PlayCentral HD Operations Guide

For Game Odds,
Game Closing Dates &
Prizes Remaining Visit

palottery.com

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SG Documentation Policy

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SECTION 1

The Pennsylvania Lottery

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

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

Retailer Responsibilities

- Assuring prominent placement of all Lottery products including PlayCentral High Definition Terminals (PHD), 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 assisting players on how to play Lottery games.
- Maintaining proper accounting procedures: maintenance of Lottery bank account, daily settlement and weekly settlement.
- Maintaining proper terminal operation and care including terminal trouble reporting.
- Assuming security of ticket stock, paid tickets, vouchers and all Lottery monies.
- Attending all Lottery classes and training of staff on all Lottery related material.
- Payment of prizes according to game and Lottery rules.
- Posting of all drawing results on forms provided by the Lottery.

Lottery Responsibilities

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

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

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

Security Related Issues

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

DO:

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

DO NOT:

1. Take any action to defraud or gain advantage over Lottery players or the Pennsylvania Lottery.
2. Prick or scratch Scratch-Off tickets before activation or sale.
3. Attempt to find winning tickets by scanning or entering false verification codes.
4. Fraudulently report tickets as damaged or stolen.
5. Return unsold packs without all remaining tickets in the pack.
6. Accept ticket requests over the telephone, by email or by written notes.
7. Accept winning tickets before they are signed by the owner.
8. Pay winning tickets to anyone (especially to yourself) other than the legitimate owner of the ticket.
10. Make any attempt to conceal or change the identification of the legitimate owner of a winning ticket.
11. File claims in your name if you did not actually purchase the ticket at the original time of sale.
12. Alter in any way the identification data or signature on a ticket or claim.
13. Sell tickets to minors (anyone under the age of 18 years).
14. Sell tickets after the game has been played or terminated.
15. Tell a player with a winning ticket that it was not a winning ticket.
16. Tell the player that a winning amount was for less than the actual amount due.
17. Permit illegal gambling or any other illegal activities at your location.
18. Engage in any form of money laundering.

Equipment Responsibility

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

- PlayCentral 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

The Player High Definition Terminal (PHD)

The Player High Definition Terminal (PHD) is an automated Scratch-Off and draw ticket terminal used to sell, dispense and advertise lottery tickets. Players purchase tickets from a full color touch screen display. The PHD offers the following functionality:

- Operation via a 42" touch screen display
- Field configurable up to 24 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 PA Lottery Gift Cards for payment
- Capability to accept debit cards for payment

Bill Acceptor

Debit Card Reader

Touch Screen Display

Document Scanner / Playslip Reader

Ticket Bin

Scratch-Off, Draw Ticket, PA Lottery Gift Card and Coupon Barcode Reader

Purchasing Tickets

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

Game Selection Main Screen

From the Game Selection Main Screen, players choose whether to play draw-based, 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
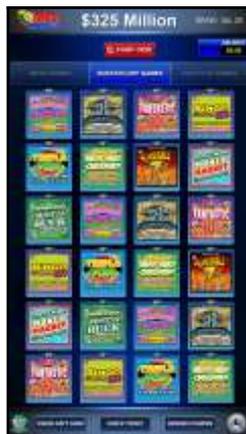
Fast Play Screen

Keno/Xpress/iLottery

Draw Games Screen

Scratch-Off Games

Scratch-Off Tickets

When players select an Scratch-Off game, the PHD 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:** If the player's balance is sufficient to purchase the ticket, the **[Buy Now]** icon 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 **[+]** icons).

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

Scratch-Off Tickets (cont.)
  View Ticket

  When touching the **[View Ticket]** icon, players may view the front
  and back of the Scratch-Off ticket before making a purchase.

  The "View Ticket" screen contains three icons:

  - **[FLIP]** - rotates the image to the other side
  - **[+]** or **[-]** - enlarges/reduces the image size
  - **[CLOSE]** - closes the "View Ticket" screen and returns the
    player to the Scratch-Off Ticket Purchase screen
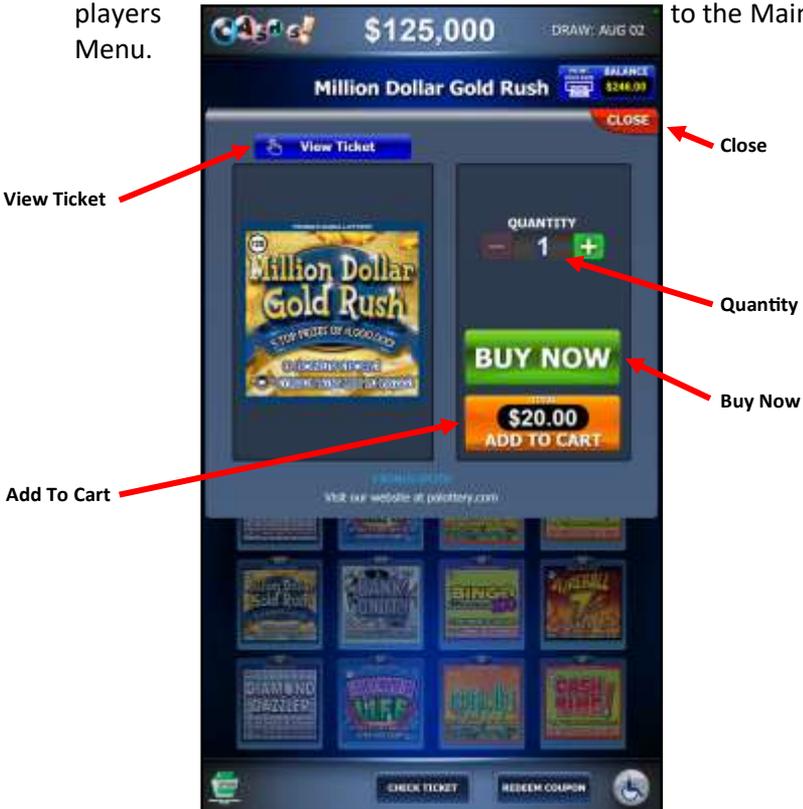
Draw Game Tickets

