

RETAILER OPERATING PROCEDURES MANUAL

Version 2.0, Rev. 2026

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OVERVIEW

Congratulations on becoming an Ohio Lottery Retailer Sales Agent ("Retailer")! Now that you are an active Retailer, you may have additional questions about processes, responsibilities and requirements. Please use this Retailer Operating Procedure Manual as a guide to assist with all things Lottery! While the manual is not all encompassing, it does provide general guidance, required procedures and most common issues you may encounter as a Retailer.

The Ohio Lottery Commission ("Lottery") is publishing this updated version of the Retailer Operating Procedures Manual to assist Retailers. Each Retailer holding a Lottery Retailer Sales License agrees to be bound by and will observe both the signed Terms and Conditions listed in their application, as well as all procedures and responsibilities detailed in this Retailer Operating Procedures Manual, and any other directives, rules, regulations and agreements made with the Lottery

OBJECTIVE

This Retailer Operating Procedures Manual should be used in conjunction with Lottery Training and information provided by your Lottery Sales Representative (LSR). By using this Retailer Operating Procedures Manual appropriately and implementing the proven sales strategies provided by the Lottery, as well as commission opportunities available, Retailer(s) will have success in their partnering with the Lottery.

SECTION 1 – TELEPHONE NUMBERS

Phone Directory: To access a phone directory on the Photon: Push the "**Utilities option**," at the top of the Photon screen. Touch "**phone numbers**" which are in the 2nd row, 1st button on the left. The telephone number window displays with contact information for Retailer(s) and players.

Contact	Phone Number	Hours
Intralot Hotline	1-866-710-2462	24/7
Lottery Customer Service	1-800-686-4208	M-F 8:00am to 5:00pm
Lottery Security	(216) 774-5757	M-F 7:30am to 5:00pm
Problem Gambling Helpline	1-800-589-9966	24/7
Retailer Accounts	(216) 774-5694	M-F 8:00am to 5:00pm
Claims	(216) 774-0370	M-F 8:00am to 5:00pm
Winning Number Information Line	1-800-589-6446	24/7
Scientific Games Supplies	1-833-214-0180	
Cashless Units (Credit Cards)	1-844-806-8929	

Lottery Offices	Phone Number	Hours
Cleveland	(216) 774-5671	M-F 8:00am to 5:00pm
Toledo	1-800-589-6442	M-F 8:00am to 5:00pm
	(216) 774-5672	
Dayton	1-800-589-6463	M-F 8:00am to 5:00pm
	(937) 264-4200	
Cincinnati	1-800-589-9882	M-F 8:00am to 5:00pm
	(513) 794-5700	

Columbus	1-800-589-6445 (216) 774-5675	M-F 8:00am to 5:00pm
Athens	1-800-589-6466 (740) 594-1684	M-F 8:00am to 5:00pm
Akron-Canton	1-800-589-6467 (330) 497-5410	M-F 8:00am to 5:00pm
Youngstown	1-800-589-6468 (330) 797-2627	M-F 8:00am to 5:00pm
Lorain	1-800-589-6469 (216) 774-5679	M-F 8:00am to 5:00pm
Lottery Central	(216) 774-5680	M-F 8:00am to 5:00pm

Lottery Support: When you have questions that have not been addressed by calling the numbers above, you may also contact:

- **OLCWebMail@lottery.ohio.gov** – Include detailed information about your issue.

SECTION 2 – RETAILER OVERVIEW

Being an Ohio Lottery retailer

Retailer Support Team

- Telesales Representative (TSR): Helps you place Scratch-Off ticket orders.
- Lottery Sales Representative (LSR): Assists with training, marketing, and promotional support for your store.

Business week

- Sunday – Midnight (12am) to Saturday 11:59pm.
- The Retailer will "Print Invoice" for their business week to see what is owed to the Lottery.

Scratch-Off Tickets

- Tickets are issued on "Consignment."
- The Lottery provides:
  - Ticket dispensers.
  - Point-of-purchase materials (e.g., signs, game materials, etc.).
- TSR Calls – You will receive regular calls to:
  - Check ticket inventory.
  - Place orders for Scratch-Off tickets, bet cards, and terminal supplies.
- Ticket Delivery:
  - Orders arrive via courier (e.g., UPS, DHL, etc.) with a shipping manifest.
  - Verify contents and scan the barcode on the ticket package or manifest to confirm delivery.
  - Report any discrepancies to your TSR immediately.

Activating and Deactivating Tickets

- Before selling: Activate the book of scratch-off tickets, as instructed in your training, using your Lottery terminal.
- End of day: Deactivate any unsold tickets to assist in:
    - Preventing theft; and
    - Protect you from financial liability.
- Under Ohio Administrative Code (OAC) **§3770-4-07**, Retailers are financially responsible for all issued tickets. Note: the license holder ("Principal"), not a manager or employee of the location, is financially responsible for all the Lottery products being issued.
- Retailers must secure all Lottery tickets, equipment, and supplies.

Equipment

- Do not move Lottery equipment without prior approval.
- Contact your LSR if relocation is necessary.

Insurance and Financial Responsibility

Per **OAC §3770-4-02(E)**, You must maintain financial responsibility and insurance for all Lottery products and equipment.

- Indemnification Agreement:
    - You have already signed an agreement to reimburse the Lottery for any damage or replacement of equipment.

SECTION 3 – RETAILER RESPONSIBILITIES

SALES: Retailer Policies and Procedures

Sales of Lottery Products:
General Compliance

- **Retailers remain subject to their individual agreements with the Lottery and any penalties for violation of these responsibilities or procedures may be levied subject to those agreements and at the discretion of the Director, including immediate license suspension and/or termination in accordance with Ohio Rev. Code (ORC) Chapter 119 (Administrative Procedures Act).**
- Retailers must follow Lottery guidelines per ORC §3770.02 and **OAC Chapter 3770**.
- Non-compliance can result in:
    - Removal of Lottery products/terminals
    - Suspension of sales privileges
    - Suspension or Revocation of license

Sales of Lottery Products: Minors

- Ohio Law prohibits Lottery Retailer(s) from selling Lottery tickets to any person under the age of 18. (**ORC §3770.08**)

Sales Location

- Tickets can only be sold at the licensed location as outlined in OAC §3770-4-02(A).

- All sales and payment terms must be approved by the Lottery.

Wager Processing

- Serve all other customers in line before servicing large bulk orders in store (10+ tickets) as required in OAC §3770-4-03(D).
- Mail, phone, bulk delivery, and automated playslips are not allowed.
- Only original, hand-completed playslips or official digital slips/QR code playslips are accepted.

Financial Responsibility

- Retailers must maintain financial responsibility for all Lottery products and equipment.
- Payment for a book of scratch-off tickets is due to the Lottery when the first of the following occurs:
    - The book is marked sold in the system;
    - Sixty-five (65) days after activation ("Auto-Settlement");
    - When 95% of low-tier prizes are validated; or
    - The game's official closeout date.
- Failure to pay on time may result in penalties or loss of ticket issuance.

Auto-Settlement

- Books activated for sixty-five (65) days are automatically marked sold.
    - Game-specific exceptions may apply.
- Retailers must still manually "MARK-SOLD" when books are sold.
- Books may also be marked sold when few tickets (usually between 0-3 tickets) remain or when 95% of prize value is redeemed.

Floating Scratch-Off Tickets

- Mark books "Settled-Sold" when sold.
- Retailer is required to "Mark-Sold" through gaming terminal when book is sold and no longer in their inventory.
- If a book is sold but left unmarked = "FLOAT" **This is a violation**.
- If a FLOAT occurs, the LSR will ask about the book and assist with settlement.

Scratch-Off Game Final Settlement (see image 1.a below)

- At end of sales cycle, Lottery performs final settlement.
- Return unsold inventory during this period.
- Retailers will receive dates and games included in final settlement on a regular basis.
- At the end of final settlement, all remaining inventory in your possession will be marked "sold" and payment will be due.

Taking Care of Business

Settling scratch-offs and the auto settlement process

We provide a number of important ways to help retailers keep track of their scratch-offs.

The Ohio Lottery gives retailers 65 days to settle a book of scratch-offs or when 95 percent of low-tier prizes (typically $25 and under) are sold.

We are one of only a few lotteries in the U.S. that allow retailers to sell scratch-off games without having to pay for them upfront.

Special circumstances for $30 and $50 scratch-offs
$30 and $50 games are given 65 days to settle regardless of the number of prizes cashed.

Helpful reports

Aging Settlement report
Once signed in, go to the Instant Games tab and look for the "Aging Settlement" report. You may want to note the books that need your attention and are prime games for your store to sell or return to the Lottery. See how many days are left for specific books in your inventory and their value in this report.

Daily, Week-to-Date or Weekly Book Settlements
Keep track of what's been sold by pulling the Daily Book Settlement report. Depending on your needs, you can also pull a week-to-date and weekly book settlement report.

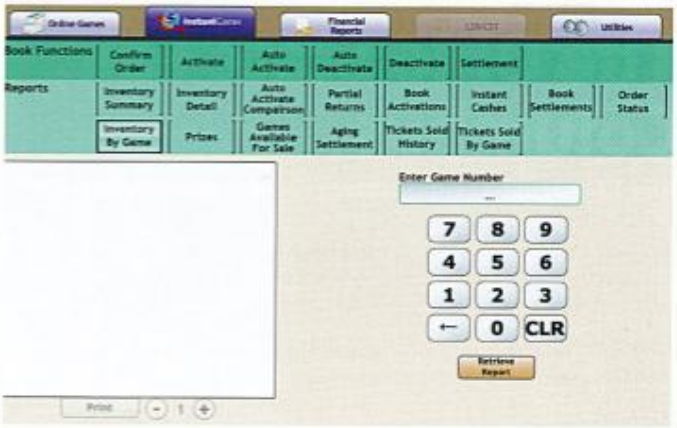


Note the "Method" column, which show what books have been activated for 65 days, "AutoSold, " reached the low-tier prize payout, "% Sold," or has been settled by the retailer, "Sold Rtlr."

Take these steps to settle a book of tickets

- **Go to your utilities screen and select Store Manager Sign On key. Login using your retailer user ID and passcode.**
- **Press "Settlement," located in the Book Functions section, to access this screen.**
- **Take the game activation report for the book you want to settle.** Type in the four-digit game number and seven-digit book number to complete the settlement process.

Need additional scratch-off inventory? Let your Tel-Sell representative know during their weekly scratch-off order call. You can add additional books of tickets or specific games to your auto order. You may also call 1-800-686-4208 to request additional inventory.



For illustrative purposes only.

