



Retailer Inquiry Reimbursement Policy

Finance

LOT-FI-0003

Effective: August 24, 2016

PURPOSE:

This policy establishes guidelines for retailer reimbursement requests when the cashing retailer inquires on a winning ticket and the ticket is paid but destroyed or disposed of prior to validation.

POLICY:

- The retailer must complete an Owner / Manager Affidavit for Inquiry Reimbursement form and have it notarized.
- The retailer must provide any and all documentation available associated with the transaction.
- Mail the form and all documentation to:

The Ohio Lottery Commission
Attn: Retailer Accounts Room 446
615 West Superior Ave
Cleveland, OH 44113

- All requests for retailer reimbursements are required prior to the end of the validation period for an online or instant ticket.
- No requests will be reimbursed prior to the expiration of the validation period.
- The Ohio Lottery will deny payment for a reimbursement request if research reveals the ticket has been paid.
- When the retailer reimbursement has been approved it will be credited to the retailers' weekly invoice as an adjustment. The Retailer Accounts Department will notify the retailer once the adjustment has been processed.
- The amount of the reimbursement will be reduced by a \$25 processing fee.

The Lottery reserves the right to deny reimbursement for repeat occurrences.

**THIS POLICY SUPERSEDES AND REPLACES ANY AND ALL PREVIOUSLY ISSUED POLICIES
ON THIS SUBJECT**

Revision History		
Status	Date	Changes
First Issue	June 21, 2012	-
Revised	July 30, 2015	Renamed (Formerly: Retailer Reimbursement Procedure – Cashing of Tickets Inquired but Not Validated)
Revised	August 24, 2016	Policy number attached