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. From this screen, players still have the ability to select/change other game options (such as number of draws, play types, etc.)
2	Pick Your Own Numbers	Selecting the "Pick Your Own Numbers" option allows players to choose their own numbers.
3	Playslip	Players may insert a Pennsylvania Lottery approved playslip for selection of numbers (or Quick Pick options) on any play screen.

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

Quick Pick Option

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

PICK 2	Powerball with Power
PICK 3	Play/Double Play
PICK 4	Mega Millions with Megaplier
PICK 5	MATCH 6
CASH 5 with Quick Cash	Treasure Hunt
CASH4LIFE	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 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]** icon, provided the balance meets the request. The PHD prints and dispenses the ticket and reduces the player's balance by the cost of the ticket. Players may also touch **[ADD TO CART]** to continue with their purchases. If players wish to return to the Main Sell Screen, they can touch the **[CLOSE]** icon.

NOTE: For more information on draw game descriptions and details, refer to the "Draw Game Summaries" section on page 41.

Pick Your Own Numbers Option

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

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

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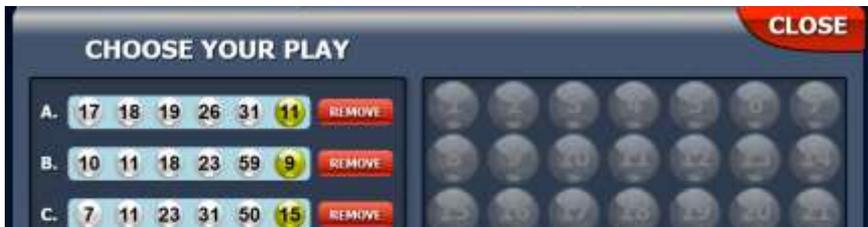
3. Touch the desired numbers or choose **[QUICK PICK]**.
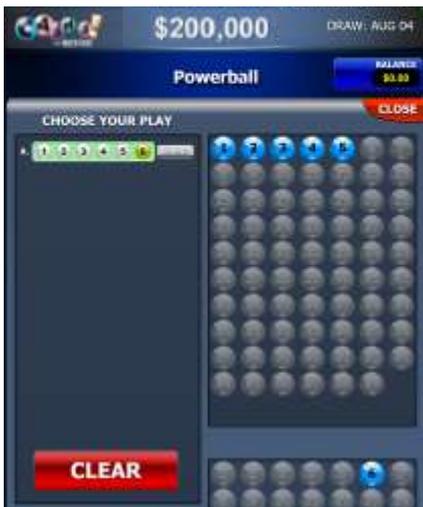
Playslip Option

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

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 21.

Requirements for Playslips

- Not all boards on a playslip have to be used. The boards that are used do not have to be consecutive.
- Playslips must be inserted face-up while on any play screen.
- If the PHD 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. With priority mapping, newly released or popular games are automatically featured toward the top.

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

When players select a Fast Play game, the PHD will display the Fast Play Ticket Purchase screen. From here, players have the following options:

- **Buy:** If the player's balance is sufficient to purchase the ticket, the **[Buy Now]** icon 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 **[+]** icons).