Image 1.a

Accessibility

- **The Americans with Disabilities Act (ADA) is a federal civil rights law that prohibits discrimination against people with disabilities in everyday activities.**
- **All Ohio Lottery Retailers have certified compliance with the ADA by signing a licensing application and/or license renewal forms. For further information about ADA requirements and for technical assistance, please reference our Retailer Accessibility Guidelines Handbook.**

- Retailers should make tickets easily available and encourage sales.
- Retailers will allow inspections of licensed premises at any time upon request by authorized representatives and must adhere to OAC §3770-4-10.

Marketing

- Retailers must use Lottery-provided marketing materials as instructed.

Prohibitions (see image 1.b below)

Do **NOT**:

- Sell Lottery products to minors (under 18 years of age).
- Sell Lottery games or products not authorized by the Lottery.
- Sell or allow scheme of chance games outlined in **ORC Chapter 2915**, games not authorized by the State of Ohio, or any illegal games. *(Please note: Winnings from games in the form of "Gift Cards" are still illegal machines).*

Ticket Sales: Other Jurisdictions

- Retailers may only sell ticket/games authorized by the Director of the Lottery. In accordance with federal law, retailers shall not sell lottery tickets from another state. The only exception to this is in a situation where a retail location is on a state border, and the Director of the Ohio Lottery has approved the sale of lottery tickets from the other jurisdiction.

Retailer Training

- Retailers can use "Training Mode" on terminals for new employees to navigate and learn without interfering with business transactions.
- Retailers can use "Help Videos" on terminal for new employees.
- Retailers can support new employee training by using the Lottery Equipment Guides as a reference. **The Ohio Lottery :: Lottery Equipment Guides**
- For misprints or terminal malfunctions:
    - Request credit adjustment per:
        - Lottery Equipment Guides **The Ohio Lottery :: Lottery Equipment Guides**
        - Retailer Resources **The Ohio Lottery: Retailer Resources**

Taking Care of Business:

Beware of Illegal Gambling Machines! You could lose your License!

Lottery Chief Legal Counsel reminds you NOT to install or allow a vendor to install illegal gambling machines in your retail location.

Each Lottery Retail Sales License limits you to the sale of schemes of chance authorized by the Director in accordance with Ohio Administrative Code (OAC) §3770-4-03.

The installation of gambling machines and related services are illegal under Ohio Revised Code §§2915.02 and 2915.092 and prohibited by OAC §901:9-2-07 and Chapter 3772.

Moreover, if you are found to be in possession of unregulated skill-based amusement machines you and your employees could be prosecuted criminally. You will also likely lose your Ohio Lottery License.

Illegal gambling is a crime, and the Ohio Lottery takes this very seriously.



Cashing Threshold Reminder

Are you a traditional retailer?
If so, make sure you only scan and cash winning tickets up to $599.

In recent months, we have seen an uptick in the number of adjustment requests from retailers who have scanned and paid winning tickets with amounts they aren't authorized to cash.

If this happens, you must submit an adjustment to get reimbursed, which can be a lengthy process. Scan the QR code for quick access to reimbursement forms.

We don't want you to have to wait on your money, so be sure your staff is aware of the cashing threshold for your location. Scan the QR code to see the types of cashing available.

How much can you cash?

Cashing thresholds vary by type of retail location.

Traditional Retailers
up to $599

Super Retailers
$600 to $5,000

Racinos / Casinos
$600 to $25,000

Regional Offices
$600 to $25,000

Image 1.b

LICENSING: RETAILER POLICIES AND PROCEDURES

Licensing: New Applicant

The **Lottery eApplication System** is an online platform that allows prospective Retailers to apply for a license to sell Lottery products. This guide provides a step-by-step overview of the application process and answers frequently asked questions to support users in successfully completing their applications.

General Considerations:

- Applicants who have previously held a Retailer license and have had that license revoked or not renewed due to a violation of the Strike process, may be denied a new license or a renewal, unless the Retailer can prove their current and future financial responsibility.
- Any former Retailer who has failed to make timely, prompt and accurate payments to the Lottery in accordance with any procedure, order of the Commission, or the terms and conditions of the Retailer's contract with the Lottery may not be eligible for re-licensure.
- The Director may consider any information presented by the applicant that bears upon the factors set forth **OAC §3770-2-02(C)(1)** including "the financial responsibility and security of the applicant and the business or activity; the applicant's credit worthiness and integrity in past financial transactions." The Director will consider the sufficiency of evidence provided by the former Retailer to determine whether the former Retailer may be re-licensed subject to conditions imposed by the Director for such licensure.

eApplication: Access

- Visit the **Ohio Lottery Website**
- In the upper right corner, navigate to the **"For Retailers"** section.
    - No downloads are required; the application is fully web-based.
- To begin a "**New Application**", you must:
    - **"Create an account"** on the Lottery **eApplication** system.
    - If you already have a **MyLotto Rewards®** account, you will use it to log in.
    - **If not**, you will need a **valid e-mail address** to register.

Quick Tips: Required Information

Before starting your eApplication, ensure you have the following:

- Legal name of business
- Names and email addresses of all owners with 10% or more ownership
- Federal Tax Identification Number (FID or EIN)
- Business checking account information

Managing your Lottery Account

- Forgot Password:
    - Click **"Forgot Password"** on the login page.
    - Follow the instructions to reset your **password** via email.
    - Use it to log in and update your password under "**My Profile**."
- Viewing Application Details:
    - Log in and click on your business location under "**My Applications**."
    - This will display all submitted information for the Retailer's location.

- Updating Personal Information:
  - Go to "MY ACCOUNT."
  - Select "MY PROFILE" from the left-hand menu to make changes.

Purchasing an existing Ohio Lottery Retailer Business?

- Purchasing an Existing Lottery Retailer Business:
  - Select "**Yes**" when asked if you are purchasing an existing Lottery Retailer's business.
  - A Lottery staff member will contact the current owner to complete the "**Sale of Business**" application section with them.

Licensing: Renewal

Lottery Sales Agent License: Renewal

- Initial license is valid for three (3) years.
- Must be renewed online at **The Ohio Lottery Retailer Central**.
- A 30-day reminder will be sent via email or mail.

Bond Renewal

- The Lottery must receive the renewed bond fourteen (14) days before the cancellation date.
- Note: Surety Bonds are provided by most major insurance companies.

Sale of Business

- Notify the Lottery at least sixty (60) days in advance if you are selling your business.
  - Reminder: A Lottery Retailer Sales License is not transferable to a new owner.
  - The LSR will contact the current owner to complete the Sale of Business application.
    - This allows the LSR to schedule change over without interruption to sales.
  - If the Buyer wants to continue Lottery operations, they must complete the online application process in conjunction with the Sale of Business notification.
- Questions? Contact your LSR.

License Status

Inactive Retailer: Temporary Status

- Applies when physical alterations (construction/remodeling) or other prolonged absence (e.g., long vacations, temporary closures due to weather, etc.) prevent normal operations.
  - Steps:
    - Notify the Regional Office point of contact.
    - Regional Office places Retailer in "Inactive-Temporary" status.
    - Division of Licensing and Bonding monitors duration.
    - Up to ninety (90) days are allowed for alterations.
    - Extensions considered for extenuating circumstances.
  - Questions? Email: licensing.and.bonding@lottery.ohio.gov.

Inactive Retailer: Seasonal Status

- Applies only to Retailers open only during certain periods each year.

- Steps:
  - Notify Division of Licensing and Bonding of off-season period during licensing.
  - Regional Office places Retailer in "Inactive-Seasonal" status.
  - Division of Licensing and Bonding monitors duration.
  - Notify your LSR when ready to return to active status.
  - LSR informs the Regional Office to "reactivate."
- Note: Immediate placement of gaming terminals is not guaranteed.
- Questions? Email: **licensing.and.bonding@lottery.ohio.gov**.

Financial: Retailer policies and procedures

After all the sales for the week, what is owed to the Lottery?

Reconciliation

- Lottery business week: Sunday 12:00 a.m. – Saturday 11:59 p.m.
- Wager processing: 24/7.
- Make weekly deposits of Draw and Scratch-Off proceeds into your Lottery account.
- Account is electronically debited/credited weekly, starting Tuesday at 8:00 a.m.
- Use Lottery terminal reports to reconcile daily and during shift changes.
- Print and verify Weekly Invoice Report after 6:00 a.m. Sunday.

Deposits

- Weekly Invoice Report shows amount due.
- Funds must be available before noon (12:00 p.m.) on Tuesdays.
- If funds are not available:
  - Retailer receives a "Strike" and is charged a fee no less than $30.00.
  - Contact your Regional Office if notified of Non-Transfer of Funds (NTF).

What happens when the Lottery is not paid?

Retailer Payment & Strike Policy

- Must have sufficient funds for weekly Electronic Funds Transfer (EFT) as required by **OAC §3770-4-06**.
- NTF occurs if:
  - The account has insufficient funds.
  - The account is frozen or closed.
- Penalties:
  - Retailers can face license suspension and potential license revocation if account is **not** current within 10 days.
  - Automatic suspension and potential revocation after five (5) Strikes in six (6) months.
- Strike notifications:
  - Strikes one through four (1–4):
    - Retailer contacted; Retailer terminal may be deactivated if payment proof is **not** provided by 2:00 p.m.
    - Strike 5: Terminal deactivated; certified "Notice of Suspension" sent with a right to an adjudication hearing; reactivation is possible in certain circumstances, but only after full payment is made and the suspension is rescinded by Legal and Finance.

- Lottery may deactivate terminal within 24 hours if payment is not received.
- Payment Terms:
    - Upon notification of an NTF, Retailers have three options to make the payment:
        - Payment via Payer Express;
        - A cash deposit at any PNC bank location into the Lottery's bank account; or
        - A wire transfer in the Lottery's bank account.
- Retailers must pay their outstanding invoice by 2:00 p.m. on the day of the NTF Bank Return. The Retailer must send a copy of the wire completion form or cash deposit receipt to their Regional Office or email the form or receipt to the Retailer Accounts department at **Retailer.accounts@lottery.ohio.gov** by 2:00 p.m. to prove the funds were deposited. If using PayerExpress, a receipt does not need to be submitted.
    - The Retailer Accounts Supervisor has the discretion to adjust the standard 2:00 p.m. deadline to an earlier or later time when circumstances or events on that day require it. Any changes will be communicated promptly to all relevant parties. The retailer must contact their regional office to make them aware of the payment, and the Payer Express payment confirmation email should be retained for verification purposes. If the Retailer cannot make an e-payment, cash deposit or wire transfer, the Lottery will work with the Retailer to consider other payment options, however the Retailer will not be reactivated until the funds clear the Lottery's bank account.
    - **Penalty Period**
        - The penalty period is the time that elapses between the Retailer's terminal being deactivated and subsequently reactivated due to an NTF condition. Any Retailer not making payment of an NTF within ten (10) calendar days of the bank return date may be subject to suspension.

