Altura Lottery Terminal

Retailer Reference Guide

NORTH CAROLINA Education LOTTERY
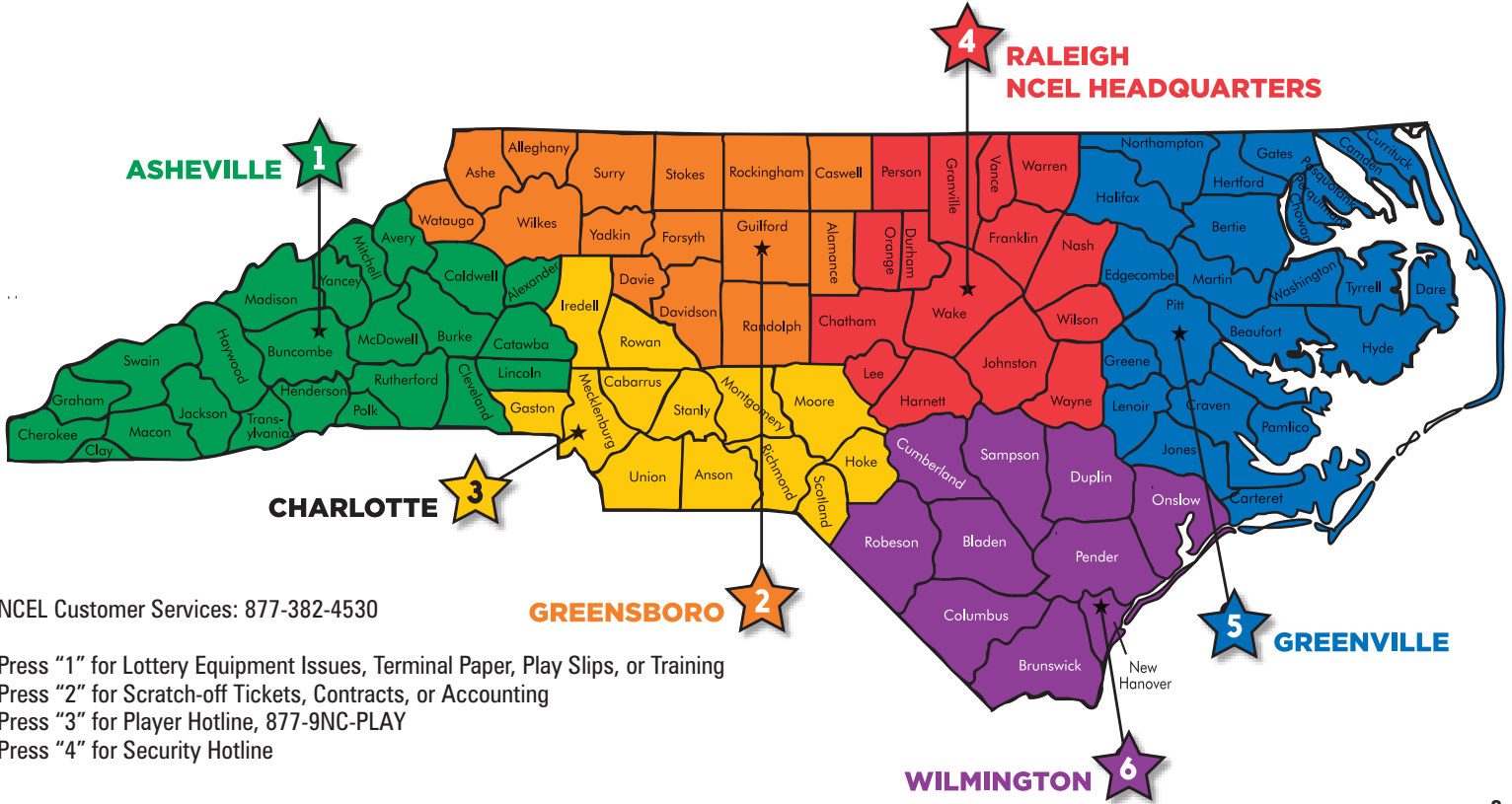
JULY 2016

NCEL CUSTOMER SERVICES 877-382-4530

For terminal service or Lottery questions concerning accounting, NCEL Rules and Regulations, Procedures and Products, please contact the NCEL Customer Services.

Press "1" for IGT Terminal Service, Training or Supplies.
Press "2", "3", or "4" for Lottery Departments.

To contact the NCEL Security Division (24 hours)
Call 888-732-6235
Please leave a detailed message about any lottery related crimes.

NC REGIONAL MAP

1 ASHEVILLE

4 RALEIGH
NCEL HEADQUARTERS

3 CHARLOTTE

2 GREENSBORO

5 GREENVILLE

6 WILMINGTON

NCEL Customer Services: 877-382-4530

Press "1" for Lottery Equipment Issues, Terminal Paper, Play Slips, or Training
Press "2" for Scratch-off Tickets, Contracts, or Accounting
Press "3" for Player Hotline, 877-9NC-PLAY
Press "4" for Security Hotline

07/16

2

1.

ASHEVILLE

Regional Office and Claim Center

16-G Regent Park Blvd.
Asheville, NC 28806
828-251-6223

2.

GREENSBORO

Regional Office and Claim Center

20 Oak Branch Rd.
Greensboro, NC 27407
336-218-5724

3.

CHARLOTTE

Regional Office and Claim Center

North Ridge Business Center
5029-A West W. T. Harris Blvd.
Charlotte, NC 28269-1861
704-523-4898

4.

NCEL HEADQUARTERS

Regional Office and Claim Center

2100 Yonkers Road
Raleigh, NC 27604
919-301-3637

5.

GREENVILLE

Regional Office and Claim Center

2790 Dickinson Avenue, Suite A
Greenville, NC 27834
252-756-7992

6.

WILMINGTON

Regional Office and Claim Center

Market Station
5214 Market Street, Suite 108
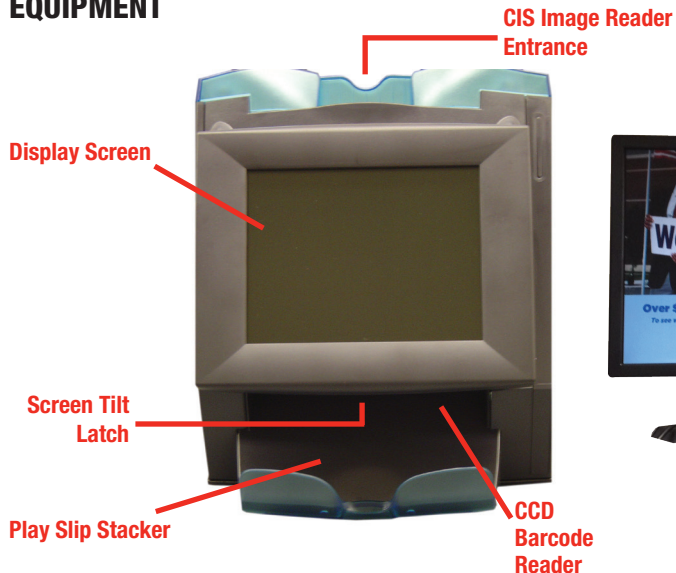Wilmington, NC 28405
910-350-2000

TABLE OF CONTENTS

EQUIPMENT

CIS Image Reader Entrance

Display Screen

Screen Tilt Latch

Play Slip Stacker

CCD Barcode Reader

ESMM Monitor*

We All Did This!

Over $3 billion raised for education.
To see what the money has done in your community visit
WeAllDidThis.com

Ticket Checker*

Did You Win?
Check Here!

Accutherm Printer
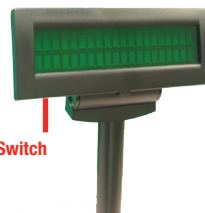
VFD Customer Display

Power Switch

IDU Communications Device

Cleaning Instructions

To clean the Altura lottery terminal, its reader and related equipment, spray non-ammonia window cleaner on a soft, dry, lint-free cloth and gently wipe the components clean. Clean reader once a week.

NOTE: DO NOT spray the cleaner directly onto the touchscreen, reader or any electrical parts.
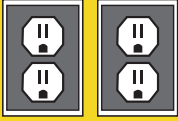
IMPORTANT NOTE:
TWO Dedicated 2-Plug Outlets
Each with a Minimum 15Amp Circuit
REQUIRED

DO NOT UNPLUG THE ALTURA!
Power to the terminal must remain on at all times. The terminal receives important information during "off" hours and should only be powered down or unplugged upon instructions from a Hotline operator.

Power to Printer

Printer

Terminal Power to Wall

Power Switch

Communications Device (IDU)

VFD
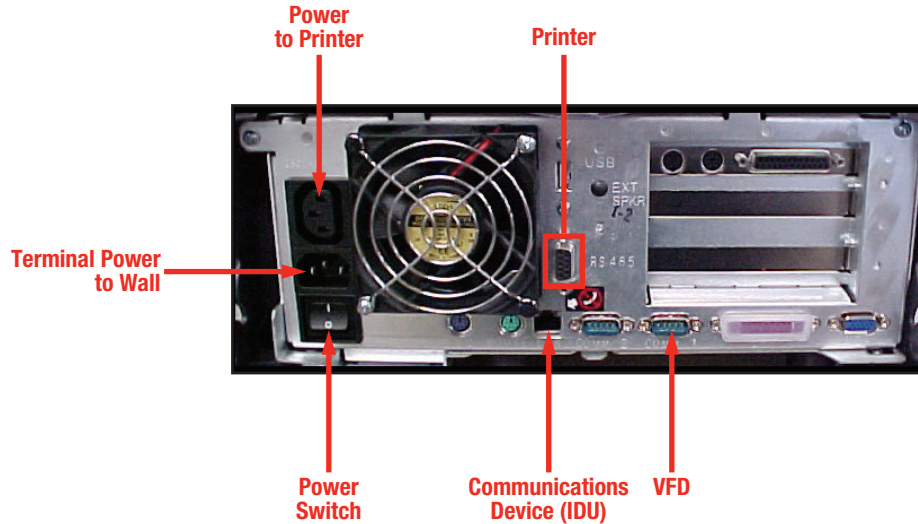
HELPFUL TIPS FOR PLAY SLIPS & TICKETS

INSERTING PLAY SLIPS

Insert play slips one at a time, vertically, into the Image Reader with the marked side facing the front. DO NOT insert Scratch-off or Draw tickets into the Image Reader.

