NCEL Equipment & Products

October 2022

Retailer Reference Guide

NCEL RETAILER HOTLINE 877-382-4530

Press "1" For Equipment Issues, Ticket Stock, Play Slips or Training
Hours: 5:00 AM – Midnight
Daily

Press "2" For Ticket Orders, Contracts or Accounting
Hours: 8:00 AM – 5:30 PM
Monday through Friday

Press "3" For Customer Services/All Other Inquiries
Hours: 8:00 AM – 5:30 PM
Monday through Friday

Press "4" For Lottery Security
Hours: 6:00 AM – 2:00 AM
Daily
Voicemail available 24 Hours
Or, Call Direct 888-732-6235

OTHER NUMBERS:

Player Hotline: 877-9NC-PLAY (877-962-7529)
Hours: 8:00 AM – 5:30 PM
Call for Game Results, Claim Center Addresses or Problem Gambling Representatives

Online Customer Service: 866-934-0289
Hours: 24/7
Call for Assistance with Online Play, Lucke-Rewards and the Mobile App

NC Education Lottery

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SECTION 1. NORTH CAROLINA EDUCATION LOTTERY (NCEL) INFORMATION

NCEL Regional Map

Asheville 1
REGIONAL OFFICE
& CLAIM CENTER
16-G Regent Park Blvd
Asheville, NC 28806
877-625-6886 (NCLOTTO)
press #1

Raleigh 4
NCEL Headquarters
RALEIGH CLAIM CENTER
& REGIONAL OFFICE
2728 Capital Blvd, Suite 144
Raleigh, NC 27604
877-625-6886 (NCLOTTO)
press #4

Charlotte 3
REGIONAL OFFICE
& CLAIM CENTER
5029-A West W.T. Harris Blvd
Charlotte, NC 28269
877-625-6886 (NCLOTTO)
press #3

Greensboro 2
REGIONAL OFFICE
& CLAIM CENTER
20-A Oak Branch Drive
Greensboro, NC 27407
877-625-6886 (NCLOTTO)
press #2

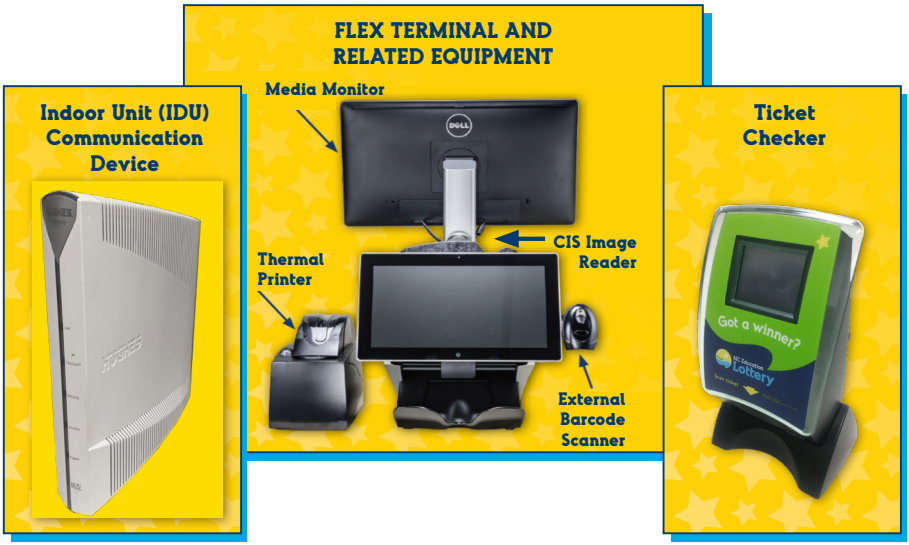
Wilmington 6
REGIONAL OFFICE
& CLAIM CENTER
123 Cardinal Dr. Extension,
Suite 140
Wilmington, NC 28405
877-625-6886 (NCLOTTO)
press #6

Greenville 5
REGIONAL OFFICE
& CLAIM CENTER
2790 Dickinson Avenue,
Suite A
Greenville, NC 27834
877-625-6886 (NCLOTTO)
press #5

**Offices are closed on major holidays,
and may close due to inclement weather.
Check nclottery.com for up-to-date information.**

SECTION 2.
FLEX TERMINAL AND RELATED EQUIPMENT

FLEX TERMINAL AND RELATED EQUIPMENT



Lottery equipment includes:

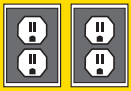
- Indoor Unit (IDU) : Communicates with the Lottery's Central Computer.
- FLEX Terminal: Creates tickets, cashes tickets and runs reports.
- Thermal Printer: Prints Draw Game tickets, receipts and reports.
- CIS Image Reader (built into FLEX Terminal): Scans play slips to create Draw Game tickets.
- External Barcode Scanner: Scans tickets to check for winners, scans new Scratch Ticket packs for inventory management.
- Media Monitor: Shows lottery-related promotions and information. Displays customers purchases or winning ticket amount.
- Ticket Checker: Allows customers to check their own tickets to see if they have won.

CLEANING INSTRUCTIONS

To clean the FLEX terminal, CIS Image Reader and related equipment, spray non-ammonia window cleaner such as Glass Plus, or isopropyl alcohol, on a soft, dry, lint-free cloth and gently wipe the components clean. Open and clean CIS Image Reader once per week.

NOTE: DO NOT spray cleaner directly onto the touch screen, reader or any electrical parts.

FLEX TERMINAL SPECIFICATIONS



IMPORTANT NOTE:
Two dedicated two-plug outlets, each with a minimum 15-amp circuit.
ARE REQUIRED

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

EQUIPMENT DIMENSIONS

FLEX Terminal
Height: 16″
Width: 15.3″
Depth: 15.9″

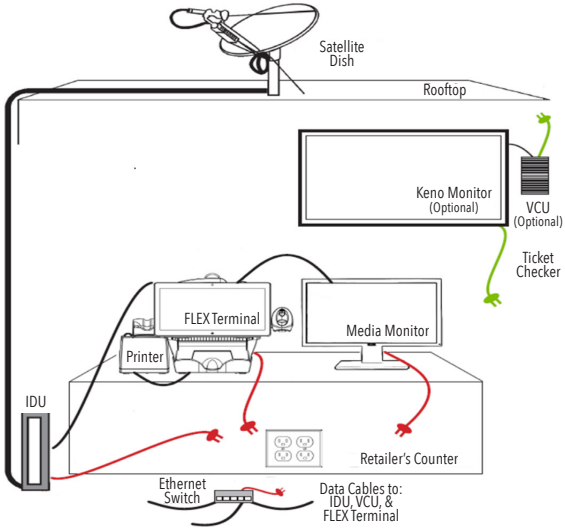
Media Monitor
Height: 24″
Width: 20.0″
Depth: 3.5″

Accutherm Printer Powered via FLEX Terminal
Height: 7.59″
Width: 8.8″
Depth: 13.39″

Indoor Unit (IDU) For FLEX Terminal
Height: 11.5″
Width: 1.8″
Depth: 11″

Ticket Checker
Height: 12.03″
Width: 6.73″
Depth: 3.58″

FLEX TERMINAL CONNECTIONS DIAGRAM



HELPFUL TIPS FOR PLAY SLIPS AND TICKETS

INSERTING PLAY SLIPS

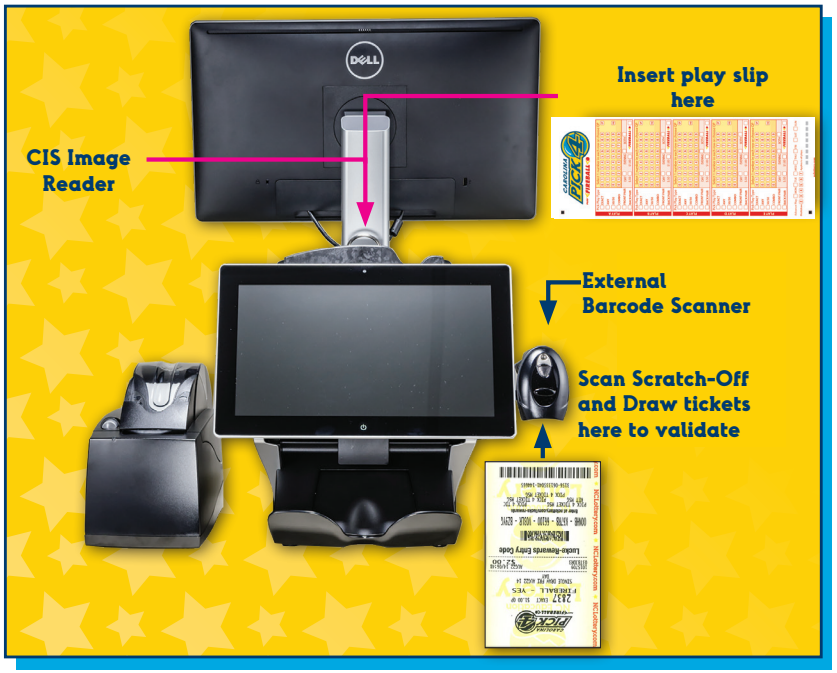
Insert play slips one at a time, vertically or horizontally, into the Image Reader with the marked side facing the front. DO NOT insert Scratch-Off or Draw Game tickets into the Image Reader.

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-Off and Draw Game cashing, scan barcodes under the External Barcode Scanner.



TIPS FOR TICKET STOCK USE AND STORAGE

"FIRST IN – FIRST OUT"

Use older boxes of ticket stock FIRST. The ticket stock is sturdy but can break down over time.

STORAGE

Heat and Light Sensitive: Keep ticket stock in the box it was delivered in and keep the box sealed until needed. Store boxes in a cool, dry place and avoid placing near a heat source.

TICKET STOCK IS NON-TRANSFERABLE

For security reasons, ticket stock **CANNOT** be transferred between retailers. Retailers should NEVER use ticket stock from another store, even if the store is part of the same chain, or has the same owner.

TICKET STOCK IS AUTO-SHIPPED

Because ticket stock is automatically shipped, there will usually be no need to order it. However, in cases of high demand, or when running low, call 877-382-4530 and select option 1 to request additional ticket stock.

TIPS FOR TICKET STOCK USE AND STORAGE

CHANGING LOTTERY TICKET STOCK IN THE PRINTER

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

TERMINAL MESSAGE - LOW PAPER

- When the printer is low on ticket stock, a message stating "Paper low. Please change the paper roll." will appear.
- This message will remain on screen, and no FLEX terminal functions will be available until the ticket stock is changed.

