PlayCentral EX Operations Guide

For Game Odds,
Game Closing Dates &
Prizes Remaining Visit

palottery.com

SG Documentation Policy

Document Name:	**PA PlayCentral Express Terminal (PEX) Operations Guide**
Document Code:	**PA PlayCentral-EX Ops Guide V 2.0**
Date:	**January 4, 2023**

CONTENTS

SECTION 1

The Pennsylvania Lottery

The Pennsylvania Lottery makes its various games available to the public through an efficient network of computer terminals installed in retail locations such as yours.

Delivering the games through these terminals involves three separate, yet cooperating groups: The Pennsylvania Lottery, Scientific Games (the Draw computer company), and you (the contracted retailer). Each group plays an important role in selling the Lottery games and each must satisfy certain responsibilities to ensure a successful operation.

Retailer Responsibilities

- Assuring prominent placement of all Lottery products including PlayCentral Express Terminals (PEX), WAVE Terminals and Scratch-Off Ticket Vending Machines (ITVM).
- Posting of all point of sale materials, strategic placement of indoor and outdoor signage, and participation in retailer on-site Lottery promotions.
- Creating a positive Lottery environment to include placement of Lottery point of sale material and assisting players on how to play Lottery games.
- Maintaining proper accounting procedures: maintenance of Lottery bank account, daily settlement and weekly settlement.
- Maintaining proper terminal operation and care including terminal trouble reporting.
- Assuming security of ticket stock, paid tickets, vouchers and all Lottery monies.
- Attending all Lottery classes and training of staff on all Lottery related material.
- Payment of prizes according to game and Lottery rules.
- Posting of all drawing results on forms provided by the Lottery.

Lottery Responsibilities

- Designing and approving all games.
- Planning and implementing all rules and regulations.
- Designing and implementing all advertising and sales promotions.
- Selecting and contracting all retailers.
- Conducting all Pennsylvania game drawings.

- Administering all vendor contracts.
- Delivering point of sale materials and Scratch-Off tickets.
- Delivering supplies.
- Overseeing Scratch-Off ticket vendor shipping and receiving.
- Administration of retailer accounts.
- Validation and payment of high tier prizes.

Scientific Games Responsibilities
- Retailer training.
- Terminal installation, maintenance and relocation.
- Terminal communications.
- Assisting the Lottery and retailers with ongoing business related issues.
- Retailer support team to provide assistance with Draw and Scratch-Off ticket ordering.
- Operation of all mainframe computer systems.

Security Related Issues

The integrity of the Lottery games and your business operations are of paramount importance to you, to the Lottery and to our mutual Lottery clients. If you have questions about the integrity of any Lottery activities, call Lottery Security at (717) 702-8026.

DO:

1. Require that all winning tickets requiring a claim form are signed. It is a good practice to require signatures for all winning tickets before processing them through the terminal.
2. Cash and/or file a claim for all winning tickets, no matter where the winning tickets were sold.
3. Pay winners the exact amount due.
4. Return all validated and not-paid receipts to the player.
5. File a claim for prize amounts that meet the claim threshold.
6. Require, examine and validate personal identification for claims.
7. Complete all sections of the claim form legibly.
8. Forward claim forms to Lottery headquarters no later than the next day after completion.
9. Enter stolen tickets into the accounting system, report the theft to local police, and telephone your Lottery Instant Accounting Representative immediately.
10. Honor all promotional coupons.
11. Distribute promotional tickets to the public as intended.
12. Scan shipment invoice receipt of all Scratch-Off tickets and Draw ticket stock.
13. Confirm receipt by scanning each ticket stock box before opening.
14. Scan the bar code for each roll of ticket stock before loading.
15. Call Lottery Security at (717) 702-8026 if you are uncertain about the integrity of any Lottery activity.
16. Treat all players with respect and provide courteous service.
17. Retain all validated Draw and Scratch-Off tickets for your DAILY/WEEKLY reconciliation. When reconciled, destroy tickets (failure to destroy tickets may result in retailer being charged a penalty fee).

DO NOT:

1. Take any action to defraud or gain advantage over Lottery players or the Pennsylvania Lottery.

2. Prick or scratch Scratch-Off tickets before activation or sale.

3. Attempt to find winning tickets by scanning or entering false verification codes.

4. Fraudulently report tickets as damaged or stolen.

5. Return unsold packs without all remaining tickets in the pack.

6. Accept ticket requests over the telephone, by email or by written notes.

7. Accept winning tickets before they are signed by the owner.

8. Pay winning tickets to anyone (especially to yourself) other than the legitimate owner of the ticket.

10. Make any attempt to conceal or change the identification of the legitimate owner of a winning ticket.

11. File claims in your name if you did not actually purchase the ticket at the original time of sale.

12. Alter in any way the identification data or signature on a ticket or claim.

13. Sell tickets to minors (anyone under the age of 18 years).

14. Sell tickets after the game has been played or terminated.

15. Tell a player with a winning ticket that it was not a winning ticket.

16. Tell the player that a winning amount was for less than the actual amount due.

17. Permit illegal gambling or any other illegal activities at your location.

18. Engage in any form of money laundering.

Equipment Responsibility

Please remember that it is your responsibility to safeguard your lottery equipment from loss and damage. This requirement includes the following:

- PlayCentral Express Terminal
- WAVE/WAVE X /WAVE 8 Terminal
- Flat Panel Monitor
- Games Monitors and Media Box
- Wireless Barcode Reader
- Wireless Ticket Checker
- Transaction Display Unit

If you lose or damage this equipment, you will be invoiced for the repair or replacement costs.

Accessibility

The Americans with Disabilities Act (ADA) is a federal civil rights law that prohibits the exclusion of people with disabilities from participation in everyday activities. To meet the goals of the ADA, the law establishes requirements for private businesses and government organizations. The Pennsylvania Lottery is committed to acting as an advocate for the Americans with Disabilities Act and requires that our new retailers meet our standards of accessibility. We believe that every person of legal age (18) in Pennsylvania should be able to play the Lottery and that your businesses should be able to attract all potential players, including the disabled community by complying with its accessibility standards.

SECTION 2

The PlayCentral Express Terminal (PEX)

The PlayCentral Express Terminal (PEX) is an automated terminal-based ticket terminal used to sell, dispense and advertise lottery tickets. Players purchase tickets from a full color touch screen display.

The PEX offers the following functionality:

- Operation via a 22" touch screen display
- Advertising and purchasing of all PA Draw games
- Communication with the PA Aegis host system
- Full motion video and sound capability for advertising
- Sales tracking per terminal by the PA Aegis system

Touch Screen Display

Bill Acceptor

Ticket Bin

Debit Card Reader

Draw/Scratch-Off / Fast Play Ticket Barcode, Voucher and Coupon Barcode Reader

Document Scanner / Playslip Reader

Purchasing Tickets

The Game Selection Main Screen displays the icons and text information on games offered for sale.

Game Selection Main Screen

From the Game Selection Main Screen, players choose whether to play draw-based, Fast Play, or Keno/Xpress Sports games by tapping the corresponding tab at the top. The screen also contains the following features:

- Shopping Cart: Stores player's selections for review

- Balance: Displays player's balance

- Start Over: Empties the cart and returns the player to the main attract screen

- Check Gift Card: Provides instructions on checking the balance on a player's PA Lottery Gift Card

- Check Ticket: Provides instructions on checking Scratch-Off and terminal-based games

- Redeem Coupon: Provides instructions on redeeming PA Lottery Coupons

Main Screen

Draw Games Screen

Fast Play Screen

Keno/Xpress/iLottery Screen

Draw Game Tickets

Draw Game tickets are available for purchase through one of three different options:

Item #	Option Name	Description
1	Quick Pick	Computer generated picks are the default option for all draw games on the PEX. From this screen, players still have the ability to select/change other game options (such as number of draws, play types, etc.)
2	Pick Your Own Numbers	Selecting the "Pick Your Own Numbers" option allows players to choose their own numbers.
3	Playslip	Players may insert a Pennsylvania Lottery approved playslip for selection of numbers (or Quick Pick options) on any play screen.

Touch the iLottery tab to purchase Webcash from the terminal. Webcash is available for purchase at all Pennsylvania Lottery retailers and on all lottery terminals. Tickets will be offered for sale during regular system operational hours. Tickets can be purchased with all current payment options and combinations accepted by the lottery. Once purchased, Webcash can only be redeemed on the iLottery platform. Webcash tickets are **NOT** redeemable for other Pennsylvania Lottery products. After purchasing and receiving a Webcash ticket, a player can then redeem the ticket value (a minimum of $10, maximum of $1,000) by scanning the 2D barcode or entering the Webcash code on their smart device. There is no limit on the number of tickets or dollar amount a player can purchase in a day. Once purchased, Webcash tickets can be used immediately.

