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SG Documentation Policy

Document Name: PA WAVE X Terminal Operations Guide
Document Code: PA WAVE X Ops Guide V3.0
Date: January 6, 2023

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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; the Draw computer company, Scientific Games, 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 Terminals (PCT), WAVE Terminals and Scratch-Off 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.
- Attend 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.

Lottery Responsibilities (continued)

- Delivering supplies.
- Oversee 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.
- Communication lines.
- 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 thru the terminal.
2. Cash and/or file a claim for all winning tickets, no matter where the winning tickets were sold.
3. Pay winners the exact amount due.
4. Return all validated and not-paid receipts to the player.
5. File a claim for prize amounts that meet the claim threshold.
6. Require, examine, and validate personal identification for claims.
7. Complete all sections of the claim form legibly.
8. Forward claim forms to Lottery headquarters no later than the next day after completion.
9. Enter stolen tickets into the accounting system, report the theft to local police, and telephone your Lottery Instant Accounting Representative immediately.
10. Honor all promotional coupons.
11. Distribute promotional tickets to the public as intended.
12. Scan shipment invoice receipt of all Scratch-Off tickets and on-line 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 receipts for your DAILY/WEEKLY reconciliation.
18. Retain all validated Draw and Scratch-Off tickets for your DAILY/WEEKLY reconciliation. When reconciled, destroy tickets. (Failure to destroy tickets may result in retailer being charged a penalty fee.)

DO NOT:

1. Take any action to defraud or gain advantage over Lottery players or the PA 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, email, or 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.
9. Make any attempt to conceal or change the identification of the legitimate owner of a winning ticket.
10. File claims in your name if you did not actually purchase the ticket at the original time of sale.
11. Alter in any way the identification data or signature on a ticket or claim.
12. Sell tickets to minors (anyone under the age of 18 years).
13. Sell ticket(s) after the game has been played or terminated.
14. Tell a player with a winning ticket that it was not a winning ticket.
15. Tell the player that a winning amount was for less than the actual amount due.
16. Permit illegal gambling or any other illegal activities at your location.
17. Engage in any form of "money laundering."

The WAVE X Terminal & Peripherals

Touch Screen Display



Document Scanner



Printer

Barcode Reader (BCR)

Document Scanner

The document scanner (if equipped) is an external peripheral and reads:

- Playslips for Pennsylvania Lottery draw games
- Draw game/Fast Play tickets generated by any Pennsylvania Lottery terminal
- Vouchers produced from the PlayCentral Terminals

Barcode Reader

The wireless barcode reader is located on the printer housing and reads:

- Any game Ticket (Scratch-Off, Draw, Monitor or Fast Play)
- Coupons
- Driver's licenses and State IDs (for age verification)
- PA Lottery Gift Cards and Vouchers

The barcode reader must stay in the cradle of the terminal it is assigned to. Also, the barcode reader is battery operated. When not in use, place the barcode reader back in the cradle to charge.

Wireless Ticket Checker

When a player scans the barcode on a draw game, Fast Play or Scratch-Off ticket, the ticket checker will confirm if the ticket is a winning ticket and how much the prize is worth.





Transaction Display Unit

The Transaction Display Unit displays financial transactions and calculated totals to your players.

The Flat Panel Monitor and Monitors

The Flat Panel Monitor displays the Lottery In Motion (LIM) files.



The Lottery In Motion files display Pennsylvania Lottery advertisements, messages, jackpot amounts for draw games and Amber alerts. Games monitors display Keno and Xpress Sports games.

The Verifone Debit Pinpad



The Verifone Debit Pinpad (**if equipped**) is connected to the WAVE X terminal and allows customers at select locations to pay for lottery using debit cards.

Equipment Responsibility

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

- WAVE X Terminal
- Document Scanner (if equipped)
- Flat Panel Monitor and Games monitors/Media Box
- Wireless Barcode Reader
- Wireless Ticket Checker
- Transaction Display Unit
- Verifone Debit pin pad (if equipped)

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

Signing On

Signing on to the Terminal:



1. Touch **[TOUCH TO SIGN ON]** to sign on to the live system.
2. Enter your Retailer Number. Touch **[OK]**.
3. Enter your Password Number and then touch **[OK]**.
4. A sign-on ticket will print and you may now operate the terminal.

Signing on to Training Mode:

1. Touch **[Enter Training]**. Make sure that the system is in training mode by looking for the yellow training mode borders.
2. Touch **[TOUCH TO SIGN ON]** to sign on to the training system.
3. Enter your Retailer Number. Touch **[OK]**.
4. Enter your Password Number and then touch **[OK]**.
5. A sign-on ticket will print and you may now work in training mode.

NOTE: Make sure to sign off of Training Mode before performing any live player transactions.

Signing Off



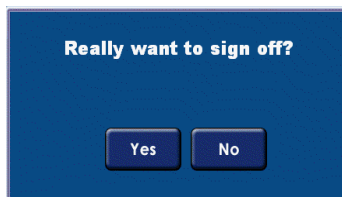
1. Touch **[SIGN OFF]** in the top left corner of the screen.

NOTE: You cannot sign off if a player balance is displayed at the top of the screen.



You must close out the player first. Refer to the section “Closing Out the Sale—Customer Close Out Button” on page 43 for more information.

2. The **Confirmation Sign Off** pop-up displays asking if you “Really Want To Sign Off?”
3. Touch **[Yes]** to sign off or **[No]** to cancel the sign off process.



Setting the Language on the Terminal

To Set the Language at Sign On:



1. Touch **[ENGLISH]** or **[ESPANOL]**.
2. Follow the instructions for Signing On (see page 12).

NOTE: Tickets will always be printed in English.

To Set the Language after Sign On:



1. Touch the **[SPECIAL FUNCTIONS]** tab.
2. Touch **[SPANISH]** or **[ENGLISH]**.

Age Verification

The Department of Revenue, the Pennsylvania Lottery and Scientific Games recognize our social responsibility to help retailers prevent the sale of Lottery tickets to minors. The WAVE X terminal wireless barcode reader will assist retailers to check the ages of Lottery players, but could also be helpful in verifying the ages of those who want to purchase other age-restricted products, such as tobacco and alcohol.

When a retailer scans a PA driver's license or ID card with the wireless barcode reader on the Lottery terminal, the card owner's age in years and days will appear on the terminal screen.

Amber Alert

The Amber Alert Plan is a method of alerting citizens of Pennsylvania when a child has been abducted. The Amber Alert Plan uses the Emergency Alert System (EAS), via the code CAE – Child Abduction Emergency, to warn citizens by the flat panel monitor on the WAVE X terminal when a child abduction has occurred. The emergency alert contains information regarding the victim, the suspect and if applicable, the suspect's vehicle information. This allows the citizens and the media to assist police by getting the message out immediately and reporting sightings of the child, perpetrator, or any other pertinent information. If a person does have information concerning an abduction, they should report that information immediately to police by calling 911.

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.

Scratch-Off Games End Sale Dates

The Pennsylvania Code prohibits the sale of Lottery Scratch-Off games beyond the end-sale date set for each game. If you have tickets remaining in your retail location after the end-sale date for an Scratch-Off game has been announced, these tickets must be returned to the Lottery.

Compulsive Gambling

The Lottery encourages its players to play responsibly. The Problem Gambling Helpline, **1-800-GAMBLER (1-800-426-2537)**, is a resource for those who have a problem with gambling.

Vouchers

Vouchers are produced by the PlayCentral Terminals, in lieu of cash change. Vouchers can be redeemed at any PA Lottery retailer, and all retailers should honor and pay vouchers. Procedures for handling vouchers are **found on page 52** of this manual.

Retailer Web Site Support

The Retailer web site was designed to assist retailers in viewing sales, inventory and reconciliation data. Users of the web site are able to manage key areas such as sales, inventory and settlement information through secure access over the internet. Retailers can browse information for an individual store or can run user configurable reports on data from a number of stores in a chain. Retailers can view data on Scratch-Off and Draw games; sales, payouts and commissions; year-to-date, quarterly, monthly and weekly sales totals with comparisons; prize winners and settlements and inventory data. Store summary and profile information is available as well as store sales and accounting data. The retailer web site is accessed securely through login with a user name and password. Each individual retailer or chain is given a “super user” account for their organization so they can manage the role-based user permissions system as necessary. If you ever need assistance with retailer website support you can contact your Lottery area office. You can login to the retailer web site by visiting the following link:

<https://retailer.lottery.state.pa.us>

Lottery Web Site

Game odds and other information about Pennsylvania Lottery products are available to players and retailers on the Lottery web site at **www.palottery.com**.

SECTION 2

The GAMES Screens

Draw games can be played by using a playslip, by manually entering the numbers and play options or by generating a **Quick Pick** play from the desired game screen. To manually enter the play information, or to produce a **Quick Pick** play, touch the logo that corresponds to the game the player would like to play. When the Lottery adds new games, they will show up on the **GAMES** screens.



Play Cost Warnings

A **Yellow Play Cost** pop-up will display when a player's ticket cost exceeds the preset limit (refer to the "*Special Functions section – Play Cost Warning*" on page 84 for additional information).



If a player's ticket cost exceeds \$100, a **Red Play Cost** pop-up will display:



1. Touch **[YES]** to continue with the sale.
2. An **Approval to Sell** pop-up keypad will display.



Approval Code

3. Enter the approval code on the pop-up keypad and press **[OK]** to complete the sale.

Using a Playslip



**Document
Scanner**

- Insert a completed playslip face up into the terminal's document scanner.
- Playslips can be placed into the document scanner vertically. Make sure that the playslip is always face-up.
- The terminal automatically prints a ticket with the selected numbers.
- The playslip can be inserted from any game screen.

NOTE: If a playslip has too few or too many numbers, you will be prompted to make the appropriate changes on the screen. The playslip will be ejected and the ticket will automatically print once the changes have been made.

Selling PICK 2

Cost: \$1.00 per play

Drawings: Daily, seven days a week, 365 days a year. The lottery conducts two PICK 2 drawings per day (Day and Evening). Players may play for the Day drawing, the Evening drawing, or a combination of the two. The date will automatically change on the terminal once the cut off time for the drawing has occurred.

Maximum Number of Tickets: 20

How to Play:

Players choose a number from 00 to 99. The player may choose their number as an exact match (Straight), as any combination (Box), as a combined exact and combination play (Straight/Box), as an exact match of the first digit (Front Digit) or an exact match of the last digit (Back Digit). Another available choice is the Super Straight, which places a separate straight play on each of the possible box combinations of the selected play. These selections are called the player's "play types". There are many ways a player can win, depending on how they play their numbers and how the numbers played match the numbers chosen by the Lottery. Each of the play types has different odds and prizes. For more information see the Lottery's "How to Play" brochure. Prize levels are paid out in cash.

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

1. Touch the **[PICK 2]** icon on the **GAMES** screen.
2. Enter a playslip, select the numbers the player wishes to play, or if the player requests a Quick Pick, touch **[QP]**.
3. Select the player's game options.
4. Touch **[SEND]**. *The terminal prints the ticket(s).*

Selling PICK 3

Cost: Minimum play \$0.50

Drawings: Daily, seven days a week, 365 days a year. The lottery conducts two PICK 3 drawings per day (Day and Evening). Players may play for the Day drawing, the Evening drawing, or a combination of the two. The date will automatically change on the terminal once the cut off time for the drawing has occurred.

