

WHAT'S NEW 9

FOR TEXAS LOTTERY® RETAILERS

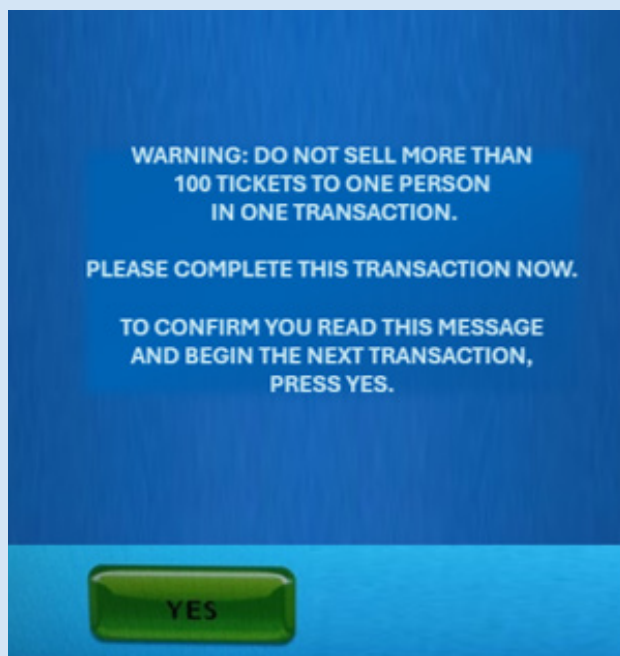
August 2026

- 100 Tickets Per Transaction
- Retailer Prize Payment
- Retailer Support Portal
- LVM Prize Redemption
- Other Retailer Rules: Acceptable Forms of Payment, No Online Sales, etc.

100 Tickets Per Transaction

It is a criminal offense (Class B misdemeanor) for a person to sell more than 100 lottery tickets to one individual in a single transaction. (TEX. GOV'T CODE § 466.255)

- This applies to all sales: draw game tickets, scratch tickets or any combination.
- Players may select multiple boards and draws for a single draw game ticket.
- Effective August 31, 2026, when an Altura™ sales terminal registers 100 draw game tickets in a single transaction, a warning message will display and must be acknowledged before proceeding.
- The lottery transaction, including payment, must be completed before attempting another lottery transaction.
- Full packs of most \$1, \$2 and \$3 scratch ticket games, opened or unopened, cannot be sold in a single transaction because these game packs contain more than 100 tickets.
- A maximum of 100 scratch tickets per transaction may be sold through SCiQ™ equipment.
- Lottery Vending Machines (Gemini® and GT20™) accept a maximum \$100 per transaction.



Coming August 31.

**For more information, contact Texas Lottery
Retailer Services Monday – Friday,
7AM to 5:30PM CT at 800.375.6886 or
RetailerWebHelp@lottery.state.tx.us.**

Retailer Support Portal

Coming August 31.

Get Help Anytime!

Scan QR code or go to
<https://tx.lotterysupport.com>.



Tap the picture of an item to:

- View How-To Videos and Other Information
- Order Rollstock and Playslips
- Request Scratch Tickets



Click the chat icon to start a conversation and ask questions to troubleshoot common equipment issues.

Activation	Activation	Activation
Confirmation	Confirmation	Confirmation
Settlement	Settlement	Settlement
Validation	Validation	Validation
Confirmation	Activation	Settlement

Activation	
Confirmation	
Settlement	
Validation	
Validation	Inventory Reports

You are here:
Hits: 35

Welcome to the Retailer Support Portal!

 Supply Orders	 Altura®	 Altura Compact
 Gemini™	 GameTouch™ 20	 Check-a-Ticket
 Scratch Ticket Procedures	 Draw Game Validations	

Frequently Used (Top 10)

- Supply Orders
- Scratch Ticket Procedures - Content
- Check-a-Ticket
- Gemini™ Content
- Altura® Content
- Printer - GameTouch 20
- GameTouch™ 20 - Content
- Scratch Ticket Procedures - Activation
- Scratch Ticket Procedures - Confirmation
- Altura Compact Content

ORDER CONFIRMATION

1. Touch **Scratch Ticket Menu**.
2. Touch **Order Confirmation**.
3. Scan the tracking number located above the barcode on the Packing List that came with the scratch tickets; **OR** enter the 12-digit Order Number using **numeric touchpad**.
4. Touch **Send** and a receipt prints automatically.
5. Touch **OK** to return to the Confirm Delivery screen. You may confirm additional orders, or touch **Home** to return to Home Screen.

Unable to Confirm

If unable to Confirm your order - contact the Instant Ticket Department.

- Business Hours are Monday - Friday, 8 a.m. - 5:30 p.m.
- **1-800-458-0884** (option #1)

Message Us

This is the beginning of your conversation with us.