Quick Pick Option

The Quick Pick option allows a player to purchase tickets with randomly selected computer-generated numbers. All Pennsylvania draw games are available in Quick Pick. Draw games offered include:

PICK 2	Powerball-Power Play/Double Play
PICK 3	Mega Millions with Megaplier
PICK 4	MATCH 6
PICK 5	Treasure Hunt
CASH 5 with Quick Cash	Keno/Xpress Sports
CASH4LIFE	Millionaire Raffle*

*drawings held at Lottery discretion

When the player touches one of the draw games from the Main Sell Screen (via the Draw Games tab at the top), the screen will display the Quick Pick Purchase screen. The PEX displays prompts for players to choose the number of plays, the number of draws, and any other options that are specific to that game. Players may then touch the **[BUY NOW]** icon, provided the balance meets the request. The PEX prints and dispenses the ticket and reduces the player's balance by the cost of the ticket. Players may also touch **[ADD TO CART]** to continue with their purchases. If players wish to return to the Main Sell Screen, they can touch the **[CLOSE]** icon.

NOTE: For more information on Draw game descriptions and details, refer to the "Draw Game Summaries" section on page 38.

Pick Your Own Numbers Option

The Pick Your Own Numbers option allows players to manually choose numbers on draw game tickets.

1. Touch the **[PICK YOUR OWN NUMBERS]** at the upper right part of the selected draw game screen.

2. Touch **[REMOVE]** to discard selection . To make manual selections, touch **[CLEAR].**
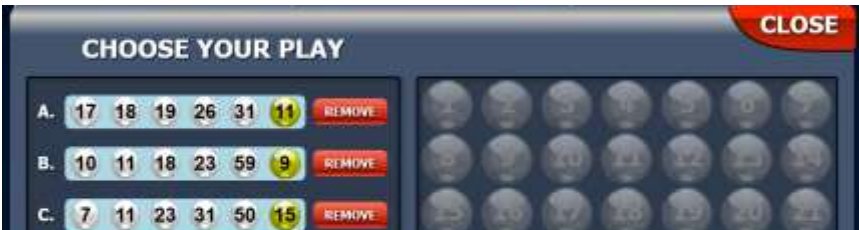
3. Make selections by touching the desired numbers or choose **[QUICK PICK]**

Playslip Option

Players may also select numbers and play options by completing a Pennsylvania Lottery approved playslip and inserting it into the scanner on the front of the PEX.

Note: Playslip error messages may be caused by:

• Too few selections
• Too many selections
• Drawing time not selected
• No amount selected
• Play type not selected

If any balance remains, another game can be selected and additional tickets may be purchased, or the player may choose to print a voucher for the remaining balance by pressing **[PRINT VOUCHER]** in the upper right corner. For more information on vouchers, refer to the "Printing a Voucher" section on page 19.

Requirements for Playslips

• Not all boards on a playslip have to be used. The boards that are used do not have to be consecutive.
• Playslips must be inserted face-up while on any play screen.
• The screen displaying at the time of the playslip entry remains displayed after the ticket is purchased. Any current activity on the screen continues.
• If the playslip is completed correctly and the above requirements are followed, the ticket data is sent to the PA Aegis Host System and recorded. The terminal then prints the ticket and updates the player's balance.

Fast Play Tickets

The Fast Play Game Selection screen displays icons for all currently available Fast Play games. With priority mapping, newly released or popular games are automatically featured toward the top.

With multiple price points and lots of variety, Fast Play games have individual prize structures and rules — just like Scratch-Off Games! The only difference is that Fast Play games are printed on demand from a PA Lottery terminal. Players may choose from the currently available selection of Fast Play games.
NOTE: Fast Play games have no drawings or numbers selections.

To purchase Fast Play tickets, the player touches the
[Fast Play Games] icon on the Game Selection main screen, and the Fast Play Game Selection screen displays.

Select a game and the Fast Play Ticket Purchase screen displays. This screen allows the player to view information about the selected game and to purchase the Fast Play ticket(s).

Quantity
Allows players to change number of tickets they are purchasing

[CLOSE]
Returns players to Main Menu

[BUY NOW]
Will be displayed if the players balance is sufficient

Fast Play Ticket Graphic

[ADD TO CART]
Places selected number of tickets into cart.

Fast Play Tickets (cont.)

How to Play:
Players simply purchase the Fast Play game of their choice and follow the play instructions. Players can look to see if they've won according to the game's rules. Players may also instantly check and validate Fast Play tickets at any PA Lottery Retailer.

Each Fast Play game has its own unique prize structure, top prizes and/or progressive top prizes. When all top prizes in a game are sold, the game will automatically end sales. Prizes expire one year from a ticket's purchase date.

NOTE: If any balance remains, another game can be selected and additional tickets may be purchased, or the player may touch the **[GAME MENU]** icon to return to the Game Selection Main Screen and print a voucher for the remaining balance.

Keno and Xpress Sports

When players select the Keno/Xpress Sports tab (only on Main Screen), the PEX will display the Game Select Screen.

After selecting **Keno, Derby Cash or Car Racing** the manual entry screen is displayed. The player then follows the on screen prompts or insert a playslip to play.
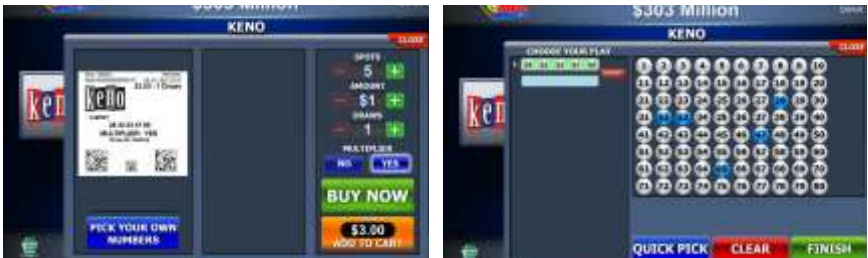
The player can **[BUY NOW] ,**with sufficient funds already deposited or **[ADD TO CART],** for a Quick Pick ticket or manually select their numbers.

How to Play:
Selling Keno/Xpress on the PEX:

1. Select the **[KENO/XPRESS SPORTS]** tab, select game and follow the onscreen prompts or insert playslip.

2. Insert cash or voucher. **[BUY NOW]** will display once there are enough funds available. For cashless method select **[USE GIFT CARD]** or **[USE DEBIT]** and follow on screen instructions.

Redeeming a Voucher

A voucher is a receipt produced for the remaining dollar credits available on the PEX terminal. They may be redeemed at any Pennsylvania Lottery Retailer from any type of Draw Lottery terminal. Vouchers are bearer documents and have no expiration date.

Date/Time Issued

Amount of Voucher
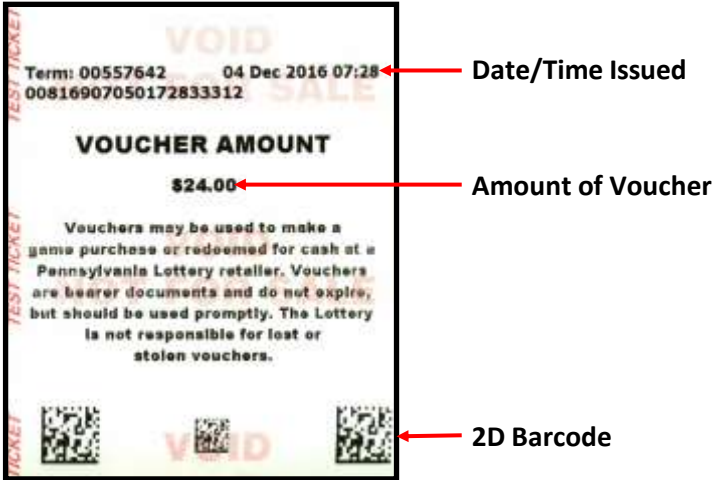
2D Barcode

To redeem a voucher at a PEX terminal, insert the voucher face up into the document scanner or scan with the barcode reader. If the voucher is valid, the terminal will credit the balance for the amount stated on the voucher. The PEX will retain the voucher and the player can purchase additional tickets.

Document Scanner

Barcode Reader

NOTE: There are no taxes or claims for validation of a voucher regardless of the amount.

Printing a Voucher

Since the PEX does not return any unspent money, the player may choose to receive a cash voucher for any unused credit by touching the **[PRINT VOUCHER]** icon on the Game Selection Main Screen. The player will then be prompted to cash out with icons for **[YES]** or **[NO]**.

Touching the [PRINT VOUCHER] icon takes players to the voucher out prompt.

Pay Guidelines

Winning tickets of $600.00 and below may be redeemed on the PEX terminal. If a player scans a winning ticket worth $600.00 or less, the amount will display and the player may choose to redeem the ticket and add the prize money to the current balance or touch [Cancel] and retain the ticket to redeem at a later time. If the player chooses to redeem the ticket, the player's balance will update accordingly. The player can then purchase other tickets and/or Voucher Out.

NOTE: Winning tickets with a prize of $600.00 or less and a free ticket will add the value of the free ticket to the player's balance (the PEX does not sell Scratch-Off tickets).

If a player scans a winning ticket valued $600.01 to $2,500.00, the message "You are a Winner! Take Winning Ticket to Clerk for Claim Form and Payment" displays (the ticket is ejected back out if the document scanner was used). The player should take the ticket to the clerk to process a claim form and receive payment. Refer to the "Completing a Claim Form" section on page 21.

