PLAYCENTRAL HD-S Operations Guide
Powered by SCiQ

For Game Odds, Game Closing Dates, & Prizes Remaining Visit:

palottery.com

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SG Documentation Policy

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SECTION 1: Introduction

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 a vital role in selling the Lottery games and each must satisfy certain responsibilities to ensure a successful operation.

Retailer Responsibilities

- Ensuring prominent placement of all Lottery products including PlayCentral® High-Definition terminals (PHD-S), WAVE™ terminals and Instant Ticket Vending Machines (ITVM).

- Posting of all point-of-sale materials, strategic placement of indoor and outdoor signage, participation in retailer on-site Lottery promotions.

- Creating a positive Lottery environment to include placement of Lottery point-of-sale material and player assistance 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 staff on all Lottery related material.

- Paying of prizes, according to game and Lottery rules.

- Posting all drawing results on Lottery-provided forms.

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.
- Administering retailer accounts.
- Conducting validation and payment of high-tier prizes.

Scientific Games Responsibilities

- Providing retailer training.
- Installing, maintaining, and relocating terminals.
- Establishing terminal communications.
- Assisting the Lottery and retailers with ongoing business-related issues.
- Establishing a retailer support team to provide assistance with Draw and Scratch-Off ticket ordering.
- Operating 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 regarding the integrity of any Lottery activities, please call **Lottery Security** at **(717) 702-8026**.

<u>DO:</u>

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 call 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 barcode 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 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. Puncture 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 the owner has signed them.

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

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

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

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

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

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

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

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

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

17. Engage in any form of money laundering.

Equipment Responsibility

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

- PlayCentral High-Definition Terminal
- WAVE 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: Terminal Functions

The *PlayCentral High-Definition Terminal Powered by SCiQ®* (PHD-S) is an automated Scratch-Off and draw ticket terminal used to sell, dispense, and advertise lottery tickets. Players purchase tickets from a full-color touchscreen display.

The PHD-S offers the following functionality:

- Operation via a 42" touchscreen display

- Field configurable up to 40 Scratch-Off tickets games

- Advertising and purchasing of all PA Draw games

- Automatic game set up based on barcode scanning

- Automatic ticket feeding process

- Communication with the PA AEGIS® host system

- Full-motion video and sound capability for advertising

- Sales tracking per terminal by the PA AEGIS® system

- Acceptance of official PA Lottery gift cards for payment

- Capability to accept debit cards for payment
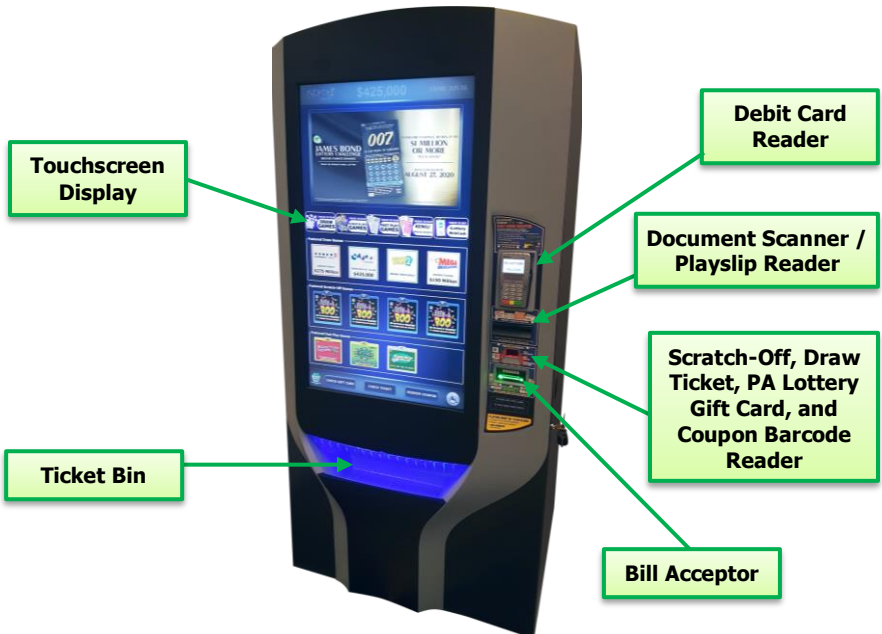
Purchasing Tickets

Game Selection Main Screen

The *Game Selection Main Screen* displays the icons and text information on games offered for sale. From the *Game Selection Main Screen*, players choose whether to play draw-based, Scratch-Off, Fast Play, Keno, or 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.

- **ADA Accessibility**: Provides accessibility in compliance with ADA regulations.

Draw Games Screen

Scratch-Off Games Screen

Fast Play Screen

Keno/Xpress/WebCash Screen

Scratch-Off Tickets

When players select a Scratch-Off game, the PHD-S will display the *Scratch-Off Ticket Purchase* screen. From here, players have the following options:

- **View Ticket:** Allows players to see the front and back of the selected Scratch-Off ticket.

- **Buy Now:** If the player's balance is sufficient to purchase the ticket, the **[BUY NOW]** button will be displayed for the player to make an immediate purchase.

- **Add To Cart:** Will add the number of Scratch-Off tickets selected to the player's shopping cart.

- **Quantity:** Allows players to change the number of tickets they would like to purchase (using the ⬛ or ➕ buttons).

- **Close:** Closes the *Scratch-Off Ticket Purchase* screen and returns players to the Main Menu.
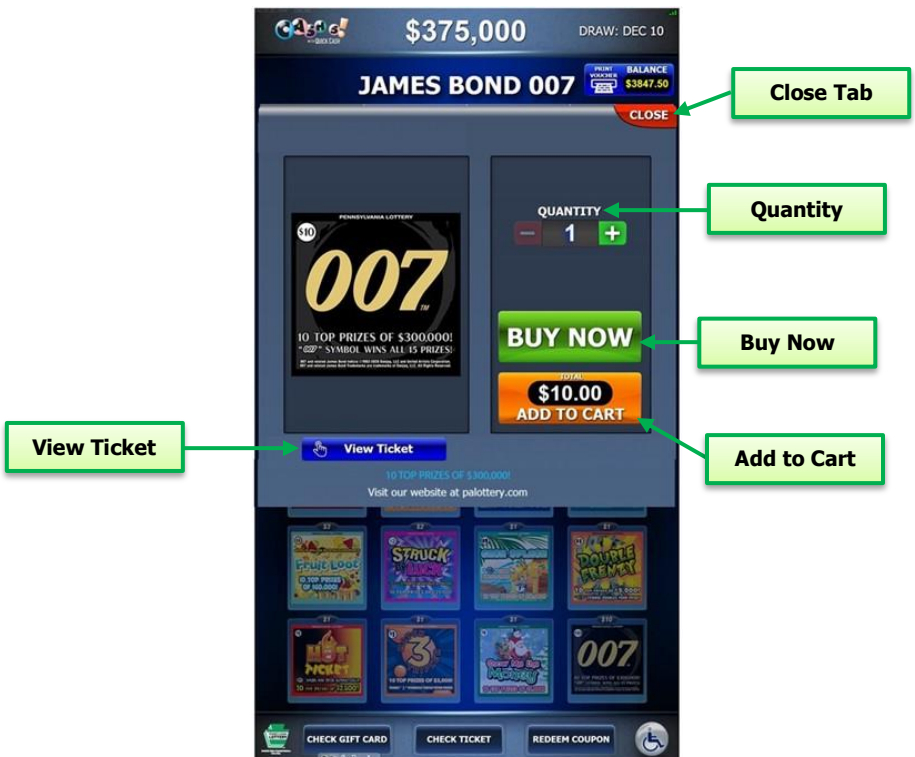
Viewing a Ticket

When touching the **[View Ticket]** button, players may view the front and back of the Scratch-Off ticket before making a purchase.
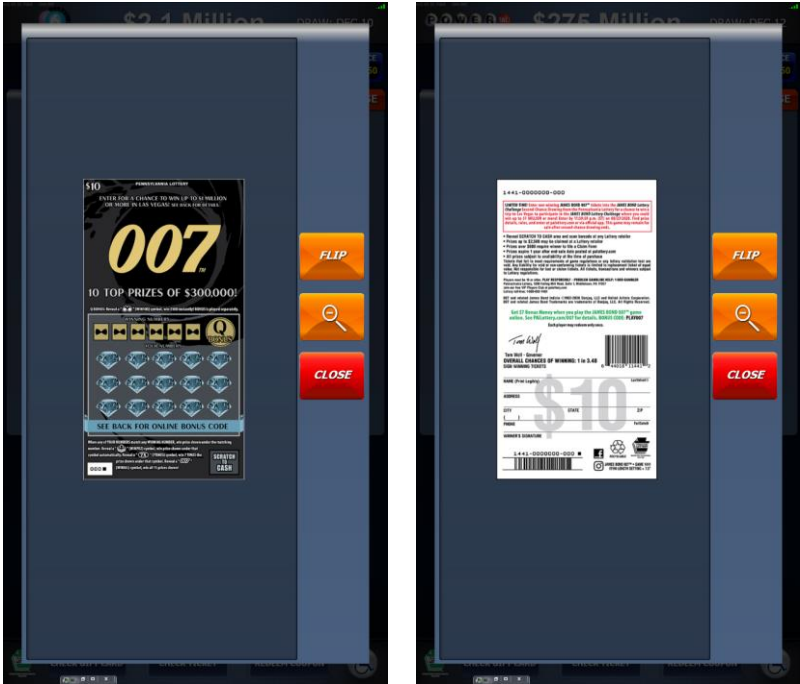
The "View Ticket" screen contains the following three options:

- A **[FLIP]** button, which "flips" the ticket to view back.

