



RETAILER  
REFERENCE GUIDE

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# BEING A RETAILER

## \*An Introduction to Your LSR and CSR

You will be assigned a Customer Service Representative (CSR) who will help you place your Scratch-Off ticket orders. You will also work with a Lottery Sales Representative (LSR) who will assist you and your staff with training, marketing, and promotional support at your store.

## \*Consignment and Issuing Scratch-Off Tickets

The Ohio Lottery issues Scratch-Off tickets on consignment. The Lottery will also provide Scratch-Off ticket dispensers and point-of-purchase materials to retailers. You will be called regularly by your Customer Service Representative (CSR) to verify the status of your ticket inventory and to place orders for Scratch-Off tickets, bet cards, and terminal supplies. Your order will be delivered by UPS and will contain a shipping manifest. It is your responsibility to verify the contents against the manifest, and to scan the bar code on the Scratch-Off ticket package or manifest to confirm the Scratch-Off ticket delivery. Any discrepancies should be promptly reported to your CSR. Prior to selling from an issued book of tickets, the book must be placed into active status using your lottery terminal. Once activated, the book can be sold, and winners cashed. All Scratch-Off tickets that are sold over the counter must be deactivated at the end of the business day. Ticket deactivation prevents them from having a value if stolen and protects you from financial liability.

## \*Security

Retailers are financially responsible for all issued tickets and are encouraged to secure all Ohio Lottery tickets, equipment, and supplies

## \*Equipment Relocation

If you need to move any of your Lottery machines, please contact your LSR for assistance.

## \*Insurance of Lottery Equipment

As part of the application process to become a retailer, you signed an Indemnification Agreement. By signing this agreement, you acknowledged that you are responsible for reimbursing the Ohio Lottery for any damage to the equipment, including full replacement of any equipment that is not repairable. Please contact your regional office for the replacement value of your equipment.

## \*Amber Alert

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.

## \*Telephone Numbers

Touch Utilities tab, at the top of the Photon screen. Touch phone numbers which are in the 2<sup>nd</sup> row, 1<sup>st</sup> button on the left. The telephone numbers window displays with contact information for retailers and players.

**Intralot Hotline:** 1-866-710-2462 (24/7)

**OLC Customer Service:** 1-800-686-4208  
Monday – Friday 8:00 A.M. – 5:00 P.M.

**Lottery Security:** 1-216-774-5757  
Monday – Friday 5:45 A.M. – 12:00 A.M.

**Ohio Problem Gambling Helpline:** 1-800-589-9966

**Winning Numbers Information Line:** 1-800-589-6446 (24/7)

**Cashless (Credit Card) Units:** 1-844-806-8929

When you have questions that have not been addressed by calling the numbers above, you can also contact your Ohio Lottery Regional Office.

Cleveland: (216)774-5671

Toledo: 1-800-589-6442

Dayton: 1-800-589-6463

Cincinnati: 1-800-589-9883

Columbus: 1-800-589-6445

Athens: 1-800-589-6466

Akron-Canton: 1-800-589-6467

Youngstown: 1-800-589-6468

Lorain: 1-800-589-6469

## \*Draw Game Schedule

<u>Game</u>	<u>Pool Closing</u>	<u>Drawing Time</u>	<u>Drawing Days</u>
Pick 3 Pick 4 Pick 5	12:25 pm 7:25 pm	12:29 pm 7:29 pm (except Saturday) Saturday evening drawings occur During Cash Explosion, which airs from 7:30 pm – 8:00 pm	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	Immediately after pools close	Monday, Wednesday and Saturday
Powerball	10:00 pm	10:59 pm	Monday, Wednesday and Friday
Mega Millions	10:45 pm	11:00 pm	Tuesday and Friday
Lucky for Life	9:30 pm	10:35 pm	Daily
Keno	Pools close every 3.5 minutes	Drawings immediately follows pool closings, with drawings held from 6:05 am – 2:28 am	Daily
Lucky One	Pools close every 3.5 minutes	Drawings immediately follows pool closings, with drawings held from 6:05 am – 2:28 am	Daily

Ohio 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.

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 Class 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.
- 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 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.
- 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.
- Numbers are drawn twice daily at 12:29 pm, and 7:29 pm.



- Top prize is \$1,000 a Day for Life.
- Each wager will cost \$2.00 per play.
- Players will select 5 numbers from a field of numbers 1 – 48 & 1 Lucky Ball from a second field of numbers 1 – 18.
- 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 10:35 pm. On those days, sales for the draws will end at 9:30 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.
- 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 from 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.
- 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 \$20,000,000 and rolls based on sales.
- Each wager costs \$2.00 per play.
- Players select 5 numbers from a field of numbers 1 - 70, and 1 number from a second field of numbers 1 - 25.
- Players may purchase up to 10 consecutive drawings.
- A bet card is available allowing the multi-draw feature to be utilized.
- Players can also request an Auto Pick.
- Advanced wagers are not available.
- Tickets cannot be cancelled.
- Numbers are drawn Tuesday and Friday approximately 10:59 pm.
  - **MEGAPLIER** – is an add-on game that is played with the Mega Millions game.
  - Players can add Megaplier for an extra \$1 per board per draw.
  - MEGAPLIER will multiply any non-jackpot prize won by 2x, 3x, 4x, or 5x.
  - Match 5+0 prize with Megaplier for \$1,000,000.



- 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 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 wagers are not available.
- Players can also request an Auto Pick.
- Tickets cannot be cancelled.
- Numbers are drawn Monday, Wednesday, and Saturday 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.
  - 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 2:28 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



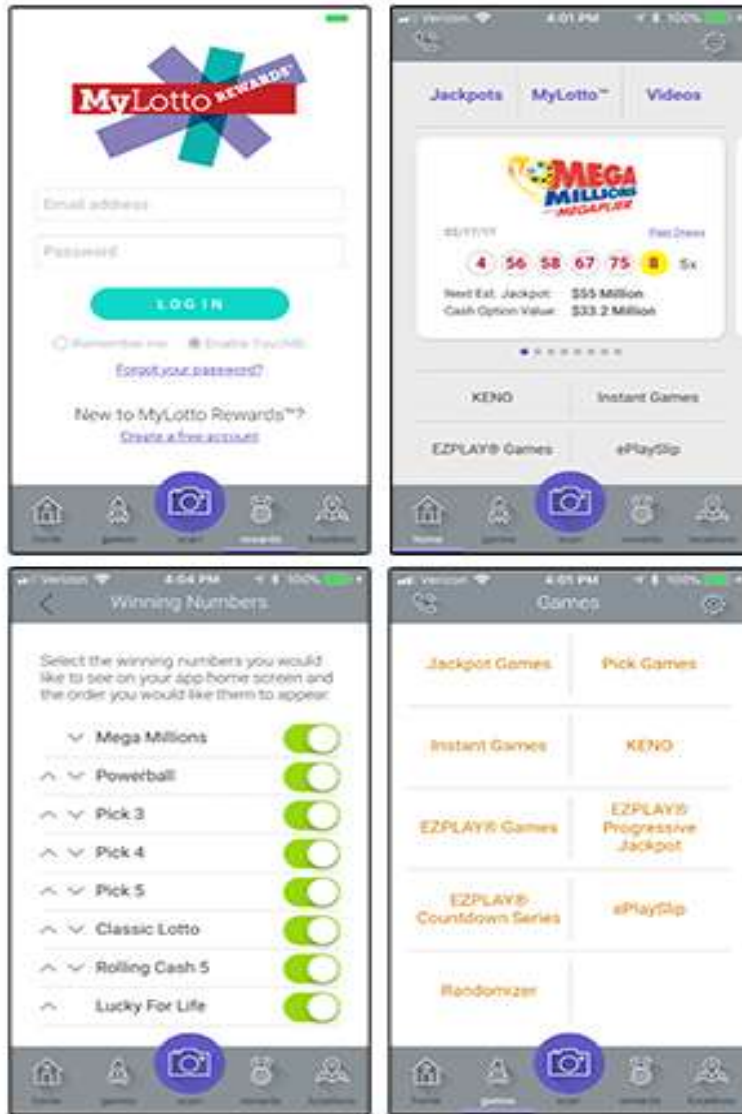
- This game category was introduced in 2008. Every EZPLAY Game ticket is generated at time of purchase with a set of numbers / symbols. Players simply match their play numbers / symbols to see if they have won. Upon winning, retailers will simply validate the winning ticket through the lottery terminal just like any other Ohio Lottery game. EZPLAY Games ticket expires in 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 play 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 January 2013 with the launch of \$2 Perfect Game 300. Currently, we offer a variety of 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, and \$30 dollar price points. Every October, Ohio Lottery launches Holiday scratch-offs, and during that launch a \$3 price point will be available for sale. The Scratch-Off Product Department continues to feature several “spotlight” Scratch-Off game, which are games sold at \$10, \$20, and \$30 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.

