Working together to keep your business moving ahead.
TICKET SELLER
May 2020

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A message from the Director

So much has changed since I last wrote. The COVID-19 pandemic is creating a “new normal,” challenging businesses and individuals in ways just a month-and-a-half ago we didn’t even think was possible. Governor Mike DeWine, Dr. Amy Acton and countless others are leading the fight to keep our communities safe and get business moving again.

The Ohio Lottery is adapting too, focusing on the important need for safety and balancing Lottery game sales with your other business needs.

Your sales representative is your on-the-ground contact for questions and support. Our sales representatives, like much of our staff, are working mostly from home. Expect a call from your store’s representative on a routine basis, every one to two weeks, depending on your needs. We’ve found that some retailers are using this time to remodel, move equipment and do some needed training. Please keep your sales rep informed of these or any other pending business changes. Keep the phone number for your sales rep and regional office staff handy.

We want your business to successfully navigate this crisis. I encourage you to review financial resources and other support tailored for businesses like yours through Ohio’s Office of Small Business Relief at https://businesshelp.ohio.gov/

A more extensive listing of resources to help individuals, families and businesses is available at www.coronavirus.ohio.gov. Please share these resources with your employees. They can be a lifeline for everyone struggling during the pandemic.

We must protect each other to successfully get the economy moving again. On page 4, you’ll find important COVID-19-related business practices you should follow as you address your own business processes with managers and employees.

Over the last few months, the Ohio Lottery has been preparing for the launch of mobile cashing, allowing customers with a MyLotto Rewards® account to claim winning tickets through their mobile device, with the money conveniently paid directly into their bank account. I’m happy to report that this feature has officially gone live. With the need for social distancing, the convenience of getting paid Lottery prizes via an online account is now more important than ever.

Thank you for your commitment and please stay well.

Sincerely,

Pat McDonald, Executive Director
The Ohio Lottery

All efforts are made to ensure the accuracy of the information provided. However, the Ohio Lottery makes no warranties or representations as to the accuracy of the information supplied herein. Winning numbers and jackpot amounts can only be verified through our gaming system, accessible at any Ohio Lottery office.

The Ohio Lottery is an Equal Opportunity Employer and Service Provider.

1-800-686-4208
www.ohiolottery.com

Pat McDonald, Director
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24/7 Problem Gamblers Helpline:
1-800-589-9966
Please Play Responsibly
Lottery operation updates

Sales representative support:
Serving Ohio Lottery Retailers during the COVID-19 Pandemic

Expect regular calls from your sales representative to keep your Lottery business functioning at the highest level. Your rep will be happy to troubleshoot any issues or concerns you have regarding supplies, equipment, training and general operation. Keep their contact information in a safe place.

Need to order or adjust scratch-off deliveries?
Calls into the Sci Games Call Center will now be answered as you call in, with operations getting back to normal. Sales representatives are happy to assist retailers as needed with any scratch-off ordering concerns. Keep in mind that Mondays are the heaviest volume call days and plan accordingly.

Keep your WinStation fully stocked
In addition to providing a wide selection of scratch-offs, a properly stocked unit helps reduce the lines at the service counter.

Received the latest point-of-sale?
Please place the POS on your dispenser or sell-serve vending machine. For the time being, POS will be sent with scratch-off deliveries, rather than distributed by your rep.

Paying your Lottery account
If an invoice is returned unpaid by your bank after the Lottery’s EFT sweep, consider adding Payer Express to help keep in good financial standing. Once added, you can transfer funds from a savings or checking account into your Lottery account from the convenience of your home or office. https://www.ohiolottery.com/Retailers/Retailer-Central

Lottery account sweeps continue as scheduled, with scratch-off books reaching the 95% low-tier prize cash threshold included in the weekly sweep. ($30 scratch-offs are excluded from the 95% low-tier cash payment rule.)

To help you
Line charges and 65-day auto-settlement obligations are temporarily suspended. The terminals’ auto-settlement button has also been turned off.