- A magnifier button, which allows for zooming in or out on the ticket view.

- A **[CLOSE]** button, which closes the **View Ticket** pop-up and returns the player to the *Scratch-Off Ticket Purchase* 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 PHD-S. 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
- PICK 3
- PICK 4
- PICK 5
- CASH 5 with Quick Cash
- CASH4LIFE
- Powerball with Power Play/Double Play
- Mega Millions with Megaplier
- MATCH 6
- Treasure Hunt
- Millionaire Raffle*
  *drawings held at Lottery discretion
- Keno and Xpress Sports
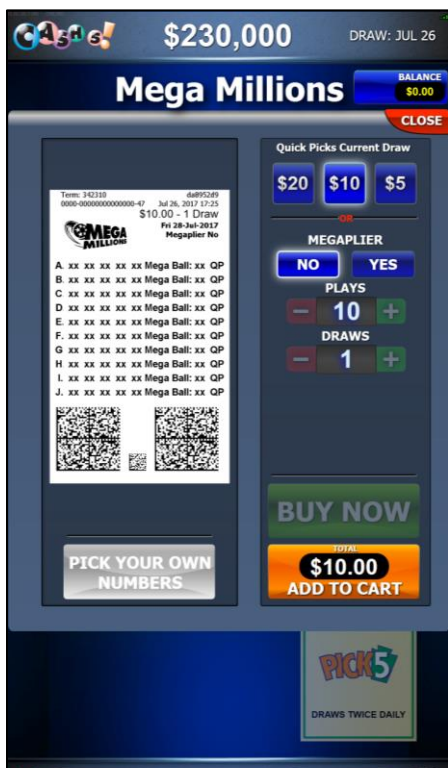
When the player touches one of the draw games from the Main Sell Screen (via the Draw Games tab at the top), the screen will display the *Quick Pick Purchase* screen. The PHD-S displays prompts for players to choose the number of plays, the number of draws, and any other options that are specific to that game. Players may then touch the green **[BUY NOW]** button, provided the balance meets the request. The PHD-S prints and dispenses the ticket, then 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 screen, they can touch the **[CLOSE]** tab.

*NOTE: For more information on draw game descriptions and details, refer to the **Draw Game Summaries** section on page 45.*

Pick Your Own Numbers Option

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

1. Select the **[PICK YOUR OWN NUMBERS]** at the lower part of the selected draw game screen.

2. Choose **[REMOVE]** to discard selection. To make manual selections, touch **[CLEAR].**

3. Select the desired numbers or choose **[QUICK PICK]**.

Left screen:

$90 Million DRAW: JUN 18

CART $21.00 | BALANCE $0.00

Powerball

CLOSE

CHOOSE YOUR PLAY | PICK 5 NUMBERS

A. [ ] REMOVE

1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30 31 32 33 34 35
36 37 38 39 40 41 42
43 44 45 46 47 48 49
50 51 52 53 54 55 56
57 58 59 60 61 62 63
64 65 66 67 68 69

QUICK PICK

CLEAR

FINISH

PICK YOUR POWERBALL

1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26

MILLIONAIRE RAFFLE — DRAWING THURSDAY, JULY 01, 2021

PICK 5 — DRAWS TWICE DAILY

CHECK GIFT CARD | CHECK TICKET | REDEEM COUPON

Right screen:

$275,000 DRAW: JUN 18

CART $21.00 | BALANCE $0.00

Powerball

CLOSE

Term: 419177   2204c8b5
0000-000000000000000-47   Jun 17, 2021 22:52
$2.00 - 1 Draw
Sat 19-Jun-2021
PowerPlay No
Double Play No

POWERBALL

A. xx xx xx xx xx Powerball: xx QP

Quick Picks Current Draw

$40 $20 $10

— OR —

POWERPLAY
NO YES

DOUBLE PLAY
NO YES

PLAYS
− 1 +

FIRST DRAW
Sat
06-19
− +

DRAWS
− 1 +

BUY NOW

PICK YOUR OWN NUMBERS

TOTAL
$2.00
ADD TO CART

CHECK GIFT CARD | CHECK TICKET | REDEEM COUPON

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 PHD-S.

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 touching the **[PRINT VOUCHER]** icon in the top right corner. For more information on vouchers, refer to the "Printing a Voucher" section on page 24.

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, <u>face-up</u>, while on any play screen.

- If the PHD-S is dispensing Scratch-Off tickets when a playslip is inserted, the playslip purchase screen will display while continuing to dispense the original request.

- 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 Games

The Fast Play game selection tab displays icons for all currently available Fast Play games. If priority mapping is enabled, 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 number selections.

When players select a Fast Play game, the PHD-S will display the Fast Play Ticket Purchase screen. From here, players can do the following:

- **Buy**: If the player's balance is sufficient to purchase the ticket, the **[BUY NOW]** button will be displayed for the player to make an immediate purchase.

- **Add To Cart**: Will add the number of Fast Play tickets selected to the player's shopping cart.

- **Quantity**: Allows players to change the number tickets they would like to purchase (using the ▬ or ➕ buttons).

- **Close**: Closes the *Fast Play Ticket Purchase* screen and returns players to the Main Menu.
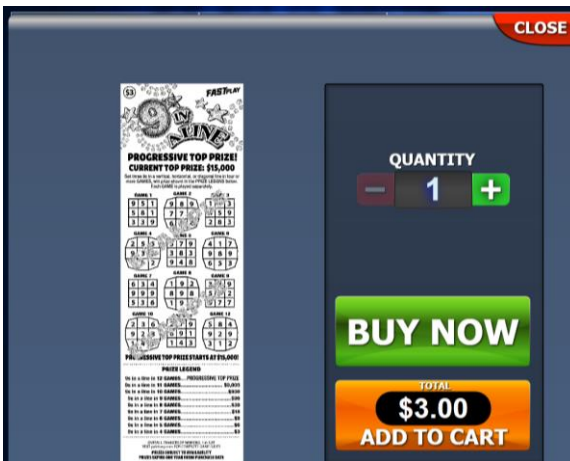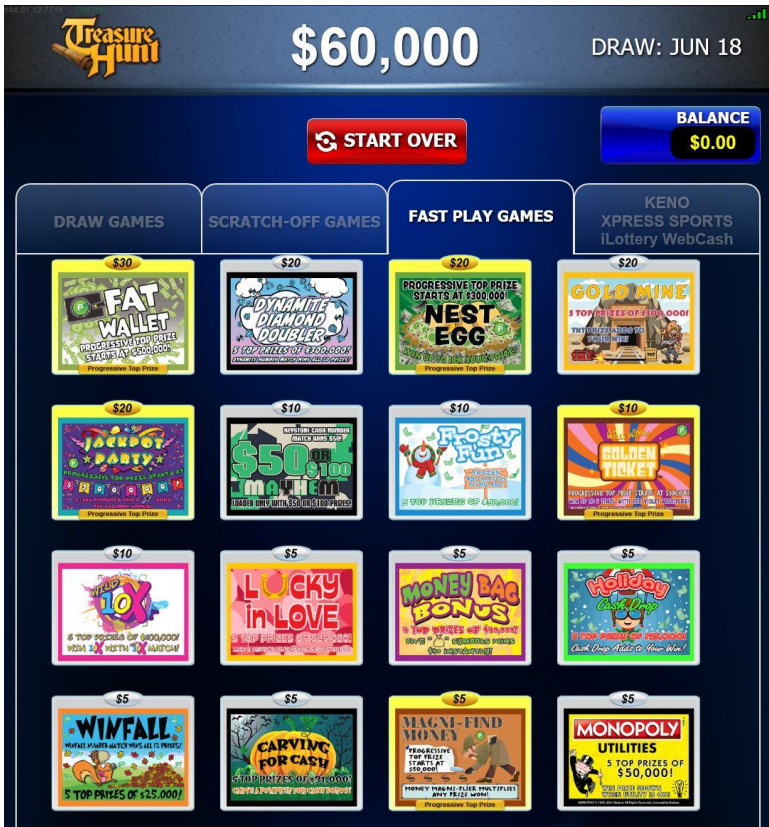
Selling Fast Play Games on the PHD-S

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.