Payment Adjustments

- Underpayment <$5: No adjustment.
- Overpayment ≥$5: Adjusted on next invoice.

License Violations

- Former Retailers who failed to maintain their financial responsibilities, make proper and accurate payments in accordance with rule, policy, order of the Commission, or the Terms and Conditions may not be eligible for re-licensure.
- Director may consider information presented including review of financial responsibility and creditworthiness before re-licensing **OAC §3770-2-02**.

- Retailer questions can be submitted to **licensing.and.bonding@lottery.ohio.gov**.

Remitting Payment

- When a Scratch-Off book is sold, settle through terminal.
- Proceeds due upon sale.
- Retailer is responsible for ensuring funds are in account at time of "Electronic Funds Transfer".

- Books active for sixty-five (65) days be Auto Settled by Lottery. (% sold-when 95% of the lower tier transactions have been validated ($25.00 and below) the book will % sell. This excludes the $30.00 and the $50.00 books.
- Mark all outstanding books "settled" to ensure additional inventory.

Retailer Reimbursement Procedures:

Requests

- 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.
- Retailers must submit the receipt and original tickets along with the necessary paperwork and a fee for all reimbursements.

Exceeding Maximum Cashing Limits

A request by a Retailer for reimbursement for the cashing of a ticket exceeding the maximum cashing limit, may be considered a "Properly Incurred" expense within **OAC §3770-4-09** when the Retailer submits a request for reimbursement and the request is processed in the manner set forth below:

- For mistaken prize payments:
  - Complete Owner/Manager Affidavit **https://www.ohiolottery.com/retailers/retailer-resources/forms/** and have it notarized.
  - Provide all documentation including winning ticket and Pay-to-Bearer receipt.
  - Mail to Lottery Claims Department at Attn:

    Claims Department
    615 West Superior Ave
    Cleveland, OH 44113
  - If the Retailer does not produce the Pay-to-Bearer or file claim, credit adjustments will be processed subsequent to the end of the validation period (180 days).
  - $25 processing fee applies and will be adjusted to the "cashing Agent's" weekly invoice.
  - Reimbursement requests will be denied if Investigation reveals the ticket was cashed after the end of the validation period.
  - Requests must be submitted within 180 days.
  - Approved reimbursements will be credited to the weekly invoice as an adjustment.
  - Multiple requests for reimbursement by the same Retailer may be denied.

Retailer Reimbursement for Destroyed or Disposed Winning Ticket Inquiry

- Destroyed or missing ticket:
  - Complete Retailer Affidavit for Missing Ticket: **Reimbursement Form** and have it notarized.
  - Retailer must provide all documentation available associated with the transaction.
  - Mail completed Affidavit to Retailer Accounts Department at the Lottery, Attn:

    Retailer Accounts - Room 446
    615 West Superior Ave
    Cleveland, OH 44113.

- All requests are required prior to the end of the validation period for a draw or scratch-off ticket.
- No requests will be reimbursed prior to the expiration of the validation period (180 days from game ending).
- Requests will be denied if research reveals the ticket has been previously validated and paid.
- Approved reimbursement will be credited to the weekly invoice as an adjustment.
- Retailer Accounts Department will notify the Retailer once the reimbursement has been processed.
- $25 processing fee applies.
- Lottery has the right to deny reimbursement for repeat occurrences.

Cash Advance

- If a Retailer incurs a shortage of $1000 or more due to a high volume of validations within the same week of the cycle, the Retailer should notify their Regional Office to request a Cash Advance Reimbursement.

  Procedures:

  - Notify Regional Office before 10:00 a.m**.**

Changing Bank Accounts

- Update bank information online:
  - Go to the Lottery Website: **The Ohio Lottery :: Home**;
  - Click on "For Retailers" (Right Corner);
  - Click on Retailer Central (Left Corner);
  - Renew – Update License;
  - Full View;
  - Click on Update;
  - Update EFT – Bank Information;
  - E-Sign; and finally
  - Click "Submit Updates."
- You'll receive a confirmation call when your new account is ready.

Credit

- You may only receive credit for lost/stolen tickets only if:
  - Tickets are uncashed.
  - Placed in inquiry status before cashing.

Sight Validation

- **Sight Validation is Prohibited**: All tickets must be Validated through the terminal.
- Do not pay prizes on:
  - Stolen, altered, torn, or mutilated tickets.
- Non-conforming or defective tickets should be returned to your LSR for credit.
- Do not cash tickets without a barcode.
- Questions? Call Customer Service: 800-686-4208 (Monday-Friday 8am-5pm).

Incident Reporting (See Security Section)

- Report lost, stolen, or destroyed tickets/equipment within 24 hours to:

    - The local police or sheriff's office.
    - Your Regional Office.
- For fire: File report with fire department within twenty-four (24) hours and provide copy to Lottery.
- Deactivate remaining tickets in a stolen/damaged book immediately.
- Discontinue selling the book until Lottery reauthorizes its sale.

Security: Retailer Policies and Procedures

Terms and Conditions: Reminder

- Each Retailer holding a Lottery Retailer Sales License agrees to be bound by and will observe both the Terms and Conditions listed in the application, as well as all procedures and responsibilities detailed in this Retailer Operating Procedures Manual, and any other directives, rules, regulations and agreements made with the Lottery.

Security of Lottery Products and Equipment

- The Lottery provides all wagering equipment.
- Retailers will secure Lottery products, equipment, and sales proceeds.
- Retailers must report their inventory of missing, stolen or destroyed tickets and books with their Retailer number to their Lottery Regional Office within 24 hours.

Stolen or Destroyed Tickets

- Retailers must "Deactivate" all scratch-off tickets sold over the counter at end of day.
- Retailers will not be reimbursed for money stolen from Ticket Vending Machines (TVM) or cash registers.
- Retailers are responsible for all tickets issued and must keep inventory secure as required in **OAC §3770-4-07**.
- If tickets are missing, stolen, or destroyed:
    - If the ticket is missing from a full book:
        - Immediately deactivate remaining tickets.
    - Full book(s) missing:
        - Retailer should attempt to identify game and serial number.

Reporting Missing, Stolen, or Destroyed Tickets

- Report on the issue to the Lottery Regional Office within twenty-four (24) hours.
- Provide:
    - Inventory of missing tickets/books.
    - Retailer number.
- Retailers cannot activate/deactivate or mark sold until investigation is complete.
- If deactivated tickets remain in possession, remaining tickets can be sold after the Retailer receives Lottery approval.
- May activate other books of same game by contacting Office of Investigations and Security through your LSR.

Police or Fire Department Reporting

- File a Police or Fire report concerning missing, stolen or destroyed tickets within 24 hours of incident.
- Assist authorities in prosecution if a responsible party is arrested.

- The Lottery's Office of Investigations and Security will assist the Retailers, local law enforcement, and the prosecutor to prosecute the case.
- Provide the Lottery Office of Investigations and Security with a copy of the law enforcement report within 30 days of filing.
- Exceptions to deadlines may be granted by the Director.

Amber Alerts

- 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.

Reimbursement Overview

- Retailers **will not** be reimbursed for money stolen from any Ticket Vending Machine (TVM) or cash register.
- Reimbursement is not guaranteed.
- Retailers are financially responsible for all tickets issued under **OAC §3770-4-07**.
- Retailers may not be held responsible for missing, stolen or destroyed tickets if the Office of Investigations and Security determine the Retailer is not responsible.
- Retailer may receive credit if:
    - Tickets were not cashed.
    - Tickets are properly placed in inquiry status before any cashing activity.
- Reasons for denial:
    - Improper inventory of the original amount reported.
    - Incident during non-business hours without tickets being deactivated.
    - Failure to file police/fire report within required time.
    - Retailer or employee involved in theft or false report.
    - Committing a false insurance claim.
    - Tickets were cashed.
    - Three (3) + incidents in six (6) months.
- Charges if Retailer is determined to be responsible:
    - "Book Face Value" = ticket face value × number of tickets – Retailer commission.
    - Missing books: 80% of Book Face Value.
    - Missing partial books: 100% of Book Face Value.
    - Cashed tickets: 100% of Book Face Value.

Ticket Theft

- Retailer must Immediately:
    - Deactivate affected books.
    - Record names of contacts.
    - File police report and obtain the police report number.
    - Notify Regional Office.
    - Complete Stolen/Destroyed Ticket Report with LSR and note report number.
    - Provide police report(s) to LSR within 30 days. Late reports justify denial.
    - Call Customer Call Center for terminal problems while generating or validating tickets.

- Retailers can submit Retailer Requested Adjustment forms for investigation of Draw tickets in question, and possible credit.

Missing or Defective Tickets

- For misprinted or defective tickets: Contact your LSR or Regional Office.

Retailer Requested Adjustment – Online Adjustment (see image 1.c below)

- Adjustment requests may be submitted using the digital form.
  - Adjustment Form link Retailer Requested Adjustment
- Guidelines:
  - Report issue to Call Center same day at 1-800-686-4208
  - Include Call Center Representative's name, call date, and time on the form.
  - Fill out the form accurately and include all required fields.
  - Accurate date, time and nature of problem must be explained in detail.
  - Attach all tickets, jams, and service reports.
  - Reprints are required in the case of missing tickets and ticket jams.
  - Submit within one (1) business day of occurrence.

Reasons for Automatic Adjustment Denial

- Operator error.
- Running out of paper.
- Paper installed incorrectly.
- Tickets are not cancelled before pool closing.
- No reprints after paper jams.
- Saleable tickets.
- Failure to follow criteria.
- **Note:** Mega Millions, Powerball, Millionaire for Life™ tickets cannot be cancelled.