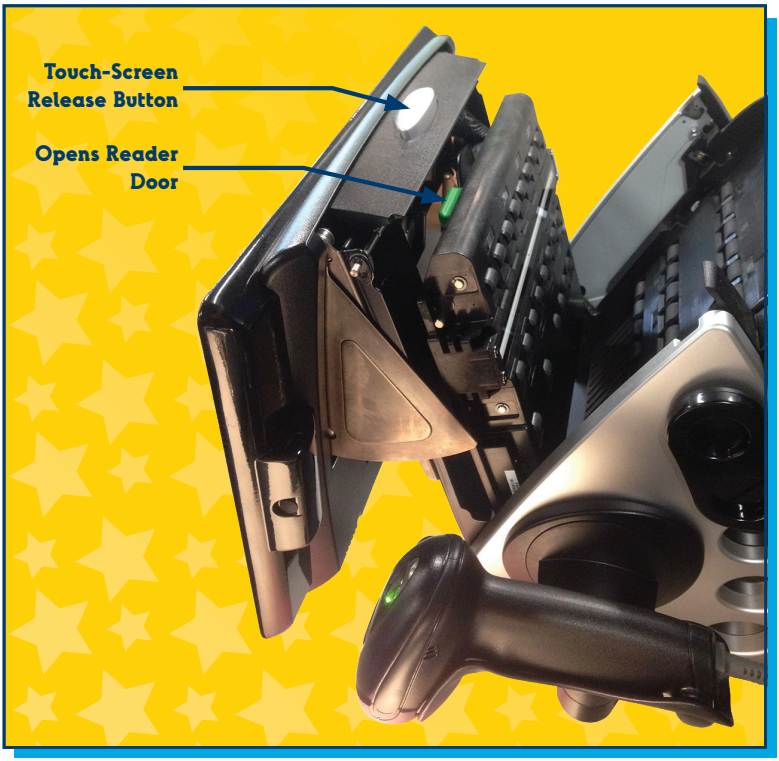
TIPS FOR CLEARING JAMS

CLEARING A PAPER JAM IN THE PRINTER

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

CLEARING A PLAY SLIP JAM IN THE FLEX 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.



SECTION 3.
FLEX LOTTERY TERMINAL SCREENS, BUTTONS, AND REPORTS

FLEX TERMINAL SCREENS

WELCOME SCREEN

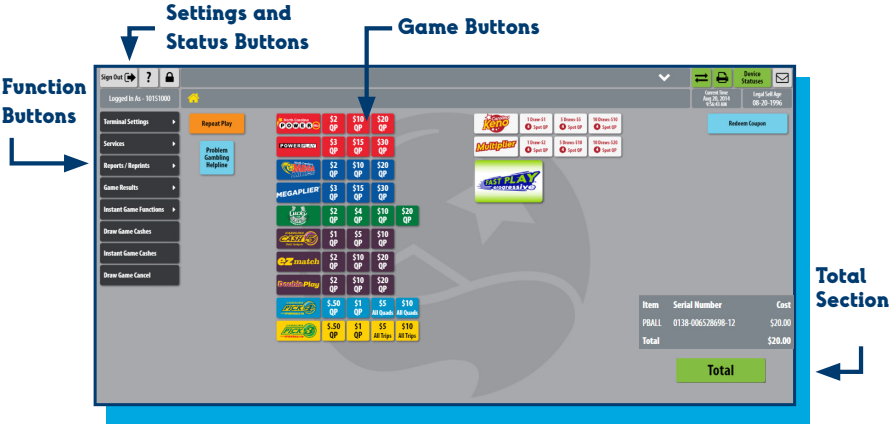
SIGN ON

Allows access to all FLEX terminal functions.

- Enter your **8-digit** teller number using the numeric touch pad.
- Enter your **4-digit** pass number. Touch **Send**.

HOME SCREEN

Logging in to the FLEX terminal will open the Home Screen. The Home Screen contains all the buttons to sell and cash tickets, run reports, adjust terminal settings and troubleshoot your FLEX terminal.



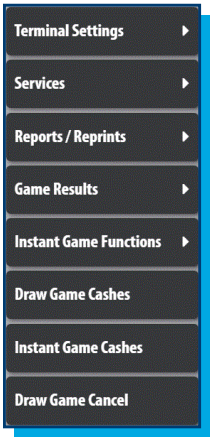
FLEX TERMINAL BUTTONS

SETTINGS AND STATUS BUTTONS

The Settings and Status buttons provide access to information, troubleshooting, and help functions.

FUNCTION BUTTONS

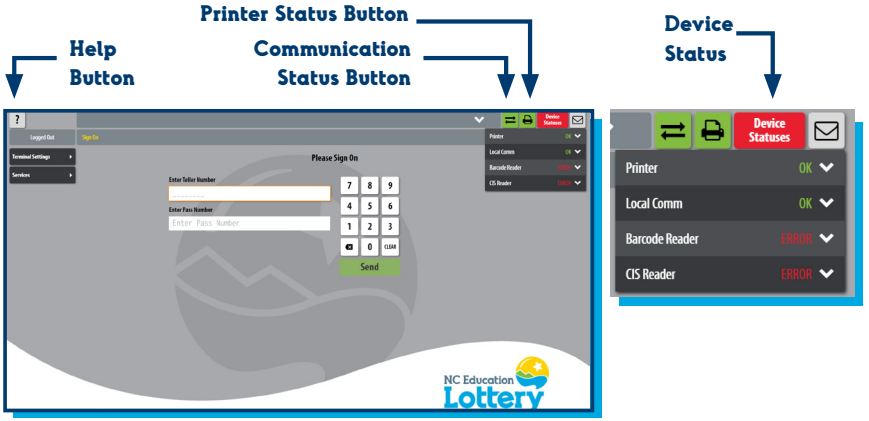
The Function buttons are used for running reports, validating (cashing) tickets, and cancelling tickets.



GAME BUTTONS

The Game buttons on the Home Screen are used to manually select options when creating tickets. The QP (Quick Pick) buttons will generate tickets with randomly selected numbers.

FLEX TERMINAL BUTTONS



? - THE HELP BUTTON

Touch the **?** button (the help button) on any screen to see details about available functions.

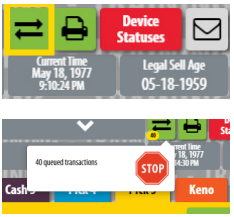
STATUS BUTTONS

Status buttons display green to show full functionality or red to show attention is needed.

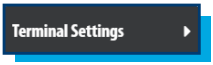
- **Communication Status**: System communication between the FLEX terminal and the Lottery's Central Computer.
- **Printer Status**: Printer connected to the FLEX terminal, door is closed, and roll of ticket stock in place.
- **Device Status**: Lists statuses of Printer, Local Comm, Barcode Reader, CIS Reader, and Vending Machine, if connected.

STOP PRINTING - BREAK HELP

- To stop tickets from printing, touch the **Communication Status** (the double arrow button) and then touch the **Stop Sign**.



TERMINAL SETTINGS



Brightness Control

Touch this button to adjust the brightness of the FLEX terminal screen.

Volume Control

Touch the speaker icon to adjust the volume of FLEX terminal sounds.

FST Sign Off/On/Functions

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

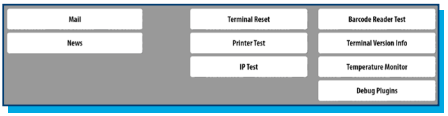
SERVICES

The Services buttons are used to access lottery information and terminal diagnostics functions.

- Touch **Services**.
- Select the desired Services option.
  - **Terminal Reset**: Use **Terminal Reset** when a Hotline associate advises that action.
  - **Printer Test**: Prints a test ticket.

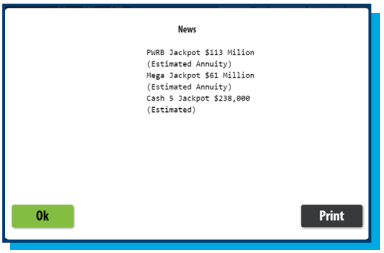
SERVICES (CONTINUED)

- **IP Test**: Use **IP Test** when a Hotline associate advises that action.
- **Barcode Reader Test**: Use **Barcode Reader Test** when a Hotline associate advises that action.
- **Terminal Version Info**: Displays the version of software and firmware on the FLEX terminal.
- **Temperature Monitor**: Touch **Temperature Monitor** when a Hotline associate advises that action.



News

- **News** messages will appear when logging into the FLEX terminal, and include information about jackpots and recent winners.
- Touch **Print** to print the message or touch the green **OK** button to go to the Home Screen.

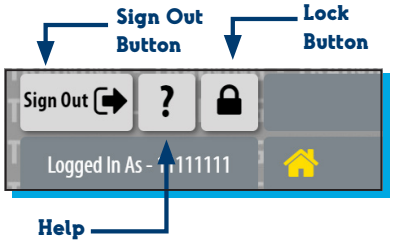


Mail

- Touch **Mail** to view mail messages sent by the NCEL. Messages include jackpot information, promotions, new game information, and other important updates.
- Important messages from the Lottery will appear automatically on the FLEX terminal screen.
- Touch **Print** to print the message or touch the green **OK** button to go to the Home Screen.

SIGN OUT

- Touch **Sign Out** to log off FLEX terminal. After logging off, the Welcome Screen will display.
- **Welcome Screen**. Sign-on displays.



Welcome Screen

? - THE HELP BUTTON

Touch the **?** button (the help button) on any screen to see details about available functions.

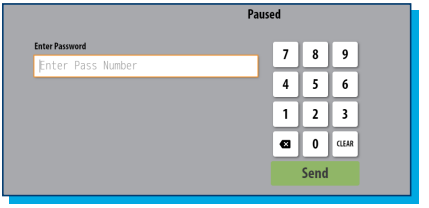
LOCK

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

- Touch **Lock** to put the FLEX terminal in Pause/Locked state.
- Enter your password to unlock the FLEX 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.

Locked Screen



REPORTS

- Touch **Reports and Reprints**.

The **Reports and Reprints** function provides access to **Instant Inventory Reports, Financial Reports**, and **Reprint** options.