[\\*Download the Ohio Lottery App!!!!](#)





Customize your home screen with a tap.

- You can customize the games, winning numbers, and home page links on your home screen from the new settings menu.

Scan tickets with your camera.

- Entering tickets in MyLotto Rewards is easy – just tap the Scan button from any screen and your phone’s camera will snap a picture and enter the ticket.

### Redeem and play in the app!

- Play your favorite games, manage your MyLotto Rewards and redeem points right from your phone.

### See the newest videos.

- Watch videos from the Ohio Lottery right in the app with the Videos playlist.

### Skip the paper slips with ePlaySlip.

- ePlaySlip is now part of the Ohio Lottery app, allowing you to pick your numbers and scan your phone at retail locations without the need for a paper slip.

## \*About MyLotto Rewards®

- Welcome to MyLotto Rewards®, where the games not over yet! **Earn points on non-winning Ohio Lottery game tickets.** Then, use those points to enter drawings, or shop from our catalog. Prizes include everything from great gear to one-of-a-kind items to exclusive experiences that money can't even buy. It's free to join, so you can start earning points right away. And keep a lookout for special promotions and chances to earn extra points.

Ready to get in on the fun? Let's play!



See [Ohiolottery.com](http://Ohiolottery.com) for more information.

## \*Mobile Cashing Has Arrived

- No more waiting in line.
- No more driving across town.
- No more time and effort needed to fill out stacks of paperwork to get your prize money.
- Now you can use your mobile device to cash winning Ohio Lottery tickets between \$1-\$5,000!
- It's a fast, secure, and convenient way to get paid. And it's built into the Ohio Lottery mobile app.
- Simply scan an eligible ticket and select CASH OUT to begin the process. Your winnings can be added into a bank account. It's that simple!
- Make sure you have an Ohio Lottery Rewards account!

**Credit and Debit coming soon!**

## 3 Things to know

### ABOUT MOBILE CASHING!!!!

1. Only available in the Ohio Lottery Mobile App.
2. Your legal full name and Social Security Number are required.
3. Your first transaction may take up to 7-10 business days. Transactions after that take 1-3 business days



## \*Welcome to MyLotto Rewards® 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.

## \*Introducing Lottery Cash!

- **Welcome to the new MyLotto Rewards® Lottery Cash catalog.**

The Lottery Cash can be redeemed at any participating Ohio Lottery retailer. It can be used for Ohio Lottery games only, and the full value must be used in a single transaction.

See [Ohiolottery.com](http://Ohiolottery.com) for more information.

## \*Cash Explosion®

HOW TO ENTER THE TV GAME SHOW SPOTLIGHT:



- Play the Cash Explosion® scratch-off game and you could win your way onto the Ohio 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 Cashword ticket, you can enter to be a contestant at [Ohiolottery.com](http://Ohiolottery.com)!

## \*Managing your Lottery Account/Financials

### \*License Renewals

- Your initial license is valid for 3 years and must be renewed online. A 30-day letter to remind you will be sent either via email, or through the post office.

### \*Bond Renewal

- The Ohio Lottery must receive the renewed Lottery bond 14 days prior to the bond cancellation date. If you require assistance obtaining a bond, the Lottery has a list of providers. You can contact the Ohio Lottery's office of Licensing and Bonding for this information, or your Ohio Lottery Sales Representative.

### \*Sale of Business

- If you intend to sell your business, you should give the Ohio Lottery 60 days' notice. This will give the buyer time to complete the online application process, and your Lottery Sales Representative will do the change-over once the process is complete. If you have questions, please contact your Ohio Lottery Sales Representative.

### \*Reconciliation

- The Ohio Lottery business week runs from 12:00 a.m. Sunday to 11:59 p.m. Saturday, with wager processing capability 24 hours a day.
- You are required to make weekly deposits of Online and Scratch-Off game proceeds into you designated Ohio Lottery account. This account is electronically debited or credited on a weekly basis, beginning Tuesday at 8:00 a.m.
- The Ohio Lottery terminal provides many reports to help retailers reconcile Lottery activity. The Ohio Lottery suggests you reconcile during a shift change and daily basis.
- At the end of the week, each retailer must print and verify the Weekly Invoice Report which provide a record of Lottery activity for the previous week and the amount due to Ohio Lottery. This report can be taken after 6 a.m. on Sunday.

### \*Deposits

- Your Weekly Invoice Report will show the total amount due to the Ohio Lottery. The funds need to be available for withdrawal prior to noon on Monday. Any time funds are not available for transfer the retailer will receive a "Strike" and be charged a fee. If you have questions or have been notified of an "NSF", please call your Regional Office.

## \*Remitting Payment

- When a book of “Scratch-Off” tickets is completely sold, it needs to be settled through your Lottery terminal. Proceeds from the sales of Scratch-Off tickets are due to the Ohio Lottery upon their sale. It is your responsibility to ensure that those funds are in your Lottery account, at the time the Ohio Lottery conducts its “Electronic Funds Transfer”. All Scratch-Off books activated for 65 days, or a period set by the Ohio Lottery, will be automatically settled by Ohio Lottery. %Sold - when 95% of the lower tier prizes have been validated (\$25.00 and below) the book of Scratch-Off's will % sell. This excludes the \$30.00 book of Scratch-Off's.
- At that time the Ohio Lottery will charge the total Scratch-Off book value, minus 5.5% commission, to your invoice. To ensure additional inventory, please mark all outstanding Scratch-Off books “settled”.

## \*Floating Scratch-Off Tickets

- Retailers should mark Scratch-Off books “settled/sold” according to Lottery Policy. Any book that is not marked “settled” at the correct time is considered “float”. If this occurs, your LSR will ask about the Scratch-Off book in question, and help you process the book through the “settlement” phase.

## \*Scratch-Off Game Final Settlement and Mark-Sold

- Each Scratch-Off game has defined sales cycle. At the end of the sales cycle, the Ohio Lottery performs a final settlement. During this period, called a final settlement, you are offered an opportunity to return all unsold inventory of the game.
- You will receive the dates and games included in final settlement on a regular basis. At the end of final settlement, all inventory in your possession will be marked “sold” and payment will be due to the Ohio Lottery.