Keno and Xpress Sports

When players select the **KENO/XPRESS SPORTS** tab from the *Main* screen, the PHD-S will display the *Game Select* screen. Touch the [**iLottery/WebCash**] tile for WebCash.
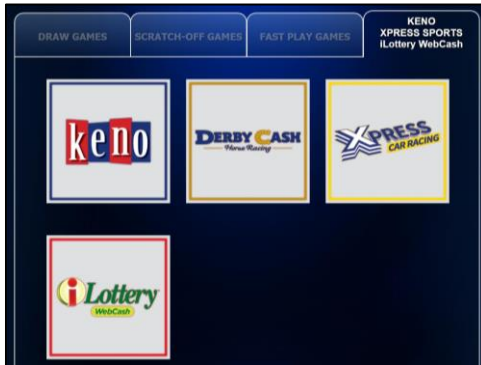
After selecting **Keno**, **Derby Cash** or **Car Racing**, the option for players to pick their own numbers is displayed. The player then follows the on-screen prompts or inserts a playslip to play.

Players can select **[BUY NOW]** if sufficient funds are deposited, **[ADD TO CART]** for a Quick Pick ticket, or manually select their own numbers.

Selling Keno/Xpress Sports on the PHD-S

1. Select the **[KENO/XPRESS SPORTS]** tab, choose a 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 methods, select **[USE GIFT CARD]** or **[USE DEBIT]** and follow on-screen instructions.

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Vouchers

A PHD-S voucher is a receipt produced for the remaining dollar credits available on the PHD-S terminal. They may be redeemed at any Pennsylvania Lottery Retailer. Vouchers are bearer documents and have no expiration date.
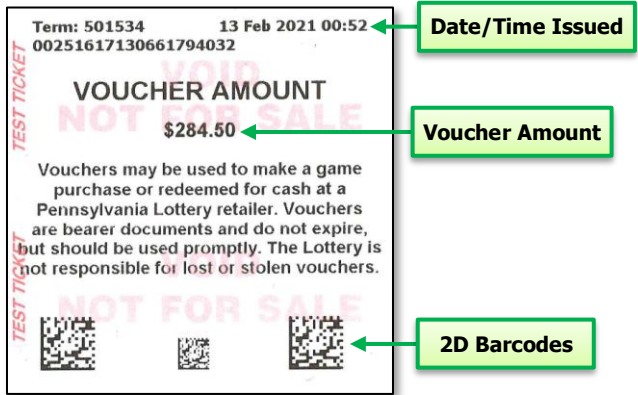
Redeeming a Voucher

To redeem a voucher at a PHD-S, 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 PHD-S will retain the voucher and the player can purchase additional tickets.

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

Printing a Voucher

Since the PHD-S does not return any unspent cash, the player may choose to receive a cash voucher for any unused credit by touching the **[PRINT VOUCHER]** button at the top right of the screen. The player will then be prompted to cash out with the green **[PRINT VOUCHER]** button or exit by touching the **[CLOSE]** tab.
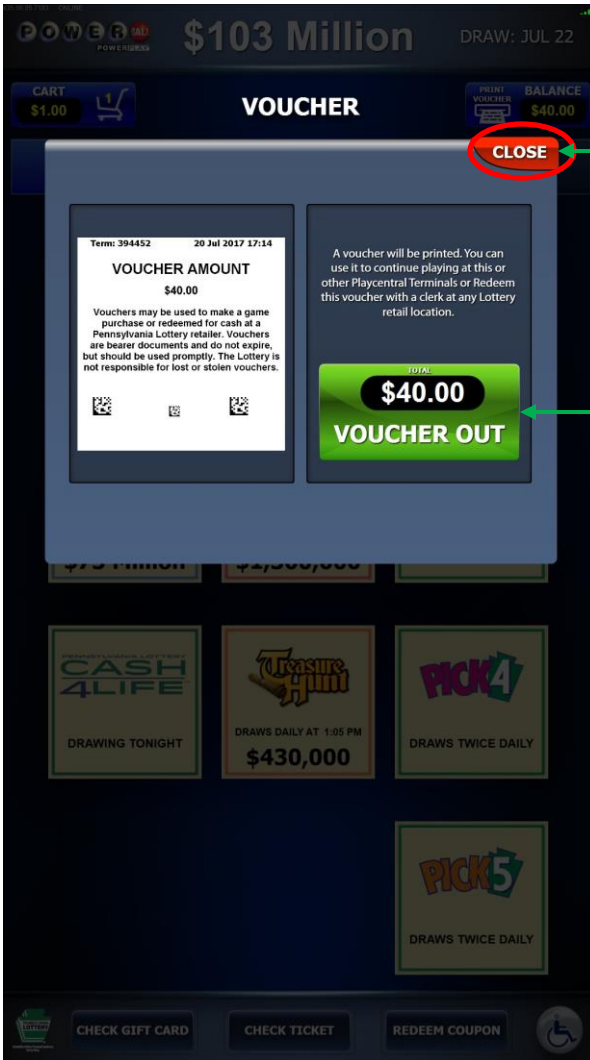
The **[CLOSE]** tab takes the player to the previous screen.

The **[VOUCHER OUT]** button prints a voucher for the amount displayed.

Shopping Cart

Players are able to add their Draw games, Fast Play, and Scratch-Off tickets. selections to a virtual shopping cart on the PHD-S. 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. Playslips may only be added on when there is no balance.

1. Touch the **[ADD TO CART]** button 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.

   a) Select ▬ or ➕ to subtract or add tickets for each selection.

   NOTE: Draw game tickets only display the subtract option.

   b) Select **[USE GIFT CARD]**, **[USE DEBIT]**, **[PLAY MORE GAMES]**, or **[EMPTY CART]**.

   c) Insert cash to **[BUY NOW]**.
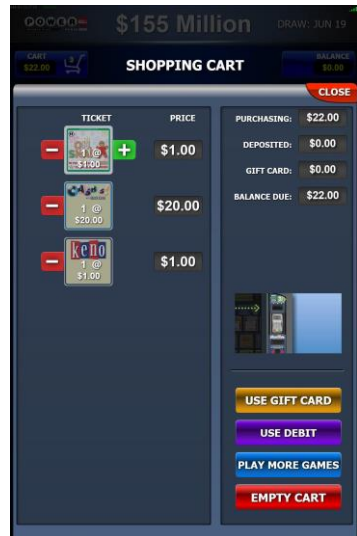
PA Lottery Gift Card and Debit Payments

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

Checking Gift Card Balance

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]** button displays an instructional animation showing where to scan it.

Redeeming a Gift Card

1. When finished making selections, touch the **[CART]** icon to display the checkout screen. 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.

2. Scan the gift card's barcode using the BCR. Selecting the **[USE GIFT CARD]** button displays an instructional animation showing where to scan it.
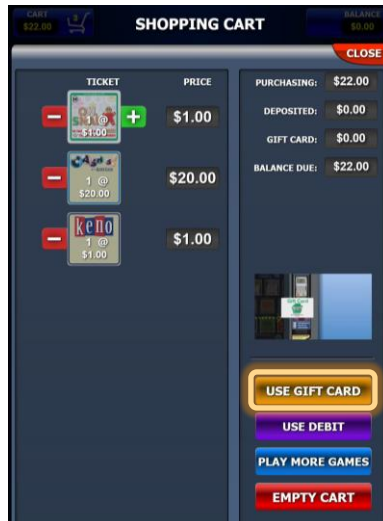
3. A message will appear showing the balance of the gift card. Select **[Yes]** to add the balance to the shopping cart, or **[No]** to cancel.

   o If the gift card has enough funds to cover the total purchase amount, a green [**BUY NOW]** button will appear.

   o If the gift card does not have enough funds to cover the total purchase, the remaining balance due will display. Players may use debt, cash, vouchers, and/or additional gift cards to pay for the remaining balance.
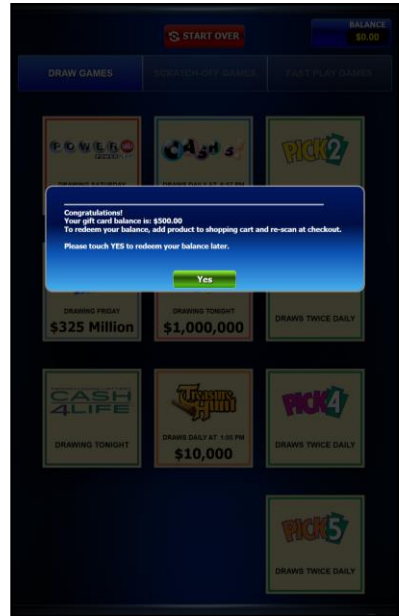
4. Touch the **[BUY NOW]** button to complete the purchase. Tickets will print/dispense.

