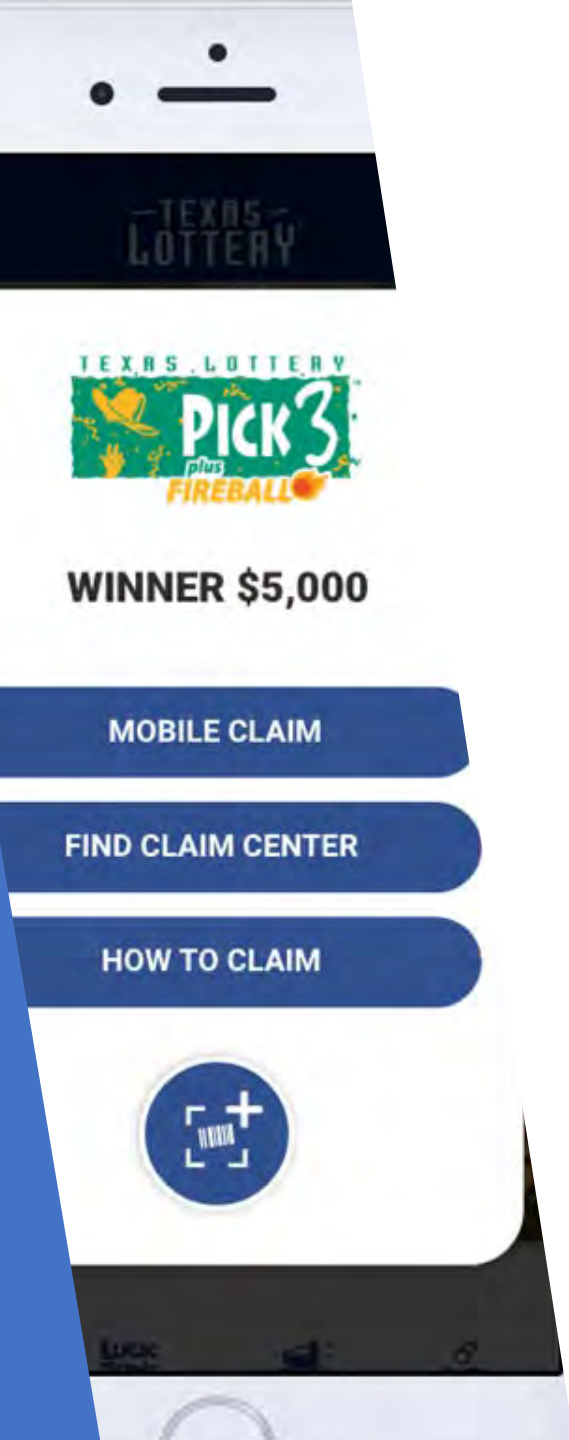
Texas Lottery Mobile Validations

Brandon Rylee

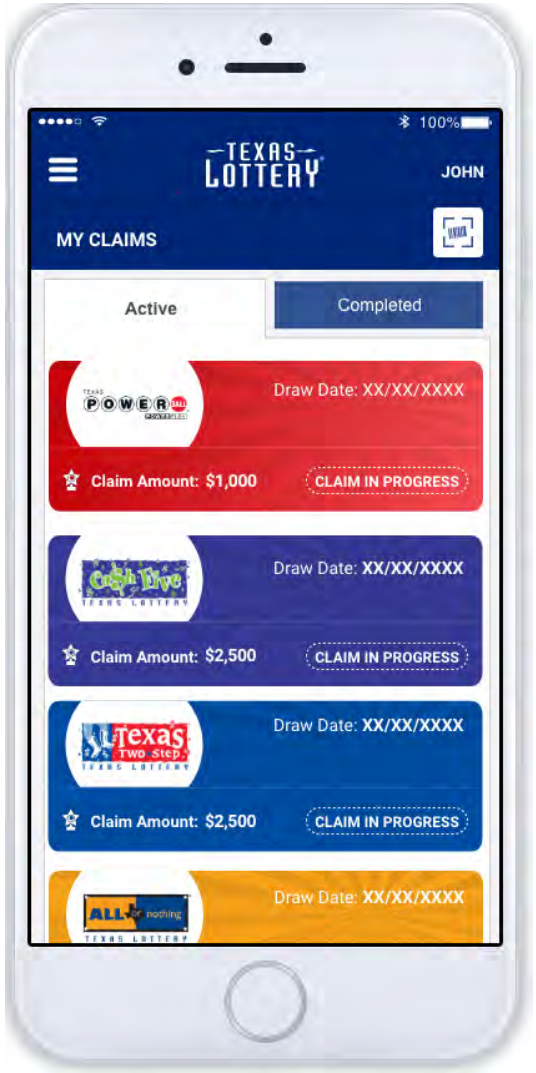
Validations Supervisor

Mobile Claim Process Flow

Happy Path



- A player performs a ticket inquiry on a valid ticket with the Texas Lottery Mobile App. If the ticket is a valid Draw, Scratch, Quick Ticket or Receipt Ticket, between $600 and $5,000, the player will be given the option to claim via Mobile Claim, the player will log in (if not logged in already); if not registered, then they would register for an account and then login.
- The player confirms and optionally updates their personal information.
- Next the player captures ticket image(s) based on the ticket type.
- The player then submits the Mobile Claim.
- The IGT Claims Submission System stores the claim and processing occurs.
- The Claims and Payment system processes the claim according to Texas Lottery requirements.



