



Ohio Lottery Commission

Stolen or Destroyed Ticket Policy

Office of Investigations and Security


No:

LOT-SE-0001

Effective:

January 22, 2025

Issued By:

X 

Michelle B. Gillcrist

Director

Signed by: dff153cc-f0e8-49c3-928b-daf14b0da404

I. Purpose

This policy addresses the way the Licensed Retailer Sales Agent (“Retailer” or “Retailers”) will report stolen or destroyed tickets. The policy establishes both the Ohio Lottery Commission (“the Lottery”) and Retailer responsibilities for stolen or destroyed tickets.

II. Scope

This policy applies to all Lottery employees, Commissioners, Retailers and Vendors when applicable. ***Retailers will not be reimbursed for money stolen out of any Ticket Vending Machine (TVM) or cash register.***

III. Policy

A. Retailer Responsibilities

1. In accordance with Ohio Administrative Code (O.A.C.) § 3770-4-07, the Lottery Retailer is responsible for all tickets issued to them.
 - a. The Retailer is expected to maintain the inventory in a secure location.
2. When a Retailer is aware of missing, stolen or destroyed tickets, the Retailer will conduct an immediate inventory to assess the extent of the loss.
 - a. **Tickets missing from a full book:** Retailer must immediately deactivate the

remaining tickets within that book.

- b. **Full book or books of tickets are missing:** Retailer should attempt to identify the Game and Serial Number of the missing Books and then deactivate all scratch-off tickets sold over the counter at the end of the business day.

3. Reporting Missing, Stolen or Destroyed Tickets to the Lottery

- a. A Retailer must report within 24-hours of the incident, Retailers must report their inventory of missing, stolen or destroyed tickets and books with their Retailer number to their Lottery Regional Office.
- b. The Retailer will be unable to activate, deactivate or mark sold the book until the investigation has been completed and Retailer receives Lottery approval.
- c. If deactivated tickets remain in possession of the Retailer, remaining tickets of the book can be sold after the Retailer receives Lottery approval.
- d. The Retailer may activate other books of the same game by contacting the Office of Investigations and Security, through your Lottery Sales Representative, for assistance.

4. Retailer Reporting to the Police or Fire Department:

- a. File a report with the police or fire department concerning the missing, stolen or destroyed tickets within 24-hours of the incident. In the event that the responsible party is arrested, the Retailer is expected to assist with the prosecution of a criminal case. The Lottery Office of Investigations and Security will assist the Retailer, local law enforcement, and the prosecutor to prosecute the case as well.
- b. The Lottery Office of Investigations and Security must be provided with a copy of the Law Enforcement Report within 30 days of the Retailer receiving the report.
- c. The Director or his/her designee may determine whether reasonable exceptions to the 24-hour and 30- day reporting requirements should be granted.

B. Lottery Responsibilities

1. Lottery Sales Representative

- a. Upon receiving information of a missing or stolen ticket, a Lottery Sales Representative will visit the Retailer location to verify the inventory and to complete a Retailer Affidavit for Stolen/Destroyed Ticket(s) in the approved system.
- b. The Lottery Sales Representative will provide their report, including the Retailer Affidavit for Stolen/Destroyed Ticket(s) to the Office of Investigations and Security.

2. Office of Investigations and Security

- a. Will collect the necessary documentation and information from the Retailer.
- b. The Lottery Office of Security will assign an investigator to review the Affidavit and Law Enforcement reports.
- c. Upon completing the Stolen Ticket report, the Investigator will submit the report for approval to his supervisor. The supervisor will verify the report is accurate and complete.
- d. Contact the Retailer with the resolution or disposition.

C. Reimbursement for Missing, Stolen or Destroyed Tickets

1. Retailer reimbursement is subject to review and approval by the Lottery. The Retailer is not guaranteed reimbursement in all circumstances.
2. In accordance with O.A.C. § 3770-4-07, Retailers are financially responsible for all tickets issued to them. If the Lottery Office of Investigations and Security determines that the Retailer is not responsible, the Retailer may not be charged for missing, stolen or destroyed tickets.
3. When the investigation determines that a theft offense occurred, credit will be determined on a case-by-case basis. A Retailer may receive credit for missing, stolen or destroyed tickets when the following have been met:
 - a. The ticket(s) have not been cashed;
 - b. Tickets have been properly placed into an inquiry status before any cashing activity occurs.
4. Reasons why a Retailer may not receive credit for missing, stolen or destroyed tickets include, but are not limited to, the following:
 - a. Improper inventory of the original amount of alleged reported lost, stolen or destroyed tickets.
 - b. Incident occurred during non-business hours and the tickets were not deactivated.
 - c. 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.
 - d. A Retailer or his/her employee is involved in the alleged theft or destruction of the tickets.
 - e. A false report filed by a Retailer with the Lottery or police/fire department.
 - f. A Retailer or his/her employee is committing a false insurance claim.
 - g. Tickets reported lost, stolen or destroyed were cashed.
 - h. A Retailer has had 3 or more instances of lost, stolen or destroyed tickets within a 6-month period.
5. If the Lottery Office of Investigations and Security determines that the Retailer is responsible for missing, 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 missing books. Missing 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 missing, stolen or destroyed less the Retailer commission. If the Lottery Office of Investigations and Security determines that the Retailer is responsible for missing, 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.

D. 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

[O.A.C. § 3770-4-07](#)

[O.A.C. § 3770:1-5-05](#)

[Ohio Rev. Code § 3770.01](#)

[Ohio Rev. Code § 3770.02](#)

[Ohio Rev. Code § 3770.03](#)

[Ohio Rev. Code § 3770.04](#)

[Ohio Rev. Code § 3770.05](#)

[Ohio Rev. Code § 3770.06](#)

[Ohio Rev. Code § 3770.07](#)

[Ohio Rev. Code § 3770.08](#)

V. REVISION HISTORY

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

Status	Date	Changes
First Issued	June 2006	-

Revised	July 2009	Content Changes
Revised July	July 2015	Content Changes
Revised	May 24, 2016	Reviewed/Revised by Legal, content changes
Revised	August 24, 2016	Renumbered (Formally EXSE- 002-02 A.2)
Revised	January 22, 2025	Renamed (Formally LOT- SE-0001 Ticket Theft Policy). Formatting and Content Changes