Maximum Number of Tickets: 20

How to Play:

Players choose a number from 000 to 999. The player may choose their number as an exact match (Straight), as any combination (Box), as a combined exact and combination play (Straight/Box), 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. These selections are called the player's "play types". There are many ways a player can win, depending on how they play their numbers and how the numbers played match the numbers chosen by the Lottery. Each of the play types has different odds and prizes. For more information see the Lottery's "How to Play" brochure. Prize levels are paid out in cash.

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

1. Touch the **[PICK 3]** icon on the **GAMES** screen.
2. Enter a playslip, select the numbers the player wishes to play, or if the player requests a Quick Pick, touch **[QP]**.
3. Select the player's game options.
4. Touch **[SEND]**. *The terminal prints the ticket(s).*

Selling PICK 4

Cost: Minimum play \$0.50

Drawings: Daily, seven days a week, 365 days a year. The Lottery conducts two PICK 4 drawings per day (Day and Evening). Players may play for the Day drawing, the Evening drawing, or a combination of the two. The date will automatically change on the terminal once the cut off time for the drawing has occurred.

Maximum Number of Tickets: 20

How to Play:

Players choose a number from 0000-9999. The player may choose a number as an exact match (Straight), as any combination (Box) or both (ST/BX). The play type of (ST/BX) will produce two separate tickets, one straight and one box. These selections are called the player's "play types". There are many ways a player can win, depending on how they play their numbers and how the numbers played match the numbers chosen by the Lottery. Each of these play types have different odds and prizes. For more information see the Lottery's "How to Play" brochure. Prize levels are paid out in cash.

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

1. Touch the **[PICK 4]** icon on the **GAMES** screen.
2. Enter a playslip, select the numbers the player wishes to play, or if the player requests a Quick Pick, touch **[QP]**.
3. Select the player's game options.
4. Touch **[SEND]**. *The terminal prints the ticket(s).*

Selling PICK 5

Cost: \$1.00 per play

Drawings: Daily, seven days a week, 365 days a year. The Lottery conducts two PICK 5 drawings per day (Day and Evening). Players may play for the Day drawing, the Evening drawing, or a combination of the two. The date will automatically change on the terminal once the cut off time for the drawing has occurred.

Maximum Number of Tickets: 20

How to Play:

Players choose a number from 00000 – 99999. The player may choose a number as an exact match (Straight), as any combination (Box), or as an exact match of the first two digits (Front Pair), first three digits (Front 3), first four digits (Front 4), last two digits (Back Pair), last three digits (Back 3), or last four digits (Back 4). These selections are called the player's "play types". There are many ways a player can win, depending on how they play their numbers and how the numbers played match the numbers chosen by the Lottery. Each of the play types has different odds and prizes. For more information see the Lottery's "How to Play" brochure. Prize levels are paid out in cash.

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

1. Touch the **[PICK 5]** icon on the **GAMES** screen.
2. Enter a playslip, select the numbers the player wishes to play or if the player requests a Quick Pick option, touch **[QP]**.
3. Select the player's game options.
4. Touch **[SEND]**. *The terminal prints the ticket(s).*

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.**

To add the Wild Ball option to a player's ticket:

1. Touch the icon on the **GAMES** screen for the **PICK** game the player wishes to play.
2. Select the numbers the player wishes to play or if the player requests a Quick Pick option, touch **[QP]**.
3. Select the player's game options.
4. Touch the **[YES]** icon under the Wild Ball section on the screen.
5. Touch **[SEND]**. *The terminal prints the ticket(s).*

NOTE: Players may also add the Wild Ball option to their selections on a playslip. If the player fills in the box under "Wild Ball" on the playslip for any PICK game, the Wild Ball option will be added to ALL plays on the playslip.

Selling CASH 5



Cost: \$1.00 per play

Drawings: Daily, seven days a week, 365 days a year. The date will automatically change on the terminal once the cut off time (6:57 PM) for the drawing has occurred.

Maximum Number of Plays: 100

How to Play:

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

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

The top three CASH 5 prize levels are pari-mutuel, i.e. the total prize pool available, at each level, is equally divided among the winning tickets. If a player matches 2 of the 5 winning numbers a set prize of \$1.00 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.

1. Touch the **[CASH 5]** icon on the GAMES screen.
2. Enter a playslip or if the player requests a **Quick Pick**, select the player's options and touch **[SEND]**.

OR

Touch **[MANUAL ENTRY]** to select the numbers the player wants to play.

NOTE: If you need to change numbers you have entered, touch [CLEAR] to remove those numbers and start over or touch the number again to de-select it.

3. Select the player's game options.
4. Touch **[SEND]**. The terminal prints the ticket(s).

Multi-Select:

Multi-select allows a player to request individual **Quick Pick** tickets for multiple drawings.

1. Touch **[CASH 5]**.
2. Touch "**MULTI-SELECT**", **[YES]**.
3. Select the number of Draws up to 7.
4. Touch **[SEND]**.

NOTE: Since all selections are Quick Picks, the MULTI-SELECT option produces an individual ticket with a unique set of numbers for each drawing.

Selling Treasure Hunt



Cost: \$1.00 per play

Drawings: The Animated Web Broadcast will be daily, seven days a week, 365 days a year after 1:35 PM. The date will automatically change on the terminal once the cut-off time for the drawing has occurred.

Maximum Number of Plays: 100

How to Play:

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

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, e.g., 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.

1. Touch the **[Treasure Hunt]** icon on the **GAMES** screen.
2. Enter a playslip or if the player requests a **Quick Pick**, select the player's options and touch **[SEND]**

OR

Touch **[MANUAL ENTRY]** to select the number the player wants.

NOTE: If you need to change numbers you have entered, touch [CLEAR] to remove those numbers and start over or touch the number again to de-select.

3. Select the player's options.
4. Touch **[SEND]**. The terminal prints the ticket(s).

Multi-Select:

Multi-select allows a player to request individual **Quick Pick** tickets for multiple drawings.

1. Touch **[TREASURE HUNT]**.
2. Touch "**MULTI-SELECT**", **[YES]**.
3. Select the number of Draws up to 7.
4. Touch **[SEND]**.

NOTE: Since all selections are Quick Picks, the MULTI-SELECT option produces an individual ticket with a unique set of numbers for each drawing.

Selling Match 6



Cost: \$2.00 per play

Drawings: Everyday at 6:59 PM. The date will automatically change on the terminal once the cut off time (6:57 PM) for the drawing has occurred.

Maximum Number of Plays: 100

How to Play:

MATCH 6 is designed to give the player the chance to win up to four prizes in each game. Players choose 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 may also use a play slip to choose their own numbers, have the computer select them through the “Quick Pick” method, or a combination of the two.

Advance play is available for up to 26 draws in advance.

All prize levels are paid out in cash, including the jackpot. Players have the opportunity to win eleven different prize levels by matching their numbers to those drawn by the Pennsylvania Lottery. The top MATCH 6 prize level is pari-mutuel (the total jackpot prize is equally divided among the winning tickets). If the top prize level is not won in a given drawing, the entire amount rolls over to the next drawing’s top prize level.

1. Touch the **[Match 6]** icon on the **GAMES** screen (Page 3 on the Games Tab).
2. Enter a playslip or if the player requests a **Quick Pick**, select the player's options and touch **[SEND]**.

OR

Touch **[MANUAL ENTRY]** to select the numbers the player wants.

NOTE: If you need to change numbers you have entered, touch [CLEAR] to remove those numbers and start over or touch the number again to de-select.

3. Select the player's game options.
4. Touch **[SEND]**. The terminal prints the ticket(s).

Multi-Select:

Multi-select allows a player to request individual **Quick Pick** tickets for multiple drawings.

1. Touch **[Match 6]**.
2. Touch **"MULTI-SELECT"**, **[YES]**.
3. Select the number of Draws (up to 26).
4. Touch **[SEND]**.

NOTE: Since all selections are Quick Picks, the MULTI-SELECT option produces an individual ticket with a unique set of numbers for each drawing.

Selling Powerball



Cost: \$2.00 for each play

Drawings: Every Monday Wednesday and Saturday at 10:59 PM. The date will automatically change on the terminal once the cut off time (9:59 PM) for the drawing has occurred.

Maximum Number of Plays: 100

How to Play:

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. Players may choose their own numbers or have the computer select them via the “Quick Pick” method or a combination of the two.

Advance draw allows players to purchase tickets for the current drawing, a combination of two or more days within a 26-draw period, or up to 26 draws in advance.

All prize levels are paid out in cash, including the jackpot. Players have the opportunity to win nine different prize levels 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. (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.

1. Touch the **[Powerball]** icon on the **GAMES** screen.
2. Enter the playslip or if the player requests a **Quick Pick**, touch **[QP]**.
OR
Touch **[MANUAL ENTRY]** to select the numbers the player wants.
NOTE: If you need to change numbers you have entered, touch [CLEAR] to remove those numbers and start over or touch the number again to de-select.
3. Select the player's options.
4. Touch **[SEND]**. The terminal prints the ticket(s).

Multi-Select:

Multi-select allows a player to request individual **Quick Pick** tickets for multiple drawings.

1. Touch **[Powerball]**.
2. Touch **"MULTI-SELECT"**, **[YES]**.
3. Select the number of Draws up to 26.
4. Touch **[SEND]**.

NOTE: Since all selections are Quick Picks, the MULTI-SELECT option produces an individual ticket with a unique set of numbers for each drawing.

NOTE: Powerball tickets can only be cashed in the state that they are purchased.

Power Play Option for Powerball

Power Play cost 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 match 5 prize which is a set prize of \$2,000,000 with a Power Play wager. When the Power Play box is selected, it applies to all plays on the playslip and adds \$1 cost to each game on the playslip and each game played will cost \$3. The Power Play number does **NOT** multiply the Powerball jackpot prize.

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 they can request the Double Play option. 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.

Selling Mega Millions



Cost: \$2.00 for each play

Drawings: Every Tuesday and Friday at 11:00 PM. The date will automatically change on the terminal once the cut off time (9:59 PM) for the drawing has occurred.

Maximum Number of Plays: 100

How to Play:

Players choose five numbers from 1 to 70 from the first set of numbers, and pick one number (The Mega Ball Number) from 1 to 25 from a second set of numbers. Players may choose their own numbers or have the computer select them via the “Quick Pick” method or a combination of the two.

Consecutive advance draw allows players to purchase tickets from the current drawing up to 26 draws in advance.

All prize levels are paid out in cash, including the jackpot. Players have the opportunity to win nine different prize levels by matching their numbers to those drawn by MUSL (Multi-State Lottery Association). Each ticket is an annuity ticket. The top Mega Millions 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.

1. Touch the **[Mega Millions]** icon on the **GAMES** screen.
2. Enter the playslip or if the player requests a **Quick Pick**, select the player's options and touch **[SEND]**.

OR

Touch **[MANUAL ENTRY]** to select the numbers the player wants and touch **[SEND]**.

