



**LOTTERY®**

# RETAILER REFERENCE GUIDE

Revised May 2015

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**Policy Statement: Retailers who fail to make payment to the Lottery may be charged a fee or have their sales capability suspended.**



# BEING A RETAILER

## An Introduction to Your LSR and CSR

You will be assigned a Customer Service Representative (CSR) who will help you place your Instant ticket orders. You will also work with a Lottery Sales Representative (LSR) who will assist you and your staff with training, marketing and promotional support at your store.

## Consignment and Issuing of Instant Tickets

The Ohio Lottery issues Instant tickets on consignment. The Lottery will also provide Instant ticket dispensers and point-of-purchase materials to retailers. You will be called regularly by your Customer Service Representative (CSR) to verify the status of your ticket inventory and to place orders for Instant tickets, bet cards, and terminal supplies. Your order will be delivered by UPS and will contain a shipping manifest. It is your responsibility to verify the contents against the manifest, and to scan the bar code on the Instant ticket package or manifest to confirm the Instant ticket delivery. Any discrepancies should be promptly reported to your CSR. Prior to selling from an issued book of tickets, the book must be placed into active status using your lottery terminal. Once activated, the book can be sold and winners cashed. All Instant tickets that are sold over the counter must be deactivated at the end of the business day. Ticket deactivation prevents them from having a value if stolen, and protects you from financial liability.

## Security

Retailers are financially responsible for all issued tickets and are encouraged to secure all Lottery tickets, equipment and supplies.

## Equipment Relocation

If you need to move any of your lottery machines, please contact your LSR for assistance.

## Insurance of Lottery Equipment

As part of the application process to become a retailer, you signed an Indemnification Agreement. By signing this agreement, you acknowledged that you are responsible for reimbursing the Lottery for any damage to the equipment, including full replacement of any equipment that is not repairable. Please contact your regional office for the replacement value of your equipment.

## Amber Alert

An Amber Alert message is mandatory and must be read immediately. You will not be able to perform any further terminal functions until the message is read. When you receive an Amber Alert message,

print the message and display it prominently in the store. Further updates will be provided as they become available.

## TELEPHONE NUMBERS

Touch the [PHONE NUMBERS] icon from the Admin Menu. The telephone numbers window displays with contact information for retailers and players.

**Intralot Hotline 1-866-710-2462**

Monday through Saturday 7:00 A.M. -11:00 P.M.

Sunday 7:00 A.M. – 9:00 P.M.

**OLC Customer Service (toll free) 1-800-686-4208**

Monday through Friday 8:00 A.M. – 5:00 P.M.

**Lottery Security 1-216-774-5757**

Monday – Friday 5:45 A.M. – 12:00 A.M.

**Ohio Problem Gambling Helpline 1-800-589-9966**

**Winning Numbers Information Line 1-800-589-6446 (24/7)**

When you have questions that have not been addressed by calling the numbers above, you can also contact your Lottery Regional Office.

Cleveland	(216) 774-5671	1100 Resource Dr, Brooklyn Heights, 44131
Toledo	1-800-589-6442	315 Arco Drive, Toledo, 43607
Dayton	1-800-589-6463	7462 Webster Street, Dayton, 45414
Cincinnati	1-800-589-9883	10840 Kenwood Rd, Cincinnati 45242
Columbus	1-800-589-6445	780 Morrison Rd, Columbus, 43230
Athens	1-800-589-6466	170 W. Union Street, Athens 45701
Akron-Canton	1-800-589-6467	5926 Mayfair Road, North Canton, 44720

Youngstown	1-800-589-6468	242 Federal Plaza West, Youngstown, 44503
Lorain	1-800-589-6469	300 West Erie & Broadway, Lorain 44052

## DRAWING SCHEDULE



Pool Closes	Drawing Held	Sun	Mon	Tue	Wed	Thu	Fri	Sat
12:25 PM	12:29 PM							
7:00 PM	Approx. 7:05 PM		 		 			 
7:25 PM	7:29 PM (pprox.. 7:45 PM – Sat. Night)							
k10:00 PM	11:00 PM							
10:45 PM	11:00 PM							



**KENO drawings are held every 4 minutes from 6:04 a.m. to 2:28 a.m., daily.**

Ohio Lottery drawings are aired Monday through Friday at 7:29 p.m., and on Saturday during the game show. Cash Explosion is aired on Saturday's at 7:30 pm.

Saturday Night Pool Closings and draws are as follows:

- Pool Closes at 7 pm for Rolling Cash 5, Classic Lotto and Kicker.
- Kicker is drawn immediately after the pool closes. Rolling Cash 5 and Classic Lotto are drawn at approx. 7:05
- Pick 3, Pick 4 and Pick 5 are drawn after 7:45 at a commercial break during the show.

**Stations and markets that broadcast the evening Lottery drawings and game show are shown below:**

- WKYC-TV3, NBC Cleveland
- WTVG-TV13, ABC Toledo
- WRGT-TV45 FOX/WKEF-TV22 ABC Dayton
- WSAZ-TV3, Huntington
- WHIZ-TV18, Zanesville
  
- WFMJ-TV21, Youngstown
- WTOV-TV9, Steubenville
- WCPO-TV9, Cincinnati
- WTTE-TV28/WSYX-TV6, Columbus
- ELIO-TV9/EOHL-TV11/WOHL-TV12, Lima

# Ohio Lottery Game Descriptions

Updated January 27, 2014

## Game Category: Daily Games

### PICK 3™

- Top prize is a fixed prize of \$500.
- Wagers begin at \$.50 per play.
- Players select 3 numbers from a field of numbers 0 through 9.
- Wheel Wagering is a straight bet on each combination of your PICK 3 number.
- Back-up bet combines both the Straight and the Box bet into one wager.
- Players can play a maximum of 14 consecutive drawings.
- A bet card is available allowing Midday and Evening draw selection.
- Players can play up to 10 times on a single bet card.
- Customers can also request an Auto Pick.
- Tickets can be cancelled.
- Numbers are drawn twice daily at 12:29 pm. and 7:29 pm.

### PICK 4™

- Top prize is a fixed prize of \$5,000.
- Wagers begin at \$.50 per play.
- Players select 4 numbers from a field of numbers 0 through 9.
- Back-up bet combines both the Straight and the Box bet into one wager.
- Players can play a maximum of 14 consecutive drawings.
- A bet card is available allowing Midday and Evening draw selection.
- Players can play up to 10 times on a single bet card.
- Customers can also request an Auto Pick.
- Tickets can be cancelled.
- Numbers are drawn twice daily at 12:29 pm. and 7:29 pm.

### Pick 5™

- Top prize is a fixed prize of \$50,000.
- Wagers begin at \$.50 per play.
- Players select 5 numbers from a field of numbers 0 through 9.
- Back-up bet combines both the Straight and the Box bet into one wager.
- Players can play a maximum of 14 consecutive drawings.
- A bet card is available allowing Midday and Evening draw selection.
- Players can play up to 10 times on a single bet card.
- Customers can also request an Auto Pick.
- Tickets can be cancelled.
- Numbers are drawn twice daily at 12:29 pm. and 7:29 pm.



## **Game Category: Cash Games or Top Prize Games**

### **Multi-State Lucky for Life™ - Anticipated Launch Fall 2015**

- Top prize is \$1,000 a Day for Life.
- Each wager will cost \$2.00 per play.
- Players will select 5 numbers from a field of numbers 1 through 60 & 1 number from a field of numbers 1 through 4.
- Players can play a maximum of 14 consecutive drawings.
- Players can play up to 10 times on a single bet card.
- A bet card will be available allowing the multi-draw feature to be utilized.
- Advanced wagering is not available.
- Customers will be able to request an Auto Pick.
- Tickets cannot be cancelled.
- Numbers will be drawn on Monday and Thursday at approximately 11 pm.