PLAY SLIP EDITING

If a play slip has been filled out incorrectly, an error message will display in the top left corner of the screen. You may correct the error on the screen or return the play slip to the player to be corrected.

VALIDATING TICKETS

For Scratch-offs and Draw cashing, scan barcodes under the CCD Barcode Reader.

Insert Play Slip Here

CCD Barcode Reader

Scan Scratch-off and Draw Tickets Here to Validate
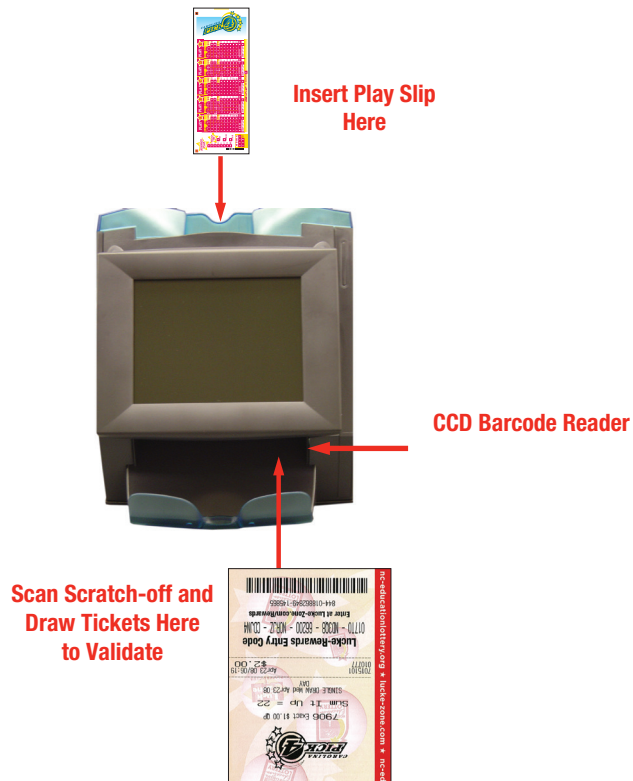
"FIRST IN – FIRST OUT"

Use older boxes of ticket stock FIRST. The ticket stock is sturdy but can break down over time.
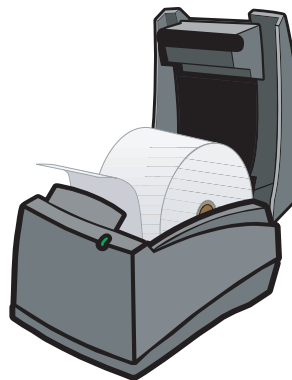
TICKET STOCK IS HEAT SENSITIVE

Ticket Stock boxes should be stored in a cool, dry place. To avoid damage, do not place them next to or on top of a heat source.
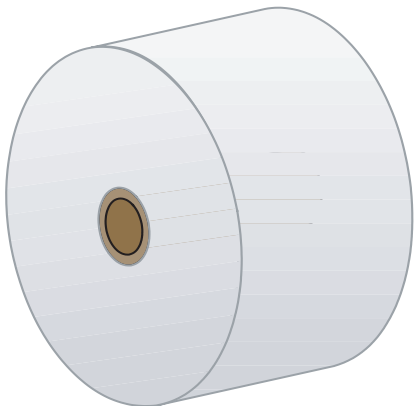
STORAGE

Keep Ticket Stock in the box it was delivered in and keep the box sealed until you need to use it.

TICKET STOCK IS LIGHT SENSITIVE

Be sure to keep rolls of ticket stock in their plastic bags until you are ready to load them into the printer. Light can cause damage to ticket stock.

TICKET STOCK IS NON-TRANSFERABLE

For security reasons, ticket stock **CANNOT** be transferred between retailers.

CHANGING THE PAPER IN THE PRINTER

- Press in the latch button and open the paper cover on the printer.
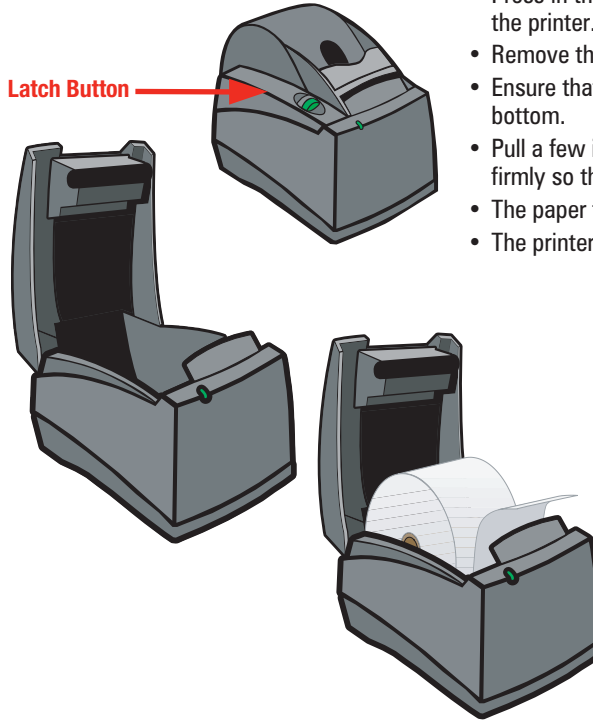- Remove the used paper roll from the printer.
- Place the new roll of paper in the printer with the paper unwinding from the bottom.
- Pull a few inches of paper out; close the paper cover so that it latches securely.
- The paper feeds automatically to align itself.
- The printer automatically cuts the excess paper.
- If ticket stock is loaded correctly, "Accutherm-Supreme" will be visible on excess strip.

CLEARING A PAPER JAM IN THE PRINTER

- Press in the latch button and open the paper cover on the printer.
- Remove the jammed paper from the printer.
- Ensure that the paper roll is unwinding from the bottom.
- Pull a few inches of paper out; close the paper cover firmly so that it latches securely.
- The paper feeds automatically to align itself.
- The printer automatically cuts the excess paper.

Latch Button

CLEARING A PAPER JAM IN THE TERMINAL

- Push in the button on the top of the reader door.
- Pull the reader door toward you.
- Remove the jammed play slip.
- Close the reader door firmly.

**Touch-screen
Release Button**
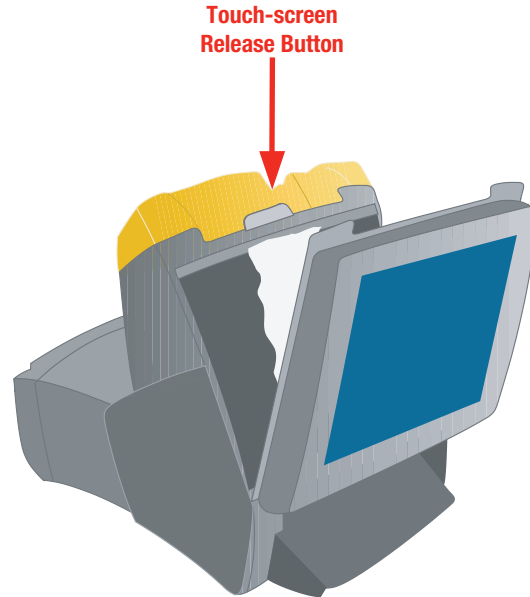
ALTURA LOTTERY TERMINAL SCREENS

WELCOME SCREEN

HOME SCREEN

FUNCTION BUTTONS

- SIGN OFF | ? | 🖰? | 🔒
- Special Functions ▶
- Reports & Reprints ▶
- Game Results ▶
- Online Cashes
- Instant Game Functions
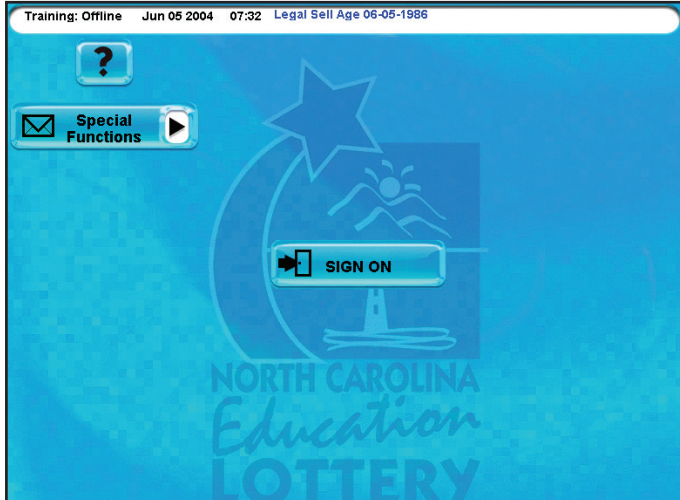- Instant Games Cashes
- Cancel

GAME BUTTONS

North Carolina POWERBALL	$2 QP	$10 QP	$20 QP
POWERPLAY	$3 QP	$15 QP	$30 QP
North Carolina MEGA MILLIONS	$1 QP	$5 QP	$10 QP
MEGAPLIER	$2 QP	$10 QP	$20 QP
CAROLINA CASH 5	$1 QP	$5 QP	$10 QP
CAROLINA PICK 4	$.50 QP	$1 QP	
CAROLINA PICK 3	$.50 QP	$1 QP	

Lucky FOR LIFE

MILLIONAIRE RAFFLE

IG | PB | M | 5 | 3 | 4 | R | LUCKY LIFE

Game Buttons on Home Screen access manual ticket creation options. QP (Quick Pick) buttons request the terminal to pick the numbers for a ticket. The smaller HOT KEYS are located at the bottom of each manual ticket creation screen, for faster access to games.

ALTURA LOTTERY TERMINAL BUTTONS

GENERAL HELP

Displays a submenu of **General Help** topics.

| Sign On/Off | Wager | Online Validation |
| Instant Functions | Instant Validation | Video Help |

- Touch **Help**.
- Touch the button that corresponds to the topic for which you would like help.
- The terminal displays text help for that item.
- Touch **Print** to print the topic.