NOTE: If you need to change numbers you have entered, touch [CLEAR] to remove those numbers and start over or touch the number again to de-select.

3. Select the player's options.
4. Touch **[SEND]**. The terminal prints the ticket(s).

NOTE: To sell Mega Millions with consecutive advanced draw, players must start with the next available draw plus the additional draws they wish to play. The current draw must be part of the selection and advanced draw dates must follow in sequence. The "Multi Select" feature has also been removed from the Mega Millions selling options to comply with multi-state rules for this game.

NOTE: Mega Millions tickets can only be cashed in the state that they are purchased.

Megaplier Option for Mega Millions

Megaplier costs an additional \$1.00 per Mega Millions play.

Example: Mega Millions ticket (\$2.00) + Megaplier (\$1.00) = Total amount of the ticket (\$3.00).

Prior to purchasing a Mega Millions ticket, players may select the Megaplier option, which can increase their winning prize from two to five times. (Jackpot prize is not eligible.) Players may mark the Megaplier box on their playslip to select this option for all plays on their play slip. In addition to the Mega Millions drawing, a separate drawing will be conducted for the Megaplier option. Draw staff will select a single number from a range of 2 to 4 through a randomizer. If "4" is selected, the player will win 4 times the Mega Millions regular payout (Jackpot excluded).

Selling Cash4Life



Cost: \$2.00 for each play

Drawings: Every Monday and Thursday at 9:00 PM. The date will automatically change on the terminal once the cut off time (8:45 PM) for the drawing has occurred.

Maximum Number of Plays: 100

How to Play:

Players choose five numbers from 1 to 60 from the first set of numbers, and pick one number (The Cash Ball Number) from 1 to 4 from a second set of numbers. Players may choose their own numbers or have the computer select them via the “Quick Pick” method or a combination of the two.

Advance play is available for up to 10 consecutive draws. However, the terminal will default to the next available drawing. Advance draws can only be selected starting with the next available drawing.

Players have the opportunity to win nine different prize levels by matching their numbers to those drawn. Each ticket is an annuity ticket. The top Cash4Life prize level is pari-mutuel. (The total prize pool available is equally divided among the multiple top prize winners.) The 2nd through 9th prize levels may be reduced if liability caps are exceeded.

1. Touch the **[Cash4Life]** icon on the **GAMES** screen.
2. Enter the playslip or if the player requests a **Quick Pick**, select the player's options and touch **[SEND]**.

OR

Touch **[MANUAL ENTRY]** to select the numbers the player wants and touch **[SEND]**.

NOTE: If you need to change numbers you have entered, touch [CLEAR] to remove those numbers and start over or touch the number again to de-select.

3. Select the player's options.
4. Touch **[SEND]**. The terminal prints the ticket(s).

NOTE: To sell Cash4Life with consecutive advanced draw, players must start with the next available draw plus the additional draws they wish to play. The current draw must be part of the selection and advanced draw dates must follow in sequence.

Multi-Select:

Multi-select allows a player to request individual **Quick Pick** tickets for multiple drawings.

1. Touch **[Cash4Life]**.
2. Touch "**MULTI-SELECT**", **[YES]**.
3. Select the number of Draws up to 10.
4. Touch **[SEND]**.

NOTE: Since all selections are Quick Picks, the MULTI-SELECT option produces an individual ticket with a unique set of numbers for each drawing.

NOTE: Cash4Life tickets can only be cashed in the state that they are purchased.

Selling Millionaire Raffle

How to Play:

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 various 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. Players cannot select their own numbers. 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. 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 Lottery-designated time on the drawing date, whichever occurs earlier.

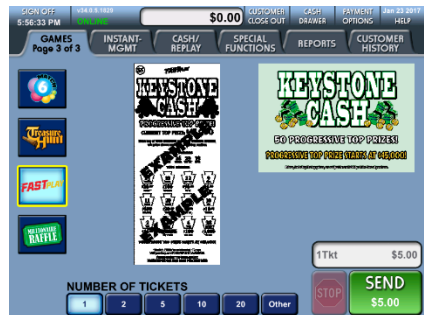
Maximum Number of Tickets: 10

1. Touch the **[Millionaire Raffle]** icon on the **GAMES** screen.
2. Select the number of tickets the player wishes to buy and touch **[SEND]**.
3. The terminal prints the ticket(s).

NOTE: Raffle tickets are generated in sequential order across Pennsylvania; however, the Raffle tickets may not be issued in sequential order from your terminal, regardless of multiple tickets being purchased in a single transaction.

NOTE: The Millionaire Raffle icon will disappear from the GAMES screen (PAGE 3) when not available for sale.

Selling Fast Play Games



HOW TO PLAY:

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.*

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.

COST: Price points vary among individual Fast Play games.

MAXIMUM NUMBER OF TICKETS: Up to 20 tickets may be printed per transaction.

Tickets must be printed at the time of purchase. Sales of pre-printed tickets are strictly prohibited by the Pennsylvania Lottery.

1. Touch the icon for the Fast Play game you wish to sell. This action will bring up a sell screen for that specific Fast Play game, showing the game's name, price point, and a sample image of that type of ticket.
2. At the bottom of the game sell screen, touch the number of tickets for that game you wish to sell. The default selection is 1 ticket. You may sell up to 20 tickets per transaction.
3. Touch the **[SEND]** icon to sell the selected number of tickets for that game. The terminal will print the ticket(s).

Hand the ticket(s) directly from the printer to the player and do not tell the player if they've won.

Selling Keno and Xpress Sports Games



Cost: \$1,\$2,\$3,\$4,\$5,\$10, or \$20 (**Keno** multiplier triples the cost)

Drawings: Daily/Nightly, seven days a week, 365 days a year (from approximately 5:49 AM till 1:39 AM.)

Keno drawings every four minutes and Xpress Sports every five minutes.

Maximum Number of Plays: 20

How to Play 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. Players may use a playslip to 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) and triple the cost (\$1 base play + \$2 Multiplier = \$3 ticket).

1. Touch the [**Keno**] icon on the **GAMES** screen.
2. Enter the playslip or if the player requests a **Quick Pick**, select the player's options and touch [**SEND**].
3. The terminal prints the ticket(s).

How to Play Xpress Sports games:

Initially there will be two Xpress Sports games – Football and Car Racing. In **Xpress Football**, players choose between one and 16 outcomes of a single drive between two teams. A playslip may be used to make a purchase and Quick Pick is an option.

In **Xpress Car Racing**, players choose a 1st, 2nd, and 3rd place finisher of a two lap race. Players win by selecting the correct cars for a particular race. A playslip may be used to make a purchase and Quick Pick is an option.

1. Touch the **[Xpress Sports]** icon on the **GAMES** screen.
2. Enter the playslip or if the player requests a **Quick Pick**, select the player's options and touch **[SEND]**.
3. The terminal prints the ticket(s).

Note: These games do not depict actual sporting events. Follow the steps on each individual playslip to fill it out properly. Keno and Xpress Sports games are subject to a liability cap. Prize divisions will be pro-rated if liability capping on a draw is required. See Keno/Xpress Sports Liability Capping Requirements on the PA Lottery's website for more details.

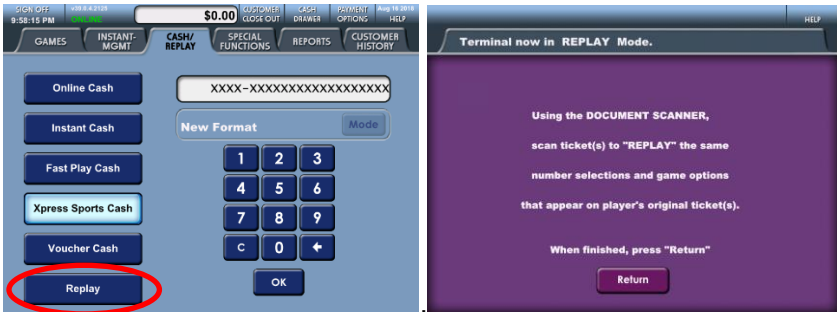
Payment Options



Payment Options allows players to pay for Draw and Scratch-Off tickets with Debit or PA Lottery Gift Card. When players are ready to pay, retailers select **[PAYMENT OPTIONS]**. The terminal will display the Pay and Gift Card options along with an icon to check the balance of a Gift Card. (Note: The **[Card Payments]** icon will only display if a debit card pinpad has been installed to the WAVE X terminal.) Selecting **[Main Menu]** at any point will return retailers to the WAVE application. Selecting **[Help]** will display a series of help screens regarding Debit and Gift Card payments.

1. Touch the **[PAYMENT OPTIONS]** icon.
2. Select **[Card Payment]** (if equipped) or **[Gift Card]**.
3. If the player would like to make additional purchases, select **[Add Online Ticket]** or **[Add Instant Ticket]** accordingly.
4. To add Scratch-Off Tickets, scan the long barcode on the back of the ticket. This will only retrieve the price point of the ticket. Press **[SEND]** to apply the dollar amount to the player's total.
5. Touch **[SEND]** again when the player is ready to pay.
6. For Debit Cards, the player will follow the prompts on the Debit pinpad to complete the transaction.
7. For Gift Cards, using the BCR, scan the barcode located on the back of the Gift Card.
8. Retailers may also select **[Check Balance]** and scan the barcode on a Gift Card to check its current balance.

REPLAY Feature



REPLAY allows retailers to create draw game tickets from the same game, numbers, and play options by using players' original draw game tickets. This option allows tickets to function as playslips.

1. Touch the [CASH/REPLAY] tab.
2. Touch [Replay].

Retailers will enter REPLAY mode. All tickets inserted into the Document Scanner will generate a REPLAY ticket.

3. Insert original draw game tickets into the Document Scanner or scan with the Barcode Reader (BCR)..
4. Tickets will print automatically.
5. When finished with a player's purchases, touch [Return] to exit REPLAY mode.

NOTE: Fast Play and Xpress Sports tickets are not eligible for REPLAY.

NOTE: Tickets printed using the REPLAY feature will be branded with the letter "R" on the right-hand side of the ticket.

Closing Out the Sale—Customer History Screen

The screenshot shows a game system interface with the following elements:

- Top Bar:**
 - SIGN OFF: 9:43:09 AM
 - Version: v31.0.8.1636
 - Status: ONLINE
 - Balance: \$14.00
 - Buttons: CUSTOMER CLOSE OUT, CASH DRAWER, PAYMENT OPTIONS, Nov 17 2015 HELP
- Navigation Tabs:** GAMES, INSTANT-MGMT, CASH/REPLAY, SPECIAL FUNCTIONS, REPORTS, CUSTOMER HISTORY (selected)
- Main Content Area:**
 - Summary:
 - Online Sales: 5 \$14.00
 - Instant Card Sales: 0 \$0.00
 - Credits: 0 \$0.00
 - Online Cashes: 0 \$0.00
 - Instant Cashes: 0 \$0.00
 - Online Cancels: 0 \$0.00
 - Customer Owes: \$14.00
 - Buttons: Open Cash Drawer, Customer Closeout
- Transaction History Table:**

11/17/15	09:42	C	sell	C4LIFE TSN:5682-02	\$2.00
11/17/15	09:42	C	sell	CASH5 TSN:9602-18	\$7.00
11/17/15	09:42	C	sell	PICK4 EVE 1 2 3 4 STRAIGHT	\$0.50
11/17/15	09:42	C	sell	PICK3 EVE 1 2 3 STRAIGHT	\$0.50
11/17/15	09:42	C	sell	THUNT TSN:0162-62	\$4.00
11/17/15	09:29	C	close		\$0.00
- Bottom Bar:**
 - Buttons: Print History, Up Arrow, Down Arrow

1. Touch the **[CUSTOMER HISTORY]** tab to open the Player History screen.
2. When a transaction is complete, touch **[Customer Closeout]** to zero out the player balance.

