

# TICKET Seller



THE OFFICIAL MAGAZINE FOR OHIO LOTTERY RETAILERS

Nov/Dec 2020 | VOL. 3 NO. 14

**Deck the Halls**

with wins from Scratch-Offs.

**ON SALE NOW**

**OVER \$117 MILLION IN TOTAL CASH PRIZES**

The advertisement features a green background with several Ohio Lottery scratch-off tickets and holiday ornaments. The tickets shown include 'Jingle Jackpot' (win up to \$20,000), 'Holiday Cash Drop' (win up to \$500,000), '\$500,000 Holiday Money' (win up to \$500,000), 'Holiday Cash' (win up to \$500,000), 'Holiday Lucky 10' (win up to \$250,000), and 'Merry Millions' (win up to \$1,000,000). The ornaments are silver and gold, with some featuring the Ohio Lottery logo and others featuring the words 'LIBERTY' and 'IN GOD WE TRUST'.

**Help for Small Business:**  
**See inside for more on Ohio's CARES Act funding.**  
**Application period now open.**

## Contents

**3! Holiday Games, Part 2.** Get details on the next round of holiday and seasonal games to finish up the year.

**3! Cash Explosion Cold Cash promotion.** Every "entry" ticket entered into MyLotto Rewards® through Dec. 10 will be eligible for two additional drawings. There has never been a better time for *Cash Explosion* players to be members of MyLotto Rewards.

**4! Lottery Operations update.** Get the latest information to keep your sales humming throughout the holidays.

**5! Financial help for business.** Ohio's CARES Act funding assists small businesses, including bars and restaurants, in financial distress. This resource may also help your employees. Learn more here.

**6! 7! Fiscal Year 2020 in review.** See how our retailers performed in fiscal year 2020. Get a glimpse of trends and possible changes as we continue through Fiscal Year 2021.

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*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  
A publication of the Ohio Lottery's Office of Communications.

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**24/7 Problem Gamblers Helpline:**  
1-800-589-9966  
**Please Play Responsibly**



## A message from the Director

The holiday sales season has begun. It's my goal to see you have the products, signage and support needed to make the most of this unusual holiday season. Working together, we have the opportunity to provide some fun and light-hearted moments for customers and make the sales season happy and profitable for you and your employees.

Please take a few minutes to review the latest news on Lottery operations. Details can be found on page 4. If you have questions or specific business needs, please contact your sales representative or regional office.

Lottery games, especially scratch-offs and Numbers games, continue to grow in popularity, providing a convenient, cost-effective and portable entertainment option. Our holiday and seasonal-themed games make great stocking stuffers for those hard-to-buy consumers, 18 years of age or older.

If *Keno*, *EZPLAY*® and other quick draw games tend to be more your customers' style, we encourage you to post holiday-themed point-of-purchase around Lottery vending and other areas where these games are played. Festive and fun is our aim. Please see page 3 for a wrap up of holiday games and helpful hints as the holiday sales season reaches its peak.

Over the past year, we've all had to make significant adjustments, and I commend you for your ongoing efforts to keep employees and customers safe, supporting a positive retail experience during these challenging times. We're #InThisTogetherOhio.

The holiday season encourages us to be generous, kind and supportive of others. Let's take care of each other, serve our customers well, and bring some light and joy to the season.

Sincerely,

Pat McDonald, Executive Director  
The Ohio Lottery

## Retailer Incentive Program, Q1 FY2021

Retailers ended the first quarter of the fiscal year (July-September) with another outstanding performance. A record 6,750 retailers qualified, collectively sharing almost \$7.7 million in bonuses, raising sales by \$228.5 million.

Who's a top performer? Visit <https://www.ohiolottery.com/Retailers/Retailer-Resources> and click on the "Ticket Seller News" page to learn more.



*Keep the focus on customers:*

# Holiday sales 2020

Keep your games fully stocked, your Lottery play area uncluttered and clean, and post holiday-themed and other current signage where your customers will see them.

Your holiday scratch-offs should be prominently displayed. Your Lottery sales representative can provide advice on organizing your display.

