



Ohio Lottery Commission

Ticket Sales Policy
Office of Sales

No:

LOT-SA-0005

Effective:

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Issued By:

X 

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Director

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I. **Purpose**

The purpose of this Policy is to enumerate the guidelines and regulations for the sale of Ohio Lottery Commission (the "Lottery") products.

II. **Scope**

This policy applies to all Licensed Retailer Sales Agent ("Retailer" or "Retailers").

III. **Policy**

Retailers are required to comply with the following Lottery guidelines regarding the sales of Lottery products. Failure to do so may result in the removal of Lottery products and/or terminals, the suspension of sales privileges, and/or the suspension and/or termination of issued licenses, in accordance with the Ohio Revised Code (ORC), the Ohio Administrative Code (OAC), and the terms and conditions of the Retailer's Sales Agent License.

A. **Procedures & Responsibilities**

1. **Location** - Lottery tickets are to be sold only at the Retailer's licensed location unless otherwise authorized by the Lottery, and subject to the discretion of the Director.
2. **Sales** - The Lottery must approve the terms of sale and payment, and Retailers must only sell tickets on such terms.
3. **Financial Responsibility** –

- a. The Retailer is responsible for maintaining adequate financial responsibility on all issued lottery products and equipment.
 - b. Proceeds from the sale of any book of Lottery tickets become due to the Lottery upon the occurrence of any of the following, whichever occurs first:
 - i. Whenever the book is “Marked Sold,” as described in the “Float” provision described below;
 - c. Upon the 65th day of activation, as described in the “Auto-Settlement” provision described below, when 95% of low-tier prize tickets are validated; or
 - d. Upon the closeout date of the game corresponding with that book. The Director or Designee may order that tickets not be issued to a Retailer who has failed to clear his/her account. Retailers who fail to make timely payment will be subject to the penalties as described in Retailer Payment Policy LOT-FI-0007.
- i. **Auto-Settlement**—The Gaming System will automatically process as sold books of tickets which reach the following thresholds:
 - 1. All books activated for 65 days will be automatically marked sold on the 65th day after the book’s initial activation.
 - b. There may be game-specific exceptions to this Policy at the Lottery’s discretion. Auto-Settlement does not affect the Retailer’s responsibility to “MARK-SOLD” any book that has been sold. The Lottery may also determine that a lot of tickets is to be “MARKED SOLD” when a minimal number of tickets remain unsold or when the redemption value of a book reaches 95%, whichever is less.
 - ii. **Float** – The Lottery requires Retailers to “MARK-SOLD” through the gaming terminal, any book of scratch-off tickets issued to them when the book has been sold and is no longer in the Retailer’s ticket inventory. Failure by a Retailer to “MARK-SOLD” any book of tickets, is considered “FLOAT,” which is a violation of Lottery policy.
 - iii. **Accessibility** – Retailers must use their best efforts to make tickets easily available and accessible to the public and to encourage their sale.
 - iv. **Equipment** – The Lottery will provide wager processing equipment to the Retailer. The Retailer is responsible for the security of that equipment.
 - v. **Marketing** – The Director will initiate marketing and promotional programs and will provide Retailers with such sales materials as deemed appropriate. Retailers must use all such materials in accordance with the instructions of the Lottery.
 - vi. **Wager Processing** – Each Retailer shall always serve any customer waiting in line before accepting any large block need to define block orders) orders for tickets. In this regard, Retailers may not accept mail orders, phone orders, or bulk delivery of orders. Retailers may not accept automated bet slips from any

customers playing Lottery gaming terminal-generated games. Retailers may only accept original Lottery bet slips that have been completed by hand or using the Lottery application with an official digital play slip or QR code.

- vii. **Security** – Each Retailer is responsible for maintaining security of Lottery products, equipment and the proceeds from the sale of Lottery products and must report any lost, stolen or destroyed instant tickets in accordance with LOT-SE-0001 Ticket Theft Policy and the Terms and Conditions as found in the Application for Ohio Lottery Commission Sales Agent License.

B. Prohibitions

Lottery Retailers are prohibited from:

- a. Selling Lottery products to minors (under the age of 18).
- b. Selling games or products not authorized by the Lottery.
- c. Selling games not authorized by the State of Ohio or permitting the sale of any illegal games.

C. Consequences of Violation

- 1. Retailers who fail to make timely payment will be subject to the penalties as described in Retailer Payment Policy LOT-FI-0007.
- 2. Lottery Retailers remain subject to their individual agreements with the Lottery and any penalties for breach of this policy may be levied subject to those agreements and at the discretion of the Director, including immediate license suspension and/or termination.

IV. Authority

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

[Ohio Administrative Code Rule 3770-4-02](#)

V. References¹

Retailer Payment Policy LOT-FI-0007

LOT-SE-0001 Ticket Theft Policy

LOT-SA-0006 Ticket Sales – Other Jurisdictions

Application for Ohio Lottery Commission Sales Agent License

¹ Retailers may find these resources at <https://www.ohiolottery.com/retailers/retailer-resources>

VI. **Revision History**

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

| Status | Date | Changes |
|---------------|------------------|---|
| First Issued | December 2012 | - |
| Revised | July 2015 | Content Changes |
| Revised | June 13, 2017 | Content Changes and Renumbered (Formerly: SA-06-01 A.3) |
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