

Scratch-Off Return Process

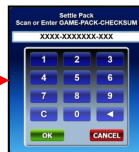
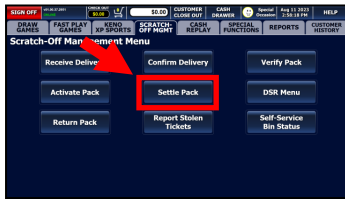
Quick Reference Guide

Pack Settlement

Scratch-Off pack settlement is an important piece of the accounting cycle. "Settlement" is the term used to describe an instance when a retailer pays the Lottery for the activated pack. All activated packs will settle. Packs are settled in one of three ways:

1. Automatically, after the pack reaches 120 days from the date of activation.
2. Automatically, when 90 percent of the low-tier prizes within a pack have been validated.
3. When the retailer settles a pack before 120 days and before 90 percent of the low-tier prizes are validated.

Retailers also may adjust any previously settled pack (including those auto-settled by 90 percent and after 120 days) for credit at any time before the end validation date.



You will receive Scratch-Off Packs Activated reports from your WAVE 8 to inform you when you have packs that will settle within 20, 10, or five days.

TO SETTLE A PACK: Select **[Settle Pack]** in the Scratch-Off Management Menu. Scan or enter the information for that pack of Scratch-Offs. This information can be found on the pack activation receipt or above the long barcode on the back of any ticket.

Returning Packs

Returning Full Packs

Full packs that have not yet been activated may be returned to the Lottery.

To return a full pack on the WAVE 8, complete the following steps:

1. Sign on and select the **[SCRATCH-OFF MGMT]** tab.
2. Select **[Return Pack]**.
3. Select **[Full Return]**.
4. Scan the long barcode on the back of any ticket in the pack or manually enter the pack information.
5. Select **[OK]**.

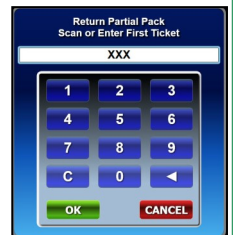
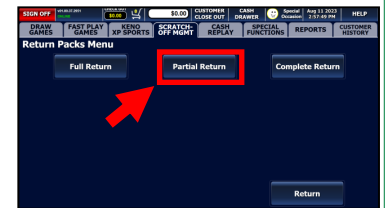


Returning Partial Packs

When returning a partial pack for credit, you will receive the credit from the PA Lottery immediately following its return.

To return a partial pack on the WAVE 8, complete the following steps:

1. After signing on and settling the pack, select the **[SCRATCH-OFF MGMT]** tab.
2. Select **[Return Pack]**.
3. Select **[Partial Return]**.
4. Scan the long barcode on the back of any ticket in the pack or manually enter the pack information.
5. Enter the starting (lowest) ticket number. Select **[OK]**.
6. Enter the ending (highest) ticket number. Select **[OK]**.
7. Select **[OK]** to confirm the message to repeat entering starting and ending ticket numbers.
8. Re-enter the starting and ending ticket numbers. Select **[OK]**.



NOTE:
Before you begin returning Scratch-Off tickets for credit, you must settle the pack.

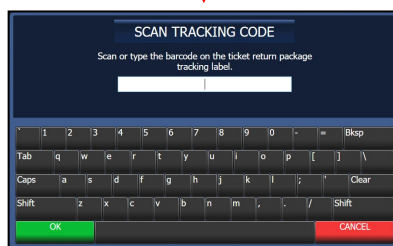
Shipping Returned Packs

When you have completed all pack returns (partial and full packs), select the **[Complete Return]** button.

A pop-up box will appear. Scan or enter the barcode information on the tracking label that was provided to you in the monthly Blitz shipment.

Once you have entered the tracking information, two return manifests will print. Keep one for your records and include the other with the returned packs in the provided shipping bag with the label attached.

The returned packs should be mailed together with any other returns via UPS.



IMPORTANT

A return bag with a pre-printed label will be sent to retailers when they receive the monthly Blitz tickets.

Use this bag to return any full and partial Scratch-Off tickets processed on the WAVE 8 via UPS.

Sample Ticket Return Shipping Label:



Scratch-Offs Return Report:

NOT FOR SALE			
VOID			
THE ROSE INN			
NOT A TICKET			
WORTH			
SCRATCH-OFFS RETURN#4:			
Tracking Label# : 122558910337212			
Thursday, August 18, 2022			
Game - Pack VOID			
1512	075088	049	059
1512	075088	049	059
1567	092011	057	059
1505	245041		
1575	045981		
TOTAL			\$66.50C

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Tips & Best Practices



QUICK VIEW KEY POINTS:



Process your returns each month when you receive a new label and bag.



Make sure all of your returned packs fit into the provided return bag.



Always check the expiration date on the return shipping label.

- ➔ Use the secure mailer bag and return shipping label provided to you in each monthly blitz for your pack returns.
- ➔ **Fill the bag as you complete the return process on the WAVE 8 terminal, pack by pack, to ensure your returned packs will fit into the bag without exceeding its volume.**
 - When processing the 20th pack for a return shipment, the WAVE 8 terminal will display a pop-up alert for you to confirm there is enough space remaining in the return bag before proceeding with more returns.
 - The alert reappears every five packs thereafter to continue reminding you to check that the bag has enough space.
- ➔ When the bag is filled or when you have processed all of your returned packs for the month, seal the bag closed and apply the provided return shipping label to the bag if it is not already pre-applied.
- ➔ **Each return shipping label provided will have an expiration date printed on it. Make sure to check the expiration date on the label before mailing to ensure it has not expired.**
- ➔ Mail your returned packs via UPS each month using the secure mailer bag and return shipping label. Remember to include a copy of the return manifest that printed from the WAVE 8 terminal after completing the return.

Please confirm enough space in shipping bag prior to proceeding with more returns.

OK

PRINT

Additional Information

What should I do if I have more packs to return than what will fit in the provided mailer bag?

If you have a large number of returns that will not fit into the bag provided with the monthly blitz, please contact Tel-Sell (1-888-393-4744) or your District Sales Representative for additional return bags and labels.

What should I do if I have a problem with processing the return of a specific pack?

If you cannot process the return of any particular pack(s) on the WAVE 8 terminal, please contact your District Sales Representative for assistance. You may also contact PA Lottery Retailer Services by calling 1-800-692-7481.

Who can I contact with additional questions and/or help with managing packs of Scratch-Offs?

Contact your District Sales Representative - they can help answer any questions you may have, review proper pack management techniques, and work with you to help make decisions on best-selling games and merchandising to help you increase Lottery sales at your store!