## \*Retailer Request for Reimbursement

- Retailers may pay prizes on tickets that generate a Cash/Pay receipt only. Retailers who mistakenly pay customer on winning tickets that generate any of the other payment receipts may submit a request for reimbursement. The retailer must submit the receipt and original tickets along with the necessary paperwork and a fee for all reimbursements.

## \*Cash Advance

- A retailer can receive a cash advance if the stores cashes exceed sales by \$1,000 or more on the week-to-date report. Notify your Regional Office before 10 a.m. to receive the cash advance.

## \*Changing your Bank Account

- Retailers can now change their bank information online. Go to [WWW.OhioLottery.com](http://WWW.OhioLottery.com), sign into your account, go to Retailer Central, and update the bank information. You will receive a phone call letting you know your new account is ready for you to use.

## \*Incident Report

- Within 24 hours of an incident, report lost, stolen, or destroyed tickets or equipment to the local police department and your Regional Office.
- When a portion of a book is reported stolen, lost or destroyed, immediately discontinue selling the book until the Ohio Lottery authorizes the sale of the remaining tickets.
- In case of a fire, file a report within 24 hours with the local fire department and provide the Ohio Lottery with a copy of the fire department report.

## \*Credit

- Retailers may receive credit for solen tickets provided they are un-cashed and/or were deactivated.

## \*Sight Validation

- Sight validation is prohibited. All Ohio Lottery tickets must be validated through the Ohio Lottery terminal. No prize may be paid if a ticket is stolen, altered, torn or mutilated.
- Non-conforming or defective tickets should be returned to your Ohio Lottery Sales Representative for credit.
- Tickets that do not have an intact barcode should not be cashed. If you have a question about cashing damaged Scratch-Off tickets, contact the Ohio Lottery Customer Service line 800-686-4208.

## \*Redeemed Tickets

- All redeemed Ohio Lottery tickets must be destroyed or defaced immediately after balancing on the Ohio Lottery system.

## \*If Faced with A Theft

- Immediately follow these steps.
- Deactivate the affected book(s).
- Record the name of anyone you speak with for future reference concerning your incident report.
- Contact the local Police Department and complete a Police report. Write down your report number.
- Complete a Stolen/Destroyed Ticket Report provided by your LSR. Write down your report number.
- Obtain a copy of the Police report and give it to your LSR with 30 days. Late Police reports justify denial of stolen ticket credential.
- Notify your Regional Office and the Lottery's Office of Security as soon as possible.
- Call the Customer Call Center immediately if you experience a terminal problem while generating or validating tickets. Retailers can submit Retailer Requested Adjustment forms for investigation of Online tickets question, and possible credit.
- These forms are provided by your LSR, Regional Office, or [WWW.OhioLottery.com](http://WWW.OhioLottery.com). Below are guidelines to follow when requesting credit.
- If misprinted or defective Scratch-Off tickets are discovered, contact your LSR or Regional Office for further assistance.

## \*Retailer Requested Adjustment

- Retailers may request an adjustment to their invoice report for terminal malfunctions or ticket problems. Adjustment requests may be submitted using the [digital form](#) or the [Adjustment Form](#) may be printed and mailed to the Ohio Lottery.
    - **Adjustment Request Guidelines**
    - The following guidelines must be followed for a requested adjustment to be considered.
1. You must report terminal malfunction(s) or ticket problem(s) to the Ohio Lottery's Customer Call Center on the day of the occurrence.
    - Customer Call Center.....1-800-686-4208**
    - Intralot Call Center.....1-866-710-2462**
  2. The form must be filled out accurately and include all the required fields. Accurate date, time and nature of problem must be explained in detail.
  3. All tickets, ticket jams, promotional tickets, and service report copies must be attached to the request.
  4. Reprints are required in the case of missing tickets and ticket jams.
  5. Adjustment requests must be received within one (1) business day of occurrence.

## \*Automatic Adjustment Denial

The following items will create an automatic denial of an adjustment request.

1. Operator error
  2. Running out of paper
  3. Paper put in backwards (always do print test)
  4. Tickets not cancelled before pool closing
  5. Not taking reprints when terminal and printer malfunctions occur (reprints must be made immediately after paper jam has been cleared)
  6. Saleable tickets
  7. Failure to adhere to adjustment criteria or Mega Millions' no-cancellation policy
- Mega Millions, Powerball, Lucky For Life and EZPlay tickets cannot be cancelled.**





# RETAILER REQUESTED ONLINE ADJUSTMENT

RETAILER NUMBER \_\_\_\_\_

RETAILER NAME \_\_\_\_\_

RETAILER ADDRESS \_\_\_\_\_

CITY, ZIP \_\_\_\_\_

CONTACT PERSON \_\_\_\_\_

RETAILER PHONE NUMBER \_\_\_\_\_

Game Type: \_\_\_\_\_

Number of Tickets Attached: \_\_\_\_\_

Adjustment Amount Requested: \$ \_\_\_\_\_

- UNABLE TO CANCEL TICKET(S) DUE TO MISSING BAR CODE
- PAPER JAM, REPRINT ATTACHED
- TERMINAL DISABLED WHILE WAGER WAS IN PROCESS; NO TICKET ISSUED. REPRINT ATTACHED.
- TERMINAL SERVICED. COPY OF SERVICE REPORT ATTACHED.
- OTHER: WRITE OR TYPE AN EXPLANATION OF THE PROBLEM AND ATTACH TO THIS FORM, ALONG WITH OTHER DOCUMENTATION.

ADDITIONAL REMARKS: \_\_\_\_\_

CREDIT WILL BE ON THE ADJUSTMENT LINE OF THE WEEKLY INVOICE REPORT. COMMISSION WILL BE DEDUCTED FROM THE AMOUNT APPROVED.

<b>OHIO LOTTERY USE ONLY</b>
APPROVED AMOUNT \$ _____
APPROVED BY: _____
DENIED – REASON: _____
_____
DENIED BY: _____
RETAILER ACCOUNTS: 1-216-774-5694

**STAPLE ONLINE TICKETS HERE**

**CALL IMMEDIATELY:**

Customer Call Center.....1-800-686-4208  
*(Press option 1, then option 2 for attendant)*

Intralot Call Center .....1-866-710-2462

DATE / TIME OF HOTLINE CONTACT \_\_\_\_\_

HOTLINE CONTACT NAME \_\_\_\_\_

### ONLINE ADJUSTMENT CRITERIA

- When requesting an adjustment, you must report terminal malfunction(s) or ticket problem(s) to the Ohio Lottery's Customer Call Center the day of the occurrence. You must include the Call Center Representative's name, call date and time on the adjustment request form.
- Retailer Name, Retailer Number, Address, City, State and Zip Code must be filled out accurately and legibly on the Retailer Requested Adjustment Form.
- Accurate Date, Time and Nature of problem must be explained in detail on the Retailer Requested Adjustment Form.
- Each Online game must have a separate request form. (i.e. Pick 3 on one form, Pick 4 on another form, etc.)
- All tickets, ticket jams, promotional tickets, and service report copies must accompany the adjustment request. Reprints are required in the case of missing tickets and ticket jams.
- Mail all adjustment requests within one (1) business day of occurrence.

### AUTOMATIC ADJUSTMENT DENIAL

- Operator Error
- Running out of paper
- Paper put in backwards (always do print test)
- Tickets not cancelled before pool closing
- Not taking reprints when terminal and printer malfunctions occur (reprints must be made immediately after paper jam has been cleared)
- Saleable tickets will not be given adjustments
- Failure to adhere to adjustment criteria or Mega Millions no cancellation policy

### OTHER IMPORTANT INFORMATION

There is no cancellation policy for Mega Millions and Powerball. You must regularly verify that your confirmation screen is set.

