



SUPPORTING
TEXAS EDUCATION
AND VETERANS



**TEXAS LOTTERY®
RETAILER SERVICES**
7:00AM – 5:30PM CT MON – FRI
800-375-6886

IGT™ HOTLINE
24 HOURS • 7 DAYS A WEEK
800-458-0884

Best Practices

Retailer Reference Guide

Effective 12.1.2023



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BEST PRACTICES



INTRODUCTION

The Texas Lottery and IGT are committed to providing you the tools and information to make lottery a successful part of your business. Below are some established best practices designed to help you, a Texas Lottery® retailer, enhance the lottery experience for you, your staff and your customers.

SOCIAL RESPONSIBILITY

Our mission is to generate revenue for the State of Texas through the responsible management and sale of entertaining lottery products. Serving our social responsibility standards, we strive to provide optimum protection for our players and retailers while ensuring the sale and validation of lottery tickets are performed in compliance with agency rules. Activities include: hotline support, retailer surveys and inspections, investigation of complaints or questionable activities related to lottery games, supervision of lottery drawings and ticket validations, and implementation of the agency's Responsible Gambling initiatives.

By law, a person must be 18 years or older to purchase a lottery ticket in Texas and it is a criminal offense to sell a ticket to an underage person (minor). Retailers are not authorized to pay prizes claimed by a minor or claimed by an adult who is presenting a ticket on behalf of a minor. Providing information regarding playing the games of Texas responsibly has always been and continues to be a critical area of focus.

The Texas Lottery website is a valuable resource for retailers and employees to learn about the signs of problem gambling, resources for getting help, and training for interacting with customers. Visit the **Social Responsibility** section at [texaslottery.com](https://www.texaslottery.com) for resources including:

- Helpline numbers and websites
- Frequently Asked Questions
- Training videos
- Downloadable brochures

SCRATCH TICKET GAMES

- Minimize transaction time by prominently displaying scratch ticket games without obstruction so players can easily make their selections.
- Focus on prompt activation of new games - players are excited to see and buy new products. Pull full packs of stale game tickets and all closing games for pick up by your lottery sales representative (LSR) so you can display new games.
- Provide the “right” mix of games that will appeal to your players. Talk to your LSR and review your sales trends to understand the types of games and price points that sell in your location.
- Double-face games that players purchase most frequently.
- Always face at least one of the games that benefit Texas veterans and their families.

DRAW GAMES

- Draw games can be an “invisible” product so be sure to remind players of today's games and draw times.
- Some games are jackpot driven and others are favorites of loyal players who focus on odds and play styles. Make sure you and your staff know the key features of each game.
- Use terminal reports to inform players of winning numbers, prizes paid at your store and jackpot amounts.



BEST PRACTICES

LOTTERY EQUIPMENT

- Place the playstation in a prominent area of your store to ensure players have easy access to playslips and information about games, consumer protection and how to contact the lottery.
- Ensure the Enterprise Series MultiMedia (ESMM) is clearly visible, without any obstruction to players making a purchase.
- Check-a-Ticket (CAT) gives players the security of checking the prize winning status of their tickets before presenting them for validation. Make sure the CAT is conveniently located away from the register.
- Locate self-service vending machine in a visible, accessible location within sight of an employee to monitor access by minors.

POINT OF SALE (POS) ITEMS

- Ensure high-visibility placement for Texas Lottery POS to let customers know they can purchase lottery tickets here!
- Create a culture of winner awareness among employees and customers by talking about prizes you have paid and tastefully displaying paid prize winning tickets with barcode defaced.
- Pay lottery prizes less than \$600. Players often purchase more tickets or other products in your store with their prize winnings.
- Know the current jackpot amounts, display a jackpot sign and remind customers of draw days.
- Prominently post the draw schedule.

PROMOTIONS

- Lottery is designed to be fun. Ask your LSR about special promotions for your store.
- Participate in Texas Lottery clerk and player promotions where players and employees can earn free tickets or promotional items for specified sales.
- Don't miss your chance to earn free packs of scratch tickets or cash incentives by participating in retailer sales programs.

BEST PRACTICES



PARTNERSHIP

Build a strong professional partnership with your LSR. Below are some ways your LSR can assist you in growing your lottery product sales.

- Understanding sales trends.
- Setting both short and long-term sales goals.
- Understanding how much scratch ticket inventory is ideal for your business.
- Managing your scratch ticket game inventory for financial, reporting and sales growth sustainability.
- Creating the best product mix to ensure the variety of games to meet your players' buying expectations.
- Grouping family/suite games together for upselling opportunities.
- Sharing new game, promotion, jackpot and winning prize information with your sales staff.

SALES ENHANCEMENT

Below are some ways you and your employees can enhance your lottery sales.

- Ask for the sale of lottery products.
- Upsell the products that have add-on features, e.g. "Multiply your non-jackpot winnings!".
- Upsell to the next dollar increment on the family/suite games.
- Encourage players to use the Texas Lottery® App.
- Know the jackpot amounts and remind players of draw days and times.
- Keep information regarding lottery products, prizes paid and promotions easily accessible to employees.
- Keep scratch ticket games stocked, with no empty bins.
- Know your schedule for scratch ticket game orders and deliveries. Use terminal reports to track status.