NOTE: Winning tickets with a prize of $600.01 or more and a free ticket cannot be processed through the PEX. Players must take these winning tickets to a Wave terminal to be processed.

If a player scans a winning ticket valued at $2,500.01 and above, the message "You are a Winner! Take Winning Ticket to Clerk for Claim Form" displays (the ticket is ejected back out if the document scanner was used). The player should take the ticket to the clerk to process a claim form only (see page 21).

Completing a Claim Form

A claim form must be completed by the player and mailed to the Lottery by the retailer under the following circumstances:

- When the Draw or Scratch-Off prize is $600.01 and above.
- When a winning draw game ticket is older than 180 days past the draw date and is also over $100.00.

The following steps are necessary to complete a claim form:

1. The player must complete the top section of the claim form.
2. **The player must produce a photo ID.** Acceptable forms of identification include:
    - Valid Driver's License
    - Passport/Passport Card
    - Green Card

   If the player does not have photo ID, the winner can provide any **two** of the following documents:
    - Social Security Card
    - Birth Certificate
    - Baptismal Certificate
    - Current Vehicle Registration
    - Employment Record
    - Employment ID
    - Public Utility Bill
    - Local Tax Record
    - A signed and dated letter from a public agency

3. The retailer must complete the remainder of the claim form. For detailed information on how to complete the claim form, refer to the instructions on the back of the form.

4. After completing the form, staple all 3 tickets (the original winning ticket, the claim ticket and the pay/claim ticket) to the front of the top copy of the claim form. If a claim ticket has been paid by you (e.g., ticket between $600.01 and $2,500.00), have the player initial the receipt of payment and method of payment (cash, check or money order).

   NOTE: Retailers will be held liable for claim forms received without the winning tickets attached.

5. Distribute the copies as follows:

   - Pink - Give to the player.
   - Yellow - Maintain for your files.
   - White - Mail to the Lottery in the envelope provided by the Lottery.

NOTE: Failure to follow the proper procedure for ticket validation, including having the ticket signed and the claim form completely filled out, may result in a retailer liability. If you are not sure what to do or need assistance, please contact your Area Lottery Office or Lottery Head Quarters toll‑free at 1‑800‑692‑7481.

IMPORTANT: Please remember to complete the date of birth and social security number sections of the claim form.

Shopping Cart Feature

Players are able to add their Draw games, Fast Play tickets and Playslip selections to a virtual shopping cart on the PEX. This feature allows players to line up all their selections in advance and review them before "checking out". Players may use the shopping cart feature with or without a balance.

1. Touch the **[Add to Cart]** icon from the purchase screen of any draw game or Scratch-Off ticket.

2. The player's selection will be added to the shopping cart. The **[Cart]** icon with the current balance and number of items will display near the top-left of the screen.
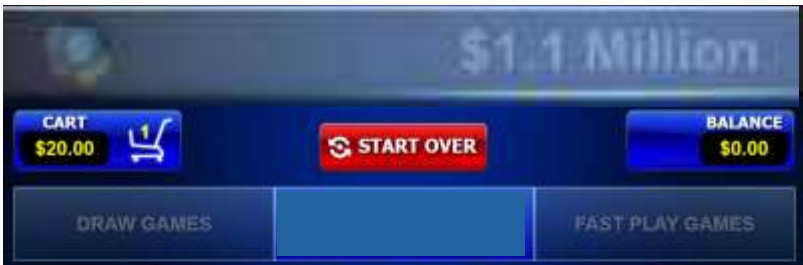
3. When finished making selections, touch the **[Cart]** icon to display the checkout screen. All selections will be lined up on the left-hand side.
    - Touch **[-]** or **[+]** to subtract or add tickets for each selection. **Note:** Draw game tickets only display the subtract option.
    - Touch **[USE GIFT CARD], [USE DEBIT], [PLAY MORE GAMES],** or **[EMPTY CART].**
    - Insert cash to **[BUY NOW].**

PA Lottery Debit and Gift Card Payments

Players are able to use Debit card payments and PA Lottery Gift Cards to purchase tickets on the PEX terminal.

Gift Card Balance Inquiry:

To check the balance of a PA Lottery Gift Card, scan the barcode located on the back of the gift card using the BCR at any time from the main sell screen. The **[Check Gift Card]** icon displays an instructional animation showing where to scan it.
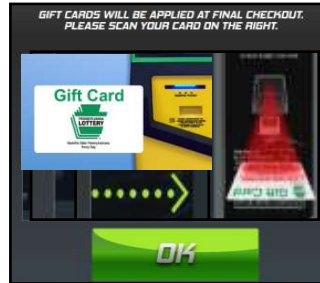
Gift Card Redemption Process:

1. To use a PA Lottery Gift Card, the player must use the Shopping Cart and the total dollar amount of the items in the cart must exceed the available terminal balance. When finished making selections, touch the **[Cart]** icon to display the checkout screen.
2. Scan the gift card's barcode using the BCR. The **[Use Gift Card]** icon displays an instructional animation showing where to scan it.

PA Lottery Debit and Gift Card Payments (cont.)

Gift Card Redemption Process (cont.):

3. A message will appear showing the balance of the gift card. Touch **[Yes]** to add the balance to the shopping cart or touch **[No]** to cancel.

    - If the gift card has enough funds to cover the total purchase amount, a green **[BUY NOW]** icon will appear.
    - If the gift card does not have enough funds to cover the total purchase, the remaining balance due will display. Players may use cash, vouchers and/or additional gift cards to pay for the remaining balance.

4. Touch the **[BUY NOW]** icon to complete the purchase. Tickets will print/dispense.

5. A message appears indicating the total purchase amount along with the total of cash/vouchers used, the total for gift card funds used and the remaining balance on the gift card. Touch **[Yes]** to continue.

6. After all tickets have printed/dispensed, a receipt will print showing the dollar amounts of Fast Play and Draw game tickets purchased, the total Lottery purchase amount and the amounts applied from all applicable payment types.

PA Lottery Debit and Gift Card Payments

Debit Card Redemption Process:

1. To use a Debit Card, the player must use the Shopping Cart and the total dollar amount of the items in the cart must exceed the available terminal balance. When finished making selections, touch the **[Cart]** icon to display the checkout screen.

2. Touch the **[USE DEBIT]** icon. An instructional animation will appear, showing players where to swipe/insert their card on the pin pad.

3. When "**DEBIT**" is selected, the player will be prompted to input the card's four digit PIN. **Note:** Press the green "Enter" button at the bottom-right of the pin pad to continue after entering the PIN or zip code.

THE DEBIT PIN PAD

The pin pad is chip-enabled, meaning players with a debit card containing a chip will be required to insert the card into the slot at the bottom of the pin pad.

For cards without a chip, the standard swipe method is still available via the magnetic stripe reader on the right-hand side of the pin pad.

Additionally, the pin pad also accepts contactless transactions, such as Apple Pay, Samsung/Android Pay and cards with "tap" capability.

Chip card slot

MULTIPLE PAYMENT TYPES (COMBINATION PAYMENTS)

Players may use debit in combination with an available balance (cash/vouchers/winning tickets) and/or PA Lottery Gift Cards, as long as the cost of all items in the Shopping Cart exceeds the funds available. Funds are applied to all transactions in the following order:

1. **TERMINAL BALANCE:** Any available balance on the PEX terminal will always be applied first to any transaction. This includes cash, vouchers and winning tickets validated, along with any combination of the three.
2. **PA LOTTERY GIFT CARD(S):** Funds from up to three gift cards may be applied if there is still a balance due after any cash/vouchers/winning tickets have been applied to the terminal balance.
3. **DEBIT:** If the cost of all items in the Shopping Cart still exceeds the funds available from the terminal balance and/or gift cards applied, a <u>single</u> debit card transaction may be used to cover any remaining balance due. Debit will always be used as the <u>final payment</u> for transactions.

BALANCE + DEBIT COMBINATION

1. As long as the total dollar amount of tickets in the player's cart is greater than the player's balance on the terminal (as generated by either inserting cash, redeeming a voucher and/or redeeming a winning ticket), the player may pay the remaining balance with a debit card.

MULTIPLE PAYMENT TYPES (COMBINATION PAYMENTS)

2. The Shopping Cart Checkout screen will display the remaining
   balance due.

3. Touch the **[USE DEBIT]** icon and follow the prompts on the pin
   pad to complete the transaction.
4. The "Check Out Complete" message will indicate the total purchase
   amount along with the individual totals for cash and vouchers and
   debit (funds credited from winning ticket redemption(s) are included
   in the cash/voucher category). A Shopping Cart Receipt will also
   print, showing the amounts tendered from each payment type.

MULTIPLE PAYMENT TYPES (COMBINATION PAYMENTS)

GIFT CARD + DEBIT COMBINATION

1. If a player's Gift Card(s) does not have enough funds to cover the total cost of items in the player's Shopping Cart, the player may use a debit card to cover the remaining balance.

2. Once all ticket selections have been added to the cart, the player must first redeem the Gift Card(s) by touching the **[USE GIFT CARD]** icon and scanning the Gift Card barcode with the BCR. Touch the **[Yes]** icon to add the Gift Card balance to the shopping cart. If using multiple Gift Cards, repeat the process of adding the balance to the shopping cart.