The Ohio Lottery is not responsible for lost mail; we recommend secured mailing (certified or registered). Mail completed form and documentation to:

**Ohio Lottery Commission, Retailer Accounts**  
615 West Superior Avenue  
Cleveland, Ohio 44113-1879  
Attn: Room 446

- Your adjustment will appear on the adjustment line of your weekly invoice report. Read all instructions on the front of the Retailer Requested Adjustment form.



## \*Commissions and Bonuses

- The Ohio Lottery offers selling bonuses to retailers 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 a 1% of the “Top Prize” with a cap of \$10,000. The game show selling bonus is 1% of the championship contestant’s total winnings (excludes bonus prize winnings.)

### \*Rolling Cash 5

- A \$500 bonus is paid for selling a Rolling Cash 5 ticket with a 5-of-5 match.

### \*Classic Lotto

- A \$1,000 bonus is paid for selling a Classic Lotto ticket with a 6-of-6 match.

### \*Kicker

- A \$1,000 bonus is paid for selling the winning KICKER match

### \*Mega Millions

- The selling bonus is \$1,000 per 1- Million- dollars of (Ohio’s Share) of the advertised jackpot.
- The selling bonus is shared equally by the Ohio Lottery retailers 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, 1-Million-dollar prize, will receive a \$1,000 bonus per ticket.
- Winning Megaplier second tier prize do not receive an extra bonus

## \*Powerball

- The selling bonus is \$1,000 per 1- Million- dollars of (Ohio's Share) of the advertised jackpot.
- The selling bonus is shared equally by the Ohio Lottery retailers 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, 1-Million-dollar prize, will receive a \$1,000 bonus per ticket.
- Winning PowerPlay second tier prize do not receive an extra bonus.

## \*Lucky for Life

- 1<sup>st</sup> Tier – 1% of Ohio's share of the "Jackpot" cash option.
- 2<sup>nd</sup> 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)

\*The Ohio Lottery records commissions and bonuses earned by retailers in a separate line items on the Invoice Report. Each January, you will receive a 1099 Miscellaneous for tax filing purposes. The statement shows your Ohio Lottery income for the previous year.

## \*Sales Commission

- A 5.5% commission is paid on the sale of Ohio Lottery tickets.

## \*Cashing Commission

- A 1% cashing commission is paid for tickets cashed weekly. If the cash-to-sales ratio is 49.5% or greater an additional .5% bonus commission is paid.
- The Ohio Lottery account must show sales to receive a cashing bonus. This is automatically calculated on the weekly Invoice report.

## \*Claim Bonuses

- A \$5.00 claim bonus is paid for validating and assisting a customer with a winning ticket that produces a "Pay to Bearer" or "File Claim" receipt.
- The retailer assists the customer with completion of the claim form and directions to the nearest cashing location, or mobile App for a "Pay to Bearer" receipt.
- The claim bonus is reflected on the weekly Invoice report.

## \*Retailer Incentive Program

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

## \*Liability Limit Alerts

- **When a 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 local Regional management and the LSR, detailing the limit(s) reached and the balance remaining.
- The local Regional Office or the LSR during normal business hours will call the location explaining they have reached Limit 1. Which is 75% of their weekly online sales, less weekly online cashes, and weekly online cancels.
- They will inform them 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 in-turn lower their liability, which will allow the terminal(s) to resume selling.
- Ohio Lottery will also inform them that to avoid a "Terminal Suspension" other than cashing tickets they can increase the Liability deposit amount by increments of \$250.00 during normal Ohio Lottery business hours.
- Retailers can contact the LSR or the local Regional Office for more information.
  
- **When a 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 local 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 location explaining they are still able to cash tickets and cashing tickets will in-turn lower Liability, which will allow the terminal to resume selling.
- Ohio Lottery will also inform them that to avoid a "Terminal Suspension" other than cashing tickets they can increase the Liability deposit amount by increments of \$250.00 during normal Ohio Lottery business hours.
- Retailers can contact the LSR or the local Regional Office for more information.

www.ohiolottery.com

**OH!**  
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
KEFBAY Sales	0.00
KEFBAY 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	0.49 -
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

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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	0.00
Cashing Comm	0.00
Claim Bonus	0.00
Selling Bonus	0.00

Instant Net Due 115.50 -

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SAMPLE WEEKLY INVOICE REPORT

123456-123456001 & TR: 0000004770

## Invoice Report

### To access your Invoice Report

- Touch the “Utility Tab” located near the upper right corner.
  - 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 Ohio Lottery bank account.
- The Ohio Lottery electronically withdraws for both “Online & Scratch-Off’s” activity every Tuesday morning beginning at 8:00 a.m.
- **Net Due** – Get a summary of what you owe, for both “Online & 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 Ohio Lottery account.
- **Sales/Cashes** – Get a detailed breakdown of “Sales & Cashes” by Online games here.
- **Online Game Sales Summary** – View gross and net sales for Online games here.

- **Details on Scratch-Off’s** – Note sales, book settlements, cashes, bonuses and other adjustments to determine “Instant Net Due”.

## \*Customer Relations / Finances

### \*Sales of Lottery Products to Minors

- Lottery Retailers are prohibited from selling Ohio Lottery tickets to minors.

### \*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) A retailer cannot be reimbursed for proceeds paid on a ticket that could not be validated on the Ohio Lottery terminal, or without assistance of Ohio Lottery Customer Call Center.

### \*If A Player Disputes Your Findings

- Give the person the ticket back and provide 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 needs to be mailed for review by the Ohio Lottery using the address on the back of the 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-Off’s
  - 180 days from the draw date for all Online Tickets
  - 180 days from the day the EZ Play Ticket was printed
- Remind Players 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](http://WWW.OhioLottery.com)

## \*Prize Tax Withholdings

- The Ohio Lottery is required to notify both the Internal Revenue Service (IRS) and the State of Ohio for any individual winning wager \$600 or more. The winner will receive a W-2G form for federal and state tax filing purposes for any individual prize of \$600 and up.
- Ohio 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 Ohio Lottery winnings.

## \*Group Claims/Non-Resident

- Groups have several options for claiming prizes. Have them contact the Ohio 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

- Ohio Lottery has retrofitted "Cashless" transaction units on all terminals. The Photon, MP's, MPNG's, and Touch & Wins. These units are credit/debit card readers and has enabled players to purchase Ohio Lottery with debit, credit and eWallet payments.
- The Ohio Lottery pays for all fee associated with the credit/debit card readers.
- Your commission will be the same as any Ohio Lottery purchase made with cash.
- These transactions show up on your daily/weekly reports as "cashless" online 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.



- 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 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.

**\*Using the Ohio 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 direction 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](http://WWW.OhioLottery.com).



- The “Pay” receipt is the only type of receipt that permits a Retailer 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.
- A Retailer 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, the Retailer should deface and discard both the ticket and “Pay” receipt.



