

# Theft Prevention Best Practices

Ongoing

## If you encounter any fraud or theft:

- Call your **local police** and get a file #
- Call **Hotline** (1-800-667-1649) to create a work order
- Report the fraud / theft to GPEB (1-877-660-8850)



## Lock Terminal Prevent 'self-print' style



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 but allows peripherals to remain on (versus 'Sign Off' where the peripherals shut down).
- To **'unlock'** the terminal the Pass # is required using the same Pass # as Sign On. The listed agreement contact can call Hotline to change the Pass # to maintain access control.
- 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



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



### 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**.



**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.



**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.