CONTEXT-TOPIC HELP

- Touch **Context-Topic Help**, then touch the item on the screen for information about that topic.
- Touch **Context-Topic Help**.
- Touch the function button that corresponds to the subject matter for which you would like help.
- The screen displays text help for that item.
- Touch **Print** to print the topic.

BREAK HELP

- Touch **Break** (Stop Sign) to escape from a screen or function. Break returns to the previous screen.
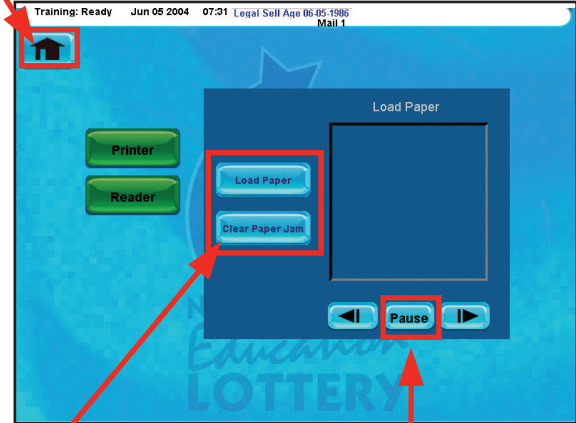
VIDEO HELP

• Displays a short "how-to" video.

- Touch **Help**.
- Touch **Video Help**.
- Touch the button that corresponds to the topic for which you would like help, for example, **Printer**.
- Touch the function for which you need help.
- The screen will display a short video with demonstration of the selected function.
- Touch **Pause** to pause the video.
- Touch **Home** to return to the **Home Screen**.

Video Help

Printer

Reader

Home Button

Sub-Topics for Video Help

Pause Video Button

SPECIAL FUNCTIONS

- Touch **Special Functions** on the **Home Page** or the **Welcome Screen**.

- Touch the button for the desired service.

BRIGHTNESS CONTROL

Touch this button to adjust the brightness of the Altura lottery terminal screen.

FST SIGN OFF/ON/FUNCTIONS

This function is used only by Field Service Technicians to access service functions. As a retailer, you will not be able to access this menu.

MAIL

- Touch **Mail** to view a list of up to 10 messages.

Use to obtain messages sent by the NCEL.

Immediate Messages may appear on the screen upon sign on or any time and must be read prior to proceeding with any request.

Deferred Messages will be indicated on the **Home Screen** with a **Mail #** message displayed in the status bar at the top of the screen (where the # refers to the number of new messages). These messages may be read at any time without interrupting terminal use.

In the Mail Screen:

- Use the scroll bar to scroll to the message you would like to read.
- Use the **Up** and **Down** arrows to view the entire message.
- Touch **Read** to read the message.
- Touch **Print** to print the message.
- Touch **Delete** to delete the message from the list.

Mail Screen

DIAGNOSTICS

 Use to access terminal diagnostics functions.

- Touch **Diagnostics**.
- Select the desired Diagnostics option.
  - **Version Info**: Displays the version of software and firmware on the terminal.
  - **Printer Test**: Prints a test ticket.
  - **Sign Device Test**: Displays a test message on the VFD.
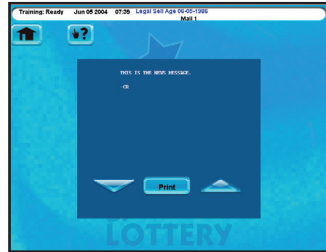 - **2-D Imager**: Tests the 2-D Imager.

NEWS

 • Touch **News**.

Use to obtain news messages sent by the North Carolina Education Lottery. These messages may be accessed any time and do not require acknowledgment.

eLEARNING COURSE

 • Touch **eLearning**. The eLearning course will launch on the terminal screen. Follow the instructions to proceed through the course lessons.

Using the latest interactive technology, you can access retailer training right from your lottery terminal. This training course provides refresher training for retailers who have already attended formal training. It also allows managers to train new employees on Altura lottery terminal functions.

ITVM SERVICES

This function only applies when a retailer has a Instant Ticket Vending Machine (ITVM).

VOLUME CONTROL

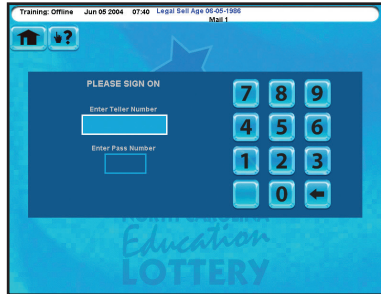TOUCH speaker icon to adjust volume of the terminal sounds.

SIGN ON

Allows access to all terminal functions.

- Touch **Sign On** from the **Welcome Screen**.
- Enter your **8-digit** terminal number using the numeric touch pad.
- Enter your **4-digit** pass number.
- A S**ign On confirmation** displays.
- Touch **Print** to print the confirmation, if desired.

If a news message is available, it will display automatically.

- Touch **Print** to print the message or **Home** button to go to the **Home Screen**.
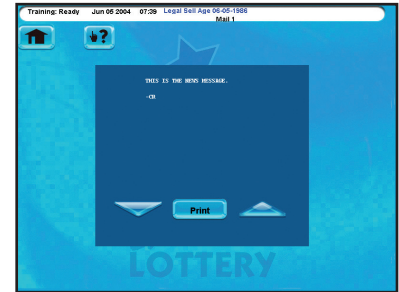
PAUSE

Pause mode puts the terminal into a **Paused/Locked** state. Tickets cannot be created while **Pause/Lock** is enabled.

• Touch **Pause**.
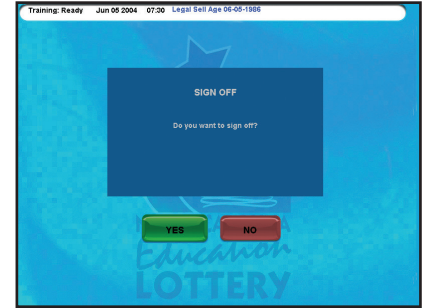• Enter your password to unlock the terminal.

NOTE: If the password is entered incorrectly three (3) times, the **Welcome Screen** will display for sign-on using teller number and pass number.

SIGN OFF

• Touch **Sign Off**.

• Touch **YES** to confirm **Sign Off** and the **Welcome Screen** sign-on displays.
• OR touch **NO** to not sign off and continue using the terminal online.

REPORTS

Reports & Reprints ▶ • Touch **Reports and Reprints**.

The **Reports and Reprints** function provides access to **Scratch-off Inventory Reports** and **Financial Reports**.
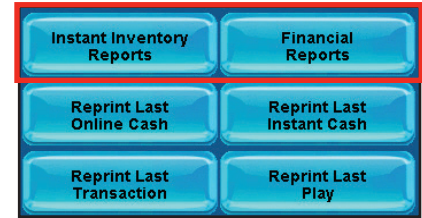
Instant Inventory Reports:
• Pack Settlement – Current Week
• Pack Settlement – Last Week
• Pack Status
• Summary Inventory
• Detailed Inventory
• Return Ticket Report – Full Packs
• Return Ticket Report – Partial Packs
• Active Packs
• Confirmed Packs

Financial Reports:
• Cashes
• Clerk Sales
• Game Sales
• Sales Summary
• Top Prize
• Weekly Invoice
• Weekly Adjustments

• Touch **Instant Inventory Reports** or **Financial Reports**.
• Touch the desired report from the selected **Reports Menu**.
• Enter or select requested information as prompted.

• Touch **Print** to print the report.
• Touch the arrows to scroll through the report on the screen as needed.
• Touch **Prev** to return to the previous screen.
• Touch **Home** to return to the **Home Screen**.

Report Screen

NOTE: All financial reports have combined accounting, scratch-off and draw game financial data on one report.
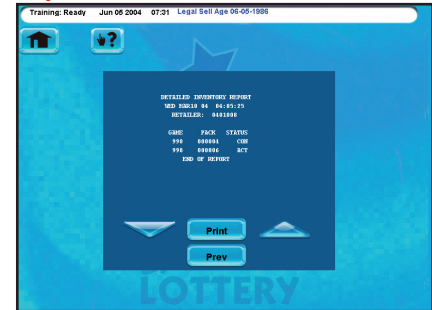
SCRATCH-OFF INVENTORY REPORT DESCRIPTIONS

Pack Settlement – Current Wk: This report shows all packs for all games that have been settled since the beginning of the current invoice week. It will also show how the pack was settled, either manually by the retailer, by automatic settling or by the Lottery.

Pack Settlement – Last Wk: This report details all packs settled as part of the last full invoice week. This report enables a retailer to match the total amount to any summary billings from the previous week.

Pack Status: This report requires the retailer to enter a game number and will display all pack numbers, the status of each pack and the date of the last status change.

Summary Inventory: This report gives a breakdown for each game with the game number and the number of packs in each status of Issued, Confirmed and Activated as well as the total for each status. This allows a retailer to see numbers of packs en route from the warehouse and those already received that have not yet been activated.

Detailed Inventory: This report provides game, pack number and status for each pack that has not previously been settled.

Return Ticket Report: Select full or partial packs to see details of the ticket returns.

Active Pack Report: This report provides the game and pack number, activation date and time and estimated auto settle date for each active pack.

Confirm Pack Report: This report provides the game and pack number, confirmed date and time for each confirmed pack.

FINANCIAL REPORT DESCRIPTIONS

Cashes: Provides scratch-off (Instant) and online cashing (Draw Games) information (broken down by game) for the selected time period.

Clerk Sales: This report details the breakdown of sales and cashes by the individual Clerk IDs.

Game Sales: This report displays the individual sales for online (draw) games. It also displays information regarding the number of scratch-off game packs that have been settled, fully returned or partially returned.

Sales Summary: This report displays sales figures for given time periods, either individual days or a combination of days. You may choose the Today sales report, week to date report (this covers the time frame from the last Sunday morning up to and including current day), and individual named day reports.

Top Prize: Provides the top remaining prize(s) for each scratch-off game.

