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CONTACT INFORMATION

OHIO LOTTERY
CUSTOMER CALL CENTER .......... 1-800-686-4208
8 a.m. to 6:30 p.m., Monday through Friday; 8 a.m. to 5 p.m., Saturday; Closed on all bank holidays.
The Customer Call Center offers a direct line of communication between Lottery Headquarters and Ohio Lottery Retailers. Call Center staff can address Ohio Lottery Retailer questions or procedures relating to on-line and instant ticket games.

OHIO LOTTERY
OFFICE OF SECURITY ..................... 1-216-774-5757
5:45 a.m. - 12 a.m. Monday through Friday;
8:00 a.m. - 8:00 p.m. Saturday

INTRALOT HOTLINE ...................... 1-866-710-2462
24 hours, 7 days a week
Terminal Maintenance and Communications Problems

WINNING NUMBERS &
LOTTERY INFORMATION ..................... 1-800-589-6446
CLEVELAND-AREA LOCAL ............. 1-216-787-4100
24 hours, 7 days a week
Winning numbers for all online games, claims information, and other Lottery information through this automated telephone line. Winning numbers can be obtained for the last 180 days. Also available at: www.ohiolottery.com.

PROBLEM GAMBLERS’
HELP LINE ........................................... 1-800-589-9966
24 hours, 7 days a week
This is an information and referral hotline to services in Ohio.

AUTO ATTENDANT ............ 1-800-686-4208

PRESS: 1 Agent Menu
  1 Order Tickets
    1 Order Instant Tickets
    2 Problem with Delivery
  2 Financial Information
  3 Licensing & Bonding
  4 Regional Offices
     Regional Menu
       1 Cleveland
       2 Toledo
       3 Dayton
       4 Cincinnati
       5 Columbus
       6 Athens
       7 Canton
       8 Youngstown
       9 Lorain
     0 Repeat Current Menu
    # Disconnect
   * Repeat Main Menu

PRESS: 2 Bank Cashing
PRESS: 3 Customer Menu
  1 Claims
  2 Winning Numbers
  4 Call Center
    # Disconnect
   * Repeat Main Menu

PRESS: 4
PRESS: 5 Cash Explosion
PRESS: # Disconnect
PRESS: * Repeat Menu

OHIO LOTTERY CARRIER STATIONS

CINCINNATI .............................. WCPO -TV 9
CLEVELAND ............................ WEWS -TV 5
COLUMBUS .............................. WTTE -TV 28
DAYTON .................................. WHIO -TV 7
LIMA ..................................... WLMO -TV 35
........................................... WOHL -TV 25
........................................... WLQP -TV 18
PORTSMOUTH ...................... WHCP -TV 30
STEUBENVILLE ..................... WTOV -TV 9
TOLEDO ............................ WTOL -TV 11
YOUNGSTOWN ...................... WFMJ -TV 21
ZANESVILLE ...................... WHIZ -TV 18
## Being a Retailer

### RESPONSIBLE RETAILING

- Persons under the age of 18 are not permitted to buy lottery tickets and every attempt should be made to deter underage purchase. When in doubt, ask for identification.
- Commit to training store employees on the law concerning underage gambling. Your employees check for identification for alcohol and tobacco purchases; they should also check for lottery purchases.
- Post signage in stores reminding the public about minimum age of purchase.
- Selling lottery games ethically means that retailers must not make misleading statements about odds, prizes, or any other aspect of games and must not guarantee prizes or payouts.
- Information about responsible play and where problem gamblers can get help should be displayed. Employees need to be aware that the Problem Gamblers’ Helpline number, 800-589-9966, is printed on tickets and other lottery products. Stickers with the Problem Gamblers’ Helpline number can be obtained from your LSR.

Information on the Ohio Lottery’s Please Play Responsibly program and problem gambling can be obtained by calling the Ohio Lottery at 216-774-5685.

### PLEASE PLAY RESPONSIBLY

The Ohio Lottery Commission wants our customers to enjoy playing Ohio Lottery games and to play them responsibly:

- Never gamble with borrowed money.
- Bet with your head and not your heart.
- Work out a weekly or monthly recreation spending budget, and don’t go over it.
- Spend only what you can afford to lose when playing.
- Never increase your bets when losing.
- If you must increase your bets, do so only when winning.

Gambling is not the problem ... problem gambling is. If you, or someone you know has a problem, call the Problem Gambler’s Helpline at 800-589-9966.

### WHAT IS COMPULSIVE GAMBLING?

It is the persistent and recurrent maladaptive behavior that disrupts personal, family or vocational pursuits.

Compulsive gambling is a progressive behavior disorder in which an individual has an uncontrollable preoccupation with gambling.

Since 1980, compulsive gambling, commonly referred to as pathological gambling, is defined as a mental health disorder of impulse control, and characterized by a progressive and uncontrollable urge to gamble according to the Diagnostic Statistical Manual (DSM-IV) of the American Psychiatric Association. Maladaptive gambling behavior is indicated by at least four of the following ten diagnostic criteria:

- Preoccupation or uncontrollable urge to gamble.
- Increasing bets to sustain thrill.
- Exhibiting agitation when attempting to cut back.
- Lying to conceal activity.
- Financing bets through illegal activity.
- Chasing one’s losses.
- Gambling as an escape.
- Jeopardizing significant relationships.
- Relying on a financial bailout.
- Failing in an effort to control or stop.

A person can become a problem gambler whether he or she is gambling on bingo or casino games, stocks or sports, real estate or the lottery, horse racing or dice, dog racing or cards, even pool or video games.

### DON’T...

...question, confront, or engage in talk that may lead to an in-depth discussion of problem gambling.

### DO...

...have problem gambling materials available for customers in your store. The Ohio Lottery provides information on the Problem Gamblers’ Helpline and other brochures for retailers.
AN INTRODUCTION TO YOUR LSR AND TSR
You will be assigned a Tel-Sell Representative (TSR) 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 Tel-Sell Representative (TSR) 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 TSR.

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.

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 45 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 books(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 MARKSOLD
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.
MANAGING YOUR LOTTERY ACCOUNT

LICENSING 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 requires you to renew your lottery bond 14 days prior to the bond cancellation date.
If you require assistance obtaining a bond, the Lottery has negotiated discounted rates with a private provider. Contact the Lottery’s office of Licensing and Bonding.

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 12:00:00 a.m. Sunday to 11:59:59 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 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
Electronic Fund Transfers are processed after 12 noon on Tuesdays. If the Invoice Report shows a total amount due, the funds need to be available for withdrawal prior to noon on Tuesday.
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.

IMPORTANT TIPS:
Use of the Night Depository may cause your deposit to be late.
Retain the Invoice Report as a record of the transaction.
INVOICE REPORT

Instead of separate invoices for Instant and Online games, the new gaming system offers a single report to help retailers make sense of their Lottery account.

TO ACCESS:
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, both Instant and Online, at the top of the report.

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.

FEES.
Note the “line charge” has changed to a communication charge. The Lottery collects $12 every week. The license fee is collected only once, when you first get a license.

DETAILS ON INSTANT GAMES.
Note sales, book settlements, cashes, bonuses and other adjustments to determine Instant net due.
CASHING AND CLAIMING

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/KICKER which can be cashed the next day. Instant tickets can be validated immediately upon purchase.

PAYMENT RECEIPTS

Below 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.

CASH PAY RECEIPT

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

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. 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.
FILE CLAIM FORM RECEIPT

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 bet 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.

TOP PRIZE DRAWING (TPD) CLAIMS:
TPD prizes between $600 and $5,000 will generate a pay-to-bearer and can be paid at a bank cashing location. TPD prizes more than $5,000 should be processed under the file claim instructions. Once a claim is completed and processed, the winner is automatically entered into the TPD drawing.

WHEN A TICKET WILL NOT VALIDATE
The terminal will display information regarding the problem. Typical messages include previously cashed, 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. The customer needs to fill out a Customer Requested Ticket Inquiry form. If you don’t have one on file, have the person call the Lottery’s Customer Call Center to request one.