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 Scratch-Off and Draw game tickets purchased, the total Lottery purchase amount and the amounts applied from all applicable payment types.

Purchasing via Debit Card

1. To purchase with 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]** button. 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.
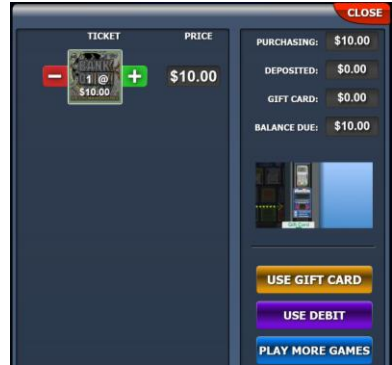
Debit PIN Pad

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 using NFC (Near Field Communication), such as Apple Pay, Samsung/Android Pay and cards with "tap" capability.

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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 PHD-S 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 single debit-card transaction may be used to cover any remaining balance due. Debit will always be used as the final payment 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.

2. The *Shopping Cart Checkout* screen will display the remaining balance due.
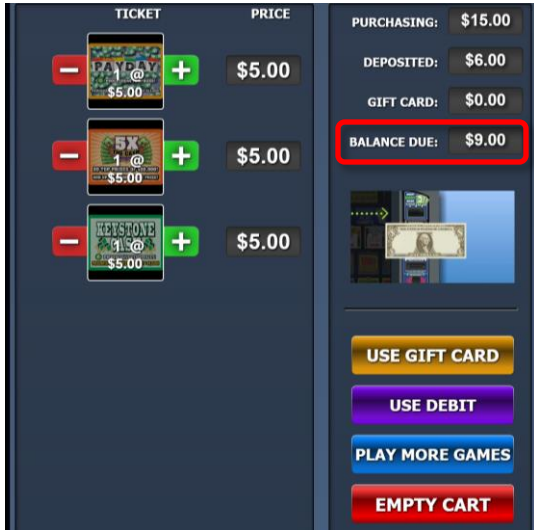
3. Select the **[USE DEBIT]** button and follow the prompts on the PIN pad to complete the transaction.

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.
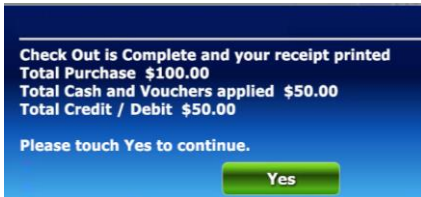
Gift Card + Debit Combination

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 selecting the **[USE GIFT CARD]** button and scanning the gift card barcode with the BCR. Touch the **[Yes]** button 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.
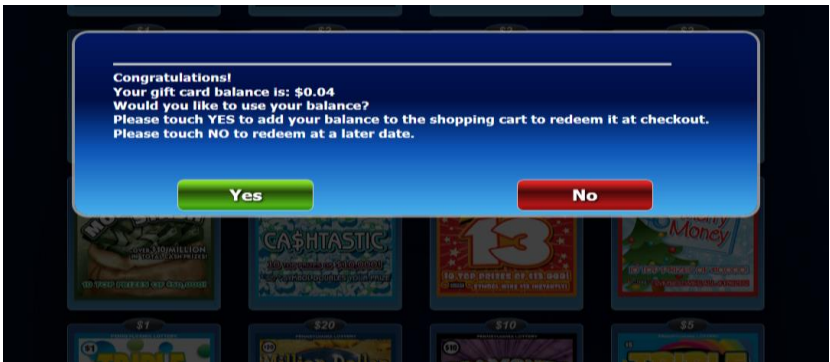
3. Once the Gift Card(s) balance has been added to the Shopping Cart, touch the **[USE DEBIT]** button and proceed with the debit-card transaction for the amount of the remaining balance.

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.

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.

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).

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. Select the **[USE DEBIT CARD]** button and follow the previously outlined steps to finish the transaction.
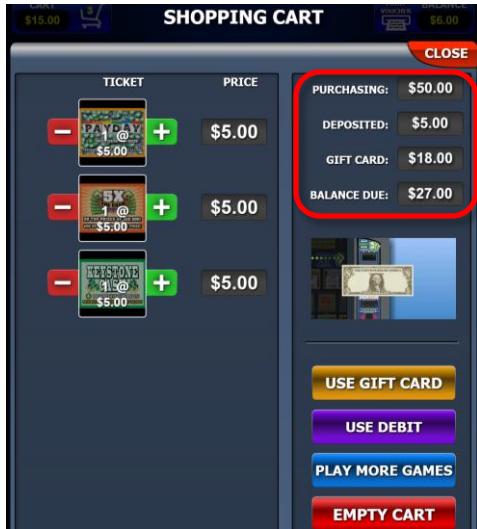
4. If approved, the gift card(s) balance will be redeemed and tickets will print/dispense. The "Check Out Complete" screen, along with the printed receipt, both outline the amount tendered from each payment type.
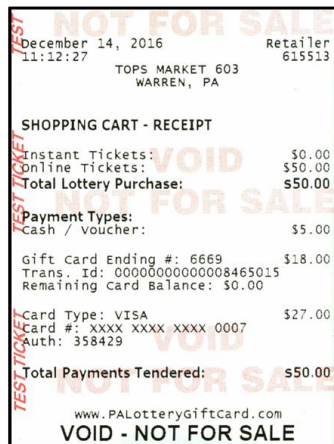
Pay Guidelines

Winning tickets of $600.00 and below may be redeemed on the PHD-S 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.

Congratulations! Winner $50.00
Please touch YES to credit your balance.
Please touch NO to retain your
original ticket and redeem at a later date.

| Yes | No | Cancel |
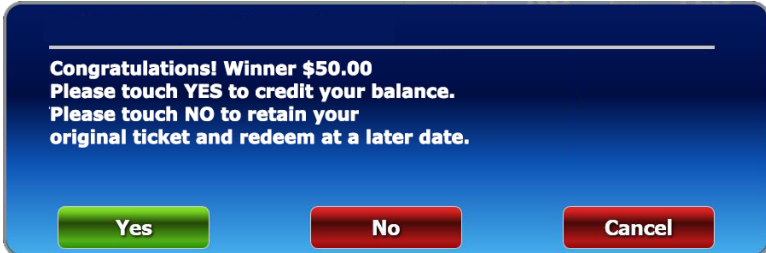
NOTE: Winning tickets with a prize of $600.00 or less and a free ticket can also be processed through the PHD-S. The cash prize amount will be displayed in the balance and the free ticket will print.

If a player scans a winning ticket valued $600.01 or more, a message appears instructing the player to see a clerk at the retailer location.

The player should take the ticket to the clerk to process a claim form. Refer to the "Completing a Claim Form" section on page 30.

NOTE: Winning tickets with a prize of $600.01 or more are not able to be processed through the PHD-S. Players must take these winning tickets to a WAVE terminal to be processed.

Claim Forms

The player must complete a claim form, then retailer must mail it to the Lottery, under the following circumstances:

1. When the Draw Game, Fast Play, or Scratch-Off ticket prize is $600.01 and above.

2. When the winning Draw Game ticket is older than 180 days past the draw date and is also over $100.00.

Completing a Claim Form

To complete a claim form, do the following:

1. Ensure that the player has completed the top section of the claim form.

2. Request a photo ID from the player. Acceptable forms of identification include:

   a) Valid Driver's License

   b) Passport/Passport Card

   c) Green Card

   If the player does *not* have photo ID, the winner can provide any **two** of the following documents:

   a) Social Security Card

   b) Birth Certificate

   c) Baptismal Certificate

   d) Current Vehicle Registration

   e) Employment Record

   f) Employment ID

   g) Public Utility Bill

   h) Local Tax Record

   i) A signed and dated letter from a public agency

3. The retailer must complete the <u>remainder</u> of the claim form. For detailed information on how to do this, refer to the instructions on the back of the form.

4. After completing the form, <u>staple all three tickets</u> (the original winning ticket, the claim receipt ticket, and the cash receipt/validate ticket) to the front of the top copy of the claim form. If a claim ticket has been paid by you (prizes between $600.01 and $2,500.00), have the player initial the receipt of payment and method of payment (cash, check or money order) at the bottom of the claim form.

    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 special Lottery-provided envelope.

    IMPORTANT: 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 Headquarters, toll-free, at 1-800-692-7481.

    NOTE: Please remember to complete the <u>date of birth and Social Security number</u> section of the claim form.

Ticket Validation

Validating Draw Game Tickets

To validate draw tickets on the PHD-S, insert the ticket, <u>face up</u>, into the PHD-S document scanner or scan using 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 PHD-S 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 was used) and keep it in the collection tray behind the document scanner.

Document Scanner

Barcode Reader

Validating Scratch-Off Tickets

To validate Scratch-Off tickets on the PHD-S, scan the ticket's 2D barcode with the PHD-S 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 PHD-S will credit the balance on the terminal.

