REPORTING STOLEN TICKETS

1. Call your local law enforcement agency immediately and file a police report.

2. You must have a law enforcement agency Case Number to receive credit for stolen instant tickets.

3. Call the SCEL Stolen Ticket Hotline at 1-866-269-5668 or 737-2854 in the Columbia area. The hotline number is answered 24/7. Please have your retailer ID number along with the game(s), pack number(s) and ticket range(s) of the stolen pack(s).

WHAT ELSE SHOULD I KNOW?

A "CALL LOTTERY" message means the ticket(s) presented has been reported stolen or missing. When safe, call the SCEL Stolen Ticket Hotline at 1-866-269-5668 or 737-2854 in the Columbia area and inform the investigator of the situation.

ENSURE VIDEO EQUIPMENT IS IN PLACE AND WORKING AT ALL TIMES. REVIEW TAPE(S) FREQUENTLY FOR ACTIVITY.

★ ★ ★

This document is provided by the:
South Carolina Education Lottery®
Department of Security and Investigations

RETAILER SUPPORT NUMBERS

IGT Help Desk:
1-844-458-8535
(for terminal assistance)

Ticket Orders:
1-866-737-7235 (7:30 a.m. to 4 p.m.)
Select option 1 from the menu.)

Stolen/ Missing/Defective Tickets:
1-866-269-5668 (Security Hotline)
737-2854 (Columbia area)

DO NOT GIVE RETAILER SUPPORT NUMBERS TO CUSTOMERS.

SCEL Security and Investigations
PO Box 11949
Columbia, SC 29211-1949
Phone (803) 737-2002
Fax (803) 737-2769

South Carolina Education Lottery®
Department of Security and Investigations

J. Craig Perry, Director

SECURE YOUR GAME PACKS

1. When your ticket shipment arrives, "check the packs" you receive against the invoice.
If there is a misdelivery, shortage, overage, or any error, call the SCEL Stolen/Missing/Defective Ticket Hotline and report the problem immediately.

2. "Receive" the shipment into your terminal by using either the scan or manual entry method. Contact your MSR if you need assistance. Place your packs in a safe and secure area.

3. "Activate" and load tickets in your dispenser only when ready to sell.

4. Maintain a shift and daily log of games and pack numbers. Include the beginning and ending ticket numbers and the number of tickets sold for each game during each shift.

5. Review SCEL ticket inventory often for missing tickets.

YOUR SAFETY

Ensure the safety of yourself and your customers ABOVE ALL ELSE!

Never confront a person or persons with stolen or suspicious lottery merchandise. You may always request that the player's ticket(s) be delivered or mailed to our claims center for validation. Personal descriptive information and vehicle license number should be obtained only if safe to do so.

Always require identification of South Carolina Education Lottery, IGT and Scientific Games employees.

IGT TERMINAL PAPER

Treat Terminal Paper with the same care you give your instant tickets. Terminal Paper must match the paper assigned to your store/terminal. Do not open a carton until ready to use.

DO NOT TRANSFER OR "LOAN" ROLLS BETWEEN TERMINALS.

TICKET VALIDATION

Powerball®, Mega Millions®, Lucky for Life® and Palmetto Cash 5 tickets cannot be canceled.

If you have a terminal problem with these tickets, call the IGT Help Desk at 1-877-500-5202 and properly document the incident. Submit a Credit Request Form, if applicable.

YOU MUST RETAIN AND/OR DESTROY WINNING TICKETS.

***FOR MULTIPLE DRAW ONLINE TICKETS WITH DRAWS REMAINING**, retain and/or destroy the original and give the player the reissued ticket.*

If you need a terminal technician, please call the IGT Help Desk at 1-844-458-8535 for instructions.

FOR RETAILERS ONLY

Stolen/Missing/Defective Tickets:

1-866-269-5668

(Columbia area) 737-2854

CONFIRM TICKET SHIPMENTS

Confirming Instant Games orders through your terminal simply lets you and the Lottery know you received your order. **You are not charged for the games/tickets when you confirm receiving shipments.**

Using these easy steps will save you valuable time later.

Step 1: From the Terminal Main Screen, touch **"Instant Games".**

Step 2: From the Instant Menu Screen, touch **"Receive Order".**

Step 3: **Scan Barcode** (or manually enter the Order Number) on the invoice.*

Step 4: Terminal automatically generates a **"Received"** shipment receipt.

* NOTE: If invoice is lost or missing, touch Blue "Use Game/Pack" button and scan barcode from any pack in shipment to generate received receipt.

Compare **"Pack Count"** number on the invoice to actual number of packs in shipment. If there is an error in your order, call Lottery Security immediately.

Once a shipment is confirmed, you must **Activate** a pack to sell it.

Activated packs **SETTLE** when Eighty Per-Cent (80%) of winning tickets have been redeemed OR Sixty (60) days from date of activation have passed.

Keep all tickets not for sale in a secure area.