### **ROLLING CASH 5™**

- Top prize begins at \$100,000 and rolls based on sales.
- Each wager costs \$1.00 per play.
- Players select 5 numbers from a field of numbers 1 through 39.
- Customers may purchase up to 14 consecutive drawings.
- A bet card is available allowing the multi-draw feature to be utilized.
- Players can play up to 10 times on a single bet card.
- Advanced wagering is not available.
- Customers can also request an Auto Pick.
- Tickets can be cancelled.
- Numbers are drawn daily at approximately 7:10 pm.

## **Game Category: Jackpot Games / Add-on Features**

### **CLASSIC LOTTO®**

- Jackpot begins at \$1,000,000 and rolls based on sales.
- Each wager costs \$1.00 per play.
- Players select 6 numbers from a field of numbers 1 through 49.
- Customers may purchase up to 10 consecutive drawings.
- A bet card is available allowing the multi-draw feature to be utilized.
- Players can play up to ten times on a single bet card.
- Advanced wagering is not available.
- Customers can also request an Auto Pick.
- Tickets can be cancelled.
- Numbers are drawn Monday, Wednesday, and Saturday at approximately 7:10 pm.

### **KICKER**

- KICKER is only offered with the purchase of Classic Lotto.
- Each wager costs \$1.00 per ticket.

- Each ticket will print YES / NO KICKER.
- KICKER cannot be cancelled unless the Classic Lotto ticket is cancelled.
- Top prize is a fixed prize of \$100,000.
- Players must match, in exact order from left to right, the computer generated six-digit number.

**MEGA MILLIONS® - Revised October 22, 2013**

- Jackpot begins at \$15,000,000 and rolls \$5m guaranteed.
- Each wager costs \$1.00 per play.
- Players select 5 numbers from a field of numbers 1 through 75 AND 1 number

from a second field of numbers 1 through 15.

- Customers may purchase up to 10 consecutive drawings.
- A bet card is available allowing the multi-draw feature to be utilized.
- Players can play up to ten times on a single bet card.
- Advanced wagering is not available.
- Customers can also request an Auto Pick.
- Tickets cannot be cancelled.
- Numbers are drawn Tuesday and Friday approximately 10:59 pm.

**Megaplier®**

- **Megaplier is an add-on game that is played with the Mega Millions game.**
- **Players can add Megaplier® for an extra \$1 per board per draw.**
- **MEGAPLIER will multiply any non-jackpot prize won by 2X, 3X, 4X, or 5X.**
- **Match 5+0 prize with on Megaplier for \$1,000,000.**

**Powerball®**

- **Jackpot begins at \$40,000,000 and rolls based on sales.**
- **Each wager costs \$2.00 per play.**
- **Players select 5 numbers from a field of numbers 1 through 59 and 1 number**

**from a second field of numbers from 1 through 35.**

- **Customers may purchase up to 10 consecutive drawings.**
- **A bet card is available allowing the multi-draw feature to be utilized.**
- **Players can play up to ten times on a single bet card.**
- **Advanced wagering is not available.**
- **Customers can also request an Auto Pick.**
- **Tickets cannot be cancelled.**
- **Numbers are drawn Wednesday and Saturday approximately 11:00 pm.**

**Power Play® - Revised – Effective January 22, 2014**

- Power Play is an add-on game that is played only with the Powerball game.
- Players can add Power Play for an extra \$1 per board per draw.
- A Power Play purchase increases all non-jackpot prizes by 2x, 3x, 4x, or 5x.
- The Match 5+0 prize with Power Play now pays \$2,000,000 for 2x, 3x, 4x, or 5x.

## Game Category: Monitor Game

### KENO™

- KENO features multiple spots (numbers) for players to play from 1 – 10.
- Players select 1 through 10 numbers from a field of numbers 1 through 80.
- Advanced wagering is not an option for the game.
- Players can wager \$1, \$2, \$3, \$4, \$5, \$10, & \$20 per spot (number).
- Players can play up to 20 consecutive drawings.
- Players can use KENO bet slip or Auto Pick option.
- Cancellations are permitted before the first drawing for that particular ticket.
- Players can watch the KENO drawing on a monitor, OLC website, or the mobile app.
- Winning KENO numbers are drawn by RNG (Random Number Generator).
- The first KENO drawing is 6:04am and ending with the last drawing at 2:28 am.

### Booster®

- Booster is only offered with the purchase of KENO.
- Booster costs an extra dollar for every dollar wagered.
- The Booster number is a computer generated number; players cannot select their own number. Booster may increase by 2x, 3X, 4X, 5X, or 10X.
  
- The 1X Booster does not boost a player's winnings.
- Booster number applies to all prize levels, including the top prize.
- The Booster number will be displayed before every KENO draw show.

## Game Category: Specialty Games

### RAFFLE TO RICHES GAME (New Year's Raffle)

- Each raffle number is computer generated; players cannot select their own numbers.
- Raffle is periodically offered for a period of 6-8 weeks with a limited number of tickets.
- Winning Raffle numbers are drawn at the end of the sales period.
- No cancellations.

### Multi-State Millions Raffle Game

- Top prize \$1m; Guaranteed \$2m other \$1m prizes added based on sales.
- If any state doesn't generate a \$1m prize, they are guaranteed a \$50K prize.
- 2013 Multi-State Millions Raffle included seven states: IA, IN, OH, OK, MI, NJ, NY.
- OH sales began September 8, 2013 through October 31, 2013; Drawing occurred November 1, 2013.

## Game Category: Instant / Online Hybrid Games

### **EZPLAY® GAMES**

Game category introduced in 2008. Every EZPLAY Games ticket is generated at time of purchase with a set of numbers/symbols. Players simply match their play numbers/symbols to the draw numbers/symbols to see if they have won. Upon winning, retailers will simply validate the winning ticket through the lottery terminal just like any other Ohio Lottery game. EZPLAY Games ticket expires 180 days from the date of purchase and EZPLAY Games cannot be cancelled.

Since 2008, we've added two other type of EZPLAY Games; Progressive and Countdown Series Games. Progressive EZPLAY Games were first introduced in January 2013 with the launch of \$2 Prefect Game 300. With great success, two other games were introduced, \$1 Rock'N 777s and \$1 Cash Pocket. In May 2014, our first \$5 Progressive game will launch.

On January 12, 2014 the newest EZPLAY Games were launched. These new and exciting games called EZPLAY Countdown Series Games have been created as "neighborhood" games. The Ohio Lottery has identified only Retailers with a Multi-Play Station (MP) to offer these games. These Retailers have been assigned to a "Group." Each group will have its own game pools, which will run independently of every other group. For example, if there are 3 games in each group and 100 groups, there will be 300 games running simultaneously. When someone in that group wins a top prize, we reset the game and the ticket quantities, and then we begin the count down again!

For more information on all EZPLAY Games, go to [www.ohiolottery.com](http://www.ohiolottery.com).

## Game Category: Convenience Features

### **Bundle Play**

- Bundle Play features Powerball / Power Play, Mega Millions / Megaplier, Classic Lotto / KICKER.
- Players will receive a free Rolling Cash 5.
- Players cannot select their own numbers.
- Each ticket will be an Auto Pick selection.
- The terminal will produce four separate tickets and the tickets are numbered "1 of 4", "2 of 4", etc.
- Tickets cannot be cancelled.
- Each ticket is for the next scheduled drawing.

- Play It Again will only reproduce the particular ticket scanned; the entire Bundle Play package will not be duplicated.

### **Play It Again**

- A second barcode is printed on all online tickets (except EZPLAY) above the Game logo.
- Play It Again does not cost extra.
- Retailers scan the ticket to duplicate the exact wager.
- For KICKER, a different six-digit KICKER number will appear on the new ticket.
- Using Play It Again on a Bundle Play ticket will only reproduce the particular ticket information scanned. The entire Bundle Play package will not be duplicated.

## **Game Category: Instant Games**

Instant tickets also known as “scratch offs” are played by scratching the latex covering off a play area to reveal preprinted combinations. There are different ways to win on an instant or “scratch off” game; such as matching three like dollar amounts, symbols or letters. If the correct combinations appear, the player becomes an “instant winner.” Currently, 51% of total ticket sales are generated by instant tickets.