NOTE: Once the Scratch-Off ticket has been validated on the PHD-S, it becomes invalid for future use; however, the PHD-S will <u>not</u> retain the ticket.

If a player has won a free Scratch-Off ticket prize, they will receive the same Scratch-Off ticket (provided the Scratch-Off game is available for sale inside the PHD-S). If the same ticket is *not* available, the player may select another ticket of the same price point that is loaded in the PHD-S. If there are *no* tickets in the terminal of the same price point, 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.

IMPORTANT: 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.

Validating Fast Play Tickets

To validate Fast Play tickets on the PHD-S, insert the Fast Play ticket, face up, into the PHD-S document scanner or scan any barcode located at the bottom of the Fast Play ticket using the PHD-S 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 PHD-S will credit the balance on the terminal.

NOTE: Once the Fast Play ticket has been validated on the PHD-S, it becomes invalid for future use; however, the PHD-S will <u>not</u> brand or retain the ticket.
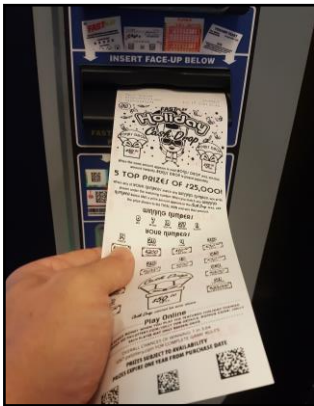
Document Scanner

Barcode Reader

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

IMPORTANT: 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.

Validating a Ticket Manually

Manual **DRAW GAME TICKET** and **XPRESS SPORTS TICKETS** validation <u>must</u> be performed on the WAVE terminal. Select the **[CASH/REPLAY]** tab, then choose **[Online Cash]** or **[Xpress Sports Cash]**.

Manually enter the serial number and touch **[OK]**. The terminal will print a cash receipt or a "Claim 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.
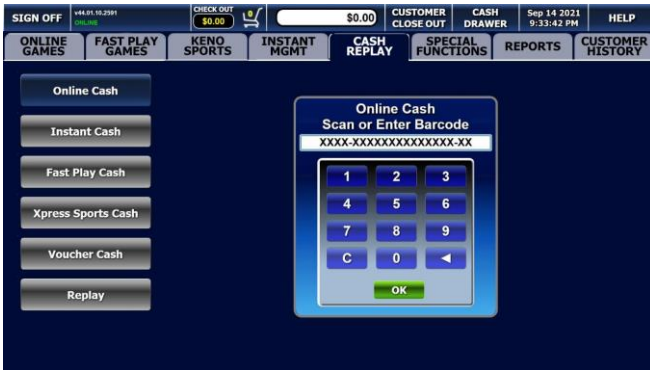
Manual **SCRATCH-OFF TICKET** validation <u>must</u> be performed on the WAVE terminal. Select the **[CASH/REPLAY]** tab, then choose [**Instant Cash**]. Manually enter the 14-digit number on the back of the ticket (above the long barcode) and touch **[OK]**.

Enter the 12-digit PIN. If the ticket is a winner, the terminal prints a cash receipt or a "Claim 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.
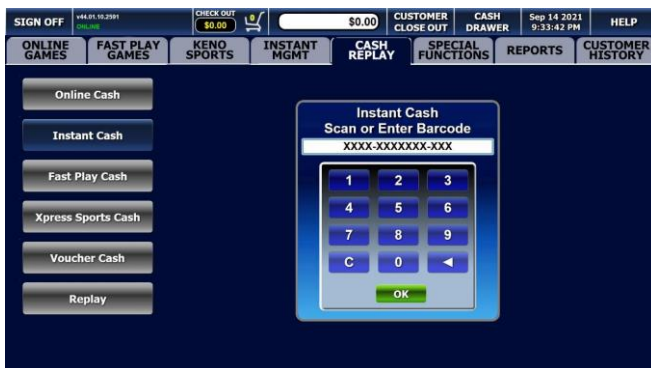
Manual **FAST PLAY** and **QUICK CASH TICKET** validation must also be performed on the WAVE terminal. To manually cash a Fast Play or Quick Cash ticket, do the following:

1. Select the **[CASH/REPLAY]**, then **[Fast Play Cash]**.

2. 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]**.

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

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

a winner, a pop-up displays on the screen, informing the retailer that it is not a winner.
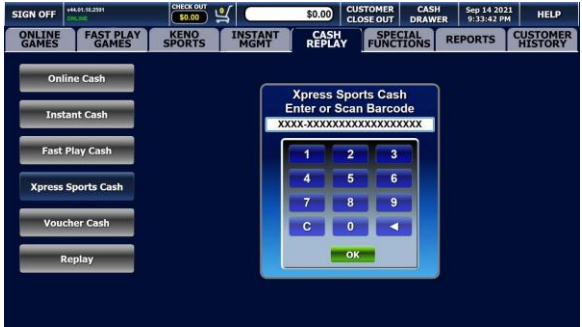
Ticket Checker

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, <u>face up</u>, 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 Ticket

Scratch-Off Ticket

Fast Play Ticket

NOTE: Only pay winning tickets that have been validated through the PHD-S 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 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 ticket cost 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 tick-et 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 <u>not</u> replace a player-chosen number.**

Cash 5 players choose 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 CASH 5 jackpot 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.

CASH 4LIFE®

In *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 PHD-S screen. They can also have the PHD-S 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 lotto

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 PHD-S screen. They can also have the PHD-S 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.

Players choose five numbers from 1 to 69 from the first set of numbers, and pick one number (The Powerball Number) from 1 to 26 from a second set of numbers. Advance play is available for up to 20 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 PHD-S screen. They can also have the PHD-S 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 except 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 "Yes" option on the PHD-S. 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.

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-S. 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.

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 PHD-S screen. They can also have the PHD-S 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 Mega Millions

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 "Yes" option on the PHD-S. 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.

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 play slip to choose their own numbers or pick their own numbers directly on the PHD-S screen. They can also have the PHD-S 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

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.

IMPORTANT: Always check the Purchase screen to make sure the information on the screen reflects the desired purchase before touching the [BUY] icon. Tickets cannot be cancelled!

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 manually choose numbers for each of their desired SPOTS or select Quick Pick to allow the computer to randomly choose them.

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 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.

For a $1 play, prizes range from $2 to $250. Quick Pick is an option.

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.

Derby Cash players win by matching their selected horse number(s) and chosen play type with the drawn horse numbers. Prizes increase as the play amount increases.

There is a multiplier option with Derby Cash, 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, prizes range from $3 to $800,000.

IMPORTANT: Always check the Purchase screen to make sure the information on the screen reflects the desired purchase before touching the [BUY] icon. Tickets cannot be cancelled!

SECTION 3: Reports

WAVE Terminal Reports Screen

Reports Available on the WAVE

Category	Available Reports
Daily	Provides access to the following reports: • Daily Activity • Daily Pays • Current Jackpots • Benefit Statistic • Winner Statistic • Card Transactions • Daily Quick Cash Pays

Category	Available Reports
	• Xpress Games Daily Activity
Instant Inventory Instant Inventory Cont'd	Provides access to the following reports: • Instant Inventory Summary • Instant Inventory Detail (SglGame) • 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 • Instant Games Available • Outstanding Partial Packs
Instant Status	Provides access to the following reports: • Remaining Top Prizes • Instant Games on Sale • Instant Game Info (SglGame) • Top Prizes Claimed
Weekly	Provides access to the following reports: • Weekly Activity • Weekly Pays • Weekly Settlement • Cancel Statistics

Category	Available Reports
	• Pay Statistics • Adjustment Details • 13 Week Average • Game Sales • Card Transactions • Weekly Quick Cash Pays • Xpress Games Weekly Activity
Retailer Information	Provides information pertaining to your retail location (Address, Phone Number, Contacts, and Retailer Number).
Winning Numbers	Provides access to the following reports: • PICK 2 • PICK 3 • PICK 4 • PICK 5 • Cash 5 • Treasure Hunt • Powerball • Match 6 • Millionaire Raffle • Mega Millions • Cash4Life • Keno & Xpress Winning Numbers • Winning Numbers Summary • Current Winning Numbers

Category	Available Reports
Combined Accounting	Displays the Combined Accounting reports screen. The following reports are accessible from this screen: • Combined Draft • Combined 13 Week Average • Combined Weekly Settlement
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	Displays the Fast Play reports screen. The following reports are accessible from this screen: • Remaining Top Prizes • Fast Play Games on Sale • Fast Play Game Info (SglGame) • Fast Play Game Sales
All Terminals	This button only displays if a retailer location has more than one terminal (PlayCentral, PCT, PlayCentral EX, and/or WAVE) installed. The following reports are accessible from this screen: • Daily Activity • Weekly Activity • Weekly Settlement • Xpress Games Daily Activity • Xpress Games Weekly Activity

Category	Available Reports
Related Terminals	This button only displays if a retailer location has more than one terminal (PlayCentral HD, PCT, PlayCentral EX, and/or WAVE) installed. The buttons are labeled according to the terminal ID, for example 00011001-02. Self-Service terminals will display with a "PHD, PCT, or EX" prefix, depending on the terminal type. The following reports are accessible from this screen: • Daily Activity • Weekly Activity • Weekly Settlement • PCT Instant Sales • Daily Pays • Xpress Games Daily Activity • Xpress Games Weekly Activity

Printing Reports on the PHD-S

1. Scan the Diagnostic Sign-on Ticket (see page 63) 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 62), you may access up to three report categories: Accounting, Events, and Misc.

