## 

## AVAULABLE

 NOW,
## Turning Dollars Into Dreams.

## SAFETY FIRSTE

Best Practices for Loss Prevention of Instant Ticket Inventory

## - Implement an accounting process to accurately reflect all tickets sold each day.

- Add the following steps to your store closing checklist:
- Remove all tickets from the counter.
- Place the tickets in a secure location.
- Double-check that the secure location is not visible outside of your store.


## - If you experience a ticket theft,

 it is important that you:- Report all stolen Instant Tickets to the TEL's security department within 24 hours of the theft.
- Provide the Game Name and Number, the Pack Number(s) and the exact range of tickets stolen.
- File a police report for the stolen tickets within 24 hours of the theft.
- Provide a copy of the police report to the TEL's security department within 14 days of the initial report of the theft.

For more information, review the RETAILER RULES AND REGULATIONS POLICY.

## RETAILER REMINDER

When you receive an instant ticket order:

- Make sure to check the game and pack numbers in your order against the Ticket Delivery Receipt located inside of the shipping bag/box.
- Do NOT confirm the order before checking the delivery against the Ticket Delivery Receipt.
- Remind your employees NOT to sell from confirmed packs until they have been properly activated on your Lottery Terminal.
- Selling from a confirmed but not activated pack is a mistake that happens when employees display an instant game that is still in an issued or a confirmed status.
- Always keep your confirmed inventory safely stored and separate from your active inventory.



## Responsible Gaming Tin of the Month

Understand the odds! Playing is more fun when you understand how odds work. Take a look at this informative video about playing instant games, and share the details with your customers.