**Have a scratch-off tower?** Use the tower to showcase your popular holiday games near the checkout line.

**Need a tower?** Contact your sales representative for availability.

## The next round: Winter-themed scratch-offs

On sale Nov. 24

- \$1 Festive \$50s
- \$2 Winter Doubler
- \$5 Winter Green 7s
- \$10 Winter Wonderland Riches (Gigantix)
- \$20 Premier Cash

**Be ready to process the next scratch-off coupon mailer.** Customers can redeem the coupon for \$2 off any \$10 lottery purchase from Nov. 20-Dec. 19. See page 12 for processing details.

## Holiday EZPLAY® Games

Starting Nov. 22

- \$1 Santa's Snowball
- \$2 Stocking Stuffer
- \$2 New Year's Celebration
- \$3 Jingle Bell Bucks
- \$10 Blustery Bucks

## Holiday display hints

*On-counter scratch-off dispensers*

Improve the eye-catching appeal of your on-counter dispenser by lining up your holiday scratch-offs, highest to lowest price point, from top to bottom, in the row closest to the service counter. If your display will not hold all the holiday scratch-offs in that row, you may consider doubling up the \$2 and \$1 holiday games in the bottom row.

**Use your WinStation to create a great holiday game impression.** Fill the left-hand row with the holiday scratch-offs, highest two price points at the top left, with the remainder of the holiday scratch-offs going down the left-most row (top to bottom).

Keep your bins full!



## Cold Cash Promotion runs through Dec. 10

Now, *Cash Explosion* fans have even more chances to win if they're members of MyLotto Rewards.

Every "entry" ticket entered into MyLotto Rewards through Dec. 10 will be eligible for two additional drawings – one for the week's Cold Cash jackpot and the second, for a \$100,000 grand prize drawing.

Additional details and a list of weekly winners can be found at [www.ohiolottery.com](http://www.ohiolottery.com) under "MyLotto Rewards" and on the *Cash Explosion* website: [www.cashexplosionshow.com](http://www.cashexplosionshow.com).



## KENO Million Dollar Club Members FY20

Congratulations to the 119 retailers who became *Keno Million Dollar Club* members in FY20. Many bars, taverns, restaurants and clubs earned the designation this year, as well as 28 traditional retailers, like Memphis Food Mart in Cleveland. Pictured is owner **Dhaval Solanki**.





## Updates

### On Sale\*

**Nov. 3, 2020**

Cash Explosion (\$1), #619

**Nov. 24, 2020**

Festive \$50s (\$1), #613

Winter Doubler (\$2), #614

Winter Green 7s (\$5), #615

Winter Wonderland Riches (\$10), #616 (Gigantix)

Premier Cash (\$20), #617

**Jan. 5, 2021**

Luck of the Irish Tripler (\$1), #621

Player Appreciation (\$2), #622

Go for the Green (\$5), #623

Black Ice (\$10), #624

Millions (\$30), #625

\$25, \$50 or \$250 (\$5), #627

\* These game releases are current as of Oct. 31, 2020. All dates tentative. Inventory levels may change current schedule. Contact your sales representative for the latest update.

### \*\* Important note on expired tickets

Customers who hold a winning ticket that expires during the Governor's State of Emergency Order may submit their claim by mail or in-person at any Ohio Lottery Regional Office no later than 30 days after Ohio's State of Emergency Order has been lifted.

The Ohio Lottery will validate and pay prizes that meet these guidelines.

For additional information and important claiming updates, please visit <https://www.ohiolottery.com/Claiming/Index> to learn more.



## Support responsible gift-giving of Ohio Lottery games

Keep gifts of holiday games limited to adults and support responsible play and gift giving this holiday season. Ohio Lottery games are for adults 18 years of age or older.

# Lottery operations update

**Want to earn more?** Activate your scratch-off games by the Friday of delivery week. It's that simple. Take advantage of player demand for the latest scratch-offs and earn a bonus in the Retailer Incentive Program. It's a win-win!



### Look for November's drop off of scratch-off POP

Be ready to post POS you received for the six holiday-themed scratch-offs set for release Nov. 24. Place the POS on your dispenser or self-serve vending machine.

### Holiday envelopes

Make the gift of giving holiday Lottery games complete by packaging them in holiday gift envelopes. *Want some for your store?* Ask your sales representative today.