Weekly Invoice: Provides weekly invoice data for a selected week. For draw games, this is broken down by gross sales, cancels, net sales, commission, cashes, promotions, adjustments, and net online due. For Scratch-offs, it is broken down by packs settled, full and partial returns, commission, cashes, adjustments, and net scratch-off due. Also included is the weekly service fee.

Weekly Adjustments Report: The reports shows a breakdown of all adjustments for the indicated week, including; Instant debits /credits, Online debits/credits, Accounting debits/credits and Total debits /credits.

REPRINTS

| Reports & Reprints ▶ |

• Touch **Reports and Reprints**.

The **Reports and Reprints** function provides access to four reprinting actions:

The **Reprint Last Online Cash** option prints a receipt for the most recent online validation, including a pay receipt and applicable Exchange Ticket.

The **Reprint Last Instant Cash** option reprints a receipt for the most recent Scratch-off validation.

The **Reprint Last Transaction** option reprints a receipt for the last transaction that was processed by the terminal.

The **Reprint Last Play** option prints a receipt for the last game play processed by the terminal.

• Touch the button for the desired reprint option.

Instant Inventory Reports	Financial Reports
Reprint Last Online Cash	Reprint Last Instant Cash
Reprint Last Transaction	Reprint Last Play
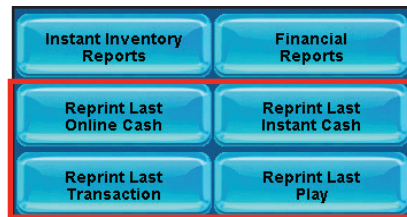
IMPORTANT NOTE:

Reprints should only be used for in-store purposes and are not for distribution to customers.

Reprints from the **Last Play** or **Last Transaction** option are NOT valid tickets, will NOT contain a barcode and are clearly labeled "Not for Sale."

GAME RESULTS

The **Game Results** button provides access to game results for NCEL Games.

Choosing a button for a draw game will give you the following choices:

– **Winning Numbers**: Provides the winning numbers by game for the last 10 draws.
– **Winner Information**: Provides the winning number information along with a breakdown of each of the prize level tiers and the number of winning tickets in each category.
– **Current Jackpot (Powerball, Mega Millions, Carolina Cash 5)**: Provides the estimated jackpot amount for the next game draw.
– The button for Instants (Scratch-offs) provides the **Top Prize Report**.
– **Current Online Winning Numbers**: Provides the most current winning numbers for each draw game and will show all draws for games with more than one drawing per day, when applicable.

• Touch **Game Results**.
• Touch the appropriate game.

• Touch the desired option.

DRAW & SCRATCH-OFF GAME CASHING

DRAW GAME CASHES

Online Cashes — Use this button to cash Online (Draw Game) tickets.

- From the **Home Screen** touch **Online Cashes**.
- Scan the barcode on the ticket under the **CCD barcode reader**.
- If the ticket will not scan, enter the ticket serial number using the numeric touch pad.
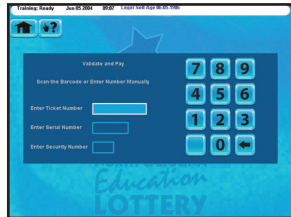
Online Validation Screen

SCRATCH-OFF GAME CASHES

Instant Games Cashes — Use this button to cash instant scratch-off tickets.

- From the **Home Screen** touch **Instant Games Cashes**.
- From the back, scan the ticket barcode and manually enter the 4-digit security number under the latex on the front OR manually enter the game-pack-ticket number (Ticket Number) on the back, plus the 8-digit Void If Removed Number (Serial Number) from the front, and the 4-digit, underlined number (Security Number) also on the front.
- If a Scratch-off ticket has a barcode under the latex, simply scan PDF-417 barcode to validate ticket.

IG Validation Screen

Validation Messages and Instructions:

- If the ticket is not a winner, the screen will display **Not A Winner**.
- If the ticket is a winner for a **prize of less than $50**, it will automatically be validated. Pay the stated prize to the player. The screen displays the prize amount and an option to print, if desired. **Deface** the winning game ticket and do not return it to the player.
- If a winning ticket prize is **$50 or more and under $600**, the terminal will display a confirmation screen and play a winning tone. Touch **YES** to agree to proceed and pay the prize and the ticket will be validated OR touch **NO** if you cannot pay the prize. Receipt prints automatically when prize paid is **more than $100**. If you cannot pay the prize, return the ticket to the customer and instruct them to return to your store at a later date, claim prize at another retailer, or go to a lottery claim center to claim the prize. If YOU choose to pay the prize and validate the ticket, **deface** the winning ticket and do not return it to the player.
- When a ticket prize is **$600 or greater**, the screen will display **Claim Prize at Lottery**. Return the original ticket and a **Claim Form** to the player and instruct the player to claim the ticket at a **Lottery Claim Center** (addresses on page 3).
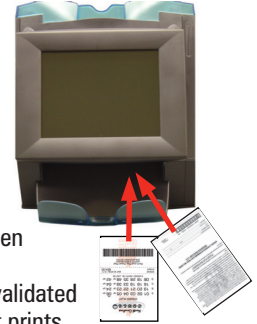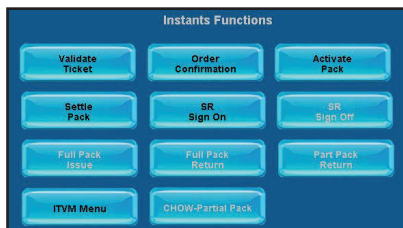
NOTE: Tickets can also be validated using the **Validate Ticket** option from the **Instant Game Functions** menu.

Scan the Ticket

SCRATCH-OFF GAME FUNCTIONS

Instant Game Functions

• Touch **Instant Game Functions**.

• Touch the button for the desired **Scratch-off Function**.

The **Instant Game Functions** button provides access to the functions related to **Scratch-off tickets**.

These functions include:
• **Validate Ticket**
• **Order Confirmation**
• **Activate Pack**
• **Settle Pack**
• **SR Sign On** (sales representatives only)
• **SR Sign Off** (sales representatives only)
• **Full Pack Issue** (sales representatives only)
• **Full Pack Return** (sales representatives only)
• **Part Pack Return** (sales representatives only)
• **ITVM Menu**
• **CHOW – Partial Pack**

Validate Ticket
The **Validate Ticket** button allows you to validate Scratch-off tickets. This function is also available directly from the **Home Screen** by touching **Instant Game Cashes**. Refer to Page 24 for instructions.

Order Confirmation
Use this function to confirm the delivery of a Scratch-off ticket order. Refer to Page 26 for instructions.

Activate Pack
Use this function to activate packs of Scratch-off tickets. Packs must be activated using the Altura lottery terminal before they can be sold. If a Retailer has multiple terminals, only terminal (1) can activate packs. Refer to Page 26 for instructions.

Settle Pack
Use this function to settle packs of Scratch-off tickets. The retailer becomes responsible for the payment of the pack of Scratch-off tickets upon settlement of a pack on next invoice. Refer to Page 27 for instructions.

SR Sign On
This function and the SR Sign Off, Full Pack Issue, Full Pack Return, and Partial Pack Return are for Sales Representatives Only.
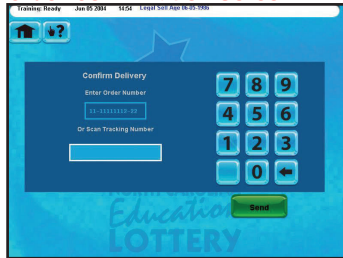
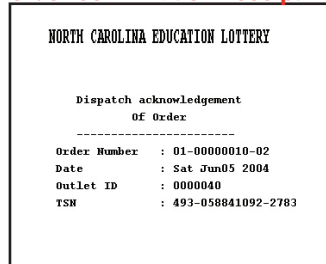## ORDER CONFIRMATION

Order Confirmation

- Touch **Instant Game Functions** and touch **Order Confirmation**.

- Scan the tracking number barcode on the slip inside the box OR enter the **Order Detail number** manually.
- The shipment will be received into inventory and available for activation.
- An acknowledgment screen displays and a receipt prints. Touch **OK** to return to the **Home Screen**.
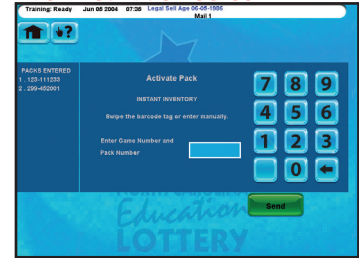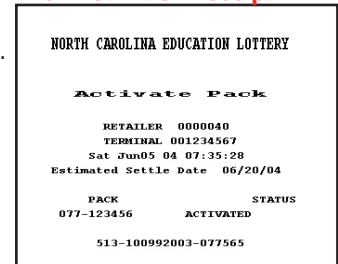
Order Confirmation Screen

Training: Ready   Jun 05 2004   14:54   Legal Sell Age 06-05-1986

Confirm Delivery

Enter Order Number

11-11111113-20

Or Scan Tracking Number

7 8 9
4 5 6
1 2 3
0 ←

Send

Education LOTTERY

Order Confirmation Receipt

```
NORTH CAROLINA EDUCATION LOTTERY


      Dispatch acknowledgement
              Of Order
      -----------------------
   Order Number  : 01-00000010-02
   Date          : Sat Jun05 2004
   Outlet ID     : 0000040
   TSN           : 493-058841092-2783
```

ACTIVATE PACK

Activate Pack

- Touch **Instant Game Functions** and touch **Activate Pack**.

- Scan the barcode on the ticket pack OR enter the **Game Number** and **Pack Number**.
- Repeat for each pack that you would like to activate; entered packs will appear in the column on the left of the screen.
- When all packs are entered, touch **Send**.
- The pack(s) will be activated and ready for sale. An acknowledgment screen displays and a receipt prints.
- Touch **OK** to return to the **Home Screen**.

Pack Activation Screen

Training: Ready   Jun 05 2004   07:06   Legal Sell Age 06-05-1986   Mail 1

PACKS ENTERED
1. 123-111230
2. 299-452001

Activate Pack

INSTANT INVENTORY

Swipe the barcode tag or enter manually.