- **Close:** Closes the Fast Play Ticket Purchase screen and returns players to the Main Menu.
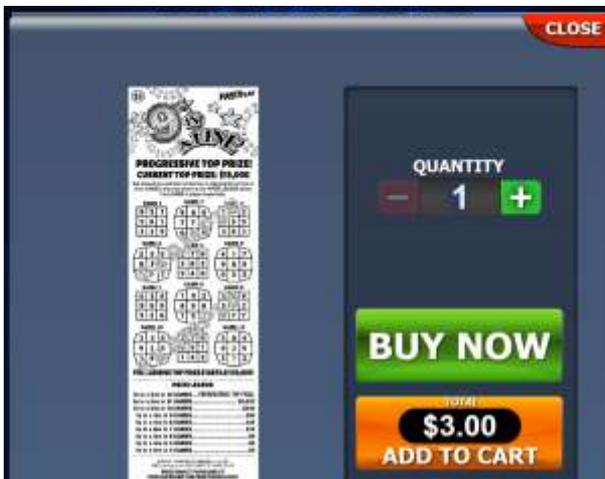
Fast Play Games (cont.)
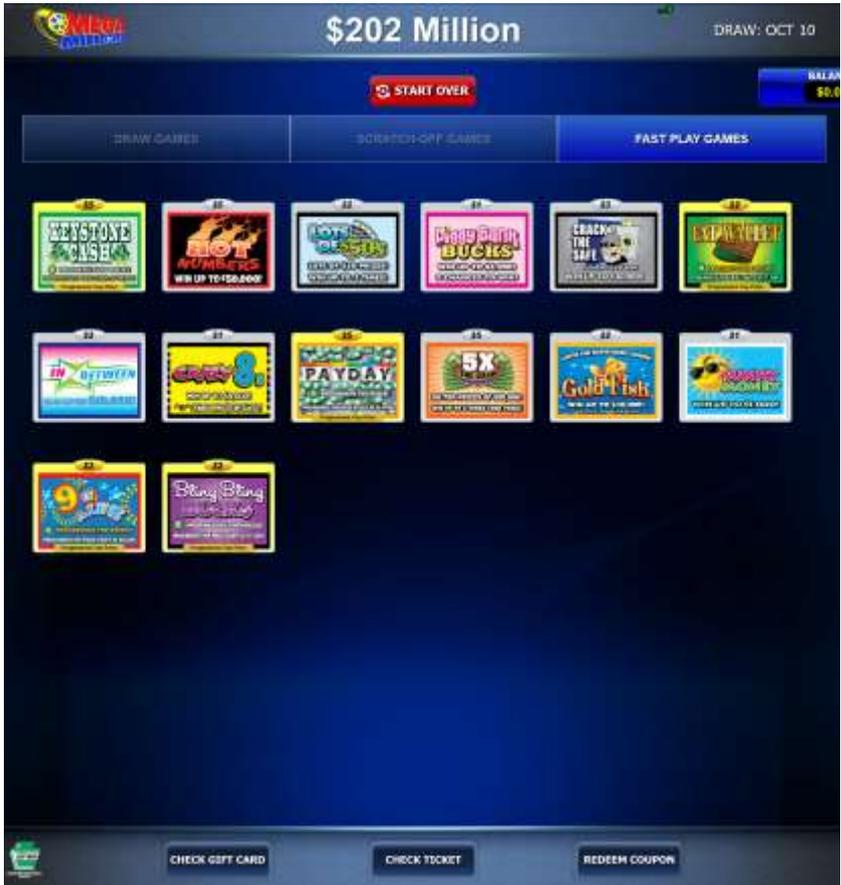
How to Play:

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

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

Keno and Xpress Sports

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

After selecting **Keno, Derby Cash or Car Racing** the manual entry screen is displayed. The player then follows the on screen prompts or inserts a playslip to play.

The player can **[BUY NOW] ,** with sufficient funds already deposited or **[ADD TO CART],** for a Quick Pick ticket or manually select their numbers.

<u>**How to Play**</u>**:**
Selling Keno/Xpress Sports on the PHD:
1. Select the **[KENO/XPRESS SPORTS]** tab, select game and follow the onscreen prompts or insert playslip.
2. Insert cash or voucher. **[BUY NOW]** will display once there are enough funds available. For cashless method select **[USE GIFT CARD]** or **[USE DEBIT]** and follow on screen instructions.

Redeeming a Voucher

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

Date/Time Issued

Amount of Voucher

2D Barcodes

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

Document Scanner

Barcode Reader

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

Printing a Voucher

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

The **[CLOSE]** icon takes players to the previous screen.

Touch **[VOUCHER OUT]** to print a voucher for the amount displayed.

Shopping Cart Feature

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

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

2. The player's selection will be added to the shopping cart. The **[Cart]** icon with the current balance and number of items will display near the top-left of the screen.

3. When finished making selections, touch the **[Cart]** icon to display the checkout screen. All selections will be lined up on the left-hand side.
    *   Touch **[-]** or **[+]** to subtract or add tickets for each selection. **Note:** Draw game tickets only display the subtract option.
    *   Touch **[USE GIFT CARD], [USE DEBIT], [PLAY MORE GAMES],** or **[EMPTY CART].**
    *   Insert cash to **[BUY NOW].**

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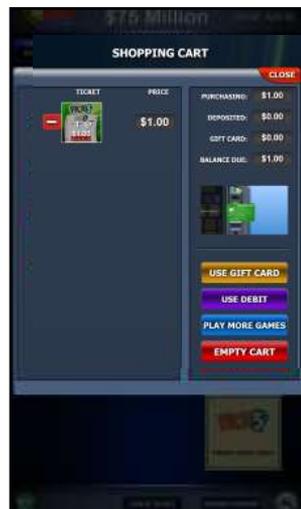
PA Lottery Debit and Gift Card Payments

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

Gift Card Balance Inquiry:

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

Gift Card Redemption Process:

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

PA Lottery Debit and Gift Card Payments (cont.)

Gift Card Redemption Process (cont.):

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

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

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

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

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

PA Lottery Debit and Gift Card Payments

Debit Card Redemption Process:

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

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

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

THE DEBIT PIN PAD

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

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

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

Chip card slot

MULTIPLE PAYMENT TYPES (COMBINATION PAYMENTS)

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

1. **TERMINAL BALANCE:** Any available balance on the PHD 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.

MULTIPLE PAYMENT TYPES (COMBINATION PAYMENTS)

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

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

MULTIPLE PAYMENT TYPES (COMBINATION PAYMENTS)

GIFT CARD + DEBIT COMBINATION

1. If a player's Gift Card(s) does not have enough funds to cover the total cost of items in the player's Shopping Cart, the player may use a debit card to cover the remaining balance.
2. Once all ticket selections have been added to the cart, the player must first redeem the Gift Card(s) by touching the **[USE GIFT CARD]** icon and scanning the Gift Card barcode with the BCR. Touch the **[Yes]** icon to add the Gift Card balance to the shopping cart. If using multiple Gift Cards, repeat the process of adding the balance to the shopping cart.