Need to discuss payment arrangements? Contact Retailer Accounts at 1-800-686-4208.

Money in your pocket:
Retailer Incentive Program (Q3 of FY20)
EFT transfers were scheduled for the week ending April 18 for retailers earning Retailer Incentive Program bonuses. To reward the excellent work performed by retailers before the start of the COVID-19 pandemic, retailers who saw a sales increase of 3.5% or more through week 11 in the third quarter incentive period compared to the prior year, and who met all RIP requirements, were also rewarded with a bonus in a recent EFT transfer.

Beware of solicitation by Lottery courier services. At this time, no courier service for the delivery of lottery tickets has been authorized by the Ohio Lottery. The Ohio Lottery does not recommend entering into any agreements with third party vendors. We will keep you informed of any changes.

Retailer Incentive Program, Q3 FY2020

Congratulations to all Ohio Lottery retailers who put in a tremendous amount of effort this past quarter. Learn more at www.ohiolottery.com/Retailers/Retailer-Resources
On Sale
May 12, 2020
Triple 777 Red Hot Slots ($2), #571
Double the Money ($5), #573
$1,000,000 Black Titanium ($10), #574

Last Date to Redeem
May 13, 2020
Super Break the Bank ($10), #445
$150,000 Jackpot ($5), #452
Luck of the Irish Tripler ($1), #491
Decade of Dollars ($5), #499
Triple Tripler ($1), #508
June 9, 2020
50x the Money ($10), #512

* These game releases are current as of April 27, 2020. All dates tentative. Inventory levels may change current schedule. Contact your sales representative for the latest update.

Keeping Everyone Safe: A Must Read for Retailers

Follow these responsible protocols for getting Ohio back to work.

• Set up and follow a heightened health security process.

• Determine the maximum number of customers allowed in your store at one time. You are required to post that information in a prominent place, so everyone is aware of your policy.

• Enforce social distancing practices to protect you, your employees and customers. That's six feet between people. Retailers must ensure people waiting to enter the store maintain safe, social distancing. Consider marking the floor with tape to make the distance practice easier for your customers to follow. (i.e. in the checkout line.)

• Have employees take their temperature each day before they report to work. A normal temperature is considered to be 98.6°F.

• Check your employees’ temperature. Send any employee with an elevated temperature home.

• Have all employees wear face coverings in public.

• Wipe down common surfaces (i.e. counters, handles, railings, Lottery terminals and other commonly touched surfaces) periodically throughout the day.

• Provide hand sanitizers for your employees.

• Wash hands frequently throughout the workday.

• Go straight home at the end of the workday.

• Have an enforcer. Have an employee enforce your coronavirus protection measures.

Important information about COVID-19 at https://coronavirus.ohio.gov

Helpful information is also available at the CDC.

Small decisions each one of us make will determine how well we do.
Financial Resources for Retailers

We want your business to succeed, helping you and your employees get through these difficult times. Begin your search and find the latest updates here: https://businesshelp.ohio.gov/

State and Federal support
Loans to support small business
Many of Ohio’s small businesses qualify for the Small Business Administration (SBA) Economic Injury Disaster Loan (EIDL) program. The program offers low-interest loans of up to $2 million with repayment terms of up to 20 years. Have your most recent federal tax return available. The application must be completed in one sitting. https://www.sba.gov/disaster

CARES Act relief includes:
• The Federal Paycheck Protection Program
• SBA Express Bridge Loans
• SBA Debt Relief
www.sba.gov/funding-programs/loans/coronavirus-relief-options

Small business guidance and loan resources

Marietta, Defiance and Youngstown-area banks partner to help small business
With a commitment of up to $50 million from JobsOhio, Peoples Bank and First Federal/Home Savings Bank have entered into a partnership to support existing small business clients in Ohio with low-interest loans for working capital, including payroll, rent, mortgages or other fixed debts, utilities and other bills. For information on how to apply, visit:
• https://www.peoplesbancorp.com/coronavirus
• https://www.first-fedbanking.com/covid-19

Insurance Premium Grace Period
The Ohio Department of Insurance has ordered all insurers in Ohio to allow employers to offer employees a grace period for insurance premiums.
• The grace period must provide the option of deferring premium payments interest free for up to 60 calendar days from the original premium due date.
• Health insurers must allow employers to continue covering employees even if the employees would otherwise become ineligible for insurance because of a decrease in work hours.

