The Ohio Lottery Commission is issuing this bulletin to Video Lottery Sales Agents (VLSA) and licensed technology providers to provide a status on the program and procedures.

Operating Standards and Procedures have been updated and are available on our website in their entirety. The following information highlights those changes.

**Operating Standards**

- **Annual Plan** – no substantive changes
- **Employee Licensing** – New operating standard.
- **Financial Processing** – no substantive changes
- **Marketing & Advertising** – Updated document formatting and no longer requires extended surveillance retention period for promotional drawings.
- **Minimum Internal Control Standards** – Renamed “VLSA Compliance” (see below for changes).
- **Responsible Gaming Program** – no substantive changes
- **Security & Surveillance** – no substantive changes
- **Shipment of Equipment & Software** – no substantive changes
- **Terminal Standards** – no substantive changes
- **Testing Standards** – no substantive changes
- **Tournaments** – no substantive changes
- **VLSA Compliance** – Added requirements for VLSA annual reviews of standards and procedures and added the Marketing/Promotions department to the list of annual internal audits.
- **VLSA Fines** – no substantive changes
- **Tech Providers Fines** – no substantive changes

**OLC Minimum Internal Control Standards**

- **Cage and Credit Section** – no substantive changes
- **Information Technology Section** – no substantive changes
- **VLT Section** – no substantive changes