Enter Game Number and
Pack Number

7 8 9
4 5 6
1 2 3
0 ←

Send

Education LOTTERY

Pack Activation Receipt

```
NORTH CAROLINA EDUCATION LOTTERY

        Activate Pack

      RETAILER   0000040
      TERMINAL 001234567
      Sat Jun05 04 07:35:28
   Estimated Settle Date  06/20/04

      PACK                STATUS
   077-123456         ACTIVATED

      513-100992003-077565
```

SETTLE PACK

• Touch **Instant Game Functions** and touch **Settle Pack**.

• Scan the barcode on the ticket pack OR enter the **Game Number** and **Pack Number**.
• Repeat for each pack that you would like to settle; entered packs will appear in the column on the left of the screen.
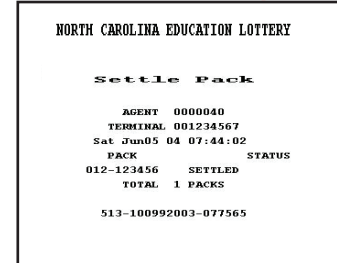• When all packs are entered, touch **Send**.

Pack Settlement Screen
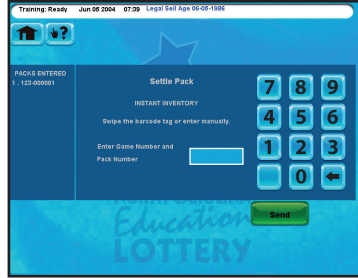
• The pack(s) will be settled. An acknowledgment screen displays and a receipt prints.
• Touch **OK** to return to the **Home Screen**.

Pack Settlement Acknowledgment Screen
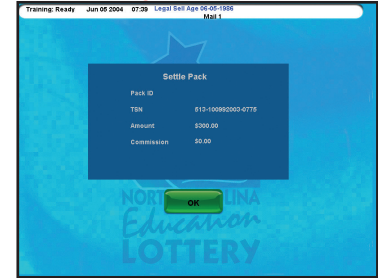
Pack Settlement Receipt

LUCKY FOR LIFE: PLAY SLIP

Choose 5 of your own Numbers or some of your own and the QP box for a total of 5

Panel

Multi-Draw Option

Choose one Lucky Ball

Quick Pick Options on each Panel

Void Box if a player makes a mistake on a Panel

NORTH CAROLINA EDUCATION LOTTERY

LUCKY FOR LIFE · THE GAME OF A LIFETIME®

Pick 5 or QP ▼

Panels A, B, C, D, E each contain:
- 1 2 3 4 5
- 6 7 8 9 10
- 11 12 13 14 15
- 16 17 18 19 20
- 21 22 23 24 25
- 26 27 28 29 30
- 31 32 33 34 35
- 36 37 38 39 40
- 41 42 43 44 45
- 46 47 48 QP

MULTIDRAW: 2 4 6 8 10 26 void

LUCKY BALL
Pick 1 or QP ▼
- 1 2 3 4 5
- 6 7 8 9 10
- 11 12 13 14 15
- 16 17 18 QP void

ALL LUCKY FOR LIFE SALES ARE FINAL.
TICKETS CANNOT BE CANCELLED.

PLAY SLIP METHOD

- Insert the completed Lucky for Life play slip into the reader vertically, with the marked side facing toward you.

- A confirmation screen will appear for plays from **$10 to under $100**. Touch **YES** to continue with the play or **NO** if the customer does not agree to the amount shown. For plays of **$100 and greater**, there will be a second confirmation screen. Confirm with player and collect money before touching **YES**.

- Ticket(s) print automatically. Wait for the ticket to print.
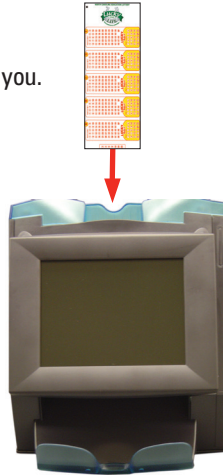
MANUAL ENTRY METHOD

Lucky for Life Quick Pick and Manual Entry Screen
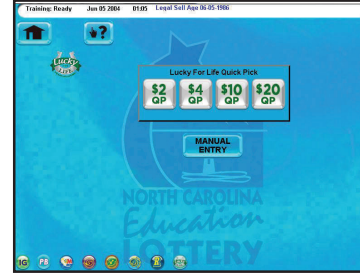
- From the **Home Screen**, touch **Lucky for Life** logo button.

- Touch **Manual Entry** button.

QUICK PICK METHOD

- From the **Home Screen**, touch the **Lucky for Life** logo button.

- Select a **Lucky for Life QP** button (**$2, $4, $10** or **$20**)

- The **$10** and **$20 QP** will display a confirmation screen. Collect the money and touch **YES** to continue with the play. Touch **NO** if the player does not agree.

- The Quick Pick ticket prints automatically.

MANUAL ENTRY METHOD continued

Lucky for Life
Manual Entry Screen

- In the top right corner of the screen, touch **Quick Pick** or **Manual Entry** to select numbers manually.

- Touch the **Quick Pick** button to produce a quick pick ticket and the ticket prints automatically.

- The **Lucky for Life Screen** displays for another play, or touch **Home** to return to the **Home Screen**.

- Or, touch the numbers to manually choose numbers.

NOTE: The **Quick Pick** button will remain active should you want to select it from the manual entry screen.
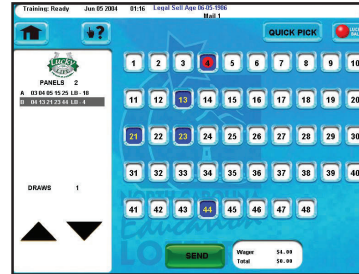
- Select **5 numbers** for the first panel or touch **QP** to **Quick Pick** or partially quick pick the numbers. Selected number buttons will be indicated in blue.

- Touch the **Lucky Ball** button. Touch the desired **Lucky Ball** number for the panel. Only the appropriate numbers will be available for **Lucky Ball** selection. The **Lucky Ball** number will be indicated by a **red circle**.

- Repeat for each panel played.

- When all selections are made, touch **Send**. Ticket(s) will print automatically. The **Lucky for Life Screen** displays for another play, touch one of the **Hot Keys** to go to another game, or touch **Home** to return to the **Home Screen**.

Choose 5 of your own Numbers or some of your own and the QP box for a total of 5

Power Play   Panel

POWER PLAY TO MULTIPLY PRIZES AND WIN MORE

PLAY A   **PLAY B**   **PLAY C**   **PLAY D**   **PLAY E**

North Carolina
POWER BALL
POWERPLAY

MultiDraw Option

Choose one Powerball number

Void Box if a player makes a mistake on a Panel

Quick Pick Options on each Panel

ALL POWERBALL SALES ARE FINAL.
TICKETS CANNOT BE CANCELLED.

PLAY SLIP METHOD

- Insert the completed Powerball play slip into the reader vertically, with the marked side facing toward you.

- A confirmation screen will appear for plays of **$10 or greater**. Touch **YES** to continue with the play or **NO** if the customer does not agree to the amount shown. For plays **$100 and over**, there will be a second confirmation screen. Confirm with player and collect money before touching **YES**.

- Ticket(s) print automatically. Wait for the ticket to print.
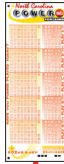
QUICK PICK (QP) METHOD

- From the **Home Screen**, touch a **Powerball/Power Play QP** button.

- **$10** and **$20 QP** for **Powerball** and **$15** and **$30 QP** for **Power Play** will display a confirmation screen. Collect the money and touch **YES** to continue with the play. Touch **NO** if the player does not agree.

- The Quick Pick ticket prints automatically.

MANUAL METHOD

- From the **Home Screen**, touch **Powerball/Power Play**.

Powerball Ticket Generation Screen
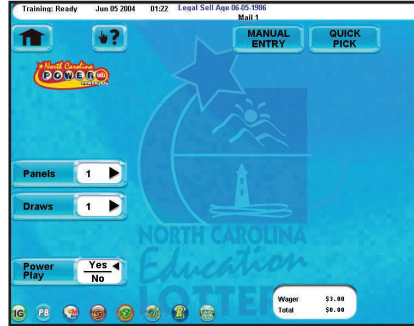
- Touch **Panels** to select the number of panels.

Manual Method continued next page

MANUAL METHOD continued

- Touch **Draws** to select the number of Draws.

- Touch **Power Play** to select **YES** or **NO** for a **Power Play**.

NOTE: If you touched the **Powerball Power Play** button on the **Home Screen**, this selection will default to **YES** automatically.


- In the top right corner of the screen, touch **Quick Pick** or **Manual Entry**.
- Touch the **Quick Pick** button on the top right of the screen to produce a Quick Pick ticket and the ticket prints automatically.
- The **Powerball Screen** displays for another play, or touch **Home** to return to the **Home Screen**.
- Or, touch **Manual Entry** to manually choose numbers.

NOTE: The **Quick Pick** button will remain active should you want to select it from the manual entry screen.

- Select **5 numbers** for the first panel or touch **QP** to **Quick Pick** or partially quick pick the numbers. Selected number buttons will be indicated in blue.
- Touch the **Powerball** button. Touch the desired **Powerball number** for the panel. Only the appropriate numbers will be available for Powerball selection. The **Powerball number** will be indicated by a **red circle**.
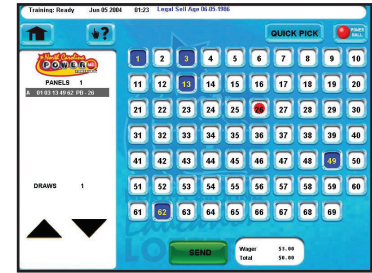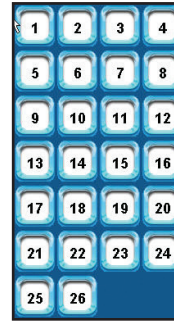
- Repeat for each panel played.
- When all selections are made, touch **Send**. Ticket(s) will print automatically. The **Powerball Screen** displays for another play, touch one of the **Hot Keys** to go to another game, or touch **Home** to return to the **Home Screen**.

ALL MEGA MILLIONS SALES ARE FINAL.
TICKETS CANNOT BE CANCELLED.