Workers’ Compensation Payment Dividend: One Less Bill
The Bureau of Workers Compensation (BWC) has begun sending $1.6 billion in dividends from the investment of premium payments to help Ohio businesses. BWC will apply the dividend to an employer’s outstanding balances first, including recent installment deferrals. Any amounts exceeding outstanding balances will be sent to the employer.

This dividend equals approximately 100% of the premiums employers paid in policy year 2018.

BWC Payment Deferral
Employers are permitted to defer insurance premium installment payments for March, April, and May until June 1. The deferral is automatic; no application necessary. https://info.bwc.ohio.gov.

Where’s my stimulus check?

Please note, details on the resources above may change as the situation evolves. Keep up at https://businesshelp.ohio.gov/

Resources for employers and employees, individuals, families and more at: http://coronavirus.ohio.gov

Scratch-Off Features for May On sale May 12, 2020*

**Triple 777 Red Hot™ Slots**
On sale May 12, 2020*

<table>
<thead>
<tr>
<th>Feature</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top prize</td>
<td>$10,000</td>
</tr>
<tr>
<td>Overall odds</td>
<td>1 in 4.67</td>
</tr>
<tr>
<td>Percentage payout</td>
<td>65%</td>
</tr>
<tr>
<td>Tickets per pack</td>
<td>100</td>
</tr>
<tr>
<td>Number of tickets printed</td>
<td>6.0 million</td>
</tr>
<tr>
<td>Actual size</td>
<td>4.0” x 4.0”</td>
</tr>
<tr>
<td>UPC Code</td>
<td>6 70656 02571 1</td>
</tr>
<tr>
<td>Special Features: Triple 777 Red Hot™ Slots offers more than $7.0 million in total prizes. The game includes “doubler” and “tripler” features too.</td>
<td></td>
</tr>
</tbody>
</table>

**Double the Money**
($5), #573

<table>
<thead>
<tr>
<th>Feature</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top prize</td>
<td>$100,000</td>
</tr>
<tr>
<td>Overall odds</td>
<td>1 in 4.14</td>
</tr>
<tr>
<td>Percentage payout</td>
<td>70.2%</td>
</tr>
<tr>
<td>Tickets per pack</td>
<td>50</td>
</tr>
<tr>
<td>Number of tickets printed</td>
<td>6.0 million</td>
</tr>
<tr>
<td>Actual size</td>
<td>6.0” x 4.0”</td>
</tr>
<tr>
<td>UPC Code</td>
<td>6 70656 05573 2</td>
</tr>
<tr>
<td>Special Features: Double the Money scratch-offs start at $10. The game offers more than $20 million in total prizes.</td>
<td></td>
</tr>
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**$1,000,000 Black Titanium**
($10), #574

<table>
<thead>
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<th>Feature</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>Top prize</td>
<td>$1 million</td>
</tr>
<tr>
<td>Overall odds</td>
<td>1 in 3.54</td>
</tr>
<tr>
<td>Percentage payout</td>
<td>73.1%</td>
</tr>
<tr>
<td>Tickets per pack</td>
<td>50</td>
</tr>
<tr>
<td>Number of tickets printed</td>
<td>6.0 million</td>
</tr>
<tr>
<td>Actual size</td>
<td>8.0” x 4.0”</td>
</tr>
<tr>
<td>UPC Code</td>
<td>6 70656 10574 1</td>
</tr>
<tr>
<td>Special Features: $1,000,000 Black Titanium offers a $1-million annuity top prize, paid as $40,000 a year for 25 years before tax withholdings. Top prize winners can choose a $500,000 cash option equivalent before taxes. $1,000,000 Black Titanium offers more than $42 million in total prizes.</td>
<td></td>
</tr>
</tbody>
</table>

*All dates tentative
Taking Care of Business:
Try Mobile Cashing

Looking for an easy, convenient way to claim prizes from $50 to $5,000? MyLotto Rewards® members can now claim their prizes and get paid using their mobile device!