3. Once the Gift Card(s) balance has been added to the Shopping Cart, touch the **[USE DEBIT]** icon and proceed with the debit card transaction for the amount of the remaining balance.

MULTIPLE PAYMENT TYPES (COMBINATION PAYMENTS)

4. If approved, the Gift Card balance will be redeemed and tickets will dispense. The "Check Out Complete" screen along with the printed receipt both outline the amount tendered from each payment type.

Check Out is Complete and your receipt printed
Total Purchase $30.00
Total Cash and Vouchers applied $0.00
Total Gift Cards redeemed $25.00
   Card ending 5775 $25.00
Total Credit / Debit $5.00

Please touch YES to continue
Yes

5. If declined, the player may try another card, another method of payment, adjust the items in the Shopping Cart until they are at or below the Gift Card balance or empty the Shopping Cart and not complete the purchase.

SHOPPING CART - RECEIPT

Instant Tickets: $0.00
Online Tickets: $30.00
Total Lottery Purchase: $30.00

Payment Types:
Cash / Voucher: $0.00

Gift Card Ending #: 5775 $25.00
Trans. Id: 00000000000008463072
Remaining Card Balance: $0.00

Card Type: VISA $5.00
Card #: XXXX XXXX XXXX 0007
Auth: 185439

Total Payments Tendered: $30.00

BALANCE + GIFT CARD + DEBIT (TRIPLE COMBINATION)

1. If the total cost of items in the player's Shopping Cart exceeds the total balance on the terminal and the funds available on a player's Gift Card(s), the player may use a debit card as the third type of payment tender to cover the remaining balance.

2. Once all ticket selections have been added to the Shopping Cart and the player adds funds to the terminal balance (cash, voucher(s), and/or validating winning tickets), the player must then apply the funds from the Gift Card (follow steps outlined above in "Gift Card + Debit" section).

MULTIPLE PAYMENT TYPES (COMBINATION PAYMENTS)

3. After all other funds are applied from cash, vouchers, winning tickets, and/or Gift Cards, the Shopping Cart will display the remaining balance due for the player. Touch the **[USE DEBIT CARD]** icon and follow the previously outlined steps to finish the transaction.

4. If approved, the balance of the Gift Card(s) will be redeemed and tickets will print/dispense. The "Check Out Complete" screen along with the printed receipt both outline the amount tendered from each payment type.

Validating Tickets

Draw Game Tickets

Insert the draw game ticket face up into the PEX document scanner or scan with the barcode reader. If the ticket is a winner (valued $600.00 or under), the following message will display:

"Congratulations! Winner $XX.XX. Please touch YES to credit your balance. Please touch NO to retain your original ticket and redeem at a later date."

Players may select **[Yes]**, **[No]**, or **[Cancel]**. If redeemed, the PEX will retain the draw game ticket and credit the balance on the terminal.

NOTE: The terminal will brand the winning ticket "CASHED" (only if document scanner is used) and keep it in the collection tray behind the document scanner.

Document Scanner

Barcode Reader

Scratch-Off Tickets

Scan the Scratch-Off ticket's 2D barcode with the PEX barcode reader. Align the red circle that appears with the ticket barcode, holding the ticket a few inches away from the barcode reader. If the ticket is a winner (valued $600.00 or under), the following message will display:

"Congratulations! Winner $XX.XX. Please touch YES to credit your balance. Please touch NO to retain your original ticket and redeem at a later date."

Players may select **[Yes]**, **[No]**, or **[Cancel]**. If redeemed, the PEX will credit the balance on the terminal.

Note: Once the Scratch-Off ticket has been validated on the PEX it becomes invalid for future use; however, the PEX will not retain the ticket.

If a player has won a free Scratch-Off ticket prize, the value of the free Scratch-Off ticket will be credited to the player's balance.

Scratch-Off tickets may also be validated on the Wave terminal by utilizing the barcode scanner.

For this reason, it is extremely important to validate every single ticket presented for payment at the counter.

NOTE: Sight validation is <u>NOT</u> a substitute for scanning tickets through your Wave terminal. Unfortunately, if you pay out a ticket that was previously validated and paid out, <u>YOU</u> will be held responsible.

Fast Play Tickets

Insert the Fast Play ticket face up into the PEX document scanner or scan any barcode located at the bottom of the Fast Play ticket using the PEX barcode reader. If the ticket is a winner (valued $600.00 or under), the following message will display:

"Congratulations! Winner $XX.XX. Please touch YES to credit your balance. Please touch NO to retain your original ticket and redeem at a later date."

Players may select **[Yes]**, **[No]** or **[Cancel]**. If redeemed, the PEX will credit the balance on the terminal.

Note: Once the Fast Play ticket has been validated on the PEX it becomes invalid for future use; however, the PEX will not brand or retain the ticket.

Document Scanner

Barcode Reader

Fast Play tickets may also be validated on the Wave terminal by utilizing either the document scanner or the barcode scanner. For this reason, it is extremely important to validate every single ticket presented for payment at the counter.

NOTE: Sight validation is <u>NOT</u> a substitute for scanning tickets through your Wave terminal. Unfortunately, if you pay out a ticket that was previously validated and paid out, <u>YOU</u> will be held responsible.

Manual Ticket Validation

Manual **DRAW GAME TICKET** validation must be performed on the Wave terminal. Touch the **[CASH/REPLAY]** tab, then touch **[ONLINE CASH]**. Manually enter the serial number and touch **[OK].** The terminal will print a Cash Receipt if the ticket is a winner. If the ticket is not a winner, a pop-up displays on the screen informing the retailer that the ticket is not a winner.

Manual **SCRATCH**-**OFF TICKET** validation must be performed on the Wave terminal. Touch the **[CASH/REPLAY]** tab, then touch **[INSTANT CASH]**. Manually enter the 14 digit number on the back of the ticket (above the long barcode) and touch **[OK]**.

Enter the 12 digit PIN when the pop-up window displays. If the ticket is a winner, the terminal prints a Pay Receipt. If the ticket is not a winner, a pop-up displays on the screen informing the retailer that the ticket is not a winner.

Manual Ticket Validation (continued)

Manual **FAST PLAY** and **QUICK CASH TICKET** validation must also be performed on the Wave terminal. Use the following steps to manually cash a Fast Play
or Quick Cash ticket:

1. Touch the **[CASH/REPLAY]** tab.

2. Touch **[Fast Play Cash]**.

3. Manually enter the unique Ticket Identification Number located at the top left of the Fast Play or Quick Cash ticket (underneath "Term: xxxxxx") and touch **[OK].**

4. Manually enter the 12-digit PIN number also located at the top left of the Fast Play or Quick Cash ticket (directly below the Ticket Identification Number) and touch **[OK].**

5. If the Fast Play or Quick Cash ticket is a winner, the terminal prints either a "Claim Receipt" or a "Validate Ticket" receipt. If the Fast Play or Quick Cash ticket is not a winner, a pop-up displays informing the retailer that the ticket is not a winner.

Manual **XPRESS SPORTS TICKET** validation must be performed on the Wave terminal. Touch the **[CASH/REPLAY]** tab, then touch **[Xpress Sports Cash]**. Manually enter the 18 digit number on the top left of the ticket
(below Term: XXXXXX) and touch **[OK]**. If the ticket is a winner, the terminal prints a pay receipt. If the ticket is not a winner, a pop-up displays on the screen informing the retailer that the ticket is not a winner.

Ticket Checker

Players are encouraged to check their tickets on the Ticket Checker before handing the ticket to a lottery retailer for validation.

Draw game, Fast Play and Scratch-Off tickets may all be verified by the ticket checker to see if they are winning tickets. This does **NOT** validate the ticket.

To check a ticket, insert the ticket face up and scan the 2D barcode. A message will populate on the ticket checker screen stating "Not a Winner" if the ticket is a non-winning ticket.

A winning ticket will display "Winner" and the amount on the ticket checker screen.

Draw Game Ticket

Scratch-Off

Fast Play Ticket

NOTE: Only pay winning tickets that have been validated through the PEX or Wave terminals.

Draw Game Summaries

PICK 2

With a play amount of $1.00, players choose or quick-pick a number from 00 to 99. The player may choose a number as an exact match (Straight) or as any combination (Box), a combined exact and combination play (Straight/Box), or an exact match of the first two digits (Front Pair) or an exact match of the last two digits (Back Pair). Another available choice is the Super Straight, which places a separate straight play on each of the possible box combinations of the selected play.

There are many ways a player can win, depending on the numbers and how the numbers match those chosen by the Lottery. These selections are called the player's "play type". Each of the play types have different odds and prizes. For more information see the Lottery's "How to Play" game brochure.

A player can select their tickets for the Day drawing, Evening drawing or both Day and Evening drawings. Tickets can be purchased for the current drawing or up to seven consecutive days in advance. If a ticket is purchased after the game close time, the ticket will be produced for the next drawing date.

