



SUPPORTING TEXAS EDUCATION
AND VETERANS



WHAT'S NEW 7

FOR TEXAS LOTTERY® RETAILERS January 2025

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Software Updates

Retailer Numbers

Retailer ID numbers issued on or after **November 10, 2024**, have 9 digits. Altura sign on field allows long-time retailers to enter a leading zero to your 8-digit ID and then the Pass Number field automatically displays. **OR**, enter your 8-digit ID then touch Pass Number.

Scanning Draw Game Tickets

Draw game tickets must be scanned by the Altura hand-held scanner for validation, cancellation and inquiry. **NEVER** drop draw game or scratch tickets into the Altura reader.

New RCIP Reports

In Retailer Wizard you now have access to more Retailer Cash Incentive Program (RCIP) reports.

PRIMARY - View your current status as well as the final results of the two most recently completed primary RCIPs.

SECONDARY - View the final results of the two most recently completed secondary RCIPs.

Contact Information

For assistance and more information on Texas Lottery products and services:

- Talk to your Lottery Sales Representative
- Call Texas Lottery Operations Retailer Services M-F 7am-5:30pm CT at **800.375.6886**
- Email to Texas Lottery Operations Division at RetailerWebHelp@lottery.state.tx.us
- Visit texaslottery.com
- Call the IGT 24/7 Hotline at **800.458.0884**

Stolen/Lost/Damaged Ticket Process

Stolen, Lost or Missing Tickets

Within 24 hours of discovering any scratch tickets are lost, stolen or missing:

1. Call the IGT Hotline at **800.458.0884**.
2. If stolen, contact local law enforcement to report stolen tickets and request a case number.
3. Call the IGT Hotline and provide the case number.

Retailers may receive an adjustment for tickets lost or stolen in Active status provided no validations have occurred on tickets in the range reported.

NEW! When you call the IGT Hotline to report stolen tickets, IGT will be able to block validations on ALL of your tickets while the Stolen Ticket report data are being entered. Upon completion of the report, IGT can re-enable validation of tickets that are not in the range of tickets reported stolen.

Damaged Tickets

1. If tickets were damaged or destroyed by fire, make a formal report to appropriate fire department authorities within 24 hours of discovery of the fire and provide the Texas Lottery Operations Division a copy of the Fire Marshall's report that identifies the location and cause of the fire.
2. For tickets damaged or destroyed by causes other than fire, call the IGT Hotline.
3. If tickets were damaged or destroyed other than by fire, provide the Texas Lottery Operations Division a copy of the insurance claim or receipt for repairs that identifies damage at the retail location related to the damaged or destroyed tickets reported.
4. Retailers may receive credit for a range of Activated tickets that are damaged or destroyed if no validations have occurred on tickets in the range reported.
5. Credit for damaged tickets may be granted for no more than 2 separate incidents in a 12-month period.

The Texas Lottery no longer charges a \$25 fee for lost, missing, stolen, damaged or destroyed scratch ticket packs in Confirmed status.

Website Resources

There are many helpful resources available at texaslottery.com.

From the home page click [Retailers](#) on the main menu bar and then [Manual & Training](#). Here you can access current Retailer Manual, Retailer Violations, equipment Quick Reference Cards and several WHAT'S NEW brochures. Also from the [Retailers](#) page, access the [Retailer Cash Incentive Program](#) and [Responsible Gambling](#) sections.

Find other useful information by selecting [About](#) on the main menu bar, then [Publications](#), then [Financial Information](#). Here you find an archive of lottery financial reports.

For more information, go to the menu of links at the bottom of the home page. Under [Sections](#), select [Sales and Revenue](#) to view a Weekly Sales Report and the Summary of Financial Information.

Sales to Minors

It is an offense (Class C misdemeanor) and a violation of Texas Lottery Retailer Rules to intentionally sell or offer to sell a lottery ticket to an individual that the licensee knows is younger than 18 years of age. Effective November 18, 2024, in all cases involving this violation, the Texas Lottery will seek revocation of a retailer's Texas Lottery Sales License. A retailer's license will be revoked upon first violation of this rule which also applies to all retailer staff.

A person younger than 18 commits an offense if they purchase a ticket or falsely represent that they are 18 or older by displaying false or fraudulent evidence of age.

Age Verification on LVMs

Effective December 30, 2024, all self-service lottery vending machines (LVM - Gemini and GT20) have age verification technology that enables purchases only after a valid ID is scanned to verify purchaser is 18 or older. An easy step-by-step guide for players is at texaslottery.com.

This step supports the Texas Lottery Commission's commitment to responsible gambling and consumer protection and is intended to help retailers better monitor LVMs to prevent underage purchases.

State-issued IDs, such as a driver's license, must be scanned using the barcode scanner on the LVM prior to making a purchase or checking a ticket. No data from the ID is collected or stored. This process is for age verification only.

The LVM screen displays the message SCAN ID TO VERIFY AGE. Scan ID then, after 18+ age is verified, INSERT MONEY message displays and player can proceed.

Older versions of Texas IDs, passports, non-U.S. IDs, etc. may not have the required PDF417 barcode and an LVM message will display AGE NOT VERIFIED. SEE RETAILER.

IDs with the PDF417 barcode that are expired or person is under 18 will receive an LVM message AGE NOT VERIFIED. SEE RETAILER.

A person 18 or older whose ID does not scan may show their ID to the retailer and make their purchase at the counter or ask the retailer for assistance at the LVM.



Acceptable Payment

Credit cards are never acceptable for Texas Lottery® purchases. The only acceptable forms of payment for tickets are cash, checks, debit cards and Texas Lottery issued coupons and vouchers.

You may not accept credit cards, food stamp benefits, Apple Pay, Samsung Pay or Google Pay. This list of unacceptable forms of payment provides examples and is not comprehensive.

Retailer Violations Penalty Chart

The Texas Lottery Commission works hard to maintain the public trust by protecting and ensuring the security of our lottery games, systems, drawings and operational facilities. We value and require ethical behavior by our employees, licensees and vendors. We also are committed to the education of our licensees to ensure that retailers and their employees understand the rules and procedures that support our Core Values of Integrity and Responsibility.

Some rule violations are listed below with associated penalties. The complete Texas Lottery Retailer Violations Penalty Chart is at [texaslottery.com](https://www.texaslottery.com) on the [Retailers](#) page [Manual & Training](#) tab.

TEXAS LOTTERY® RETAILER VIOLATIONS PENALTY CHART The following violations apply to retailers and their employees. Examples provide brief descriptions and are not comprehensive. Visit texaslottery.com for the current list of violations. For clarification, contact Texas Lottery Retailer Services at 800-375-6886 . <i>effective 11.18.2024</i>					
	DESCRIPTION OF VIOLATION	Example	1 ST OCCURRENCE	2 ND OCCURRENCE	3 RD OCCURRENCE
1ST TIER VIOLATIONS					
2	Licensee conditions redemption of a lottery prize upon the purchase of any other item or service.	<i>Retailer requires customer to purchase a product, service or additional lottery tickets in order to receive prize payment.</i>	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.	<i>Retailer sells a game after being notified to stop sales and/or the game is past the 180-day end of validations period.</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
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.</i> <i>Retailer pays a prize without following the required validation procedures.</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 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
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, 8-liner coupons or a credit card.</i> <i>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
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.</i> <i>Retailer validates the 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
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 to redeem the prize.</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