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

MULTIPLE PAYMENT TYPES (COMBINATION PAYMENTS)

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

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

Please touch YES to continue
                                    Yes
```

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

```
SHOPPING CART - RECEIPT

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

Payment Types:
Cash / Voucher:                     $0.00

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

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

Total Payments Tendered:           $30.00
```

BALANCE + GIFT CARD + DEBIT (TRIPLE COMBINATION)

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

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

MULTIPLE PAYMENT TYPES (COMBINATION PAYMENTS)

3. After all other funds are applied from cash, vouchers, winning tickets, and/or Gift Cards, the Shopping Cart will display the remaining balance due for the player. Touch the **[USE DEBIT CARD]** icon and follow the previously outlined steps to finish the transaction.
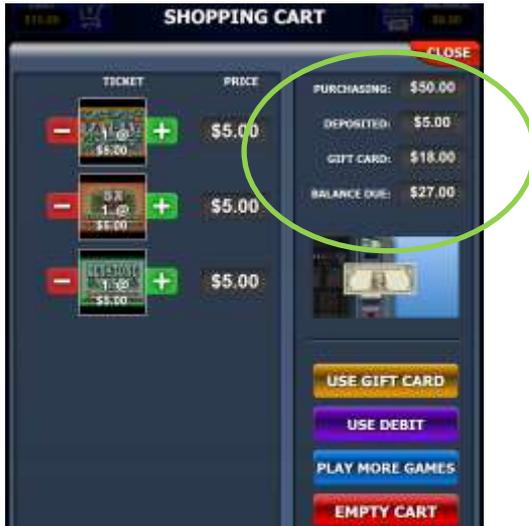
4. If approved, the balance of the Gift Card(s) will be redeemed and tickets will print/dispense. The "Check Out Complete" screen along with the printed receipt both outline the amount tendered from each payment

Pay Guidelines

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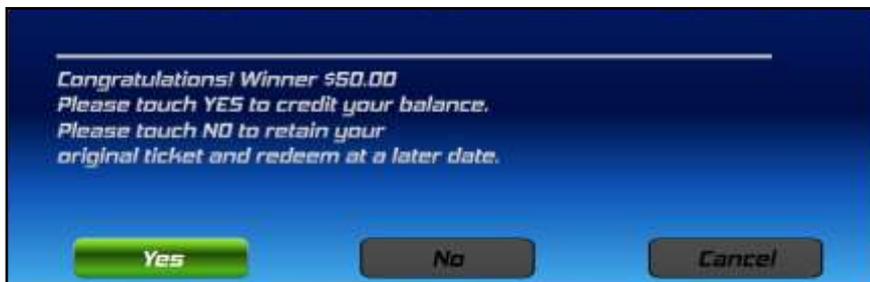
NOTE: Winning tickets with a prize of $600.00 or less and a free ticket can also be processed through the PHD. The amount of the cash prize will be displayed in the balance and the free ticket will print.

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 33.

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

Completing a Claim Form

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

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

The following steps are necessary to complete a claim form:

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

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

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

4. After completing the form, staple all 3 tickets (the original winning ticket, the claim 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 envelope provided by the Lottery.

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

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

Validating Tickets

Draw Game Tickets

Insert the draw game ticket face up into the PHD 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 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

Scratch-Off Tickets

Scan the Scratch-Off ticket's 2D barcode with the PHD 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 will credit the balance on the terminal.

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

If a player has won a free Scratch-Off ticket prize, he/she will receive the same Scratch-Off ticket (provided the Scratch-Off game is available for sale inside the PHD). If the same ticket is not available, the player may select another ticket of the same price point that is loaded in the PHD. 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.

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

Fast Play Tickets

Insert the Fast Play ticket face up into the PHD document scanner or scan any barcode located at the bottom of the Fast Play ticket using the PHD 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 will credit the balance on the terminal.

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

Document Scanner   **Barcode Reader**

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

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

Manual Ticket Validation

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

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

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

Manual Ticket Validation (cont.)

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

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

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

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

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

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

Ticket Checker

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

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

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

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

Draw Game Ticket

Scratch-Off

Fast Play Ticket

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

Draw Game Summaries

PICK 2

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

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

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

PICK 3

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

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

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

PICK 4

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

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

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

PICK 5

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

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

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