The Lottery offers \$1, \$2, \$3, \$5, \$10, \$20, and \$30 price points. The Bureau of Instant Tickets continues to feature several “spotlight” instant games, which are games sold at \$10, \$20, and \$30 price points with attractive, higher prize payouts. Instant ticket games have several categories of games for players to choose from such as whimsical, license property, holiday, and others. There are approximately 54 games on sale at any given time.

In 2013, the lottery introduced the first Instant Ticket Playbook that featured six games for \$20. The first playbook offered, Lucky 7’s, became an instant hit with players. Since that time, we’ve offered two more playbooks.

### **Top Prize Drawing (TPD)**

TPD stands for Top Prize Drawing. It’s an added feature that is available on all instant games that sell for \$5 or more. TPD was developed so players have a chance of winning a top prize, even when most of the game tickets have been sold. TPD extends the opportunity for players to win a top prize throughout the life of the game. Tickets bearing the winning “TPD” combination as described on the game instructions and rules automatically qualify for the “TPD” drawing once the ticket has been properly claimed. In addition to being entered into the Top Prize Drawing, all Instant games (except the \$30) with TPD prizes now pay \$5,500, regardless of the price of the ticket. Any prize over \$5,000 **must be** claimed at a Regional Lottery office. The odds of winning the “Top Prize” are based on the number of valid “TPD” tickets claimed by the validation end date of the game. The TPD takes place at the end of a game’s validation period or when all TPD winning

tickets have been claimed; whichever occurs first. The Top Prize Drawing will be held no earlier than 180 days from the announced close date of the game.

### **Second Chance Drawings**

Depending on the rules and regulations of the game, players can enter into a second chance drawing for a chance to win additional prizes. See specific game information or website for second chance drawing opportunities.

### **CSP- Cooperative Service Program (Strongsville Warehouse - Instant Ticket Warehousing, Distribution Center, and TelSel Operation)**

In 2005, the Ohio Lottery began outsourcing its instant ticket and consumable products. In 2009, the Ohio Lottery and Intralot entered into a contract to integrate instant ticket warehousing and distribution. A staff member of the Office of Product Development is stationed at the Strongsville Warehousing and Distribution Center. The liaison for the agency is responsible for overseeing the day-to-day activities of the warehouse and distribution process, as well as resolving ticket discrepancy issues for retailers and Intralot.

The distribution of our instant tickets is critical not only for the agency regarding profitability, but for our retailers that depend on their instant ticket inventories and consumable shipments. CSP is responsible for shipping all instant tickets and consumable bet cards to retailers.

The other section of CSP is the TelSel Operation. The TelSel or Call Center is responsible for contacting retailers and placing their instant ticket and consumable orders. There are 14 Customer Service Representatives (CSR), one lead CSR and a Call Center Manager. They answer approximately 180 calls per day and around 1,600 calls are placed to retailers per day. Roughly 1,400 orders are completed every day with over 30,000 orders fulfilled per month. Each retailer works with a dedicated CSR.

CSRs are assigned in specific districts allowing them to build professional relationships with our retailer base. CSRs review retailer's sales by price point, zip code, average weekly books sold, and most popular games sold within the retailer's store. CSRs analyze the sales pace of individual instant games and inventory levels for each retail account, providing retailers with data-driven advice on instant games likely to do well in their stores. To meet the needs of our top 200 retailers, there's one CSR assigned to assist with their unique needs.

The following are the Ohio Lottery's trademarked and registered games and name designation:

**Trademarked Games**

KENO™

Pick 3™

Pick 4™

Pick 5™

Rolling Cash 5™

**Registered Games**

Cash Explosion®

Classic Lotto®

EZPLAY® Games

EZPLAY®

OH! Lottery®

Ohio Lottery®

Ten-OH!®

**Other information**

Players must be 18 years of age to purchase Ohio Lottery games. All Ohio Lottery players are subject to Ohio Laws and Commission regulations. Their name and likeness may be utilized for administrative or promotional purposes. Players can obtain current or past winning numbers information, by calling 1-800-589-6446. For other information players can visit [www.ohiolottery.com](http://www.ohiolottery.com) or call the Ohio Lottery Commission at 1-800-686-4208.

## PRIZES

**TO CLAIM YOUR PRIZE:** you need the original winning ticket to claim your prize.

1. **Up to \$599** – present your ticket to any Ohio Lottery Retailer for validation and immediate prize payment.
2. **\$600 to \$5,000** – Present your ticket to any Ohio Lottery Retailer for validation and receive a Pay-to-Bearer receipt and a Claim Form for check processing **OR** present the Pay-to-Bearer receipt and completed claim form to an authorized bank cashing location and receive payment the same day.
3. **Over \$5,000** – present your ticket to an Ohio Lottery office for validation and check processing.
4. You must validate and cash your winning ticket within 180 days of the drawing date.

# MANAGING YOUR LOTTERY ACCOUNT/FINANCIALS

## License Renewals

Your initial license is valid for one year and must be renewed on an annual basis. A license renewal package will be mailed to you 30 days prior to the license expiration date.

## Bond Renewals

The Lottery must receive the renewed lottery bond 14 days prior to the bond cancellation date.

If you require assistance obtaining a bond, the Lottery has a list of providers. You can contact the Lottery's office of Licensing and Bonding for this information.

## Sale of Business

If you intend to sell your business, you should give the Lottery 60 days notice. This will give the Lottery time to obtain and process a new application from the buyer of your business. The notification should be sent in writing to your regional Lottery office.

## Reconciliation

The Lottery business week runs from 12:00 a.m. Sunday to 11:59 p.m. Saturday, with wager processing capability 24 hours a day.

You are required to make weekly deposits of Online and Instant game proceeds into your designated Lottery account. This account is electronically debited or credited on a weekly basis.

The Lottery terminal provides many reports to help retailers reconcile lottery activity. The Lottery suggests that you reconcile during a shift change and on a daily basis. At the end of the week, each retailer must print and verify the Weekly Invoice Report which provides a record of lottery activity for the previous week and the amount due the Lottery (see the following examples). This report can be taken after 6 a.m. on Sunday.

## Deposits

Your weekly Invoice Report will show the total amount due to the lottery. The funds need to be available for withdrawal prior to noon on Monday. Any time funds are not available for transfer the retailer will receive a Strike and be charged a fee. If you have questions or have been notified of an NSF on your Lottery account, please call your regional office.

## Remitting Payment

When a book of tickets is completely sold, it needs to be marked sold through the terminal. Proceeds from the sale of lottery tickets are due to the Lottery upon their sale. It is your responsibility to ensure that those funds are in your lottery account at the time the Lottery conducts its Electronic Funds Transfer. All books activated for 65 days, or a period set by the Ohio Lottery, will be automatically settled by the Lottery.

At that time, the Lottery will charge the total book value, minus the 5.5 percent commission, to your invoice. To ensure additional inventory, please mark all outstanding books as sold. The number of books a retailer is consigned is based on the store's sales.

## Floating Instant Tickets

Retailers should mark sold books according to Lottery Policy and Procedures. Any book that is not marked sold at the correct time is considered in a "float" condition. If this occurs, your LSR will ask for the book(s) in question to be processed as sold. Only retailers are permitted to process book(s) as sold. A float situation must be resolved before more tickets can be issued.

## Instant Game Final Settlement and Mark-Sold

Each Instant game has a defined sales cycle. At the end of this sales cycle, the Lottery performs a final settlement. During this period, called final settlement, you are offered an opportunity to return all unsold inventory of the game. You will receive the dates and games included in final settlement on a regular basis. At the end of final settlement, all inventory in your possession will be processed as marked sold and payment will be due to the Lottery.

## Retailer Request for Reimbursement

Retailers may pay prizes on tickets that generate a Cash/Pay receipt only. Retailers who mistakenly pay customers on winning tickets that generate any of the other payment receipts may submit a request for reimbursement. The retailer must submit the receipt and original ticket along with the necessary paper work and a \$25 processing fee (paid by money order or EFT) for all reimbursements.

