

# Retailer Help Center



Benefits Older Pennsylvanians. Every Day.

Pennsylvania Lottery  
1200 Fulling Mill Rd, Suite 1  
Middletown, PA 17057

Office Hours: 8 am – 4 pm Monday Through Friday

The Lottery has compiled "Suggestions for Success" for Lottery retailers and have listed them below by section. These items are most commonly discussed when talking to retailers like yourself. Remember, your terminal manual is your best reference. However, feel free to contact us for further discussion or assistance.

RETAILERS CALLING OUR OFFICES SHOULD DIAL 1-800-692-7481

PUSH OPTION 1 FOR RETAILER SERVICES THEN THE NUMBER LISTED BELOW BY SECTION:

- Press 3 for Instant Ticket Shipment Processing
- Press 4 for Instant Ticket Accounting
- Press 5 for Claim Processing and Ticket Redemption
- Press 7 for Budget and Finance

Next 

# Press 3 for Instant Ticket Shipment Processing

- Check individual pack numbers against the Shipment Manifest; receive and confirm packs in the terminal as soon as possible after the shipment arrives. Packs missing from the shipment 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.
- Shipments should be carefully cross checked with the bill of lading, and pack numbers should be double verified against the pack activity cards before receiving and confirming in the terminal. That process is the determining factor for liability later.

# Press 4 for Instant Ticket Accounting

- ❑ Terminal Reports and inventory management is your best plan for success with instant tickets. Check your inventory against what the reports show regularly. 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 settled when the last ticket is sold. That way you pay for the tickets in the accounting week you collected the last ticket sales for the pack.
- ❑ If a pack auto-settles after 120 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 the 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 in 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 become necessary later.
- ❑ It is imperative that any tickets stolen from your store are blocked in the WAVE terminal as soon as possible after a robbery. You can block ranges of tickets and potentially receive for those stolen tickets. Outside normal business hours you can obtain support for stolen 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 each pack in your inventory, either to sell them or return them.

Next 

# Press 5 for Claim Processing and Ticket Redemption

- Follow terminal instructions for all ticket redemption/validation carefully; 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 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 and be sure everything is legible. Don't forget that the tickets should be signed and the original tickets must be attached to the claim form and mailed to us.
- For winning tickets of \$100 and more from terminal-based games; those tickets can 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 prizes may be paid up to one year from the draw date.
- When an instant ticket is scanned on the terminal to validate it, 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 win 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 on the terminal to validate it, 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 win amount. You should scan the ticket again to get a "Cash Receipt," which tells you to pay and file a claim form.
- On all claims, be sure your retailer number and telephone number are clearly written in the upper right hand corner of the form.
- Communicate payout method (i.e. cash, money order, business check) prior to scanning a ticket. Retailers and players alike benefit when everyone agrees the payout amount and method. Take the opportunity to educate players about the ticket checkers and empower them.
- Tear up tickets validated at your store only after you've reconciled that day or week's accounting. Consider keeping payout receipts for your records.
- Don't pay any ticket that you have not scanned through your terminal; sight validation cannot confirm if a ticket has already been validated and paid elsewhere.

Next 

# Press 7 for Budget and Finance

- ❑ You may update your bank account, but the new account information will not be finalized until you are contacted by the Budget/Finance Department.
- ❑ The Lottery drafts retailers accounts every Tuesday. Weekly Settlement Reports should be run on Tuesday mornings after 7:30 am. All money should be deposited and available for withdrawal on that day.
- ❑ 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 tier winner. Your sales and float cash are also considered in those calculations.
- ❑ Reconcile your sales, money and credits every day. It is also a good idea at a shift change to reconcile your lottery account.
- ❑ Keep Lottery money separate from your store's other funds. Also, keep payout stubs, reports and credits until you are satisfied about the reconciliation.
- ❑ It is recommended that Lottery sales be deposited into your bank account daily.

# Helpful Hints

- Press 0 to speak with an operator
- Online Ticket Adjustments - In order to receive credits 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.
- Retailer Navigator Web Site - The retailer web application 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
  - Available at <https://retailer.lottery.state.pa.us/retailernavigator>. Ask your District Lottery Representative how to obtain your login information

# Helpful Hints

- ❑ Instant tickets are various sizes (heights). When loading any game for the first time into the Instant Ticket Vending Machine, strict attention should be paid to this size.
- ❑ Ticket stock should be carefully reloaded paying close attention to which side is being printed upon.
- ❑ On all handwritten forms sent to Lottery, be certain that all writing is legible.
- ❑ Consider posting a payout policy in your store for winnings over a certain amount.
- ❑ Lottery holds weekly training sessions for new retailers throughout the state. You are permitted to send your employees or return whenever that training could be useful to you.
- ❑ To obtain additional point-of-sale materials or additional equipment, contact your District Lottery Representative (DLR).
- ❑ 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 and making that request. Note that suspending your terminal will not stop the auto-settling instant pack processes so keep that in mind. You can reach licensing by pressing 0 and asking for that section.
- ❑ If you experience any difficulties in reconciliation of your records to reports, please contact our offices for help. More often than not a simple telephone call can clear up any issues. If a telephone call does not help you, we can visit you personally. Please ask us.
- ❑ Contact Scientific Games Terminal Technical Support by calling 1-800-692-7353.
- ❑ Order instant tickets and ticket stock by calling 1-800-393-4744.

# Helpful Hints

- Weekly Settled Pack report codes (This is how the pack was settled):
  - R=Retailer
  - P=Percentage
  - A=(120 days of) Activation
  - L=Lottery
- Outstanding Pack status codes (This is the current pack status):
  - I=In Transit
  - R=Returned
  - C=Confirmed
  - A=Active
  - U=Unconfirmed
  - S=Settled
- Help Screens! Remember that the terminal has many help screens.