How to Submit a Retailer Adjustment Request Online
Starting January 2026, all retailer adjustments must be completed online only.
Get reimbursed fast when dealing with terminal malfunctions or ticket problems! You can request reimbursement using our online form, located on the Retailer Resources page on the Ohio Lottery website. Take advantage of the form to receive adjustment payments faster than using a paper form.
Submitting online is faster, more efficient, and designed to save you time. Take advantage of this convenient option and keep your business running smoothly!
Follow these guidelines when seeking an adjustment:
1. Fill out the form and include all required fields. The date, time and nature of the problem must be explained in detail.
2. Ensure all tickets, ticket jams, promotional tickets, and service report copies are attached to the request.
3. Reprints are required in the case of missing tickets and ticket jams.
4. Adjustment requests must be received within one business day of occurrence.
If you have any issues with filling out the form, call the Customer Call Center:
Call Center (direct) 216.774.0340
Intralot Call Center 1.866.710.2462
Scan the QR Code to find the required form and supporting information:
Requests will be automatically denied for the following:
• Operator error
• Running out of paper
• Paper put in backwards
• Tickets not cancelled before pool closing
• Not taking reprints when terminal and printer malfunctions occur
• Saleable tickets
• Failure to adhere to adjustment criteria or Mega Millions' no-cancellation policy. Mega Millions, Powerball and Lucky for Life tickets cannot be cancelled

Image 1.c

SECTION 4 – INCENTIVE PROGRAM

Commissions and Bonuses

Sales Commission: General

- Excluding sales for EZPLAY® Tap games, Retailer(s) receive a 5.5% commission on gross scratch-off and draw sales for the week.
- Retailer(s) receive a 40% commission on net sales of all EZPLAY® Tap games.
- The Lottery offers selling bonuses to Retailer(s) for selling "Top Prize" winning tickets in the following situations.

Scratch-Off Tickets and Game Show Selling Bonuses

- To qualify for a selling bonus, the "Top Prize" of the Scratch-Off game must be $100,000 or more.
- The selling bonus is 1% of the championship contestant's total winnings (excluding bonus prize winnings.)

Rolling Cash 5™

- A $500 selling bonus is paid to the Retailer(s) for selling a winning (5 of 5) Rolling Cash 5 ticket.

Classic Lotto™

- A $1,000 selling bonus is paid to the Retailer(s) per winning jackpot ticket.

Kicker®

- A $1,000 selling bonus is paid to the Retailer(s) for selling the winning (6 of 6) ticket.

Mega Millions®

- The selling bonus is $1,000 per one million dollars of (Ohio's Share) of the advertised jackpot. The selling bonus is shared equally by the Ohio Retailer(s) who sold winning jackpot tickets for a specific drawing. The minimum bonus is $10,000 with a cap of $100,000 per jackpot. The Retailer(s) selling the Mega Millions second tier (5 of 5 matches with no mega ball), prize will receive a $1,000 bonus per winning ticket. Megaplier prizes do not receive an extra bonus.

Powerball®

- The selling bonus is $1,000 per one million dollars of (Ohio's Share) of the advertised jackpot. The selling bonus is shared equally by the Ohio Retailer(s) who sold winning jackpot tickets for a specific drawing. The minimum bonus is $10,000 with a cap of $100,000 per jackpot. The Retailer(s) selling the Powerball second tier (5 of 5 matches with no Powerball), prize will receive a $1,000 bonus per winning ticket. PowerPlay prizes do not receive an extra bonus.

Millionaire For Life™

- 1st Tier – Millionaire for Life™ shall be $75,000.
- 2nd Tier - $2,500 per winning ticket with a cap of $10,000 per "Jackpot". (5 or more locations selling a winning ticket for a specific drawing will split the $10,000 evenly)

Cashing Commission

- The Retailer(s) receives a 1% cash bonus for tickets cashed weekly.
- Draw-based games and scratch-off cashing bonus: If the cash-to-sales ratio for the week is 49% or greater, the Retailer receives an additional 0.5% cashing bonus.

- A Retailer must have sales to have a cashing bonus. If a cash-to-sales ratio cannot be calculated, then no cashing bonus is earned. This bonus is automatically calculated on the weekly invoice report.

Claim Bonuses

- The Retailer receives a $5 claims bonus for validating a winning ticket that produces a pay-to-bearer or file claim ticket. A “Pay-to-Bearer” or a “File Claim” ticket is generated through the Retailer(s) terminal.
- The Retailer then assists the customer in the completion of a claim form. If a Pay-to-Bearer ticket is generated, Retailer(s) should inform the customer of the nearest cashing location The Ohio Lottery :: Cashing Locations.
- If a File Claim ticket for $5,000-$25,000 is generated, Retailer(s) should inform the customer of their options, including but not limited to, where the nearest Regional Office or Racino is, how to cash it on the Lottery’s mobile platform, or providing the address of the Lottery’s central headquarters.
- The claim bonus is reflected on the Retailer(s) weekly invoice report.

Retailer Incentive Program

- After one (1) year of being a Retailer, you will be given the opportunity to earn extra commissions by signing up for Lottery Incentive Program. For more information, you can contact your LSR.

Taxes

- The commissions and bonuses earned by Retailer(s) are recorded in a separate line item on the “Invoice Report.” Each January, Retailers receive an IRS Form 1099 Miscellaneous for tax filing purposes. The statement shows your “Ohio Lottery Income” for the previous tax year.

SECTION 5 – LIABILITY LIMITS

Liability Limit Alerts

Note: Only certain locations qualify for Liability Deposits. If you have question about whether you are a "Liability Deposits or "Bonded Agent", please speak with your LSR.

When a "Liability Deposit" KENO™ Agent reaches a "Limit 1" which is 75% of their weekly liability limit:

- Sales Management will email all Limit 1 Alert Notifications during normal business hours to Regional Management and the LSR, detailing the limit(s) reached and the balance remaining.
- The Regional Office or the LSR during normal business hours will call the Retailer explaining they have reached Limit 1. Which is 75% of their weekly draw sales, lass weekly draw cashes, and weekly draw cancels.
- LSR will inform the Retailer that if they hit Limit 2, which is 100% of their weekly Liability limit, the terminal(s) will automatically suspend sales; however, they will still be able to cash tickets. The cashing ticket(s) will lower their liability in turn, which will allow the terminal(s) to resume selling.
- LSR will also inform the Retailer in order to avoid a "Terminal Suspension" other than cashing tickets they can increase the Liability deposit amount starting in increments of $250.00 during normal Lottery business hours.
- Retailer(s) can contact the LSR or the local Regional Office for more information.

When a "Liability Deposit" KENO™ Agent reaches a "Limit 2" which is 100% of their weekly Liability Limit:

- Sales Management will email all Limit 2 Alert Notifications during normal business hours to Regional Management and the LSR detailing the limit reached and the balance remaining.
- The Regional Office or the LSR during normal business hours will call the Retailer explaining they are still able to cash tickets, and cashing tickets will in-turn lower liability, which will allow the terminal to resume selling.
- The Regional Office or LSR will also inform them in order to avoid a "Terminal Suspension" (other than cashing tickets) they can increase the Liability deposit amount starting in increments of $250.00 during normal Lottery business hours.
- Retailer(s) can contact the LSR or the local Regional Office for more information.

When a "Bonded Agent" reaches a "Limit 1" which is 75% of their weekly liability limit:

- Sales Management will email all Limit 1 Alert Notifications during normal business hours to Regional Management and the LSR, detailing the limit(s) reached and the balance remaining.
- The Regional Office or the LSR during normal business hours will call the Retailer explaining they have reached Limit 1. Which is 75% of their weekly draw sales, lass weekly draw cashes, and weekly draw cancels.
- The Regional Office or LSR will inform the Retailer that if they hit Limit 2, which is 100% of their weekly Liability limit. The terminal(s) will automatically suspend sales; however, they will still be able to cash tickets. The cashing ticket(s) will lower their liability in turn, which will allow the terminal(s) to resume selling.

- The Regional Office or LSR will also inform the Retailer, in order to avoid a "Terminal Suspension" (other than cashing tickets) they can increase the Bond amount by contacting their Insurance Company.
- Retailer(s) can contact the LSR or the Regional Office for more information.

When a "Bonded Agent" reaches a "Limit 2" which is 100% of their weekly Liability Limit:

- Sales Management will email all Limit 2 Alert Notifications during normal business hours to Regional Management and the LSR detailing the limit reached and the balance remaining.
- The Regional Office or the LSR during normal business hours will call the Retailer explaining they are still able to cash tickets, and cashing tickets will in-turn lower liability, which will allow the terminal to resume selling.
- The Regional Office or LSR will also inform the Retailer, in order to avoid a "Terminal Suspension" other than cashing tickets they can do an Invoice Paydown via Payer Express during normal Lottery business hours.
- Retailer(s) can contact the LSR or the Regional Office for more information.

SECTION 6 – INVOICE REPORT

To access your Invoice Report

- Touch the "Utility Tab" located near the upper right corner of the photon.
- Press "Sign on as Store Manager"
- You will be prompted by a screen to enter your Retailer# & your 4-digit pin#.
- Touch the "Financial Tab"
- Press "Invoice"
- Press "Current Invoice"
- The "Total Net Due Amount" will tell you how much you will need in your Lottery bank account.
- The Lottery electronically withdraws for both "Draw & Scratch-Off's" activity every Tuesday morning beginning at 8:00 a.m.
- Net **Due –** Get a summary of what you owe, for both "Draw & Scratch-Off's", at the top of the report. The third line from the top shows the "Total Net Due Amount" for the weekly deposit into the Lottery account.
- **Sales/Cashes –** Get a detailed breakdown of "Sales & Cashes" by Draw games here.
- **Draw Game Sales Summary –** View gross and net sales for Draw games here.
- **Details on Scratch-Off's –** Note sales, book settlements, cashes, bonuses and other adjustments to determine "Instant Net Due".


www.ohiolottery.com

OHIO LOTTERY

Wed., July 18, 2012 13:01:05

WEEKLY INVOICE
7/8/12 - 7/14/12
RETAILER: XXXXXX

ONLINE NET DUE	18.49
INSTANT NET DUE	115.50 -
TOTAL NET DUE AMOUNT	97.01 -

ONLINE GAMES

Pick 3 Sales	10.00
Pick 3 Cashes	2.00 -
Pick 3 Cancels	1.00 -
Pick 4 Sales	0.00
Pick 4 Cashes	0.00
Pick 4 Cancels	0.00
Pick 5 Sales	0.00
Pick 5 Cashes	0.00
Pick 5 Cancels	0.00
Rolling Cash 5 Sales	0.00
Rolling Cash 5 Cashes	0.00
Rolling Cash 5 Cancels	0.00
Classic Lotto Sales	0.00
Classic Lotto Cashes	0.00
Classic Lotto Cancels	0.00
CLASSIC KICKER Sales	0.00
CLASSIC KICKER Cashes	0.00
Mega Millions Sales	0.00
Mega Millions Cashes	0.00
Keno Sales	0.00
Keno Cashes	0.00
REPLAY Sales	0.00
REPLAY Cashes	0.00
Raffle Sales	0.00
Raffle Cashes	0.00
Gross Sales	10.00 -
Cancels	1.00 -
Net Sales	9.00
Cashes	2.00 -
Promos	0.00
Coupons	0.00
Adjustments	0.00
Sales Comm	0.45 -
Cashing Comm	0.02 -
Claim Bonus	0.00
Selling Bonus	0.00
Communications Charge	12.00
License Fee	0.00
Online Net Due	18.49

INSTANT

Sales Settlements	200.00
Returns	0.00
Low Tier Cashes	300.00 -
Mid Tier Cashes	0.00
Promos	0.00
Coupons	0.00
Adjustments	0.00
Sales Comm	
Cashing Comm	
Claim Bonus	0.00
Selling Bonus	0.00
Instant Net Due	115.50 -

SAMPLE WEEKLY INVOICE REPORT

123456-1234560001 4 TR: 00000004770

SECTION 7 – CUSTOMER CLAIMS & VALIDATIONS

When a Ticket Will Not Validate

- The terminal will display information regarding the problem. Typical messages include, but are not limited to, "Previously Cashed" or "Drawing Not Held Yet".