## Cash Advance

A retailer can receive a cash advance if the store's cashes exceed sales by \$1,000 or more on the week-to-date report. Notify your regional office before 10 a.m. to receive the cash advance.

The money will be credited to your account the same day.

## Changing Your Bank Account

Contact your regional office when you want to change the location of your Lottery bank account, or [www.ohiolottery.com](http://www.ohiolottery.com) to download an EFT form. The regional office will notify you when the new account can be used for Lottery transactions.

## Incident Reports

Within 24 hours of an incident, report lost, stolen or destroyed tickets or equipment to the local police department and your regional office. When a portion of a book is reported stolen, lost or destroyed, immediately discontinue selling the book until the Lottery authorizes the sale of the remaining tickets.

In case of a fire, file a report within 24 hours with the local fire department and provide the Lottery with a copy of the fire department report.

## Credit

Retailers may receive credit for stolen tickets provided they are un-cashed and/or were deactivated.

## Sight Validation

Sight validation is prohibited. All tickets must be validated through the Lottery terminal. No prize may be paid if a ticket is stolen, altered, torn or mutilated.

Non-conforming or defective tickets should be returned to your lottery sales representative for credit.

Tickets that do not have an intact barcode should not be cashed. If you have a question about cashing damaged instant tickets contact the lottery hotline.

## Redeemed Tickets

All redeemed tickets must be destroyed or defaced immediately after balancing on the Lottery ticket system.

## If Faced With A Theft

### **Immediately follow the steps below:**

Deactivate the affected book(s).

Record the name of anyone you speak with for future reference concerning your incident report.

Contact the local police department and complete a police report. Write down your report number.

Complete a Stolen or Destroyed Ticket Report and Statement of Retailer Affidavit provided by your LSR. Write down your report number.

Obtain a copy of the police report and give it to your LSR within 30 days. Late police reports justify denial

of stolen ticket credit.

Notify your regional office and the Lottery's Office of Security as soon as possible.

Call the Customer Call Center immediately if you experience a terminal problem while generating or validating tickets. Retailers can submit Retailer Requested Adjustment forms for investigation of Online ticket questions, and possible credit.

These forms are provided by your sales representative, regional office, or [www.ohiolottery.com](http://www.ohiolottery.com). Below are guidelines to follow when requesting credit.

If misprinted or defective Instant tickets are discovered, contact your Lottery Sales Representative or Regional Office for further assistance.



# TERMINAL MALFUNCTION ADJUSTMENT

When the terminal is disabled while a transaction is in process and no ticket is issued, the retailer should contact the vendor hotline and complete a Retailer Requested Online Adjustment form to request an adjustment. Not following adjustment criteria is a reason to deny a credit request.

If a jam occurs during a wager transaction, adjust the paper stock and make a reprint immediately. The reprinted ticket(s) and the original ticket (or parts of the ticket) are also required with the Retailer Requested Online Adjustment form.

 <p><b>RETAILER REQUESTED ONLINE ADJUSTMENT</b></p>	<div style="border: 1px solid black; border-radius: 15px; padding: 5px; display: inline-block;"> <b>STAPLE ONLINE TICKETS HERE</b> </div> <p><b>CALL IMMEDIATELY:</b>  <b>Customer Call Center..... 1-800-686-4206</b>          (Press option 1, then option 5 for attendant)</p>
RETAILER CONTACT NAME _____ RETAILER NAME AND NUMBER _____ RETAILER ADDRESS _____ CITY, ZIP _____ RETAILER PHONE NUMBER _____	DATE / TIME OF HOTLINE CONTACT _____ HOTLINE CONTACT NAME _____
<b>ADJUSTMENT AMOUNT REQUESTED:</b> \$ _____ <input type="checkbox"/> UNABLE TO CANCEL TICKET(S) DUE TO MISSING BAR CODE <input type="checkbox"/> PAPER JAM, REPRINT ATTACHED <input type="checkbox"/> TERMINAL DISABLED WHILE WAGER WAS IN PROCESS; NO TICKET ISSUED. REPRINT ATTACHED. <input type="checkbox"/> TERMINAL SERVICED. COPY OF SERVICE REPORT ATTACHED. <input type="checkbox"/> OTHER: WRITE OR TYPE AN EXPLANATION OF THE PROBLEM AND ATTACH TO THIS FORM, ALONG WITH OTHER DOCUMENTATION.	<p><b>ONLINE ADJUSTMENT CRITERIA</b></p> <ol style="list-style-type: none"> <li>1. When requesting an adjustment, you must report terminal malfunction(s) or ticket problem(s) to the Ohio Lottery's Customer Call Center the day of the occurrence. You must include the Call Center Representative's name, call date and time on the adjustment request form.</li> <li>2. Retailer Name, Retailer Number, Address, City, State and Zip Code must be filled out accurately and legibly on the Retailer Requested Adjustment Form.</li> <li>3. Accurate Date, Time and Nature of problem must be explained in detail on the Retailer Requested Adjustment Form.</li> <li>4. Each Online game must have a separate request form. (i.e. Pick 3 on one form, Pick 4 on another form, etc.)</li> <li>5. All tickets, ticket jams, promotional tickets, and service report copies must accompany the adjustment request. Reprints are required in the case of missing tickets and ticket jams.</li> <li>6. Mail all adjustment requests within one (1) business day of occurrence.</li> </ol> <p><b>AUTOMATIC ADJUSTMENT DENIAL</b></p> <ol style="list-style-type: none"> <li>1. Operator Error</li> <li>2. Running out of paper</li> <li>3. Paper put in backwards (always do print test)</li> <li>4. Tickets not cancelled before pool closing</li> <li>5. Not taking reprints when terminal and printer malfunctions occur (reprints must be made immediately after paper jam has been cleared)</li> <li>6. Saleable tickets will not be given adjustments</li> <li>7. Failure to adhere to adjustment criteria or Mega Millions no cancellation policy</li> </ol> <p><b>OTHER IMPORTANT INFORMATION</b></p> <p><small>The Mega Millions game has a no cancellation policy; therefore, we recommend that you regularly verify that your confirmation screen is set.</small></p> <p><small>The Ohio Lottery is not responsible for lost mail; we recommend secured mailing (certified or registered). Mail completed form and documentation to:</small></p> <p style="text-align: center;"><small>Ohio Lottery Commission, Retailer Accounts          613 West Superior Avenue          Cleveland, Ohio 44113-1879          Attn: Room 446</small></p>
<b>ADDITIONAL REMARKS:</b> _____ _____ _____ <p style="text-align: center;"><b>CREDIT WILL BE ON THE ADJUSTMENT LINE OF THE WEEKLY INVOICE REPORT. COMMISSION WILL BE DEDUCTED FROM THE AMOUNT APPROVED.</b></p> <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>OHIO LOTTERY USE ONLY</b></p>         APPROVED AMOUNT \$ _____          APPROVED BY: _____          DENIED - REASON: _____          _____          DENIED BY: _____          RETAILER ACCOUNTS: 1-216-774-5694       </div>	

DISTRIBUTION: White - Lottery • Yellow - Response Copy • Pink - Retailer Copy      OHS2014CS 020142

## A FINAL NOTE:

Your adjustment will appear on the adjustment line of your weekly invoice report. Read all the instructions on the front of the Retailer Requested Adjustment form.

# COMMISSIONS AND BONUSES

The Ohio Lottery offers selling bonuses to retailers for selling top prize winning tickets in the following situations:

## Instant Tickets and Game Show Selling Bonuses

To qualify for a selling bonus, the top prize of the instant game must be \$100,000 or more. The selling bonus is 1% of the top prize with a cap of \$10,000. The game show selling bonus is 1% of the championship contestant's total winnings (excludes bonus prize winnings).

## Rolling Cash 5

A \$500 bonus is paid for selling a Rolling Cash 5 ticket with a 5-of-5 match.

## Classic Lotto

A \$1,000 bonus is paid for selling a Classic Lotto ticket with a 6-of-6 match.