Closing Out the Sale—Customer Close Out Button



Touch **[CUSTOMER CLOSE OUT]** at the top of any screen to close out the transaction and zero out the balance. Use this key before each new player to clear the total at the top of your screen and to ensure that the player display indicates the correct total at the conclusion of the player transactions.

SECTION 3

Cashing Draw Game Tickets

Draw game tickets may be cashed using the Document Scanner, Barcode Reader or manual-entry method. Draw game tickets are valid for up to one year from the drawing date printed on the ticket.

You must pay draw game winning prizes up to and including \$2,500.00 per ticket at your retailer location. In addition, the player must file a claim form for all winning tickets worth \$600.01 to \$2,500.00. The player must also file a claim form for all winning draw game tickets older than 180 days and valued above \$100.00. All winning tickets must be signed for payment.

All claims require verification of the player by photo ID (acceptable forms of identification are shown in the “*Completing a Claim Form*” section on page 56). All information on the claim form must be completed including the retailer number. The winning ticket must be attached to the claim form.

The following applies to both the automatic and manual methods of validation:

If the winning amount is \$600.00 or less:

1. The terminal will issue a “Cash Receipt” ticket.
2. Pay the winner the amount indicated.
3. Staple the original winning ticket to the cash receipt ticket. Retailers must destroy winning tickets that are paid after daily reconciliation.

If the winning amount is between \$600.01 and \$2,500.00 (Mid Tier):

1. Insert the winning ticket into the document scanner or scan with Barcode Reader (BCR).
NOTE: If scanned with BCR the ticket will NOT be branded.
2. A message will display to “SCAN TICKET AGAIN TO PAY”. The document scanner will hold the ticket until [OK] is pressed. Once pressed, the winning ticket will be branded, “CLAIMED”, and a claim ticket will print.
3. The winner must complete a claim form at the retailer location, which you will submit to the Lottery. See the section for “Completing a Claim Form” on [page 56](#) of this manual or read back of Claim Form for instructions.
4. When you are ready to pay the player, insert the winning ticket a second time. The cash amount will display. A message will display to “Check Claimant’s Photo ID and Verify All Information on the Claim

Form.” The document scanner will hold the ticket until [OK] is pressed. Once pressed, the winning ticket will be branded, “CASHED”.

5. A “Cash Receipt” ticket will print.

NOTE: Be sure to have the player initial on the bottom of the claim form that they received payment and give the player their copy of the claim form. Retain a copy of the claim form and keep for your records.

For payment on a multiple-day ticket:

1. The terminal will automatically print two tickets – a “Cash Receipt” ticket and an “Exchange” ticket.
2. **Give the player only the exchange ticket to use for the remaining drawings.** You must keep the original winning ticket, along with the “Cash Receipt” ticket to reconcile on a daily basis.

If the winning amount is over \$2,500.00 (High Tier) or if the winning ticket is 180+ days old and above \$100.00:

1. The terminal will issue a “Claim” ticket. Do not pay the winner. You are not authorized to make payment on this type of claim. All prizes \$2,500.01 and over or on tickets older than 180 days and above \$100.00 must be processed and paid by the Pennsylvania Lottery directly.
2. The winner must complete a claim form at the retailer location, which you will submit to the Lottery. See the section for “Completing a Claim Form” on page 56 of this manual or read back of Claim Form for instructions.
3. Claim Forms must be mailed in a separate envelope to:

**Claims Department
Pennsylvania Lottery
PO BOX 8671
Harrisburg, PA 17105-8671
Attn: Online Games**

Cashing Draw Game Tickets Manually



1. Touch the **[CASH/REPLAY]** tab.
2. Touch **[ONLINE CASH]**.
3. Manually enter the twenty digit serial number using the keypad. The serial number displays in the keypad display window.
4. Touch **[OK]** to accept the displayed number, or touch **[C]** to clear the display window and re-enter the serial number.
5. Touch **[OK]**. The terminal prints a “Cash Receipt” or “Claim Receipt” ticket.

NOTE: Players should be encouraged to use the wireless ticket checker to determine if their ticket is a winning ticket and how much the prize is worth.

Cashing Draw Game Tickets Using the Document Scanner

1. Insert the draw game ticket into the document scanner slot.
NOTE: Make sure the ticket is face-up.

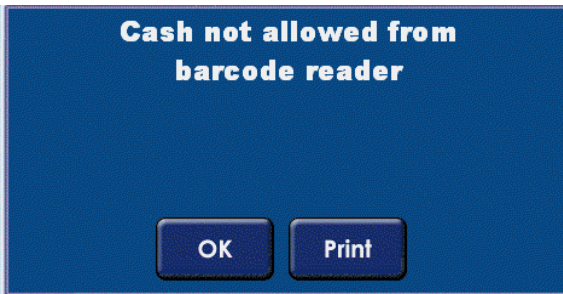
2. The terminal then prints a “Cash Receipt” or “Claim Receipt” ticket.
3. If the winning amount is \$600.00 or less, the terminal automatically prints a Cash Receipt. If the winning amount is \$600.01 to \$2500.00, the retailer completes a claim form and then cashes the ticket.

NOTE: Players must be paid in full by cash, check or money order.

4. If the winning ticket is \$2500.01 or more, the retailer has to send the ticket and a completed claim form to the Lottery Claim Office.
5. If more draws are remaining on a cashed winning ticket, an exchange ticket is printed and given to the player. Retailers must destroy winning tickets that are paid after daily reconciliation.

NOTE: Players should be encouraged to use the wireless ticket checker to determine if their ticket is a winning ticket and how much the prize is worth.

NOTE: Draw game tickets cannot be cashed using the wireless barcode reader. If you attempt to cash a draw game ticket using the wireless barcode reader, an error pop-up will display:



Draw Game Ticket Branding

When Draw Game tickets are cashed via the WAVE X terminal document scanner, the tickets are **NOT** branded to indicate the ticket status.

NOTE: Make sure the ticket is face-up

Cashing Fast Play Tickets

Fast Play tickets may be cashed using the BCR or manual-entry method. Fast Play tickets are valid for up to one year from the date of sale printed on the ticket.

You must pay Fast Play winning prizes up to and including \$2,500.00 per ticket at your retailer location. In addition, the player must file a claim form for all winning tickets \$600.01 to \$2,500.00. All winning tickets must be signed for payment.

All claims require verification of the player by photo ID (acceptable forms of identification are shown in the “*Completing a Claim Form*” section on page 56). All information on the claim form must be completed including the retailer number. The winning ticket must be attached to the claim form.

The following applies to all methods of Fast Play ticket validation:

If the winning amount is \$600.00 or less:

1. The WAVE X prints a “Validate Ticket” receipt for the winning ticket.
2. The retailer cashes the ticket. A Claim Form is not required for winning tickets worth \$600.00 or less.

If the winning amount is between \$600.01 and \$2,500.00 (Mid Tier):

1. The terminal will automatically print a Claim Ticket.
2. The player must sign the winning ticket where indicated.
3. The player must fully complete a Claim Form before receiving payment.
4. After the Claim Form is completed, scan or manually enter the original ticket a second time.
5. The terminal will print a “Validate Ticket” receipt. Pay the player the amount indicated.
6. Staple the original signed winning ticket, the Claim Ticket and the Validate Ticket to the Claim Form and submit it to the Lottery.

If the winning amount is over \$2,500.00 (High Tier):

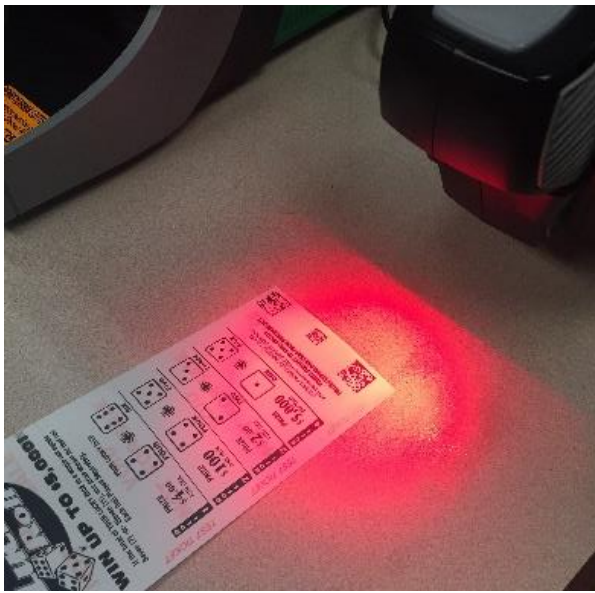
1. The terminal will print a Claim Ticket reading “DO NOT CASH – FILE CLAIM FORM”. You are not authorized to make payment on this type of claim. All prizes in this category will be processed and paid by the Pennsylvania Lottery directly.
2. The player must fully complete a Claim Form at the retailer location, which you will submit to the Lottery. Instructions are provided on the back of the Claim Form.

Cashing Fast Play Tickets Manually



Use the following steps to manually cash a Fast Play ticket:

1. Touch the [CASH/REPLAY] tab.
2. Touch [Fast Play Cash].
3. Manually enter the unique 14-digit Ticket Identification Number located at the top left of the Fast Play ticket (underneath “Term: xxxxxx”) and touch [OK].
4. Manually enter the 12-digit PIN number located at the top left of the Fast Play ticket (directly below the Ticket Identification Number) and touch [OK].
5. If the Fast Play ticket is a winner, the terminal prints either a “Claim Receipt” or a “Validate Ticket” receipt. If the Fast Play ticket is not a winner, a pop-up displays informing the retailer.



Cashing Fast Play Tickets Using the Barcode Reader (BCR):

1. Scan any barcode at the bottom of the Fast Play ticket with the barcode reader (BCR). This can be done from any game sell screen or from the Cash/REPLAY tab when [Fast Play Cash] is selected.
NOTE: When you put a ticket under the barcode reader, the red light will light up to indicate that the barcode is being read. Align the barcode under the red target (+).
2. If the Fast Play ticket is a winner, the terminal prints either a “Claim Receipt” or a “Validate Ticket” receipt. If the Fast Play ticket is not a winner, a pop-up displays informing the retailer.

Vouchers

A voucher is a receipt produced for the remaining dollar credits available on any of the PCT-type self-service terminals. They may be redeemed at any Pennsylvania Lottery Retailer via the WAVE X terminal or players may use vouchers to purchase tickets from any type of PlayCentral

Terminal in Pennsylvania. Vouchers are bearer documents and have no expiration date.