Previously Cashed

- The ticket was already cashed. **DO NOT PAY THE PLAYER.**

Ticket Validated at Another Terminal

- This message indicates the ticket presented was cashed by another Retailer. Call the Customer Call Center for further instructions. (1-800-686-4208) Retailer(s) cannot be reimbursed for proceeds paid on a ticket that could not be validated on the Lottery terminal, or without assistance of Lottery Customer Call Center.

If A Player Disputes Your Findings

- Give the person the ticket back and provide them with a claim form.
- The player needs to complete the claim form and "check the box" at the top for "Inquiry".
- The completed claim form and the ticket in question need to be mailed into the Lottery for review, using the address on the back of the claim form which may be found here: **The Ohio Lottery :: Claim Form**

180 Day Validation Period

- Winning tickets must be Validated and presented for payment within:
- 180 days from the announced closing date of the game for Scratch-Offs.
- 180 days from the draw date for all Terminal generated Tickets.
- 180 days from the day the EZPlay® Ticket was printed.
- Remind Player(s) that the period of 180 calendar days is not equal to 6 months.
- Scratch-Off game closing dates are available on the website at **www.ohiolottery.com**.

Prize Tax Withholdings

- The 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 an IRS Form W-2G form for federal and state tax filing purposes for any individual prize of $600 and up.
- 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/Non-Resident

- Groups have several 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 cashing programs offered. They must go to the nearest Regional Office and will be processed in Cleveland at the Central Office.

Credit Card Machines/Cashless

- The Lottery has retrofitted “Cashless” transaction units on all terminals. The Photon, MP’s, MPNG’s, Ticket Vending Machines (i.e. Winstations) and Touch & Wins. These units are credit/debit card readers and have enabled players to purchase Lottery with debit, credit and eWallet payments.
- The Lottery pays for all fees associated with the Lottery credit/debit card readers.
- Your commission will be the same as any Lottery purchase made with cash.
- These transactions show up on your daily/weekly reports as “cashless” Draw sales, and “cashless” Instant sales.
- The card reader will accept Visa, Mastercard, Discover, and any eWallet associated with Apply Pay, Android Pay, and Samsung Pay.
- Players will not be able to “cash-out” on self-vending kiosks.
- If there are any problems with the Cashless units, please call (844) 806-8929.

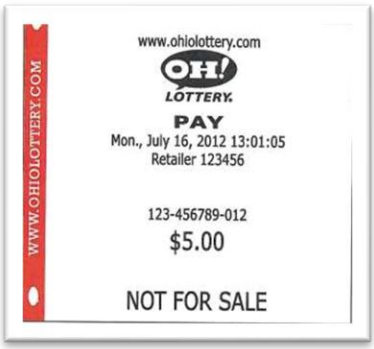
SECTION 8 – CASHING/CHECKING TICKETS

Scanning the Ticket using the Reader



- The scanner will only accept a ticket for validation on the main gaming screen.
- Place the ticket under the "Bar Code Reader," making sure the ticket is facing up so the laser light can scan the bottom bar code on the ticket.
- The "Cash Screen" displays the results.
- Or – Insert the ticket into the "Camera Tray" face up, and the "Cash Screen" displays the results.
- The terminal is set with a Cash Confirmation level of $50. To change this amount:
- Press the Utilities tab, located near the top right corner of the Photon
- Press the Sign on as Store Manager button
- Sign in with your credentials; Retailer # & 4-digit Pin #
- You will now see the "Parameter Screen"
- If the Ticket is a winner and has a prize value less than or equal to $50, the terminal will automatically put the winnings into the shopping cart. If the Ticket has a prize value greater than $50, a pop-up window will ask you if you would like to proceed.
- Tell the player the prize amount.
- If the player requests a receipt, the Photon automatically prints one.
- The original Ticket and the "Pay" receipt are to be stapled together and held in the cash drawer until the drawer is balanced.
- Do not return the Ticket to the player when cash is paid.
- MULTI-DRAW TICKET: A Multi-draw Ticket is cashed in the same way as a single 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.
- The actual Ticket or Pay to Bearer must be presented. Tickets that are photocopied or do not have an intact barcode should not be cashed. If you have a question about cashing damaged tickets, contact the Ohio Lottery Customer Service line at 1 (800) 686-4208.

***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.**



Cash/Pay Receipts

- The following are the different types of payment receipts generated when a "Winning Ticket" is validated through the Terminal.

- The receipt also provides directions to 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**.
- The "Pay" receipt is the only type of receipt that permits a Retailer(s) to pay cash prizes to a winner.
- The Retailer is required to "Pay" the player the amount of the winning ticket, up to $599 for each winning wager.
- Retailer(s) must ensure that funds are available to pay the winner prior to validation.
- The Retailer retains both the ticket and the "Pay" receipt, until the drawer has been properly balanced.
- After the drawer balance, Retailer(s) should deface and discard both the ticket and "Pay" receipt.
- Claim Form – The Retailer gives the player the winning ticket, the "Pay to Bearer" receipt and a "claim form**."**
- A winning wager of $600-$5000 will generate a "Pay to Bearer" receipt. This receipt allows the winner to receive payment from an authorized Lottery Cashing location.
- Player(s) - The player signs the back of the "Winning Ticket", signs the "Pay to Bearer" receipt and completes a "Claim Form" for payment at an authorized Lottery cashing location. The winner will need to bring proper identification (Driver's License/State ID). For a list of authorized Lottery cashing locations visit our website at **www.ohiolottery.com.**
- State issued Check
- A winning wager of $600-$5000 will generate a "File Claim" receipt.

File Claim Form Receipt



- A winning wager of $600-$5000 will generate a "File Claim" receipt.
- **Claim Form - The Retailer gives the player the winning ticket, the "File Claim" receipt, and a "Claim Form."**
- Player(s) - The player signs the back of the "Winning Ticket, signs the "File Claim" receipt and completes a "Claim Form".
- The player can visit Lottery Central or the nearest Regional Office, Super Retailer, or Racino to continue the "Claiming" process. They can use payment processing using the Lottery's Mobile platform. Or the player can mail the "winning ticket, the "File Claim" receipt, along with the "Claim Form" to the Lottery Claims Department. The player will also need to follow all directions on the back of the "Claim Form".
- The Player will receive a check in the prize minus any required tax withholdings.

SECTION 9 – CUSTOMER ASSISTANCE

Lottery Mobile App:

In order to participate, individuals must register at the website, through the official Lottery App found in The App Store™, or Google Play™ store and expressly accept these Club Procedures and the Terms and Conditions of the Lottery Website.



[The Ohio Lottery :: Club Procedures]

[The Ohio Lottery :: Terms and Conditions]

Mobile app features

Customize your home screen with a tap.

See the winning numbers and links you want on your home screen by tapping the Customize link.

Scan tickets with your camera.

Entering tickets in MyLotto Rewards is easy – just tap the Scan button from any screen, log in to your MyLotto Rewards account, and your phone's camera will read the ticket's bar code. Enter non-winning tickets into MyLotto Rewards.

Cash out winning tickets with mobile cashing.

Connect your MyLotto Rewards account to your bank account to securely and conveniently deposit winnings between $50 and $25,000.

See all current jackpots at a glance.

Toggle between draw and EZPLAY Progressive jackpots. Plus, easily find detailed information on your favorite games.

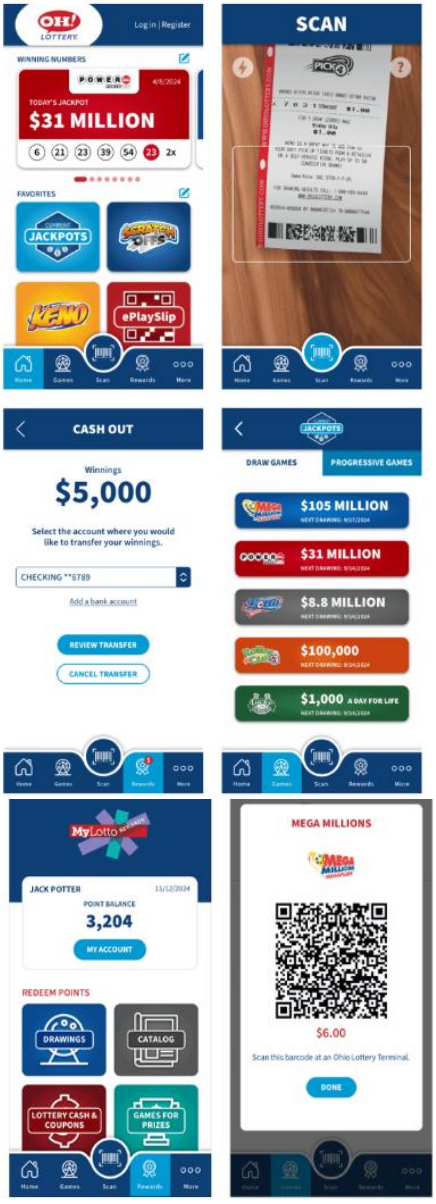
Get Rewarded

Enter second chance promotions, earn points for prizes and drawings, and play games for prizes.

Skip the paper slips with ePlaySlip.*

Use the mobile ePlaySlip to pick your numbers on the go. Scan your phone at retail locations without the need for a paper slip.

**Currently, ePlaySlip is only available on iOS devices.*



MyLotto Rewards®:

About MyLotto Rewards®





For more information visit: [The Ohio Lottery: Home]

Mobile Cashing:



- MyLotto Rewards®: Second Chance Promotions
- For more information, please visit: The Ohio Lottery :: Second Chance Promotions
- Enter your applicable non-winning ticket or code to play Second Chance games by clicking on a game. Make sure you're signed in to your MyLotto Rewards® account. (If you don't have one yet, it's easy and free to start! The Ohio Lottery :: Register)
- MyLotto Rewards® customers will be able to use their points to purchase Lottery Cash & Coupons that can be used to purchase Lottery products at retail locations and eligible self-service terminals!