180 DAY VALIDATION PERIOD
Winning tickets must be claimed within (a) 180 days from the announced closing date of the game for Instant tickets, or (b) 180 days from the draw date for all Online tickets. 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.

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
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.

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 for all reimbursements.

COMMISSION AND BONUSES
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 50 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.

CLAIM COMMISSION
A $5 claim bonus is paid for validating a winning Instant or Online ticket wager worth $600 or more. This bonus is payment for assisting the customers in the completion of a Claim Form and informing them about authorized bank cashing locations.

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

- CASH EXPLOSION® - 1 percent of the prize secured by Cash Explosion Double Play’s grand prize winner is paid to the retailer who sold the Cash Explosion entry ticket to the winner.
- ROLLING CASH 5 - A $500 bonus is paid for selling a Rolling Cash 5 ticket with a 5-of-5 match.
- MEGA MILLIONS - The bonus is set at a rate of $1,000 per million, based upon the jackpot amount won in Ohio. A retailer’s maximum bonus is $100,000. If more than one Ohio retailer sells a jackpot-winning ticket, the bonus is split equally. Minimum bonus is $10,000. Retailers who sell a winning ticket for the $250,000 prizes (the 5-of-5 match) each receive a $1,000 bonus.
- POWERBALL - The bonus is set at a rate of $1,000 per million, based upon the jackpot amount won in Ohio. A retailer’s maximum bonus is $100,000. If more than one Ohio retailer sells a jackpot-winning ticket, the bonus is split equally. Minimum bonus is $10,000. Retailers who sell a winning ticket for the $200,000 prizes (the 5-of-5 match) each receive a $1,000 bonus.
- KICKER - A $1,000 selling bonus is paid for selling a winning KICKER ticket matching all six numbers drawn in exact order.
- CLASSIC LOTTO - A $1,000 bonus is paid for selling a Classic Lotto ticket with a 6-of-6 match.
- TEN-OH! - A $1,000 bonus is paid for selling a Ten-OH! ticket with a 10-of-10 match. If there are more than five jackpot winners, retailers will equally divide $5,000.
RETAILER ADJUSTMENTS

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 Instant and Online ticket questions, and possible credit. These forms are provided by your sales representative, regional office, or www.ohiolottery.com. Below are guidelines to follow when requesting credit.

---

**ONLINE ADJUSTMENT CRITERIA**

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.

2. Retailer Name, Retailer Number, Address, City, State and Zip Code must be filled out accurately and legibly on the Retailer Requested Adjustment Form.

3. Accurate Date, Time and Nature of problem must be explained in detail on the Retailer Requested Adjustment Form.

4. Each Online game must have a separate request form. (i.e. Pick 3 on one form, Pick 4 on another form, etc.)

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.

6. Mail all adjustment requests within one (1) business day of occurrence.

---

**AUTOMATIC ADJUSTMENT DENIAL**

1. Operator Error
2. Running out of paper
3. Paper put in backwards (always do print test)
4. Tickets not cancelled before pool closing
5. Not taking reprints when terminal and printer malfunctions occur. Reprints must be made immediately after paper jam has been cleared
6. Saleable tickets will not be given adjustments
7. Failure to adhere to adjustment criteria or Mega Millions no cancellation policy

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**OTHER IMPORTANT INFORMATION**

The Mega Millions game has a no cancellation policy, therefore, we recommend that you regularly verify that your confirmation screen is set.

The Ohio Lottery is not responsible for lost mail; we recommend secured mailing (certified or registered). Mail completed form and documentation to:

Ohio Lottery Commission, Retailer Accounts
615 West Superior Avenue
Cleveland, Ohio 44113-1879
Attn: Room 446

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**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. When a technician visit is required to correct the problem, send a copy of the service report with the Retailer Requested Adjustment form when requesting an adjustment.

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 Adjustment form.

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**A FINAL NOTE:**

- Your adjustment will appear on the adjustment line of your weekly invoice report.
- Read all the instructions on the back of the Retailer Request Adjustment form.
**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 to download an EFT form. The regional office will notify you when the new account can be used for Lottery transactions.
SECURITY

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

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.

EQUIPMENT RELOCATION

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

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.

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.

CREDIT

Retailers may receive credit for stolen tickets provided they are uncashed 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.

REDEEMED TICKETS

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

Ohio Lottery Instant tickets come in a wide range of themes, methods-of-play, designs, sizes and price points. Instant tickets may be purchased near the store cash register or through Ticket Vending Machines (TVM’s).

Instant tickets are delivered in a shrink-wrapped pack referred to as a book. Depending on an Instant game’s price point, the number of tickets in a book will vary.

Each game is identified by a game number, which is the first three digits of the bar code printed on every ticket. The remaining numbers are comprised of the inventory tracking numbers, the ticket number and a check digit.

In every book of tickets, the tickets are sequentially numbered beginning with 000, 001, 002, etc.

The Lottery releases a How-to-Play with each game, which provides detailed game information and a listing of instant ticket deadline dates. The Lottery also provides oversized tickets for display at the store.

TOP PRIZE DRAWING

The Top Prize Drawing (TPD) feature offers instant game players a unique way to win a game’s top prize. It is included in most instant games priced $5 or more.

If a ticket contains a winning TPD combination, as described on the game instructions and rules, the ticket holder wins a cash prize automatically after filing a claim at an Ohio Lottery office. As a TPD finalist, the person is also automatically entered into the game’s Top Prize Drawing. The winner of that drawing receives the top prize offered in that instant game.

The Top Prize Drawing occurs at the end of a game’s validation period or when all TPD-winning tickets have been claimed, whichever comes first. TPD finalists can check the Lottery’s Web site for periodic updates on the TPD drawing schedule. TPD finalists will be notified by mail about the drawing.

For games issued after February 13 2009, the automatic TPD prize is $5,500, regardless of price point. There are still a few exceptions to this new value. TPD prize designation is printed on the back of a winning ticket.
ONLINE GAMES

Online games refer to games generated by the Lottery terminal and determined by a drawing.

DRAWINGS

Drawings are held every day. Approximately five minutes before draw time, the Lottery will stop wagering. Any ticket generated after this time will be for the next drawing.

Midday drawing results are available on your Lottery terminal, through the Winning Numbers Hotline, the Ohio Lottery Web site, and are scrolled around draw time on the Lottery’s carrier station network.

Evening drawings for all in-state games are aired live on TV stations across Ohio. All Ten-OH!, KICKER, and Sunday draws are not televised.

Mega Millions drawings are conducted in Atlanta, GA by the Georgia Lottery Corporation. Mega Millions drawings are held every Tuesday and Friday at approximately 11 p.m. EST and can be viewed on WGN Chicago.

The drawing can also be viewed on the Mega Millions Web site at http://megamillions.com shortly after the draw.

Powerball drawings are conducted every Wednesday and Saturday at 11 p.m. EST.

PLAY IT AGAIN

The Play it Again is a second bar code, printed on each Online ticket above the game logo, that permits a retailer to scan the ticket and duplicate the exact wager information for the next scheduled drawing.

Play it Again is an added convenience for players because it eliminates the need for a new bet card. The feature also allows retailers to reproduce a customer’s wager by eliminating the need to manually enter the numbers.

Once the bar code at the top of a ticket is scanned by the 2D reader, the terminal will print out the exact wager shown on that ticket.

Play it Again duplicates all information on a ticket exactly with the exception of Pick 3 and Pick 4. An edit screen will pop up that allows you to change the number of draws, the amount of the wager and the time of the drawing.

Play it Again Mega Millions wagers will duplicate the boards but will generate a new KICKER combination.

There is no additional charge for Play it Again. The customer pays only the cost of the duplicated ticket.
BET TYPES

There are several different styles of playing Pick 3:

STRAIGHT BET

The player picks any three digit number. If the number matches the winning number drawn in exact order, the player is a winner.