### Holiday dates and scratch-off orders

#### Thanksgiving, Nov. 26

Offices closed Thanksgiving Day.

- Orders placed Wednesday, Nov. 25, will be delivered Friday, Nov. 27.
- Orders placed on voicemail Thanksgiving Day will be delivered Tuesday, Dec. 1.

#### Friday, Nov. 27

Sci Games Tel-Sell operations closed.

- Orders placed on voicemail Friday, Nov. 27, will be delivered Tuesday, Dec. 1.

#### Christmas Eve, Dec. 24

Sci Games Tel-Sell operations closed.

- Orders placed on Wednesday, Dec. 23, will be delivered Thursday, Dec. 24.
- Orders placed on voicemail Thursday, Dec. 24, will be delivered Tuesday, Dec. 29.

#### Christmas Day, Dec. 25

Sci Games Tel-Sell operations closed. No deliveries Friday, Dec. 25.

- Orders placed on voicemail Friday, Dec. 25, will be delivered Tuesday, Dec. 29.

#### New Year's Eve, Dec. 31

Sci Games Tel-Sell operations open. No deliveries Thursday, Dec. 31.

- Orders placed Wednesday, Dec. 30, will be delivered Monday, Jan. 4.
- Orders placed Thursday, Dec. 31, will be delivered Tuesday, Jan. 5.

#### New Year' Day, Jan. 1

Sci Games Tel-Sell operations closed. No deliveries Friday, Jan. 1

- Orders placed on Friday, Jan. 1, will be delivered Tuesday, Jan. 5.

**Take the call – Make it a priority to accept the weekly scratch-off order call by your Sci Games Tel-Sell representative.** Note extended delivery cycle over the holidays.

### Keep your WinStation fully stocked

**Ohio Lottery scratch-offs make great last-minute gifts.** Have a process in place to keep your WinStation vending machine filled throughout the holidays.

**Have a customer with claiming questions you can't answer?** They can learn more at [www.ohiolottery.com/claiming](https://www.ohiolottery.com/claiming) or by calling the Ohio Lottery Customer Call Center at 1-800-686-4208.



# Ohio's CARES Act Funding: State package includes critical small business support

The DeWine Administration is using Ohio's CARES Act funds to provide financial relief for small businesses, non-profits and individuals. **Details found here:** <https://businesshelp.ohio.gov/>

- **The Small Business Relief Grant:** Small businesses negatively impacted by the pandemic can apply for a \$10,000 grant. The program is administered by the Ohio Development Agency. <https://businesshelp.ohio.gov/small-business-relief-grant.html>

- **The Bar & Restaurant Assistance Fund:** Bars, taverns, restaurants and clubs negatively impacted by the pandemic can apply for \$2,500 in relief funds.
- **Help for employees:** Individuals who meet eligibility requirements and are behind on their rent or mortgage can apply through their local Community Action Agency starting Nov. 2. <https://businesshelp.ohio.gov/home-relief-grant.html>

**Don't delay. Get your application started today. (starting Nov. 2)**  
<https://businesshelp.ohio.gov/>

## Scratch-Off Features for Nov/Dec *On sale Nov. 24, 2020*

### Festive \$50's

(\$1), #613  
Top prize: \$1,000  
Overall odds: 1 in 4.74  
Percentage payout: 62.1%  
Tickets per pack: 200  
Number of tickets printed: 6.4 million  
Actual size: 2.5" x 4.0"  
UPC Code: 6 70656 01613 9  
Special Features: *Festive \$50's* offers more than \$3.5 million in total prizes.

### Winter Doubler

(\$2), #614  
Top prize: \$10,000  
Overall odds: 1 in 4.43  
Percentage payout: 67.0%  
Tickets per pack: 100  
Number of tickets printed: 5.5 million  
Actual size: 4.0" x 4.0"  
UPC Code: 6 70656 02614 5  
Special Features: *Winter Doubler* offers more than \$7.1 million in total prizes. Players will enjoy the game's "doubler" feature too.