***Lottery Cash must be used in one transaction and Lottery Cash has an expiration date.**

Lottery Cash Quick Links:

[5 Things to Know about Lottery Cash]

[How to purchase Lottery Cash on MyLotto Rewards®| Mobile App]

[How to purchase Lottery Cash on MyLotto Rewards®| Desktop]

For more information visit: [The Ohio Lottery: Lottery Cash & Coupons]

Handling ticket jams

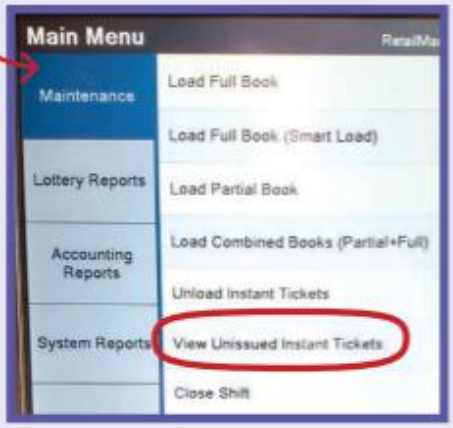
When a customer tells you they put money into your Winstation but didn't get a ticket, what do you do?

The best response is to go to the Winstation machine and investigate right away.

Take these few quick steps:

- Find out what ticket they are missing.
- Open the Winstation and scan the machine for the missing ticket.
- Login to the menu screen if further investigation needed.

You're now at the Main Menu screen. The screen defaults to "Maintenance." Go to the sub-menu on the right.





Press "View Unissued Instant Tickets."

View the tickets listed. This report shows the date, time, game and price of any unissued tickets. (**Please note:** Depending on the jam, the ticket in question may not show up in this report.)

Check the bin in question and provide the customer with their missing ticket.

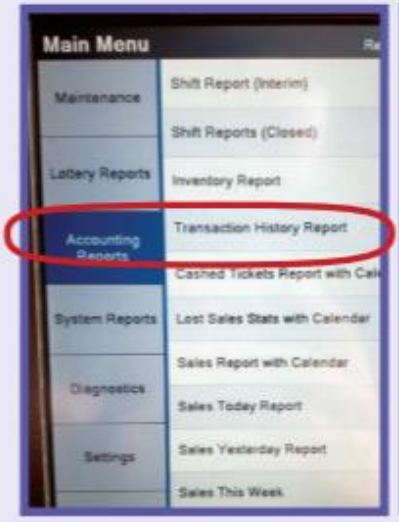
What if I don't find the missing ticket in the list?
Occasionally, you may need to review the transaction history report.

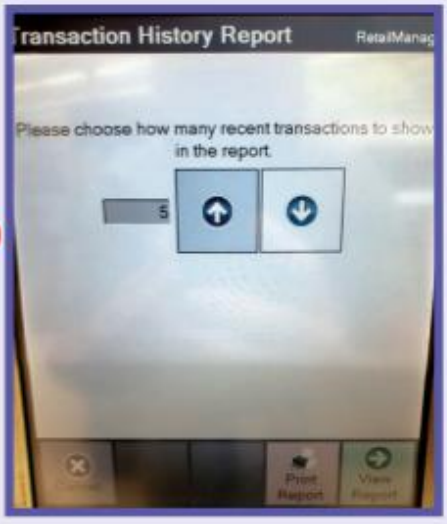
Go back to the Main Menu. Press "Accounting Reports" and then "Transaction History Report."

Decide how many transactions you want to view. Press the up or down arrow to select. (Maximum is 25).

Press View Report. The report will show the type of transaction, bills used, game requested, time accessed etc.

*Support provided by **Rob Ricchiuto** and **Ed Beaune**, Region 1. Photos by **Brian Patterson**, Region 9.*





Cash Explosion®

HOW TO ENTER THE TV GAME SHOW SPOTLIGHT:



Play any of the Cash Explosion® scratch-off games and you could win your way onto the Lottery's own TV Game Show. If the word "ENTRY" appears three times on your Cash Explosion® scratch-off ticket OR in the BONUS PLAY box on your Cash Explosion® ticket or Cashword ticket, you must enter your ticket through the official Lottery app. Scanning is quick and easy, just sign in with your MyLotto Rewards® account information to get started!

For more information visit: **The Ohio Lottery :: Cash Explosion®**

SECTION 10 – OHIO LOTTERY GAME DESCRIPTIONS

Draw Game Schedule

Game	Pool Closing	Drawing Time	Drawing Days
Pick 3™	12:25 pm	12:29 pm	Twice Daily
Pick 4™	7:25 pm	7:29 pm (Except Saturday)	Twice Daily
Pick 5™	Saturday 7:45 pm	Saturday Evening drawings occur during Cash Explosion, which airs from 7:30 pm – 8:00 pm (Unless it is pre-empted)	Twice Daily
Rolling Cash 5™	7:00 pm	Approximately 7:05 pm	Daily
Classic Lotto™	7:00 pm	Approximately 7:05 pm	Monday, Wednesday and Saturday
Kicker®	7:00 pm		Monday, Wednesday and Saturday

		Immediately after pools close	
Powerball®	10:00 pm	10:59 pm	Monday, Wednesday and Saturday
Mega Millions®	10:45 pm	11:00 pm	Tuesday and Friday
Millionaire for Life™	10:15 pm	11:15 pm	Daily
Keno™	Pools close every 3.5 minutes	Drawings immediately follow pool closings, with drawings held from 6:04 am – 2:29 am	Daily
Lucky One™	Pools close every 3.5 minutes	Drawings immediately follow pool closings, with drawings held from 6:07 am – 2:32 am	Daily

Note: Lottery drawings are aired Monday through Friday at 7:29 pm, and on Saturday during the game show, Cash Explosion is aired on Saturday's at 7:30 pm (unless pre-empted – the drawing will still be at 7:29pm).

Saturday Night Pool Closings and draws are as follows:

- Pool Closes at 7 pm for Rolling Cash 5™, Classic Lotto™, and Kicker®
- Kicker® is drawn immediately after the pool closes. Rolling Cash 5™ and Classic Lotto™ are drawn at approximately 7:05 pm
- Pick 3™, Pick 4™, and Pick 5™ are drawn after 7:45 pm at a commercial break during the Cash Explosion show.

OHIO LOTTERY GAME DESCRIPTIONS

Daily Games

- Top prize is a fixed prize of $500.
- Wagers begin at $.50 per play.
- Players select 3 numbers from a field of numbers 0 – 9.

- Wheel Wagering is a straight bet on each combination of your Pick 3 number.
- Back-up bet combines both the Straight and the Box bet into one wager.
- Players can play a maximum of 14 consecutive drawings.
- A bet card is available allowing Midday and Evening draw selection.
- Players can play up to 10 times on a single bet card.
- Players can also request an Auto Pick.
- Tickets can be cancelled prior to the draw by the same Retailer that sold the original ticket.
- Numbers are drawn twice daily at 12:29 pm, and 7:29 pm.



- Top prize is a fixed prize of $5,000.
- Wagers begin at $.50 per play.
- Players select 4 numbers from a field of numbers 0 - 9.
- Back-up bet combines both the Straight and the Box bet into one wager.
- Players can play a maximum of 14 consecutive drawings.
- A bet card id available allowing Midday and Evening draw selection.
- Players can play up to 10 times on a single bet card.
- Players can also request an Auto Pick.
- Tickets can be cancelled prior to the draw by the same Retailer that sold the original ticket.
- Numbers are drawn twice daily at 12:29 pm, and 7:29 pm.



- Top prize is a fixed prize of $50,000.
- Wagers begin at $.50 per play.
- Players select 5 numbers from a field of numbers 0 - 9.
- Back-up bet combines both the Straight and the Box bet into one wager.
- Players can play a maximum of 14 consecutive drawings.
- A bet card is available allowing Midday and Evening draw selection.
- Players can play up to 10 times on a single bet card.
- Players can also request an Auto Pick.
- Tickets can be cancelled prior to the draw by the same Retailer that sold the original ticket.
- Numbers are drawn twice daily at 12:29 pm, and 7:29 pm.



- Top prize is $1 million dollars a year for life.

- Each wager will cost $5.00 per play.
- Players will select 5 numbers from a field of numbers 1 – 58 & 1 Millionaire Ball from a second field of numbers 1 – 5.
- Players can play a maximum of 10 consecutive drawings.
- Players can play up to 5 times on a single bet card.
- A bet card is available allowing the multi-draw feature to be utilized.
- Players may request an Auto Pick.
- Tickets cannot be cancelled.
- Numbers will be drawn daily at approximately 11:15 pm Eastern Time. On those days, sales for the draws will end at 10:15 pm.

Jackpot Games



- Top prize begins at $100,000 and rolls based on sales.
- Each wager costs $1.00 per play.
- Players select 5 numbers from a field of numbers 1 - 39.
- Players may purchase up to 14 consecutive drawings.
- A bet card is available allowing the multi-draw feature to be utilized.
- Players can play up to 10 times on a single bet card.
- Advanced wagering is not available.
- Players can also request an Auto Pick.
- Tickets can be cancelled prior to the draw by the same Retailer that sold the original ticket.
- Numbers are drawn daily at approximately 7:05 pm.

- Jackpot begins at $1,000,000 and rolls based on sales.
- Each wager costs $1.00 per play.
- Players select 6 numbers form a field of numbers 1 - 49.
- Players may purchase up to 10 consecutive drawings.
- A bet card is available allowing the multi-draw feature to be utilized.
- Players can play up to 10 times on a single bet card.
- Advanced wagering is not available.
- Players can also request Auto Pick.
- Tickets can be cancelled prior to the draw by the same Retailer that sold the original ticket.
- Numbers are drawn Monday, Wednesday, and Saturday at approximately 7:05 pm.
- **KICKER** is only offered with the purchase of a Classic Lotto
- Each **KICKER** wager costs $1.00 per ticket.
- Each ticket will print **YES/NO KICKER** regardless of purchase.
- **KICKER** cannot be cancelled unless the Classic Lotto ticket is cancelled.
- Top prize is a fixed prize of $100,000.
- Players must match, in exact order from left to right, the computer generated 6- digit number.