Mobile Claim Process Flow

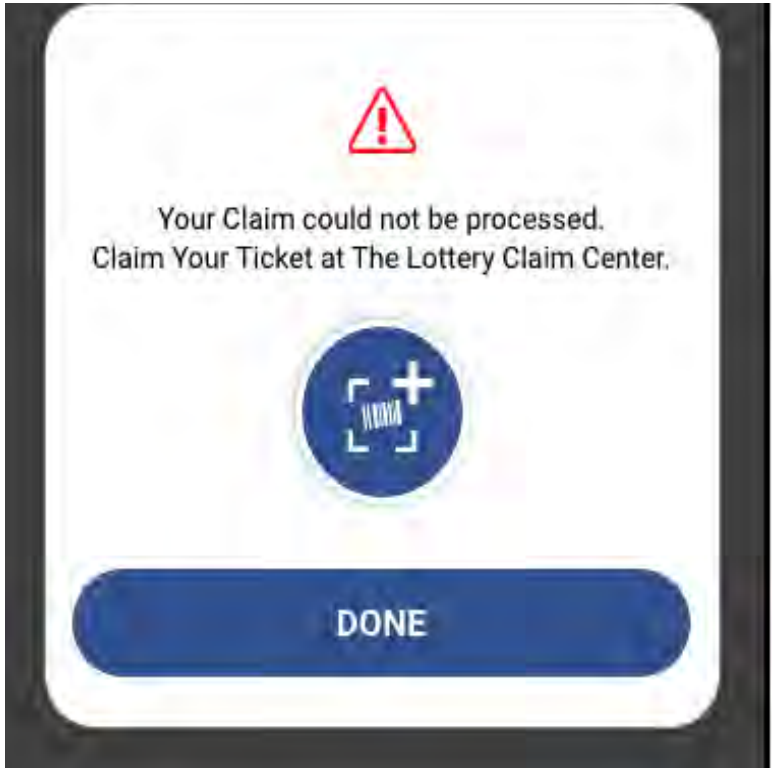
Happy Path

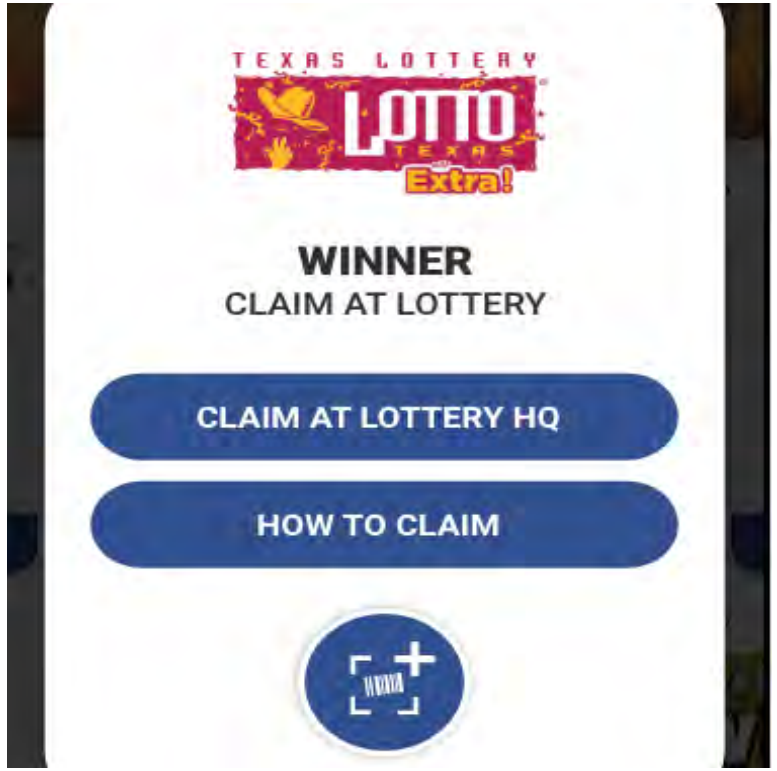
- The player will be able to review both Active and Completed Claims under My Claims.
- The player will receive claim status, payment results, tax and/or setoff information in My Claims.

Mobile Claim Process Flow

Tickets and claims not supported

- The ticket shall be in good standing, otherwise if the ticket is in a status of (Stolen, Lost Retailer, Hold or Issued) the player will not be eligible for a Mobile Claim and will receive a message based on the status of the ticket.
- All draws must be completed on draw game wagers before that ticket can be submitted for a Mobile Claim. Mobile Claims will not support tickets with remaining draws requiring an Ex-change Ticket after validating. Those tickets will need to be claimed at a claim center or licensed retailer.
- Only individual claimants shall be supported. Entity and group claimants shall be required to submit claims via existing Walk-In or Mail-In processes.





