



# PAY/CLAIM PROCEDURES

## QUICK REFERENCE GUIDE



**QUICK  
VIEW**  
KEY POINTS:



**DO NOT PAY**  
any prize over  
**\$2,500.**



Review  
**OVER 180 DAYS &  
\$100 POLICY**  
(see bottom left of page).



Complete a  
**CLAIM FORM** for  
any prize over  
**\$600.**



Read messages &  
follow instructions  
**EVERY TIME** you  
scan a ticket.

### Important Reminders For All Ticket Types

- **Use the Lottery terminal to validate tickets.** It is the only way to verify if a ticket is a legitimate winner and to receive appropriate credit for the payout.
- Prior to scanning a ticket, explain any store-specific payout policies to the player, if applicable. **The Lottery encourages retailers to pay all prizes up to and including \$2,500.**
- Players can check the prize amount of a winning ticket using an in-store ticket checker or the PA Lottery Official app.
- When scanning a ticket, always **READ THE MESSAGE** that appears/prints and **FOLLOW THE INSTRUCTIONS.**
- Pay prizes of up to \$2,500 with cash, checks, and/or money orders.
- After paying a player, always touch the **[CUSTOMER CLOSE OUT]** icon on the terminal to reset the total shown on the transaction display back to zero.

### Prizes \$600.01 - \$2,500

**SCAN TICKET AGAIN  
FILE CLAIM FORM**  
CHECK CLAIMANT'S PHOTO ID AND VERIFY  
ALL INFORMATION ON THE CLAIM FORM.

#### CLAIM RECEIPT

\$2,500.00

**PAY AND FILE CLAIM FORM**  
CHECK CLAIMANT'S PHOTO ID AND VERIFY  
ALL INFORMATION ON THE CLAIM FORM.

#### CASH RECEIPT

\$2,500.00

1. Scan the winning ticket.
2. The terminal prints a Claim Receipt.\*
3. Fill out a Claim Form.
4. Scan the winning ticket a second time.
5. The terminal prints a Cash Receipt/Validate Ticket.
6. Pay the player the amount shown and file the Claim Form.

**\*Note:** If the first scan occurred previously at another retailer who did not complete the payout, the terminal will print a Cash Receipt/Validate Ticket instead of a Claim Receipt. Fill out a Claim Form as indicated in Step 3, then pay the amount owed to the player as indicated in Step 6.

### Prizes Up To & Including \$600

#### CASH RECEIPT

\$250.00

1. Scan the winning ticket.
2. The terminal prints a Cash Receipt (Draw Games) or a Validate Ticket (Fast Play and Scratch-Offs), which displays the prize amount owed to pay the player.\*
3. Pay the player the amount shown.

#### **\*Over 180 Days & \$100 Policy**

After 180 days, Fast Play and Draw Game tickets worth more than \$100 cannot be paid by a retailer. The terminal prints a Claim Receipt stating, "**DO NOT PAY – FILE CLAIM FORM**". **DO NOT PAY THE PLAYER.** Fill out a Claim Form and mail it to Lottery for payment.

### Prizes Over \$2,500

**DO NOT PAY - FILE CLAIM FORM**  
CHECK CLAIMANT'S PHOTO ID AND VERIFY  
ALL INFORMATION ON THE CLAIM FORM.

#### CLAIM RECEIPT

\$5,000.00

1. Scan the winning ticket.
2. The terminal prints a Claim Receipt, displaying the prize amount along with the following instructions: "**DO NOT PAY – FILE CLAIM FORM**"
3. Fill out a Claim Form completely and legibly, following all instructions on the form.
4. The Lottery will process the Claim Form upon receipt and mail the player a check. **DO NOT PAY THE PLAYER ANY PORTION OF THE PRIZE.**

## Reports to Track Pays/Claims

The Wave terminal provides a variety of reports to track pays and claims for all types of tickets.

### Reports Include:

- Daily/Weekly Activity
- Xpress Games Daily/Weekly Activity
- Weekly Settlement/Combined Weekly Settlement
- Daily/Weekly Pays

#### Prizes Up To & Including \$600:

Payouts appear in the **Pay** section of all activity and settlement reports.

#### Prizes \$600.01 - \$2,500:

**First Scan (Claim Receipt):** An entry appears in the **Claim (Pay)** section without a dollar amount.

**Second Scan (Cash Receipt/Validate Ticket):** Payouts appear in the **Pay (Claim)** section.

**Note:** If another retailer previously completed only the first scan and you perform the second scan and receive a Cash Receipt/Validate Ticket, your reports will not capture information under the Claim portion. Instead, it will only appear in the totals under payouts.

#### Prizes Over \$2,500:

An entry appears in the **Claim Only** section without a dollar amount.

**Note:** All pays/claims are separated into either the **ONLINE** or **INSTANT** section of the reports, depending on ticket type.

- **Draw Game** and **Fast Play** pays/claims are listed in the **ONLINE** section.
- **Xpress Games** pays/claims are listed **separately** in the **Xpress Games Daily/Weekly Activity** reports but are grouped into the **ONLINE** section in the **Weekly Settlement/Combined Settlement** reports.
- **Scratch-Off Game** pays/claims are listed in the **INSTANT** section.

March 30, 2020		Retailer
11:02:47		999999
SAMPLE RETAILER		
<b>WEEKLY ACTIVITY</b>		
WEEK#: 14		
03/24/2020 to 03/30/2020		
-----		
<b>ONLINE</b>		
300	Sales	\$3,000.00
0	Cancel	\$0.00
0	Promo	\$0.00
20	Pay	\$200.00C
1	Pay (Claim)	\$700.00C
0	Claim Only	
1	Claim (Pay)	
0	Voucher Issue	\$0.00
0	Voucher Redeem	\$0.00
0	Adjustment	\$0.00
<b>online Net</b>		<b>\$2,100.00</b>
Float Level		\$0.00
Float Cash		\$0.00
-----		
<b>INSTANT</b>		
8	Settled	\$6,000.00
0	Returns	\$0.00
0	Promo	\$0.00
90	Pay	\$500.00C
2	Pay (Claim)	\$2,000.00C
1	Claim Only	
2	Claim (Pay)	
0	Adjustment	\$0.00
<b>Instant Net</b>		<b>\$3,500.00</b>
-----		
9	Card Trans	\$75.00C
1	Gift Card	\$25.00C
0	Prepaid	\$0.00
<b>Non-cash Transactions</b>		<b>\$100.00C</b>

## Additional Pay/Claim Information

### DRAW GAMES:

- Winning tickets are valid up to **one year** from the **draw date**.
- **Exchange Ticket:** Players who cash a ticket for a prize on a multi-draw ticket that still has draws remaining receive an Exchange Ticket for the remaining draws. **Give this ticket back to the player.**

**SCRATCH-OFFS:** Winning tickets are valid up to **one year** from the announced **End Sale date**.

**FAST PLAY GAMES:** Winning tickets are valid up to **one year** from the **date purchased**.