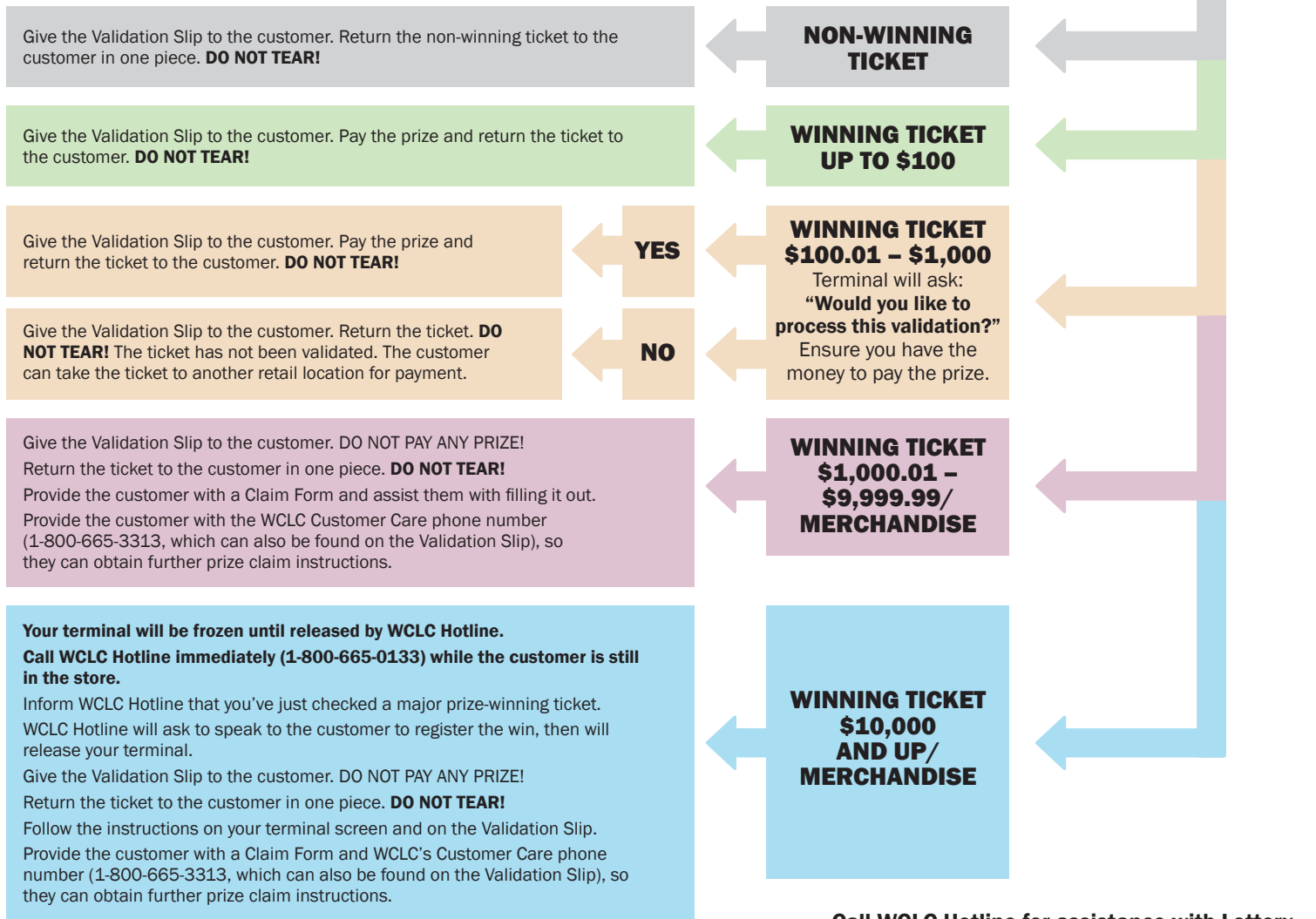
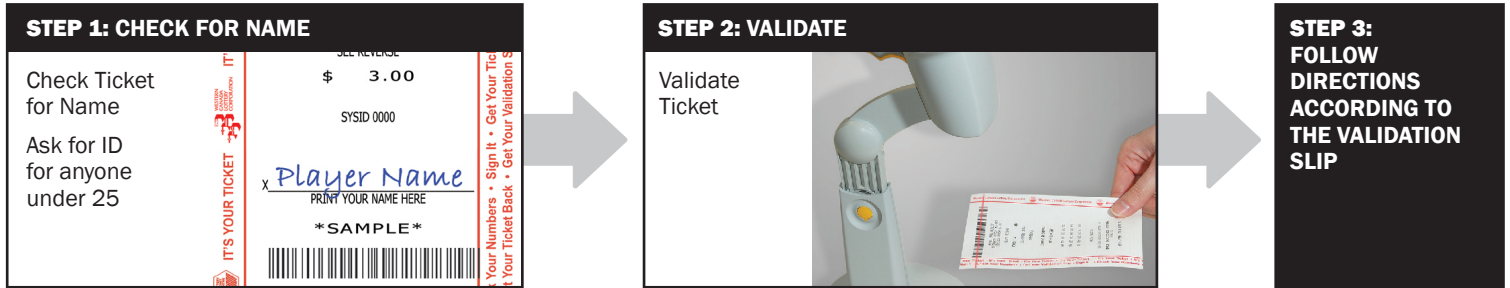


VALIDATING TICKETS AND PRIZE CLAIMS

▶ **NEVER** validate a ticket until you've checked to make sure the customer has printed or signed their name on it.

▶ **ALWAYS** read the on-screen and Validation Slip instructions carefully to ensure that all processes are being carried out correctly.

▶ **ALWAYS** give the Validation Slip/Claim Slip to the customer. If you need a copy for your records, print a Retailer copy, or set the terminal to automatically print a second copy.



Call WCLC Hotline for assistance with Lottery procedures or Ticket Terminal operation

HOTLINE **1-800-665-0133**

IN CASE OF A PRIZE DISPUTE

Give the Validation Slip to the customer. If the customer doesn't agree with the prize shown on the Validation Slip, **DO NOT PAY ANY PRIZE.**
Return the ticket to the customer in one piece. **DO NOT TEAR!**
Assist the customer with a Claim Form, and ask them to submit their ticket to WCLC for review. Provide the customer with the WCLC Customer Care phone number (1-800-665-3313).