PICK 3

With a minimum play amount of $0.50, players choose or quick-pick a number from 000 to 999. The player may choose a number as an exact match (Straight) or as any combination (Box), a combined exact and combination play (Straight/Box), or an exact match of the first two digits (Front Pair) or an exact match of the last two digits (Back Pair). Another available choice is the Super Straight, which places a separate straight play on each of the possible box combinations of the selected play.

There are many ways a player can win, depending on the numbers and how the numbers match those chosen by the Lottery. These selections are called the player's "play type". Each of the play types have different odds and prizes. For more information see the Lottery's "How to Play" game brochure.

A player can select their tickets for the Day drawing, Evening drawing or both Day and Evening drawings. Tickets can be purchased for the current drawing or up to seven consecutive days in advance. If a ticket is purchased after the game close time, the ticket will be produced for the next drawing date.

PICK 4

With a minimum play amount of $0.50, players choose or quick-pick a number from 0000 to 9999. The player may choose a number as an exact match (Straight), any combination (Box) or both (ST/BX). The play type of (ST/BX) will produce two separate tickets, one Straight and one Box.

There are many ways a player can win, depending on the numbers and how the numbers match those chosen by the Lottery. These selections are called the player's "play type". Each of the play types have different odds and prizes. For more information see the Lottery's "How to Play" game brochure.

A player can select their tickets for the Day drawing, Evening drawing or both Day and Evening drawings. Tickets can be purchased for the current drawing or up to seven consecutive days in advance. If a ticket is purchased after the game close time, the ticket will be produced for the next drawing date.

PICK 5

With a play amount of $1.00, players choose or quick-pick a number from 00000 to 99999. The player may choose a number as an exact match (Straight) or as any combination (Box), or an exact match of the first two digits (Front Pair), first three digits (Front 3), first four digits (Front 4), or an exact match of the last two digits (Back Pair), last three digits (Back 3), or last four digits (Back 4).

There are many ways a player can win, depending on the numbers and how the numbers match those chosen by the Lottery. These selections are called the player's "play type". Each of the play types have different odds and prizes. For more information see the Lottery's "How to Play" game brochure.

A player can select their tickets for the Day drawing, Evening drawing or both Day and Evening drawings. Tickets can be purchased for the current drawing or up to seven consecutive days in advance. If a ticket is purchased after the game close time, the ticket will be produced for the next drawing date.

WILD BALL OPTION FOR ALL PICK GAMES

Wild Ball is an optional feature available for the entire PICK Family of games (PICK 2, PICK 3, PICK 4 and PICK 5). Adding Wild Ball to any play type will double the cost of the ticket and increase a player's chances of winning. Prize payouts differ from regular game play.

At every Day and Evening drawing, a one-digit Wild Ball number will be drawn. The Wild Ball number applies to all four PICK games for that drawing. If the Wild Ball option is selected when a ticket is purchased (the ticket will display 'WILD BALL: YES'), the Wild Ball number drawn can replace **one of the drawn numbers** to help create a possible winning combination. **The Wild Ball number does not replace a number chosen by the player.**

CASH 5 with Quick Cash

Players choose or quick-pick five numbers from 1 to 43 for a cost of $1.00. Players win different amounts depending on whether they match 2, 3, 4, or all 5 of their numbers to those drawn by the Lottery.

The Jackpot of CASH 5 is pari-mutuel, i.e. the total prize pool available, is equally divided among the winning tickets. If a player matches 2, 3, or 4 of the 5 winning numbers a set prize of $2 (match 2 of 5), $10 (match 3 of 5), $200 (match 4 of 5) will be paid. If the top prize level is not won in a given drawing, the entire amount rolls over to the next drawing's top prize level.

Quick Cash
The Quick Cash game(s) will follow the main Cash 5 game play ticket on a separate ticket. Up to five Quick Cash games will print on one ticket, depending on the total purchase price. When any of YOUR NUMBERS match any WINNING NUMBER in the same GAME, win PRIZE shown for that GAME (either $2 or $6). If more than one GAME prints on a Quick Cash ticket, as a result of the purchase price, each GAME will play separately. Quick Cash is played separately from the main Cash 5 game. Players do NOT have to wait until after the Evening Drawing to cash winnings from the Quick Cash game(s).

Tickets can be purchased for the current drawing or up to seven consecutive days in advance. If a ticket is purchased after the game close time, the ticket will be produced for the next drawing date.

CASH4LIFE

Players select five numbers from 1 to 60 from the first set of numbers and select one number (the Cash Ball) from 1 to 4 from the second set of numbers. The cost per play is $2.00.

Players may use a playslip to choose their own numbers or pick their own numbers directly on the PEX screen. They can also have the PEX select numbers through the Quick Pick option. Advance play is available for up to 10 consecutive draws. Advance draws can only be selected starting with the next available drawing.

Players have the opportunity to win 9 different prize levels by matching the Cash Ball and/or more numbers from the six numbers drawn.

The top prize is $1,000 a day for life and the second tier prize is $1,000 a week for life—these prizes may be taken as either an annuity or a cash lump sum of $7 Million or $1 Million, respectively. All other prize levels are $2,500 or less and may be redeemed at any PA Lottery retailer. See the Lottery's Game Guide for additional information.

MATCH 6

MATCH 6 is designed to give the player the chance to win up to four prizes in each game. Players choose or quick-pick six numbers from 1 to 49 for the first play (costing $2.00), and the next two plays are free quick picks. The player then has three lines of six numbers each for a total of 18 numbers.

Players have the opportunity to win eleven different prize levels by matching their numbers to those drawn by the Pennsylvania Lottery.

Players may use a playslip to choose their own numbers or pick their own numbers directly on the PEX screen. They can also have the PEX select numbers through the Quick Pick option.

All prize levels are paid out in cash, including the jackpot. Advance play is available for up to 26 draws in advance. The top MATCH 6 prize level is pari-mutuel (the total jackpot prize is equally divided among the winning tickets). If the top prize level is not won in a given drawing, the entire amount rolls over to the next drawing's top prize level.

POWERBALL

Players choose or quick-pick five numbers from 1 to 69 from the first set of numbers, and choose or quick-pick one number (The Powerball Number) from 1 to 26 from a second set of numbers. Advance play is available for up to 26 draws. The cost per play is $2.00.

Players may use a playslip to choose their own numbers or pick their own numbers directly on the PEX screen. They can also have the PEX select numbers through the Quick Pick option.

Players have the opportunity to win nine different ways by matching their numbers to those drawn by MUSL (Multi-State Lottery Association).

Each ticket is an annuity ticket. The top Powerball prize level is pari-mutuel. If the top prize level is not won in a given drawing, the entire amount rolls over to the next drawing's top prize level (except when the record jackpot has been exceeded, see MUSL website for additional information).

"While there are many factors that determine the advertised Grand Prize estimate in the Powerball® game; two important ones are games sales and the annuity factor." – from www.powerball.com

POWER PLAY OPTION FOR POWERBALL

Power Play costs an additional $1.00 per Powerball play.

Example: Powerball ticket ($2.00) + Power Play ($1.00) = Total amount of the ticket ($3.00).

Power Play is a **Powerball** option that gives you the opportunity to increase your winnings at all prize levels <u>except</u> the jackpot. Prior to a Powerball drawing, the Power Play number (2, 3, 4, 5, or 10) is randomly selected. (The '10' Power Play multiplier is only available when the Powerball jackpot is between $40 and $150 million.) If you play Power Play and win a prize level other than the jackpot, your prize is multiplied by the Power Play number for that drawing, except for the second tier prize which is a set amount of $2,000,000 with a Power Play wager.

Players may mark the Power Play box on a playslip to select this option or can manually select the Power Play option on the PEX. When the Power Play box is selected, it applies to all plays on the playslip and adds a $1.00 cost to each game on the playslip, increasing the total cost per game to $3.00.

"While there are many factors that determine the advertised Grand Prize estimate in the Powerball® game; two important ones are games sales and the annuity factor." – from www.powerball.com

DOUBLE PLAY OPTION FOR POWERBALL

Double Play costs an additional $1.00 per Powerball play.

Example: Powerball ticket ($2.00) + Double Play ($1.00) = Total amount of the ticket ($3.00). If Powerplay ($1.00) is selected too, the total cost would be $4.00.

Double Play gives players an additional chance to win a new set of prizes using the SAME numbers selected for their Powerball play(s).

Double Play has a separate drawing, which takes place after the official Powerball drawing. The Double Play drawing will use the same number sets as the Powerball drawing. Players win by matching their numbers to the numbers drawn during the Double Play drawing.

Important Note on Double Play: Double Play is an optional add-on to the Powerball game and does not replace or alter the Power Play option. Powerball winning numbers shall not be used to determine Double Play prizes. Double Play winning numbers shall not be used to determine   Powerball prizes. **Double Play prizes shall not be multiplied or increased by the drawn Power Play multiplier.**

Players may mark the Double Play box on a playslip to select this option or can manually select the Double Play "Yes" option on the PHD. When the Double Play box is selected, it applies to all plays on the playslip and adds a $1.00 cost to each game on the playslip, increasing the total cost per game to $3.00.