Sample of Retail <u>Manager</u> Report Access

Sample of Retail <u>Clerk</u> Report Access

Reports Available on the PHD-S

Report Name	Description
Accounting Reports	
Daily Activity	Provides details of your Draw and Scratch-Off business for the date chosen. Available for up to one year.
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 PHD-S terminal. The report reflects how much the Lottery will withdraw from your Lottery account through your weekly EFT sweep for activity occurring on the PHD-S terminal.
Instant Settled	*Report not currently in use.
Lifetime Sales Report	Displays all Scratch-Off and Draw sales data from installation through the current day.

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Report Name	Description
Weekly Sales Report	Displays current weekly totals for the cash box, Scratch-Off and Draw game sales and pays, and vouchers issued and redeemed. This report can be backdated up to one year.
Daily Sales Report	Displays current daily totals for the cash box, Scratch-Off and Draw game sales and pays, and vouchers issued and redeemed. This report can be backdated up to one year.
Instant Sales	Displays Scratch-Off sales information for a single day, including the game number/name, bin number and the quantity and monetary number of tickets sold. This report can be backdated for up to one year.
Ticket Inventory	Displays information on the current inventory of Scratch-Off tickets in each burster including the burster number. It also displays the game number and name, ticket price, number of tickets remaining and the total value of remaining tickets.
Shift Report	Displays the cash box totals along with Draw and Scratch-Off ticket sales for the selected shift. Also includes Credits for Printer Error and Promotions. A shift consists of any timeframe from the first time the report is printed and a new report is started to the next time the report is printed.
Deposit Deposit Cont'd	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.***
Events Reports	
Event Log	Displays the last 200 events performed on the PHD-S.
Balance Events	Displays balance information for each individual transaction, up to 200 events.

Report Name	Description
Security Events	Provides detailed information regarding the last 200 events on all secured areas: • Door Open • Door Close • Key Turns • Cash Box • Cash Removal
Burster Events	The burster event report displays the date and time any Scratch-Off tickets were loaded, unloaded and dispensed from the PHD-S. This report also displays the burster number (dispenser ID), Game #, Pack #, ticket count and value of the ticket. The report provides a listing of the last 200 events and can be several pages.
Burster Details	Displays details of all Scratch-Off games loaded for all 40 bursters.
Bill Events	Displays a listing of 200 of the most recent bill events through the bill acceptor, including bills inserted.
Misc Reports	
Installed Games	Displays all Scratch-Off game graphics and game information installed on the PHD-S to load Scratch-Off game packs into the bins.

Retailer Profile Administration

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

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

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

Both profiles may view the loaded Scratch-Off tickets and reset the terminal.

To create a new User Account, do the following:

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 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.

Barcode Sign-on Feature

The Barcode Sign-on feature provides access to the Login screen without using the PHD-S keys. Use the Barcode Reader to scan the center barcode on the Diagnostics Sign-on Ticket, which brings up the Login screen. Users will then login using their User ID and password.
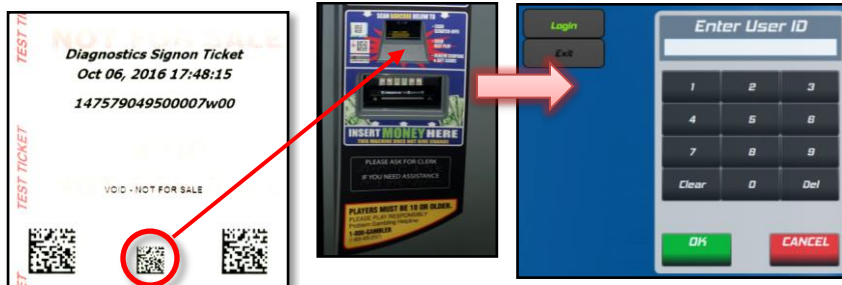
To access the Barcode Sign-on the Administrative menu, do the following:

1. Log in with a Retail Manager profile.

2. Touch the **[Diagnostics]** icon, then the **[Hardware]** icon followed by the **[Barcode Signon]** icon.
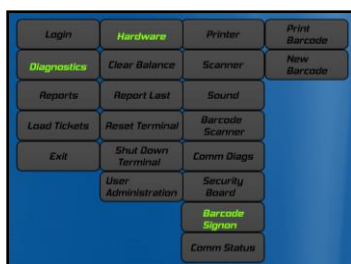
There are two options available: **[Print Barcode]** and **[New Barcode].**

- **[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.

    IMPORTANT: Touching the [New Barcode] icon will void all previously printed barcode sign-on tickets!

Lottery Accounting Procedures

Please remember that 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

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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 using 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 PHD-S, 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 High-Definition Terminal (PHD-S) 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.

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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 PHD-S and WAVE terminals.

2. The total amount 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 questions regarding lottery accounting procedures and policies, please call the PA 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 of 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 PHD-S Door

1. Insert the RED dot key into the door lock, then turn counterclockwise a quarter turn.

2. Lift the door latch and open the door.

Loading Draw Ticket Stock on the PHD-S

1. Activate the ticket stock on the WAVE terminal by scanning the ticket stock barcode with the Barcode Scanner at the WAVE terminal.

Ticket Stock Barcode

2. Remove the barcode label and a full rotation of paper so that no glue goes through the print head. Place the roll of ticket stock in the printer tray with the paper feeding out from the bottom of the roll.

3. Insert the ticket stock above the black roller and into the slot until the printer automatically pulls the ticket stock through.

Loading Scratch-Off Tickets on the PHD-S

Retailers may view the Scratch-Off Tickets loaded in the PHD-S by logging in and touching the Load Ticket icon. This screen will display all 40 bins, what tickets are loaded and how many are remaining.

IMPORTANT: All tickets must continue to be activated through the WAVE terminal before loading into any PlayCentral terminal.

To load Scratch-Off tickets, do the following:

1. Insert the RED key into the door lock, turn, log in on the touch screen, touch **[Load Tickets]**, and open the terminal door.

2. Go to the *Load Tickets* screen on the PHD-S.

    NOTE: There are no size restrictions on the bins; you can load any ticket into any bin.

3. Open the dispenser.

4. Find the **Serial Barcode** on top edge of the first ticket of the pack (000).

5. Place the pack into the bin.

6. Insert the **Serial Barcode** edge of the ticket into the slot of the bin.

7. Touch the **Load Sensor**, located on the side of the bin, to load ticket.

Load Sensor

8. To unload, touch the **Load Sensor** and the ticket will be released.

9. When finished loading all packs of tickets, close and secure the PHD-S by performing the following steps:

    a) Insert the RED dot key in the bottom lock and turn a quarter turn.

    b) Lift the PHD-S door handle on the side panel.

    c) Shut the PHD-S door.

    d) Lock the PHD-S and remove the key.

Unloading Scratch-Off Tickets on the PHD-S

1. To unload Scratch-Off tickets, press and hold the **Load Sensor button**, on the side of the bin you wish to unload, until the tickets stop moving.
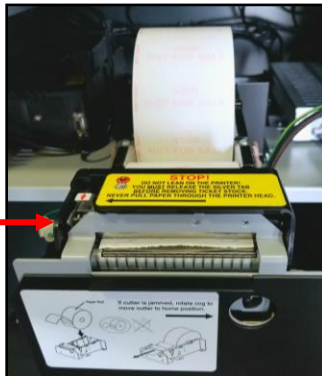
2. Remove the tickets from the bin.

Load Sensor

IMPORTANT: <u>Never</u> pull tickets out of the bin without using the Load Sensor button.

Unloading Draw Ticket Stock on the PHD-S

1. To unload Draw ticket stock, open the print head using the release latch, with the red arrow, located on top of the print head.

2. Remove the ticket stock from the printer.

Release Latch

IMPORTANT: <u>Never</u> pull ticket stock out of the printer without opening the print head first.

Emptying the Cash Box for the PHD-S

When removing the money from the cash box, be sure to run a Shift report found in *REPORTS – Accounting Reports* menu. You should select **[Yes]** to "zero out" your balance from the Cash Box.

