

# Retailer Help Center



Pennsylvania Lottery  
1200 Fulling Mill Road, Suite 1  
Middletown, PA 17057  
**Business Hours: 8 a.m. - 4 p.m.,  
Monday through Friday**

The "Suggestions for Success" outlined on the following pages address the most frequently-asked questions from retailers. Remember, the terminal manual is your best reference guide. However, feel free to call us if the terminal manual or this Help Center guide do not address your questions.

**For help, call 1-800-692-7481**

Press 1 for Retailer Services, then select the section you wish to reach:

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# Instant Ticket Shipment Processing

- Before using the terminal to receive and confirm a game shipment, carefully cross-check the shipment with the Manifest and double-verify pack numbers against the pack activity cards. That process is the factor for determining liability later on.
- Any missing packs should be reported within **one business day** of the shipment's arrival. This is important because your liability for the pack could be affected.
- If the Manifest is missing from the shipment, the shipment number (located on the UPS label) may be used to receive/confirm packs by entering it manually or by scanning the label.

# Instant Ticket Accounting

- Using Terminal Reports to manage inventory is essential. Regularly check your inventory against the reports. You should settle packs when all tickets are sold.
- The report for Weekly Settled Packs should be taken every Wednesday morning. This indicates what packs have settled for the upcoming week's draft.
- In most cases, settling a pack and returning part of it is up to you. Learn about pack settlement and understand your inventory. Keep pack activity cards as part of your records.
- Instant ticket packs should be promptly settled after the final ticket is sold. That way you pay for the tickets in the accounting week you collected the final sales for the pack.
- If a pack auto-settles after 60 days, you can call Instant Accounting and get immediate credit for the unsold ranges. Hold the tickets at your location for your DLR to pick up.
- If a pack auto-settles after 90 percent threshold is reached, those tickets can and should be sold. The threshold is 90 percent of the low-tier prizes have been redeemed from that pack. Mid-tier and high-tier winners could be among the remaining tickets, as well as the remaining 10 percent of the low-tier prizes.
- As part of your nightly reconciliation process, the last ticket sold from each active pack should be recorded. These accounting sheets are a valuable asset if audits later become necessary.
- **It is imperative that any tickets stolen from your store are blocked using the WAVE terminal as soon as possible.** You can block ranges of tickets and, at Lottery's discretion, potentially receive credit for those tickets. Outside of normal business hours, you can obtain support for tickets by dialing Scientific Games Technical Support at **1-800-692-7353**.
- Verify your instant ticket inventory regularly. Packs that are not active cannot be redeemed but you are still responsible for selling or returning each pack in your inventory.

# Claim Processing and Ticket Redemption

- Carefully follow terminal instructions for all ticket redemption/validation. The terminal will print out a message with the next steps, if needed. If the prize is over \$600, a claim form must be completed and the ticket must be scanned twice to receive the proper credit.
- All claim forms must be legible and include the claimant's Social Security and telephone numbers, signature, and retailer information. Don't forget that the tickets should be signed by the claimant and the original tickets must be attached to the claim form and mailed to us as soon as possible.
- Claims of \$100 and more from terminal-based games may be paid at your terminal up to 180 days after the draw date. After 180 days, they should be mailed to the Claims Department with a completed claim form. Lower prize amounts may be paid by you up to one year from the draw date.
- When an instant ticket is scanned for validation, please follow the terminal instructions. If a ticket is eligible to be paid at your location and is a ticket requiring a claim form, a message will print "Claim Receipt" listing the prize amount. You should scan the ticket again to get a "Validate Ticket", which you will use to pay and file a claim form.
- When a terminal-based ticket is scanned for validation, please follow the terminal instructions. If a ticket is eligible to be paid at your location and is a ticket requiring a claim form, a message will print "Claim Receipt" listing the prize amount. You should scan the ticket again to get a "Cash Receipt", which tells you to pay and file a claim form.
- Your retailer number and telephone number should be clearly written in the upper right hand corner of the claim forms.
- Prior to scanning a ticket for validation, explain to the claimant your store's payout method (cash, money order, or business check). Retailers and players alike benefit when this is clearly communicated. Take the opportunity to educate players about the ticket checkers.
- Tear up tickets validated at your store only after you've reconciled accounting for that day or week. Consider keeping payout receipts for your records.
- Do NOT pay any ticket that you have not first scanned through your terminal. Sight validation cannot confirm if a ticket has already been validated and paid elsewhere.