BOX BET

The player picks any three digit number. If the number matches the winning number in any order, the player is a winner. To win a six-way box bet, each of the three digits chosen must be different (example: 1-2-3). To win a three-way box bet, two of the three digits chosen must be the same (example: 1-1-2).

BACK-UP BET (STR/BX)

The player combines a straight bet and a box bet on the same line and can win straight and box or box only.

PAIR BET

The player picks the first two digits (Front Pair, 1-2-X), the last two digits (Back Pair, X-1-2) or the first and last digits (Split Pair, 1-X-2). If the numbers match in the exact order as drawn, the player wins.

WHEEL WAGER

The player bets all possible combinations for a single Pick 3 wager (three or six straight bets possible). If any of the combinations match the numbers drawn, the customer wins the appropriate straight amount. For Example:

- 6-Way Wheel (Total Cost $3) - A player places a 50¢ wheel wager for the numbers 1-2-3. The player wins straight for any of these combinations: 1-2-3, 2-1-3, 3-1-2, 1-3-2, 2-3-1, and 3-2-1.
- 3-Way Wheel (Total Cost $1.50) - A player places a 50¢ wheel wager on the numbers 1-1-2. The Player wins straight for any of these combinations: 1-1-2, 1-2-1, and 2-1-1.

<table>
<thead>
<tr>
<th>WAGER TYPE</th>
<th>ODDS</th>
<th>$.50 PAYS</th>
<th>$.10 PAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Straight</td>
<td>1 in 1,000</td>
<td>$ 250</td>
<td>$ 500</td>
</tr>
<tr>
<td>6-Way Wheel</td>
<td>6 in 1,000</td>
<td>$ 250</td>
<td>$ 500</td>
</tr>
<tr>
<td>3-Way Wheel</td>
<td>3 in 1,000</td>
<td>$ 250</td>
<td>$ 500</td>
</tr>
<tr>
<td>6-Way Box</td>
<td>1 in 167</td>
<td>$41.50</td>
<td>$ 83</td>
</tr>
<tr>
<td>3-Way Box</td>
<td>1 in 333</td>
<td>$ 83.50</td>
<td>$ 167</td>
</tr>
<tr>
<td>Back Pair</td>
<td>1 in 100</td>
<td>$ 25</td>
<td>$ 50</td>
</tr>
<tr>
<td>Front Pair</td>
<td>1 in 100</td>
<td>$ 25</td>
<td>$ 50</td>
</tr>
<tr>
<td>Split Pair</td>
<td>1 in 100</td>
<td>$ 25</td>
<td>$ 50</td>
</tr>
</tbody>
</table>

- Pick 3 is the Ohio Lottery’s three-digit daily numbers game.
- The player selects any three-digit number from 000-999.
- The player can bet $.50 or $1 on a single wager.
- Bet cards are available as a customer convenience.
- The same number can be played as a multi-draw wager for:
  - Up to 14 consecutive **midday only** draws;
  - Up to 14 consecutive **evening only** draws;
  - Up to 14 consecutive **draws** (i.e., midday, evening, midday, evening, etc.).
**BET TYPES**

**STRAIGHT BET**
The player picks any four digit number. If the number matches the winning number in exact order, the player is a winner.

**BOX BET**
The player picks any four digit number. If the number matches the winning number in any order, the player is a winner.

**24-WAY BOX**
Four different digits, such as 5-6-7-8, have 24 possible winning combinations. If the winning numbers selected are 5-6-7-8 in any order, the player is a winner.

**12-WAY BOX**
Two of the same digit, such as 5-5-6-7, have 12 possible winning combinations. If the winning numbers selected are 5-5-6-7 in any order, the player is a winner.

**6-WAY BOX**
Two sets of the same digit, such as 5-5-6-6, have six possible winning combinations. If the winning numbers selected are 5-5-6-6 in any order, the player is a winner.

**4-WAY BOX**
Three of the same digit, such as 6-7-7-7, have four possible winning combinations. If the winning numbers selected are 6-7-7-7 in any order, the player is a winner.

**BACK-UP BET (STR/BX)**
The player combines a straight bet and a box bet on one line and can win straight and box or box only.

<table>
<thead>
<tr>
<th>AMOUNT WAGERED</th>
<th>TOTAL COST</th>
<th>24 WAY BACK-UP</th>
<th>12 WAY BACK-UP</th>
<th>6 WAY BACK-UP</th>
<th>4 WAY BACK-UP</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0.50</td>
<td>$1</td>
<td>$2,600</td>
<td>$2,700</td>
<td>$2,900</td>
<td>$3,099</td>
</tr>
<tr>
<td>$1</td>
<td>$2</td>
<td>$5,200</td>
<td>$5,400</td>
<td>$5,800</td>
<td>$6,198</td>
</tr>
</tbody>
</table>
Players choose five numbers from 1 to 39. Wagers cost $1 each.
Players can choose their own numbers (manual pick), or let the Lottery terminal choose their numbers (auto pick).
Bet cards are available as a customer convenience.
A Rolling Cash 5 wager can be placed for up to 14 consecutive drawings (multi-draw wager).
Payout is for matching five, four, three, and two of the five numbers drawn.

<table>
<thead>
<tr>
<th>MATCH</th>
<th>WIN</th>
<th>ODDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 of 5 numbers</td>
<td>Jackpot</td>
<td>1 in 575,757</td>
</tr>
<tr>
<td>4 of 5 numbers</td>
<td>$ 300</td>
<td>1 in 3,387</td>
</tr>
<tr>
<td>3 of 5 numbers</td>
<td>$ 10</td>
<td>1 in 103</td>
</tr>
<tr>
<td>2 of 5 numbers</td>
<td>$ 1</td>
<td>1 in 10</td>
</tr>
</tbody>
</table>
EZPLAY™ Games are instant play-style games generated on the terminal at the time of purchase. Everything you need to play is on each EZPLAY Game ticket. Every ticket comes with two games.

Players match their play numbers/symbols to see if they won.

All EZPLAY Game tickets will include a date and time stamp. Validate winning tickets through the terminal just like any other game.

- Tickets expire 180 days from the date of purchase.
- EZPLAY Games cannot be cancelled.
- For prizes above $5,000, please contact your regional office or call 1-800-686-4208.
Players choose 10 numbers from 1 to 80. Wagers cost $1 each.
Players can choose their own numbers (manual pick), or let the Lottery terminal choose their numbers (auto pick).
Bet cards are available as a customer convenience.
A Ten-OH! wager can be placed for up to 14 consecutive drawings (multi-draw wager).
Lottery draws 20 numbers.
Players win by matching 5, 6, 7, 8, 9, or 10 of their numbers to the 20 numbers drawn.
Players can also win by matching “0” of their numbers drawn.
Drawings are not televised; they are conducted using a Random Number Generator and are aired shortly after the midday and evening drawings.
Ten-OH! wagers may be cancelled.
Play-It-Again is available.
Fixed Jackpot: $500,000 (No Annuity).
Retailers who sell a winning Ten-OH! jackpot ticket receive a $1,000 selling bonus. If there are more than five jackpot winners, retailers equally divide $5,000.

<table>
<thead>
<tr>
<th>MATCH</th>
<th>WIN</th>
<th>ODDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 of 10</td>
<td>$500,000*</td>
<td>1 in 8,911,711</td>
</tr>
<tr>
<td>9 of 10</td>
<td>$6,000</td>
<td>1 in 163,381</td>
</tr>
<tr>
<td>8 of 10</td>
<td>$400</td>
<td>1 in 7,385</td>
</tr>
<tr>
<td>7 of 10</td>
<td>$40</td>
<td>1 in 621</td>
</tr>
<tr>
<td>6 of 10</td>
<td>$5</td>
<td>1 in 87</td>
</tr>
<tr>
<td>5 of 10</td>
<td>$2</td>
<td>1 in 19</td>
</tr>
<tr>
<td>0 of 10</td>
<td>$3</td>
<td>1 in 22</td>
</tr>
</tbody>
</table>

* If there are more than five jackpot winners, those winners will equally divide $2,500,000, in accordance with Ohio Lottery Commission rules and regulations.
• Players choose six numbers from 1 to 49. Wagers cost $1 each.
• Players can choose their own numbers (manual pick), or let the Lottery terminal choose their numbers (auto pick).
• Bet cards are available as a customer convenience.
• A Classic Lotto wager can be placed for up to 10 consecutive draws.
• Payout is for matching six, five, four, and three of the six numbers drawn.
• Drawings are on Monday, Wednesday and Saturday evening. Monday and Wednesday at 7:29pm. Saturday drawing occurs during the Cash Explosion television show.