- Jackpot begins at $50,000,000 and rolls based on sales.
- Each wager costs $5.00 per play.
- Players select 5 numbers from a field of numbers 1 - 70, and 1 number from a second field of numbers 1 - 24.
- Players may wager for up to 10 consecutive draws.
- A bet card is available allowing the multi-draw feature to be utilized.
- Players can also request an Auto Pick.
- Tickets cannot be cancelled.
- Each wager receives an automatic multiplier of 2X, 3X, 4X, 5X, or 10X.
- When a player matches all 5 white balls without the Mega Ball, the player automatically wins $1,000,000 times the Multiplier number

- Jackpot begins $20,000,000.
- Each wager costs $2.00 per play.
- Players select 5 numbers from a field of numbers 1 - 69 and 1 number from a second field of numbers from 1 - 26.
- Players may wager for up to 10 consecutive draws.
- A bet card is available allowing the multi-draw feature to be utilized.
- Players can play up to 10 times on a single bet card.
- Players can also request an Auto Pick.
- Tickets cannot be cancelled.
- Numbers are drawn Monday, Wednesday, and Saturday at approximately 10:59 pm.
- **Power Play** - PowerPlay is an add-on game that is played only with the Powerball game.
- Players can add Power Play for an extra $1 per board per draw.
- A Power Play purchase increases all non-jackpot prizes by 2x, 3x, 4x, 5x, or 10x (on all advertised jackpots of $150 million and below).
- Match 5+0 prize with PowerPlay now pays $2,000,000 for 2x, 3x, 4x, 5x, or 10x.

Monitor Games

- KENO™ features multiple spots (numbers) for players to play from 1- 10.
- Players select 1 - 10 numbers from a field of numbers 1 – 80.
- The Lottery randomly selects 20 numbers from 1 to 80 and players win by matching 1 to 10 numbers from the selected 20 numbers.
- Advanced wagering is not an option for the game.
- Players can wager $1, $2, $3, $4, $5, $10, & $20 per spot (number).
- Players can play up to 50 consecutive drawings.
- Players can use KENO™ bet slip or Auto Pick option.
- Cancellations are permitted before the first drawing for that particular ticket.
- Players can watch the KENO™ drawing on a monitor, OLC website, or the mobile app.
- Winning KENO™ numbers are drawn by RNG (Random Number Generator).
- The first KENO™ drawing is 6:04 am and ending with the last drawing at 2:29 am.
- KENO™ draws happen every 3.5 minutes.
- **BOOSTER** - is only offered with the purchase of KENO™.
- Booster costs an extra dollar for every dollar wagered.
- The Booster number is a computer-generated number; players cannot select their own number. Booster may increase by 2x, 3x, 4x, 5x, or 10x.
- The 1x Booster does not boost a player's winnings.
- Booster number applies to all prize levels, including the top prize.
- The Booster number will be displayed before every KENO™ draw show.



- Each ticket can have from one (1) to three (3) plays from each bet type: LUCKY NUMBER, ODD/EVEN and LOW/HIGH.
- The LUCKY NUMBER bet type is comprised of one (1) number selected from one (1) to thirty-six (36). You may select your own number or use the auto pick feature. You win if your Lucky Number matches THE LUCKY ONE number drawn.
- To play the ODD/EVEN bet type, you may select either ODD or EVEN or use the auto pick feature. If ODD is selected, you win if THE LUCKY ONE number drawn is an odd number. If EVEN is selected, you win if THE LUCKY ONE number drawn is an even number.
- To play the LOW/HIGH bet type, you may select either LOW or HIGH or use the auto pick feature. If LOW is selected, you win if THE LUCKY ONE number drawn is between one (1) and eighteen (18). If HIGH is selected, you win if THE LUCKY ONE number drawn is between nineteen (19) and thirty-six (36).
- Auto pick can be used to select one or all of the bet types.
- You may wager from $1 to $50. Wager amounts can be $1, $2, $5, $10, $20, $25, $30 or $50.
- Ticket can be purchased 7 days a week during normal gaming hours.
- You can choose to purchase a multi-draw ticket for up to 20 drawings at a time.
- Drawings occur every few minutes beginning at 6:07 a.m. and ending at 2:32 a.m.
- LUCKY ONE draws happen every 3.5 minutes.
- Scratch-Offs/EZPLAY® & EZPLAY® Progressive Jackpot Games



- Scratch-Offs are played by scratching the latex off a play area to reveal preprinted combinations. There are different ways to win on a Scratch-Off game, such as matching 3 like dollar amounts, symbols, or letters. If the correct combinations appear, the player becomes a winner.
- The Lottery offers $1, $2, $5, $10, $20, $30 and $50 dollar price points. Every October, the Lottery launches Holiday scratch-offs. The Scratch-Off Product Department continues to feature several “spotlight” Scratch-Off games, which are games sold at $10, $20, $30 and $50 price points. These games have attractive, higher prize payouts. Scratch-Off games have several categories of games for players to choose from such as whimsical, license property, holiday, and others. There are approximately 50 games on sale at any given time.



- This game category was introduced in 2008. Every EZPLAY® Game ticket is generated at time of purchase with a set of numbers / symbols. Players simply match their play numbers / symbols to see if they have won. Upon winning, Retailers will simply validate the winning ticket through the Lottery terminal just like any other Lottery game. EZPLAY® Games ticket expires 180 days from the date of purchase and EZPLAY® Games cannot be cancelled.
- **EZPLAY® PROGRESSIVE GAMES** – In January of 2013 EZPLAY® Progressive Games were launched. These games are played the same way a traditional EZPLAY® plays, however, the top prize is a progressive jackpot. Each games jackpot has a set starting jackpot and grows based on sales. The first EZPLAY® Progressive game was introduced in January 2013 with the launch of $2 Perfect Game 300. Currently, we offer a variety of Progressive jackpot games.

SECTION 11 – EXPANDED CASHING PROGRAM

Expanded Cashing Program: "Super Retailers"

Please refer to: **The Ohio Lottery - Cashing Locations**

SECTION 12 – RESPONSIBLE GAMBLING

Responsible Gambling: WellplayedOhio.com™

The Lottery wants everyone to enjoy Lottery games responsibly. That's why we started WellPlayed Ohio™. As one of our Retailers, you are on the front lines and are critical in fostering a safe and healthy environment for our community. While we are not therapists, together we can still help play and remain fun and safe. Our simple, consistent actions can go a long way to help prevent potential problems and guide customers toward help when they need it.

Simple actions make a big difference. Putting responsible play practices into your daily operations is a lot easier than you think. Here are some effective things you can do to help keep things WellPlayed™

- Display Materials: Simply display our WellPlayed Ohio™ posters and toolkits in prominent spots to help reinforce responsible play.
    1. Reinforce Age Limits: Be adamant about adhering to and communicating age restrictions for all Lottery games.
    2. Gentle Reminders: Offer simple reminders to customers about setting limits on time and budget, as well as helping them to understand their true odds.
    3. Resources Reminders: Direct customers to WellPlayed Ohio™ support channels if they express concerns or ask for help at **https://wellplayedohio.com/get-support/**

WellPlayed Ohio™ Certified Retailer: Coming Soon!

WellPlayed Ohio™ Certified Retailers are part of a statewide network committed to keeping Lottery play fun, informed, and balanced. Certification is required for all Retailers and is designed to be quick, practical, and useful – giving Retailers clear guidance on their role in responsible play.

- **What it is not**: It is not about policing play.

- **What it is**: It's about providing consistency, confidence, and care at the point of sale.

What Certification Includes

- Clear expectations for a Retailer's role and boundaries
- Simple tools and materials to support responsible play conversations
- Recognition as a WellPlayed Ohio™ Certified location
- Opportunity to be included in a WellPlayed Ohio™ incentive program for employees

Why It Matters

- Retailers are often the first interaction when people play. Certification allows that moment to feel supportive and aligned with WellPlayed Ohio™.

Visit WellPlayed Ohio™ Retailer Certification *** Retailers - WellPlayed Ohio** for more information.

Problem Gambling Support

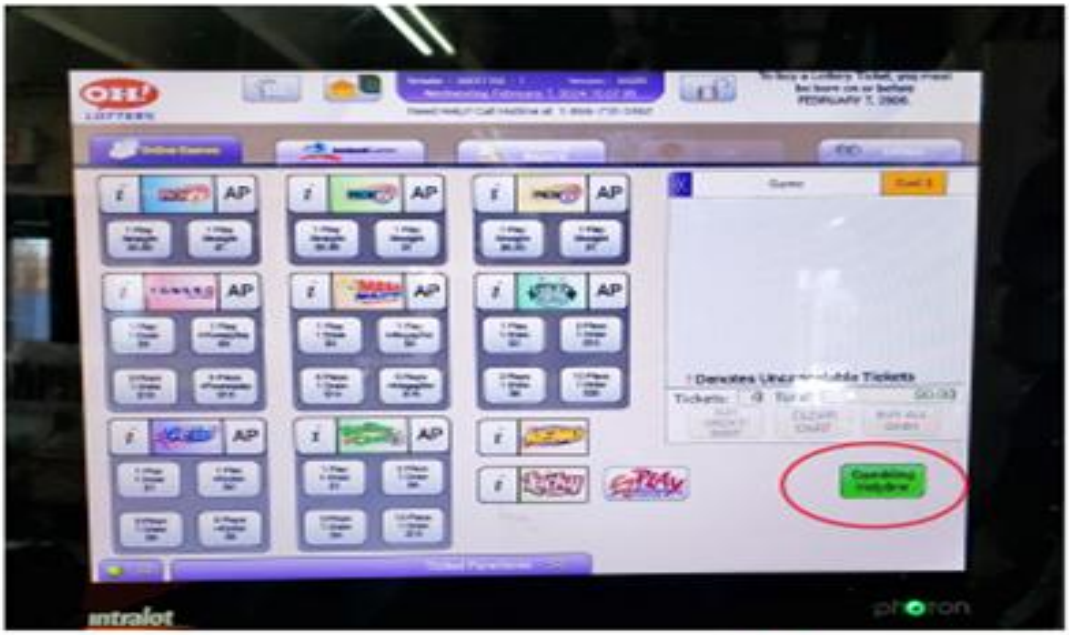
If you suspect that a customer may be experiencing problems with gambling, approach them in a calm, non-confrontational manner and express your concern. Let them know that help is available at https://wellplayedohio.com/get-support/.

One of the best tools available to you is the Problem Gambling Helpline button, located on all Retailer terminals and self-serve machines. When this button is selected, the terminal prints a separate ticket displaying the helpline number. Retailer(s) can discreetly provide this ticket along with the customers' purchases.