To cash a voucher on the WAVE X terminal:

1. Touch the **[CASH/REPLAY]** tab.
2. Touch **[VOUCHER CASH]**.
3. Scan the voucher with the BCR.
4. The terminal prints a Pay Receipt.



NOTE: Vouchers cannot be entered manually for validation. If a voucher's barcode will not scan, it must be submitted to the Lottery using a Claim Form for the player to receive payment.

Cashing Scratch-Off Tickets

Scratch-Off tickets may be cashed using the BCR or manual-entry method. Scratch-Off tickets are valid for up to one year from the End Sale date for that particular Scratch-Off game.

You must pay Scratch-Off winning prizes up to and including \$2,500.00 per ticket at your retailer location. In addition, the player must file a claim

form for all winning tickets \$600.01 to \$2,500.00. All winning tickets must be signed for payment.

All claims require verification of the player by photo ID (acceptable forms of identification are shown in the “*Completing a Claim Form*” section on page 56). All information on the claim form must be completed including the retailer number. The winning ticket must be attached to the claim form.

The following applies to both automatic and manual ticket validation:

If the winning amount is \$600.00 or less:

1. The WAVE X prints a “Validate Ticket” receipt for the winning ticket.
2. The retailer cashes the ticket. A Claim Form is not required for winning tickets worth \$600.00 or less.

If the winning amount is between \$600.01 and \$2,500.00

(Mid Tier):

1. The terminal will automatically print a Claim Ticket.
2. The player must sign the winning ticket where indicated.
3. The player must fully complete a Claim Form before receiving payment.
4. After the Claim Form is completed, scan or manually enter the original ticket a second time.
5. The terminal will print a “Validate Ticket” receipt. Pay the player the amount indicated.
6. Staple the original signed winning ticket, the Claim Ticket and the Validate Ticket to the Claim Form and submit it to the Lottery.

If the winning amount is over \$2,500.00 (High Tier):

1. The terminal will print a Claim Ticket reading “DO NOT CASH – FILE CLAIM FORM”. You are not authorized to make payment on this type of claim. All prizes in this category will be processed and paid by the Pennsylvania Lottery directly.
2. The player must fully complete a Claim Form at the retailer location, which you will submit to the Lottery. Instructions are provided on the back of the Claim Form.

NOTE: You must validate all Scratch-Off tickets using your terminal or you will not be credited for the payout.

Cashing Scratch-Off Tickets Manually



1. Touch the **[CASH/REPLAY]** tab.
2. Touch **[INSTANT CASH]**.
3. Manually enter the 14 digit ticket number off the back of the ticket (above the long barcode) and touch **[OK]**.
4. Enter the 12 digit validation number on the front of the ticket (underneath the scratch-off surface) when the pop-up window displays. Touch **[OK]**.
5. If the ticket is a winner, the terminal prints either a "Claim Receipt" or a "Validate Ticket" receipt. If the ticket is not a winner, a pop-up displays informing the retailer that the ticket is not a winner.

Cashing Scratch-Off Tickets Using the Barcode Reader



NOTE: You must be signed in before you scan a ticket.

1. From any game screen, scan the 2D ticket barcode on front of the ticket with the barcode reader.
2. If the ticket is a winner, the terminal prints either a “Claim Receipt” or a “Validate Ticket” receipt. If the ticket is not a winner, a pop-up displays informing the retailer that the ticket is not a winner.

NOTE: When you put a ticket under the barcode reader, the red light will light up to indicate that the barcode is being read. Align the barcode under the red target (+).

Cashing Xpress Tickets Manually



3. Touch the **[CASH/REPLAY]** tab.
4. Touch **[XPRESS SPORTS CASH]**.
5. Manually enter the 18 digit ticket number off the top left of the ticket (below TERM) and touch **[OK]**.
6. If the ticket is a winner, the terminal prints either a "Claim Receipt" or a "Validate Ticket" receipt. If the ticket is not a winner, a pop-up displays informing the retailer that the ticket is not a winner.

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 prize is over \$600.00.
- When the Scratch-Off prize is over \$600.00.
- When the Fast Play prize is over \$600.00.
- When the draw game winning ticket is older than 180 days past the draw date and over \$100.00.

To Complete a Claim Form

1. The player must complete the top section of the claim form.
2. **The player must produce photo ID.** Acceptable forms of ID include:
 - Valid Driver's License
 - Passport / Passport Card
 - Green Card
3. If the player does not have a photo ID they can provide you with **two** forms of ID as follows:
 - 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
4. You must complete the remainder of the form (for detailed information, see the back of the form).
5. After the form is complete, staple all three tickets (the original winning ticket, the claim ticket and the pay/claim ticket) to the front of the top copy of the claim form. If a claim ticket has been paid by you (i.e. Draw and Scratch-Off tickets between \$600.01 and \$2,500.00), have the player initial receipt of payment and method of payment (cash, check or money order).

6. 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 claim form completely filled out may result in a retailer liability. If you are not sure what to do, please contact the owner of your retailer location, your Area Lottery Office (hours of operation are Monday through Friday, 8:30 AM to 4:30 PM) or call Lottery Retailer Services, toll free, for assistance at 1-800-692-7481.

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

Claim Form

RS1-209 (08-11)



Benefits Older Pennsylvanians.
Every Day.

STANDARD CLAIM FORM

Mail to: CLAIMS DEPARTMENT
PENNSYLVANIA LOTTERY
PO BOX 8671
HARRISBURG PA 17105-8671

FOR RETAILER/CLAIM CENTER USE

RETAILER NUMBER

RETAILER TELEPHONE NUMBER

_____-_____-_____

ENSURE THAT EVERY SECTION OF THE CLAIM FORM IS COMPLETED BEFORE SUBMISSION.

FILING STATUS

- INDIVIDUAL
 GROUP
 a. One Check
 b. Separate Checks

SEE INSTRUCTIONS ON REVERSE

CLAIMANT'S NAME (LAST NAME FIRST, FOLLOWED BY FIRST NAME AND INITIAL)

ADDRESS

CITY

STATE

ZIP CODE

MONTH _____ DAY _____ YEAR _____ TELEPHONE NUMBER _____ SOCIAL SECURITY NUMBER _____
 DATE OF BIRTH _____

INDICATE TYPE OF CLAIMANT ID PRESENTED (PHOTO ID REQUIRED):

- DRIVER'S LICENSE # _____ WORK ID OTHER _____

ARE YOU A PA LOTTERY RETAILER OR A FAMILY MEMBER OF A PA LOTTERY RETAILER? YES NO

DO YOU OR A FAMILY MEMBER WORK FOR A PA LOTTERY RETAILER? YES NO

IF YOU WOULD LIKE TO JOIN OUR VIP PLAYERS CLUB, PLEASE PROVIDE YOUR E-MAIL ADDRESS _____

ALL TICKETS MUST INCLUDE CLAIMANT'S NAME, ADDRESS AND SIGNATURE IN ORDER TO BE VALIDATED AND PAID. PA LOTTERY IS NOT RESPONSIBLE FOR LOST OR STOLEN TICKETS OR CLAIM FORMS.

**STAPLE
"WINNING" TICKET
HERE**

**STAPLE
"CLAIM" TICKET
HERE**

**IF PAID, "PAY"
TICKET MUST
ALSO BE ATTACHED**

TO BE COMPLETED BY RETAILERS OR AREA OFFICE FOR WINNING TICKETS

DATE OF DRAWING

MONTH _____ DAY _____ YEAR _____
 _____ - _____ - _____

GAME NAME: _____

**TICKETS MUST BE ATTACHED IN ORDER FOR
CLAIM TO BE PROCESSED AND/OR PAID**

TICKET NUMBER

FOR INSTANT TICKET ONLY

PIN NUMBER (BOTH LOCATED ON THE FRONT OF INSTANT TICKETS)

PRIZE AMOUNT \$ _____

I DECLARE, UNDER PENALTY OF PERJURY, THAT ALL INFORMATION PROVIDED IS TRUE TO THE BEST OF MY KNOWLEDGE. I UNDERSTAND THAT ANY PERSON WHO, WITH INTENT TO DEFAUD, FALSELY MAKES, ALTERS, FORGES OR COUNTERFEITS A LOTTERY TICKET, PRESENTS AN ALTERED OR COUNTERFEITED LOTTERY TICKET FOR PAYMENT, OR OTHERWISE CLAIMS A LOTTERY PRIZE BY MEANS OF FRAUD, DECEIT OR MISREPRESENTATION IS GUILTY OF A FELONY PUNISHABLE BY A FINE AND OR IMPRISONMENT. I CERTIFY THAT I AM NOT AN EMPLOYEE OF THE PENNSYLVANIA LOTTERY OR THE MULTISTATE LOTTERY ASSOCIATION (MUSL) OR AN INDIVIDUAL PROHIBITED BY THE MEGA MILLIONS PRODUCT GROUP FROM PURCHASING TICKETS NOR AM I A LOTTERY BOARD MEMBER, COMMISSIONER, OFFICER OR EMPLOYEE OF A LOTTERY JURISDICTION SELLING MEGA MILLIONS OR A LOTTERY, MUSL OR MEGA MILLIONS PRODUCT GROUP CONTRACTOR AND I AM NOT THE SPOUSE, CHILD, STEPCHILD, BROTHER, SISTER, PARENT OR STEPPARENT RESIDING AS A MEMBER OF THE SAME HOUSEHOLD IN THE PRINCIPAL PLACE OF RESIDENCE OF SUCH PERSON.

WANT CHECK MAILED TO THE AREA OFFICE? YES NO

MONTH _____ DAY _____ YEAR _____
 _____ - _____ - _____

CLAIMANT'S SIGNATURE _____

TODAY'S DATE

RETAILER/AREA OFFICE SIGNATURE _____

COMPLETE BELOW ONLY IF PAID BY RETAILER

BY OUR INITIALS WE ACKNOWLEDGE PAYMENT RECEIVED

CASH _____ CHECK/MONEY ORDER # _____ PAYEE INITIALS _____ RETAILER INITIALS _____

READ INSTRUCTIONS ON REVERSE SIDE White - PA Lottery Yellow - Claim Center Pink - Claimant's Record

NOTE: Complete directions are on the back of the claim form.

The Instant Management Screen



To access the Instant Management functions, touch the **[INSTANT-MGMT]** tab. Many functions in the Instant Management Menu are designed to permit processing “batches” of packs or tickets and generate a single report at the end of the batch.

NOTE: DSR Menu functionality is for District Sales Representatives only.

Scratch-Off Ticket Pack Processing

Retailers obtain their Scratch-Off 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 order for Scratch-Off tickets, Draw ticket stock and playslips is placed. 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. 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 below. Scratch-Off ticket pack processing is a 4-step process. Each pack of tickets must be processed through each of these steps:

- **RECEIVE:** Verify that 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:** 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:** When you are charged for the pack of tickets and have received your commission.

Automatic Pack Settlement Methods:

1. When it is 60 days since the day a pack was activated **(retailers may return these packs for partial credit only on the same day the pack reaches 60 days)**.
2. When 90% of the low tier prizes within a pack are redeemed **(this policy is based on the number of low-tier prizes redeemed, not the number of tickets, so it is not unusual for packs to automatically settle with a significant number of tickets remaining; retailers therefore cannot return such packs for partial credit since the packs may still contain top/mid-tier prizes)**.
3. When a game's end sale date has been announced **(packs will automatically settle on the following week's settlement; retailers should stop selling such packs on the announced end sale date and may return them for partial credit)**.