MEGA MILLIONS

Players choose five numbers from 1 to 70 for the first set of numbers and choose one number (The Mega Ball) from 1 to 25 for the second set of numbers. Players may play up to 26 consecutive draws. Advance draws can only be selected starting with the next available drawing. The cost per play is $2.00.

Players may use a playslip to choose their own numbers or pick their own numbers directly on the PEX screen. They can also have the PEX select numbers through the Quick Pick option.

Players have the opportunity to win 9 different prize levels by matching the Mega Ball number or more numbers from the six numbers drawn.

Each ticket is an annuity ticket. The top Mega Millions prize level is pari-mutuel, meaning the total prize pool available is divided equally among the winning tickets. If the top prize level is not won in a given drawing, the entire amount rolls over to the next drawing's top prize level (except when the record jackpot has been exceeded). See MUSL website for additional information.

"The starting jackpot will vary based on sales and will be announced before each drawing. Members of the Mega Millions® group meet every Tuesday and Friday morning to determine the game's estimated jackpots for the next two drawings." from www.megamillions.com

MEGAPLIER OPTION FOR MEGAMILLIONS

Prior to purchasing a Mega Millions ticket, players may select the Megaplier option, which can increase their prize two to five times (the jackpot prize is not eligible).

The Megaplier option costs an additional $1.00 per Mega Millions play. Prizes up to and including $2,500 can be validated and paid at any retailer.

Players may mark the Megaplier box on their playslip to select this option or can manually select the Megaplier option on the PEX. When the Megaplier box is selected, it applies to all plays on the playslip and adds a $1.00 cost to each game on the playslip, increasing the total cost per game to $3.00.

TREASURE HUNT

Players choose five numbers from 1 to 30 for a cost of $1.00. Players win different amounts depending on whether they match 2, 3, 4 or all 5 of their numbers to those drawn by the Lottery.

The Treasure Hunt Animated Web Broadcast can be viewed at www.palottery.com daily, seven days a week, 365 days a year after 1:35 pm.

Players may use a playslip to choose their own numbers or pick their own numbers directly on the PEX screen. They can also have the PEX select numbers through the Quick Pick option.

Tickets can be purchased for the current drawing or up to seven consecutive days in advance.

Treasure Hunt is an all-cash game. The top prize level is pari-mutuel (the total prize pool available is equally divided among the winning tickets). If the top prize level is not won in a given drawing, the entire amount rolls over to the next drawing's top prize level.

MILLIONAIRE RAFFLE

These limited-edition Millionaire Raffle games are designed to allow players to purchase tickets for an exclusive chance to win various cash prizes on the drawing date determined by the Pennsylvania Lottery. Players have the opportunity to win different prize levels by exactly matching their ticket number to those drawn by the Pennsylvania Lottery. Each raffle ticket will contain a unique, eight-digit number issued sequentially across Pennsylvania. The player cannot select his or her own numbers. Millionaire Raffle is an all-cash game. Millionaire Raffle has no future draws available; you are playing for the specified drawing only!

Millionaire Raffle prize levels are pre-determined, meaning that one winning ticket will be associated with one prize. Prizes up to and including $2,500 can be validated and paid at any retailer. Winning tickets may be redeemed up to one year after the drawing date. Sales will close when all tickets have been purchased or at a designated time on the drawing date, whichever occurs earlier.

NOTE: Always check the Purchase screen to make sure the information on the screen reflects the desired purchase before pressing the [PURCHASE] icon. Tickets cannot be canceled!

KENO

Keno is drawn at random from among the numbers 1 to 80. Players try to match up to 10 numbers (known as SPOTS) per draw. The more SPOTS players match, the more they can win (see Prize Levels).

Players may use a playslip or use the manual entry screens to choose number of draws, multiplier option, number selection or select Quick Pick to allow the computer to choose them at random.

Adding the Keno Multiplier option will multiply the prize for a winning play depending on the Multiplier drawn (2X, 3X, 4X, 5X or 10X). For example, if a Keno play wins $10, the Keno Multiplier option was   chosen at purchase, and the Multiplier drawn was 3X, the player's prize would be $30. Adding Keno Multiplier triples the total play cost ($1 base play + $2 Multiplier = $3 ticket).

Players can also choose to play the same numbers for 1, 2, 3, 4, 5, 10 or 20 consecutive draws. The maximum play cost per playslip is $1,200.

XPRESS SPORTS

There are currently two Xpress Sports games: Car Racing and Derby Cash.

In Xpress Car Racing, players may use a playslip or manually choose a 1st, 2nd, and 3rd place finisher of a two-lap race. There are 12 cars per race and each car has an equal chance of winning the race, regardless of starting position. Each race will result in a 1st, 2nd, and 3rd place finisher. Players win by selecting the correct car numbers that finish 1st, 2nd, and 3rd for the race they play. See palottery.com for complete prize table. Quick Pick is an option. New races (drawings) occur every four minutes. For a $1 play, prizes range from $2 to $250.

In Derby Cash players may use a playslip or manually choose their horse(s). Each race (drawing) consists of 12 horses; all have different chances of winning. The lowest numbered horse has the best chance of winning each race, while the highest numbered horse has the least chance of winning. Each race will result in a 1st, 2nd, 3rd and 4th place finisher. Players win by matching their selected horse numbers(s) and chosen play type with the drawn horse numbers. Prizes increase as the play amount increases. There is a multiplier option which triples the ticket cost but the player could multiply their winnings by up to 10 times. Quick pick is an option. New races (drawings) occur every four minutes. For a $1 play,

NOTE: Always check the Purchase screen to make sure the information on the screen reflects the desired purchase before pressing the [PURCHASE] icon. Tickets cannot be canceled!

SECTION 3

Reports

Wave Terminal Reports Screen
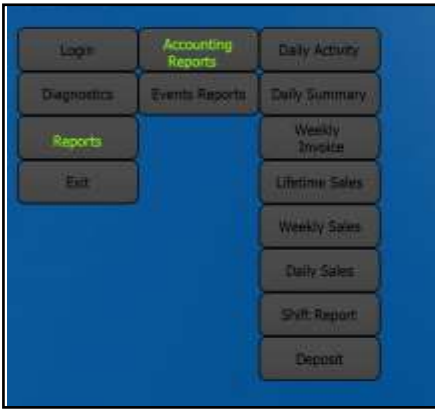

Reports Available on the Wave

Category	Available Reports
Daily	Provides access to the following reports: • Daily Activity/Xpress Games Daily Activity • Daily Pays • Daily Card Transactions • Current Jackpots • Benefit Statistics • Winner Statistics
Weekly	Provides access to the following reports: • Weekly Activity/Xpress Games Weekly Activity • Weekly Pays • Weekly Settlement • Weekly Card Transactions • Adjustment Details • 13 Week Average
Combined Accounting	Provides access to the following reports: • Combined Draft • Combined 13 Week Average • Combined Weekly Settlement

Category	Available Reports
Scratch-Off Inventory	Provides access to the following reports: • Instant Inventory Summary • Instant Inventory Detail • Active Packs • DSR Issued Packs • Returned Pack Listing • Instant Manifest Listing • WTD (Week To Date) Settled Packs • WTD (Week To Date) Partial Returns • Outstanding Packs • Outstanding Partial Packs • Instant Games Available for Order
Retailer Info	Provides information pertaining to your retail location (Address, Phone Number, Contacts and Retailer Number).
Scratch-Off Status	Provides access to the following reports: • Remaining Top Prizes • Instant Games on Sale • Instant Game Info • Top Prizes Claimed
Last 30 News Messages	Displays the last 30 news messages that the lottery has sent out to the terminal base statewide.
Report Last	Provides a report on the last transaction produced on the WAVE terminal.
Fast Play Games	Provides access to the following reports: • Remaining Top Prizes • Fast Play Games On Sale • Fast Play Game Info (Sgl Game) • Fast Play Game Sales

Category	Available Reports
Winning Numbers	Provides access to winning numbers reports for the following games: • PICK 2 • PICK 3 • PICK 4 • PICK 5 • CASH 5 with Quick Cash • Treasure Hunt • Match 6 • Cash4Life • Powerball/Powerplay/Double Play • Millionaire Raffle • Megamillions/Megaplier • Keno & Xpress Games Provides access to the following reports: • Winning Numbers Summary • Current Winning Numbers
All Terminals (Combines information for all Draw terminals at the retailer location)	Provides access to the following reports: • Daily Activity/Xpress Games Daily Activity • Weekly Activity • Weekly Settlement
PCTEX ###### (Information is for the PEX terminal only.) **Note: The icon will list the retailer number of the PEX terminal.**	Provides access to the following reports: • Daily Activity/Xpress Games Daily Activity • Weekly Activity/ Xpress Games Weekly Activity • Weekly Settlement • PHD Instant Sales

Printing Reports on the PEX

1. Scan the Diagnostic Sign-on Ticket (see page 56) using the barcode reader or insert the key with the **RED** dot into the bottom barrel lock (located on the right side of the terminal) and turn a quarter turn.
2. The Login screen will appear. Login with your User ID and password.
3. Based on the profile type assigned (see page 55), you may have access up to two report categories: Accounting and Events.