Instant Inventory Reports:

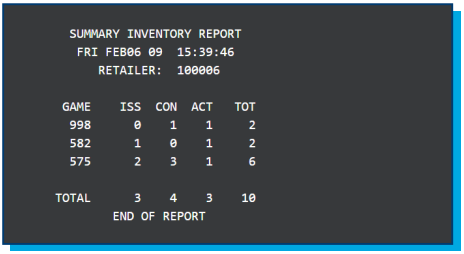
- 21-Day Settlement.
- Activated Packs Current Week.
- Activated Packs Current Week by Date.
- Activated Packs Last Week.
- Activated Packs Last Week by Date.
- All Active Packs.
- All Active Packs by Date.
- Confirmed Packs.
- Detailed Inventory.
- Pack Settlement - Current Week.
- Pack Settlement - Last Week.
- Pack Settlement - 2 weeks ago.
- Pack Status.
- Returns Full Packs.
- Returns Partial Packs.
- Summary Inventory.

Financial Reports:

- Cashes.
- Clerk Sales.
- Daily Reports.
- Game Sales.
- Terminal.
- Weekly Adjustments.
- Weekly Invoice.

NOTE: All financial reports have combined accounting with Scratch-Off and Draw Game financial data on one report.

- 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** on the side of the display to scroll through the report on the screen as needed.



INSTANT INVENTORY REPORT DESCRIPTIONS

21-Day Settlement: Provides all packs that will settle in the upcoming 21-day period. Packs are listed by game and pack number, sorted by activation date and time.

Activated Packs Current Week or Last Week by Date: Provides all packs that were activated this week or last week. Packs are listed by game and pack number, sorted by activation date.

All Active Packs Activated Last Week or Current Week, All Active Packs, Packs by Date: Provides the game and pack number, activation date and time and estimated auto settle date for each active pack for the time frame named.

Confirmed Packs: Provides the game and pack number, confirmed date and time for each confirmed pack.

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

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

Pack Settlement - Current Week, Previous Week, 2 Weeks Ago: Settlement reports show all packs for all games that have been settled since the beginning of the time frame named. It also shows how the pack was settled; either manually by the retailer, by automatic settling, or by the Lottery.

Return Ticket Reports, Full and Partial Packs: Select full or partial packs to see details of the ticket returns.

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 the number of packs en route (Issued) from the warehouse and those already received that have not yet been activated (Confirmed).

FINANCIAL REPORT DESCRIPTIONS

Cashes: Provides Scratch-Off and Draw Game cashing information (broken down by game) for the selected time period.

Clerk Sales: Provides the breakdown of sales and cashes by the individual Clerk IDs. Data will NOT include vending sales.

Daily Reports: Provides 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.

Game Sales: Provides the individual sales for Draw Games. It also displays information regarding the number of Scratch-Off game packs that have been settled, fully returned or partially returned.

Terminal Report: Provides sales figures for given time periods, either individual days or a combination of days, for this terminal only. (Data will NOT include vending sales). 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.

Weekly Adjustments Report: Provides a breakdown of all adjustments for the indicated week, including:
- Instant debits/credits.
- Draw debits/credits.
- Accounting debits/credits
- Total debits/credits.

Weekly Invoice: Provides weekly invoice data for a select week.

For Draw Games, this is broken down by:
- Gross sales.
- Cancels.
- Net sales.
- Debit transactions.
- Commission.
- Cashes.
- Promotions.
- Adjustments.
- Net draw due.

For Scratch-Offs, it is broken down by:
- Packs settled.
- Full and partial returns.
- Commission.
- Cashes.
- Debit transactions.
- Adjustments.
- Net Scratch-Off due.

Also included is the weekly service fee.

REPRINTS

- Touch **Reports and Reprints**.

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

The **Reprint Last Draw Game Cash** option reprints a receipt for the most recent Draw Game validation, including a pay receipt and applicable Exchange Ticket.

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

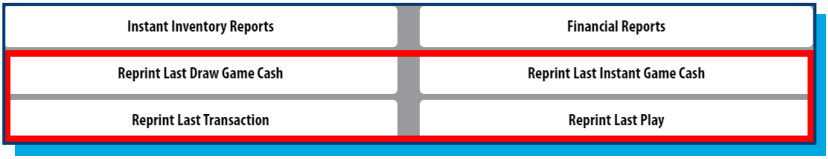
The **Reprint Last Transaction** option reprints a receipt for the last transaction that was processed by the FLEX terminal.

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

- Touch the button for the desired reprint option.

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

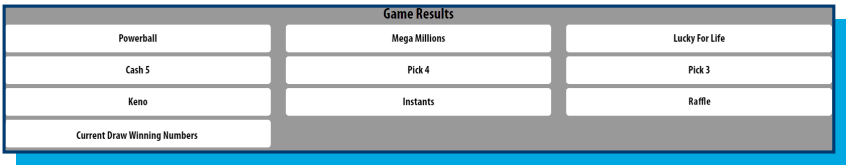
Reprints from the **Last Play** or **Last Transaction** option are NOT valid tickets, will NOT contain a barcode and are clearly labeled "Not for Sale."

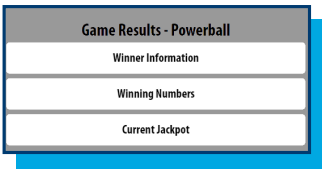


GAME RESULTS

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

- Touch the button for any Draw Game and it will give you the following choices:
  - **Winner Information**: Provides information on top-tier prizes won.
  - **Winning Numbers**: Provides the winning numbers by game for the last 10 draws.
  - **Current Jackpot**: Provides the estimated jackpot amount for the next game draw for Powerball, Mega Millions, Carolina Cash 5 and Fast Play.
- **Current Draw 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.
- The **Instants** button provides the **Top Prize Report**.
  - **Top Prize**: Provides the top remaining prize(s) for each Scratch-Off game.





SECTION 4.
GAMES

INSTANT SCRATCH-OFF GAME FUNCTIONS

Instant Game Functions ▸

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

These functions include:

- Order Confirmation.
- Activate Pack.
- Settle Pack.
- Validate Ticket.
- SR Sign On (Sales Representative only).
- SR Sign Off (Sales Representative only).

Order Confirmation
Use this button to confirm the delivery of a Scratch-Off ticket order using the NCEL Instant Ticket Delivery Receipt.

Activate Pack
Use this button to activate packs of Scratch-Off tickets one at a time. Packs must be activated using the FLEX terminal before they can be sold. If a retailer has multiple terminals, only the main terminal can activate packs.

Settle Pack
Use this button 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.

Validate Ticket
Use this button to cash (validate) Scratch-Off tickets. This function is also available directly from the **Home Screen** by touching **Instant Game Cashes**.

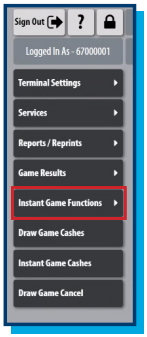
SR Sign On
This button allows the Lottery Sales Reps (SR or LSR) to access several menu items not used by retailers.

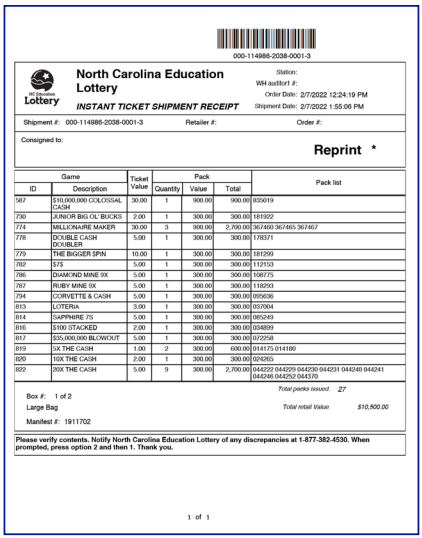
CONFIRMING ORDERS AND ACTIVATING PACKS

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 18-digit **Shipment #** manually.
- Upon confirmation the packs received will move from ISSUED status to CONFIRMED status, and will be available for activation.
- An **Acknowledgment Screen** displays and a receipt prints.





000-114886-2038-0001-3

North Carolina Education Lottery

INSTANT TICKET SHIPMENT RECEIPT

Station:
WH auditor# :
Order Date: 2/7/2022 12:24:19 PM
Shipment Date: 2/7/2022 1:55:06 PM

Shipment #: 000-114886-2038-0001-3 Retailer #: Order #:

Consigned to:

Reprint *

Game		Ticket	Pack			Pack list
ID	Description	Value	Quantity	Value	Total	
587	$10,000,000 COLOSSAL CASH	30.00	1	900.00	900.00	835019
730	JUNIOR BIG OL' BUCKS	2.00	1	300.00	300.00	181922
774	MILLIONAIRE MAKER	30.00	3	900.00	2,700.00	367460 367465 367467
778	DOUBLE CASH DOUBLER	5.00	1	300.00	300.00	178371
779	THE BIGGER SPIN	10.00	1	300.00	300.00	181299
782	$75	5.00	1	300.00	300.00	112153
786	DIAMOND MINE 9X	5.00	1	300.00	300.00	108775
787	RUBY MINE 9X	5.00	1	300.00	300.00	118293
794	CORVETTE & CASH	5.00	1	300.00	300.00	095636
813	LOTERIA	3.00	1	300.00	300.00	037004
814	SAPPHIRE 7S	5.00	1	300.00	300.00	085249
816	$100 STACKED	2.00	1	300.00	300.00	034899
817	$35,000,000 BLOWOUT	5.00	1	300.00	300.00	072258
819	5X THE CASH	1.00	2	300.00	600.00	014175 014180
820	10X THE CASH	2.00	1	300.00	300.00	024265
822	20X THE CASH	5.00	9	300.00	2,700.00	044222 044229 044230 044231 044240 044241 044246 044252 044370

Total packs issued: 27

Total retail Value: $10,500.00

Box #: 1 of 2
Large Bag
Manifest #: 1911702

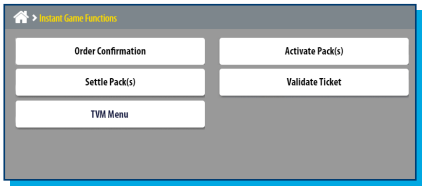
Please verify contents. Notify North Carolina Education Lottery of any discrepancies at 1-877-382-4530. When prompted, press option 2 and then 1. Thank you.

1 of 1

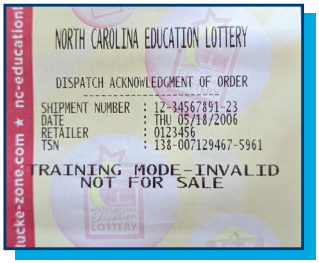
ACTIVATE PACK

Activate Pack(s)

- Touch **Instant Game Functions** and touch **Activate Pack**.
- Scan the barcode on the back of the ticket pack OR enter the three-digit **Game Number** and six-digit **Pack Number** on the back of the ticket, touch **Send**.
- Repeat for each pack that you would like to activate.
- The pack will be activated and ready for sale. An **Acknowledgment Screen** displays and a receipt prints.



