



Ohio Lottery Commission

No:

LOT-SA-0002

Defective, Misprinted, Non-Conforming Ticket Policy
Office of Sales

Effective:
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Issued By:

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Director

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I. **Purpose**

To set forth requirements and procedures for the handling of defective, misprinted, or nonconforming draw-based game tickets, gaming terminal-generated tickets, and scratch-off tickets.

II. **Scope**

This policy applies to all Ohio Lottery Commission (the "Lottery") employees, vendors, Licensed Retailer Sales Agents ("Retailer" or "Retailers"). Lottery employees, vendors and Retailers will extend this policy to players in accordance with individual game rules or operating procedures applicable to the player.

III. **Policy**

A. **Procedures**

The following procedures will be utilized to streamline the reporting of defective, misprinted, or nonconforming tickets. They will also allow the proper divisions to quickly apply their expertise in correcting incidents of the same.

1. In the case of scratch-off tickets, sample books of each game are forwarded to the Scratch-Off Ticket Testing Vendor, as well as to the Scratch-Off Product Manager, to inspect each game for possible tickets that may be defective, misprinted, or nonconforming.

2. Misprinted tickets of all types and values should be forwarded to the Claims Department for handling and documentation.

B. Responsibilities

1. Claims Department

- a. The Claims Department will research the history of the ticket to determine if it was a winning ticket, subject to the discretion of the Director, generally:

i.i Scratch-Off Ticket

- (i) Ticket has no visible defect:
 1. If the ticket is determined to be a winner on its face, the customer should be paid the amount the face indicates.
 2. Forward the ticket to the Office of Legal Counsel so that it can be submitted to that Ticket Printing Vendor for reimbursement.
- (ii) Ticket has any visible defect (including, but not limited to, double cards, repeat numbers, or distorted prize awards, symbols, words, numbers, or other graphics):
 1. Forward the ticket to the Office of Investigations and Security for reconstruction, if needed. Security will return the reconstructed ticket to Claims.

- i.ii Forward the original misprinted ticket to the Scratch-Off Product Manager.

i.iii Gaming Terminal-Generated Ticket

- (i) The Claims department will forward the draw-based or gaming terminal-generated ticket to the Office of Information Technology for review.

2. Office of Information Technology

a. Draw-based or gaming terminal-generated ticket

i.i Ticket has no visible defect:

- (i) If the ticket is determined to be a winner on its face, the Office of Information Technology will advise the Claims Department that the customer should be paid the amount the face indicates.
- (ii) The ticket should then be forwarded to the Office of Legal Counsel so that it can be submitted to the Vendor for reimbursement.

i.ii Ticket has any visible defect (including, but not limited to, double cards, repeat numbers, or distorted prize awards, symbols, words, numbers, or other graphics):

- (i) The Office of Information Technology will reconstruct the ticket.
- (ii) Once reconstructed, the Office of Information Technology will determine if the ticket is a winner.
 1. If the ticket is determined to be a winner, the Office of Information Technology will advise the Claims Department that the customer should be paid the winning value.

- a. The ticket should then be forwarded to the Office of Legal Counsel so that it can be submitted to the Vendor for

reimbursement.

2. If the Office of Information Technology determines the ticket is not a winner, the Office of Information Technology will inform the Claims Department to notify the customer and close the matter.

- i.iii Determine whether specific action is recommended with regard to the draw or gaming terminal generated game.
 - (i) Request a written explanation from the Vendor regarding the extent of any problem.
 - (ii) Review Vendor explanation and determine why the problem occurred.
 - (iii) Establish preventative measures needed to be put in place to remedy the issue.
 - (iv) Forward a copy of the explanation and any preventative measures to the Office of Sales, the Office of Legal Counsel, the Office of Investigations and Security, and to any other party in need of such documentation.

3. Office of Investigations and Security

- a. Reconstruct Scratch-Off tickets.
- b. Return to the Claims Department to determine if the ticket is a winner.
- c. Review Ticket Printing Vendor explanations to determine if additional investigation is warranted.
- d. In the case of defective, misprinted or non-conforming scratch-off tickets, work with Regional Managers to calculate the number of affected tickets.

4. Scratch-Off Product Manager

- a. Request a written explanation from the Ticket Printing Vendor regarding the extent of any problem.
- b. Review Ticket Printing Vendor explanation and determine why the problem occurred.
- c. Establish preventative measures needed to be put in place to remedy the issue.
- d. Forward a copy of the explanation and preventative measures to the Office of Sales, the Office of Legal Counsel, the Office of Investigations and Security, and to any other party in need of such documentation.
- e. Product Manager will work in conjunction with the Office of Legal Counsel on determining liquidated damages assessment and review Ticket Printing Vendor explanation to determine if additional measures should be taken under the respective contract.

5. Director, his/her designee, or the Deputy Director of Sales

- a. If necessary, the Director, his/her designee, or the Deputy Director of Sales, will instruct the affected Regional Manager(s) to retrieve all scratch-off tickets from their Lottery Retailers, which have been identified as being defective, or having a misprint or nonconformity. If such retrieval of the

- tickets from the field is required, the Security Director shall also be notified.
- b. In the case of scratch-off tickets, the Ticket Warehouse and Distribution Vendor will also be notified so that they may stop delivery of the game in question. The Deputy Director of Sales, or his/ her designee, will contact the Regional Office Managers regarding the defective, misprinted or nonconforming ticket(s), to identify whether the problem is pervasive (i.e. statewide or regional), and in conjunction with the Office of Investigations and Security, will calculate the number of tickets affected. The value of the tickets affected will be forwarded to the Office of Legal Counsel for possible assessment of liquidated damages. Such damage figures will also be reviewed by the Deputy Director of Finance.

B. Consequences of Violation

A violation of any part of this policy may subject an employee to disciplinary action up to and including termination. All other parties involved remain subject to their individual agreements with the Lottery and any penalties for breach may be levied subject to those agreements and at the discretion of the Director.

IV. Authority

[Ohio Administrative Code Rule 3770:1-5-05](#)

V. Revision History

This Policy supersedes any previously issued Office of Sales policies conveying information relative to this subject matter.

Status	Date	Changes
First Issued	March 1, 2002	
Revised	April 2006	Content Changes
Revised	June 2009	Content Changes
Revised	September 14, 2016	Renumbered (Formerly:SA-06-02 A.2)
Revised	March 28, 2017	Content Changes
Revised	January 22, 2025	Content Changes and Format Changes