Mobile Claim Process Flow

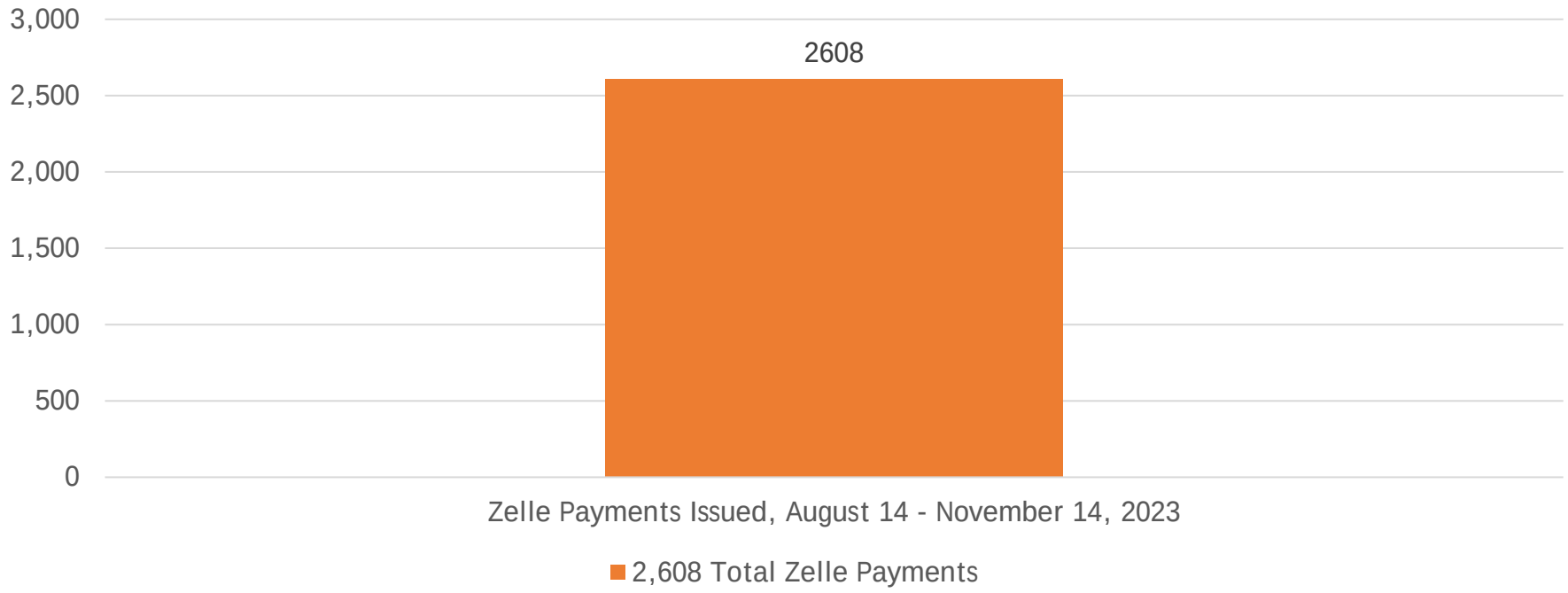
Alternate Path

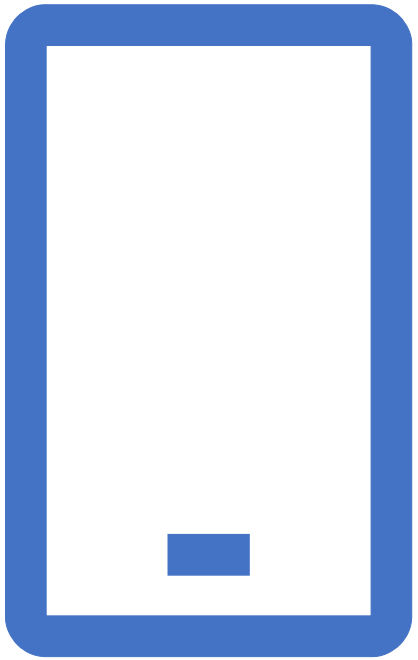
Mobile Claim Process Flow

Alternate Path

- Players who submit a Mobile Claim that have not registered for a Zelle account, may have to wait up to 14 days for payment. The player will need to register for a Zelle account using their bank account and the email address that they registered with for the Mobile Claim. Once the player registers with the correct information needed, the Zelle payment should process to their bank account. If the player fails to register for a Zelle account or does not provide the correct information needed within 14 days, the claim will be reviewed by Validations staff and processed by a manual check.
- If a player submits a Mobile Claim for Zelle payment and the players bank rejects the payment, the Claims and Payment system will place it in a Zelle Payment Failed Status and the claim will be uploaded to the Claims Tracking System overnight to be reviewed and processed by Validations staff.
- A player may also submit a Mobile Claim that is placed on “Hold” due to Invalid Address or Duplicate Social Security Number. Claims that are placed on “Hold” will fall out of the Zelle payment process. These claims will be uploaded to the Claim Tracking System and will require Validations staff to investigate before they can potentially be paid by manual check.

Zelle Payments Issued
August 14 – November 14, 2023





Mobile Validation

Thank you!