You can also use your terminal to:

- Return fully unsold packs
- Return partially sold packs
- Report stolen packs

If you require additional Scratch-Off, Draw ticket stock 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 in 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 on the following business day.



Pennsylvania Lottery

*INSTANT TICKET
DELIVERY RECEIPT*

Station: PACSPWHSE-TEST

WH auditor1 #: c phillips

WH auditor2 #:

Date: 3/5/2016 11:30:59 AM

Shipment #: 300987654606500010

Retailer #: 98765

Order #: 4006523

Consigned to: THE LOTTERY STORE
1200 FULLING MILL RD.
MIDDLETOWN PA 17057

Reprint

ID	Game Description	Ticket Value	Pack			Pack list
			Quantity	Value	Total	
1185	Yahtzee	3.00	10	300.00	3,000.00	0054195 0054196 0054197 0054199 0054200 0054201 0054202 0054203 0054204 0054206
1188	\$3,000,000 Extreme Green	30.00	3	900.00	2,700.00	0058136 0058172 0058173
1189	The Price Is Right®	10.00	5	600.00	3,000.00	0055652 0055659 0055679 0055680 0055681
1190	Spicy 9s	5.00	10	300.00	3,000.00	0067455 0067457 0067464 0067465 0067466 0067467 0067517 0067518 0067519 0067525
1194	7-11-21®	1.00	4	300.00	1,200.00	0028471 0028472 0028473 0028479
996	Wave/PlayCentral Ticket Stock	0.00	1	0.00	0.00	502778

Box #: 1 of 1

Extra Large Box-1

Manifest #: 7306742

Total consumables: 1

Total packs issued: 32

Total retail Value: \$12,900.00

Please verify contents. Notify the Pennsylvania Lottery of any discrepancies at 1-800-692-7481. When prompted, press 1 and then 3. Thank you.

Receiving a Delivery

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

1. Touch **[Receive Delivery]** to display a pop-up labeled “**Scan or Enter Shipment Number**”.
2. Manually enter the number from the manifest (18-digits).
OR
Scan the barcode from the manifest using the wireless barcode reader.
3. Touch **[OK]** after manually entering or scanning the shipment number.
4. A receipt is printed and a confirmation pop-up displays. Touch **[OK]** to exit the confirmation pop-up. It is suggested to attach the receipt to the manifest and to keep the manifest until all packs on the manifest have settled.

If the delivery was received by the wrong retailer, then a message similar to the following message displays:

**SHIPMENT NOT YOURS. CONTACT LOTTERY.
1-800-692-7481.**

NOTE: The cartons of thermal paper that will be delivered to your store will need to be scanned into your inventory using the Delivery Receipt Barcode located on the manifest. Following the same two-step process used with Scratch-Off ticket deliveries by first “Receiving” then “Confirming” the contents of the shipment.

Confirming a Delivery

This procedure must be completed before you can activate any packs.

1. Touch **[Confirm Packs in Delivery]** to display a pop-up labeled **“Scan or Enter Shipment Number”**.
2. Manually enter the number from the manifest (18-digits).
OR
Scan the barcode from the manifest using the wireless barcode reader.
3. Touch **[YES]** or **[NO]** to the pop-up display after verifying that the pack(s) in the shipping container match the pack(s) on the pop-up display. Each pack will have its own pop-up display showing its number.
4. A receipt is printed and a confirmation pop-up displays. Touch **[OK]** to exit the confirmation pop-up.

If there are any unconfirmed packs, the following message displays:



Activating a Pack

Ticket packs must be activated before they can be sold or validated.

1. Touch **[Activate Pack]** to display the “**Scan or Enter Pack Activity Card**” pop-up.



Pack Activity Card

NOTE: Please make sure the Pack Activity Card and the pack of Scratch-Off tickets match. If not, contact the Pennsylvania Lottery at 1-800-692-7481 (hours of operation are Monday through Friday, 8:00 AM to 4:00 PM).

2. Enter the game, pack and check digit numbers using the keypad.
OR
Scan the pack activity card using the wireless barcode reader.
3. After the pack is successfully activated, a confirmation pop-up displays acknowledging that the pack was activated and an activation receipt is printed.
4. Touch **[OK]** to exit the pop-up.

Beginning on 8/16/22 Scratch-Off games no longer have Pack Activity Cards. To activate a new pack without a Pack Activity Card:

1. Select the **[INSTANT MGMT]** tab and then select **[ACTIVATE PACK]**.
2. Scan the inventory barcode on the back of any ticket in the pack.
3. 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” to print a new receipt. To verify a pack, please use the steps below.

1. Select the **[INSTANT MGMT]** tab and then select **[VERIFY PACK]**.
2. Scan the inventory barcode on the back of any ticket in the pack.
3. 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

Scratch-Off Packs must be settled when all the tickets have been sold.

1. Touch **[Settle Pack]** to display the “**Scan or Enter Pack Activity Card**” pop-up.
2. Enter the game, pack, and check digit numbers using the keypad.
OR
Scan the pack activity card using the wireless barcode reader.
3. After the pack has been settled, the terminal will display a confirmation pop-up and a receipt is printed.
NOTE: You should staple the receipt to the Pack Activity Card for daily reconciliation. You will receive commission once the pack is settled.
4. Touch **[OK]** to exit the pop-up.

Returning Fully Unsold Packs

You may return a fully unsold pack of tickets to the Lottery. This procedure will transfer the pack from your retailer location inventory back to the Lottery warehouse inventory.

1. Touch **[Return Fully Unsold Pack]** to display the Scan or Enter Pack Activity Card pop-up.
2. Enter the game, pack and check digit numbers using the keypad.
OR
Scan the pack activity card using the wireless barcode reader. The terminal will display a confirmation pop-up that the pack was returned and a receipt is printed.
NOTE: During your District Sales Representative’s next scheduled visit, the pack will be picked up. Give the pack to the DSR only after the fully unsold pack procedure listed above is complete.

Returning Partial Packs

You may return a pack of tickets that has been activated and partially sold. This is a 2-step process:

1. The pack must be settled as fully sold.
2. You must perform the “Return Settled Tickets for Credit” transaction.

NOTE: In order to receive credit for these packs, you must perform both steps on the same day.

Return Settled Tickets for Credit Procedure

1. Touch **[Return Settled Tickets for Credit]** to display the “**Scan or Enter Pack Activity Card**” pop-up.
2. Enter the game, pack and check digit numbers using the keypad.
OR
Scan the pack activity card using the wireless barcode reader.
3. The “**Enter Start Ticket**” pop-up displays. Enter the first ticket number of the tickets to be returned and touch **[OK]**.
4. The “**Enter End Ticket**” pop-up displays. Enter the last ticket number of the tickets to be returned and touch **[OK]**.
5. After you enter the range of tickets being returned, you will be prompted to repeat the range of tickets being returned a second time. Touch **[OK]** to proceed.
6. Repeat steps 3 and 4 above. If the Range of tickets being returned matches both times, the terminal will display a confirmation pop-up that the tickets were returned and a receipt is printed.
7. If the Range of tickets being returned does not match as it was entered the first time, an error message will print and you will have to repeat the process again.

Reporting Stolen Tickets

In the event that Scratch-Off tickets are stolen, the following steps must be taken:

1. Contact the Lottery immediately at 1-800-692-7481 (hours of operation are Monday through Friday, 8:00 AM to 4:00 PM). Ask to be connected to Instant Accounting. They will complete a Stolen Ticket Report. This phone call is essential because it generates the message to your District Sales Representative to go to your retailer location and initiate the required paperwork and to obtain a copy of the police report.
2. Report the stolen tickets through your Lottery terminal. Perform this procedure for each pack of stolen tickets.
 - a. From the "INSTANT MGMT" tab on the WAVE X terminal, touch the **[Report Stolen Tickets]** icon to display the "**Scan or Enter Pack Activity Card**" pop-up.
 - b. Enter the game, pack and check digit numbers using the keypad.
OR
Scan the pack activity card using the wireless barcode reader.
 - c. The **Enter Start Ticket** pop-up displays. Enter the first ticket number of the stolen pack and touch **[OK]**.
 - d. The **Enter End Ticket** pop-up displays. Enter the last ticket number of the stolen pack and touch **[OK]**.
 - e. The terminal will print a receipt indicating the game, pack, and number of tickets stolen.
3. Contact your local law enforcement agency to obtain a police report.

NOTE: You must provide a police report to the Lottery. If no police report is provided, you will be charged for the full value of the pack(s).

Please contact the SGI hotline at 1-800-692-7353 to report issues occurring after 4:00 pm on weekdays or on weekends.

Charge for tickets stolen before they were activated:

- \$30 for the first pack in an incident plus \$6 for each additional pack in the same incident, to cover administrative costs.

Charge for tickets stolen after they were activated:

- Same as above. A debit adjustment will be given for the tickets sold from the pack(s) prior to the theft.

The administrative service charges (and debit adjustments where applicable) will be applied to your account at the time the Stolen Ticket Report Form and attached documentation is processed by Instant Accounting. Any tickets subsequently recovered by the police are the property of the Lottery and must be returned to the Lottery.

Reporting Missing Tickets

In the event that tickets are lost or you simply cannot account for packs, the following will apply:

1. Only packs in a “RECEIVED” status will be considered; the Lottery will NOT excuse liability for packs after they have been activated unless they are stolen as previously described above. In addition, if any tickets from the pack have been presented for payment, liability for the pack will NOT be excused.
2. You must immediately report the incident to the Lottery (1-800-692-7481 hours of operation are Monday through Friday 8:00 AM to 4:00 PM). Ask to be connected to an Instant Accounting Representative who will complete a “Missing Pack Report” and help you with the transaction necessary to “block” the tickets from the pack. This phone call is essential because it generates the message to your District Sales Representative to come to your retailer location and initiate the required paperwork.
3. Your District Sales Representative will visit your retailer location to complete a “Proof of Loss and Claim” form, which will detail the circumstances of your loss. If the claim is approved, you will be charged \$30 per pack.

NOTE: Any retailer seeking to be excused for the liability for a pack must complete and submit a “Proof of Loss and Claim” form. If no form is submitted or if any tickets from the pack have been presented for payment, retailers will be charged for the value of the full pack(s).

SECTION 4

Creating Reports

Your terminal can produce a variety of useful sales and accounting reports for your Draw and Scratch-Off bookkeeping records. It can also produce winning number and prize information for your players.



To take any report:

1. To access reports, touch the [REPORTS] tab.
2. From the **Reports Main Menu** screen, touch the tab for the type of report you want to create.

NOTE: Report types for common reports are provided in the table that follows.

3. Press the button for the report you want to create.
4. Follow the directions on the screen.

Report Permissions

Retailers and DSRs are able to access all available reports.

