

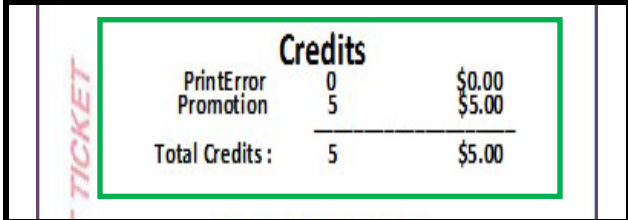
Shift Report Enhancement

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NEW: Shift Reports on PlayCentral-type terminals (PCT, PEX, PHD, and PHD-L) now include a section for **Credits** due to promotional tickets and/or print errors.

The new section titled **Credits** is located at the bottom of a Shift Report. It may contain the following line items if either occurred during the time period of the shift:

- **Print Error** – Credits issued for paper outages where terminal based game tickets only partially print or do not print at all. Includes total number of print errors and total dollar value of credits.
Note: Print error credits are not issued for mechanical issues such as paper jams. Continue to follow current procedures to request any adjustments due to paper jams.
- **Promotion** – Credits issued due to promotional tickets dispensed. Includes total number of promotional tickets and total dollar value of credits.



Credits		
PrintError	0	\$0.00
Promotion	5	\$5.00
Total Credits:	5	\$5.00

IMPORTANT: PRINT ERROR RECONCILIATION PROCESS

To reconcile any Print Error credits displayed, complete and submit an **Online Adjustment Form** to the PA Lottery. Include copies of the Shift Report **AND** the corresponding Daily Sales Report(s) for all days within the shift displaying any Print Error credits.

NOTE: This process only applies to Print Error credits, **NOT** Promotion credits. Promotion credits are automatically credited back to retailers.

IMPACT: The new Credits section will further streamline accounting and reconciliation processes on PlayCentral-type terminals by clearly displaying credits from print errors and promotions directly on the Shift Report. **All other items previously included on Shift Reports remain unchanged.**

If you have any questions, please contact your District Sales Representative.

We appreciate your continuous efforts to grow the sale of Lottery products in your store that provide your customers with entertainment and fund programs that benefit older Pennsylvanians every day.

– The Pennsylvania Lottery and Scientific Games

Players must be 18 or older. Please play responsibly. Problem Gambling Helpline: 1-800-GAMBLER (1-800-426-2537)