Multidraw

Panel

Choose 5 of your own Numbers or some of your own and the QP box for a total of 5


Megaplier Option

Choose one Mega Ball number

Void Box if a player makes a mistake on a Panel

Quick Pick Options on each Panel

PLAY SLIP METHOD

- Insert the completed Mega Millions play slip into the reader vertically, with the marked side facing toward you.

- A confirmation screen will appear for plays of **$10 or greater**. Touch **YES** to continue with the play or **NO** if the customer does not agree to the amount shown. For plays **$100 and over**, there will be a second confirmation screen. Confirm with player and collect money before touching **YES**.

- Ticket(s) print automatically. Wait for the ticket to print.
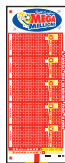
QUICK PICK (QP) METHOD

- From the **Home Screen**, touch a **Mega Millions/Megaplier QP** button.

- **$10 QP** for **Mega Millions** and **$10** and **$20 QP** for **Megaplier** will display a confirmation screen. Collect the money and touch **YES** to continue with the play. Touch **NO** if the player does not agree.

- The Quick Pick ticket prints automatically.

MANUAL METHOD

- From the **Home Screen**, touch **Mega Millions/Megaplier**.

**Mega Millions
Ticket Generation Screen**

- Touch Panels to select the number of panels.

MANUAL METHOD continued next page

MANUAL METHOD continued

- Touch **Draws** to select the number of Draws.

- Touch **Megaplier** to select **YES** or **NO** for a Megaplier.

NOTE: If you touched the **Mega Millions Megaplier** button on the **Home Screen**, this selection will default to **YES** automatically.


- In the top right corner of the screen, touch **Quick Pick** or **Manual Entry**.
- Touch the **Quick Pick** button on the top right of the screen to produce a Quick Pick ticket and the ticket prints automatically.
- The **Mega Millions Screen** displays for another play, or touch **Home** to return to the **Home Screen**.
- Or, touch **Manual Entry** to manually choose numbers.

NOTE: The **Quick Pick** button will remain active should you want to select it from the manual entry screen.

- Select **5 numbers** for the first panel or touch **QP** to quick pick or partially quick pick the numbers. Selected number buttons will be indicated in blue.
- Touch the **Mega Ball** button. Touch the desired **Mega Ball number** for the panel. Only the appropriate numbers will be available for Mega Millions selection. The **Mega Ball number** will be indicated by a **red circle**.
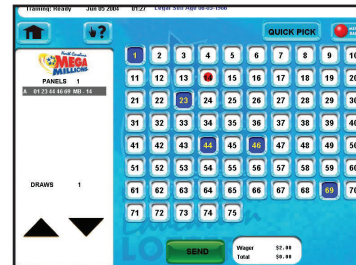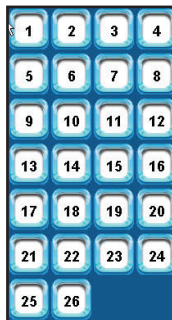
- Repeat for each panel played.
- When all selections are made, touch **Send**. Ticket(s) will print automatically. The **Mega Millions Screen** displays for another play, touch one of the **Hot Keys** to go to another game, or touch Home to return to the **Home Screen**.

Choose 5 of your own numbers or some of your own and the QP box for a total of 5

Panel

Multi-Draw Option
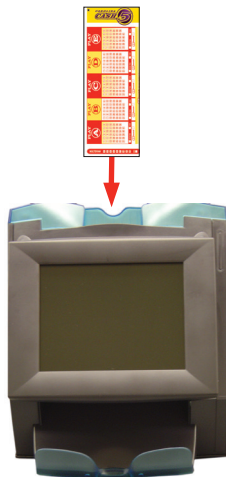
Choose **ezmatch** on each Panel

Quick Pick Options on each Panel

Void Box if a player makes a mistake on a Panel

ALL CAROLINA CASH 5 SALES ARE FINAL. TICKETS CANNOT BE CANCELLED.

PLAY SLIP METHOD

- Insert the completed Carolina Cash 5 play slip into the reader vertically, with the marked side facing toward you.

- A confirmation screen will appear for plays of **$10 or greater**. Touch **YES** to continue with the play or **NO** if the customer does not agree to the amount shown. For plays **$100 and over**, there will be a second confirmation screen. Confirm with player and collect money before touching **YES**.

- Ticket(s) print automatically. Wait for the ticket to print.

MANUAL ENTRY METHOD

- Touch Panels to select the desired number of panels (1-5).
- Touch **Draws** to select number of draws (1-28)
- Touch **EZ Match** to Select **YES** or **NO** for an EZ Match.

- From the **Home Screen**, touch Carolina Cash 5.

Carolina Cash 5 Ticket Generation Screen

QUICK PICK METHOD

- From the **Home Screen**, touch one of the **Carolina Cash 5 QP** buttons.

- **$10 Quick Picks** for Carolina Cash 5 will display a confirmation screen. Touch **YES** to continue with the play. Touch **NO** if the customer does not agree with the amount.

- The Quick Pick ticket prints automatically.

MANUAL ENTRY METHOD continued

- In the top right corner of the screen, touch **Quick Pick** or **Manual Entry**.
- Touch the **Quick Pick** button on the top right of the screen to produce a quick pick ticket and the ticket prints automatically.
- The **Carolina Cash 5 Screen** displays for another play, or touch **Home** to return to the **Home Screen**.
- Or, touch **Manual Entry** to manually choose numbers.

NOTE: The **Quick Pick** button will remain active should you want to select it from the manual entry screen.

- Touch **EZ Match On** or **EZ Match Off** to select EZ Match for each individual panel.

- Select **5 numbers (out of 41)** for the first panel or touch **QP** to **Quick Pick** or partially quick pick the numbers. Selected number buttons will be indicated in blue.
- Repeat for each panel played.
- When all selections are made, touch **Send**. Ticket(s) will print automatically. The **Carolina Cash 5 Screen** displays for another play, touch one of the **Hot Keys** to go to another game, or touch **Home** to return to the **Home Screen**.

Carolina Cash 5 Manual Entry Screen
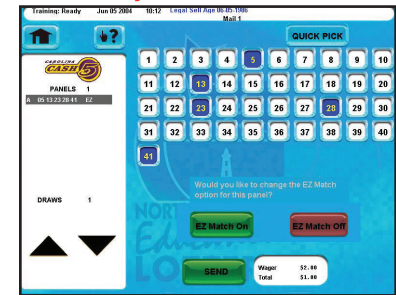
CAROLINA PICK 4: PLAY SLIP

Advance Play Option

Panel

Choose one number in each column

Choose Play Amount

Day/Evening Draw Options

MultiDraw Option

Quick Pick Option on each Panel

Choose Play Type

Choose SUM IT UP™ on each Panel

Void Box if a player makes a mistake on a Panel

PLAY SLIP METHOD

- Insert the completed Carolina Pick 4 play slip into the reader vertically, with the marked side facing toward you.

- A confirmation screen will appear for plays of **$10 or greater**. Touch **YES** to continue with the play or **NO** if the customer does not agree to the amount shown. For plays **$100 and over**, there will be a second confirmation screen. Confirm with player and collect money before touching **YES**.

- Ticket(s) print automatically. Wait for the ticket to print.
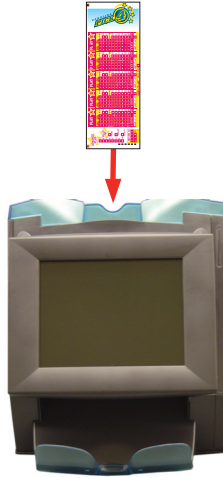
QUICK PICK METHOD

- From the **Home Screen**, touch one of the **Carolina Pick 4 QP** buttons.

- The Quick Pick ticket prints automatically.

MANUAL ENTRY METHOD

- Select the desired number of draws using the **Draws** button. **Select 1-7**.
- Select the number of plays using the **Multi-Play** button. **Select 1-50**.
- Select the day of the week the player would like to use the selected numbers. Touch **Day of Week** and, then choose **TODAY** or any of the seven days of the week.
- Select **Draw Time**. Touch **Day/Eve** and Select **NEXT**, **DAY**, **EVE** or **BOTH**.
- Select **SUM IT UP**™ to toggle between **YES** and **NO**. Default setting is **NO**.

- From the **Home Screen**, touch **Carolina Pick 4**.

Carolina Pick 4 Manual Entry Screen

SUM IT UP™ is a registered trademark of the Texas Lottery Commission and used under license. All rights reserved.

MANUAL ENTRY METHOD Continued

- Select the play amount by touching the **Play Amount** button and choosing **$.50** or **$1.00**.
- Select the desired play type using the **Play Type** button.

Available play types:

Exact: Selection must match winning numbers in exact order.

Any: Selection must match winning numbers in any order.

50/50: Selection must match winning numbers in any order, but pays both the Exact and Any prize amounts if match is in exact order. All plays are $1 for this option.

Combo: Selection must match winning numbers in any order, and pays the Exact prize. Provides an Exact order play for all possible combinations of the numbers selected on a single ticket.

Front Pair: Selection must match first two winning numbers.

Back Pair: Selection must match back two winning numbers.

1-OFF: Selected numbers may be either one higher or one lower than the winning numbers in exact order to win.


MANUAL ENTRY OR **QUICK PICK**

- In the top right corner of the screen, touch **Quick Pick** or **Manual Entry**.
- Touch the **Quick Pick** button on the top right of the screen to produce a quick pick ticket and the ticket prints automatically.
- The **Carolina Pick 4 Screen** displays for another play, or touch **Home** to return to the **Home Screen**.
- Touch **Manual Entry** to use the player's selected numbers using the numeric touch pad that will appear. Press **Send** to print ticket.

NOTE: One ticket will print for each multi-play.

Carolina Pick 4 tickets CAN be cancelled from the selling terminal within 15 minutes of the sale or before draw break, which ever comes first. For details, please see page 49.

