

SCRATCH TICKET INVENTORY BEST PRACTICES



RETAILER INSTRUCTIONS

Ticket Stock Management:

1. Keep accurate & current inventory of "received" and "activated" ticket Inventory sheets available upon request.
2. "Received" tickets not yet available for sale should be kept in secure location.
3. Ticket inventory should be taken at the end of every shift.
4. Inventory report should include game number, pack number, & last ticket number sold.

In-Counter Sales:

1. In-counter bins should be located near most active register, with sales associate near by.
2. Maintain organized in-counter display.
3. Place large denomination tickets towards bottom of in-counter dispenser, smaller towards the top.
4. Handle non-lottery transactions first, scan tickets last, exchange ticket with customer once sale is final.
5. Activated tickets should NEVER be left on counter.

BE ALERT, BE VIGILANT, AVOID RISK

SCRATCH TICKET INVENTORY BEST PRACTICES



Ticket Stock Management:

1. Utilize inventory Sheets, keep an accurate and current inventory of "Received" and "Activated" *Scratch* tickets.
2. "Received" tickets, not yet for sale, should be stored in a secure location.
3. Ticket inventory should be taken at the end of every shift. Reports should include the game number, pack number, and last ticket number sold from each bin.
4. After hours, remove each drawer from the in-counter scratch ticket dispenser and lock them in a secure room or safe.

IGT 24/7 HELPLINE
1-888-810-4357

DSR Phone #

Retailer #

In-Counter Sales Best Practices:

1. In-counter bins should be located near the most used register with a sales associate near by.
2. Maintain an organized in-counter display to ensure tickets are not loosely hanging from bins.
3. Handle non-lottery transactions before processing Lottery ticket sales. Scan and exchange tickets last.
4. Activated tickets should never be left on counter tops. Tickets should only be accessible to customers once the purchase transaction is completed.



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