### Winter Green 7s

(\$5), #615  
Top prize: \$150,000  
Overall odds: 1 in 3.94  
Percentage payout: 69.1%  
Tickets per pack: 50  
Number of tickets printed: 5.0 million  
Actual size: 6.0" x 4.0"  
UPC Code: 6 70656 05615 9  
Special Features: *Winter Green 7s* offers more than \$17 million in total prizes.

### Winter Wonderland Riches

(\$10), #616  
Top prize: \$500,000  
Overall odds: 1 in 3.41  
Percentage payout: 73.0%  
Tickets per pack: 30  
Number of tickets printed: 3.1 million  
Actual size: 10" x 7.8"  
UPC Code: 6 70656 10616 8  
Special Features: Let customers know about the game on the back of the ticket. Players can win up to 55 times on *Winter Wonderland Riches*, which offers more than \$2 million in total prizes. The supersized "Gigantix" ticket is sure to catch your players attention during the holiday season. Need an oversized cube to display the game? Contact your sales representative today.

### Premier Cash

(\$20), #617  
Top prize: \$2 million\*  
Overall odds: 1 in 3.54  
Percentage payout: 75.1%  
Tickets per pack: 25  
Number of tickets printed: 3.2 million  
Actual size: 10" x 4.0"

UPC Code: 6 70656 20617 2  
Special Features: *Premier Cash* prizes start at \$30 and go up from there.

\*Top prize is an annuity, paid as \$80,000 a year for 25 years before taxes. Top prize winners can choose a \$1-million cash option payout before taxes. Players will love the game's 10x, 20x, 50x and 200x multipliers. *Premier Cash* offers more than \$45 million in total prizes. Be sure to let customers know about the two extra games on the back of each ticket.



# Fiscal Year 2020: A year in review

Fiscal Year 2020 has been a year like no other. For a time, the pandemic closed many Lottery retailers operating as bars, taverns, restaurants and clubs, and revised business practices for our entire retailer network.

The Ohio Lottery's network of 9,800 retailers persevered, selling \$3,471 million worth of traditional lottery games, up \$110.8 million or 3.3% from the prior year. Retailers earned \$233.6 million in commissions and bonuses, up 4.6% from the previous year. The Retailer Incentive Program accounted for more than \$16.5 million of those bonuses, providing a welcomed boost for retailers.

Customer shopping and entertainment patterns markedly changed as a result of the pandemic; its impact continuing into the current fiscal year. Lottery sales in a number of game categories, notably scratch-offs and Numbers games (*Pick 3*, *Pick 4* and *Pick 5*) had a brief slowdown in March and have since enjoyed double-digit growth, a trend that has continued through the summer and fall of 2020.

## Here are FY2020 Highlights

### Numbers (Daily Draw) Games

Numbers games ended the fiscal year, June 30, 2020, with sales of \$692.3 million, up almost \$77.0 million or 12.5% compared to FY19. Sales improved for each of the draw games during the last quarter of the fiscal year, with *Pick 3*, *Pick 4* and *Pick 5* each securing double-digit growth, compared to the prior year. *Pick 3* sales in May were the most striking, up \$42.6 million or 40.8% compared to May 2019. *Pick 3* is the oldest and most popular game in the Numbers game portfolio.

### In-State Lotto Games

In-state lotto game sales were \$80.5 million, up \$991,768 or 1.2% compared to Fiscal Year 2019. The biggest seller, *Rolling Cash 5*, generated sales of \$51.7 million, down slightly at 0.6%. Players won 94 *Rolling Cash 5* jackpots during the year, with a \$554,000 jackpot the year's highest. A jackpot winning ticket for that drawing, held Oct. 23, 2019, was sold by JB Beverage & Tobacco in North Royalton.

Players hit the *Classic Lotto* jackpot three times during the fiscal year, with winners sold for the July 27, 2019; May 6, 2020; and May 30, 2020 drawings. The winners were sold respectively at Brecksville More-for-Less, Brecksville (\$18.7 million); Kroger Co. #923, Centerville (\$13.1 million)

and Meijer Inc., #135, Hamilton (\$1.9 million). An update to the *Classic Lotto* matrix remains under review.

### Multi-State Jackpot Games

Fiscal Year 2020 was a challenging year, especially for *Powerball* and *Mega Millions*, whose sales were significantly impacted by jackpot levels and the pandemic.