TEXAS S.B.968 COVID-19 VACCINE PASSPORT PROHIBITED

The following excerpt from Texas Senate Bill 968, a decision by the 87th Texas Legislature, is provided for your information as it may affect business practices of Texas Lottery retailers.

A business in this state may not require a customer to provide any documentation certifying the customer's COVID-19 vaccination or post-transmission recovery on entry to, to gain access to, or to receive service from the business.

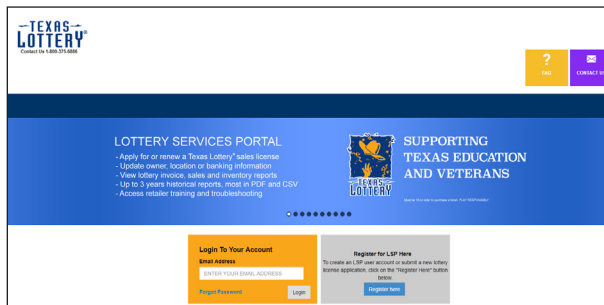


RESOURCES

Lottery Services Portal

Lottery Services Portal (LSP) is a robust and easy to use reporting tool that provides retailers many levels of visibility into their Texas Lottery business for any location. In addition LSP provides an easy way to:

- Submit applications for additional locations.
- Apply for an initial license.
- Renew license(s) and update license information.
- Let primary user assign designated users with certain visibility and access to identified functions.



How to Sign Up

Go to tx-lsp.lotteryservices.com or texaslottery.com, where you may use the link provided on the Retailers page.

Click on the **Register Here** button.

LSP REPORTS

The following reports are among the most frequently accessed by current LSP users.

- **FULL STATEMENT:** a complete account listing of all lottery sales reports available for a given reconciliation period; can be viewed/downloaded in PDF.
- **STATEMENT SUMMARY:** provides an easy to use breakdown of lottery activity, including the total sweep amount.
- **PACKS SETTLED:** detail of game, pack number, settlement date/time and settlement method listed for the reconciliation period.
- **VALIDATIONS—MID TIER DETAIL:** view validations \$25+ for the week with game, pack, day/time and amount of validation.
- **VALIDATIONS SUMMARY:** all low and mid-tier scratch ticket validations summarized with totals only.
- **DRAW GAME SUMMARY:** all draw game sales, cashes, cancels, credits and commissions for the reconciliation period.
- **PACK INVENTORY:** a snapshot of the game and packs assigned to the retailer in issued, confirmed or active status.
- **CONFIRMED INVOICE DETAIL:** a list of all orders that were confirmed during the reconciliation period including games, pack numbers and the date each order was confirmed.
- **PACKS ACTIVATED:** all games, pack numbers and dates of activation for the reconciliation period.
- **ADJUSTMENT DETAIL:** when a retailer submits ticket(s) to the Texas Lottery for credit they do not receive notification of processing. Once posted, credits and debits can be viewed in the Adjustment Detail report along with the reason for adjustment. The report is not available to a retailer if no adjustment has been made.
- **RECONCILIATION OVERVIEW:** a quick glance at sales totals, cashes, credits and commissions with a total due for sweep day.
- **RETAILER AVERAGE WEEKLY SALES:** the weekly sales by product and cashes for the past 13 weeks with a 13-week average provides an easy view of sales trends by product and cashing activity.

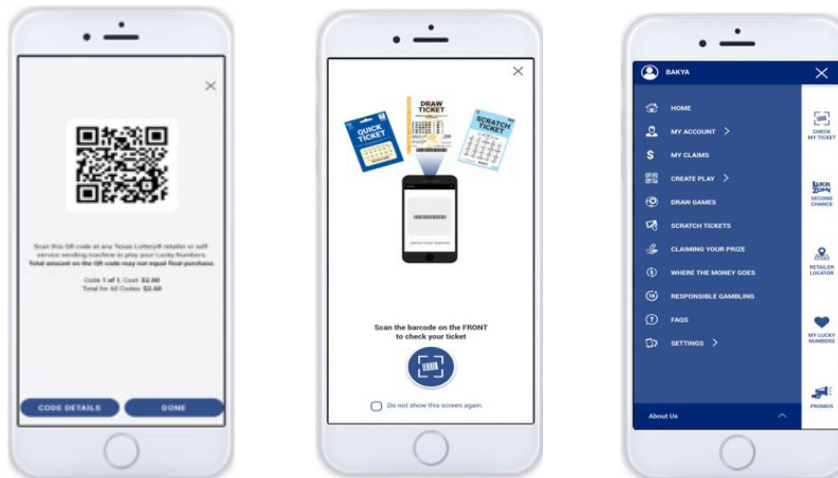


Texas Lottery® App

Retailers can save time when players use the app to store their favorite numbers and present a QR Code to purchase draw game tickets. The Texas Lottery also offers promotional coupons exclusively on the app. Retailers just scan the QR Code on player's device to produce tickets.

Retailers can streamline redemptions by encouraging players to use the app to check the winning status of check their tickets. Always validate tickets before paying prizes. As of 2023, players may use the app to submit claims for prizes of \$600 - \$5,000.

The app can be downloaded in the App Store and Google Play.







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