Available Reports

Report Name	Report Description
Daily	
Daily Activity (Xpress Daily)	Provides details of your Draw, Xpress and Scratch-Off business for the date chosen (tickets validated and packs received, activated and settled). Available for up to one year.
Daily Pays	Lists Draw and Scratch-Off tickets cashed for a specified date
Daily Card Transactions	Summarizes all non-cash (Debit and/or PA Lottery Gift Card) transactions for the day. Available for up to one year.
Current Jackpots	Lists the current jackpots for Powerball, Mega Millions, Match 6, Cash 5, and Treasure Hunt games.
Benefit Statistic	Provides information on retailer contributions to the Pennsylvania Lottery's benefit programs.
Winner Statistic	Provides information on winning Draw and Scratch-Off tickets sold by retailer.
Weekly	
Weekly Activity (Xpress Weekly)	Similar to the Daily Activity Report, this provides details of your Draw, Xpress and Scratch-Off business for the current accounting week to date. Available for up to one year.
Weekly Pays	Lists Draw and Scratch-Off tickets cashed for a specified week
Weekly Settlement	Combines Draw and Scratch-Off ticket weekly settlement activity. Available for up to one year.
Weekly Card Transactions	Summarizes all non-cash (Debit and/or PA Lottery Gift Card) transactions for the week. Available for up to one year.
Adjustment Details	Lists both Draw and Scratch-Off total advances and adjustments for the accounting week chosen.
13 Week Average	Provides the average net sales of Draw for 13 weeks

Report Name	Report Description
Game Sales	Provides sales information on all draw games for the previous week. Note: Select each individual draw game after selecting [Game Sales] .

Combined Accounting	
Combined Draft	Provides combined Draw and Scratch-Off draft totals for a specific retailer.
Combined 13 Week Average	Provides the average net sales of Draw and Scratch-Off for 13 weeks
Combined Weekly Settlement	Combines Draw and Scratch-Off ticket weekly settlement activity for your PCT and WAVE X terminals. It must be taken every Tuesday morning to determine how much the Lottery is withdrawing from your Lottery account through your weekly EFT sweep.
Instant Inventory	
Instant Inventory Summary	Provides total number of Scratch-Off packs by game in each status. INT= in transit, REC = received and in confirm status, ACT= activated, SET = settled.
Instant Inventory Detail	Provides information on the exact status of all packs for a specific game. Note: You must enter a game number.
Active Packs	Shows by date and game all packs in your inventory currently in the active status.
DSR Issued Packs	Provides a list of packs issued by a District Sales Representative for the date chosen.
Returned Pack Listing	Displays a list of packs that were returned to the Lottery on a specified date.
Instant Manifest Listing	Provides a listing of packs in a specific shipment when you type in the manifest number
WTD (Week To Date) Settled Packs	Provides your previous week's total Scratch-Off settled packs for the date chosen.
WTD (Week To Date) Partial Returns	Provides your previous week's total Scratch-Off partial returns for the date chosen.

Outstanding Packs	Shows status and ship date of all your Scratch-Off ticket packs. Use this report to verify your inventory.
Outstanding Partial Packs	Displays the game number, pack number, NTS range, and status of Scratch-Off tickets that are assigned to the retailer
Instant Games Available for Order	Provides Scratch-Off games available for order
Retailer Information	
Retailer Info	Provides the retailer information
Instant Status	
Remaining Top Prizes	Displays a list of top prizes that have not been claimed by game.
Instant Games On Sale	Displays all games that are currently available for sale and validation.
Instant Game Info (Sgl Game)	Displays detailed information about a specific Scratch-Off game. Note: You must enter a game number.
Top Prizes Claimed	Displays a list of top prizes that have been claimed by game.
Winning Numbers	
PICK 2	Provides winning information on PICK 2 Day and Evening games for the date chosen.
PICK 3	Provides winning information on PICK 3 Day and Evening games for the date chosen.
PICK 4	Provides winning information on PICK 4 Day and Evening games for the date chosen.
PICK 5	Provides winning information on PICK 5 Day and Evening games for the date chosen.
CASH 5	Provides the numbers drawn and the number of winners for the CASH 5 game for the date chosen along with the estimated value of the next drawing's jackpot.
Millionaire Raffle	Lists the top three tiers of winners for the most recent Raffle game.
Treasure Hunt	Provides the numbers drawn and the number of winners for the Treasure Hunt game for the date chosen along with the estimated value of the next drawing's jackpot.
Powerball	Provides the numbers drawn and the number of winners for the Powerball game for the date chosen along with the estimated value of the next drawing's jackpot.

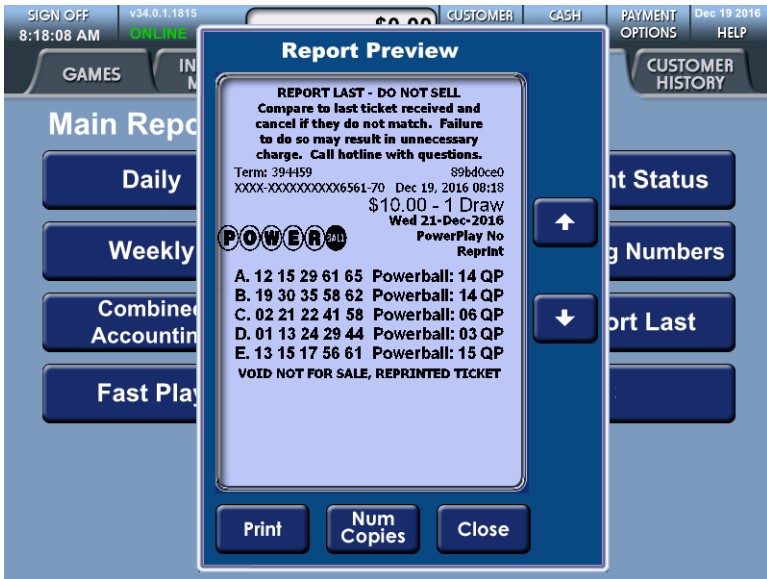
Match 6	Provides the numbers drawn and the number of winners for the Match 6 game for the date chosen along with the estimated value of the next drawing's jackpot.
Cash4Life	Provides the numbers drawn and the number of winners for the date chosen
Keno & Xpress Sports	Enter draw number to display winning numbers (plus previous 9 draws) if no draw number entered displays the last 10 completed draws.
Mega Millions	Provides the numbers drawn (including the Megaplier) and the number of winners for the Mega Millions game for the date chosen along with the estimated value of the next drawing's jackpot.
Winning Numbers Summary	Provides winning numbers for any game, for the most recent seven days.
Current Winning Numbers	Provides the last current winning numbers for any Draw game.
Last 30 News Messages	
Last 30 News Messages	Provides the last 30 news messages that the lottery has sent out to the terminal base statewide.
Report Last	
Report Last	Provides the image for the last transaction saved.
Fast Play	
Remaining Top Prizes	Displays a list of top prizes that have not been claimed by Fast Play game.
Fast Play Games On Sale	Displays all Fast Play games that are currently available for sale.
Fast Play Game Info (Sgl Game)	Detailed information about a specific Fast Play game.
Fast Play Game Sales	Provides sales information on all Fast Play games for the previous week. Note: Select each individual Fast Play game after selecting [Game Sales] .
All Terminals (Icon only displays if retailer also has a PlayCentral type terminal installed.)	

Daily Activity (Xpress Daily)	Provides individual WAVE X and PlayCentral reports detailing your Draw and Scratch-Off business for the date chosen (tickets validated and packs received, activated, and settled). Available for up to one year.
Weekly Activity	Similar to the Daily Activity Report, this provides individual WAVE X and PCT reports detailing your Draw and Scratch-Off business for the current accounting week to date. Available for up to one year.
Weekly Settlement	Provides two separate WAVE X and PCT Weekly Settlement reports. Available for up to one year.
PCT / PHD / PCT / EX (These icons will show the terminal type and retailer number of the PlayCentral terminal(s) installed at your location.)	
Daily Activity (Xpress Daily)	Provides details of your Draw, Xpress and Scratch-Off business for the date chosen (tickets validated and packs received, activated, and settled). Available for up to one year.
Weekly Activity (Xpress Weekly)	Similar to the Daily Activity Report, this provides details of your Draw, Xpress and Scratch-Off business for the current accounting week to date. Available for up to one year.
Weekly Settlement	Combines Draw and Scratch-Off ticket weekly settlement activity. Available for up to one year.
PCT Instant Sales	Provides details on Scratch-Off sales for the date chosen.
Daily Pays	Lists Draw and Scratch-Off tickets cashed for a specified date.

Report Last

The Report Last function reviews the last transaction.

1. Touch **[Report Last]**. The **Report Preview** pop-up displays.



2. Touch **[Print]** to print the report, **[Num Copies]** to print multiple copies of the report or **[Close]** to close the pop-up.

Lottery Accounting Procedures

You are responsible for the accounting of all Lottery money and paid tickets. The Lottery requires that you establish a bank account for the deposit of Lottery funds. In addition you should reconcile all paid tickets on a weekly basis. You must reconcile the bank account and deposit all monies due each week. This account must be an Automated Clearing House (ACH) account, which authorizes the automatic withdrawal of funds from this account, by the Pennsylvania Lottery. Your weekly accounting paperwork must be completed and all funds deposited in this ACH account by 12 Noon every Tuesday. Your weekly settlement will be drafted on Tuesday or Wednesday according to your banks ACH procedures.

Your Lottery terminal provides a variety of reports that you may use to keep track of all sales and pays. While daily accounting procedures are not required by the Lottery, it is strongly recommended by both the Lottery and Scientific Games. Proper accounting procedures require that you do start of the day and end of the day accounting.

Suggested Daily Accounting Procedures

At Start of Day:

1. Take the "Daily Activity Report" and "Xpress Daily Activity" to ensure that you are starting with a "0" balance.
2. Record the first ticket number on each active pack of tickets that you have ready for sale.
3. Take the "Daily Activity Report" for the previous day to ensure accurate accounting.

At End of Day:

1. Record the first remaining ticket number on each active pack of tickets.
2. Subtract this number from the one recorded earlier in the day to determine how many Scratch-Off tickets you sold today.

3. Take the “Daily Activity Report”, “Xpress Daily Activity”, “Weekly Activity Report” and “Xpress Weekly Activity” each night just before the terminal shuts down. Balance your money against these reports.
4. Deposit money in bank on a daily basis.

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”.
2. Place all paid tickets from the previous week in a secured area for your weekly reconciliation. Ensure that the total number of paid tickets agrees with the numbers on your “Weekly Settlement Report”.
3. 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.
4. Don’t forget to withdraw your net income (sales commission earned) each week.

NOTE: If you need assistance or have any questions regarding Lottery accounting procedures and policies, please call the Lottery at 1-800-692-7481 (hours of operation are Monday through Friday, 8:00 AM to 4:00 PM).