Carolina Pick 4 Ticket Generation Screen
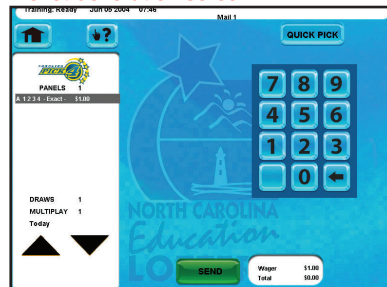
Advance Play Option

Day/Evening Draw Options

Panel

Choose one number in each column

Play Amount

Multi-Draw Option

Quick Pick Option on each Panel

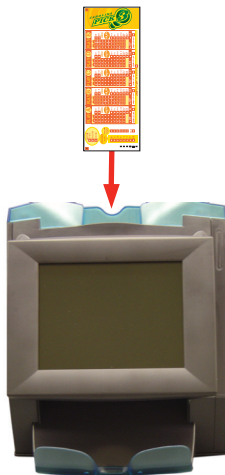**Choose Play Type**

Choose SUM IT UP™ on each Panel

Void Box if a player makes a mistake on a Panel

SUM IT UP™ is a registered trademark of the Texas Lottery Commission and used under license. All rights reserved.

PLAY SLIP METHOD

- Insert the completed Carolina Pick 3 play slip into the reader vertically, with the marked side facing toward you.

- A confirmation screen will appear for plays of **$10 or greater**. Touch **YES** to continue with the play or **NO** if the customer does not agree to the amount shown. For plays **$100 and over**, there will be a second confirmation screen. Confirm with player and collect money before touching **YES**.

- Ticket(s) print automatically. Wait for the ticket to print.

QUICK PICK METHOD

- From the **Home Screen**, touch one of the **Carolina Pick 3 QP** buttons.

- The Quick Pick ticket prints automatically.

MANUAL ENTRY METHOD

- From the **Home Screen**, touch **Carolina Pick 3**.

Carolina Pick 3 Manual Entry Screen

- Select the desired number of draws using the **Draws** button. **Select 1-7**.

- Select the number of plays using the **Multi-Play** button. **Select 1-50**.

- Select the day of the week the player would like to use the selected numbers. Touch **Day of Week** and, then choose **TODAY** or any of the seven days of the week.

- Select **Draw Time**. Touch **Day/Eve** and Select **NEXT**, **DAY**, **EVE** or **BOTH**.

- Select **SUM IT UP**TM to toggle between **YES** and **NO**. Default setting is **NO**.

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MANUAL ENTRY METHOD Continued

- Select the play amount by touching the **Play Amount** button and choosing **$.50** or **$1.00**.
- Select the desired play type using the **Play Type** button.

Available play types:

Exact: Selection must match winning numbers in exact order

Any: Selection must match winning numbers in any order

50/50: Selection must match winning numbers in any order, but pays both the Exact and Any prize amounts if match is in exact order. All plays are $1 for this option.

Combo: Selection must match winning numbers in any order, and pays the Exact prize. Provides an Exact order play for all possible combinations of the numbers selected on a single ticket.

Front Pair: Selection must match first two winning numbers.

Back Pair: Selection must match back two winning numbers.

1-OFF: Selected numbers may be either one higher or one lower than the winning numbers in exact order to win.

 OR

- In the top right corner of the screen, touch **Quick Pick** or **Manual Entry**.
- Touch the **Quick Pick** button on the top right of the screen to produce a quick pick ticket and the ticket prints automatically.
- The **Carolina Pick 3 Screen** displays for another play, or touch **Home** to return to the **Home Screen**.
- Touch **Manual Entry** to use the player's selected numbers using the numeric touch pad that will appear. Press **Send** to print ticket.

NOTE: One ticket will print for each multi-play.

Carolina Pick 3 tickets CAN be cancelled from the selling terminal within 15 minutes of the sale or before draw break, which ever comes first. For details, please see page 49.

Carolina Pick 3 Ticket Generation Screen

CANCEL BUTTON

This button allows cancellation of a Carolina Pick 3 or Carolina Pick 4 ticket from the selling terminal within 15 minutes of the sale or before draw break, which ever comes first.

- Touch **Cancel** on the **Home Screen**.
- Scan the ticket.
- A notice of cancellation will print automatically.
- Keep the cancelled ticket and notice for the end of day balancing.
- Touch **OK** to return to the Home Screen.

Cancel Button

Scan the barcode.

WHAT IS REPEAT PLAY?

A convenience for players and retailers that allows ticket creation using an existing ticket as an alternative to using a play slip or manual entry.

- Repeat Play is available for Carolina Pick 3, Carolina Pick 4, Carolina Cash 5, Mega Millions, Powerball and Lucky for Life wagers.
- Repeat Play reprints the selections from the original ticket including: number of draws, boards, play type, play amount, and Megaplier/Power Play.
- Quick Pick wagers will be printed with the same numbers as the original wager.
- Tickets must be replayed within 30 days of original ticket creation.
- MultiDraw is recognized by Repeat Play. Reprints requested from tickets for multiple draws will begin the draws on the first draw day available and continue for as many draws as the original ticket.
- Carolina Cash 5 with EZMatch is recognized by Repeat Play. Draw numbers will be reprinted, but a new set of random numbers will print for EZMatch.
- Advance Play is not recognized by Repeat Play. Reprints requested from a Carolina Pick 3 or Carolina Pick 4 ticket with Advance Play will default to the next available midday or evening draw.

Call NCEL Customer Services with questions: 877-382-4530

Replay a ticket!

1. Ask for the Sale
2. Touch **Repeat Play** on the **Home Screen**
3. Scan barcode on ticket or manually enter the serial number.
4. Collect money from the player.
5. Respond to confirmation prompts, if any.
6. Ticket will print.

ADVANCE PLAY WITH MULTIDRAW EXAMPLE

- A Carolina Pick 3 ticket
- Purchased on a Monday at 11:00am
- With Advance Play to Thursday
- With MultiDraw of two (2) (for Thursday and Friday)
- With DAY draw selected

Presented for Repeat Play on a Tuesday at 4pm, the player receives:
- A Carolina Pick 3 ticket
- With MultiDraw of two (2) (Wednesday and Thursday)
- For DAY draws

As plays are being entered, the cost of the current ticket, validation amounts and the customer's total will display on the bottom of the **Home Screen**.

- Touch **Total** on the **Home Screen** when transactions for a customer are complete.
- The **Total Screen** displays.
- Enter the amount given by the customer using the numeric touch pad.
- Touch **Total** to complete the transaction.
- Touch **Print** to print a receipt.

- Touch **Clear** to clear the transaction display and return to the **Home Screen** for the next customer transaction.

List of Customer's Transactions

NOTE: It is NOT recommended to use this feature as a running total for each shift or day.

A Raffle may be announced periodically by NCEL. The specifics of each new game will vary. When a raffle game is active, the **Raffle Game** button will appear on the **Home Screen**.


Raffle Button

MANUAL ENTRY METHOD

• From the **Home Screen**, touch **Raffle**.

• A confirmation screen will appear when a raffle play is **$10 or more**. Touch **YES** to continue with the play or **NO** if the customer does not agree to the amount shown. Confirm with player and collect money before touching **YES**.

• Ticket will print automatically.

Raffle tickets typically do not require play slips, as they print in sequential order.
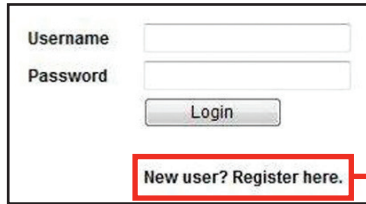
Sample Raffle Ticket
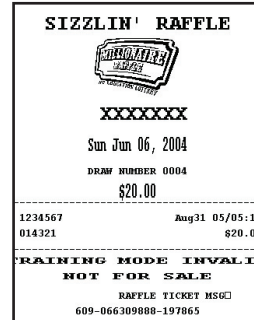
RETAILER ACCOUNTING WEBSITE

FIRST TIME LOGIN: RETAILER WEBSITE

1. Log on to: **www.ncelretailer.com**.
   - A security window will come up asking if you want to proceed. Hit **YES.**
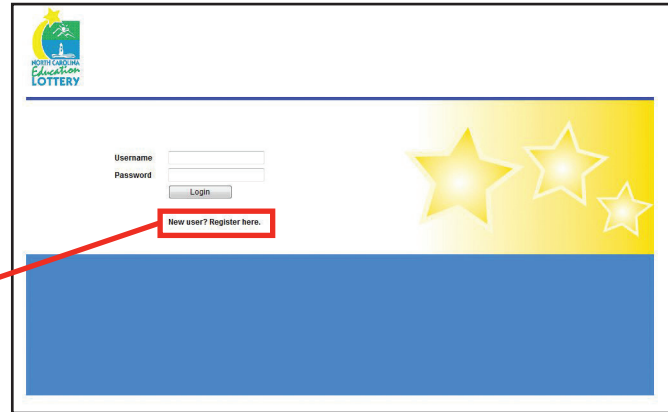
2. Click: **New User? Register Here**.

New User Register

   - Enter the retailer ID number (without 2 zeros). **For multiple locations: enter chain head ID number**

3. To register:
   - Create user name
   - Create and verify new password
   - Enter name
   - Enter phone number
   - Enter valid email address. **For password re-set and email reports**
   - Phrase and key word is optional

NOTE: Chain Head Locations have to be set up by the Lottery.

