



Washington State Gambling Commission GUIDELINES FOR ID STAMP PURCHASE

Mail-in Orders:

- Each order by mail must include a properly filled in order form (attached) and a check. Be sure to include a valid street address for Fed Ex shipping, we cannot ship to a PO Box.
 - Also be sure to fill in an email address and/or phone number in case WSGC has any questions regarding the order.
- ID Stamp orders are normally processed within 2 business days from receipt. Please allow additional time for shipping. Orders are shipped Fed Ex Ground, which, within Washington, generally takes 1-2 days.

My Account Orders:

- Orders placed online through My Account are normally received in our office the next business day and will be processed and shipped the same as a mail-in order.

Will Call Orders:

Due to the controls necessary to process ID Stamps at our Lacey Headquarters office, we are providing the following guidelines if you wish to pick up your ID Stamps:

- Please allow at least 2 full business days after we receive a completed form to pick-up your order. An incomplete order form may result in delays in pick-up. We will send you a confirmation of your pick-up date and time.
- To pay by check or money order at pick up (we cannot accept cash):
 - Email a completed order form to businessoperations@wsgc.wa.gov.
 - The email subject line should state "ID Stamp Order".
 - The email body should include the day and time you would like to pick up the stamps. (Please allow 2 business days)
 - Be sure to include your email and phone number so we can confirm receipt of order and day/time of pickup.
- To purchase through My Account & pick up:
 - Complete the on-line form, click "Will Call" and fill in requested date and time for pickup (please allow 2 business days). A confirmation will be sent to the email provided on the form.
 - ***NOTE: On line orders made in My Account on Friday, over the weekend or a holiday will not be available until the 2nd business day following.***
- ID Stamps can be picked up at our office Monday through Friday, between 9:30am and 4:00pm. We are closed on Holidays.

Picking Up a Will Call Order:

Will call orders are available only at our Headquarters, 4565 7th Ave SE, Lacey, WA. Proceed to the 4th floor. Use the phone to right to contact the Business Office. Picking up the receiver will automatically connect you. Tell the person you are here to pick up an ID Stamp order, and we will bring your order to you.

Any questions, please contact Lisa Chinn, (360) 486-3495 or email to businessoperations@wsgc.wa.gov.