A *Mega Millions* jackpot win for the Dec. 17, 2019 drawing was one of the highlights of the year. The ticket, worth \$375 million, was sold at Giant Eagle in Mentor. It was the Ohio Lottery's 20th *Mega Millions* jackpot prize and the state's biggest lottery win ever.

*Lucky for Life* faired the best of all multi-state games in maintaining sales during the fiscal year. The game generated 35 second-tier winners of the \$25,000-a-year-for-life prize. Ohio secured four of those winners, with tickets sold at Sager's Bar & Grill, Holgate; Speedway, Bellaire; Sheliga Drug Inc., Cleveland; and Fuel King, Napoleon.

### Monitor Games

Yet again, with total sales of \$439.4 million in FY20, *Keno* was the year's single-biggest draw game in the Ohio Lottery's game portfolio. Before the pandemic hit, *Keno* sales were up \$28.9 million or 9.8% through February 2020.

That would change as the pandemic took hold. To protect our communities, the Stay at Home Order enacted March 23 limited commerce across the state. The bar/tavern segment of retailers, which typically generates about 68% of all *Keno* sales, was limited to carry out after the order was enacted. *Keno*, *Lucky One* and Touch & Win games, popular among these retailers, started to rebound after outdoor dining opened May 15, followed by in-door dining May 21. That recovery continues today.

*Lucky One*, while accounting for a small portion of monitor game sales, had a good year, with sales of \$20.1 million, up 18.5% from the previous year. The game has been a part of the monitor game portfolio since January 2018.

### "Fast Play" EZPLAY® Games

The games under the "Fast Play" category, EZPLAY®, Touch & Win and Tap games, generated sales of \$158.7 million, down \$12.9 million or 7.5% from the prior year. *Twenty 20's*, which offers a progressive



jackpot, was the top-selling EZPLAY® Game of the fiscal year (\$10.3 million), followed by *Rock'n 777s* (\$7.9 million) and *Red Hot Numbers* (\$7.6 million). Four out of the top five selling EZPLAY® Games offered progressive jackpots.

Touch & Win branded games, now three years old, was the standout in this game category, generating \$31.4 million in sales, up \$997,056 or 3.3%. *Jackpot Town* (\$3.0 million), *20x the Money* (\$2.6 million) and *Keno Stars* (\$2.4 million) were the most popular.

### Scratch-Off Games

Players purchased a record \$1,874 million in scratch-offs during the fiscal year, up \$210.8 million or 12.7%. Improvements in technology use, data analytics and game design, as well as changing consumer shopping patterns brought about by the pandemic, had a positive impact on sales. Over the years, higher price points have grown in popularity, with the \$10 price point most popular, followed by \$5 and \$20 games.

Customers purchased more than \$574 million worth of scratch-off games during the fourth quarter of the fiscal year (April, May and June), generating 30% of the fiscal year's scratch-off sales, the highest sales quarter since at least 2000. The \$10, \$20 and \$30 price points had their best performance ever, with the \$20 price point securing the greatest increase in sales among all scratch-offs, compared to prior fiscal year.

The \$10 scratch-off, \$50, \$100 or \$500, was the year's top grossing game. Customers enjoyed the straightforward, streamlined prize structure, generating \$77.3 million in sales. Based on the number of tickets sold, \$1 *Holiday Cash* was the top-selling game within a single price point (16.8 million). The perennial favorite, *Cash Explosion*, was offered in both \$1 and \$2 price points this year.



Always in high demand, customers purchased 24.6 million *Cash Explosion* tickets this past year.

## Looking Ahead

As the pandemic continues, the communities we serve will be challenged to find ways to adapt daily activities and business practices to support the safety and welfare of all.

Product innovation and technology utilization is a priority for the agency as it works to meet important fiscal year goals and drive process improvements. Potential game developments in the upcoming months include a new, higher price point progressive EZPLAY® Game, an add-on to *Rolling Cash 5* and a refresh of the game matrix for *Classic Lotto*.

**Want to learn more?** Check out the Ohio Lottery's FY20 Comprehensive Annual Financial Report, available soon at [www.ohiolottery.com](http://www.ohiolottery.com).