WILD BALL OPTION FOR ALL PICK GAMES

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

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

CASH 5 with Quick Cash

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

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

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

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

CASH4LIFE

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

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

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

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

MATCH 6

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

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

Players may use a playslip to choose their own numbers or pick their own numbers directly on the PHD screen. They can also have the PHD 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

POWERBALL

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 screen. They can also have the PHD 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. 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. When the Double Play box is selected, it applies to all plays on the playslip and adds a $1.00 cost to each game on the playslip, increasing the total cost per game to $3.00.

MEGA MILLIONS

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

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

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

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

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

MEGAPLIER OPTION FOR MEGAMILLIONS

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

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

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

TREASURE HUNT

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

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

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

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

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

MILLIONAIRE RAFFLE

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

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

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

KENO

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

Players may use a playslip or manually choose numbers for each of their desired SPOTS or select Quick Pick to allow the computer to choose them at random.

Adding the Keno Multiplier option will multiply the prize for a winning play depending on the Multiplier drawn (2X, 3X, 4X, 5X or 10X). For example, if a Keno play wins $10, the Keno Multiplier option was chosen at purchase, and the Multiplier drawn was 3X, the player's prize would be $30. Adding Keno Multiplier triples the total play cost ($1 base play + $2 Multiplier = $3 ticket). Players can also choose to play the same numbers for 1, 2, 3, 4, 5, 10 or 20 consecutive draws. The maximum play cost per playslip is $1,200.

XPRESS SPORTS

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

In Xpress Car Racing, **players may use a playslip or manually choose** a 1st, 2nd, and 3rd place finisher of a two-lap race. There are 12 cars per race and each car has an equal chance of winning the race, regardless of starting position. Each race will result in a 1st, 2nd, and 3rd place finisher. Players win by selecting the correct car numbers that finish 1st, 2nd, and 3rd for the race they play. See palottery.com for complete prize table. 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. Players win by matching their selected horse numbers(s) and chosen play type with the drawn horse numbers. Prizes increase as the play amount increases. There is a multiplier option which triples the ticket cost but the player could multiply their winnings by up to 10 times. Quick pick is an option. New races (drawings) occur every four minutes. For a $1 play, prizes range from $3 to $800,000.

NOTE: 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 canceled!

SECTION 3

Reports

Wave Terminal Reports Screen

Reports Available on the Wave

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

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

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

Printing Reports on the PHD

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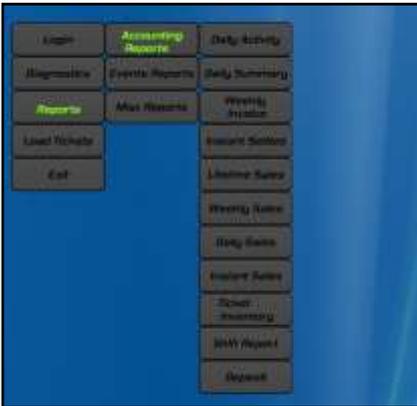
Sample of **Retail Manager** Report Access
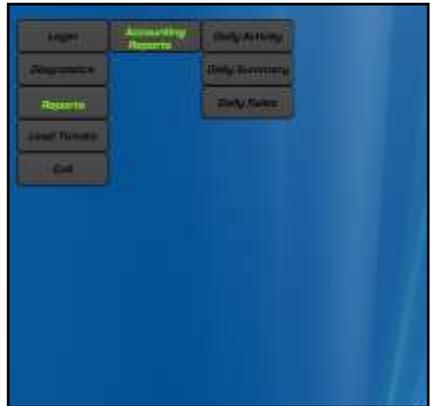
Sample of **Retail Clerk** Report Access

Reports Available on the PHD

Report Name	Description
Accounting Reports	
Daily Activity	Provides details of your Draw and Scratch-Off business for the date chosen. Available for up to
Daily Summary	*Report not currently in use.
Weekly Invoice	Also known as *Weekly Settlement*, this combines Draw and Scratch-Off ticket weekly settlement activity for the PHD 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 terminal.
Instant Settled	*Report not currently in use.

Report Name	Description
Lifetime Sales Report	Displays all Scratch-Off and Draw sales data from installation through the current day.
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 amount 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 time-frame from the first time the report is printed and a new report is
