



Protecting Your Scratch-its Inventory

In the 2021 Calendar year, there were 314 incidents of Scratch-its loss reported to our Customer Service Department and that number is expected to rise. Many of these incidences went unresolved due to poor or no documentation of Scratch-its inventory. **We rely on you to provide this documentation.**

The loss of Scratch-its through theft can occur at any time. When it does happen, it is very important to be prepared with the necessary information to minimize the impact to you and your players.

Prompt reporting of lost Scratch-its is very important. This is the only way we can suspend, “turn off”, validations for the lost tickets thus eliminating the incentive to steal them in the first place which will, in turn, reduce the occurrences of Scratch-its loss.

When you call Lottery Customer Service You will need:

1. The Case Number of the Police Report that documents the incident which resulted in the loss of Scratch-its inventory
2. The missing ticket numbers (game, pack and individual ticket numbers) that are missing. This information can be determined from your up-to-date Scratch-its inventory sheet.

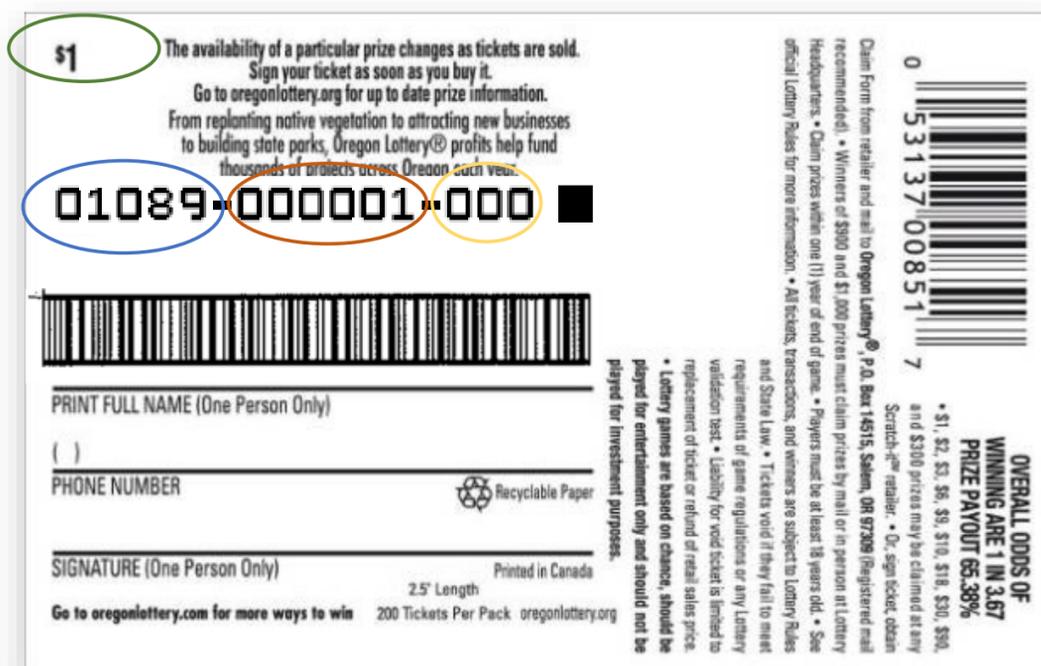
Once this information is provided, we will be able to process your claim and suspend the effected Scratch-its inventory.

Enter the values from the back of the Scratch-its ticket to the Scratch-its Inventory Sheet as shown below. This action should be completed at the end of each shift and for each bin of your display. Dated and time stamped for each shift.

(It is **critical** to use the Planogram when placing your Scratch-its in your dispenser)

Date/Shift: _____

A	B	C	D	E	F	G	H
Bin #	Game #	Pack #	Start of Shift Starting Ticket #	End of Shift *Ending Ticket #	(E - D = F) Tickets Sold	Dollar Value of Tickets	(F x G = H) Dollars Sold
1	01089	000001	000			\$1.00	
2							
3							



(Back of Scratch-it Ticket)

Scratch-it Balance Sheet

A	B	C	D	E	F	G	H
Bin #	Game #	Pack #	Start of shift Starting tkt #	End of shift Ending tkt #	(E-D=F) Tickets sold	Dollar Value of tickets	(F×G=H) Dollars Sold
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
						Subtotal 1	

Tickets Added During Shift

Bin	Game #	Pack #	Start of shift	End of Shift	Tickets Sold	Dollar Value of tkts	F×G=H Dollars sold
						Subtotal 2:	
						Subtotal 1 (From above)	
						= Total Dollars in Scratch-it sold this shift	