# Budget and Finance

- You may update your bank account information, but the new account information will not be finalized until you are contacted by the Budget/Finance Department with confirmation of the change.
- Automatic withdrawals (drafts) of retailer accounts occur every Tuesday. All funds due to Lottery should be deposited and available for withdrawal on that day. Weekly Settlement Reports should be run on Tuesday mornings after 7:30 a.m.
- If your store has a PlayCentral Terminal, you must run a Combined Weekly Settlement Report on Tuesday morning to get the amount that will be drafted from your account.
- When you run your Weekly Settlement Reports, take the corresponding report for any item (such as adjustment detail report/settled packs report) and keep them for your records.
- Don't assume that a wire will be sent automatically when you pay a large prize. Your sales and float cash levels (if existing) are also considered in those calculations.
- Reconcile your sales, money and credits each day. It is also a good practice to reconcile your account at a shift change.
- Keep Lottery sales separate from other funds and deposit Lottery funds into your bank account daily. Also, keep payout stubs, reports and credits until you are satisfied with the reconciliation.

# Helpful Hints

- Online Ticket Adjustments - In order to receive credit for illegible or jammed tickets, you should provide the damaged tickets as well as a History Report and a Daily Activity Report within 24 hours of the occurrence on an Online Adjustment Form.
- The Retailer Portal website provides secure access to Lottery information over the Internet. This information includes valuable reports such as:
  - Online and Instant Games
  - Sales, Payouts, and Commissions
  - YTD, Quarterly, and Weekly totals with comparisons
  - Winners, Settlements, and Inventory

Log-in at <https://www.paretailer.lottery.state.pa.us/RetailerPortal/>

Ask your District Lottery Representative how to obtain your login information.

# Helpful Hints

- Instant tickets come in various lengths. When loading any game for the first time into the Instant Ticket Vending Machine, strict attention should be paid to ticket size.
- When reloading rolls of ticket stock, make certain it is correctly oriented for proper printing.
- On all handwritten forms sent to Lottery, be certain that all writing is legible.
- To better serve your customers, consider posting a sign stating your store's payout policy for Lottery prizes.
- Lottery holds weekly training sessions for new retailers throughout the state. You are welcome to attend or send your employees whenever "refresher" training would be beneficial.
- Contact your District Lottery Representative if you need to obtain additional point-of-sale materials or equipment.
- If your store will be closed for a short and defined term such as vacation, you may request the WAVE terminal's suspension by telephoning Licensing. Note: **suspending your terminal will not stop the auto-settling** instant pack processes, so keep that in mind.
- Please call us if you experience any difficulties while reconciling your records to your reports. A short telephone call can often clear up any issues. If necessary, our staff can also visit you in person. Please ask us; we are here to help you succeed.
- Contact Scientific Games Terminal Support by calling **1-800-692-7353**.
- Order instant tickets and ticket stock by calling **1-888-393-4744**.

# Helpful Hints

- Weekly Settled Pack report codes (This shows how the pack was settled):
  - R=Retailer
  - P=Percentage
  - A=(60 days of) Activation
  - L=Lottery
- Outstanding Pack status codes (This shows the current pack status):
  - I=In Transit
  - R=Returned
  - C=Confirmed
  - A=Active
  - U=Unconfirmed
  - S=Settled
- Remember to use the Help Screens! The terminal contains a manual and offers many help screens to guide you.