Deposit	This feature automatically will print a Shift Report along with two Deposit Receipts, which display the total amount of cash in the currency cassette needing to be emptied and deposited. *NOTE: Taking this report will automatically clear the shift report meters and begin a new shift.*

Report Name	Description
Events Reports	
Event Log	Displays the last 200 events performed on the
Balance Events	Displays balance information for each individual transaction, up to 200 events.
Security Events	Provides detailed information regarding the last 200 events on all secured areas: • Door Open • Door Close • Key Turns • Cash Box • Cash Removal
Burster Events	The burster event report displays the date and time any Scratch-Off tickets were loaded, unloaded and dispensed from the PHD. 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
Burster Details	Displays details of all Scratch-Off games loaded for all 24 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 to load Scratch-Off game packs into the bins.

Retailer Profile Administration

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

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

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

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

To create a new User Account:

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

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

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

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

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

Barcode Sign-on Feature

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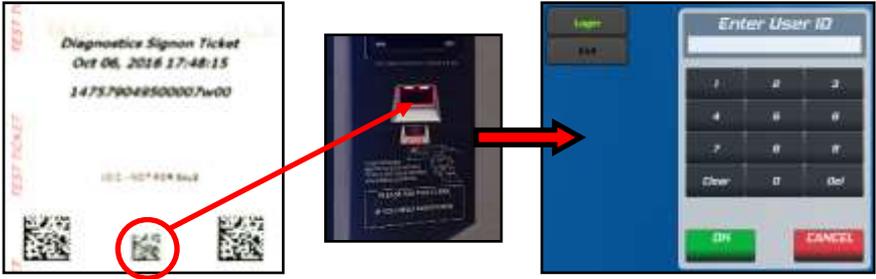
To access the Barcode Sign-on administrative menu:

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

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

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

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

Lottery Accounting Procedures

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

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

Suggested Daily Accounting Procedures

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

Perform the following procedures at End of Day:
1. Take a "Daily Activity Report" and a "Xpress Games Daily Activity" from the Wave terminal utilizing the "All Terminals" option located in the reports tab each night just before the terminal shuts down Draw sales. Take a "Shift Report" from the PHD, 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) and the Wave Terminal have separate retailer numbers.

Suggested Weekly Accounting Procedures

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

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

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

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

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

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

Loading Draw Ticket Stock

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


Ticket Stock Barcode

2. Remove the barcode label and 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 green roller and into the slot until the printer automatically pulls the ticket stock through.

Loading Scratch-Off Tickets

Retailers may view the Scratch-Off Tickets loaded in the PHD by logging in and touching the Load Ticket icon. This screen will display all 24 bins, what tickets are loaded and how many are remaining.

To load Scratch-Off tickets, please follow:
1. Open the PHD. *(For step-by-step instructions, please refer to the "Opening the PHD Door" section on page 59.)*
2. On the console inside the machine (located at the top right), you will see a prompt: "Are you Loading a Single Pack?" Press [**Enter**].
3. The next prompt will instruct you to "Enter or scan Game #". You can either scan the long barcode located on the back of the Scratch-Off Ticket (or the Pack Activity Card) or you can manually enter the four-digit game number and press **[Enter]**.
4. The next prompt asks, "Are You Loading a Full Pack?" If loading a full pack, press **[Enter]**. If loading a partial pack, press **[Funct]**.


Are you Loading a Single Pack?

Hit Enter for Yes or Funct for No

Enter or Scan Game#

Hit Enter When Done or Funct to Clear

Are You Loading a Full Pack?

Hit Enter for Yes or Funct for No
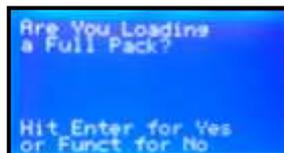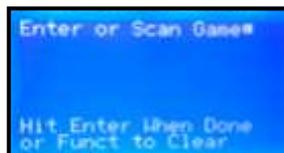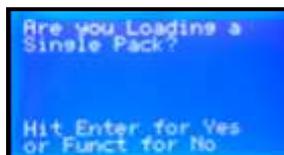
Loading a Full Pack of Scratch-Off Tickets

1. From the "Are You Loading a Full Pack?" screen, touch **[Enter].**
2. The "Insert tickets now" screen will display. Verify the game pack number to be loaded on the screen matches the game pack number located on the back of the ticket pack.
3. Continue with the "Loading Tickets into the Dispenser" section on page 60 .
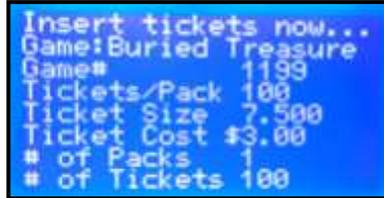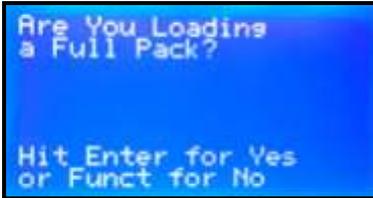
Loading a Partial Pack of Scratch-Off Tickets

1. From the "Are You Loading a Full Pack?" screen, touch **[Funct]** for "No".

2. The "Enter Starting Ticket Number" screen will display. Enter the lowest NTS number found on the Scratch-Off Ticket pack. Press **[Enter]** when done.

3. The "Enter Ending Ticket Number" screen will display. Enter the highest NTS number found on the Scratch-Off Ticket pack. Press **[Enter]** when done.