Dispatch Acknowledgment of Order

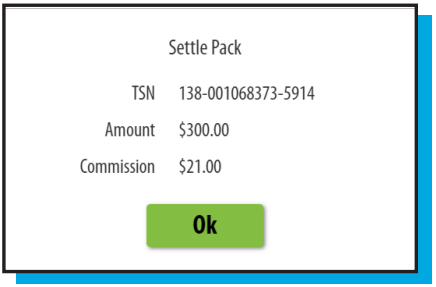


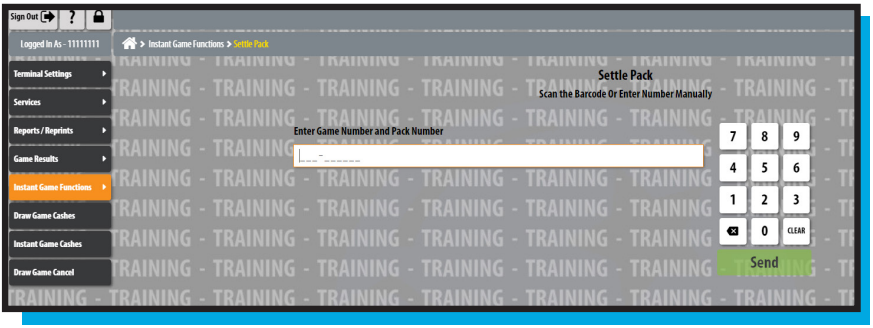
SETTLE PACK

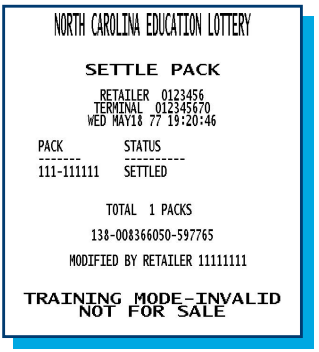
Settle Pack(s)

- Touch **Instant Game Functions** and touch **Settle Pack**.
- Scan the barcode on the ticket pack OR enter the **Game Number** and **Pack Number**.
- Touch **Send**.
- The pack will be settled. An **Acknowledgment Screen** displays and a receipt prints.
- Touch **OK** to return to the **Instant Game Function Screen**.
- Packs will settle automatically 21 days after activation, if they are not settled manually.
- Five Pack Settlement Rule: If you have four active unsettled packs of the same game and activate a fifth pack, the oldest unsettled pack will automatically settle.
- Payment for settled packs will be due on the next Weekly Invoice Report.

Pack Settlement Acknowledgment Screen






NORTH CAROLINA EDUCATION LOTTERY

SETTLE PACK

RETAILER 0123456
TERMINAL 012345670
WED MAY18 77 19:20:46

PACK	STATUS
111-111111	SETTLED

TOTAL 1 PACKS

138-008366050-597765

MODIFIED BY RETAILER 11111111

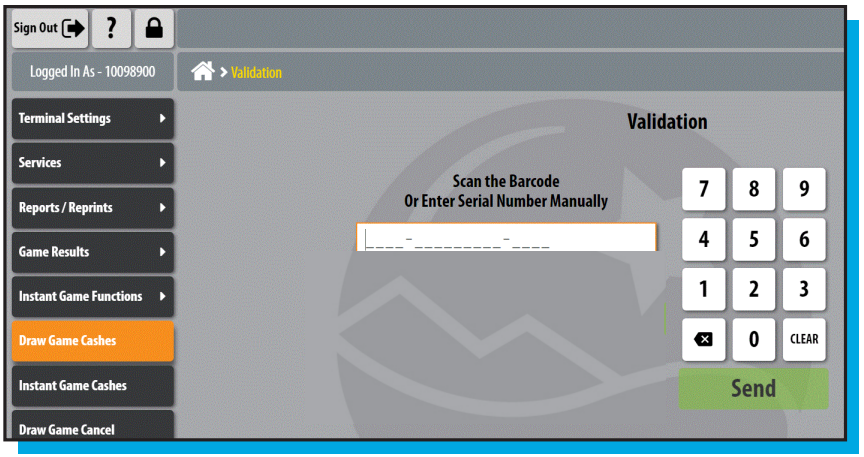
TRAINING MODE-INVALID
NOT FOR SALE

DRAW GAME CASHES

Draw Game Cashes

Use this button to cash (validate) Draw Game and Fast Play tickets.

- From the **Home Screen** touch **Draw Game Cashes**.
- Scan the barcode on the ticket under the External Barcode Scanner.
- If the ticket will not scan, enter the ticket serial number (above the barcode on the bottom of the ticket) using the numeric touch pad.



DRAW AND SCRATCH-OFF GAME CASHING

INSTANT SCRATCH-OFF GAME CASHES

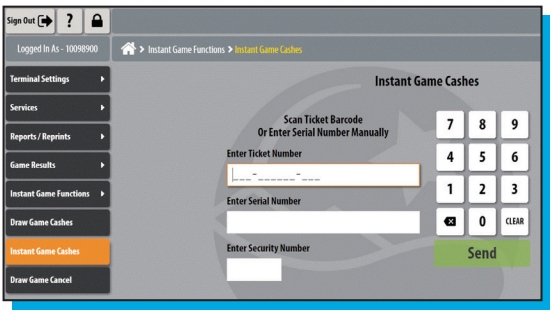
There are three ways to cash (validate) Instant Scratch-Off tickets.

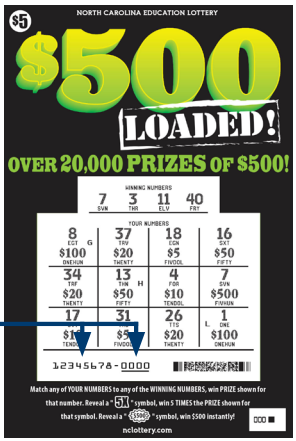
1. Scan the front barcode under the latex.
2. Scan the back barcode and then enter the 4-digit **security number** under the latex.
3. Enter the **ticket number** on the back of the ticket, then enter the 8-digit **serial number** and 4-digit **security number** under the latex.

Instant Game Cashes

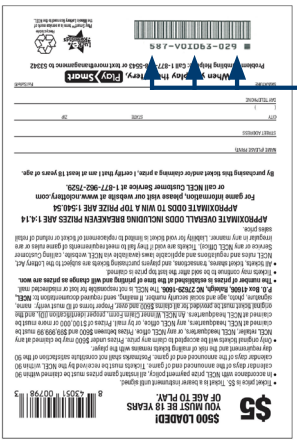
Use this button to cash (validate) Instant Scratch-Off tickets.

- From the **Home Screen** touch **Instant Games Cashes**.
- Scan barcode on front of ticket (under the latex) to cash (validate) .
- If the front barcode cannot be scanned, scan long barcode on the back of the ticket and manually enter 4-digit security number under the latex on the ticket.
- If neither barcode can be scanned, manually enter the **game, pack** and **ticket number** on the back, the 8-digit **serial number** from the front, and the 4-digit underlined **security number** on the front.





8-Digit Serial Number and 4-Digit Underlined Security Number



VALIDATION MESSAGES AND INSTRUCTIONS

- If the ticket is a winner for a **prize of less than $50**, it will automatically be cashed (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.
  - Deface the winning ticket by marking it paid, tearing the barcode, or by drawing a line through the barcode with permanent ink.
- If a winning ticket prize is **$50 or more** and **under $600**, the terminal will display a **Confirmation Screen** and play a winning tune. 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. 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 are able to pay the prize and validate the ticket, **deface** the winning ticket and do not return it to the player. Receipt prints automatically when prize paid is more than $100.
- When a ticket prize is **$600 or greater**, the screen will display **Claim Prize at Lottery**. Return the original ticket to the player and instruct the player to claim the ticket at a Lottery Claim Center.
- Every paid winning ticket must be defaced by marking it paid, tearing the barcode, or by drawing a line through the barcode with permanent ink.
- If the ticket is not a winner, the screen will display **Not A Winner.**

PLAY SLIP METHOD

- Play slips may be used to select options and choose numbers for any NCEL Draw Game.
- Play slips should be filled out with black or blue ink, or pencil.
- Any marks outside the designated areas may cause the FLEX terminal to reject the play slip.
- Insert the completed play slip into the reader horizontally, or 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.

QUICK PICK (QP) METHOD

- The Quick Pick buttons on the **Home Screen** offer a fast and easy way to generate one or more plays with randomly selected numbers.
- Select a play amount ($.50 to $30).
- Any ticket priced **$10 or greater** 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.
- Select the '**All Trips**' (for Pick 3), or '**All Quads**' (for Pick 4) to purchase ten tickets at once.

MANUAL ENTRY METHOD: POWERBALL, MEGA MILLIONS, LUCKY FOR LIFE AND CAROLINA CASH 5

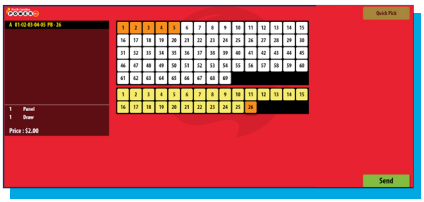
The process to manually create a ticket for most Lottery Draw Games is very similar. The following steps can be taken to create a ticket for Powerball, Mega Millions, Lucky for Life, and Carolina Cash 5. Carolina Pick 3 and Carolina Pick 4 are slightly different, and are covered in next pages.

- From the **Home Screen**, touch **Powerball, Mega Millions, Lucky for Life** or **Carolina Cash 5** logo button.
- Select the number of panels (set of numbers) desired on the ticket.
- Select the number of draws (drawing dates) desired on the ticket.
- Numbers may be selected randomly via the **Quick Pick** button, or chosen using **Manual Entry** button. Both buttons are located on the top right of the game screen.
- Touch the **Manual Entry** button and touch the desired buttons to make selections. Touching a button again will deselect that number.
- Select **5 numbers** for the first panel or touch **QP** to **Quick Pick** or partially quick pick the numbers. Selected number buttons will light up.
- Only the appropriate numbers for the selected game will be available. For **Power Ball, Mega Millions or Lucky for Life**, the **Power Ball, Mega Ball or Lucky Ball** number can be selected at the bottom of the screen.
- Repeat for each panel played.

- Many Lottery Draw Games have add-on features that can be purchased with a ticket to allow different ways to win a prize. The add-ons available are listed in the graphic below.

- When all selections are made, touch **Send**. Ticket(s) will print automatically. The currently selected game screen displays for another play. Touch one of the **tabs** to go to another game, or touch **Home** to return to the **Home Screen**.

