	DESCRIPTION OF VIOLATION	Example / Explanation	1 ST OCCURRENCE	2 ND OCCURRENCE	3 RD OCCURRENCE
1ST TIER VIOLATIONS					
1	Licensee engages in telecommunication or printed advertising that the director determines to have been false, deceptive or misleading.	Retailer produces Texas Lottery-related advertising without approval and/or input from the Texas Lottery.	Warning Letter (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.)	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.	Retailer requires customer to purchase a product, service or additional lottery tickets in order to receive prize payment.	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.	Retailer requires customer to pay a fee for a money order used to pay a prize.	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 lottery game, lottery special event or promotion.	Retailer fails to provide player a free ticket when a qualifying promotional purchase is made or fails to follow instructions for a lottery promotion.	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.	Retailer shouts at, threatens or uses abusive language with players, lottery staff or IGT employees.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
6	Licensee fails to establish or maintain reasonable security precautions regarding the handling of lottery tickets and other materials.	Scratch tickets are not secured on the counter or are stored in an unlocked space. Lottery tickets should be treated like cash.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
7	Licensee fails to deface a validated ticket.	The validation barcode is not torn or marked through top to bottom after a prize is paid.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
8	Licensee sells a draw game ticket for a draw that has already taken place.	A ticket is printed for a drawing before draw break and then sold after the drawing occurs.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
9	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.	Retailer pays a prize after just looking at the ticket. A prize is paid to player without scanning the validation barcode and retailer keeps the winning ticket.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
10	Licensee violates any directive or instruction issued by the director of Lottery Operations.	Retailer fails to follow any rules, game closing procedures or instructions from the Texas Lottery.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
11	Licensee violates any express term or condition of its license not specifically set forth in this subchapter.	Retailer fails to inform the Texas Lottery within 10 days of when information in their current application has changed.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
12	Licensee sells a scratch ticket from a game that has closed after the date designated for the end of the game.	Retailer sells a ticket after being notified to stop sales and/or the game is past the 180-day end of validations period.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
13	Licensee refuses to refund or properly cancel a Pick 3 or Daily 4 ticket.	Pick 3 and Daily 4 tickets can ONLY be canceled within one hour after the ticket is printed and before draw break. Retailers must comply if a player asks for cancellation during this time period.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
14	Licensee 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.	Validation of a prize winning Multi-Draw ticket may produce an Exchange Ticket that must be given to the player along with the correct prize amount.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
15	Licensee fails to keep accurate and complete records of all tickets that have not been sold from confirmed, active and settled packs.	Retailer fails to keep inventory records to allow for accurate reporting of stolen scratch tickets and to assist in identifying internal theft.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
16	Licensee fails to meet any requirement under §401.368, Lottery Ticket Vending Machines rule, if the licensee has been supplied with a self-service lottery ticket vending machine by the commission.	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.	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation

LICENSEE VIOLATIONS



17	Licensee 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 conduct lottery transactions.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
18	Licensee fails to prominently post license.	<i>License is not displayed in a publicly visible location or provided upon request to view.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
19	Licensee sells tickets that were assigned to another licensed location.	<i>Tickets are sold at a location different than the location the tickets were issued to and confirmed, even within the same company or chain.</i>	Warning Letter	10-90 day Suspension	30-90 day Suspension to Revocation
20	Licensee 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 (A), (B), or (C) above 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
2nd TIER VIOLATIONS					
21	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>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
22	Licensee intentionally or knowingly sells a ticket at a price the licensee knows is greater than the price set by the executive director.	<i>Retailer charges a fee for lottery - purchases or charges more than the price displayed on a ticket. Retailer requires a minimum purchase of product or service for a lottery purchase and does not require a minimum purchase for non-lottery items.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
23	Licensee charges a fee for lottery ticket purchases using a debit card, requires an additional purchase with a debit card, and/or requires a minimum dollar amount for debit card purchases of only lottery tickets.	<i>Retailer requires customer to make a minimum purchase to pay for lottery tickets with a debit card, but does not require the same minimum for non-lottery purchases with a debit card.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
24	Licensee sells tickets at a location that is not licensed.	<i>Lottery tickets are sold at any location not licensed to sell Texas Lottery tickets.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
25	Licensee 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	Licensee 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 unacceptable form of payment such as rewards points, food stamp benefits, Apple Pay, Google Pay, Samsung Pay, Venmo, gift cards, 8-liner coupons or a credit card. The only acceptable forms of payment are cash, debit card, check and Texas Lottery issued coupons and vouchers.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
27	Licensee sells tickets over the telephone or internet, or via mail order sales; or 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 email or call in their numbers and pay over the phone or internet. Retailer charges a handling fee for tickets purchased. Retailer charges a fee on a prize winning ticket purchased for a pool or group.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
28	Licensee 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