4. The "Insert tickets now" screen will display. Verify the game pack number to be loaded on the screen matches the game pack number located on the back of the ticket pack.

5. Continue with the "Loading Tickets into the Dispenser" section on page 60 .
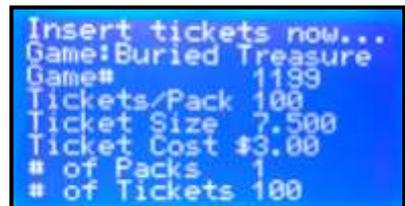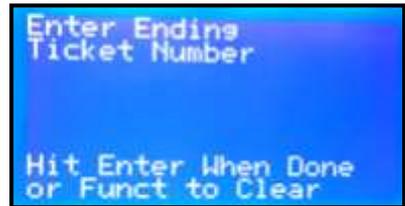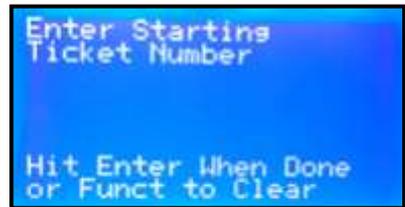
Loading Tickets into the Dispenser

1. Gently pull out the desired dispenser tray.
    Note: The bottom tray (bins 1 - 4) will only accept tickets up to 4 inches in length. The second tray (bins 5 - 8) will only accept tickets up to 6 inches in length.
2. Place the tickets face up into an empty bin.
3. Load the ticket pack <u>under</u> the nylon bar with the lowest ticket number into the burster until it pulls the ticket through.

4. The terminal screen will then ask if you would like to "Load another pack?" Press **[Enter]** for "Yes" or **[Funct]** for "No".
5. When finished loading a tray, close the dispenser tray by pushing it fully back to its original position.
6. When finished loading all packs of tickets, close and secure the PHD by performing the following steps:
    *   Insert the **RED** key in the bottom barrel lock and turn a quarter turn.
    *   Lift the PHD door handle on the side panel.
    *   Shut the PHD door.
    *   Lock the PHD and remove the key.

Unloading Scratch-Off Tickets

1. To unload Scratch-Off tickets, press and hold the "Reverse" button on the burster you wish to unload until the tickets stop moving.
2. Remove the tickets from the bin.

Reverse Button

Note: Never pull tickets out of the burster
without using the "Reverse" button.

Unloading Draw Ticket Stock

1. To unload Draw ticket stock, open the print head using the silver release latch located on top of the print head.
2. Remove the ticket stock from the printer.

Release Latch

NOTE: Never pull ticket stock out of the printer
without opening the print head first.

Emptying the Cash Box

1. Open the PHD Door (see page 59).
2. Unlock the cabinet drawer by inserting the key with the **BLACK** dot in the keyhole to the left of the bill acceptor. Turn the key a quarter turn and pull the cabinet open *(Figure 1)*.
3. Insert the small silver key numbered **43** in the keyhole on the back of the cash box and turn the key a quarter turn. Press the two silver tabs on each side of the cash box and remove it from the cabinet *(Figure 2)*.
4. Insert the small silver key numbered **42** in the keyhole on the front of the cash box to unlock and open the lid *(Figure 3)*.
5. Remove all bills. Make sure the bill plate springs back to the top. Close and lock the cash box lid.
6. Perform the following steps to return the cash box to the cabinet *(Figure 4)*:
   - Ensure the corner with the silver tabs is positioned toward the top and back.
   - Align the silver pegs on the front-bottom of the cash box into the tracks and gently push the cash box back into place.
   - There will be a whirring sound confirming that the bill acceptor has reset itself.
7. Close the cabinet by gently pushing it back into place and lock it with the **BLACK** key.
8. Close and secure the PHD by performing the following steps:
   - Reinsert the key with the **RED** dot into the bottom barrel lock.
   - Lift the PHD door handle on the side panel.
   - Shut the PHD door.
   - Lock the PHD and remove the key.

Figure 1: Open Cabinet

Figure 2: Silver Tabs

Figure 3: Open Lid

Figure 4: Return Cash Box

Credit Request for Draw Tickets

There are situations that may occur with your PHD 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, the "Daily Activity Report" from the Wave and all illegible tickets to the form in the area indicated.
3. If more than one ticket misprints, each ticket must have a separate credit request unless the tickets are part of a multi-ticket transaction.

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

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:

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

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 4-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.

Also, 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.

Shipment Number

Manifest Barcode

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. Touch the **[Receive Delivery]** icon.
2. Scan the manifest barcode (see page 66) 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 you receive 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. Touch the **[Confirm Delivery]** icon.
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 unconfirmed 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.

1. From the "INSTANT MGMT" tab on the Wave terminal, touch the **[Activate Pack]** icon.
2. Scan the Pack Activity Card barcode using the Wave terminal Barcode Reader (BCR) or manually enter the game number and pack number from the Pack Activity Card 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 60 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.

Beginning on 8/16/22 Scratch-Off games no longer have Pack Activity Cards.

To activate a new pack without a Pack Activity Card:

Select the **[INSTANT MGMT]** tab and then select **[ACTIVATE PACK]**.
Scan the inventory barcode on the back of any ticket in the pack.
A **PACK ACTIVATED** receipt will print to use for future pack management.