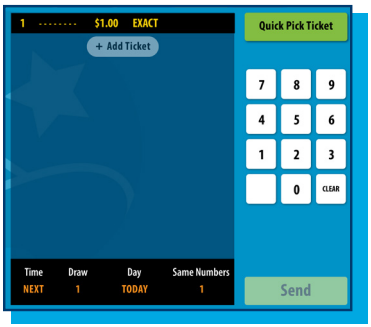
NOTE: The **Quick Pick** button will remain active should you want to select it from the manual entry screen.



CAROLINA PICK 3 AND CAROLINA PICK 4 TICKET GENERATION

MANUAL ENTRY METHOD: CAROLINA PICK 3 AND CAROLINA PICK 4

- From the **Home Screen**, touch **Carolina Pick 3** or **Carolina Pick 4**.
- Select **Play Amount** ($.50 or $1).
- Select **Play Type**.
- Select **Fireball** to toggle between **YES** and **NO**. Default setting is **NO**.
- Select the desired number of draws using the **Draws** button. Select 1-7.
- Select **Draw Time**. Select **Next**, **Day**, **Eve** or **Both**.
- Select the **Day of Week**. Choose **Today** or any of the seven days of the week.
- Select the number of plays using the **Same Numbers** button. Select 1-50. Each play will produce one ticket.
- Select the numbers to play with the buttons on the right, or select the green **Quick Pick Ticket** 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.

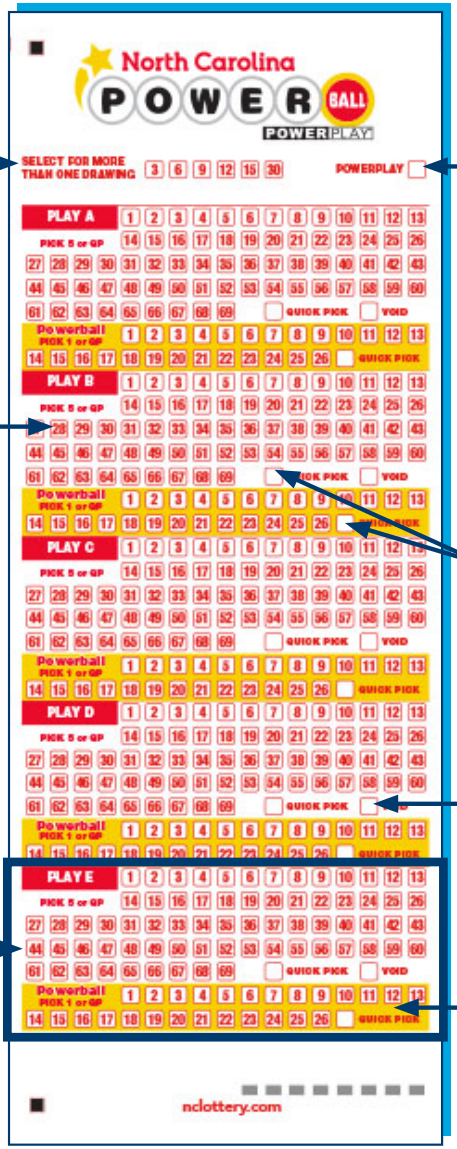
Back Pair: Selection must match back two winning numbers.

- Press **Send** to print ticket.
- The **Carolina Pick 3** or **4 Screen** displays for another play, or touch **Home** to return to the **Home Screen**.

Game	Add-On
Carolina Pick 3	PLUS FIREBALL
Carolina Pick 4	PLUS FIREBALL

NOTE: Carolina Pick 3 and Carolina Pick 4 tickets may be cancelled from the selling terminal within 15 minutes of the sale or before draw break, whichever comes first.

POWERBALL PLAY SLIP



Multi-Draw Option

PowerPlay

Player chooses 5 of their own numbers or some of their own and the QP box for a total of 5

Quick Pick Options on each Panel

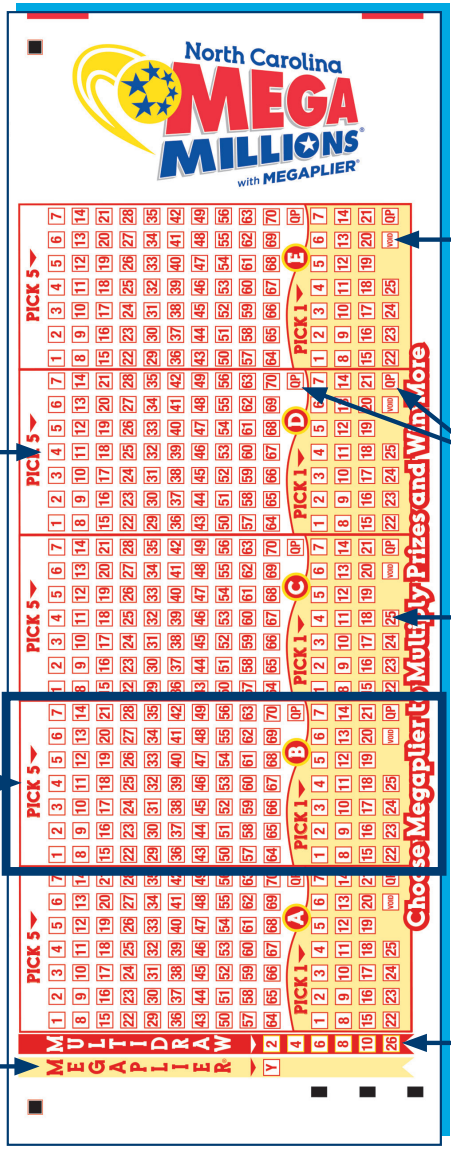
Void Box if a player makes a mistake on a Panel

Panel

Player chooses one Powerball number or QP

ALL POWERBALL SALES ARE FINAL.
TICKETS CANNOT BE CANCELLED.

MEGA MILLIONS PLAY SLIP



Void Box if a player makes a mistake on a Panel

Player chooses 5 of their own numbers or some of their own and the QP box for a total of 5