SECTION 5

Lottery Funds Wired to Your Account (Advances)

Funds may be sent daily to the financial institution referenced on your Three Party Agreement via ACH (Automated Clearing House) when both the following criteria are met:

1. You provide the Lottery with a completed Advance Authorization Agreement.
2. When the ending business days consolidated Float Cash (FC) amount is below a preset established float level and the amount to be advanced is at least \$500. (With the exception of your weekend activity, Friday-Saturday-Sunday, 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 transfer, you will be reimbursed for this charge by sending the Lottery a copy of your bank statement reflecting this fee. Mail it to:

**Pennsylvania Lottery
Budget Division
1200 Fulling Mill Road – Suite One
Middletown, PA 17057
OR
Fax Statement to 717-702-8178**

Credit Requests for Illegible Draw Game/Fast Play Tickets

There are situations that may occur with your Draw terminal that may provide cause for the Pennsylvania Lottery to consider a credit application for tickets or money lost, usually as a result of a telecommunication 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. The “Request for an Online Adjustment Form” must be completed and mailed to the Lottery within 24 hours of the occurrence.
2. The “Request for Online Adjustment Form” must be completed in its entirety and all illegible tickets, Player History Report, Daily Activity Report and a print message from your terminal must be attached to the form in the area indicated.
3. If more than one ticket misprints, the Lottery will consider your request for credit only if the misprinted tickets are part of a multiple ticket transaction.

NOTE: 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. The Lottery will not consider requests for credit as a result of operator error or tickets issued as a result of accepting telephone plays.

The Lottery will review the “Request for Adjustment Form” (displayed on the following page) and advise you of the disposition of your request. If your request for credit has been approved, a credit will be applied to your account, less commission earned, on the tickets involved. Mail your credit request to:

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

NOTE: If you are experiencing problems with your terminal or “communication” device, call the Scientific Games Call Center number at 1-800-692-7353.

Credit Requests 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. This consideration is usually as a result of a ticket with manufacturing defects.

1. The “Instant Ticket Adjustment Request Form” must be completed and mailed to the Lottery within 24 hours of the occurrence.
2. The “Instant Ticket Adjustment Request Form” must be completed in its entirety and all illegible tickets must be attached to the form.

The Lottery will review the “Instant Ticket Adjustment Request Form” and advise you of the disposition of your request. If your request for credit has been approved, a credit will be applied to your account, less commission earned, on the tickets involved. Mail your credit request to:


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

NOTE: The Pennsylvania Lottery “Instant Ticket Adjustment Request Form” is displayed on the following page.

Instant Ticket Adjustment Request Form

P&L-372 (REV. 3-87)

**PENNSYLVANIA LOTTERY
INSTANT TICKET ADJUSTMENT REQUEST**


Benefits Only Pennsylvania

Please read the instructions on the reverse side before completing form.

Retailer Number

Retailer Name _____

Address _____

City _____

State _____ Zip _____

Business Phone () _____

My records indicate that: I owe the Lottery \$ _____

The Lottery owes me \$ _____

Date of Occurrence: ____/____/____

Explanation of Request: (Note—If you are requesting credit for instant tickets, the tickets must accompany this form.) May be used for multiple tickets.

Print your name: _____

Sign your name: _____ Date _____

LOTTERY USE ONLY

This instant ticket adjustment request for \$ _____ has been:

approved for \$ _____ (adjusted for 5% commission)

denied

Explanation: _____

Processed by: _____ Date: _____ Approved By: _____ Date: _____

INSTANT GAMES CONTROL SECTION
Pennsylvania Lottery

The Special Functions Screen

The **Special Functions** menu allows the user to select and perform specific terminal functions at any time during the day. To access special functions, touch the **[SPECIAL FUNCTIONS]** tab.



Print Test Ticket

The Print Test Ticket function prints a test ticket. Touch **[PRINT TEST TICKET]** to print a test ticket.

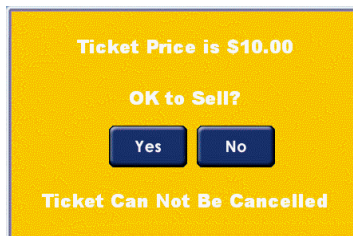
Scanner Eject

The Scanner Eject function is used to eject Playslips or tickets that are stuck in the scanner. Touch **[SCANNER EJECT]** to eject the play slip or ticket.

Play Cost Warning

The Play Cost Warning function is used to set a ticket-cost threshold. If that threshold is met or exceeded, a pop-up will display. The threshold may be set from \$5 to \$30.

1. Touch **[PLAY COST WARNING]** to display the “**Play Cost Warning Max**” keypad pop-up.



2. Enter a number between 5 and 30 and touch **[OK]**.

Spanish

The Spanish function switches the retailer terminal language to Spanish. Touch **[SPANISH]** to switch the language.

NOTE: Not all words on all screens will change to Spanish. Reports and messages from the host will be available in English only. All tickets will be printed in English.

English

The English function switches the Retailer Terminal language to English. Touch **[ENGLISH]** to switch the language.

Promotions

The “Promotions” function is not active at this time.

Videos



The Video function plays English-only videos to demonstrate how to:

- WAVE X Paper Change
- PCT Paper Change
- WAVE X Touchscreen Calibration
- ITVM Dashes Displayed

Once the Video Menu is displayed, touch the appropriate button to view a video.

Print Screen Calibration Ticket

The operator has the ability to calibrate the touch screen if it appears to be out of calibration.

1. Select the [Special Functions] tab on the WAVE X terminal screen.
2. Select [Print Calibration Ticket].



3. Select [Sign Off], then [Yes] to sign off the terminal.
 4. Insert the calibration ticket into the document scanner as you would to validate an Draw ticket (barcode down and to the left of the doc scanner) or scan under the barcode reader (BCR).
- A Windows screen will populate stating “Running Touch Set Up Shortly”.
 - Wait for a White screen to populate telling you to touch the crosshairs on the terminal screen.

NOTE: If you wait too long the terminal will time out and re-boot automatically and the process will have to be started again.

- You will need to touch five crosshairs in the center before the terminal will re-boot.
- The calibration is done at this time and the retailer can sign back on the terminal once the sign-on screen populates.
- The procedure is finished and may be repeated as needed.

Coupons

The Pennsylvania Lottery distributes coupons three ways.

- 1) Over the Internet through the VIP Players Club (www.palottery.com)
- 2) On mobile phones through the PA Lottery Mobile App and via text message (SMS)
- 3) Sport Coupons distributed at events

To redeem a coupon select [**Special Functions**] on the terminal screen. Select [**Coupon**] and scan the coupon barcode on the Barcode Reader (BCR) or manually type in the barcode number located below the barcode.



Test HiVis (High Visibility) Sign

This option is utilized to refresh the signal to the Pennsylvania Lottery's wireless dual jackpot sign after a terminal reboot, installation or service call.

To refresh the signal select [Test HiVis Sign], and the wireless jackpot sign will count backwards from 9 to 0 and populate the current jackpot information.

SECTION 6

Cleaning the Terminal

NOTE: Before performing any cleaning procedures, verify that:

- The terminal is turned off.
- The power source to the terminal is disconnected.

Touch Screen and Flat Panel Display

The acceptable ways to "touch the screen" include your fingertip and pencil eraser.

CAUTION! Never use sharp objects or abrasives to clean the terminal touch screen or flat panel monitor.

CAUTION! Never use liquids or sprays on the terminal.

Document Scanner

1. With a soft, lint-free cloth, clean the scanner body area.

CAUTION! Never use anything sharp or abrasive, such as a screwdriver, fingernail or brillo pad to clean the scanner.

CAUTION! Never use liquids or sprays on the scanner.

Changing and Loading Paper

1. Activate Draw ticket stock prior to loading a new roll. See “*Draw Ticket Stock Tracking*” on page 90 for more information.
2. Open the printer cover located on the top of the printer.



3. A message displays on the screen that the paper is out. Touch **[OK]**.
4. Remove the remaining paper by lifting the roll out of the printer compartment.
5. Place the new roll of ticket stock in the printer compartment and roll out a couple of inches of paper from the bottom of the roll.



6. Extend the paper past the printer compartment.
7. Close the printer cover and push back the black lever.



Draw Ticket Stock Tracking

Tracking of Draw ticket stock aids the Lottery to determine which retailers are eligible for bonuses and verifying the security of jackpot tickets.

- Cartons of thermal paper must be Received and Confirmed into your inventory using the Delivery Receipt Barcode located on the manifest.
- When the carton is opened and you are ready to utilize an individual roll, you must scan the barcode on the individual roll using the Barcode Reader.
- The rolls of thermal paper can be used in either the PlayCentral Terminal or the WAVE X terminal.

NOTE: Paper cannot be manually activated. The barcode on the paper roll must be fully intact to be able to scan. This can be done on any screen except the CASH/REPLAY or INSTANT MGMT screens.



Individual Roll Barcode

Tech Tips

- Age Verification – You have to scan a driver's license using the handheld Barcode Reader only, not the magstripe reader.
- Please do not shut down your WAVE X terminals overnight. This process is essential to be able to receive future downloads in order to sell and redeem tickets.
- If the Barcode Reader does not scan, press the button on the top.
- Do not unplug the WAVE X printer while the WAVE X terminal is running or you risk damaging components.
- When the handheld Barcode Reader is not holstered, you must press the top button to activate.
- You can clean your touch screen with water on a damp, soft cloth or with LCD cleaner. No other solvents should be used. Always power your terminal down before cleaning.
- Please position the equipment and WAVE X peripherals in a highly visible area to maximize sales and utilize player traffic flow.

Who to Call

To Request Claim Forms and Adjustment forms

Your Lottery DSR or Lottery Area Office

Additional Draw Ticket Stock

Scientific Games Tel-Sell Team Member at 1-888-393-4744

To Order Scratch-Off Tickets

Scientific Games Tel-Sell Team Member at 1-888-393-4744

To Order Playslips for the terminal

Scientific Games Tel-Sell Team Member at 1-888-393-4744

Report Lost or Stolen Tickets

Lottery Retailer Services at 1-800-692-7481

Questions about Lottery Policies, Procedures, and Accounting

Your Lottery DSR or Lottery Retailer Services at 1-800-692-7481

Report Terminal Malfunctions

Scientific Games Call Center at 1-800-692-7353

Information on How to Operate the Terminal

Scientific Games Call Center at 1-800-692-7353

Schedule New Employees for an Online Training class

Lottery DSR or Lottery Area Office

NOTE: The Pennsylvania Lottery's hours of operation are Monday through Friday, 8:00 AM to 4:00 PM.

Pennsylvania Area Lottery Offices

**AREA ONE: Philadelphia
215-952-1123**

**AREA TWO: Wilkes-Barre
570-826-2091**

**AREA THREE: Harrisburg
717-702-8230**

**AREA FOUR: Clearfield
814-765-0536**

**AREA FIVE: Pittsburgh
412-770-2760**

**AREA SIX: Erie
814-835-2423**

**AREA SEVEN: Lehigh Valley
610-807-3319**

**Lottery Headquarters
1-800-692-7481**

NOTE: The Pennsylvania Lottery Area Office hours of operation are Monday through Friday, 8:30 AM to 4:30 PM.



Benefits Older Pennsylvanians.
Every Day.

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

www.palottery.com

General Retailer Assistance

1-800-692-7481

Day Draw Winning Numbers

1-877-282-4639

Problem Gambling Helpline

1-800-GAMBLER

(1-800-426-2537)

Scientific Games Terminal Service

1-800-692-7353

Scientific Games – Tel-Sell Team

**(Scratch-Off Ticket, Draw Ticket Stock and
Playslip Ordering)**

1-888-393-4744