



Ohio Lottery Commission
615 W. Superior Avenue
Cleveland, OH 44113
1-800-686-4208

VLT BULLETIN

January 2, 2024

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 – [clarified requirements in the “Guest Appeasement” section](#)

Cybersecurity – no substantive changes

Employee Licensing – no substantive changes

Financial Processing – [clarified requirements for payment of uncollected jackpots](#)

Marketing & Advertising – [clarified the limitations for promotional credit usage and added promotional credit adjustment reporting requirements](#)

Minimum Internal Control Standards – no substantive changes

Responsible Gaming Program – [added an option for using the National Problem Gambling Helpline and included additional Time Out Ohio program details](#)

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 – 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

Supporting Documents

VLSA Fine Schedule – no substantive changes