



# PLAY HERE!

## PAY WITH CASH OR DEBIT\*

\* **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.

**A retailer's lottery sales license may be suspended or revoked for violating this Texas Lottery rule.**

If you have questions, please call **800.375.6886**, M-F 7AM - 5:30PM CT or visit **texaslottery.com**.



## YOU ARE IMPORTANT TO US!

**Avoid these common Texas Lottery® Retailer Rules violations:**

**1) Licensee intentionally or knowingly sells a ticket by extending credit or lends money to enable a person to buy a ticket. [16 TAC §140.160(h)(25)]**

**2) Licensee intentionally or knowingly sells a ticket and accepts anything for payment not specifically allowed under the State Lottery Act. [16 TAC §140.160(h)(26)]**

- ONLY the following forms of payment are acceptable for lottery purchases: cash, debit card, check and Texas Lottery issued coupons and vouchers.
- Some forms of payment that are NOT ACCEPTABLE include: credit cards, gift cards, rewards points, food stamp benefits (EBT, Lone Star Card) and 8-liner coupons. This is not a complete list.
- 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** (10-90 days) to **License Revocation**.
- A complete list of lottery violations is available at **texaslottery.com/Retailers**, Manual & Training tab.

**Lottery is fun, but lottery violations aren't!**

**WE WANT TO HELP.** For questions about retailer violations, please call us at **800.375.6886**, M-F 7AM - 5:30PM CT.



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**Avoid this common Texas Lottery® Retailer Rules violation:**

**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 §140.160(h)(32)]**

- 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** (10-90 days) to **License Revocation**.
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**Avoid this common Texas Lottery® Retailer Rules violation:**

**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 §140.160(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** (10-90 days) to **License Revocation**.
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**Avoid this common Texas Lottery® Retailer Rules violation:**

**Licensee fails to follow instructions and procedures for the conduct of any lottery game, lottery special event or promotion. [16 TAC §140.160(h)(4)]**

- Retailers must Activate a pack of scratch tickets before making the tickets available for sale.
- Confirm that a pack is Active by reading the Activation receipt and terminal screen.
- Packs that are not Activated and offered for sale should be secured on site to prevent loss or damage.
- Penalties range from **Warning Letter** to **License Suspension** (10-90 days) to **License Revocation**.
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**Avoid this common Texas Lottery® Retailer Rules violation:**

**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 §140.160(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 Letter** to **License Suspension** (10-90 days) to **License Revocation**.
- A complete list of lottery violations is available at **texaslottery.com/Retailers**, Manual & Training tab.

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**Avoid this common Texas Lottery® Retailer Rules violation:**

**Licensee and/or its employee(s) exhibit discourteous treatment including, but not limited to, abusive language toward customers, commission employees or commission vendors. [16 TAC §140.160(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 Letter** to **License Suspension** (10-90 days) to **License Revocation**.
- A complete list of lottery violations is available at **texaslottery.com/Retailers**, Manual & Training tab.

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## YOU ARE IMPORTANT TO US!

**Avoid this common Texas Lottery® Retailer Rules violation:**

**Licensee conditions redemption of a lottery prize upon the purchase of any other item or service. [16 TAC §140.160(h)(2)]**

**Licensee imposes a restriction upon the redemption of a lottery prize not specifically authorized by the director. [16 TAC §140.160(h)(3)]**

- 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 Letter** to **License Suspension** (10 to 90 days) to **License Revocation**.
- A complete list of lottery violations is available in the Retailer Manual at **texaslottery.com/Retailers**.

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## YOU ARE IMPORTANT TO US!

**Avoid this common Texas Lottery® Retailer Rules violation:**

**A retailer is not authorized to pay a prize claimed by a minor. [16 TAC §140.160(h)(4) and §140.304(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 Letter** to **License Suspension** (10-90 days) to **License Revocation**.
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