### Pay to Bearer Receipt



www.ohiolottery.com  
**OH!**  
LOTTERY  
Mon., July 16, 2012 13:01:05  
**PAY TO BEARER**  
**\$900.00**

Present this Pay to Bearer Receipt, a completed claim form, and the original ticket to the NEAREST AUTHORIZED BANK CASHING LOCATION to redeem the prize amount of \$900.00

TEST GAME  
991-000123-123-4-0123456789

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CLAIMANT SIGNATURE  
CLAIMING REQUIREMENTS  
State or Federal Issue Photo ID, with Name, Address and Social Security Number

NOTICE: IF PHOTO ID DOES NOT DISPLAY SOCIAL SECURITY NUMBER, THEN YOU MUST ALSO PRESENT YOUR SOCIAL SECURITY CARD FOR VERIFICATION.

123456-789012 34 @ TR: 5678901234

WWW.OHIOLOTTERY.COM

- A winning wager of \$600-\$5000 will generate a “Pay To Bearer” receipt. This receipt allows the winner receiver payment from an authorized Ohio Lottery Cashing location.
- **Claim Form- The Retailer gives the player the winning ticket, the “Pay to Bearer” receipt, and a “Claim Form”.**
- **Players-** 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 Ohio Lottery cashing location. The winner will need to bring proper identification (Driver’s License/State ID). For a list of authorized Ohio Lottery cashing locations visit our website at [WWW.OhioLottery.com](http://WWW.OhioLottery.com).

### File Claim Form Receipt



www.ohiolottery.com  
**OH!**  
LOTTERY  
Mon., July 16, 2012 13:01:05  
**FILE CLAIM**  
**\$62,500.00**

Present this receipt and the original ticket to the nearest OHIO LOTTERY REGIONAL OFFICE or Lottery Headquarters to redeem a grand prize or prize amount of \$62,500.00

TEST GAME  
991-000123-123-4-0123456789

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CLAIMANT SIGNATURE  
CLAIMING REQUIREMENTS  
State or Federal Issue Photo ID, with Name, Address and Social Security Number

NOTICE: IF PHOTO ID DOES NOT DISPLAY SOCIAL SECURITY NUMBER, THEN YOU MUST ALSO PRESENT YOUR SOCIAL SECURITY CARD FOR VERIFICATION.

123456-789012 34 @ TR: 5678901234

WWW.OHIOLOTTERY.COM

### \*State Issued Check

- 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”.**
- **Players-** The player signs the back of the “Winning Ticket”, signs the “File Claim” receipt and completes a “Claim Form”
- The player can call the nearest Regional Office and set an appointment to continue the “Claiming” process. Or the player can mail the “winning ticket, the “File Claim” receipt, along with the “Claim Form” to the Ohio Lottery Claims Dept. 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.

*Keep it Fun*  
*Ohio.com*

**Gamble Responsibly.**

Go to [keepitfunohio.com](http://keepitfunohio.com)

## \*Notes



**[Defective, Misprinted or Non-Conforming Ticket Procedure]**

**[Office of Sales]**

**[LOT-SA-0002]**

**[June 13, 2017]**

**PURPOSE:**

The Ohio Lottery Commission (the "Lottery") periodically receives information regarding instant and online tickets that are defective, misprinted or that contain imperfections. Incidents of defective, misprinted or nonconforming tickets are generally identified via a Lottery customer complaint or Lottery Retailer. In the case of instant tickets, sample books of each game are forwarded to the Instant Ticket Testing Vendor, as well as to the Instant Ticket Manager, to inspect each game for possible tickets that may be defective, misprinted or nonconforming.

The following procedures will be utilized to streamline the reporting of defective, misprinted, or nonconforming tickets. They will also allow the proper departments to quickly apply their expertise in correcting incidents of the same.

**POLICY:**

**Misprinted tickets**

1. Misprinted tickets of all types and values should be forwarded to the Claims Department for handling and documentation.
2. The Claims Department will research the history of the ticket to determine if it was a winning ticket. Subject to the discretion of the director, generally:
  - a. If the ticket has no visible defect:
    - i. The ticket will be examined by the Claims Department, in the case of an instant ticket, or by the Information Technology Department, if it is an online ticket. If the ticket is determined to be a winner on its face, the customer should be paid the amount the face indicates. The ticket should then be forwarded to the Office of Legal Counsel so that it can be submitted to that Ticket Printing Vendor for reimbursement.
  - b. If the ticket has any visible defect (including, but not limited to, double cards, repeat numbers, or distorted prize awards, symbols, words, numbers or other graphics):
    - i. The ticket will be reconstructed by the Office of Security, if it is an instant ticket, or by the Information Technology Department, if it is an online ticket. If the ticket is determined to be a winner, the customer should be paid the winning value. The ticket should then be forwarded to the Office of Legal Counsel so that it can be submitted to that Ticket Printing Vendor for reimbursement. If the



ticket is determined not to be a winner, the customer will be so notified and the matter will be closed.

3. The original misprinted ticket should then be forwarded to the Instant Ticket Manager, in the case of an instant ticket, or to the Information Technology Department, if it is an online ticket, to determine whether specific action is recommended with regard to that instant or online game.
4. If there are questions as to how to proceed regarding any claim, the Claims Department should notify the Office of Legal Counsel to provide guidance.

If necessary, the Lottery will immediately follow up with the appropriate Ticket Printing Vendor found to have been responsible for the defect, misprint, or nonconformity. Either the Instant Ticket Manager, in the case of instant tickets, or the Information Technology Department, in the case of online tickets, will request a written explanation from that Ticket Printing Vendor regarding the extent of any problem, and will determine why the problem occurred and what preventative measures need to be put in place to remedy the issue going forward.

Upon receipt of the Ticket Printing Vendor's explanation regarding the problem, either the Instant Ticket Manager, in the case of instant tickets, or the Information Technology Department, in the case of online tickets, will forward a copy of the explanation to the Office of Sales, the Office of Legal Counsel, the Office of Security, and to any other party in need of such documentation. The Office of Legal Counsel or the Office of Security may seek independent review of the problem if deemed appropriate.

If necessary, the director, his or her designee, or the Deputy Director of Sales, will instruct the affected Regional Manager(s) to retrieve all instant tickets from their Lottery Retailers, which have been identified as being defective, or having a misprint or nonconformity. If such retrieval of the tickets from the field is required, the Security Director shall also be notified.

In the case of instant tickets, the Instant Ticket Warehouse and Distribution Vendor will also be notified so that they may stop delivery of the game in question. The Sales Director, or his or her designee, will contact the Regional Office Managers regarding the defective, misprinted or nonconforming ticket(s), to identify whether the problem is pervasive (i.e. statewide or regional), and in conjunction with the Office of Security, will calculate the number of tickets affected. The amount of tickets affected will be forwarded to the Office of Legal Counsel for possible assessment of liquidated damages. Such damage figures will also be reviewed by the Deputy Director of Finance. The Office of Legal Counsel will maintain a file on each incident involving a defective, misprinted, or nonconforming ticket.

If tickets appear to have been altered or damaged, by a party other than the Ticket Printing Vendor, the Office of Security and the Office of Legal Counsel should be notified.



**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**

<b>Revision History</b>		
<b>Status</b>	<b>Date</b>	<b>Changes</b>
First Issued	March 1, 2002	-
Revised	April 2006	Content Changes
Revised	June 2009	Content Changes
Revised	September 14, 2016	Renumbered (Formerly:SA-06-02 A.2)
Revised	June 13, 2017	Content Changes



[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		
Status	Date	Changes
First Issued	January 2001	-
Revised	December 2012	Content Changes
Revised	July 2015	Content Changes
Revised	June 13, 2017	Content Changes and Renumbered (Formerly:SA-01-01 A.3)



[ Retailer License Suspension – Alteration]  
[Office of General Services]  
[LOT-GS-0002]  
[June 13, 2017]

**PURPOSE:**

The purpose of this Policy is to provide uniform and effective guidelines for dealing with those retailers who, due to physical alterations at their facility or business, are not able to perform the duties of an Ohio Lottery Commission (OLC) Sales Agent.

