



[Online Ticket Cancellations]

[Office of Sales]

[LOT-SA-0004]

[June 13, 2017]

PURPOSE:

The purpose of this Policy is to establish the parameters for cancelling an on-line ticket and provides guidelines for requesting credit or reimbursement when an online ticket cannot be cancelled through normal processes. Retailers who fail to follow proper procedure may be denied credit.

POLICY:

GUIDELINES:

Wagers which are generated by the gaming system terminal can only be cancelled in limited circumstances. Retailers are advised that there is a "TRAINING" mode on the terminal which should be used for training new employees.

PICK 3, PICK 4, PICK 5, Rolling Cash 5, Classic Lotto, KENO

- Wagers may only be cancelled at the customer's request. The customer must surrender the original wager receipt. All cancelled wagers shall be processed through the terminal branding channel.
- The cancellation shall be performed on the same terminal or at the same retailer where the wager was generated.
- The cancellation shall occur before the "pool closing" for that drawing.
- Multi-draw wagers shall be cancelled on the same business day that they are purchased prior to the draw.
- Bundle Play wagers cannot be cancelled.

Mega Millions, Powerball, Bundle Play, EZPlay or any seasonal or promotional games (e.g., Ohio Raffle)

- Wagers may not be cancelled at any time
- Retailers are encouraged to enable the confirmation screen to eliminate unwanted wagers.

In the event of a misprint or a terminal malfunction, retailers may request a credit adjustment by following the procedures included below.



TERMINAL TROUBLESHOOTING:

If a ticket misprints or the terminal malfunctions, retailers should attempt to correct the problem.

When a ticket misprint prevents cancellation:

1. Check the printer.
 - a. Is it loaded correctly? If not, reload.
 - b. Is the paper roll too low? If so, reload.
 - c. Is the power on? Check cord connections.
2. Reprint the affected wager(s) and process cancellation.
3. If necessary, file adjustment paperwork.

When a ticket jams during cancellation:

1. Open the reader.
2. Remove jammed ticket.
3. Re-process for cancellation.
4. If the ticket cannot be cancelled, follow the adjustment procedures (see below).

If you are unable to correct the problem, contact Intralot for instructions.

1. Inform the operator that you have a ticket which needs to be cancelled.
2. Cancel the ticket as soon as the terminal is operational.
3. If terminal downtime is within 3 hours of pool closing:
 - a. Contact the Ohio Lottery Commission (OLC) Customer Call Center at 800-686-4208.
 - b. Request that the Customer Service Representative make a record of the ticket serial numbers and make a report to the Agent Accounts Bureau.
 - c. Stamp or deface the original or misprinted ticket as cancelled.
 - d. Follow the adjustment procedure to obtain credit.

PROCEDURE TO REQUEST ADJUSTMENT:

Adjustments may be authorized when the policy and guidelines have been followed. An adjustment can be requested by completing the Retailer Requested Adjustment form. The OLC's Retailer Accounts Bureau, Office of Finance, will review the request and approve or deny credit.

1. Contact the OLC Customer Call Center PRIOR to pool closing to make a report at 800-686-4208.
2. Complete the Retailer Requested Adjustment form including:
 - a. Date, time, and type of problem.
 - b. Name of contact and time of call to Intralot.
 - c. Name of contact, time of call to OLC Hotline AND Issue Number.
 - d. Time of resolution and copy of Intralot Service Report, if available.
 - e. Original ticket, if generated.
 - f. Reprint ticket.
3. Mail the completed form within 24 hours to the OLC, Agent Accounts Bureau, 615 West Superior Avenue, Cleveland OH 44113-1879.



4. Improperly completed forms and/or forms filed after seven (7) days of the date of the incident may result in denial of credit.

The following operator errors may cause the Retailer Accounts Bureau to deny credit or reimbursement:

1. A legible ticket with a barcode can be processed using the terminal's internal reader and must be cancelled prior to the pool closing time for proper credit. When the time limit on a legible ticket is exceeded, the ticket cannot be credited through as an adjustment.
2. When no ticket is generated because the terminal is out of paper or the thermal paper is loaded backwards, the price of a ticket cannot be credited.
3. When a ticket is blank, the price of the ticket cannot be credited.

BREACH OF POLICY:

A violation of any part of this policy may be subject to disciplinary action up to and including termination.

THIS POLICY SUPERSEDES AND REPLACES ANY AND ALL PREVIOUSLY ISSUED POLICIES ON THIS SUBJECT

| Revision History | | |
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