## KICKER

A \$1,000 bonus is paid for selling the winning KICKER match.

## Mega Millions\*

The selling bonus is \$1,000 per one million dollars of (Ohio's share) of the advertised jackpot. The selling bonus is shared equally by the Ohio lottery retailers who sold winning jackpot tickets for a specific drawing. The minimum bonus is \$10,000 with a cap of \$100,000 per jackpot. The retailer(s) selling the Mega Millions, one million dollar prize, will receive a \$1,000 bonus per winning ticket.

## Powerball\*

The selling bonus is \$1,000 per one million dollars of (Ohio's share) of the advertised jackpot. The selling bonus is shared equally by the Ohio lottery retailers who sold winning jackpot tickets for a specific drawing. The minimum bonus is \$10,000 with a cap of \$100,000 per jackpot. The retailer(s) selling the Powerball 5 + 0 match will receive a \$1,000 bonus per winning ticket.

\*Winning Megaplier and Power Play second tier prizes do not receive an extra bonus.

## Raffle

\$5,000 selling bonus is paid to the retailer(s) for selling a \$1 million top prize Raffle game ticket (selling bonuses for this game can change).

The Ohio Lottery records commissions and bonuses earned by retailers in separate line items on the Invoice Report. Each January, you will receive a 1099 Miscellaneous for tax filing purposes. The statement shows your Lottery income for the previous year.

**Sales Commission** – A 5.5 percent commission is paid on the sale of Lottery tickets.

**Cashing Commission** – A 1 percent cashing commission is paid for tickets cashed weekly. If the cash-to-sales ratio is 49.5 percent or greater, an additional 0.5 percent bonus commission is paid. The lottery account must show sales in order to receive a cashing bonus. This is automatically calculated on the weekly invoice report.

**Claim Bonuses** – A \$5 claim bonus is paid for validating and assisting a customer with a winning ticket that produces a Pay To Bearer or File Claim receipt. The Retailer assists the customer with completion of the claim form and directions for the nearest bank cashing location for a Pay To Bearer receipt or with a File Claim receipt directs the customer to the nearest Regional Office for claim processing. The claims bonus is reflected on the weekly invoice report.

## Liability Limit Alerts

### **When a Keno Agent reaches a Limit 1 which is 75 percent of their weekly liability limit:**

- 1) Sales Management will email all Limit 1 Alert Notifications during normal business hours to local Regional management and the LSR detailing the limit(s) reached and the balance remaining.
- 2) The local Regional Office or the LSR during normal business hours will call the location explaining that they have reached limit 1 which is 75 percent of their weekly online sales, less weekly online cashes and weekly online cancels. They will inform them that if they hit limit 2 which is 100 percent of their weekly liability limit their terminal(s) will automatically suspend sales however they will still be able to cash tickets and that cashing tickets will in-turn lower their liability, which will allow the terminal(s) to resume selling. They will also inform them that to avoid a Terminal Suspension other than cashing tickets they can increase their liability deposit amount by increments of \$250.00 during normal Lottery business hours. This can be done by contacting their Lottery Sales Representative or local Regional Office.

### **When a Keno Agent reaches a Limit 2 which is 100 percent of their weekly liability limit:**

- 1) Sales Management will email all Limit 2 Alert Notifications during normal business hours to local Regional management and the LSR detailing the limit(s) reached and the balance remaining.
- 2) The local Regional Office or the LSR during normal business hours will call the location explaining that they are still be able to cash tickets and that cashing tickets will in-turn lower their liability, which will allow the terminal(s) to resume selling. They will also inform them that to avoid a Terminal Suspension other than cashing tickets they can increase their liability deposit amount by increments of

\$250.00 during normal Lottery business hours. This can be done by contacting their Lottery Sales Representative or local Regional Office.

# INVOICE REPORT

www.ohiolottery.com



Wed., July 18, 2012 13:01:05

WEEKLY INVOICE  
7/8/12 - 7/14/12  
RETAILER: XXXXXX

ONLINE NET DUE 18.49  
INSTANT NET DUE 115.50 -  
TOTAL NET DUE AMOUNT 97.01 -

ONLINE GAMES

Pick 3 Sales 10.00  
Pick 3 Cashes 2.00 -  
Pick 3 Cancels 1.00 -  
Pick 4 Sales 0.00  
Pick 4 Cashes 0.00  
Pick 4 Cancels 0.00  
Pick 5 Sales 0.00  
Pick 5 Cashes 0.00  
Pick 5 Cancels 0.00  
Rolling Cash 5 Sales 0.00  
Rolling Cash 5 Cashes 0.00  
Rolling Cash 5 Cancels 0.00  
Classic Lotto Sales 0.00  
Classic Lotto Cashes 0.00  
Classic Lotto Cancels 0.00  
CLASSIC KICKER Sales 0.00  
CLASSIC KICKER Cashes 0.00  
Mega Millions Sales 0.00  
Mega Millions Cashes 0.00  
Keno Sales 0.00  
Keno Cashes 0.00  
EZPLAY Sales 0.00  
EZPLAY Cashes 0.00  
Raffle Sales 0.00  
Raffle Cashes 0.00

Gross Sales 10.00 -  
Cancels 1.00 -  
Net Sales 9.00

Cashes 2.00 -  
Promos 0.00  
Coupons 0.00  
Adjustments 0.00  
Sales Comm 0.49 -  
Cashing Comm 0.02 -  
Claim Bonus 0.00  
Selling Bonus 0.00  
Communications Charge 12.00  
License Fee 0.00

Online Net Due 18.49

INSTANT

Sales Settlements 200.00  
Returns 0.00  
Low Tier Cashes 300.00 -  
Mid Tier Cashes 0.00  
Promos 0.00  
Coupons 0.00  
Adjustments 0.00  
Sales Comm  
Cashing Comm  
Claim Bonus 0.00  
Selling Bonus 0.00  
Instant Net Due 115.50 -

SAMPLE WEEKLY INVOICE REPORT

123456-123456001 @ TR: 0000004770

WWW.OHIOLOTTERY.COM

WWW.OHIOLOTTERY.COM

WWW.OHIOLOTTERY.COM

WWW.OHIOLOTTERY.COM

WWW.OHIOLOTTERY.COM

### To access your Invoice Report:

- Touch the admin icon on the main game screen. You'll be taken to the administrative menu.
- Touch the Managers Reports icon. You will be prompted by a screen to enter your [manager ID] (enter six-digit retailer number), and then asked to enter your terminal pass code (the same one you are currently using).
- Touch [current weekly invoice] or [previous weekly invoice] so you know how much money you need to have in your Lottery bank account.
- The Lottery sweeps your account for both Instant and Online activity every Tuesday at noon.
- Net Due – Get a summary of what you owe, for both Instant and Online, at the top of the report. The third line from the top shows the total net due for the weekly deposit into the lottery account.
- Sales/Cashes by game – Get a detailed breakdown of sales and cashes by Online game here.
- Online game sales summary – View gross and net sales for Online games here.
- The Lottery collects a \$12 communications fee every week. The license fee is collected only once, when you first get a license. The license fee is billed on the first invoice of the newly licensed location.
- Details on instant games – Note sales, book settlements, cashes, bonuses and other adjustments to determine Instant net due.

## CUSTOMER RELATIONS/FINANCES

### Sales of Lottery Products to Minors

Lottery Retailers are prohibited from selling lottery tickets to minors.

### When a Ticket Will Not Validate

The terminal will display information regarding the problem. Typical messages include, but are not limited to, previously cashed or drawings not held.

### Previously Cashed

The ticket was already cashed. Do not pay the customer.

## Ticket validated at another terminal

This message indicates the ticket presented was cashed by another retailer. Call the Customer Call Center for further instructions. Do not pay the customer. A retailer cannot be reimbursed for proceeds paid on a ticket that could not be validated on the Lottery terminal, or without the assistance of Lottery Customer Call Center.