<table>
<thead>
<tr>
<th>MATCH</th>
<th>WIN</th>
<th>ODDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 of 6</td>
<td>Jackpot</td>
<td>1 in 13,983,816</td>
</tr>
<tr>
<td>5 of 6</td>
<td>$1,500</td>
<td>1 in 54,201</td>
</tr>
<tr>
<td>4 of 6</td>
<td>$70</td>
<td>1 in 1,032</td>
</tr>
<tr>
<td>3 of 6</td>
<td>$2</td>
<td>1 in 57</td>
</tr>
</tbody>
</table>
DRA WINGS: Tues. and Fri., 11:00 p.m. (EST)

- Players select five numbers from 1 to 56 and one Mega Ball number from a second pool of numbers from 1 to 46. Wagers cost $1 each.
- Mega Millions wagers are valid for the next regularly scheduled drawing.
- Players can place up to five wagers on a single Mega Millions ticket.
- Players can choose their own numbers (manual pick) or let the Lottery terminal choose their numbers (auto pick).
- Bet cards are available as a customer convenience.
- Multi-draw wagers can be made for up to the next 10 drawings.
- Once a ticket has been printed, it cannot be cancelled. All sales are final.
- All Mega Millions wagers default to 26-year annuity payments. Jackpot winners have 60 days from the date of claim to choose the discounted lump sum option.
- Jackpots start at $12 million.

Retailers who sell a winning Mega Millions jackpot ticket receive a retailer bonus of one-tenth of one percent of the advertised jackpot amount, up to $100,000.

<table>
<thead>
<tr>
<th>MATCH</th>
<th>WIN</th>
<th>ODDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 + Mega Ball</td>
<td>Jackpot</td>
<td>1 in 175,711,536</td>
</tr>
<tr>
<td>5</td>
<td>$250,000</td>
<td>1 in 3,904,701</td>
</tr>
<tr>
<td>4 + Mega Ball</td>
<td>$10,000</td>
<td>1 in 689,065</td>
</tr>
<tr>
<td>4</td>
<td>$150</td>
<td>1 in 15,313</td>
</tr>
<tr>
<td>3 + Mega Ball</td>
<td>$150</td>
<td>1 in 13,781</td>
</tr>
<tr>
<td>2 + Mega Ball</td>
<td>$10</td>
<td>1 in 844</td>
</tr>
<tr>
<td>3</td>
<td>$7</td>
<td>1 in 306</td>
</tr>
<tr>
<td>1 + Mega Ball</td>
<td>$3</td>
<td>1 in 141</td>
</tr>
<tr>
<td>0 + Mega Ball</td>
<td>$2</td>
<td>1 in 75</td>
</tr>
</tbody>
</table>

KICKER is a spiel game which means that it is a partner to another game. Currently, a KICKER number is printed on every Mega Millions ticket.

- Players must place a Mega Millions bet to play KICKER.
- The KICKER game is a draw of six digits.
- To be eligible to win, the player must say “yes” to the KICKER while placing a Mega Millions wager, and pay the total of both the Mega Millions wager(s) and the KICKER wager.
- All KICKER bets are $1.
- Every Mega Millions ticket produced contains a printed six-digit KICKER bet number. There is only one KICKER number per Mega Millions bet ticket (no matter how many wagers appear on the bet ticket).
- Bet cards enable play of one KICKER per card for $1 when one drawing is chosen, or up to ten KICKER plays for $10, when multiple draws are chosen.
- All KICKER bets are randomly generated by the Lottery’s central computer system.

<table>
<thead>
<tr>
<th>MATCH</th>
<th>WIN</th>
<th>ODDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 of 6</td>
<td>$100,000</td>
<td>1 in 1,000,000</td>
</tr>
<tr>
<td>5 of 6</td>
<td>$5,000</td>
<td>1 in 111,111</td>
</tr>
<tr>
<td>4 of 6</td>
<td>$1,000</td>
<td>1 in 11,111</td>
</tr>
<tr>
<td>3 of 6</td>
<td>$100</td>
<td>1 in 1,111</td>
</tr>
<tr>
<td>2 of 6</td>
<td>$10</td>
<td>1 in 111</td>
</tr>
<tr>
<td>1 of 6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0 of 6</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6.8
KENO follows a pool style of play. Lottery terminals are managed by a central computer system, and KENO tickets are generated through our onsite lottery terminal.

- KENO offers an 80-number pool (01-80).
- KENO players may choose as few as 1 or as many as 10 numbers (also called spots).
- Players select their numbers with a bet card or by requesting the Auto Pick option. Players then place their wager with the retailer, who processes it through a single terminal at the establishment.
- The Lottery select 20 numbers for each drawing using a random number generator.
- Results are displayed uniformly across Ohio on dedicated monitors installed in your bar, restaurant, or club.
- KENO drawings are held every four minutes.
- Bonuses for cashing winning tickets are given to retailers.
- Sales and cashing are active 24 hours a day. The first drawing takes place at 11:04 a.m.

<table>
<thead>
<tr>
<th>10 SPOT GAME</th>
<th>9 SPOT GAME</th>
<th>8 SPOT GAME</th>
<th>7 SPOT GAME</th>
<th>6 SPOT GAME</th>
<th>5 SPOT GAME</th>
<th>4 SPOT GAME</th>
<th>3 SPOT GAME</th>
<th>2 SPOT GAME</th>
<th>1 SPOT GAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Match</td>
<td>Prize</td>
<td>Match</td>
<td>Prize</td>
<td>Match</td>
<td>Prize</td>
<td>Match</td>
<td>Prize</td>
<td>Match</td>
<td>Prize</td>
</tr>
<tr>
<td>10</td>
<td>$100,000</td>
<td>9</td>
<td>$25,000</td>
<td>8</td>
<td>$10,000</td>
<td>7</td>
<td>$2,000</td>
<td>6</td>
<td>$200</td>
</tr>
<tr>
<td>9</td>
<td>$5,000</td>
<td>8</td>
<td>$2,000</td>
<td>7</td>
<td>$300</td>
<td>6</td>
<td>$50</td>
<td>5</td>
<td>$15</td>
</tr>
<tr>
<td>8</td>
<td>$500</td>
<td>7</td>
<td>$100</td>
<td>6</td>
<td>$20</td>
<td>5</td>
<td>$5</td>
<td>4</td>
<td>$2</td>
</tr>
<tr>
<td>7</td>
<td>$10</td>
<td>6</td>
<td>$2</td>
<td>5</td>
<td>$2</td>
<td>4</td>
<td>$2</td>
<td>Odds: 1 in 9.77</td>
<td>Odds: 1 in 6.36</td>
</tr>
<tr>
<td>6</td>
<td>$5</td>
<td>5</td>
<td>$1</td>
<td>4</td>
<td>$1</td>
<td>3</td>
<td>$1</td>
<td>Odds: 1 in 6.36</td>
<td>Odds: 1 in 16.63</td>
</tr>
<tr>
<td>5</td>
<td>$2</td>
<td>4</td>
<td>$2</td>
<td>3</td>
<td>$2</td>
<td>2</td>
<td>$2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
HOW TO PLAY KENO BOOSTER

- BOOSTER is a spiel game which means that it is a partner to another game.
- Players must place a Keno bet to play BOOSTER.
- The BOOSTER cost a $1.00 more for each $1.00 wagered, doubling the cost of a regular KENO wager. 
  BOOSTER increases the amount players can win by the ‘BOOSTER’ number drawn in the respective 
  drawing (1, 2, 3, 4, 5, or 10). All BOOSTER bets are randomly generated by the Lottery’s central computer 
  system. The BOOSTER number is selected after the 20 KENO numbers.
- To be eligible to win, the player must say “yes” to the BOOSTER while placing a Keno wager, and pay the 
  total of both the Keno wager(s) and the BOOSTER wager.
- If the player purchases the BOOSTER, the ticket will have BOOSTER - YES. If the player does not purchase 
  the BOOSTER, the Ticket will have BOOSTER - NO.
- Bet cards enable play of BOOSTER for a cost of $1 more for each $1.00 wagered.

