



PAY/CLAIM PROCEDURES

QUICK REFERENCE GUIDE



QUICK VIEW KEY POINTS:



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



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.

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		
WEEKLY ACTIVITY		
WEEK#: 14		
03/24/2020 to 03/30/2020		

ONLINE		
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
online Net		\$2,100.00
Float Level		\$0.00
Float Cash		\$0.00

INSTANT		
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
Instant Net		\$3,500.00

9	Card Trans	\$75.00C
1	Gift Card	\$25.00C
0	Prepaid	\$0.00
Non-cash Transactions		\$100.00C

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** posted on palottery.com.

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