Sample of **Retail Manager** Report Access

Sample of **Retail Clerk** Report Access

Reports Available on the PEX

Report Name	Description
Accounting Reports	
Daily Activity	Provides details of your Draw and Scratch-Off business for the date chosen. Available for up to
Daily Summary	*Report not currently in use.
Weekly Invoice	Also known as *Weekly Settlement*, this combines Draw and Scratch-Off ticket weekly settlement activity for the PHDL terminal. The report reflects how much the Lottery will withdraw from your Lottery account through your weekly EFT sweep for activity occurring on the PHDL terminal.
Instant Settled	*Report not currently in use.

Report Name	Description
Lifetime Sales Report	Displays all Draw sales data from installation through the current day.
Shift Report	Displays the cash box totals along with Draw sales for the selected shift. Also includes Credits for Printer Error and Promotions. A shift consists of any time-frame from the first time the report is printed and a new report is started to the next
Event Log	Displays the last 200 events performed on the
Balance Events	Displays balance information for each individual transaction, up to 200 events.
Security Events	Provides detailed information regarding the last 200 events on all secured areas: • Door Open • Door Close • Key Turns • Cash Box • Cash Removal
Bill Events	Displays a listing of 200 of the most recent bill events through the bill acceptor, including bills inserted.
Deposit	This feature automatically will print a Shift Report along with two Deposit Receipts, which display the total amount of cash in the currency cassette needing to be emptied and deposited. ***NOTE: Taking this report will automatically clear the shift report meters and begin a new shift.***
Main Menu	Returns you to the main game selection screen.
Diagnostics	Used to diagnose problems with the PEX terminal.

Retailer Profile Administration

In order to print reports from the PEX, users log in to the terminal with a User Account. Access to different features on the PEX will depend on the profile type a user has been assigned. The two types of profiles are:

Retail Manager: This profile has full access to all types of reports along with the User Administration and Barcode Sign-on features.

Retail Clerk: This profile has limited access and may only view the Daily Activity, Daily Summary and Daily Sales reports.

Both profiles may reset the terminal.

To create a new User Account:

1. Log in with a Retail Manager profile and proceed to the User Administration screen by touching the **[Diagnostics]** icon, followed by the **[User Administration]** icon.

2. Touch the **[Add User]** icon at the top-right.

3. Enter a six digit User ID and touch **[OK]**, then enter a four digit User Password and touch **[OK]**.

4. Select the profile type for the new user by touching the square icon next to either "**Retail Clerk**" or "**Retail Manager**".

5. Touch **[Add User]** at the bottom to complete the process.

The Barcode Sign-on feature provides access to the Login screen without using the PEX keys. Use the Barcode Reader to scan the center barcode on the Diagnostics Sign-on Ticket, which will make the Login screen appear. From there, users will login using their User ID and

To access the Barcode Sign-on administrative menu:

1. Log in with a **Retail Manager** profile.

2. Touch the **[Diagnostics]** icon, then the **[Hardware]** icon followed by the **[Barcode Signon]** icon.

There are two options available: **[Print Barcode]** and **[New Barcode].**

- **[Print Barcode]:** Prints out an identical copy of the currently active barcode sign-on ticket for the terminal. It will have the date/time stamp at the top from whenever the first copy of the currently active barcode sign-on ticket was first printed.
- **[New Barcode]:** Prints an entirely new barcode sign-on ticket with the current date/time stamp at the top. *NOTE: Touching the [New Barcode] icon will void all previously printed barcode sign-on tickets!*

Lottery Accounting Procedures

You are responsible for the accounting of all Lottery money and paid tickets. The Lottery may require that you establish a bank account for the deposit of Lottery funds. This account must be an Automated Clearing House (ACH) account, which authorizes the automatic withdrawal of funds from this account by the Pennsylvania Lottery. You should reconcile all daily/weekly lottery funds and deposits each week. Your weekly accounting paperwork must be completed and all funds deposited to your lottery account as early as possible every Tuesday. Your weekly settlement will be drafted on Tuesday or Wednesday according to your bank's ACH procedures.

Your Lottery terminals provide a variety of reports that you may use to keep track of all sales and pay tickets. While daily accounting procedures are not required by the Lottery, it is strongly recommended by both the Lottery and Scientific Games. Proper accounting procedures are required and are either performed on a daily or weekly basis.

Suggested Daily Accounting Procedures

Perform the following procedures at Start of Day:
1. Take a "Daily Activity Report" and a "Xpress Games Daily Activity" from the Wave terminal utilizing the "All Terminals" option located in the reports tab to ensure that you are starting with a zero balance.
2. Take a "Daily Activity Report" and a "Xpress Games Daily Activity" from the Wave terminal utilizing the "All Terminals" option located in the reports tab for the previous day to assure accurate accounting.

Perform the following procedures at End of Day:
1. Take a "Daily Activity Report" and a "Xpress Games Daily Activity" from the Wave terminal utilizing the "All Terminals" option located in the reports tab each night just before the terminal shuts down Draw sales. Take a "Shift Report" from the PEX, start a new shift and remove the money from the currency cassette. Balance your money against these reports.
2. It is recommended that you retain a minimum of 90 days worth of paid tickets in a secure area.
3. Also, it is recommended that you reconcile cash for all transactions on a daily basis.

NOTE: The PlayCentral Express Terminal (PEX) and the Wave Terminal have separate retailer numbers.

Suggested Weekly Accounting Procedures

The following procedures are required by the Lottery to be completed every Tuesday morning. The management of your retailer location may also require additional reports and procedures.

1. Take the "Combined Weekly Settlement" report from the Wave terminal utilizing the "Combined" option located in the reports tab. This report will display your weekly activity for both the Draw and Scratch-Off information concerning the PEX and Wave terminals.

2. The total amount of money due the Lottery for that accounting week must be deposited in your Lottery ACH account by 12 Noon on Tuesday.

3. Don't forget to withdraw your net income (sales commission earned) each week.

   NOTE: If you need assistance or have any questions regarding Lottery accounting procedures and policies, please call the Lottery at:

   1-800-692-7481

Lottery Funds Wired to your Account (Advances)

Funds may be sent daily to the financial institution referenced on your Three Party Agreement via EFT (Electronic Funds Transfer) when both the following criteria are met:

1. You provide the Lottery with a completed Advance Authorization Agreement.
2. When the ending business days consolidated Float Cash (FC) amount is below a preset established float level and the amount to be advanced is at least $500 (with the exception of your weekend activity (Fri-Sat-Sun), that amount will be determined by the FC figures as of the close of business on Sunday). The funds will normally be deposited in your bank account 2 -3 days from the date the need for the advance is determined. **Payment to your winners should take this time frame into consideration**. The Lottery will not reimburse you for overdraft fees.

   NOTE: Should your bank debit your account for an incoming wire, you may be reimbursed for this charge by sending the Lottery a copy of your bank statement reflecting this fee. Mail it to:
   Pennsylvania Lottery Online Games Division
   1200 Fulling Mill Road – Suite One
   Middletown, PA 17057
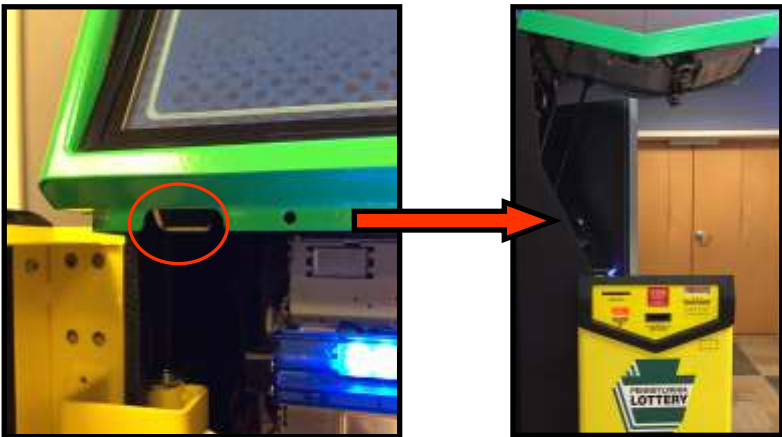
Opening the PEX Door

1. Insert the **RED** key into the bottom barrel lock and turn a quarter turn.
2. Lift the door latch and open the door.
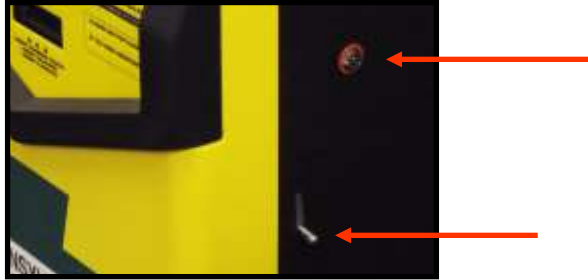
Opening the PEX Hood

1. Insert the **RED** key into the bottom barrel lock and turn a quarter turn.
2. Lift the door latch and open the door.
3. Press the hood release latch located under the bottom left of the touchscreen. Slowly lift the hood of the PEX up until it stops.
   NOTE: Be extremely careful not to hit your head while underneath the PEX hood!