<table>
<thead>
<tr>
<th>BOOSTER</th>
<th>ODDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>10X</td>
<td>1 in 80</td>
</tr>
<tr>
<td>5X</td>
<td>1 in 27</td>
</tr>
<tr>
<td>4X</td>
<td>1 in 16</td>
</tr>
<tr>
<td>3X</td>
<td>1 in 16</td>
</tr>
<tr>
<td>2X</td>
<td>1 in 2.5</td>
</tr>
<tr>
<td>1X</td>
<td>1 in 2.3</td>
</tr>
<tr>
<td>Odds:</td>
<td>1 in 1.74</td>
</tr>
</tbody>
</table>

**EXAMPLE:** Player wagers $5 on a 6-spot play. Player requests Booster thereby adding $5 to the original wager. 
Total cost of wager + Booster is now $10.

Lottery draws the Booster number and it turns out to be “5”. Player matches 6-spot wager and wins the top prize 
of $1,100. BUT, since the player also wagered the Booster and the Booster number is 5, his prize winnings are multiplied by 5 for total prize winnings of $5,500!
HOW TO PLAY

- Jackpots start at $20 Million.
- Each wager costs $1.00.
- Select 5 numbers from 1 - 59 and 1 number from a second pool of 39.
- Select your own numbers using a Powerball bet card or ask for the Auto-Pick.
- The Play It Again barcode located at the top of the ticket can be used to duplicate the wager without using a bet card. Just present the ticket to the retailer and ask for “Play It Again.”
- Powerball wagers are valid for the next scheduled drawing.
- Players have the option to play the same numbers for up to 10 consecutive drawings.
- Bets cards must be checked thoroughly prior to submission. Once a ticket is printed, it cannot be cancelled. All sales are final.
- Drawings take place every Wednesday and Saturday at approximately 11:00 p.m. EST.
- Winning numbers information is available from retailers, the Ohio Lottery toll free winning numbers hotline at 1-800-589-6446, at www.ohiolottery.com or www.powerball.com

POWERPLAY

Power Play is a special feature that allows a winner to multiply the original prize amount. Powerball players can multiply their Powerball prizes by 2, 3, 4 or 5 times (does not include the jackpot or the Match 5 bonus prize).

The Match 5 prize with Power Play option will always be multiplied 5X’s for $1 million cash. Note that any set prizes or Power Play prizes, including the Match 5+0 prize, may be reduced if wins exceed the available prize fund. The Power Play multiplier number is picked at random before each draw. Players must choose the Power Play option when they buy their Powerball ticket to be eligible for the Power Play prizes. The selection of the Power Play option costs an additional $1.00 for every $1.00 wagered.

<table>
<thead>
<tr>
<th>MATCH</th>
<th>PRIZE</th>
<th>ODDS</th>
<th>POWERPLAY X 2</th>
<th>POWERPLAY X 3</th>
<th>POWERPLAY X 4</th>
<th>POWERPLAY X 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 + Powerball</td>
<td>Jackpot</td>
<td>1 in 195,249,054.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>$200,000</td>
<td>1 in 5,138,133.00</td>
<td>$1,000,000*</td>
<td>$1,000,000*</td>
<td>$1,000,000*</td>
<td>$1,000,000*</td>
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<tr>
<td>4 + Powerball</td>
<td>$10,000</td>
<td>1 in 723,144.64</td>
<td>$20,000</td>
<td>$30,000</td>
<td>$40,000</td>
<td>$50,000</td>
</tr>
<tr>
<td>4</td>
<td>$100</td>
<td>1 in 19,030.12</td>
<td>$200</td>
<td>$300</td>
<td>$400</td>
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<tr>
<td>3 + Powerball</td>
<td>$100</td>
<td>1 in 13,644.24</td>
<td>$200</td>
<td>$300</td>
<td>$400</td>
<td>$500</td>
</tr>
<tr>
<td>3</td>
<td>$7</td>
<td>1 in 359.06</td>
<td>$14</td>
<td>$21</td>
<td>$28</td>
<td>$35</td>
</tr>
<tr>
<td>2 + Powerball</td>
<td>$7</td>
<td>1 in 787.17</td>
<td>$14</td>
<td>$21</td>
<td>$28</td>
<td>$35</td>
</tr>
<tr>
<td>1 + Powerball</td>
<td>$4</td>
<td>1 in 123.48</td>
<td>$8</td>
<td>$12</td>
<td>$16</td>
<td>$20</td>
</tr>
<tr>
<td>Powerball</td>
<td>$3</td>
<td>1 in 61.74</td>
<td>$6</td>
<td>$9</td>
<td>$12</td>
<td>$15</td>
</tr>
</tbody>
</table>
Powering The Terminal On and Off

POWER ON AND INITIALIZATION PROCESS

- Press the [ON] button to power on the terminal. Each time you power on your terminal, an initialization procedure is performed.
- During the initialization process, the Initialization screen displays.
- The MicroLot power switch is located on the back of the terminal, bottom-right corner.

A series of diagnostic self-tests are performed on all peripheral devices, and the results are displayed on the Initialization screen. If there is an error, the message “FAILED” displays beside the icon for the peripheral.

THE PERIPHERAL DEVICES TESTED ARE:

- Terminal
- Printer
- Scanner
- Bar code Reader
- Communications
- Customer Display Unit (CDU)
- Check-a-Ticket (CAT)
- LED/PAD (Starlight/Player Advertising Display)

If a peripheral fails, touch the highlighted icon for information. To continue, touch the [CANCEL] icon.

POWER OFF PROCEDURE

Before you power off your terminal, you must first shut it down.

- From the Admin Menu, touch the [UTILITIES] icon.
- From the Utilities Menu, touch the [SHUT DOWN TERMINAL] icon. A confirmation message displays.
- Touch the [OK] icon to complete the shutdown process.
Signing On and Off

SIGNING ON THE TERMINAL:
- From the Admin Menu, touch the [SIGN ON/OFF] icon.
- Enter your retailer ID in the pop up.
- Then enter your pass code in the pop-up window.
- You will see “Sign On Successful - Welcome to the Ohio Lottery.” Touch the [OK] icon. The game menu will display.

SIGNING OFF THE TERMINAL:
- Return to the Admin Menu and touch the [SIGN ON/OFF] icon.
- When the confirmation message displays, touch the [OK] icon. A second screen will appear to confirm that you have successfully signed off:
Messages

If a message is sent to your terminal after you have signed on, the [MESSAGES] icon located on the Admin Menu will flash, and the [ADMIN] icon on the games menu will turn GREEN or RED.

Messages from the Lottery are designated as either STANDARD or MANDATORY.

- If the message is STANDARD, the icon will flash GREEN and the message can be viewed at any time.
- If the message is MANDATORY the icon will flash RED and all other functions will be disabled until the message is viewed.

The messages are listed in order of arrival, with the most recent message at the top of the list. The terminal will store all messages sent to you by the Lottery for one week.

TO VIEW OR PRINT A MESSAGE:

- Touch the [MESSAGES] icon.
- Touch the message on the Messages screen to highlight it.

Once a message is highlighted, touch the [PRINT] icon for a hard copy of the message or touch the [DELETE] icon to delete it.

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.
Getting Help

Online help is available from the Admin Menu screen. Touch the [HELP] icon to display the Lottery Terminal Help Contents screen.