**DEFINITIONS:**

“**Physical Alterations**” are defined as remodeling the Retailer’s facility or business due to improvement (expand) or repair (fire, water damage) at the Retailer’s facility.

**POLICY:**

The Licensing Bureau may place Retailers into an “Agent-Alteration” status following notification of facility remodeling by the retailer. Retailers will be granted up to 90 days to complete alterations and resume distribution of OLC products.

**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**



<b>Revision History</b>		
<b>Status</b>	<b>Date</b>	<b>Changes</b>
First Issue	January 3, 2000	-
Revised	July 2009	Content changes
Revised	June 13, 2017	Renumbered (Formerly AD-00-04 A.2)



[Retailer License Suspension-Seasonal]  
[Office of General Services]  
[LOT-GS-0003]  
[June 13, 2017]

**PURPOSE:**

The purpose of this Policy is to provide uniform and effective guidelines for dealing with those retailers who are only open for business during a specific period each year. An Amusement park is an example of a seasonal retailer

**POLICY:**

The Ohio Lottery Commission (OLC) will place Seasonal Retailers into an “Inactive” status during their off-season period. The OLC will not GUARANTEE immediate placement of OLC gaming terminals back into the retail location upon receipt of the request to return to an “Active” status.

**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		
Status	Date	Changes
First Issue	January 3, 2000	-
Revised	September 2006	Content changes
Revised	July 2009	Content changes
Revised	June 13, 2017	Renumbered (Formerly AD-00-05 A.2)





**[Re-Licensing Retailers Who Have Violated Strike Policy]**  
**[Office of General Services]**  
**[LOT-GS-0004]**  
**[June 13, 2017]**

**PURPOSE:**

The purpose of this Policy is to provide guidelines for the consideration of applications when an applicant previously had a license cancelled for failure to make timely, prompt and accurate payments to the Ohio Lottery Commission (OLC).

**POLICY:**

Applicants who have previously held a retailer license and have had that license revoked or non-renewed due to violation of the strike policy shall generally be denied a new license except that the Director of the OLC may consider any information presented by the applicant that bears upon the factors set forth Ohio Administrative Code 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.” Any former retailer who has failed to make timely, prompt and accurate payments to the OLC in accordance with any policy or order of the commission or the terms and conditions of the sales agent’s contract with the OLC may not be eligible for re-licensure. However, the Director may consider the sufficiency of evidence provided by the former retailer to determine whether the former retailer may be licensed subject to conditions imposed by the Director for such licensure.

**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		
Status	Date	Changes
First Issue	January 3, 2000	-



Revised	June 2009	Content changes
Revised	June 13, 2017	Content Changes and Renumbered (Formerly AD-00-08 A.2)

# STOLEN/DESTROYED TICKET REPORT

## AND STATEMENT OF RETAILER



REGIONAL MANAGER \_\_\_\_\_ SECURITY REPORT NO. \_\_\_\_\_

AGENT'S NAME \_\_\_\_\_ DATE \_\_\_\_\_

BUSINESS ADDRESS \_\_\_\_\_ TIME \_\_\_\_\_

\_\_\_\_\_ FIELD REP. \_\_\_\_\_

CONTACT PERSON \_\_\_\_\_ RETAILER NO. \_\_\_\_\_

DATE OF THEFT OR DESTRUCTION \_\_\_\_\_ PHONE ( \_\_\_\_\_ ) \_\_\_\_\_ . \_\_\_\_\_

POLICE OR FIRE DEPARTMENT NOTIFIED \_\_\_\_\_

TYPE OF THEFT \_\_\_\_\_

LOCATION OF TICKETS AT TIME OF THEFT OR DESTRUCTION \_\_\_\_\_

DRAWING DATE \_\_\_\_\_ PREVIOUS THEFT OF TICKETS \_\_\_\_\_

LOT& SERIES \_\_\_\_\_ SEQ. #'S \_\_\_\_\_ TO \_\_\_\_\_

LOT& SERIES \_\_\_\_\_ SEQ. #'S \_\_\_\_\_ TO \_\_\_\_\_

LOT& SERIES \_\_\_\_\_ SEQ. #'S \_\_\_\_\_ TO \_\_\_\_\_

LOT& SERIES \_\_\_\_\_ SEQ. #'S \_\_\_\_\_ TO \_\_\_\_\_

LOT& SERIES \_\_\_\_\_ SEQ. #'S \_\_\_\_\_ TO \_\_\_\_\_

LOT& SERIES \_\_\_\_\_ SEQ. #'S \_\_\_\_\_ TO \_\_\_\_\_

LOT& SERIES \_\_\_\_\_ SEQ. #'S \_\_\_\_\_ TO \_\_\_\_\_

LOT& SERIES \_\_\_\_\_ SEQ. #'S \_\_\_\_\_ TO \_\_\_\_\_

I understand that as an agent, I am solely responsible for the safety and security of all tickets consigned to me. I further understand that I remain liable to pay the sale price of tickets which I have reported as stolen or destroyed; unless I am notified by the Director of his determination, following an investigation, that I am relieved of my obligation to pay for some or all of the tickets which I have reported as stolen or destroyed.

Further, I am required to file with the Ohio Lottery Office of Security, the appropriate police/fire department report within 30 days of filing this report. Failure to do so will result in credit denial for tickets reported herein.

I, the undersigned agent, do certify that the information stated herein is true and accurate to the best of my knowledge.

STATE OF OHIO, COUNTY OF: \_\_\_\_\_ SWORN TO AND SUBSCRIBED ON: \_\_\_\_\_

SEAL

County of: \_\_\_\_\_ State of Ohio

Signature: \_\_\_\_\_ My Commission Expires: \_\_\_\_\_





[Retailer Payment Policy]

[Office of Finance]

[LOT-FI-0007]

[June 13, 2017]

**PURPOSE:**

The purpose of the Retailer Strike Policy is to provide uniform and effective guidelines for managing the non-transfer of funds to the Lottery by Sales Retailers. The Finance Office will administer the guidelines of this policy. A Retailer is required to have sufficient funds available for the weekly Electronic Funds Transfer (EFT). Any time sufficient funds are not available, the Retailer has a Non-Transfer of Funds (NTF) situation. When a NTF has occurred, the Retailer will be charged with a strike and penalties will occur. Retailers who have not brought their accounts current as a result of any NTF within ten (10) calendar days from the bank return date can face automatic cancellation. Automatic cancellation of a Sales Retailer license also takes place if five strikes have accrued during any six-month period.

**DEFINITIONS:**

**Bank Return Date** - The date the Lottery is notified by the bank of a NTF condition.

**Deactivation of Terminal** -The Retailer's terminal will be placed in an inactive status and is suppressed.

**Non-Transfer of Funds (NTF)** -A NTF is an insufficient account balance which may include but not limited to funds not available for withdrawal from an Ohio Lottery Retailer bank account.

**Strike** - The Retailer receives a "strike" against their license when a NTF occurs. The Lottery generates one combined invoice for Instant and On-Line sales. If the funds are not available for collection of an invoice, the Retailer will receive one strike.

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

**Non-Sufficient Funds (NSF) Fee** - In a NTF situation, the Retailer will be assessed a fee for every bank return (NTF).