1. Insert the key with the RED dot into the door lock, turn, log in on the touch screen, and open the PHD-S door (see page 67).

2. Using the key with the BLACK dot, unlock the peripheral cage and slide the cabinet out (Figure 1).

3. Insert the small, silver key #43 to unlock the cash box. Press to turn (*Figure 2*).

4. Pull the yellow slide on the bottom of the cashbox. The box will lower and you can remove it from its housing (*Figure 2*).

5. Insert the small, silver key #42 to open the cash box cover (*Figure 3*).

6. Remove the bills from the cash box.

7. Close and lock the cashbox cover.

8. Insert the cashbox hinges into the housing slots and lift the cashbox into its secure position (the cashbox will lock into place when properly positioned, as shown in *Figure 4*).

9. Close and lock the peripheral cabinet using the black key.

10. Close the PHD-S door and lock it using the RED dot key.

Figure 1: Open Cabinet

Figure 2: Key #43
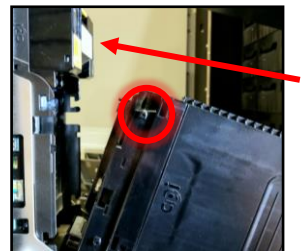

Figure 3: Open Cash Box Cover

Figure 4: Return Cash Box

Credit Request for Draw Tickets

There are situations that may occur with your PHD-S 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 PHD-S 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:

The Pennsylvania Lottery
Attn: Online Games
1200 Fulling Mill Road — Suite One
Middletown, PA 17057

Credit Request for Scratch-Off Tickets

There are situations that may occur with Scratch-Off tickets that may provide cause for the Pennsylvania Lottery to consider a credit application for tickets in your inventory. If you are experiencing problems during the issuance of tickets, or if you encounter a device malfunction, you may request credit by following the instructions below:

1. Complete the "Instant Ticket Adjustment Request" form and mail it to the Lottery within 24 hours of the occurrence.

2. Along with the completed "Instant Ticket Adjustment Request" form, attach all illegible tickets to the form.

The Lottery will review the "Instant Ticket Adjustment Request" 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:

<div align="center">

The Pennsylvania Lottery
Attn: Online Games
1200 Fulling Mill Road — Suite One
Middletown, PA 17057

</div>

NOTE: Any draw game tickets returned with requests for adjustment must be mailed and date stamped by the post office prior to the drawing in order to be considered.

Additionally, the Lottery will not consider requests for credit as a result of failing to follow the proper procedures or as a result of player error.

SECTION 4: Scratch-Off Ticket Pack Processing

Retailers obtain their instant tickets through the Scientific Games *Tel-Sell Team*. The Tel-Sell Team provides the Pennsylvania Lottery and its retailers with telemarketing support. Each retailer is assigned a weekly call schedule that is established shortly after terminal installation occurs. Each Draw retailer is called at a mutually determined time each week and the instant and Draw ticket order is processed. These calls typically take less than four minutes.

At your scheduled time, the representative will contact you and review your inventory status. The representative will recommend games available for order and remind you of current and upcoming promotions. Draw ticket stock and playslips are also ordered at this time.

Once your order is placed, it will be shipped to your store typically the next business day via UPS. If you have not received your order within two business days, contact your assigned Tel-Sell Team Member.

Once you receive your order, process it in accordance with the instructions listed below.

Instant-ticket pack processing is a four-step process and is handled through your WAVE terminal. Each pack of tickets must be processed through each of these steps on the WAVE terminal:

- **RECEIVE**: Verify the entire shipment has arrived at your retailer location.

- **CONFIRM**: Verify that each pack of tickets listed on the manifest is actually in the shipment you received.

- **ACTIVATE**: This must be done before you can sell from that pack. If a pack is not activated, the system will not allow any winning tickets from that pack to be paid.

- **SETTLE**: Point at which you are charged for the pack of tickets and have received your commission.

NOTE: Packs will automatically be settled 60 days after the day they are activated or when 90% of the winners within the pack are redeemed.

In addition, you will use your WAVE terminal to:

- Return fully unsold packs

- Return partially sold packs

- Report stolen packs

If you require additional instant ticket packs, Draw ticket stock and/or playslips between scheduled calls, you can contact the Scientific Games Tel-Sell Team at **1-888-393-4744**, followed by your assigned team member's extension. If you call during regular weekday business hours, your order will be processed that same day and delivered the next business day. If you call after hours, the order will be processed the next business day and delivered the following business day.

Manifest Barcode

Shipment Number
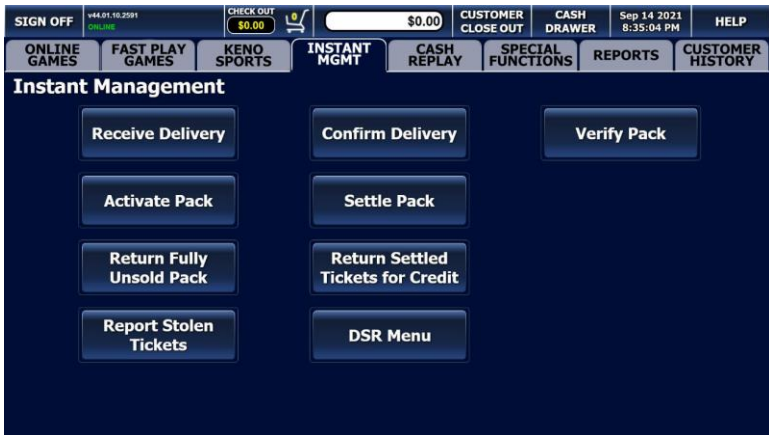
Delivery Receipt Barcode

Instant Ticket Pack Management

From the WAVE terminal select the *INSTANT MGMT* tab. The following screen displays all Instant Pack Management options.

Touch the desired icon to perform the indicated process.

Receiving a Delivery

This procedure must be done when a shipment of Instant Tickets and/or Draw Game ticket stock is delivered to your retailer location. The entire shipment is put into the received status at once. You must use either the delivery receipt barcode from the UPS shipping label on the exterior of the package or the manifest barcode located inside the package.

1. Select the **[Receive Delivery]** button.

2. Scan the manifest barcode (see page 68) on the WAVE terminal Barcode Reader (BCR) or manually enter the shipment number on the terminal screen and select **[OK]**.

3. The terminal will automatically generate a "Receive Delivery" receipt which you will attach to the manifest for your records.


Confirming a Delivery

After receiving a shipment of instant ticket packs into inventory, the next step is to confirm the delivery which notifies the Lottery that the delivery of ticket packs arrived and are in your inventory. To confirm a delivery of tickets you need to use the delivery receipt barcode from the UPS shipping label or manifest barcode located inside your delivery shipment package.

1. Select the **[Confirm Delivery]** button.

2. Scan the manifest barcode on the WAVE terminal Barcode Reader (BCR) or manually enter the shipment number on the terminal screen and select **[OK]**.

3. The terminal screen displays the first pack of instant tickets included in your shipment. Press **[YES]** to confirm that you have received the pack in the shipment or press **[NO]** if the pack is missing from the shipment. Continue this process until all packs in your shipment have

been confirmed.
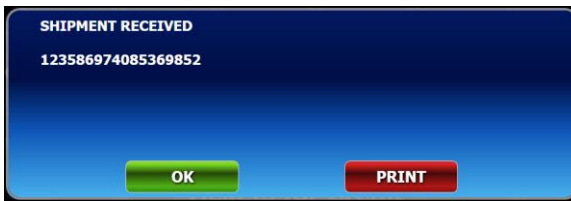
4. When this process is completed, a receipt will automatically generate. Attach this receipt to your manifest. The manifest should be retained for the life of the tickets contained on that manifest.

NOTE: If there are any <u>unconfirmed</u> packs, the following message will display on the WAVE terminal:

"Shipment NOT Confirmed, Contact Lottery at (1-800-692-7481)"

Activating Packs

When you are ready to open a pack of instant tickets to display for sale, you need to activate the pack of tickets. To activate a pack of tickets you need to use the Pack Activity Card located on each individual ticket pack. For newer packs, you can use the long barcode on the back of any ticket in that pack, to print a Pack Activated receipt. You will use this Pack Activated receipt for all future pack management (ie settle, return, etc.) by scanning the 2D Barcode at the bottom of the receipt.
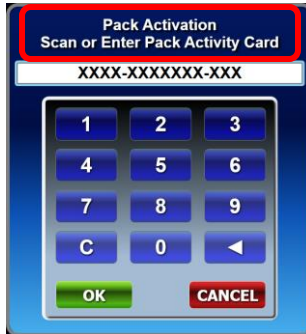

1. From the *INSTANT MGMT* tab on the WAVE terminal, touch the **[Activate Pack]** icon.

2. Scan the Pack Activity Card barcode or the barcode on the back of any ticket in the pack using the WAVE terminal Barcode Reader (BCR) or manually enter the game number and pack number from the Pack Activity Card or ticket information and select **[OK]**.