Lottery Terminal Help Contents
1. User Features
   Signing on/off; Messages; Phone Numbers; Using Help
2. Menus
   Game Menu; Admin Menu
3. Selling Online Tickets and Auto Pick
   Games; Bet Card; Manual Entry; Auto Pick
4. Instant Ticket Functions
   Receiving; Activating and Settling Instant Tickets; Reports
5. Redeeming Coupons
   Bar-coded Coupons; Numbered Coupons
6. Paying Online and Instant Tickets
   Scanning; Manual Validation; Old Online Tickets
7. Reports
   Winning Numbers; Game Results; Jackpot; Financial Reports
8. Utilities
   Troubleshooting; Training Mode; Volume Control
9. Changing Paper

• Touch the [MAIN] icon on any screen to return to the Lottery Terminal Help Contents Menu.
• Touch the [EXIT] icon to exit back to the Admin Menu.

You can read the help topic displayed or select another topic by touching the related topic number button. Touch the [PREVIOUS] icon or the [NEXT] icon to go to other help screens. Individual game screens also contain links to Help Contents.
Training Mode

While in training mode, you can practice selling, validating, viewing and printing reports. The background color for the training mode screen will be green and there will be a diagonal watermark on all training mode screens that says ‘TRAINING’. Any receipts, tickets or reports that are produced are printed with the message “TRAINING – NOT FOR SALE.”

TO ACCESS TRAINING MODE:

- From the Admin Menu, touch the [UTILITIES] icon. The Utilities Menu will display.
- From the Utilities Menu, touch the [TRAINING MODE] icon.

The Training Mode window displays asking if you want to START training mode. Touch the [OK] icon to start training mode, or the [CANCEL] icon to return to the Utilities Menu.

Once you touch [OK] you will have to sign in using your user (retailer) ID and then the four digit training pass code of 9999.

TO EXIT TRAINING MODE:

- From the Admin Menu, touch the [UTILITIES] icon, then touch the [TRAINING MODE] icon.
- The Training Mode window displays asking if you want to stop training mode.
- Touch the [OK] icon to exit training mode or the [CANCEL] icon to continue in training mode.
- After ten minutes of inactivity the training mode will turn off by itself.

Exiting training mode logs you out of the system. To return to live mode, it is necessary to repeat the sign-on process.
Game Menu

GAME MENU OPTIONS
The Game Menu contains links to all Online games, a link to the Admin Menu and a link to the Instant Games Menu. It also contains the Monitoring Container, which displays the status of hardware.
The Admin Menu contains links to general functions settings, links to reports and links to reprints.
Selling Online Games

USING BET CARDS

- Insert the completed bet card into the scanner. Make sure the front (marked) side of the bet card is facing you. The bet card will exit from the bottom of the scanner into the stacker tray, which can hold up to 30 bet cards. Slide the stacker tray out to open it.
- The terminal will read the bet card and print a ticket showing the plays and numbers the customer selected.
- If a confirmation level has been set, a confirmation screen will appear. Touch the [YES] icon or the [NO] icon.

CORRECTING A BET CARD

If a bet card has errors:

- An error message will appear stating the problem.
- You can return the bet card to the customer to correct and then reinsert it into the scanner. Touch the [EDIT] icon to correct the problem on the screen or the [DISCARD] icon to erase the entire wager.
- If too few numbers are selected, touch the number(s) the customer wishes to choose.
- If too many numbers are selected, touch the number(s) the customer wishes to delete.
- When all the corrections have been made, touch the [SEND] icon.
- If a confirmation level has been set, a confirmation screen will appear. Touch the [YES] icon or the [NO] icon.
Manually Entering Games

Individual game screens are accessed from the Game Menu. Touch the desired game logo button to display the screen.

**PICK 3**

- Touch the [Pick 3] icon from the Game Menu screen.
- Touch the wager amount - $.50 or $1.00.
- Touch the [NUMBER OF DRAWS] icon to select from 1-14 draws.
- Touch the [MID/EVE] icon to choose from mid-day, evening, next draw or next two draws.
- Touch the [REPEAT TICKETS] icon to duplicate the wager up to nine times.
- Select the three (3) numbers to be played.
- Touch the [NEXT BET] icon to add bets or touch a letter at the top of the screen.
- Repeat the steps for all plays.
- Touch the [SEND] icon to complete the transaction.

*Touching the [ALL] icon allows you to apply bet type and wager changes to all plays at once. Otherwise each play can be bet and wagered differently.*
PICK 4

- Touch the [PICK 4] icon from the Game Menu.
- Touch the wager amount - $.50 or $1.00.
- Touch the [NUMBER OF DRAWS] icon to select from 1-14 draws.
- Touch the [MID/EVE] icon to choose from mid-day, evening, next draw or next two draws.
- Touch the [REPEAT TICKETS] icon to duplicate the wager up to nine additional times.
- Select the four (4) numbers to be played.
- Touch the [NEXT BET] icon to add bets or touch a letter at the top of the screen.
- Repeat the steps for all plays.
- Touch the [SEND] icon to complete the transaction.

*Touching the [ALL] icon allows you to apply bet type and wager changes to all plays at once. Otherwise, each play can be bet and wagered differently.
ROLLING CASH 5

- Touch the [ROLLING CASH 5] icon from Game Menu.
- Choose the number of draws for that play.
- Select the five (5) numbers to be played. After the numbers are chosen you will automatically move on to the next play.
- If more plays are requested, repeat the above steps
- Touch the [SEND] icon to complete the transaction.
TEN-OH!

- Touch the [TEN-OH!] icon from the Game Menu.
- Pick the number of draws by touching the [NUMBER OF DRAWS] icon. This will activate a pop-up window with the available number of draws.

After picking the number of draws you will return to the main Ten-OH! screen.
- Choose the ten (10) numbers to be played. After the numbers are selected the screen will automatically move on to the next play.
- If another play is requested perform the above steps for each play.
- Touch the [SEND] icon to complete the transaction.
CLASSIC LOTTO

- Touch the [CLASSIC LOTTO] icon from the Game Menu.
- Choose the number of draws for that play.
- Select the six (6) balls to be played. After the balls are chosen the screen will automatically advance to the next play.
- If additional plays are requested repeat the above steps for each play.
- When all plays are finished, hit the [SEND] icon to complete the transaction.
MEGA MILLIONS

- From the Game Menu touch the [MEGA MILLIONS] icon to bring up the manual entry window.
- From the Mega Millions screen touch the 5 white balls to be played or touch the [AUTO PICK] icon.
- On the Mega Ball screen, touch the desired mega ball number or touch the [AUTO PICK] icon.
- To change the number of draws, touch the [NUMBER OF DRAWS] icon and select a different number.
- To select another play touch the appropriate icon [A, B, C, D and/or E].
- Touch the [SEND] icon to finish the transaction.

REMEMBER: MEGA MILLIONS WAGERS CANNOT BE CANCELLED.