## If A Customer Disputes Your Findings

Give the person the ticket back and provide a claim form. The customer needs to complete the claim form and check the box at the top for Inquiry. The completed claim form and the ticket in question needs to be mailed for review by the lottery using the address on the back of the form.

## 180 Day Validation Period

Winning tickets must be validated and presented for payment within (a) 180 days from the announced closing date of the game for Instant tickets, (b) 180 days from the draw date for all Online tickets or (c) 180 days from the day the EZ Play ticket was printed. Remind customers that the period of 180 calendar days is not equal to six months. Instant game closing dates are available on the web site at [www.ohiolottery.com](http://www.ohiolottery.com).

## Prize Tax Withholdings

The Ohio Lottery is required to notify both the Internal Revenue Service (IRS) and the State of Ohio for any individual winning wager of \$600 or more. The winner will receive a W-2G for federal and state tax filing purposes for any individual prize of \$600 and up.

Ohio Lottery prizes of more than \$5,000 are subject to state and federal tax withholdings. Winners should check with their local municipality to find out if local taxes apply to Lottery winnings.

## Group Claims/ Non Resident

Groups have a number of options for claiming prizes. Have them contact the Lottery's Customer Call Center or the nearest regional office.

## Non-Resident Alien/Foreign Winner

A non-resident winner cannot use the bank cashing program and must go to a regional office to claim a prize.



to proceed. Tell the customer the prize amount. Do not return the ticket to the customer. If the customer requests a receipt from the Lottery terminal, go to ADMIN, Reprint, and Last Cash to print a copy for the customer.

The original ticket and the Cash Pay receipt are to be stapled together and held in the cash drawer until the drawer is balanced. Do not return the original ticket to the customer when cash is paid.

If the cashing confirmation is set at \$50 and the prize is under \$50, the cashing receipt prints automatically. The default cashing confirmation (\$50) can be changed to a lower amount (\$1 –\$49) which will cause a pop up window to ask if you want to proceed.

A Multi-Draw ticket is cashed the same way as a single drawing ticket; however, when you validate a Multi-Draw ticket, if there are valid drawings remaining, an Exchange Ticket is automatically printed. The Exchange Ticket contains the same ticket information as the original ticket with the exception of the drawing period, which is changed to reflect the valid upcoming drawing dates.



Using the Lottery terminal to validate and cash tickets is the only way to verify that a ticket is a legitimate winner and to ensure that your business receives proper credit for paying a winner or handling a claim.

Winning tickets can be validated the day of the drawing with the exception of Mega Millions/Megaplier and Powerball/Power Play which can be cashed the next day. Instant tickets can be validated immediately upon purchase.

Following are the different types of payment receipts generated when a winning ticket is validated through the terminal. The receipt also provides direction on the action you must take to complete the service. Complete processing instructions are also printed on the back of any claim form and are available at [www.ohiolottery.com](http://www.ohiolottery.com).

**Top Prize Drawing (TPD) Claims:**

TPD prizes of \$2,000 or \$2,500 will generate a pay-to-bearer and can be paid at a bank cashing location. TPD prizes of \$5,500 will be processed according to the file claim instructions. Once a claim is completed and processed, the winner is automatically entered into the TPD drawing.

**CASH/PAY RECEIPTS**

The Cash/Pay receipt is the only type of receipt that permits a retailer to pay cash prizes directly to a winner. All other payment receipts require a claim form and additional processing steps.

The retailer is required to pay the customer the amount of the winning ticket, up to \$599 for each winning wager. That means that the maximum value of this type of receipt could be as high as \$5,990 if the ticket had 10 winning wagers of \$599 each. Refer to the Cash Advance section under Managing Your Lottery Account in this handbook. You can contact your regional office to secure a cash advance for these higher payouts.

A retailer must ensure that funds are available to pay the winner prior to validation. The Lottery terminal is equipped with a cash confirmation screen that will verify whether you wish to proceed with cashes over a certain dollar amount. The default setting is \$50.

The retailer retains both the ticket and the Cash/Pay receipt until the retailer's internal accounting procedures are satisfied. At that time, the ticket and receipt should be defaced and discarded.



## Pay To Bearer Receipt

www.ohiolottery.com

  
**LOTTERY**

Mon., July 16, 2012 13:01:05

**PAY TO BEARER**

**\$900.00**

Present this Pay to Bearer Receipt,  
a completed claim form,  
and the original ticket to the  
NEAREST AUTHORIZED BANK CASHING LOCATION  
to redeem the prize amount of \$900.00

TEST GAME  
991-000123-123-4-0123456789

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CLAIMANT SIGNATURE

CLAIMING REQUIREMENTS

State or Federal Issue Photo ID, with Name,  
Address and Social Security Number

NOTICE: IF PHOTO ID DOES NOT DISPLAY  
SOCIAL SECURITY NUMBER, THEN YOU  
MUST ALSO PRESENT YOUR SOCIAL  
SECURITY CARD FOR VERIFICATION.

123456-789012 34 @ TR: 5678901234

OHIO LOTTERY  
WWW.OHILOTTERY.COM  
OHIO LOTTERY  
WWW.OHILOTTERY.COM  
OHIO LOTTERY  
WWW.OHILOTTERY.COM

## File Claim Form Receipt

www.ohiolottery.com



**LOTTERY**  
 Mon., July 16, 2012 13:01:05  
**FILE CLAIM**  
**\$62,500.00**

Present this receipt and the original ticket to the nearest OHIO LOTTERY REGIONAL OFFICE or Lottery Headquarters to redeem a grand prize or prize amount of \$62,500.00

TEST GAME  
 991-000123-123-4-0123456789

---

CLAIMANT SIGNATURE

CLAIMING REQUIREMENTS

State or Federal Issue Photo ID, with Name, Address and Social Security Number

NOTICE: IF PHOTO ID DOES NOT DISPLAY SOCIAL SECURITY NUMBER, THEN YOU MUST ALSO PRESENT YOUR SOCIAL SECURITY CARD FOR VERIFICATION.

123456-789012 34 @ TR: 5678901234

WWW.OHILOTTERY.COM

- A winning wager of \$600 to \$5,000 will generate a Pay to Bearer receipt. This receipt allows the winner to receive payment from an authorized Lottery bank cashing location.
- Bank Cash Payment – The customer completes a notarized claim form, and submits the form, the original bet ticket and signed Pay to Bearer receipt for payment at an authorized bank cashing location. Most banks offer the ability to notarize claims. The winner must have proper identification (valid driver’s license or State I.D. with a current address and proof of the social security number). For a complete list of acceptable forms of identification, go to www.ohiolottery.com. The banks charge customers a processing fee for each claim filed.
- Lottery Check Payment (Warrant) – The customer completes a claim form and mails these three items to the Lottery for check payment processing: (1.) the notarized claim form, (2.) the signed Pay to Bearer receipt and (3.) the original bet ticket. The Lottery will process payment within 3 weeks.

**State Issued Check**

- Any individual wager winning more than \$5,000 will generate a File Claim receipt. The winner must complete a claim form and attach the signed original ticket and signed File Claim receipt. This information must then be sent to the Lottery Claims Department or filed at one of the Lottery’s regional or central offices. The winner will receive a check for the prize minus any required tax withholdings.





# *Gambling is all fun and games, until.*

*Until you borrow money.  
Until all you think about is gambling.  
Until you lie about it.  
Until you hurt friends and family.*

*Take control of problem gambling, before until.*

For free, confidential help 24/7,  
call the Ohio Problem Gambling Helpline at  
**1-800-589-9966.**



**Ticket Sales – Other Jurisdictions**  
**Sales**  
**SA-00-02 A.3**  
**Revised May 2012**

**PURPOSE**

Sale of lottery tickets from other states at Ohio Lottery retail agent locations is prohibited in the State of Ohio.

**POLICY**

Ohio's Constitution, Article XV, Section 6, is very clear concerning the conduct of lotteries in Ohio.

It states as follows:

“Except as otherwise provided in this section, lotteries, and the sale of lottery tickets, for any purpose whatever, shall forever be prohibited in this State.”