3. The terminal will automatically generate a pack activation receipt. Attach the receipt to the Pack Activity Card.

4. Once a pack has been activated, you have 120 days to sell it or to return it.

    NOTE: If a pack has not been activated, the system will not allow any winning ticket from that pack to be paid at any retailer location.

Settling Packs

When a pack of tickets is completely sold, you will need to settle the pack of tickets. Some packs may have been automatically settled due to the 90% validation rule.

90% Validation Rule: If 90% of a pack's winning tickets are validated through the system, the pack is automatically settled by the Lottery on the following Tuesday.

Once a pack is settled, you are charged for the pack and you receive commission for selling the pack.

1. From the *INSTANT MGMT* tab on the WAVE terminal, touch the **[Settle Pack]** button.

2. Scan the Pack Activity Card barcode or the Pack Activated receipt using the WAVE terminal Barcode Reader (BCR) or manually enter the game number and pack number from the Pack Activity Card or Pack Activated receipt and select **[OK]**.

3. The terminal will automatically generate a settled pack receipt. Attach the receipt to the Pack Activity Card or Pack Activated receipt and retain until the value of the pack is collected on Tuesday.

Returning Fully Unsold Packs

Packs are returned to the lottery if they are not able to be sold by the retailer or if there is a change of ownership.

1. From the *INSTANT MGMT* tab on the WAVE terminal, touch the **[Return Fully Unsold Pack]** button.

2. Scan the Pack Activity Card barcode or Pack Activated receipt using the WAVE terminal Barcode Reader (BCR) or manually enter the game number and pack number from the Pack Activity Card or Pack Activated receipt and select **[OK]**.

3. The terminal will automatically generate a returned pack receipt. Attach the receipt to the to Pack Activity Card or the Pack Activated receipt and retain with the tickets.

4. A *District Sales Representative* (DSR) will pick up the tickets when they visit your location.
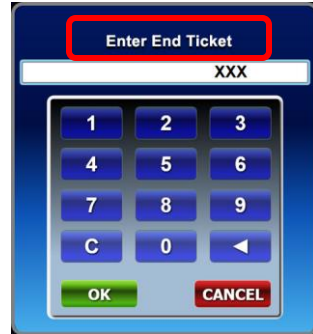

Returning Partial Packs

You may return any unsold tickets within 120 days of activation for credit.

1. Prior to returning tickets for an adjustment, you <u>must</u> first settle the pack as fully sold (as described in the *Settling Packs* section on page 79).

2. From the *INSTANT MGMT* tab on the WAVE terminal, touch the **[Return Settled Tickets for Credit]** button.

3. Scan the Pack Activity Card barcode or the Pack Activated receipt using the WAVE terminal Barcode Reader (BCR) or manually enter the game number and pack number from the Pack Activity Card or the Pack Activated receipt and select **[OK]**.

4. The screen displays a **beginning** and **ending** ticket range. Enter the

specific ticket range you want to return. The system will then ask you to repeat this step.

5. The terminal will automatically generate a receipt stating the game number, pack number and range of tickets you are returning.

6. Your District Sales Representative (DSR) will pick up the partial pack at your store location.

   *NOTE: In order to receive credit for these packs, you must perform the "Settling Packs" procedure (page 79) **and** the "Returning Settled Tickets for Credit" procedure **on the same day**.*

Reporting Stolen Tickets

If more than one pack is stolen, you must report each instant ticket pack individually.

1. Contact your local law enforcement agency to obtain a police report.

2. From the *INSTANT MGMT* tab on the WAVE terminal, touch the **[Report Stolen Tickets]** button.

3. Scan the Pack Activity Card barcode or the Pack Activated receipt using the WAVE terminal Barcode Reader (BCR) or manually enter the game number and pack number from the Pack Activity Card or the Pack Activated receipt and select **[OK]**.

4. The screen displays a beginning and ending ticket range. Enter the specific ticket range that has been stolen.

5. The terminal displays a confirmation message, which automatically prints. The message includes the game number, pack number, and number of tickets stolen. Please retain all receipts from the terminal.

6. Contact the Pennsylvania Lottery Instant Accounting as soon as possible during normal business hours, Monday through Friday 8:00

am to 4:00 pm, at: **1-800-692-7481**.

*NOTE: For issues occurring <u>after</u> business hours or on weekends, please contact the SG hotline at **1-800-692-7353**.*

SECTION 5: Maintenance

Cleaning the WAVE Touchscreen 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 touchscreen.

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.

 IMPORTANT: Never spray anything directly into or on the terminal.

Document Scanner Lens

Cleaning the PHD-S

1. Power down the PHD-S terminal.

2. Use a clean, lint free cloth to clean the PHD-S touchscreen.

3. You may use a non-ammonia-based product on the cloth.

4. Dry the touchscreen with a separate cloth.

IMPORTANT: Never spray anything directly into or on the terminal.

SECTION 6: Troubleshooting

Clearing a Printer Jam

1. Release the print head by pressing the latch with the red arrow on it, located on top of the print head (*Figure 1*).

2. Remove any paper and push the print head firmly back into place, making sure that the print head is locked down. You will hear a click when the print head is locked.

3. Re-feed paper back into the printer.

Figure 1

Clearing a Ticket Jam

1. Open the PHD-S. For step-by-step instructions, please refer to the *Opening the PHD-S Door* section on page 67.

2. Enter your login ID/password and select **[Load Tickets]** on the *Retailer Menu* screen to identify the jammed dispenser (*Figure 2*).

3. Open the bin containing the jammed dispenser.

Figure 2

4. Press the **Load Sensor** button, located on the side of the dispenser, to unload the tickets.

5. If the jammed ticket is damaged, remove it from the pack and follow the *Credit Request for Scratch-Off Tickets* process on page 73.

6. Reload the pack into the dispenser.
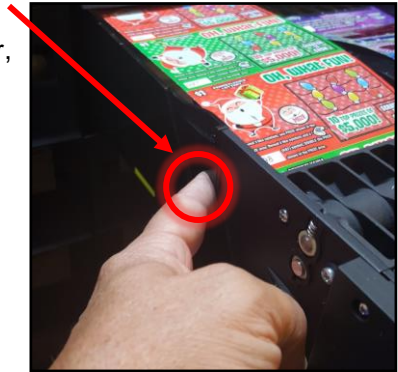
Rebooting the PHD-S

1. Open the PHD-S door and log in with your user account.

2. Select the **[Diagnostics]** button.

3. Choose **[Reset Terminal]**.

4. A message appears asking to reboot the terminal. Select **[Yes]**.

5. After the PHD-S reboots, it will sign onto the system within a few minutes.
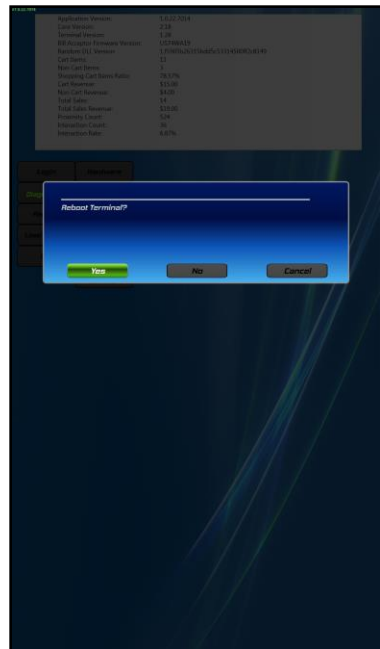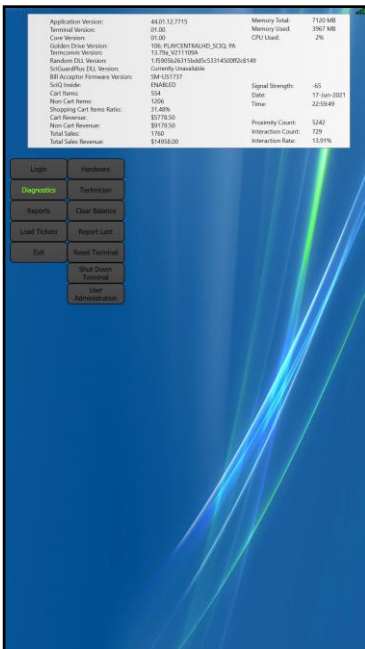
Shutting Down the PHD-S

1. Insert the RED dot key into the door lock, then turn counterclockwise a quarter turn.

2. Lift up on the door release handle and open the PHD-S door.

3. Press the black power switch <u>one time</u> to power down the terminal.

Power Switch

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

If you have any 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 PHD-S 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 PHD-S terminal will return to the main game selection screen.

Important Contact Information

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 instant 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

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(1-800-426-2537)

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Scientific Games Terminal Service
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Scientific Games – Tel-Sell Team
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1-888-393-4744