KICKER

- To place a KICKER wager touch the [YES] icon under KICKER. The [YES] icon button will turn green.
- If no KICKER is selected when the [SEND] icon is hit, a pop-up window will appear asking if you would like to add a KICKER wager. This screen displays the wager total with KICKER and without.
**POWERBALL**

- Touch the [POWERBALL] icon from the Game Menu.
- Up to 10 plays can be chosen via the icons A-J. Once numbers are selected the terminal automatically advances to the next play, from A to B, C, D etc.
- On the first screen choose 5 numbers from 1 to 59.
- Once the numbers are chosen the screen advances to the Powerball selection.
- Once the Powerball is selected the terminal advances to next play (B, C, D to J)
- On either the White Numbers screen or the Powerball screen you can choose the [Number of Draws] button and a pop up screen will allow you to choose from 1 to 10 draws. The default is 1 for Number of Draws.
- Touch [SEND] to submit the numbers and print ticket.
- Once ticket is printed, it can not be cancelled.
- Drawings are held Wednesday and Saturday evenings 10:59pm E.S.T. Tickets can be issued up until 10:00pm

**POWER PLAY**

- Power Play is played in conjunction with Powerball. It allows a winner to multiply the original Powerball prize amount. If player wishes to participate they can request Power Play when their Powerball wager is placed. Adding Power Play adds $1 per wager per play.
- On either the White Numbers screen or the Powerball screen you can choose the [Yes or No] button to add or not add the Power Play option to the wager. The default is No.
- If Power Play is not chosen a screen will pop up asking “Do you want to add Power Play? The Yes and No buttons will include the price with or without the Power Play option.
- After choosing [Yes] the [SEND] button must be pressed to place the wager.
- If left at the [No] default or choosing [No] a pop-up screen will ask if you want to add a Power Play. Choosing either option, Yes or No will then send the ticket and print.
KENO

- Touch the [KENO] icon from the Game Menu.
- Choose from 1 to 10 Spots (numbers to match) out of eighty.
- Choose the amount to wager $1, $2, $3, $4, $5, $10, $20.
- Choose the number of Draws from 1 to 20.
- Choose the number of Tickets from 1 to 10.
- Once options are selected hit the [send] icon to complete the transaction.
- The terminal does not support manual entry of KENO numbers but will produce auto-picked numbers for the given number of spots. To select numbers a bet slip can be used to pick either all or some of the numbers. Numbers can be selected on the MP (Multi-Play) walk up stations.
- Drawings are held daily every four minutes from 11:04am to 2:28am.

KENO BOOSTER

- When placing a KENO wager the Booster wager can be added by touching YES for Booster. NO is the default.
- Playing Booster doubles the cost of the regular KENO wager. The Booster increases the amount players can win by the multiplier number picked, either 1, 2, 3, 4, 5, or 10.
Selling Online Games

**AUTO PICK**
- From the Game Menu, touch the [AUTO PICK] icon next to game icon. The associated Auto Pick window for that game displays.
- Using the keypad, touch the number of Auto Pick plays for that game, and select any other game options available for that game (number of plays, number of draws, desired amount). Touch the [SEND] icon to complete the play and close the window.

**ONE TOUCH OPTIONS**
One-touch buttons are available for frequently purchased combinations.
- Touch the appropriate AP icon next to the game to be played.
- The wagers range per game and are based on the number of plays associated with each button.
By touching one of the [ONE TOUCH AP] icons a ticket will be printed for the next available draw.
PLAYS PREVIEW OPTION

All of the current customer’s transactions are shown on the Plays Preview screen, which allows up to 100 different wagers to be played and viewed at the same time.

The screen shows you the following information in the transaction grid:

GAMES - The name of the game purchased.
PLAYS - The number of plays selected on each ticket.
TRANS - The type of transaction, which includes a manual entry or a bet card entry ticket.
COST – The cost of each transaction.

- Touch the [PLAYS PREVIEW] icon from the Admin Menu.
- While in Plays Preview mode, touch the [ADD PLAY] icon to return to the Game Menu.
- After each game selection, touch the [SEND] icon to return to the Plays Preview screen.
- To modify a wager, highlight the wager you wish to change in the Plays Preview box, touch the [EDIT PLAY] icon to go to the game screen and make changes or the [PLAY] icon to remove the wager altogether. Then touch the [SEND] icon to complete the transaction.
- When all plays are ready to send, touch the [ACCEPT] icon to finish the transaction and print the wagers.
- Touching the [EXIT] icon will cancel all plays and return you to the Admin Menu.

Touching a transaction in the list displays the type of play (such as Auto Pick), any game options, the name of the game, the draw number for which the ticket is valid, and the purchase price of the ticket.
Cashing Lottery Tickets

SCANNING A TICKET USING THE READER
The scanner will only accept a ticket for validation on the main gaming screen or the administration menu screen.

- Place the ticket under the bar code reader, making sure the ticket is face up so that the laser light can scan the bar code, on the bottom of the ticket.
- The Cash screen displays the results.
- Or, insert the ticket, face up, into the terminal scanner.

The terminal is set with a cash confirmation level of $50. To change this amount, see Utilities Menu.
If the ticket is a winner and has a prize value less than or equal to $50, the terminal will automatically send the cash request to the central system for processing and print a winner receipt.
If the ticket has a prize value of greater than $50, a pop-up window will ask you if you want to proceed.
Tell the customer the prize amount and give them one copy of the cashing receipt. Do not return the ticket to the customer.
MANUALLY CASHING A TICKET

- If the ticket cannot be read by the bar code reader, it may be necessary to manually enter the information on the ticket in order to validate it.
- From the Admin Menu, touch the [MANUAL CASH] icon.

The Cash window displays.
- Touch the [ONLINE] icon the [OLD ONLINE] icon (If the ticket was sold before July 1st, 2009) or the [INSTANT] icon before you enter the Cash window keypad and enter the bar code numbers on the bottom of the ticket.
- If you make a mistake entering the numbers, use the arrow key to backspace and erase one number at a time, or touch the [CLR] icon to delete all numbers entered.
- When all the numbers are entered, the prize result appears in the Cash Results box.

If the prize is under $50, cashing receipt prints automatically.

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.
Financial Reports

Links to the financial reports are found on the Admin Menu.

- From the Admin Menu, touch the [FINANCIAL REPORTS] icon to access transaction information.

or;

- Touch the [MANAGER REPORTS] icon to access invoice information. Manager reports require sign-in using the retailer number (0 followed by the 5-digit retailer number) and the retailer’s four-digit pass code.

Each icon in the window represents an operation. Touch the corresponding button in order to activate a procedure. Touch the [EXIT] icon to exit the Financial Reports Menu and return to the Admin Menu.

The terminal can retrieve various Online games financial reports from LOTOS. The reports will go back 52 weeks. Touch the [FINANCIAL REPORTS] icon on the Admin Menu.
TO VIEW A REPORT

- Touch the icon that corresponds to the report. The day-of-the-week weekly and week-to-date icons will activate.
- Touch the day you wish to view the report information. The Preview Panel window displays.
- Use the up and down scroll arrow icons to view additional report information.
- Touch the [PRINT] icon to produce a hard copy of the report.
- Touch the [EXIT] icon to return to the Financial Reports Menu.
Types of Reports

GENERAL FINANCIAL REPORTS

SALES REPORT
Shows Lottery sales by game, and includes coupons, promotional tickets and other discounts for the selected day.

CASHES REPORT
Shows the total amount of all prizes that were paid for the selected day.

COUPON REPORT
Shows the number of Lottery tickets, Coupon Number and total value that were produced as a result of a coupon.

MANAGEMENT REPORTS
Manager must sign in first under Manager Reports on the Admin Menu.

SUMMARY REPORT
Summary total of all transactions, adjustments, settlements and commissions for the selected day.

COMMISSION REPORT
Shows the commission earned, by game, for the selected day.

FINANCIAL ADJUSTMENTS REPORT
Shows all credit or debit adjustments posted to your account during the previous statement period.

PREVIOUS WEEKLY INVOICE
Prompts you to choose a date from a calendar which will show all Lottery activity from the selected date/week. Statement may be retrieved for up to 52 weeks previous.

CURRENT WEEKLY INVOICE
Shows all Lottery activity from the previous week.
Winning Numbers and Jackpots

From the Admin Menu, touch the [WINNING #S & JACKPOT] icon.

WINNING NUMBERS REPORTS

Touch the corresponding game icon for which you’d like to see the last 10 winning numbers. Touch the [SEARCH] icon to select a time frame and display the draws within the selected dates. For Keno searches, select the draw number. Touch the [JACKPOTS] icon to generate a report showing the next draw date and estimated jackpot for each game.

Touch the [LAST DRAW ALL ONLINE GAMES] icon to print a report that lists the winning numbers from the LAST DRAW for all Online games.

Touch the [YESTERDAY’S DRAW ALL ONLINE GAMES] icon to generate all results for the previous day. If a game did not draw on that previous day, it will not be listed here.
REPORTS USING SEARCH ICON

You can also select the game button with the SEARCH option and search for game results by draw date for any previous drawing that is still valid (180 days).