“The General Assembly may authorize an agency of the state to conduct lotteries, to sell rights to participate therein, and to award prizes by chance to participants, provided that the entire net proceeds of any such lottery are paid into a fund of the state treasury that shall consist solely of such proceeds and shall be used solely for the support of elementary, secondary, vocational, and special education programs, as determined in appropriations made by the General Assembly.”  
(Emphasis supplied).

This constitutional provision establishes that the only authorized lottery tickets for sale in Ohio are those which are issued by the agency empowered to regulate the sale of such tickets. The Ohio Lottery Commission is the state agency empowered to issue such tickets, and the only tickets it issues are Ohio lottery tickets. Furthermore, the constitutional provision requires that the proceeds of lottery tickets go toward the funding of education in Ohio. The proceeds from the sale of another state's lottery tickets in Ohio cannot, and do not, go toward the funding of education in Ohio.

If an agent's location is proven to be selling another state's lottery tickets without qualifying to sell such tickets (i.e., store is located on the border between two (2) states), that agent will be issued a written warning. If the activity continues or the agent is ever caught selling another state's lottery tickets again, further action will be taken against that retail agent, up to and including cancellation.

Effective January 3, 2000  
Revised May 2012



**Ticket Sales Policy**  
**SA-06-01 A.3**  
**Revised December 2012**

**PURPOSE**

The purpose of this policy is to enumerate the guidelines and regulations for the sale of Ohio Lottery products.

**POLICY**

Licensed Retailers are required to follow Lottery guidelines regarding the sales of Lottery products. Failure to do so may result in the removal of lottery products and/or terminals, the suspension of sales privileges, and/or the revocation of issued licenses, in accordance with the Ohio Revised Code, the Ohio Administrative Code, and the terms and conditions of the Retailer's Lottery License.

**GUIDELINES**

1. Location - Lottery tickets are to be sold only at the Retailer's licensed location unless otherwise authorized by the Commission.
2. Sales - The Commission shall approve the terms of sale and payment and Retailers shall only sell tickets on such terms.
3. Financial Responsibility - Proceeds from the sale of any book of Lottery tickets become due to the Lottery upon any of the following, whichever occurs first: a) whenever the book is "Marked Sold," as described in the "Float Policy," (see Paragraph 5 below), b) upon the 65<sup>th</sup> day of activation, as described in the 65-Day Auto-Settlement Policy (see Paragraph 4 below), or c) upon the closeout date of the game corresponding with that book. The Director or Designee may order that tickets not be issued to a Retailer who has failed to clear his/her account. Retailers who fail to make timely payment will be subject to the penalties as described in FI-08-01 A.2 Retailer Payment Policy.
4. Auto-Settlement— The Gaming System will automatically process as sold books of tickets which reach the following thresholds:
  - a. All books activated for 65 days will be automatically marked sold on the 65<sup>th</sup> day after the book's initial activation.
  - b. There may be game-specific exceptions to this Policy at the Lottery's discretion. Auto-Settlement does not affect the Retailer's responsibility to "MARK-SOLD" any book that has been sold. The Lottery may also determine that a lot of tickets is to be "MARKED SOLD" when a minimal



amount of tickets remain unsold or when the redemption value of a book reaches 90 percent, whichever is less.

5. Float – The Lottery requires Retailers to “MARK-SOLD” through the gaming terminal any book of instant tickets issued to them when the book has been sold and is no longer in the Retailer’s ticket inventory. Failure by a Lottery Retailer to “MARK-SOLD” any book of tickets is considered “FLOAT,” and is a violation of Lottery policy. This violation may result in suspension and/or revocation of the Retailer’s Lottery License.

6. Accessibility – Retailers shall use their best efforts to make tickets easily available and accessible to the public and to encourage their sale.

7. Equipment – The Lottery shall provide wager processing equipment to the Retailer. The Retailer shall be responsible for the security of that equipment.

8. Marketing – The Director will initiate marketing and promotional programs and will provide Retailers with such sales materials as deemed appropriate. Retailers shall use all such materials in accordance with the instructions of the Lottery.

9. Wager Processing – Each Retailer shall always serve any customer waiting in line before accepting any large block orders for tickets. Retailers may not accept mail orders, phone orders, or bulk delivery of orders. Retailers may not accept automated bet slips from any customers playing an Ohio Lottery on-line game. Retailers may only accept original Ohio Lottery bet slips that have been completed by hand.

10. Security – Each Retailer is responsible for the security of Lottery products and equipment and the proceeds from the sale of Lottery products as detailed in EXSE 00-02 A.2 Ticket Theft Policy.

11. Prohibitions – Lottery Retailers are prohibited from:

- a. Selling lottery products to minors.
- b. Selling lottery products issued by other states - SA-00-02 A.3 Ticket Sales – Other Jurisdictions.
- c. Selling games not authorized by the Ohio Lottery Commission.

Revision History

Replaces SA-00-01 Ticket Sales

Replaces SA-00-04 Ticket Float

Revised December 2012



**Ticket Theft Policy**  
**Security**  
**EXSE – 00-02 A.2**  
**July 2009**

**Purpose**

This policy addresses the Ohio Lottery Commission guidelines for lost, stolen or destroyed instant ticket reporting and reimbursement. If tickets are missing from shipments or shipments have not been received, refer to the Delivery Problems Procedure document located in the Sales section on the Lottery Intranet.

**Policy**

Instant Ticket Management

Lottery Retailers are responsible for all tickets issued to them. Retailers are expected to maintain the inventory in a secure location as required by the Ohio Revised Code.

***Retailers will not be reimbursed for money stolen out of any Ticket Vending Machine (TVM) or cash register.***

**Procedures**

When a Retailer is aware of lost, stolen or destroyed tickets, they should conduct an immediate inventory to assess the extent of the loss. If individual tickets are missing from a book, the Retailer must immediately deactivate the remaining tickets within that book. If full books of tickets are missing, the Retailer should attempt to identify the Game and Serial Number of the missing books. For their protection, Retailers are required to deactivate all instant tickets at the end of the business day if they are sold over the counter. Deactivation of instant tickets would prevent stolen tickets from being cashed.

Reporting Lost, Stolen or Destroyed Tickets to the Lottery

Retailers must report lost, stolen, or destroyed tickets, within 24 hours of detection, to their Lottery Regional Office, which will then notify the Lottery Office of Security. If an incident occurs after normal business hours, retailers should contact the Lottery Customer Call Center at 1-800-686-4208. The Lottery Customer Call Center will then submit a detailed message to the Lottery Office of Security, outlining the retailer number, store-contact personnel, and a list of lost/stolen/destroyed tickets no later than the next business day.

Retailers should be prepared to provide their Agent number and a list of stolen or destroyed tickets and books or should have an inventory of books still on hand.

When tickets are reported lost, stolen or destroyed, the missing or damaged tickets are placed in a holding status pending investigation. The Retailer will be unable to activate, deactivate or mark sold the book until the investigation is completed. Once the stolen-ticket report has been made, the remaining tickets in the book can be sold. The retailer may activate other books of the same game by contacting the Office of Security for assistance. The Office of Security will contact the Retailer when the investigation is completed.

#### Reporting Stolen Tickets to the Authorities

Retailers must file a report with the police or fire department concerning the lost, stolen or destroyed tickets within 24 hours of the incident. In the event that the responsible party is arrested, the Retailer will be expected to prosecute. The Ohio Lottery will assist the Retailer, local law enforcement, and the prosecutor any way it can.

The Ohio Lottery must be provided with a copy of the Law Enforcement Report within 30 days of the incident.

The Director or Designee may determine whether reasonable exceptions to the 24-hour and 30 day reporting requirements should be granted.

#### Investigation of Lost, Stolen or Destroyed Ticket Reports

Upon receiving a Lost/Stolen Ticket Report, a Lottery Sales Representative will visit the Retailer location to verify the inventory and to complete a Stolen or Destroyed Ticket Affidavit. Lottery Security will assign an investigator who will review the Affidavit and Law Enforcement reports.