**Sources:** Office of Finance, Product Innovation and Sales.

## Higher-Priced Scratch-off's positive impact



### Fastest growing scratch-offs:

\$10 : 53%

\$20 : 62%

\$30 : 33%

Source: Office of Sales,  
Sept. 13-Oct. 10, 2020.



### Highest-selling scratch offs (FY20):

1. \$10 games

2. \$5 games

3. \$20 games

Source: Office of Product Innovation

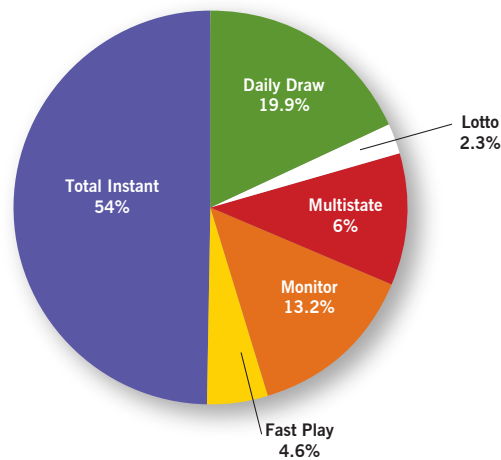
## Fiscal Year 2020 overview

(Sales in millions)

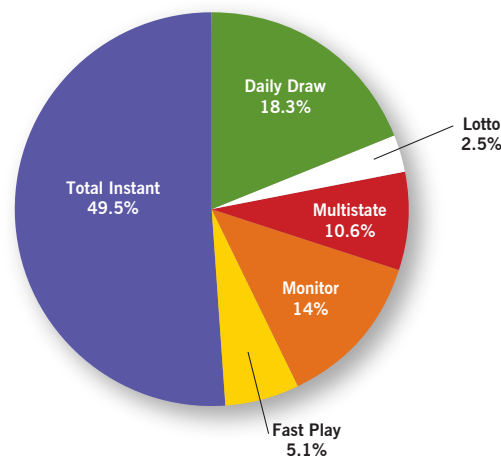
	FY 2020 SALES	FY 2019** SALES	VARIANCE	%
Pick 3	\$400,568,016	\$354,024,244	\$46,543,772	13.1%
Pick 4	\$240,541,648	\$216,872,046	\$23,669,602	10.9%
Pick 5	\$51,234,399	\$44,495,967	\$6,738,432	15.1%
<b>Daily Draw</b>	<b>\$692,344,062</b>	<b>\$615,392,257</b>	<b>\$76,951,805</b>	<b>12.5%</b>
Rolling Cash 5	\$51,731,694	\$52,046,354	-\$314,661	-0.6%
Classic Lotto/ KICKER	\$28,835,459	\$27,529,031	\$1,306,428	4.7%
<b>Lotto</b>	<b>\$80,567,153</b>	<b>\$79,575,385</b>	<b>\$991,768</b>	<b>1.2%</b>
Mega Millions / Megaplier	\$101,952,510	\$192,729,785	-\$90,777,276	-47.1%
Powerball	\$85,148,300	\$143,290,464	-\$58,142,164	-40.6%
Lucky for Life	\$19,534,009	\$20,437,036	-\$903,027	-4.4%
<b>Multistate</b>	<b>\$206,634,819</b>	<b>\$356,457,285</b>	<b>-\$149,822,467</b>	<b>-42.0%</b>
Keno	\$439,420,979	\$453,857,456	-\$14,436,478	-3.2%
The Lucky One	\$20,089,770	\$16,948,057	\$3,141,713	18.5%
<b>Monitor</b>	<b>\$459,510,748</b>	<b>\$470,805,513</b>	<b>-\$11,294,765</b>	<b>-2.4%</b>
EZPLAY®	\$88,386,795	\$100,338,287	-\$11,951,492	-11.9%
EZPLAY® Tap	\$38,895,970	\$40,833,910	-\$1,937,940	-4.7%
Touch and Win	\$31,388,363	\$30,391,307	\$997,056	3.3%
<b>Fast Play</b>	<b>\$158,671,128</b>	<b>\$171,563,504</b>	<b>-\$12,892,376</b>	<b>-7.5%</b>
<b>Online Total</b>	<b>\$1,597,727,908</b>	<b>\$1,697,732,877</b>	<b>-\$100,004,969</b>	<b>-5.9%</b>
<b>Total Instant</b>	<b>\$1,873,808,842</b>	<b>\$1,663,031,137</b>	<b>\$210,777,705</b>	<b>12.7%</b>
<b>Total Traditional</b>	<b>\$3,471,536,751</b>	<b>\$3,360,764,014</b>	<b>\$110,772,737</b>	<b>3.3%</b>