**Payment Terms** - Upon notification of a NTF, payment must be made in full by a cash deposit or wire transfer at any PNC location into the Lottery's account. The wire or cash deposit must be done by 2:00 p.m. on the day of the NTF Return. The retailer is to send a fax copy of the wire or cash receipt showing the deposit by 2:00 p.m. to their local Regional Office or the Retailer Accounts department @ (216)787-3694. If the retailer can demonstrate that a cash deposit or wire transfer cannot be performed, the Lottery will accept an official bank check or money order which is to be hand-delivered to the Regional Office,



Lottery Central or sent via overnight mail to: The Ohio Lottery Commission, Attention: Retailer Accounts Department, 615 West Superior Avenue, Cleveland, Ohio 44113-1879.

**Penalty Period** - The penalty period is the time that elapses between the Retailer's terminal being deactivated and subsequently reactivated due to a NTF condition. Any Retailer not making payment of an NTF within ten (10) calendar days of the bank return date may be subject to cancellation.

### **POLICY:**

**Retailers who fail to make payment to the Lottery may be charged a fee or have their transaction capability suspended.**

#### **Strike One Thru Four Notifications:**

A notice of NTF and deactivation are forwarded to the Regional Office. The regional Office will then contact the retailer to advise them of the NTF. There is no deactivation of the terminal if cash deposit, wire, money order or official check evidence is faxed to a Regional Office or into Lottery Central by 2:00 p.m. of the day of the bank return date; otherwise deactivation will be initiated until the copy of the payment is received. In the case of the Retailer making payment by check, the actual check must be received by the next business day. If payment is not received within ten (10) days of the NTF notification, please refer to the collections policy for further action.

#### **Strike Five Notification:**

A notification of intent to cancel and right to an adjudication hearing is mailed via a certified letter to the Retailer. The terminal is deactivated upon receipt of the NTF notification from the bank. The Retailer will not be reactivated unless full payment is received by Finance and a written notification is received from the Legal Department indicating that the Sales Retailer prevailed at the hearing or the matter was otherwise resolved.

The Lottery reserves the right to deactivate a Retailer's terminal if payment is not received within 24 hours of the bank return date, regardless of being in receipt of a fax copy of payment.

### **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**



<b>Revision History</b>		
<b>Status</b>	<b>Date</b>	<b>Changes</b>
First Issued	June 22, 2012	-
Revised	August 27, 2015	Content Changes
Revised	June 13, 2017	Content Changes and Renumbered (Formerly: FI-08-01 A.2)



**[Ticket Sales- Other Jurisdictions]**

**[Office of Sales]**

**[LOT-SA-0006]**

**[June 13, 2017]**

**PURPOSE:**

Sale of lottery tickets from other states at Ohio Lottery Commission (OLC) retail agent locations is prohibited in the State of Ohio.

**POLICY:**

Ohio's Constitution, Article XV, Section 6, is very clear concerning the conduct of lotteries in Ohio. It states as follows:

"Except as otherwise provided in this section, lotteries, and the sale of lottery tickets, for any purpose whatever, shall forever be prohibited in this State."

"The General Assembly may authorize an agency of the state to conduct lotteries, to sell rights to participate therein, and to award prizes by chance to participants, provided that the entire net proceeds of any such lottery are paid into a fund of the state treasury that shall consist solely of such proceeds and shall be used solely for the support of elementary, secondary, vocational, and special education programs, as determined in appropriations made by the General Assembly."

(Emphasis supplied).

This constitutional provision establishes that the only authorized lottery tickets for sale in Ohio are those which are issued by the agency empowered to regulate the sale of such tickets. The OLC is the state agency empowered to issue such tickets, and the only tickets it issues are OLC tickets. Furthermore, the constitutional provision requires that the proceeds of lottery tickets go toward the funding of education in Ohio. The proceeds from the sale of another state's lottery tickets in Ohio cannot, and do not, go toward the funding of education in Ohio.

If an agent's location is proven to be selling another state's lottery tickets without qualifying to sell such tickets (i.e., store is located on the border between two (2) states), that agent will be issued a written warning. If the activity continues or the agent is ever caught selling another state's lottery tickets again, further action will be taken against that retail agent, up to and including cancellation.



**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**

<b>Revision History</b>		
<b>Status</b>	<b>Date</b>	<b>Changes</b>
First Issued	January 3, 2000	-
Revised	May 2012	Content Changes
Revised	June 13, 2017	Content Changes and Renumbered (Formerly: SA-00-02 A.3)



## **Retailer Inquiry Reimbursement Policy**

**Finance**

**LOT-FI-0003**

**Effective: August 24, 2016**

### **PURPOSE:**

This policy establishes guidelines for retailer reimbursement requests when the cashing retailer inquires on a winning ticket and the ticket is paid but destroyed or disposed of prior to validation.

### **POLICY:**

- The retailer must complete an Owner / Manager Affidavit for Inquiry Reimbursement form and have it notarized.
- The retailer must provide any and all documentation available associated with the transaction.
- Mail the form and all documentation to:

The Ohio Lottery Commission  
Attn: Retailer Accounts Room 446  
615 West Superior Ave  
Cleveland, OH 44113

- All requests for retailer reimbursements are required prior to the end of the validation period for an online or instant ticket.
- No requests will be reimbursed prior to the expiration of the validation period.
- The Ohio Lottery will deny payment for a reimbursement request if research reveals the ticket has been paid.
- When the retailer reimbursement has been approved it will be credited to the retailers' weekly invoice as an adjustment. The Retailer Accounts Department will notify the retailer once the adjustment has been processed.
- The amount of the reimbursement will be reduced by a \$25 processing fee.

The Lottery reserves the right to deny reimbursement for repeat occurrences.

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

<b>Revision History</b>		
<b>Status</b>	<b>Date</b>	<b>Changes</b>
First Issue	June 21, 2012	-
Revised	July 30, 2015	Renamed (Formerly: Retailer Reimbursement Procedure – Cashing of Tickets Inquired but Not Validated)
Revised	August 24, 2016	Policy number attached



**Ticket Theft Policy**  
**Security**  
**LOT-SE-0001**  
**Effective: August 24, 2016**

**PURPOSE:**

This policy addresses the manner in **which** the Ohio Lottery Commission (OLC) will handle lost, stolen or destroyed instant ticket reporting and reimbursement.

**POLICY:**

Instant Ticket Management

In accordance with OAC § 3770-4-07, Lottery retailers are responsible for all tickets issued to them. Retailers are expected to maintain the inventory in a secure location as required by the Ohio Revised Code.

*Retailers will not be reimbursed for money stolen out of any Ticket Vending Machine (TVM) or cash register.*

**PROCEDURES:**

When a retailer is aware of lost, stolen or destroyed tickets, they should conduct an immediate inventory to assess the extent of the loss. If individual tickets are missing from a book, the retailer must immediately deactivate the remaining tickets within that book. If full books of tickets are missing, the retailer should attempt to identify the Game and Serial Number of the missing books. For their protection, retailers are required to deactivate all instant tickets at the end of the business day if they are sold over the counter. Deactivation of instant tickets would help prevent stolen tickets from being cashed.

**REPORTING LOST, STOLEN OR DESTROYED TICKETS TO THE LOTTERY:**

Retailers must report lost, stolen, or destroyed tickets, within 24 hours of detection, to their OLC Regional Office, which will then notify the OLC Office of Security. Retailers should be prepared to provide their retailer number as well as an inventory of stolen or destroyed tickets and books.

