Theft Prevention Best Practices
Ongoing

lotto!

Lock Terminal
Prevent 'self-print' style thefts

Use the **Lock Terminal button** as a best practice to prevent 'self-print' style thefts, where fraudsters gain access to the lottery terminal and print tickets using a selection slip without the retailer knowing.

Although, the lottery terminal is behind the counter, '**locking**' the terminal will further safeguard against 'self-print' style lottery theft when the area is left unattended or if staff is otherwise occupied.

- '**Lock Terminal**' signs off the lottery terminal restricting operation and allows peripherals to remain on.

- To '**unlock**' the terminal the Login Password is required.

- Players can still use the Check-A-Ticket, watch the Player Display Unit and watch Keno draws even when the lottery terminal is locked.

Lock Display Case
Prevent Grab & Runs

1 Be mindful that **requests for high value lottery products**, particularly **Keno** and **Scratch & Win** tickets should **trigger caution**.

2 **Display case security:**
- **Close the door** on the display case and slide the bar into **locked position** after each Scratch & Win ticket sale.
- S&W display cases should not be easily accessible by outsiders or movable, ensure it is **fastened to the sales counter**.

3 **Restrict access** to Lottery tickets until payment is confirmed: Collect payment and ensure credit/debit transactions complete successfully, **BEFORE** giving the lottery ticket(s) to the customer.

4 **Be aware of distraction techniques** throughout the payment transaction observing the customer completing the payment transaction on your point of sale terminal from start to finish.