- Touch the [SEARCH] icon for the desired game.
- The Enter Draw Date screen displays.
- Use the scroll arrows in the MONTH area to select the desired month.
- Use the scroll arrows in the YEAR area to select the desired year.
- The CALENDAR will dynamically update with correct dates for the selected month and year.
- Touch the [DATE] icon in the CALENDAR area to select specific draw dates.
- Touch the [OK] icon to display the Preview Panel screen from which you can print the report.
Utilities

ACCESSING THE UTILITIES MENU

The Utilities Menu gives you access to Troubleshooting; Controls and Information; and confirmation amounts. To view the Utilities Menu, touch the [UTILITIES] icon on the Admin Menu.

TROUBLESHOOTING

The Troubleshooting area of the Utilities Menu allows you to send an alarm message from the terminal to the central system and the hotline. The alarm message is related to the peripheral devices icon, which displays in RED when there is a problem with that device. An error message prints in the help desk area in response to the alarm and a hotline operator will follow up with a phone call to resolve the problem.

SOFTWARE VERSION

Touching the [SOFTWARE VERSION] icon displays an Information pop-up window that shows the version number of the software currently loaded in the terminal.

TRAINING MODE

When you touch the [TRAINING MODE] icon, the terminal switches from ‘live’ to ‘training’ mode. The background color of the screen changes to GREEN and there will be a diagonal watermark on all training mode screens that says ‘TRAINING’ to indicate that the terminal is no longer sending transactions to the Central System. See TRAINING MODE instructions.
VOLUME CONTROL

When you touch the [VOLUME CONTROL] icon, a Volume Control window displays from which you can touch the [ - ] icon or the [ + ] icon to lower or raise the volume of the terminal tones.

Touch the [TEST] icon to emit a sample tone at the selected volume. When you have set the volume to the level you would like, touch the [EXIT] icon on the Volume Control window to set the volume and close the window. The volume can be lowered, but not turned off.

TERMINAL SHUTDOWN

If it becomes necessary to power off your Lottery terminal, you must perform a terminal shutdown before turning the power off.

WARNING: NEVER POWER OFF OR DISCONNECT POWER FROM YOUR LOTTERY TERMINAL WITHOUT FIRST FOLLOWING THE PROPER SHUTDOWN PROCEDURES

STORE MANAGER UTILITIES

You can change your default settings for selling and cashing confirmation screens in Store Manager Utilities. Store Manager Utilities can also be used to set clerk and manager passcodes.

Any wager or cash greater than this amount will trigger a pop-up confirmation screen. Touch the [YES] icon or the [NO] icon.

- The Mega Millions confirmation level is defaulted to $21.
- The Powerball confirmation level is defaulted to $21.
- The KENO confirmation screen is defaulted to $21.
- The Cash confirmation screen is defaulted to $50.
Telephone Numbers

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

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**Important Telephone Numbers**

**Intralot Hotline:** 1-866-710-2462 (24/7)
- For terminal-related assistance
- To report terminal problems

**OLC Customer Service (toll free):** 1-800-686-4208
(8:30 a.m. to 6:30 p.m. Monday - Friday)
(8:00 a.m. to 5:00 p.m. Saturday)

**Lottery Security:** 1-216-774-5757
(5:45 a.m. to 12:00 a.m. Monday - Friday)
(8:00 a.m. to 8:00 p.m. Saturday)

**Player Hotline:** 1-800-589-6446 (24/7)

www.ohiolottery.com
Instant Games Function

From the Game Menu, touch the [INSTANT GAMES] icon. The Instant Menu is divided into Book Functions, Reports and Manager functions.

**CONFIRM ORDER**

To confirm an Instant order, touch the [CONFIRM ORDER] icon from the Book Functions Group on the Instant Menu. Use the the bar code reader on the shipment manifest bar code, or use the keypad to manually enter the order number. If the manifest is unreadable, you may also touch the [USE GAME/BOOK #] icon to manually enter a book number.

**AUTO ACTIVATE**

To auto activate a previous Auto-Deactivation, touch the [AUTO ACTIVATE] icon from the Book Functions Group on the Instant Menu.

This will automatically re-activate any currently deactivated books/ tickets. To initiate Auto Activate, touch the [AUTO ACTIVATE] icon.

**AUTO DEACTIVATE**

To Auto Deactivate all active books, touch the [AUTO DEACTIVATE] icon from the Book Functions Group on the Instant Menu.

All active books will appear along with assumed ending ticket numbers. The list of active books consists of all of the books that were active at the previous auto-activation plus any books that were activated since the last auto-activation minus any books that were deactivated, marked sold (settled) or returned since the last auto-activation.

Scan the starting number for each book. If needed, use the arrow keys to scroll to ending ticket number to override value. If the book is being sold from the back, touch the [BOOK REVERSED] icon before the ending card of the book is scanned. The display will update the end number instead of the start number after the [BOOK REVERSED] icon is touched.
When all books are scanned, touch the [DEACTIVATE] icon. Only the range of tickets being scanned for each book is deactivated. Any tickets outside the scanned range will still be active.

**ACTIVATE**

To activate an Instant book, touch the [ACTIVATE] icon from the Book Functions Group. The Book Activation screen displays.

Scan the bar code or manually enter the Game/Book number. After scanning the bar code or entry of the last digit the terminal will automatically send the transaction to the central system for processing. A receipt will automatically print after processing is complete.

**DEACTIVATE**

To deactivate an individual book, touch the [DEACTIVATE] icon from the Book Functions Group on the Instant Menu.

Scan the first/lowest ticket in the book, and then scan the ending/highest ticket. Upon ending scan, scan another book or touch the [SEND] icon and the deactivate will be sent for that range of game/book/tickets. When successfully completed, a receipt will print.

If the book is being sold from the back, touch the [BOOK REVERSED] icon before the ending card of the book is scanned. The display will update the end number instead of the start number after the [BOOK REVERSED] icon is touched.

**SETTLEMENT**

Settlement is a manager function, after signing on select SETTLEMENT from the Store Manager Menu Utilities Screen. Scan barcode or manually enter the Game/Book number. After scanning the barcode or entry of the last digit the terminal will display a confirmation window asking if the retailer if he is sure he wants to settle that book. If YES is pressed on the confirmation screen, the terminal will send the book settlement transaction to the central system for processing.

**INSTANT REPORTS MENU**

To access all Instant Reports, touch the [INSTANT REPORT MENU] icon from the Instant menu. Daily reports are available back to 180 days. Weekly Reports are available for 52 weeks.

For reports where date selection is required, select a date from the calendar screen. All reports are displayed in a preview screen. Touch the [PRINT] icon to print the report, or the [EXIT] icon to return to the Instant Menu.
The Inventory Detail Report gives details on current inventory, however, settled books will only appear during the accounting week in which they were settled, settled books are removed from the report after that.

The Aging Settlement report shows how many days are left on a book before it will automatically settle (marked as sold and charged to retailer).

**Changing Paper - HEE Terminal**

- Lift up on the release lever located on the right corner of the printer to pop open the interior lid.
- Remove the old roll of ticket stock.
- Place a new roll into the paper housing area, making sure the leading edge of the paper feeds from the bottom of the roll.
- Unroll enough paper so that an inch or two of the paper edge protrudes out of the printer.
- Close the interior lid, making sure the lid locks into place. The printer automatically feeds and cuts the paper, after the printer test.
- Close the outer lid.
Note: If the paper comes out blank, it has been loaded in the printer backwards.
Changing Paper (MicroLot)

- Push down on the release lever on the right side of the terminal lift up, the screen and top lid will open back. Remove old roll of ticket stock.

- Place a new roll into the paper housing area, making sure the leading edge of the paper feeds from the bottom of the roll.

- Unroll enough paper so that an inch or two of the paper edge protrudes out of the printer.
- Close the lid, making sure the lid locks into place with the paper coming out. The printer automatically feeds and cuts the paper.