4. Emailed Reports:
   - Reports can be emailed to the registered user weekly.
   - Select which reports to be emailed.

5. Click **Submit** to complete registration.

RETURNING USER

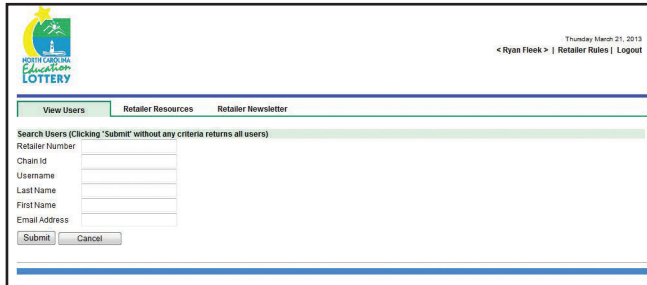1. Log on to: **www.ncelretailer.com**.
   - A security window will come up asking if you want to proceed. Hit **YES**.
   - Enter: **Username**
   - Enter: **Password**
   - Click: **LOGIN**

2. Enter: **Retailer Number**
   - Click: **SUBMIT**
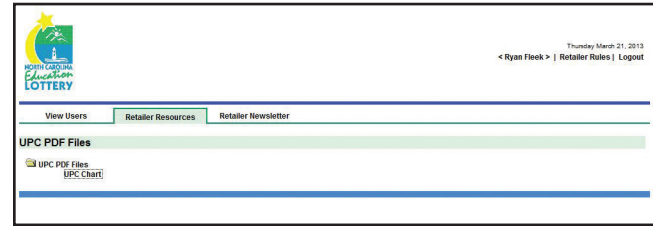
3. Choose a report: click the report's radial button under export options.
   - Click: **EXPORT REPORT**

Available Reports (data is retained for one year)

- Activated Packs Report
- Chain Issued Pack Detail
- Confirmed Packs Report
- Daily Retailer Statement Report
- Daily Sales Report
- EFT Sweep Report
- ITVM Daily Sales Report
- ITVM Weekly Sales Report
- Monthly Sales Report
- Newsletters
- Outstanding Liability Report
- Pack Status Report
- Retailer Statement
- Return Ticket Details Report
- Returned Games Report
- Sales Order Invoice Report
- Settled Games Report
- UPC PDF Files
- Weekly Sales Report
- Weekly Top Selling Games Report by Price Point (My Location)
- Weekly Top Selling Instant Games Report by Price Point (Statewide)

NCEL SECURITY DIVISION SERVICES FOR RETAILERS

We value your partnership with the North Carolina Education Lottery (NCEL) to sell Lottery products and generate supplemental funds for public education. We know that as retailers, a primary concern for you is loss prevention. The NCEL Security Division is here to assist you with the Lottery processes that will help protect you from monetary loss associated with our products.

HERE'S HOW WE CAN HELP
Investigations

- The NCEL Security Division will coordinate with and assist local law enforcement to investigate any crime involving Lottery products to ensure your losses are accurately documented for criminal proceedings.
- The Lottery Investigator will assist you or your security department in the investigation of any Lottery related Burglary, Robbery, Larceny, Embezzlement or Fraud.
- We maintain a Security Operations Center that is open between 6:00am and 2:00am, 365 days a year. To report all Lottery related crimes. If a loss or theft of tickets occurs, telephone the Security Operations Center as soon as possible at 888-732-6235 so that we can put a block on those tickets. If you call between the hours of 2:00am and 6:00am please leave a message and the Security Operations Specialist will contact you after 6:00am.

Training

- Contact us if you would like your staff or security division to learn best practices for:
  - Ticket stock accountability and tracking
  - Security procedures for retailers
  - Conducting internal investigations of lottery ticket thefts

Proactive Visits

- Our investigators randomly visit lottery retailers to help them evaluate the security procedures that are in place. After each visit, retail owners or corporate contacts receive a summary of the findings of our visit so that you can better protect your lottery assets.

As part of a responsible gaming program, the NC Education Lottery is committed to train all retailers to become "Responsible Gaming Approved." The vast majority of people who play lottery games do not have a gambling problem and won't develop one. Still, we would like you and your employees to have the knowledge and skills to offer assistance to anyone who might need it. This training is designed to assist you in encouraging responsible play of lottery games and in directing anyone who might have a gambling problem or a family member of a problem gambler to resources that could help them.

Responsible Gaming Approved

To become Responsible Gaming Approved, a retailer must complete the training on the Retailer Training website. The training consists of a four-minute video followed by four short multiple choice questions.

The video provides instruction on how to recognize when a customer is showing signs of having a gambling problem and how a retailer could offer assistance.

Upon completion of the Responsible Gaming training, retailers will receive a stamp on their Certificate of Authority showing that they are "Responsible Gaming Approved." We are excited to partner with you on this important initiative and look forward to working together to help create a bright future for education in North Carolina.

GAMBLING HELPLINE BUTTON

The Gambling Helpline Button is located in the lower left-hand corner of the terminal screen. The button is a new tool to offer assistance to someone who might have a gambling problem.

When the button is pressed, a slip will print that reads, "Does Playing Lottery No Longer Seem Fun? Help is Available Call 877-718-5543." This is the number for the NC Problem Gambling Program's helpline. The 24/7 helpline offers free assistance for counseling and treatment to a problem gambler.

Retailers can hand the slip to lottery customers along with their tickets. The slip offers a subtle way to raise awareness about resources for problem gambling without embarrassing a customer.

To complete Retailer Responsible Gaming Training, call NCEL Customer Services at 877-382-4530 for log-in credentials for the Lottery Learning Link website.

HOME SCREEN

GLOSSARY OF TERMS

Activated Pack
The status of a pack of scratch-off tickets which indicates to the NCEL that tickets are being sold from that pack.

Altura Lottery Terminal
The terminal placed at the retailer's location to sell draw game tickets, validate winning tickets, and to provide the retailer with reports, Scratch-off pack functions/inventory control, and other Lottery information. The terminal is linked to the Lottery's central computer.

CCD Barcode Reader
Reads barcodes on scratch-off tickets, Draw tickets and Scratch-off ticket delivery forms.

CIS Image Reader
Contact image sensor, located inside the terminal, which reads play slips.

Claim Center/Regional Offices
A NCEL location designated to pay claims for all prizes up to $99,999.99. See the inside cover of this manual for a list of NCEL Claim Centers.

Claim Period
The period of time in which holders of lottery tickets are entitled to claim prizes. For Draw (Online) games, the claim period is 180 days from the draw date. For Scratch-off games, the claim period is 90 days from the announced end of game date.

Draw Game
Also referred to as Online Game, these product tickets are printed from the Altura lottery terminal or certain self-service terminals. Winning number for each game are selected by physical drawing or random number generator.

Draw Break
The time period prior to the drawing when Draw tickets for a certain game can no longer be produced.

EFT (Electronic Funds Transfer)
The process by which the NCEL transfers funds from retailers to the Lottery for payment of lottery tickets. NCEL notifies its banks of the balances owed by each retailer and those funds are "swept" electronically from the retailer's dedicated Lottery bank account to the NCEL account.

EZ Match
An additional $1 feature for Carolina Cash 5 where there's a chance to instantly win. Match between one and five of the "EZ match" numbers to what was selected for Carolina Cash 5 and win up to $500.

Gambling Helpline Button
This button prints out the Gambling Helpline phone number and asks "Does Playing No Longer Seem Fun? Help is Available Call 877-718-5543.

Game Number
The number on the back of each Scratch-off ticket which refers to the number associated with the particular Scratch-off game.

High-Tier Prize
A lottery prize valued at $600 or greater. These prizes are paid only by the NCEL due to tax reporting regulations.

Low-Tier Prize
A lottery prize having a value of less than $25. Low-tier prizes may also include non-cash prizes such as prize tickets or prize drawing entry tickets. These prizes are paid by the retailer or by the NCEL.

Mid-Tier Prize
A lottery prize which is valued at $25 – $599.99. These prizes may be paid either by the retailer or by the NCEL.

North Carolina Education Lottery (NCEL)
North Carolina Education Lottery created by the Lottery Act.

NSF (Non-sufficient Funds)
NSF indicates that there were not enough funds in the retailer's dedicated Lottery bank account to pay the full amount due to the NCEL when the EFT occurred.

Pack
A package of scratch-off tickets each with a different ticket number. The number of tickets in a pack vary, based on price point. All packs of tickets for a specific game will have the same number of tickets per pack.

Pack Activation
Packs must be activated using the terminal before they can be sold. Activation of packs is required to signal the central computer that tickets from this pack are eligible for validation.

Pack/Ticket Number
Unique numbers that are assigned to individual tickets and packs during the printing process.

PDF-417 Barcode
A barcode under the latex on Scratch-off tickets. Scanning the barcode allows keyless entry validation.

Play slip
A paper selection method that allows a player to select their numbers prior to reaching the point-of-sale at a retailer location.

POS (Point-of-sale)
Material used to advertise Lottery products in retailer locations provided free of charge by the NCEL. Typically, this includes door decals, wall/window posters, danglers and game brochures. Also referred to as POP (Point-of-Purchase).

Printer
The device placed at the retailer's location used to print draw game tickets, reports, and messages.

GLOSSARY OF TERMS

Quick Pick
A randomly generated computer selection of numbers for a draw game play.

Regional Office
Also a Claim Center, which is a NCEL location designated to pay claims for all prizes up to $99,999.99. See the inside cover of this manual for a list of NCEL Regional Offices.

Retailer
Any business with which the NCEL has contracted and licensed to sell lottery tickets to the public. Retailers are required by law to conform to criteria established and approved by the Lottery Commissioners. The criteria are incorporated into the terms and conditions of the retailer contract and the Retailer Rules and Regulations.

Retailer Certificate of Authority
The nontransferable display certificate with a unique Retailer Identification Number assigned by the NCEL to each Retailer location. Every retailer is required to post this certificate and keep it conspicuously displayed to indicate they are authorized to sell lottery tickets.

Sales Representative
The representative who is responsible for visiting retailer outlets to assist with point-of-sale material placement, promotions, and ticket handling. Sales Representatives service assigned retailers in a specific geographic area.

Scratch-off Game
Also referred to as an "Instant" game. A lottery game in which the player buys a preprinted ticket with symbols hidden under the latex covering. The player removes the latex and may determine instantly whether a prize has been won.

Settled Pack
The status of a pack of Scratch-off tickets which enables the NCEL to bill (or settle) a retailer account.

Settlement
Term used when the retailer becomes responsible for the payment of the pack of Scratch-off tickets.

Sum-It-Up™
An additional $.50 or $1 feature for Carolina Pick 3 and Carolina Pick 4 where you can match the sum of numbers selected to the sum of the numbers drawn to win up to $500 on Sum-It-Up™ alone.

Validation Number
A unique number which appears on each ticket, which when entered into the Lottery's computer, identifies the ticket as a winner or non-winner. The validation number is also formatted as a barcode which permits the electronic reading of the validation number for faster processing.

Winning Tone
A celebration tune will play on the terminal whenever a winning ticket worth $50 or more is scanned on the terminal. (This includes all "Claim Prize at Lottery" and "Must be Claimed at Lottery" tickets.)