Quick Pick Options on each Panel

Player chooses one Mega Ball number or QP

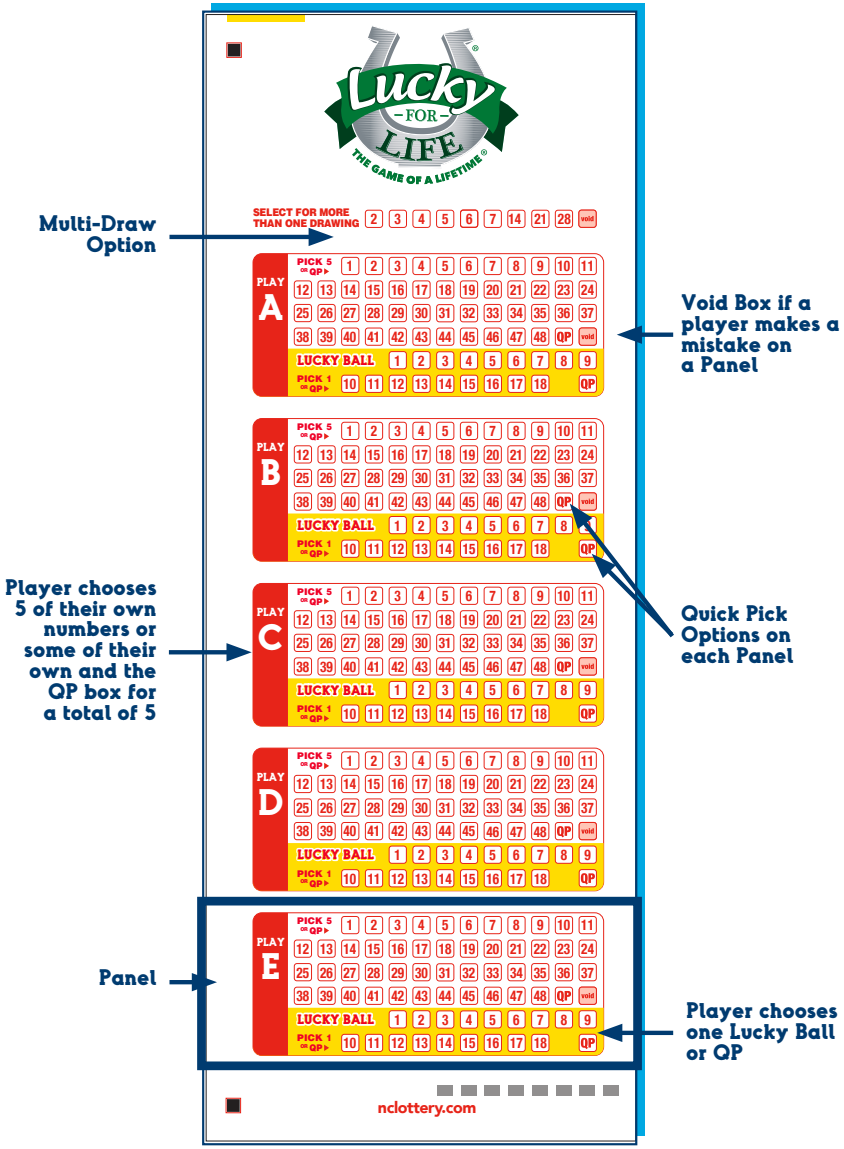
Panel

Multi-Draw Option

Megaplier

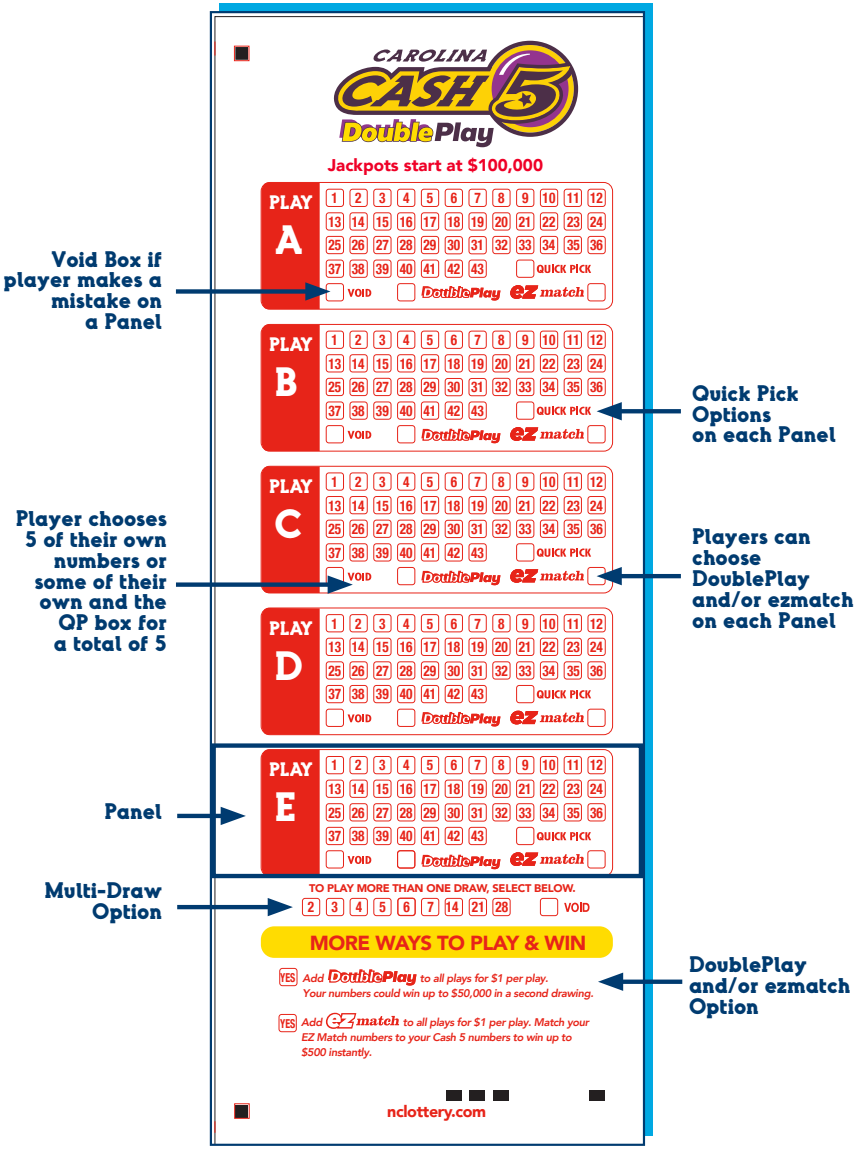
ALL MEGA MILLIONS SALES ARE FINAL.
TICKETS CANNOT BE CANCELLED.

LUCKY FOR LIFE PLAY SLIP



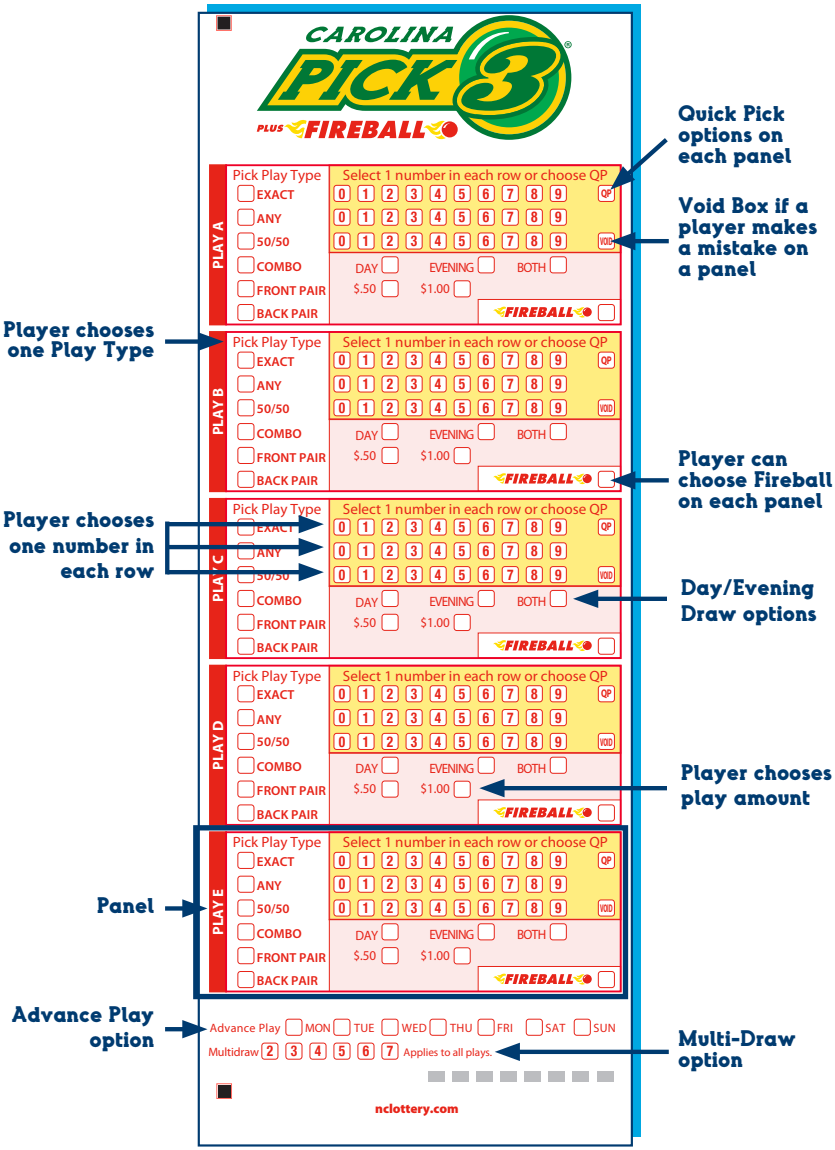
ALL LUCKY FOR LIFE SALES ARE FINAL.
TICKETS CANNOT BE CANCELLED.

CAROLINA CASH 5 PLAY SLIP



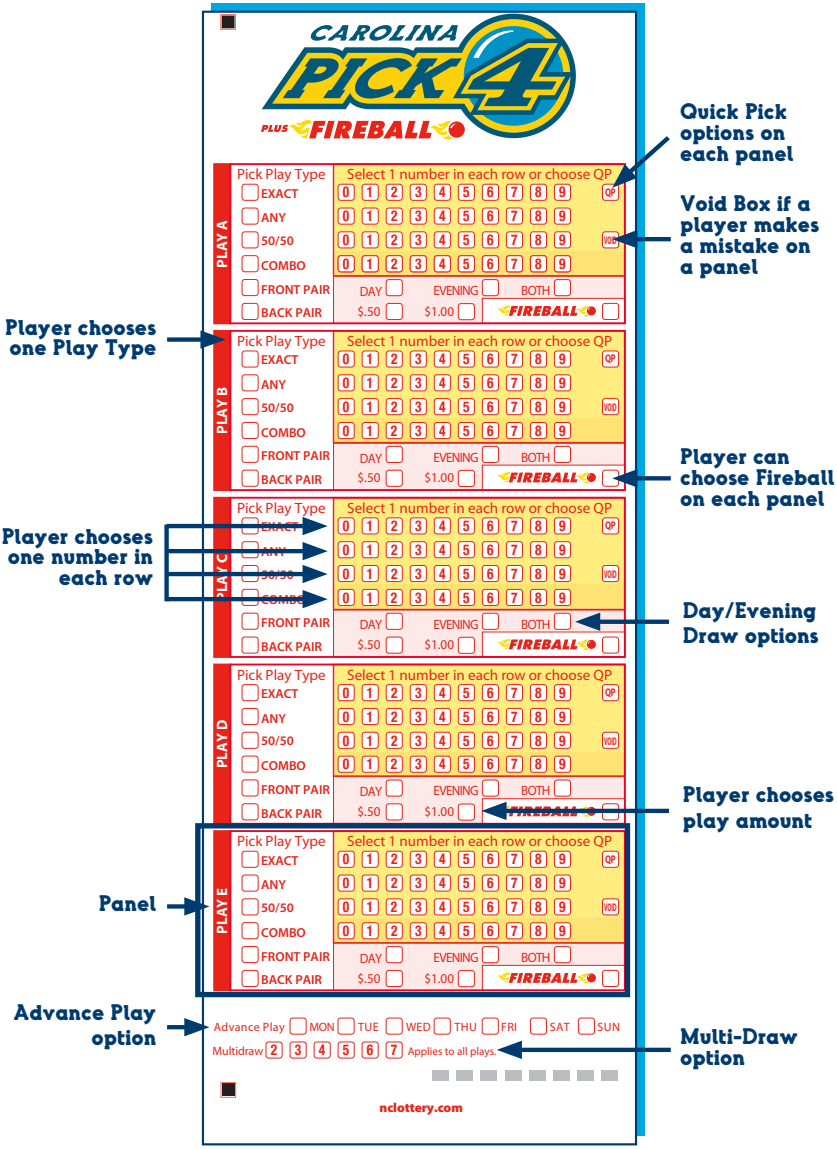
ALL CAROLINA CASH 5 SALES ARE FINAL.
TICKETS CANNOT BE CANCELLED.

CAROLINA PICK 3 PLAY SLIP



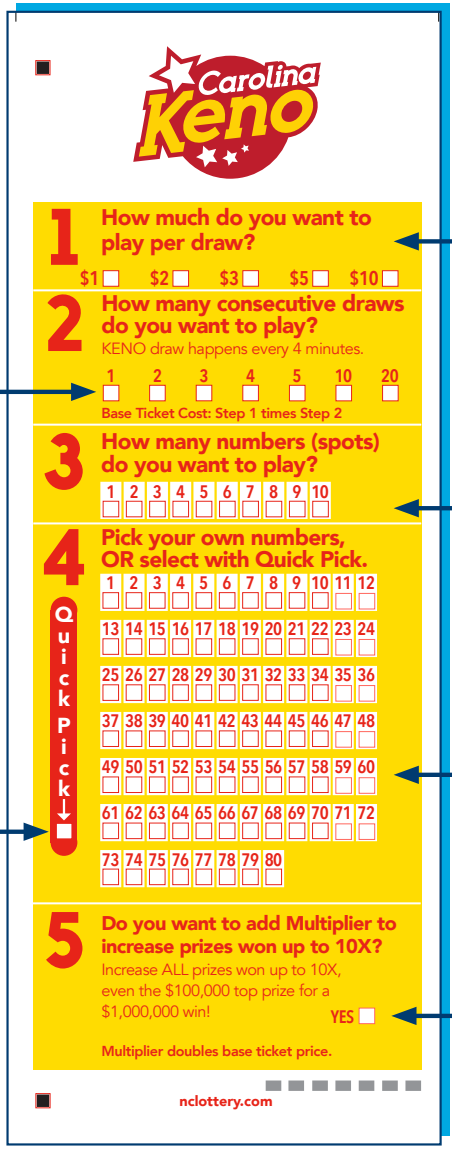
CAROLINA PICK 3 TICKETS MAY BE CANCELLED WITHIN 15 MINUTES OF THE SALE OR BEFORE DRAW BREAK, WHICHEVER COMES FIRST.