Changing/Loading Draw Ticket Stock

1. Activate the ticket stock on the Wave terminal by scanning the ticket stock barcode with the Barcode Scanner at the Wave terminal. Once activated, remove the barcode label from the roll.

2. Open the PEX door and open the hood (see page 42 for instructions).

3. Remove the ticket/voucher collection bin from the middle *(Figure 1)*.

4. Press down on the green latch located on the left of the printer to release the current paper roll. Pull out the loaded paper from the printer unit and then press up on the green latch to return it to the original position *(Figure 2)*.

5. Remove the current roll of ticket stock. Place the new roll of ticket stock on the bottom spindle *(Figure 3)*.

Figure 1: Collection Bin

Figure 2: Green Release Latch

Figure 3: Spindle for Ticket Stock Roll

Changing/Loading Draw Ticket Stock (continued)

4. Feed the ticket stock from below the roll then up and around the top silver bar *(Figure 4)*.

5. Insert the ticket stock into the slot between the black roller and silver bar located on the back side of the printer unit *(Figure 5)*. **Note: The printer will automatically grab the paper upon insertion, feed it through and cut off any excess.**

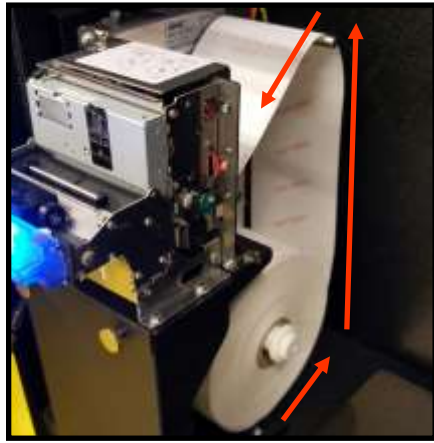6. Replace the ticket/voucher collection bin in the middle, close the hood and then close the door.

Figure 4: Ticket Feed Direction

Figure 5: Paper Insertion Slot

Emptying the Cash Box

1. Open the PEX. For step-by-step instructions, please refer to the "Opening the PEX Door" section on page 42.

2. Unlock the cash box door by inserting the plain **BLACK** key into the barrel lock on the door. Turn the key one quarter turn and pull the door open *(Figure 1)*.

Figure 1: Unlock Cash Box Door

3. Use the silver handle on the top of the cash box to pull it out from the drawer *(Figure 2)*.

4. Insert the black **CASH BOX** key **(labeled CB)** in the keyhole on the front of the cash box and turn the key one quarter turn to unlock the lid *(Figure 3)*.

5. Open the lid and remove all bills. Make sure that the bill plate springs back to the top of the cash box.

Figure 2: Remove Cash Box

6. Close and lock the lid of the cash box.

7. Return the cash box to the drawer by placing it in with the handle facing forward and gently sliding it all the way back. There will be a whirring sound confirming that the bill acceptor has reset itself.

8. Close and lock the door to the cash box drawer.

9. Close and secure the door to the PEX.

Figure 3: Unlock Cash Box Lid to Remove Bills

Credit Request for Draw Tickets (Draw Games/Fast Play)

There are situations that may occur with your PEX that may provide cause for the Pennsylvania Lottery to consider a credit application for tickets or money lost, usually as a result of a communication problem or a device malfunction.

If you are experiencing communication problems during the issuance of tickets, or if you encounter a device malfunction in which a ticket misprints, you may request credit by following the instructions below:

1. Complete the "Request for an Online Adjustment" form and mail it to the Lottery within 24 hours of the occurrence.
2. Along with the completed "Request for Online Adjustment" form, attach the "Daily Sales Report" and "Event Log" from the PEX, the "Daily Activity Report" from the Wave and all illegible tickets to the form in the area indicated.
3. If more than one ticket misprints, each ticket must have a separate credit request unless the tickets are part of a multi-ticket transaction.

The Lottery will review the "Request for an Online Adjustment" form and will advise you of the status of your request. If your request for credit has been approved, a credit is applied to your account, less commission earned, on the tickets involved. Mail your credit request to:

Pennsylvania Lottery Online Games Division
1200 Fulling Mill Road – Suite One
Middletown, PA 17057

Section 4

Maintenance

Cleaning the Wave Touch Screen and Document Scanner

1. Power down and unplug the Wave terminal.
2. Open the Document Scanner.
3. Use a clean, lint free cloth to clean the Wave Document Scanner and Touch Screen.
4. You may use a non-ammonia based product if sprayed on the cloth.
5. Dry both the Terminal Screen and Document Scanner with a separate cloth.
6. **Never spray anything directly into or on the terminal**.

Document Scanner Lens

Cleaning the PEX Touch Screen

1. Power down the PEX terminal.
2. Use a clean, lint free cloth to clean the PEX Touch Screen.
3. You may use a non-ammonia based product on the cloth.
4. Dry the touch screen with a separate cloth.
5. **Never spray anything directly into or on the terminal**.

Section 5

Troubleshooting

Clearing a Printer Jam

1. Power off the printer by moving the power switch to the 'O' position *(Figure 1).*
2. Release the paper dispenser bezel by pulling the front section toward you *(Figure 2).*
3. Release the paper by pressing the green release latch down *(Figure 3).*
4. Remove any paper and return the green release latch to the up position. Then, snap the dispenser section back in place.
5. Re-feed paper back into the printer.
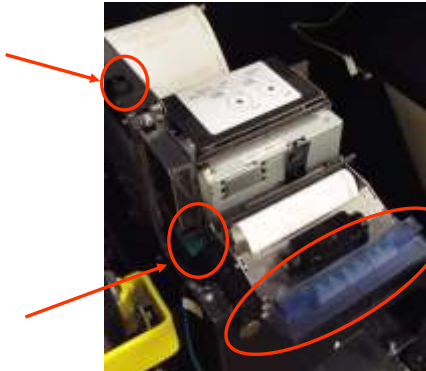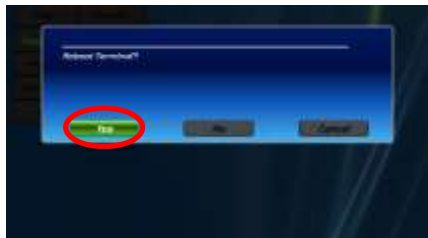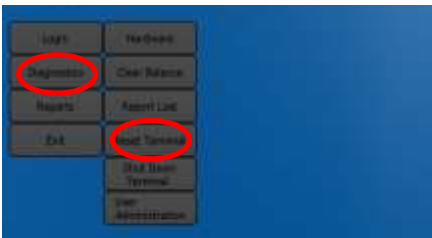6. Power on the printer by returning the switch to the 'I' position.

Figure 1

Figure 2

Figure 3

Re-Booting the PEX

1. Open the PEX door and log in with your user account.
2. Touch the **[Diagnostics]** icon.
3. Touch **[Reset Terminal]**.
4. A message appears asking to reboot the terminal. Touch **[Yes]**.
5. After the PEX reboots, it will sign onto the system within a few minutes.

Shutting Down the PEX

1. Insert the **RED** key into the bottom barrel lock on the side of the PEX and turn it a quarter turn.
2. Lift up on the door release to open the PEX door.
3. Press the black power switch one time to power down the terminal.

Power Switch

NOTE: To turn the terminal back on, wait 15 seconds and press the button a second time.

IMPORTANT: If you have questions about shutting down the terminal, please call the Scientific Games Global Service Center at 1‑800‑692‑7353 for assistance.

Using the Key Fob Enable/Disable Controller

If an underage person is trying to purchase tickets, the PEX can be remotely disabled at any time.

Disable the terminal by pressing the bottom Lock button on the remote. This causes the terminal to be temporarily inaccessible. The terminal will display the message "Unavailable".

To re-enable the terminal, press the smaller button (above the Lock button) on the remote. The message will disappear and the PEX

Scientific Games Toll Free Numbers

Call 1-800-692-7353 to provide help on terminal questions and repair.

Call 1-888-393-4744 to order Scratch-Off tickets, ticket stock, and playslips.

PA Lottery Headquarters

PA Lottery Helpline: 1-800-692-7481

Lottery Area Office Phone Numbers

Area 1—Philadelphia: 215-952-1123

Area 2—Wilkes-Barre: 570-826-2091

Area 3—Harrisburg: 717-702-8230

Area 4—Clearfield: 814-765-0536

Area 5—Pittsburgh: 412-770-2760

Area 6—Erie: 814-835-2423

Area 7—Lehigh Valley: 610-807-3319

PENNSYLVANIA LOTTERY

Benefits Older Pennsylvanians.
Every Day.

**Winning Numbers, Jackpots, Game Odds,
Game Closing Dates, Prizes Remaining and
General Information Visit**

palottery.com

General Retailer Assistance

1-800-692-7481

Debit Dispute Hotline

1-770-825-4484

Day Draw Winning Numbers

1-877-282-4639

Problem Gambling Helpline

1-800-GAMBLER

(1-800-426-2537)

SCIENTIFIC GAMES

Scientific Games Terminal Service

1-800-692-7353

**Scientific Games – Tel-Sell Team
(Scratch-Off Ticket, Draw Ticket Stock
and Playslip Ordering)**

1-888-393-4744