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# Ohio Lottery Commission

## Draw-Based and Gaming Terminal-Generated Ticket Cancellations Policy

Office of Sales


No:

LOT-SA-0004

Effective:

January 22, 2025

Issued By:

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Michelle B. Gillcrist  
Director

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

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### I. Purpose

The purpose of this Policy is to establish the guidelines for cancelling a draw-based gaming terminal-generated ticket and requesting credit or reimbursement when a gaming terminal-generated ticket cannot be cancelled through normal processes.

### II. Scope

This policy applies to all Licensed Retailer Sales Agents ("Retailer").

### III. Policy

Wagers which are generated by the gaming terminal may only be cancelled in limited circumstances.

#### A. Procedures

1. PICK 3, PICK 4, PICK 5, Rolling Cash 5, Classic Lotto, KENO/Booster, and Lucky One.)
  - a. Wagers may only be cancelled at the customer's request.
  - b. The customer must surrender the original wager receipt.
  - c. All cancelled wagers must be processed at the same Retailer where the wager was generated and using the same gaming terminal and under the gaming terminal branding channel.
  - d. The cancellation must occur before the "pool closing" for that drawing.

- e. Multi-draw wagers must be cancelled on the same business day that they are purchased prior to the first draw.

**2. Mega Millions, Powerball, Lucky for Life, EZPlay or any seasonal or promotional game (e.g., Ohio Raffle)**

- a. These wagers **cannot** be cancelled.
- b. Retailers are encouraged to enable the confirmation screen before finalizing the wager.

**B. Retailer Responsibility**

- 1. Retailer Training
  - a. There is a “TRAINING” mode on the terminal which should be used for training new employees.
- 2. In the event of a misprint or a terminal malfunction, Retailers may request a credit adjustment by following the procedures listed in the [2017 Intralot Ohio Lottery Terminal Manual](#) and the Retailer Guidebook located on [OhioLottery.com](#)
- 3. The Retailer is responsible for terminal troubleshooting in accordance with the Retailer Guidebook and the [Retailer Terminal Manual](#) located on [OhioLottery.com](#).

**A. Consequences of Violation**

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

**IV. Authority**

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

[Ohio Administrative Code Rule 3770:1-8-06](#)

[Ohio Administrative Code Chapter 3770-4 Operating Standards for Sales Agents](#)

**V. Resources**

[2017 Intralot Ohio Lottery Terminal Manual](#)

[The Ohio Lottery: Retailer Resources](#)

**VI. Revision History**

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

<b>Status</b>	<b>Date</b>	<b>Changes</b>
First Issued	January 2001	-
Revised	December 2012	Content Changes
Revised	July 2015	Content Changes
Revised	June 13,2017	Content Changes (Renumbered Formerly: SA-01-01 A.3
Revised	January 22, 2025	Content and formatting changes