Once you hold an eligible, winning ticket, you can update your account to add mobile cashing in just a few minutes. Once your account is enabled for mobile cashing, winnings can be sent to your bank account on file. Note: Credit and debit card deposits coming soon!

First Time Using Mobile Cashing:
How to sign up
1. Open the Ohio Lottery’s mobile app.
2. Tap “Scan” to capture your eligible winning ticket ($50-$5,000).
Select “Cash Out.”
3. Sign into your MyLotto Rewards® account and follow the prompts to update your profile. You’ll be asked to verify your account.
4. We’ll need your social security number and full legal name to authenticate your account. Add your bank account number to determine where to send your winnings.

Once your information is verified, you’re ready to begin mobile cashing! Note: It may take up to 7 business days to verify your account.

Once signed up for Mobile Cashing
How to collect your winnings
1. Open the Ohio Lottery’s mobile app and scan your winning ticket ($50-$5,000).
2. Select “Cash Out.” Sign into your MyLotto Rewards® account, if you are not already logged in. Follow the prompts.
3. You will be sent a verification code via text. Enter the code and press “submit.”
4. Select the account for your prize deposit. Follow the prompts and submit the transfer.
5. A confirmation page shows the winnings transferred to your account.
6. Look for an email confirmation.
Get started with Mobile Cashing

Not a MyLotto Rewards® member?
Go to the App Store or Google Play, download the app and sign up today.

Already a Rewards member?
Important updates to My Profile
• Scan a winning ticket ($50-$5,000) to begin and press Cash Out.
• Enter a valid mobile phone number.
• Add and/or confirm your full legal name and SSN in your account profile.
• Add bank account information.

Confirm the information you provided is correct.

Mobile Cashing FAQ

1. What prizes are eligible for mobile cashing?
Currently, you may only cash prizes between $50 and $5,000 using the Ohio Lottery mobile app.

Classic Lotto tickets with both Classic Lotto and KICKER wins are not eligible for the program. In addition, winning tickets with multiple prizes that roll up to $50 or more and prize vouchers cannot be processed via mobile cashing.

2. How soon will I get my money?
Allow up to three days for deposits to your verified bank account.

Please remember that it can take about seven business days for your bank account to be verified. Once verified, your winnings will be placed into your account.

3. What should I do with my winning ticket after it’s been cashed?
Keep your winning ticket until you’ve confirmed that the funds have been added to your account. Once confirmed, you no longer need to keep the ticket.

4. Why do I have to add my social security number?
In order to verify the person holding the account is truly the account holder, we’ll need your SSN and full legal name.

5. What type of security does the Ohio Lottery offer to protect my confidential, personal information?
The Ohio Lottery uses bank-level security to protect account holders’ personal information.

6. Why don’t my winnings match the prize I won?
If you owe child support or have state debt, that amount will be deducted from your prize winnings.
If you have questions, please call the Ohio Lottery claims department at 1-800-686-4208.

Learn more at https://www.ohiolottery.com/Claiming/Mobile-Cashing
Customers: Every step YOU take helps protect our families and communities

Be Patient and observe the posted number of customers allowed into the store at one time. Follow the rules for any store you enter.

Keep six feet between you and other customers. BE PATIENT while you shop. Social distancing practices are in place to protect you as well as the retailers serving you.

If you are waiting a line in or outside of the store, maintain six feet between you and the person in front and behind you.

Stay Home if you are not feeling well. This is for your safety and the safety of everyone around you.

If you have a temperature (normal temperature is considered to be 98.6°F) STAY HOME.