CAROLINA PICK 4 PLAY SLIP



CAROLINA PICK 4 TICKETS MAY BE CANCELLED WITHIN 15 MINUTES OF THE SALE OR BEFOE DRAW BREAK, WHICHEVER COMES FIRST.

CAROLINA KENO PLAY SLIP



With draws every 4 minutes, players can play more than one draw to extend the fun.

Mark to choose Quick Pick.

Playing $1 wins the prizes shown. Playing $2 doubles the prizes. Triples for $3 and so on.

How many Spots a player plays and matches determines how much the player wins.

The player picks as many numbers as Spots. There are 20 numbers drawn out of 80 numbers each drawing.

The player can Add Multiplier to increase prizes up to 10X

CAROLINA KENO SALES MAY BE CANCELLED UP TO SIX SECONDS BEFORE THE DRAWING TIME.

CAROLINA KENO QUICK PICK AND BUILD A TICKET

CAROLINA KENO QUICK PICK

- Carolina Keno tickets may be purchased by selecting the **$1, $5 or $10 QP** button on the **Home Screen** for one or more 4 spot, **$1** plays.
- If Multiplier is desired, touch the $2, $10 or $20 QP button to get a 4-spot QP ticket with Multiplier.
- Select the **Keno** or **Multiplier** game button to select specific options.
- Press either the **Keno** button or the **Multiplier** button for more options.
- 2, 3, 4 and 5 spot quick picks are available on the top half of this screen.
- Using Keno Build A Ticket, select play amount (per draw), the number of spots desired and select the number of draws to purchase. Touch **YES** if the **Multiplier** is desired.

10 Spot Game

Match	Prize
10	$100,000*
9	$4,250
8	$450
7	$40
6	$15
5	$2
0	$5

Overall Odds: 1 in 9.05

9 Spot Game

Match	Prize
9	$30,000*
8	$3,000
7	$150
6	$25
5	$6
4	$1

Overall Odds: 1 in 6.53

8 Spot Game

Match	Prize
8	$10,000*
7	$750
6	$50
5	$12
4	$2

Overall Odds: 1 in 9.77

7 Spot Game

Match	Prize
7	$4,500
6	$100
5	$17
4	$3
3	$1

Overall Odds: 1 in 4.23

6 Spot Game

Match	Prize
6	$1,100
5	$50
4	$8
3	$1

Overall Odds: 1 in 6.19

5 Spot Game

Match	Prize
5	$420
4	$18
3	$2

Overall Odds: 1 in 10.34

4 Spot Game

Match	Prize
4	$75
3	$5
2	$1

Overall Odds: 1 in 3.86

3 Spot Game

Match	Prize
3	$27
2	$2

Overall Odds: 1 in 6.55

2 Spot Game

Match	Prize
2	$11

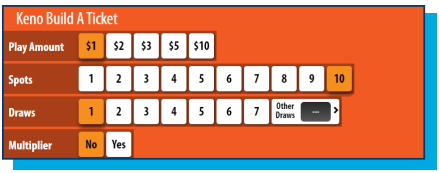
Overall Odds: 1 in 16.63

1 Spot Game

Match	Prize
1	$2

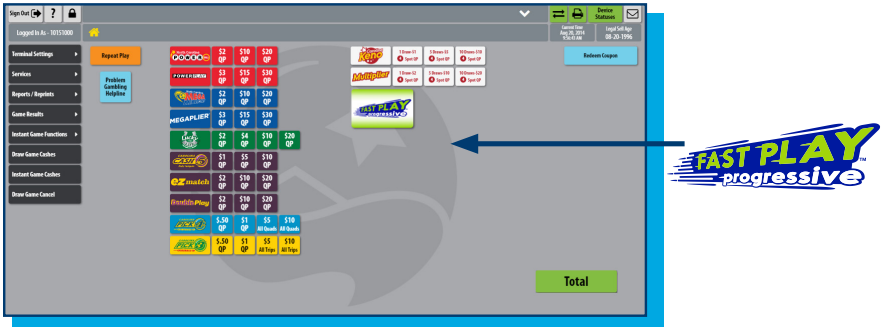
Overall Odds: 1 in 4.00

Multiplier	1	2	3	4	5	10
ODDS	1 in 2.5	1 in 2.35	1 in 16	1 in 16	1 in 26.67	1 in 80

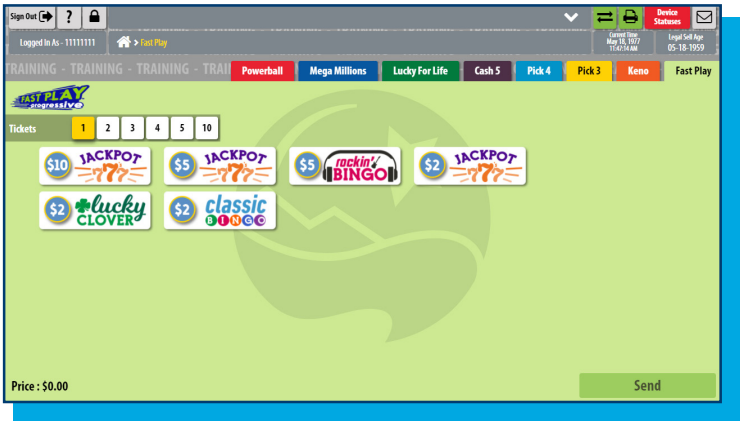


FAST PLAY MANUAL ENTRY METHOD

- In the center of the Home Screen, select the **Fast Play** button.



- Select the **number of tickets** desired, (1,2,3,4,5, or 10).
- Press the button for the desired **game** and **price**. Games are $2, $5, $10 and $20.
- Press the green **Send** button on the bottom right.
- All Fast Play tickets are instant games, and can be validated immediately.
- Fast Play games all share a progressive (rolling) jackpot.
- $2 games that win a jackpot prize are paid 20% of the current jackpot.
- $5 games that win a jackpot are paid 50% of the current jackpot.
- $10 games that win a jackpot are paid 100% of current jackpot.
- $20 games that win a jackpot are paid 100% of the current jackpot AND $200,000.
- The minimum jackpot is $20,000.
- Fast Play tickets cannot be cancelled.
- New Fast Play games are introduced several times each year. The FLEX terminal will always reflect the available games.

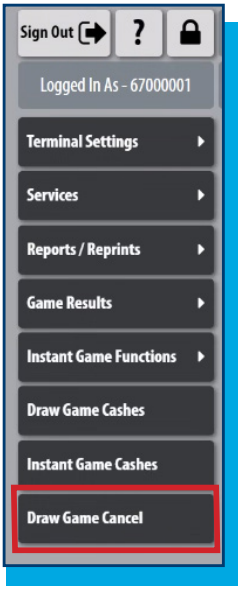


CANCEL BUTTON FOR PICK 3, PICK 4 AND KENO

CANCEL GAME

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, whichever comes first. Carolina Keno tickets can be cancelled up to 6 seconds before the drawing.

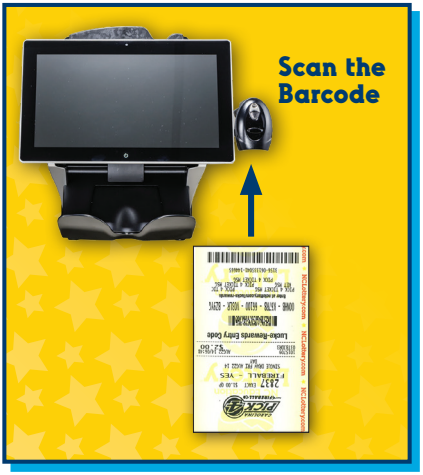
- Touch **Cancel** on the **Home Screen**.
- Scan the ticket.
- A notice of cancellation will print automatically.
- Keep the cancelled ticket and notice for the end of day balancing.
- Touch **OK** to return to the **Home Screen**.



REDEEM COUPON

When the player presents an NCEL coupon:

- Touch **Redeem Coupon**.
- Scan the barcode on the coupon.
- Press **OK**.
- Ticket will print.
- Keep and deface the coupon.



REPEAT PLAY

WHAT IS REPEAT PLAY?

A convenience for players and retailers that allows ticket creation using an existing draw game 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, Lucky for Life and Carolina Keno wagers.
- Repeat Play reprints the selections from the original ticket including: number of draws, panels, 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.
- 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

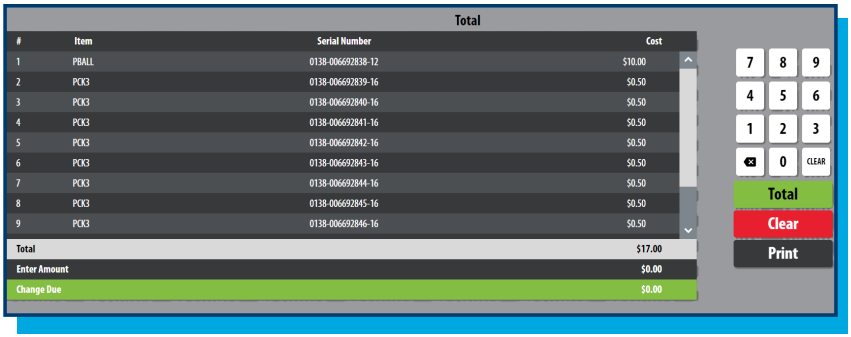
1. Touch Repeat Play on the Home Screen.
2. Scan barcode on ticket or manually enter the serial number.
3. Collect money from the player.
4. Respond to confirmation prompts for tickets priced $10 or greater.
5. Ticket will print.

TOTAL BUTTON

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

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



SECTION 5.
LOTTERY SERVICES PORTAL (LSP)

LOTTERY SERVICES PORTAL (LSP)

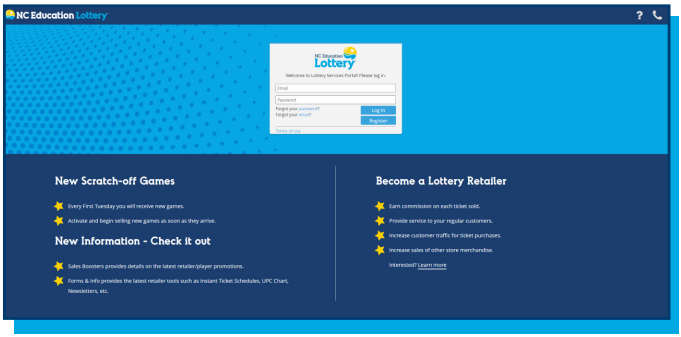
The Lottery Services Portal (LSP) is a web portal that allows retailers to access lottery reports for their stores remotely. LSP also allows retailers to have important reports emailed to them automatically.