In addition, the Ohio Problem Gambling Helpline number is printed on every Lottery ticket, ensuring that customers always have access to this important resource. The number for individuals seeking help in Ohio is **1-800-589-9966.**

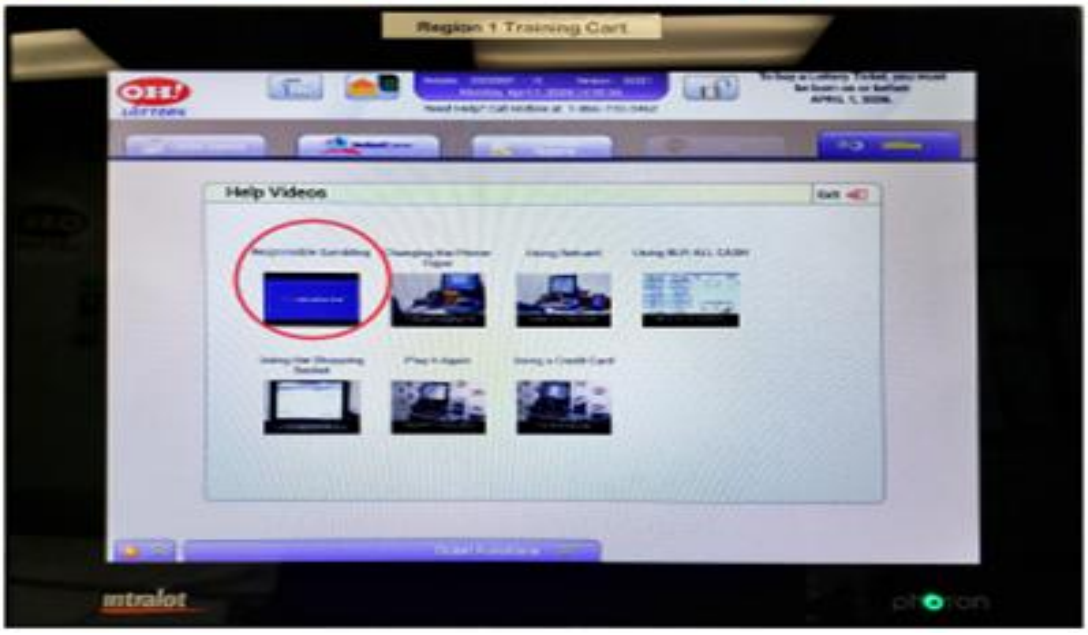
Responsible Gambling Training Videos

You can watch a brief refresher training video on the Photon terminal by clicking UTILITES>HELP VIDEOS>RESPONSIBLE GAMBLING


OH!
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AP
Gambling Helpline
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$0.00 BALANCE


www.ohlottery.com
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Does playing the lottery no longer seem fun? Help is available call 1-800-589-9966.
WWW.OHLOTTERY.COM


Region 1 Training Cert
OH!
LOTTERY
Help Videos
intralot
photon

SECTION 13 – DEFINITIONS

Adjustment – Is a formal request by a Retailer to credit their account. It serves as a reconciliation tool.

Administrative Procedure Act - means Chapter 119. of the Revised Code, and all amendments thereto.

Auto-Settlement – A procedural policy or contractual arrangement where a gaming system automatically marks Lottery ticket inventory as "sold" once specific criteria are met, without requiring manual input from the Retailer. This process ensures that inventory is reconciled, and payment is owed to the Lottery after a set period, such as when instant ticket books remain active for a predetermined number of days or when a predetermined percentage of the book's validation count is redeemed.

Bank Return Date – The date the Lottery is notified by the bank of an NTF situation.

Bet Slip - A machine-readable paper form used by players to choose their Lottery numbers. A Retailer can insert the play slip into a reader, and the Lottery terminal will generate a Lottery ticket for a draw or terminal-based game.

Book - A set of instant Lottery tickets. Instant Lottery tickets are sold in fan folded sets of perforated tickets with each of these sets comprising a book. The number of tickets in a book is often dependent on the price of a ticket – $1 tickets may be packaged in books of 3..... tickets and $2... tickets may be packaged in books of 1..... tickets.

Cancelled Ticket - A terminal-printed ticket which is voided after it has been generated by a terminal.

Cashing Agent - Lottery Retailer authorized to cash winning Lottery tickets.

Consignment – A business arrangement where the Lottery entrusts Scratch-Off games to a Retailer to sell on their behalf. The retailer pays the Lottery only after the item is sold, often returning unsold items.

Deactivation of Terminal – The Retailer(s) terminal will be placed in an inactive status and is suppressed.

Electronic Funds Transfer (EFT) - The electronic banking process which utilizes clearing house transactions to deposit or debit authorized accounts. The Lottery does a weekly "sweep" of Retailer funds.

Float – Retailers are required to "Mark-Sold" Scratch-off tickets when the last ticket is sold and no longer in their inventory. Scratch tickets that are sold but are not "Marked-Sold" are in this status and need to be settled.

Game Closed - The time when instant tickets for a specified game can no longer be ordered or distributed by the Lottery or Retailer.

Liability Limit – Liability limits are used to cap sales on a set of numbers once potential prize liabilities hit a certain point, should a number be hit. In Ohio, Pick games are capped at $6 million in potential prize per set of numbers.

Lottery Sales Agent - Lottery Retailer authorized to cash winning Lottery tickets.

Lottery Sales Representative (LSR) - A Lottery employee responsible for servicing Lottery Retailers' needs in a particular geographical region or territory, or by a specific classification of Retailer.

Pay to Bearer - A designation of a Lottery ticket under which the winnings from the ticket are payable to the person possessing the ticket or to the order of the person who has demonstrated bearer status by signing the ticket as the owner.

Payer Express –An electronic payment application which is available on the Lottery website in the Retailer area. This application allows for payments to be made using a checking or saving account.

Principal - means each shareholder owning ten percent or more of the voting stock; each director and each officer of a corporation; each general partner of a partnership; each member of any other form of association, entity, organization, or group of owners; and each individual proprietor of a proprietorship.

Non-Sufficient Funds (NSF) Fee – In an NTF situation, the Lottery will assess the Retailer a processing fee for every bank return for NSF.

Non-Transfer of Funds (NTF) – An NTF is a situation where the Retailer's bank rejects an attempted withdrawal from the Retailer's EFT (Electronic Funds Transfer) bank account. Reasons for a bank rejection include but are not limited to an insufficient account balance, bank account frozen, etc.

Retailer – Has the same meaning as "Lottery Sales Agent" or "Cashing Agent".

Retailer Cashing Bonus - An incentive provided to a Lottery Retailer to reward and encourage them to redeem and cash winning tickets.

Retailer Commission - The amount paid to a Lottery Retailer by the Lottery in return for selling Lottery tickets; the commission is based on the Retailer's sales, and in many cases, cashing of winning tickets. Aggregate Retailer commissions in Ohio are about 6.2% with an additional ....3% for Retailer Incentive Program.

Retailer Incentive Program (RIP) - The RIP program was developed to incentivize Retailers who met quarterly sales goals (beating last year by a set percentage) in addition to meeting other goals (such as activating all new games, have no Strikes, or keeping their play area clean).

Settlement Date - means each date specified by the director on which sales agents are to settle their transactions through deposits with designated banking institutions.

Settlement -

1. For purposes of Retailer's and licensure, "settlement" means the reconciliation of all inventory and the removal of Lottery equipment pending the suspension, revocation, or termination of the Lottery Retailer Sales License.
2. For purposes of Lottery game tickets, "settlement" means the return of full and partial lots of game tickets by the time period specified by the director.

Strike – The Retailer receives a "violation" against their license when an NTF occurs.

Strike Period – Shall remain in the system six months from the bank return date. Once the six-month period has expired, the strike will be removed.

Super Retailer - A location at which players can have tickets validated and collect prize amounts which exceed those payable by a Retailer.

Ticket - means a lottery ticket issued by the Lottery for sale to the public.

Validation - The process of confirming a Lottery ticket is a winning ticket, confirming the ticket has not been previously validated, and marking the ticket as "validated" in the system (a winning ticket can only be validated one time.) An attempt to validate a Lottery ticket. If the ticket is not a winner or has previously been validated, the Retailer (or validation clerk) will receive an appropriate message. A validation is not the same as cashing a ticket. Validation counts may not equal cashed counts.

SECTION 14 – AUTHORITY & RESOURCES

AUTHORITY:

Article XV, Section 6 - Ohio Constitution | Ohio Laws
Rule 3770-1-02 - Ohio Administrative Code | Ohio Laws
Rule 3770:1-5-05 - Ohio Administrative Code | Ohio Laws
Rule 3770:1-8-06 - Ohio Administrative Code | Ohio Laws
Rule 3770-2-02 - Ohio Administrative Code | Ohio Laws
Rule 3770-3-01 - Ohio Administrative Code | Ohio Laws
Chapter 3770-4 - Ohio Administrative Code | Ohio Laws
Rule 3770-4-02 - Ohio Administrative Code | Ohio Laws
Rule 3770-4-03 - Ohio Administrative Code | Ohio Laws
Rule 3770-4-06 - Ohio Administrative Code | Ohio Laws
Rule 3770-4-07 - Ohio Administrative Code | Ohio Laws
Rule 3770-4-09 - Ohio Administrative Code | Ohio Laws
Section 2915.01 - Ohio Revised Code | Ohio Laws
Section 3770.01 - Ohio Revised Code | Ohio Laws
Section 3770.02 - Ohio Revised Code | Ohio Laws
Section 3770.03 - Ohio Revised Code | Ohio Laws
Section 3770.04 - Ohio Revised Code | Ohio Laws
Section 3770.05 - Ohio Revised Code | Ohio Laws
Section 3770.06 - Ohio Revised Code | Ohio Laws
Section 3770.07 - Ohio Revised Code | Ohio Laws
Section 3770.08 - Ohio Revised Code | Ohio Laws

RESOURCES:

The Ohio Lottery :: How To Claim
The Ohio Lottery :: Cashing Locations
The Ohio Lottery :: Lottery Equipment Guides
The Ohio Lottery :: Retailer Resources
The Ohio Lottery :: Club Procedures
The Ohio Lottery :: Terms and Conditions
The Ohio Lottery :: MyLotto Rewards®
The Ohio Lottery :: Home
The Ohio Lottery :: Mobile Cashing
The Ohio Lottery :: Second Chance Promotions
The Ohio Lottery :: Register

5 Things to Know about Lottery Cash

How to purchase Lottery Cash on MyLotto Rewards®| Mobile App

How to purchase Lottery Cash on MyLotto Rewards®| Desktop

The Ohio Lottery :: Lottery Cash & Coupons

The Ohio Lottery :: Cash Explosion®

The Ohio Lottery :: Home

The Ohio Lottery :: Claim Form

https://www.ohiolottery.com/retailers/retailer-resources/forms/

The Ohio Voluntary Exclusion Program

Pause Before You Play

Home - WellPlayed Ohio

Home - Change the Game Ohio

retailer_requested_adjustment_032014.pdf

www.ohiolottery.com