Wash your hands frequently. Be sure to wash your hands after you return from any shopping trip and wipe down any commonly touched surfaces.

Consider wearing a face covering to help keep others safe while you are in public.

Go STRAIGHT HOME once you complete shopping.

By doing this, you are helping save lives. We can reduce the spread if we work together.

#InThisTogetherOhio
#StayStrongOhio
Use Order Notes to prepare for your scratch-off ticket order call by your assigned Sci Games representative. If your inventory starts to run low, use this handy sheet to prepare your order and give the Lottery a call at 1-800-686-4208.

Review this plan-o-gram. Everyone should be carrying these games to drive sales. These are our top-selling games statewide.

As of April 27, 2020. Take a look at this general plan-o-gram set with the latest scratch-offs. Remember that inventory changes frequently. Talk to your sales representatives for the latest updates and plan-o-gram suggestions.
### $1 games
- #585 Triple Tripler
- #567 I Love to Win
- #564 Double Doubler
- #555 Monopoly™ 5X
- #549 Luck of the Irish Tripler

### $2 games
- #571 Triple 777 Red Hot Slots*
- #568 Joker’s Wild
- #566 Lucky Gems Bingo
- #565 Power Play Cashword
- #556 Monopoly™ 10X

### $3 games
- #536 Word
- #517 Combo Play
- #510 Twisted Treasurers

### $5 games
- #584 Bingo Times Ten
- #579 Decade of Dollars
- #578 Casino Royale
- #573 Double the Money*

### $10 games
- #575 $500,000 Cashword
- #574 $1,000,000 Black Titanium*
- #562 Grand Diamond Dollars
- #560 Diamonds & Gold
- #558 Monopoly™ 50X
- #553 $50, $100 or $500

### $20 games
- #570 Spectacular Riches
- #547 Money
- #543 Merry Millions
- #530 $1,000,000 Cashword
- #519 Platinum Diamond Spectacular
- #507 $5,000,000 Bonus

### $100 million games
- #308 $250,000 a Year for Life!
- #488 $100 Million Cash Extravaganza
OTHER SUPPLIES
Request these supplies when calling in your scratch-off orders.

Terminal paper

Vending machine paper

Bet cards

REP RAP
Discuss these needs with your Lottery sales representative:

Point-of-Sale materials (key chains, scratchers etc.)

Signage

Dispensers

Promotions

Employee training

Other

The Ohio Lottery has paid out more than $2 billion so far this fiscal year (FY20) to more than 109 million winners in Ohio.

Photos Wanted:

Have photos showing your store’s operation and employees during the pandemic? Share them with us. Show us how you are upholding safety guidelines and serving customers. Masks on!

We are proud of your service.

Text your photos to 216-905-2399 or email marie.kilbaneseckers@lottery.ohio.gov if you would like your photos considered for use on the Ohio Lottery’s communication channels. When sending photos, please include your name, agent number and position within the establishment.

Need to order more scratch-offs? Have questions on ordering?

Please call 1-800-686-4208.
A Retailer’s Role:
Sickness in the workplace

Actively encourage sick employees to stay home until they are free of fever (without the use of medication) for at least 72 hours (three full days) and symptoms have improved for at least 72 hours and at least seven days have passed since symptoms first began.

Ensure that your sick leave policies are up to date, flexible, and non-punitive to allow sick employees to stay home to care for themselves, children, or other family members. Encourage employees to do a self-assessment each day to check if they have any COVID-19 symptoms (fever, cough, or shortness of breath).

Separate employees who appear to have acute respiratory illness symptoms from other employees and send them home immediately. Restrict their access to the business until they have recovered.

Be prepared to change business practices if needed to maintain critical operations (e.g., identify alternative suppliers, prioritize customers, or temporarily suspend some of your operations).

When a COVID-19 infection is identified immediately report infections to the local health district. Visit www.coronavirus.ohio.gov and look for "Responsible Protocols" under "Responsible ReStart Ohio" for guidance.