



LOTTERY LOSS PREVENTION

RETAILER TIPS

Preventing Crime is Everyone's Business

[MISSION]

To ensure the security and integrity of the operation of the Florida Lottery.

[GUIDING PRINCIPLES]

INTEGRITY

Maintaining and promoting personal and institutional integrity.

RESPECT

Treating those we protect and serve with dignity and respect.

FAIRNESS

Ensuring that everyone is treated fairly and professionally.

KNOWLEDGE

Constantly enhancing and sharing our base of knowledge.

TEAMWORK

Promoting opportunities to work closely with all our partners.

SECURITY

Maintaining the appropriate level of security to ensure success.

EXCELLEN

Constantly striving to improve every aspect of our perform



**[For more information regarding these and other services,
please contact the Florida Lottery Division of Security]**



[SECURITY]

It is important to keep overall security of the entire retail area in mind.

- Bright lighting in and around your location will make it more difficult for a crime to be committed.
- Unobstructed windows give clear visibility to the street, sidewalk and parking areas.
- In-store camera surveillance not only inhibits criminal acts but also provides tremendous assistance in solving criminal acts. Surveillance also provides tremendous assistance in solving criminal activity if your business is a victim.
- Whether the surveillance cameras use tape or digital medium to record, the recordings should be retained for at least 30 days before reusing.
- Recordings should be date and time stamped.
- Recordings should be stored in a secure location.

[TICKETS]

Florida Lottery tickets should be protected to prevent loss.

- Accept delivery of tickets and ticket stock, and immediately place them in a safe and secure location.
- Display your tickets out of customers reach.
- Contact the Division of Security and local law enforcement immediately to report stolen/ missing tickets.
- Never display a winning ticket without defacing it.
- Know what games you are selling.
- Keep an inventory of all books in your store and the status of each book.
- Inventory ticket numbers at each shift change.
- Regularly inventory your un-activated ticket books.

[INTERNAL THEFT]

Internal theft causes significant loss in retail business.

- Hire reputable employees.
- Conduct pre-employment screening.
- Hire employees through a reputable staff leasing service.
- Check employment history with previous employers.
- Fingerprint employees through your local law enforcement agency.
- Request criminal history record checks through Florida Department of Law Enforcement.
- Conduct regular criminal history checks on your employees.

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