

TICKET & ACCOUNTING PROCEDURES



REPORTING PROCEDURES (LOST OR STOLEN TICKETS)
If tickets are lost or stolen contact **BRIGHTSTAR** Immediately at
1-888-810-4357

Be prepared to provide

- Game Number
- Pack Number
- Exact Ticket Numbers

Ticket Security

- Upon receipt of scratch ticket shipments, scan tickets into a 'Received' status.
 - ✓ Tickets not out for sale (packs in received status) must be kept in locked cabinet, safe or office.
 - ✓ Access to tickets should be limited to select store personnel.
- Store packs by game to:
 - ✓ Know what games are on-hand.
 - ✓ Easily identify packs should any go missing.
- Activations should be *limited to one or two key personnel only, and should only occur at such time as tickets are made available for sale to players.*
- Inventory lists should be maintained and kept in a separate location.
- Eliminate dangling tickets from the in-counter dispensers:
 - ✓ Ensure sales associates keep *Scratch* tickets pushed in the bin as far as possible to still handle.
 - ✓ Dangling tickets hang, or dangle, from the back of the bin, which could make a reach and grab tempting.

Ticket Accounting

- Tickets must be activated prior to sale
- Sell scratch tickets in descending order to simplify tracking.
 - ✓ Subtract the beginning number from the last ticket number sold if a pack is sold.
- Tickets out for sales (packs in activated status) should be accounted for after each shift by noting the game number, pack numbers, and last ticket number sold from each bin.
 - ✓ At a minimum, tickets should be accounted for at close of business each day.
- Take money first before handing out the tickets especially for the tickets in higher denomination.
- Validated tickets should be kept with the printed terminal receipt each shift for the daily accounting reconciliation. (Validated tickets can be torn after confirming the total payout from the Lottery daily activity report.)