LICENSEE VIOLATIONS

29	Licensee intentionally or knowingly influences or attempts to influence the selection of a 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
30	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 prize winning ticket is not a winner and keeps the ticket. Retailer validates a 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
31	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
32	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.	<i>Retailer pays a player for a prize winning ticket then takes the ticket to a claim center or other retailer to redeem the prize.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
33	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
34	Licensee fails to maintain or make an entry the licensee knows is required to be maintained or made for a required report.	<i>Retailer fails to record 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 knowingly refuses to permit the director of the Lottery Operations Division, the executive director, commission, the lottery operator, the employees or agents of the lottery operator, 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
36	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 commission rule.	<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
37	Licensee commits an offense of conspiracy as defined in the State Lottery Act.	<i>Retailer agrees with any other person(s) to engage in activities that result in a violation of Texas Lottery laws or administrative rules.</i>	10-90 day Suspension to Revocation	30-90 day Suspension to Revocation	Revocation
38	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
3rd TIER VIOLATIONS					
39	Licensee intentionally or knowingly sells or offers to sell 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. Retailers must verify age.</i>	Revocation	n/a	n/a
40	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
41	Licensee fails to pay the full amount of money owed to the commission after a nonsufficient funds transfer or non-transfer of funds to the commission's account.	<i>After a nonsufficient funds transfer (NSF), retailer does not pay all funds, including fees, due the lottery.</i>	Revocation	n/a	n/a
42	Licensee knowingly sells tickets to, works with, or otherwise assists a lottery ticket courier service.	<i>Retailer conducts lottery-related transactions with a lottery courier service.</i>	Revocation	n/a	n/a

EXHIBITS

Terminal “Today” Report

Terminal “Week To Date” Report

RW “Full Statement”



TERMINAL "TODAY" REPORT

TEXAS LOTTERY		
FRI MAR14 2025 06:11:18 CT		
Printed at Retailer # 1234567-00		

FRIDAY		
FRI MAR14 2025		
RETAILER 123456789		
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 **		

TERMINAL "WEEK TO DATE" REPORT

TEXAS LOTTERY®	
MON MAR24 2025 06:11:18 CT	
Printed at Retailer # 1234567-00	

WEEK TO DATE	
MON MAR24 2025	
RETAILER 123456789	
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-
BALANCE	\$ 606.09
** VOID - NOT FOR SALE **	



RW "FULL STATEMENT"



Full Statement / Statement Summary

Retailer 123456789

LOTTERY STORE

1234 MAIN STREET

AUSTIN, TX 78758

Reporting Period: Week Ending 12/07/2024

Scratch Ticket Information

	Count	Amount
Settlements	17	\$7,425.00
Validations	258	(\$6,149.00)
Commissions		(\$371.25)
Adjustments	0	\$0.00
Credits	0	\$0.00
Full Returns	0	\$0.00
Partial Returns		\$0.00
Total Scratch Ticket		\$904.75

Draw Game Information

	Count	Amount
Draw Game Sales	210	\$818.00
Credits	10	(\$13.00)
Cancels	0	\$0.00
Validations	20	(\$165.00)
Commissions		(\$40.91)
Adjustments	0	\$0.00
Total Draw Game		\$599.09

Summary Totals

Total Scratch Ticket Amount	\$904.75
Total Draw Game Amount	\$599.09
Total Other Adjustments	\$0.00
Balance Forward	\$0.00
Total Sweep Amount	\$1,503.84

NOTES

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page, providing a guide for writing. There are no margins, text, or other markings on the paper.



SUPPORTING TEXAS EDUCATION
AND VETERANS

texaslottery.com
800.375.6886