

From: [Veselka, David](#)
To: [Greg Potts](#); [Kidd, Clay](#)
Subject: RE: Redemption automation questions
Date: Friday, June 28, 2024 3:44:00 PM

Mr. Potts,

Thank you for your inquiry. As an initial matter, to be clear, the Texas Lottery's regulatory relationship is with the licensed retailer and the agency has no business or regulatory relationship with any courier service.

With that understanding, the only feature added recently regarding prize redemption is that players can now claim prizes from \$600-\$5000 via the Texas Lottery Mobile App. The player is required to upload a photo of the front and back of the physical ticket when using the claims feature on the mobile app. Beyond that, there is no means for the data required on a claim form to be fed to the agency directly.

Regarding ordering scratch ticket inventory, licensed retailers must work with IGT through their retailer hotline (800-458-0884) to order tickets. The licensed retailer can also consult with their Lottery Sales Representative regarding scratch ticket inventory. When game closing procedures are initiated for a scratch ticket game, a call date is set for the game which begins a 45-day period during which all packs for the game must be picked up. During this call period, and after the game is closed, no packs for the game are issued to retailers.

Please let me know if Lottery.com plans to continue working with the retailer ALTX Management or if the company plans to work with a different retailer or retailers.

Thanks,
David

From: Greg Potts <greg@lottery.com>
Sent: Thursday, June 27, 2024 9:52 AM
To: Veselka, David <David.Veselka@lottery.state.tx.us>; Kidd, Clay <Clay.Kidd@lottery.state.tx.us>
Subject: Redemption automation questions

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Good morning,

I'm finalizing Lottery.com's restart schedule and am wondering if there have been any automation features added to the redemption process for prizes between \$600 and \$2.5 million? For example, can we directly feed you the data that is captured on the online claim form? We could then generate the PDF form for mail-in or in-person drop off.

Also, we are exploring offering scratch games similar to what other courier companies are offering. Is there a way to directly procure soon-to-expire games directly from IGT or could our retailer partners place a bulk order for expiring inventory?

Thanks for your input.

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Lottery.com



Greg Potts

Chief Operating Officer

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