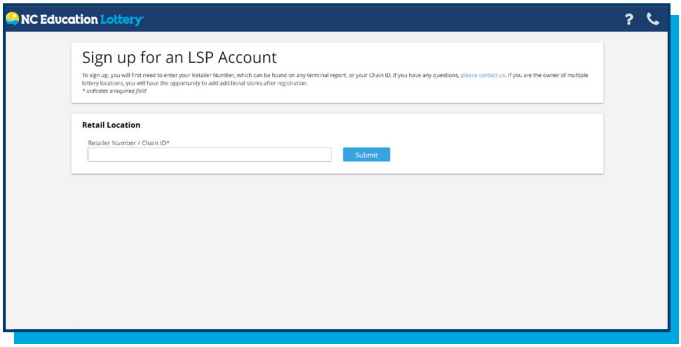
FIRST TIME LOGIN

1. Log on to: **nc-lsp.lotteryservices.com**.
2. Click: **Register**.
   - Enter the retailer ID number (without 2 zeros).
   - For multiple locations, enter Chain Head ID number.
   - Create and verify new password.
   - Enter name.
   - Enter phone number.
   - Enter valid email address for password re-set and email reports

NOTE: Chain Head locations are normally set up by the Lottery. For questions call 877 382 4530 and select option 3.

3. Emailed Reports:
   - Reports can be emailed to the registered user weekly.
   - Select which reports to be emailed.
4. Click **Submit** to complete registration.



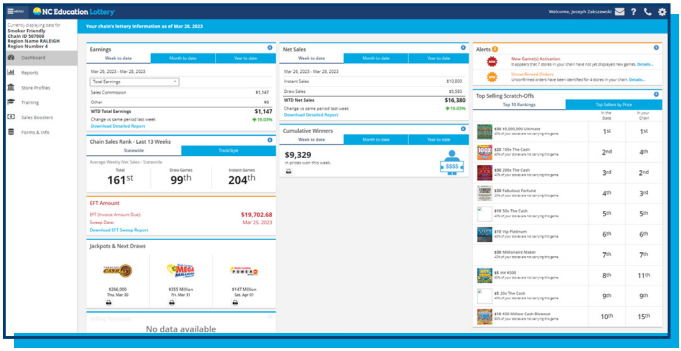


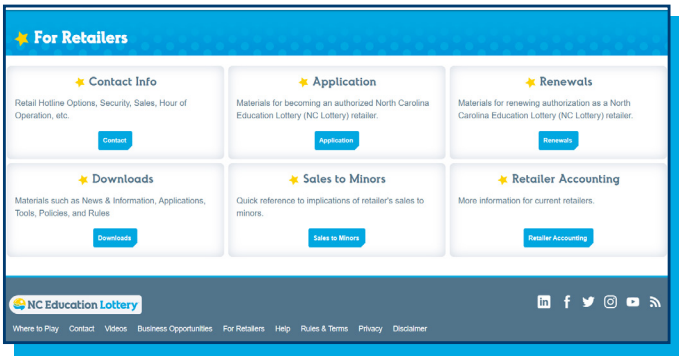
RETURNING USER LOGIN

1. Log on to: **nc-lsp.lotteryservices.com**.
   - Enter: **Email**
   - Enter: **Password**
   - Click: **Login**
2. Enter: **Retailer Number**
   - Click: **Submit**
3. Choose a report: click the report's radio button under export options.
   - Click: **Export Report**

Available Reports (data is retained for one year)

- 21-Day Settlement Report.
- Activated Packs.
- Chain Issued Pack Detail.
- Confirmed Packs.
- Daily Activated Packs.
- Daily Confirmed Packs.
- Daily Retailer Statement.
- Daily Sales.
- Daily Settled Games.
- EFT Sweep.
- Monthly Sales.
- Outstanding Liability.
- Pack Status.
- Return Ticket Details.
- Returned Games.
- Sales Order Invoice.
- Settled Game.
- TVM Daily Sales.
- TVM Weekly Sales.
- Weekly Chain Issued Pack Detail.
- Weekly Pack Status.
- Weekly Retailer Statement.
- Weeky Retailer Statement XML.
- Weekly Sales.





SECTION 6.
NCEL SECURITY DIVISION SERVICES FOR RETAILERS

NCEL SECURITY DIVISION SERVICES FOR RETAILERS

SECURITY SERVICES

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 Department 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 Department will coordinate with and assist 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 5:00am 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 5:00am please leave a message and the Security Operations Specialist will contact you after 5:00am.

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.

HERE'S HOW YOU CAN ASSIST US

- *Report any knowledge of unlawful activities that concern the operations of the NCEL or the NCEL's lottery games.*
- *Maintain accurate records of all your lottery inventory and sales.*
- *Report lottery thefts or shortages to NCEL Security in a timely manner.*
- *Fully cooperate with the NCEL in the investigation of any lost, stolen, altered, or counterfeit lottery tickets or other unlawful or improper activities and any NCEL inspection of a retailer's security procedures which will include full access to all lottery-related accounting/tracking records, tickets, video, etc.**

**Retailer Rules and Regulations - Policy 8.01, Section B(23) and Section F(3)(g)*

SECTION 7.
PLAY SMART:
RESPONSIBLE GAMING

RESPONSIBLE PLAY IS GOOD FOR BUSINESS

When people have fun playing lottery games, they play again. If they have bad experiences, they might not try again. That results in a lost customer.

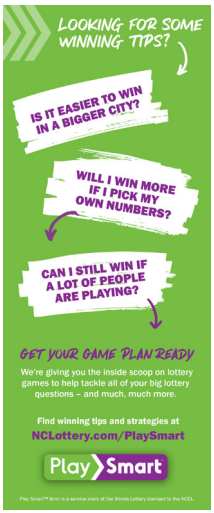
Just like you, the lottery is in business for the long term. Here's how you can help us keep a customer for life.

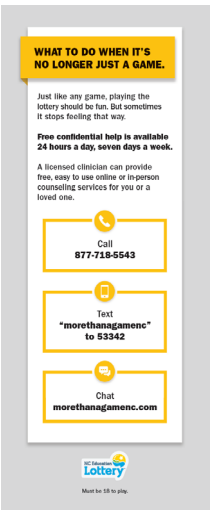
How to share problem gambling messaging with customers:

Good news – the majority of folks who play the lottery do not have a gambling problem and will not develop one. Still, we would like for you to have the knowledge and skills to offer help to anyone who might need it.

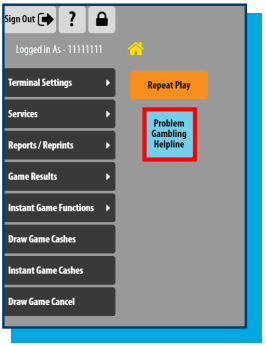
We know that having this conversation with a customer might be difficult. Here are some tips to help make it easier:

1. If you feel you have a relationship with a customer, you can ask to share some information that might be able to help them. This is a case where you can give the customer a Play Smart brochure located at the Play Center.





2. If you do not know the customer very well, you can use the Helpline Button. Just give the printout, which looks like a ticket, to a player along with their lottery purchase or prize winnings. You can place the slip in the middle of their tickets, or, if they ask why you gave them the slip, you can say the terminal randomly prints them after transactions.



3. If you still are worried about having that interaction, you can direct players to the Play Smart brochure in lottery Play Centers by saying something along the lines of:

"Hey, you seem to really enjoy learning about lottery games. This program called Play Smart is like the lottery's playbook and gives you the inside scoop on lottery games. It's over in the Play Center. You should check it out."

They get the brochure with the message they need, and you don't have to mention problem gambling.

RESPONSIBLE GAMING TRAINING

All retailers are required to complete responsible gaming training that consists of a video, discussion and quiz. That's how you become Responsible Gaming Approved. But just like we improve our business every year, we also continuously improve our responsible gaming program. And when your store is up for renewal, you can take a refresher training at the retailer website. It's that easy.

NEED HELP? WE'VE GOT YOU.

If you ever have questions about responsible gaming training or any of the above content, we're here to help. Call the NCEL Retailer Hotline at 877-382-4530, and select #3 for Customer Service.

PLAY SMART IS CHANGING THE GAME

The lottery's new and refreshed responsible gaming program – Play Smart – is here to help make playing smart fun. If your customers ask, tell them it's a new program that gives you the inside scoop on lottery games.

Is it easier to win in a bigger city? Will I win more if I pick my own numbers? Can I still win when a lot of people are playing? Can I improve my chances of winning?

Play Smart helps answer all the big lottery questions your customers have and much, much more.

Check it out on the web at: nclottery.com/PlaySmart or in Play Centers at retail locations and claims centers.

SECTION 8.
GLOSSARY

GLOSSARY

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

FLEX 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 FLEX terminal is linked to the Lottery's Central Computer.

CIS Image Reader
Contact Image Sensor, located inside the FLEX 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 Regional Map section 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 FLEX terminal or certain self-service terminals. Winning numbers for each game are selected by physical drawing or random number generator.

Draw Break
The time period prior to the drawing when Draw Game 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.

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.

Handheld Barcode Scanner
Reads barcodes on Scratch-Off tickets, Draw Game tickets, coupons and Scratch-Off ticket delivery forms.

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 may be 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 NC State 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 FLEX terminal before they can be sold. Activation of packs is required to signal the Lottery's Central Computer that tickets from this pack are eligible for cashing (validating).

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

GLOSSARY

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 for Draw Games prior to reaching the point-of-purchase 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.

Quick Pick
A randomly generated computer selection of numbers for a Draw Game play.

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 (RID) 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 a pack of Scratch-Off tickets.

Validation Number
A unique number which appears on each ticket, which when entered into the Lottery's Central 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 FLEX terminal whenever a winning ticket worth $50 or more is scanned on the FLEX terminal. This includes all "Claim Prize at Lottery" and "Must be Claimed at Lottery" tickets.

North Carolina POWERBALL POWERPLAY

North Carolina MEGA MILLIONS with MEGAPLIER

Carolina Keno with Multiplier

Lucky FOR LIFE THE GAME OF A LIFETIME

ASK FOR THE SALE!

CAROLINA CASH 5 Daily Jackpots

CAROLINA PICK 4 PLUS FIREBALL

CAROLINA PICK 3 PLUS FIREBALL

FAST PLAY progressive

NC Education Lottery