#### Reimbursement for Lost, Stolen or Destroyed Tickets

***Retailers are financially responsible for all tickets issued to them.***

If the lottery investigation determines that the Retailer is not responsible, the Retailer may not be charged for the lost, stolen or destroyed tickets. When tickets are stolen and the Police report is titled as a "THEFT," credit will be determined based on the individual circumstances. A Retailer may receive credit for lost, stolen or destroyed tickets when they have not been cashed and they have been properly placed into an inquiry status before any cashing activity occurs.

If the Lottery investigation determines that the Retailer is responsible for lost, stolen or destroyed tickets that have not been cashed, the Retailer will be charged 80 percent of the street value of the tickets, for all books. Partial books will be charged at 100 percent of the street value. The street value of the tickets is the face value of the ticket times the number of tickets in the book, or partial book reported lost, stolen or destroyed less the retailer commission. If the Lottery investigation determines that the Retailer is responsible for lost,

stolen or destroyed tickets that have been cashed, the Retailer will be charged 100 percent for the street value of the tickets, less the retailer commission.

The following are reasons why a Retailer may not receive credit for lost, stolen or destroyed tickets.

1. Improper inventory of the original amount of alleged reported lost, stolen or destroyed tickets.
2. Incident occurred during non-business hours and the tickets were not deactivated.
3. Failure on the part of a Retailer to file a Police or Fire report within 24 hours of the theft, fire or catastrophe, or to file such a report with the Lottery within 30 days of the incident.
4. A Retailer or his/her employee is involved in the alleged theft or destruction of the tickets.
5. A false report filed by a Retailer with the Ohio Lottery Commission or Police/Fire Department.
6. A Retailer or his/her employee is perpetrating a false insurance claim.
7. Tickets reported lost, stolen or destroyed were cashed.
8. A Retailer has had 3 or more instances of lost, stolen or destroyed tickets within a 6 month period.

**Notification:**

**Lottery Security will complete their investigation within a reasonable time frame, after receiving the initial stolen report.**

**Retailers will be notified of any resolution/ disposition.**

EFFECTIVE – July 2009



## **Retailer Payment Policy**

### **Finance**

#### **Policy FI-08-01 A.1**

**Updated July 1, 2009**

### **PURPOSE**

The purpose of the Retailer Strike Policy is to provide uniform and effective guidelines for managing the non-transfer of funds to the Lottery by Sales Retailers. The Finance Office will administer the guidelines of this policy. A Retailer is required to have sufficient funds available for the weekly Electronic Funds Transfer (EFT). Any time sufficient funds are not available, the Retailer has a Non-Transfer of Funds (NTF) situation. When a NTF has occurred, the Retailer will be charged with a strike and penalties will occur. Retailers who have not brought their accounts current as a result of any NTF within ten (10) calendar days from the bank return date can face automatic cancellation. Automatic cancellation of a Sales Retailer license also takes place if five strikes have accrued during any six-month period.

### **DEFINITIONS:**

#### **Bank Return Date:**

The date the Lottery is notified by the bank of a NTF condition.

#### **Deactivation of Terminal:**

The Retailer's terminal will be placed in an inactive status and is suppressed.

#### **Non-Transfer of Funds (NTF):**

An insufficient account balance or other reason, which may include, but may not be limited to, when funds are not available for withdrawal from an Ohio Lottery Retailer bank account.

#### **Strike:**

The Retailer receives a “strike” against his license when an NTF occurs. The Lottery generates one invoice for Instant and On-line sales. If the funds are not available for collection of an invoice, the Retailer will receive one strike.

**Strike Period:**

Strikes shall remain in the system six months from the bank return date. Once the six-month period has expired, the previous NTF strikes will be removed.

**Non-Sufficient Funds (NSF) Fee:**

In an NTF situation, the Retailer will be assessed a fee for every bank return (NTF).

**Payment Terms:**

Upon notification of an NTF, payment must be made in full by a cash deposit or wire transfer at any National City Bank/PNC location into the Lottery’s account. The wire or cash deposit must be done by 2:00 p.m. on the day of the NTF Return. The retailer is to send a faxed copy of the wire or cash receipt showing the deposit by 2:00 p.m. to Regional Office’s or Retailer Accounts @ (216)787-3281. If the retailer can demonstrate that a cash deposit or wire transfer cannot be performed, the Lottery will accept an official bank check or money order which is to be hand-delivered to the Regional Office, Lottery Central or sent via overnight mail to: The Ohio Lottery Commission, Attention: Retailer Accounts Department, 615 West Superior Avenue, Cleveland, Ohio 44113-1879.

**Penalty Period:**

The time that elapses between the Retailer’s terminal being deactivated and subsequently reactivated due to a NTF condition, as provided in the guidelines below. Any Retailer not making payment of an NTF within ten (10) calendar days of the bank return date may be subject to cancellation.

**POLICY**

**Policy Statement: Retailers who fail to make payment to the Lottery may be charged a fee or have their sales capability suspended.**

**Strike One and Two Notification:**

A notice of NTF and deactivation are forwarded to the Regional Office. There is no deactivation of the terminal if cash, wire, money order or official check evidence is faxed to a Regional Office or into Lottery Central by 2:00 p.m. of the day of the bank return

date; otherwise deactivation will be initiated until the copy of the payment is received. In the case of the Retailer making payment by check, the actual check must be received by the next business day.

**Strike Three and Four Notification:**

A notice of NTF and deactivation are forwarded to the Regional Office followed by a certified letter to the Retailer. The Retailer will serve a 24-hour penalty of the disablement of the terminal after the Lottery Central receives the faxed copy of the evidence of cash or wire being deposited or official check. The actual check must be received by the next business day.

Note: Any Retailer who has a strike three or four on a Friday will be deactivated that day. If a copy of cash or wire being deposited or official check is faxed to Regional Offices or to Lottery Central by 2:00 p.m. that day, reactivation will be on Saturday.

**Strike Five Notification:**

A notification of intent to cancel and right to an adjudication hearing is mailed via a certified letter to the Retailer. The terminal is deactivated upon receipt of the NTF notification from the bank. The Retailer will not be reactivated unless full payment is received by Finance and a written notification is received from the Legal Department indicating that the Sales Retailer prevailed at the hearing or the matter was otherwise resolved.

The Lottery reserves the right to deactivate a Retailer's terminal if payment is not received within 24 hours of the bank return date, regardless of being in receipt of a fax copy of payment.

Effective Date: JANUARY 7, 2008

Revision Date: June 2009



## **Retailer License Suspension—Seasonal**

### **General Services**

**AD-00-05 A.2**

**Revised June 2009**

### **PURPOSE**

The purpose of this policy is to provide uniform and effective guidelines for dealing with those retailers who are only open for business during a specific period of time each year. Amusement parks and racetracks are two examples of seasonal retailers.

### **POLICY**

The Ohio Lottery will place Seasonal Retailers into an “Inactive” status during their off-season period. The Ohio Lottery will not GUARANTEE immediate placement of Lottery gaming terminals back into the retail location upon receipt of the request to return to an “Active” status.

EFFECTIVE DATE—JANUARY 3, 2000

REVISED September 2006

REVISED June 2009



## **Retailer License Suspension—Alteration**

### **General Services**

**AD-00-04 A.2**

**Revised July 2009**

### **PURPOSE**

The purpose of the Retailer Alteration policy is to provide uniform and effective guidelines for dealing with those retailers who, due to physical alterations at their facility or business, are not able to perform the duties of an Ohio Lottery Sales Agent.

### **DEFINITIONS**

“Physical Alterations” are defined as remodeling the Retailer’s facility or business due to improvement (expand) or repair (fire, water damage) at the Retailer’s facility.

### **POLICY**

The Licensing Bureau may place Retailers into an “Agent-Alteration” status following notification of facility remodeling by the retailer. Retailers will be granted up to 90 days to complete alterations and resume distribution of Lottery products.

**EFFECTIVE DATE—JANUARY 3, 2000**

**REVISED—July 2009**

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