

	State of Michigan Bureau of State Lottery	TYPE: Policy
	CATEGORY: Retailer Policies and Procedures	NUMBER: 10.SLS.1.4.1
SUBJECT: Expired Ticket Policy		PAGE: Page 1 of 1
		EFFECTIVE DATE: 9/18/2013

Purpose

The purpose of this policy is to provide guidelines for the handling of expired instant tickets.

General Information

Ideally, instant tickets are sold from a retailer's account within 45 days. If the tickets are not selling, they should be returned. In the event that they are still in stock and are about to expire, the District Sales Representative (DSR) should arrange to have them returned to the warehouse (provided tickets meet the returned ticket policy criteria), *before* the ticket expiration date. Gtech's ITS group will not classify the tickets to Return in Transit (RIT) status if there is not enough time for them to be shipped back to the warehouse before the expiration date.

Policy

When calling on accounts, the DSR is to review retailer information in OrderPad and identify tickets nearing expiration. These tickets should be returned. In the event tickets expire, under no circumstances are the tickets to be removed from the store by the DSR.

Reference

Instant Ticket Return Policy 10.MKM.1.1.0
Retailer Ticket Reimbursement – General 10.ADA 1.2.2

Contact / Update Responsibility

Assistant to Deputy Commissioner of Sales
Deputy Commissioner of Sales

Approving Authority

M. Scott Bowen, Commissioner

Date: _____