Important: Keep PACK ACTIVATED receipts in a safe place to use for future pack management activities (settle, return, etc.) by scanning the 2D barcode at the bottom of the receipt.

NOTE: Existing Pack Activity Cards from older Scratch-Off games will continue to function.

Verify Pack Function: If a **PACK ACTIVATED** receipt is lost, use the new "Verify Pack" function to print a new receipt. To verify a pack, please use the steps below.

Select the **[INSTANT MGMT]** tab and then select **[VERIFY PACK]**.
Scan the inventory barcode on the back of any ticket in the pack.
A **PACK VERIFIED** receipt will print to replace the original **PACK ACTIVATED** receipt.

NOTE: If no tickets remain to scan, use the Instant Inventory Detail report to obtain the full 14-digit pack number to manually enter.

Settling a Pack

When a pack of tickets is completely sold, you 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 "TICKET MGMT" tab on the Wave terminal, touch the **[Settle Pack]** icon.
2. Scan the Pack Activity Card barcode using the Wave terminal Barcode Reader (BCR) or manually enter the game number and pack number from the Pack Activity Card and select **[OK].**

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]** icon.
2. Scan the Pack Activity Card barcode using the Wave terminal Barcode Reader (BCR) or manually enter the game number and pack number from the Pack Activity Card and select **[OK].**
3. The terminal will automatically generate a returned pack receipt. Attach the receipt to the to Pack Activity Card and retain with the tickets.
4. A District Sales Representative (DSR) will pick up the tickets when they visit your location.
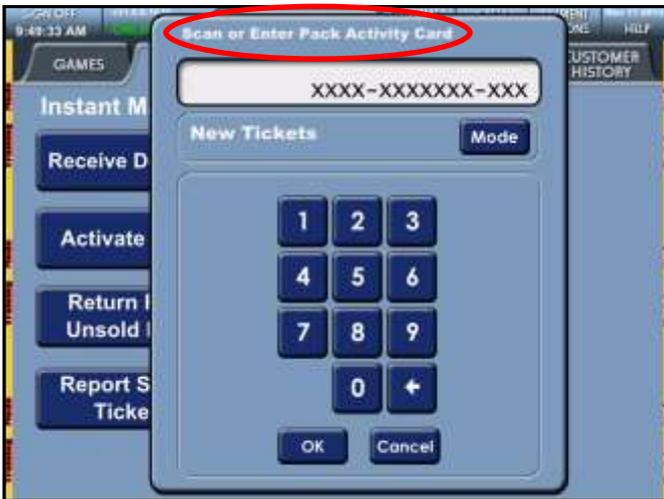

Returning Partial Packs

You may return any unsold tickets within 60 days of activation for credit.

1. Prior to returning tickets for an adjustment you must first settle the pack as fully sold (as described in the "Settling a Pack" section on page 64).
2. From the "INSTANT MGMT" tab on the Wave terminal, touch the **[Return Settled Tickets for Credit]** icon.
3. Scan the Pack Activity Card barcode using the Wave terminal Barcode Reader (BCR) or manually enter the game number and pack number from the Pack Activity Card 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.
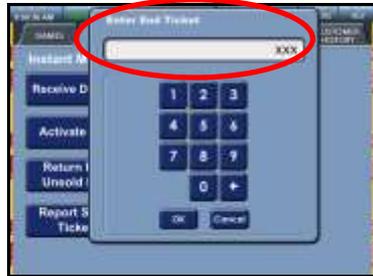
5. The terminal will automatically generate a receipt stating the game number, pack number and range of tickets you are returning.
6. Your District Sales Representative (DSR) will pick up the partial pack at your store location.

NOTE: In order to receive credit for these packs, you must perform the "Settling a Pack" procedure (page 70) 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]** icon.
3. Scan the Pack Activity Card barcode using the Wave terminal Barcode Reader (BCR) or manually enter the game number and pack number from the Pack Activity Card 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 screen 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: Please contact the SGI hotline at 1-800-692-7353 to report issues occurring after 4:00pm on weekdays or on weekends.

Section 5

Maintenance

Cleaning the Wave Touch Screen and Document Scanner

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

Document Scanner Lens

Cleaning the PHD Touch Screen

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

Section 6

Troubleshooting

Clearing a Printer Jam

1. Release the print head by pressing the silver release latch 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 *(Figure 2)*.
3. Re-feed paper back into the printer.
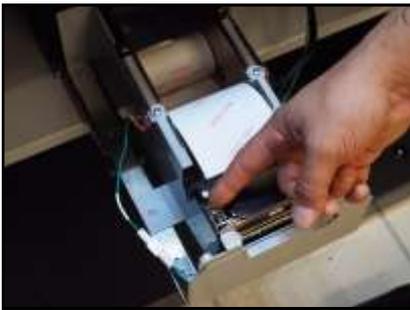
Figure 1
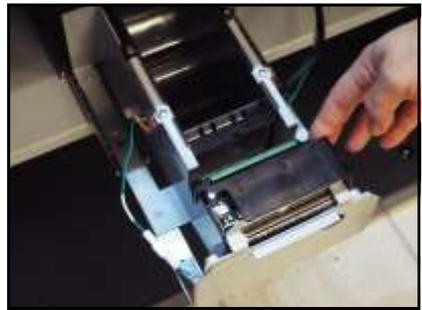
Figure 2

Clearing a Ticket Jam

1. Open the PHD. For step-by-step instructions, please refer to the "Opening the PHD Door" section on page 59.
2. Enter your login ID/password and touch **[Load Tickets]** on the "Retailer Menu" screen to identify the jammed burster *(see image on right)*.
3. Open the ticket tray containing the jammed burster.

4. Press the "Reverse" button located on the front top center of the dispenser to unload tickets.
5. If the jammed ticket is damaged, remove it from the pack and follow the "Credit Request for Instant Tickets" process on page 58.
6. Reload the pack into the dispenser. Refer to the "Loading a Partial Pack of Tickets" section on page 61 .
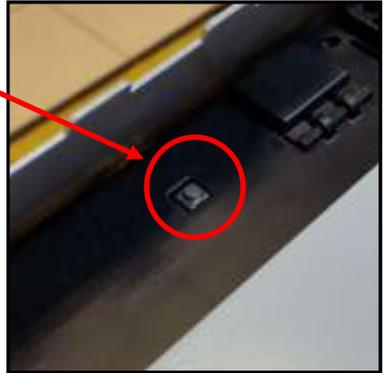
Re-Booting the PHD

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

Shutting Down the PHD

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

Power Switch

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

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 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 terminal will return to the main game selection screen.

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

PENNSYLVANIA LOTTERY

Benefits Older Pennsylvanians.
Every Day.

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

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General Retailer Assistance

1-800-692-7481

Debit Dispute Hotline

1-770-825-4484

Day Draw Winning Numbers

1-877-282-4639

Problem Gambling Helpline

1-800-GAMBLER
(1-800-426-2537)

SCIENTIFIC GAMES

Scientific Games Terminal Service

1-800-692-7353

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

1-888-393-4744