Hello, and welcome! Please provide me with your 6 or 7-digit retailer number when you are ready to begin.

TX Lottery Bot - 11:45 AM

140327

You - 11:46 AM

Your retailer number is now validated. Please select an option below:

TX Lottery Bot - 11:46 AM

Supply Order

You - 11:46 AM - Send

Please use the following form to order your supplies: **Supply Order**

Type your message here

Acceptable Forms of Payment

Retailers may choose which authorized form(s) of payment to accept. A retailer's lottery sales license may be suspended or revoked for accepting unauthorized payment.

Authorized Forms of Payment

- ✓ Cash
- ✓ Check
- ✓ Debit card
- ✓ Texas Lottery issued coupons and vouchers

Some Unacceptable Forms of Payment*

- X Credit Cards
- X Gift Cards
- X Food stamp benefits (EBT, Lone Star Card)
- X Reward Points
- X 8-Liner Coupons

*This is not a comprehensive list of the forms of payment that are not acceptable.

Retailer Prize Payment

REMINDER: Retailers are authorized to pay prizes up to and including \$599.

- Retailers are authorized to sell tickets to and pay prizes only for persons 18+.
- If a minor receives a prize winning ticket, the Texas Lottery may pay the claim if the minor's guardian is present and all required rules and regulations are met.
- Minors are prohibited from entering promotional second-chance drawings.
- It is a retailer violation to pay a player for a ticket then claim the prize themselves.
- Before paying a prize, retailers must validate the ticket by scanning the barcode.
- Retailers may not charge a fee for prize payments made with cash, business check, certified check, cashier's check or money order.
- It is a violation to require the purchase of any item or service to redeem a lottery prize.
- There are no restrictions or limitations related to citizenship for playing Texas Lottery games or claiming prizes. Tickets must be purchased from a licensed lottery retailer in Texas.

No Sales Online

The Texas Lottery does not authorize the sale of tickets online. Any online seller offering Texas Lottery games is operating in violation of Texas law and may be part of a scam.

- If you suspect this activity, contact Texas Lottery Retailer Services immediately.
- Notify players to never purchase Texas Lottery tickets online.

DESCRIPTION OF VIOLATION	Example/Explanation	1st OCCURENCE	2nd OCCURENCE	3rd OCCURENCE
2nd TIER VIOLATIONS				
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
3rd TIER VIOLATIONS				
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

View the complete list of retailer violations and penalties at texaslottery.com/Retailers on the Manual & Training tab.

Lottery Vending Machine (LVM)

Coming August 31.

Making LVM (Gemini and GT20) a Player Transaction Destination!

- Players can continue to scan draw game and scratch tickets to see if they've won.
- New functionality allows players to apply prize amounts up to \$100 for purchasing tickets at the LVM.
- Retailer LVM reports (Audit Trail and Shift Sales Report) will include a new line for REINVESTMENT indicating the total prize winning amount players applied to additional purchase(s) at the LVM.
- Players may reinvest up to 25 tickets per session. Upon the 26th attempt a message will display, LIMIT EXCEEDED SEE RETAILER.
- Player must scan ID to complete age verification before adding credits to LVM.

1. Scan ticket barcode. If a winning prize of \$100 or less and there are no other credits on the LVM a message displays.

\$X.00 WINNER!

PRESS "YES" TO APPLY \$X.00
AS CREDITS TO CONTINUE PLAYING OR
PRESS "NO" AND TAKE TICKET TO
RETAILER FOR PAYMENT.

THIS MACHINE DOES NOT GIVE CHANGE.

2. If player selects YES, the system will validate the ticket and apply credits.

- Multi-Draw prize winning tickets may be redeemed at LVM within the criteria described above. Player is directed to **TAKE EXCHANGE TICKET BELOW FOR REMAINING DRAW(S)** if the ticket has remaining draw(s).
- Non-Cash (merchandise) prize winning tickets cannot be redeemed by LVM or retailer. When ticket is scanned a message displays. **WINNER CLAIM AT LOTTERY CALL 800-375-6886 FOR LOCATIONS**
- When the prize is a free ticket a message displays.

YOU WON X FREE TICKET(S)

PRESS "YES" TO PRINT TICKET(S)
OR PRESS "NO" AND
TAKE TO RETAILER

THIS MACHINE DOES NOT GIVE CHANGE.

1. If winning amount is less than \$100 but existing credits bring total over \$100, ticket is returned and message displays.

WINNER \$X.00(\$150.00)
CREDIT LIMIT EXCEEDED
SEE RETAILER

2. If winning amount exceeds \$100, reinvestment function is disabled, message displays and ticket is returned.

WINNER \$X.00(\$150.00)
CREDIT LIMIT EXCEEDED
SEE RETAILER

Retailers must meet criteria for LVM placement. Talk to your lottery sales representative about the qualifications and the application process.

AS LOTTERY® - TEXAS LOTTER

