

WHAT'S NEW 5

FOR TEXAS LOTTERY® RETAILERS

May 2024

POLICY UPDATES

- Retailer Request for Adjustment Form
- Winner Claim Form

PROCEDURE REMINDERS and UPDATES

- Reporting Lost, Stolen and Missing Tickets
- Reporting Damage Due to Fire or Other Causes

FOR MORE INFORMATION

Visit texaslottery.com/Retailers

Email Retailer.WebHelp@lottery.state.tx.us.

Call 800.375.6886 M-F, 7am-5:30pm CT



SUPPORTING
TEXAS EDUCATION
AND VETERANS



POLICY UPDATES

Forms Now Available *Only* Online

Retailer Request for Adjustment Form: Use this form to request credit for misprinted tickets due to terminal errors like a paper jam or ticket problems. The **Retailer Accounting Request for Adjustment Form** is available only online at [texaslottery.com](https://www.texaslottery.com) on the **Retailers** page under **Forms**. Remember, a draw game 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, buy the ticket yourself or request a credit by sending the misprinted ticket with a Retailer Request for Adjustment Form to the Texas Lottery and make sure it is postmarked before the drawing. **If you are unable to print a Retailer Request for Adjustment Form from our website, call Retailer Services at 800.375.6886 for instructions.**

Winner Claim Form: For any ticket you are unable to pay, encourage players to sign the back of their ticket and direct them to the Texas Lottery website Winners page to fill out a Winner Claim form online, print it and mail the form and ticket(s) to the address listed on the form. Each ticket of \$600 or more must be claimed on a separate form. Multiple tickets totaling less than \$600 may be combined on one form, not exceeding 99 tickets.

Ticket Validation: Please remember that only physical tickets are acceptable for validation.

PROCEDURE REMINDERS and UPDATES

Reporting Lost, Stolen and Missing Tickets

Within 24 hours of discovering any scratch tickets are lost, stolen or missing, call the **IGT Hotline at 800.458.0884**. If the tickets have been stolen, contact local law enforcement to report stolen tickets and request a case number. The final step is to 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.

Reporting Ticket Damage Due to Fire or Other Causes Outside of Retailer Control

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 **IGT Hotline at 800.458.0884** to report damaged or destroyed tickets as soon as possible and no later than three (3) weeks from the occurrence of event.
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 two separate incidents in a 12-month period.

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

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