

# REPORTING STOLEN TICKETS

1. Call your local law enforcement agency immediately and file a police report.
2. You must have a law enforcement agency Case Number to receive credit for stolen instant tickets.
3. Call the SCEL Stolen Ticket Hotline at 1-866-269-5668 or 737-2854 in the Columbia area. The hotline number is answered 24/7. Please have your retailer ID number along with the game(s), pack number(s) and ticket range(s) of the stolen pack(s).

## WHAT ELSE SHOULD I KNOW?

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

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



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

### RETAILER SUPPORT NUMBERS

INTRALOT Help Desk:  
1-877-500-5202

Ticket Orders:  
1-866-737-7235 (option 1)  
(Columbia area) 737-7235

Stolen Ticket Hotline:  
1-866-269-5668  
(Columbia area) 737-2854

DO NOT GIVE RETAILER SUPPORT NUMBERS  
TO CUSTOMERS.



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



# SECURE YOUR GAME PACKS

1. When your ticket shipment arrives, “check the packs” you receive against the manifest. **If there is a misdelivery, shortage, overage, or any error, call the SCEL Stolen Ticket Hotline and report the problem immediately.**
2. “Receive” the shipment into your terminal by using either the scan or manual entry method. Contact your MSR if you need assistance. Place your packs in a safe and secure area.
3. “Activate” and load tickets in your dispenser only when ready to sell.
4. Maintain a shift and daily log of games and pack numbers. Include the beginning and ending ticket numbers and the number of tickets sold for each game during each shift.

# YOUR SAFETY

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

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

Always require identification of South Carolina Education Lottery, INTRALOT and SGI employees.

# microLOT TERMINAL PAPER

*Retail locations must not transfer, loan or move Terminal Paper from one location to another. Terminal Paper must match the paper assigned to your store/terminal.*

Treat Terminal Paper with the same care you give your instant tickets. Do not open a carton until ready to use.

**DO NOT TRANSFER OR “LOAN” ROLLS BETWEEN TERMINALS.**

**STOLEN TICKET HOTLINE  
1-866-269-5668  
(Columbia Area) 737-2854**

**FOR RETAILERS ONLY**

# TICKET VALIDATION

**Powerball®, Mega Millions and Palmetto Cash 5 tickets cannot be canceled.**

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

**WINNING AND CANCELLED ONLINE TICKETS WILL NOT BE BRANDED, I.E., “STAMPED.” YOU MUST RETAIN AND/OR DESTROY THESE TICKETS.**

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

If you need a terminal technician, please call the INTRALOT Help Desk at 1-877-500-5202 for instructions.