When tickets are reported lost, stolen or destroyed, the missing or damaged tickets are placed in a holding status pending investigation. Any tickets that are already marked and placed in a Sold Status, cannot be placed into a holding status pending an investigation. The Office of Security Administrative Professional 4 will place the reported stolen tickets into the appropriate status in the stolen ticket database. The AP4 should check the retailer's information to confirm the books were in the retailer's inventory as well. The Investigator assigned the stolen ticket report will, upon receiving the report; verify that the reported tickets have been placed into the appropriate status. The retailer



will be unable to activate, deactivate or mark sold the book until the investigation is completed. Once the stolen-ticket report has been made, the remaining tickets in the book can be sold. The retailer may activate other books of the same game by contacting the Office of Security for assistance. The Office of Security will contact the retailer when the investigation is completed.

#### **REPORTING STOLEN TICKETS TO THE AUTHORITIES:**

Retailers must file a report with the police or fire department concerning the lost, stolen or destroyed tickets within 24 hours of the incident. In the event that the responsible party is arrested, the retailer will be expected to assist with the prosecution of a criminal case. The OLC Office of Security will assist the retailer, local law enforcement, and the prosecutor to prosecute the case as well.

The OLC Office of Security must be provided with a copy of the Law Enforcement Report within 30 days of the incident.

The Director or his/her designee may determine whether reasonable exceptions to the 24 hour and 30 day reporting requirements should be granted.

#### **INVESTIGATION OF LOST, STOLEN OR DESTROYED TICKET REPORTS:**

Upon receiving a Lost/Stolen Ticket Report, an OLC Sales Representative will visit the retailer location to verify the inventory and to complete a Stolen or Destroyed Ticket Affidavit. The OLC Office of Security will assign an investigator to review the Affidavit and Law Enforcement reports.

#### **REIMBURSEMENT FOR LOST, STOLEN OR DESTROYED TICKETS:**

In accordance with OAC § 3770-4-07, retailers are financially responsible for all tickets issued to them. If the OLC Office of Security investigation determines that the retailer is not responsible, the retailer may not be charged for the lost, stolen or destroyed tickets. When tickets are stolen and the police report is titled as a "THEFT," credit will be determined based on the individual circumstances of the crime. A retailer may receive credit for lost, stolen or destroyed tickets when they have not been cashed and they have been properly placed into an inquiry status before any cashing activity occurs.

If the OLC Office of Security investigation determines that the retailer is responsible for lost, stolen or destroyed tickets that have not been cashed, the retailer will be charged 80 percent of the street value of the tickets, for all missing books. Missing partial books will be charged at 100 percent of the street value. The street value of the tickets is the face value of the ticket times the number of tickets in the book, or partial book reported lost, stolen or destroyed less the retailer commission. If the OLC Office of Security investigation determines that the retailer is responsible for lost, stolen or destroyed tickets that have been cashed, the retailer will be charged 100 percent for the street value of the tickets, less the retailer commission.

Reasons why a retailer may not receive credit for lost, stolen or destroyed tickets include, but are not





limited to, the following:

1. Improper inventory of the original amount of alleged reported lost, stolen or destroyed tickets.
2. Incident occurred during non-business hours and the tickets were not deactivated.
3. Failure on the part of a retailer to file a police or fire report within 24 hours of the theft, fire or catastrophe, or to file such a report with the OLC within 30 days of the incident.
4. A retailer or his/her employee is involved in the alleged theft or destruction of the tickets.
5. A false report filed by a retailer with the OLC or police/fire department.
6. A retailer or his/her employee is committing a false insurance claim.
7. Tickets reported lost, stolen or destroyed were cashed.
8. A retailer has had 3 or more instances of lost, stolen or destroyed tickets within a 6 month period.

Upon completing the Stolen Ticket report, the Investigator will submit the report for approval to his supervisor. The supervisor will verify the report is accurate and complete.

**NOTIFICATION:**

Lottery Security will complete their investigation within a reasonable time frame, after receiving the initial stolen report. Retailers will be notified of any resolution/ disposition.

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

<b>Revision History</b>		
<b>Status</b>	<b>Date</b>	<b>Changes</b>
First Issue	June 2006	-
Revised	July 2009	Content changes
Revised	July 2015	Content changes
Revised	May 25, 2016	Reviewed/Revised by Legal, content changes
Revised	August 24, 2016	Renumbered (Formerly EXSE-00-02 A.2)



[Ticket Sales Directive]  
[Office of Sales]  
[LOT-SA-0005]  
[June 13, 2017]

**PURPOSE:**

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

**POLICY:**

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

**GUIDELINES:**

1. Location - OLC tickets are to be sold only at the Retailer's licensed location unless otherwise authorized by the OLC.
2. Sales - The OLC shall approve the terms of sale and payment and Retailers shall only sell tickets on such terms.
3. Financial Responsibility - Proceeds from the sale of any book of OLC tickets become due to the OLC upon any of the following, whichever occurs first: a) whenever the book is "Marked Sold," as described in the "Float Policy," (see Paragraph 5 below), b) upon the 65th day of activation, as described in the 65-Day Auto-Settlement Policy (see Paragraph 4 below), or c) upon the closeout date of the game corresponding with that book. The Director or Designee may order that tickets not be issued to a Retailer who has failed to clear his/her account. Retailers who fail to make timely payment will be subject to the penalties as described in Retailer Payment Policy **LOT-FI-0007**.
4. Auto-Settlement— The Gaming System will automatically process as sold books of tickets which reach the following thresholds:
  - a. All books activated for 65 days will be automatically marked sold on the 65th day after the book's initial activation.
  - b. There may be game-specific exceptions to this Policy at the Lottery's discretion. Auto-Settlement does not affect the Retailer's responsibility to "MARK-SOLD" any book that has been sold. The Lottery may also determine that a lot of tickets is to be "MARKED SOLD" when a minimal



amount of tickets remain unsold or when the redemption value of a book reaches 90 percent, whichever is less.

5. Float – The OLC requires Retailers to “MARK-SOLD” through the gaming terminal any book of instant tickets issued to them when the book has been sold and is no longer in the Retailer’s ticket inventory. Failure by a OLC Retailer to “MARK-SOLD” any book of tickets is considered “FLOAT,” and is a violation of Lottery policy. This violation may result in suspension and/or revocation of the Retailer’s OLC License.
6. Accessibility – Retailers shall use their best efforts to make tickets easily available and accessible to the public and to encourage their sale.
7. Equipment – The OLC shall provide wager processing equipment to the Retailer. The Retailer shall be responsible for the security of that equipment.
8. Marketing – The Director will initiate marketing and promotional programs and will provide Retailers with such sales materials as deemed appropriate. Retailers shall use all such materials in accordance with the instructions of the OLC.
9. Wager Processing – Each Retailer shall always serve any customer waiting in line before accepting any large block orders for tickets. Retailers may not accept mail orders, phone orders, or bulk delivery of orders. Retailers may not accept automated bet slips from any customers playing an OLC on-line game. Retailers may only accept original OLC bet slips that have been completed by hand.
10. Security – Each Retailer is responsible for the security of OLC products and equipment and the proceeds from the sale of OLC products as detailed in LOT-SE-0001 Ticket Theft Policy.
11. Prohibitions – OLC Retailers are prohibited from:
  - a. Selling OLC products to minors.
  - b. Selling OLC products issued by other states – LOT-SA-0006 Ticket Sales – Other Jurisdictions.
  - c. Selling games not authorized by the OLC.

**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**



<b>Revision History</b>		
<b>Status</b>	<b>Date</b>	<b>Changes</b>
First Issued	December 2012	-
Revised	July 2015	Content Changes
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