\*\* VLT sales are not included, this is ticket sales only.

FY 2020 SALES



FY 2019 SALES



# Agent Feature:

## Friendly Express, Barberton



By Marie Kilbane Seckers, Communications

**Brion Kelly**, manager of the Friendly Express in Barberton, is devoted to his customers, and they show him and his staff the same support and respect. If a customer asks for a certain game and the store doesn't have it, Brion will be sure to get it.

"There are so many places (to shop) around here," he says. "People go out of their way to come here." That's been especially true this past year, even before the pandemic, with road construction making a trip to Friendly Express a challenge.

Over the past year, he worked with sales representative **Steve Perry** to improve his on-counter display. They raised the display, added price point stickers to individual cubes, and starbursts to note anything new. Brion calls the updates "simple and effective."

"You have to make it easy for people," he says.

His background in art and graphic design helps with product placement. And, he's open-minded about trying new techniques to make the store appealing. For example, he tried offering certain scratch-off games on-counter and a markedly different selection through the store's WinStation vending machine. At this store, he found that repeating many of the on-counter games in the WinStation had a bigger and better impact on sales.

Brion reviews scratch-off inventory closely, taking time to ask customers what they want. He used to manage another convenience store located in a different community. Brion found there were distinct differences in game interests between the two communities and knows no "one size fits all."

"I've tried so many different things to see what our customers really want," he says.

Brion appreciates the Kane family, the owners of the store, for their support, allowing him to build the products and inventory to make the store what it is today. The Friendly Express business is growing, with a fifth store expected to open soon.

Brion credits his staff of six, a mix of full- and part-time employees, for creating a great working and shopping

**Friendly Express: Living up to its name.** Providing great customer service and making customers feel safe and respected is a priority for **Brion Kelly**, manager of Friendly Express of Barberton (below) and his staff. Pictured above are employees **William** and **Diane**.

environment. "We don't have a rude person here," he says. "We're family."

And, he feels an obligation to his customers. "It's just part of the job to make people feel happy and greet customers when they come in. People are struggling and sensitive," Brion says.

"With everything going on, we want customers to feel safe. "We treat them like family. It's part of the job."

### Keys to Success:

- **Focus on catching errors before they happen.** Employees are asked to tell customers the total amount of their transaction before finalizing the purchase. That extra communication helps eliminate misunderstanding and the extra time needed to fix transaction errors.
- **Cashing makes a difference.** Brion calls his staff well-trained and organized, happy to provide customers with their prize winnings.
- **Talking to their customers.** Many enjoy the conversation and the companionship. "It's important. Every little bit counts," he says.
- **Understanding the importance of training.** With a new promotion or coupon release, Brion makes sure staff is aware of the latest perk and can easily process the transaction.



Brion Kelly, manager



Christina, employee



# Order Notes | Nov/Dec 2020



Use Order Notes to prepare for your scratch-off ticket order call by a Sci Games Tel-Sell 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.*

## Plan-o-gram



Cash Celebration  
(\$30), #552



Fastest Road to  
\$1 Million  
(\$30), #494



Extreme Millions  
(\$30), #433



\$300 Million  
Diamond Dazzler  
(\$20), #302



\$1,000,000 Cashword  
(\$20), #586



Merry Millions  
(\$20), #611



Limited Edition  
(\$20), #583



Spectacular Riches  
(\$20), #570



Platinum Millionaire  
(\$10), #595



\$50, \$100, \$500  
(\$10), #553



\$500,000  
Holiday Money  
(\$10), #610



\$500,000 Cashword  
(\$10), #612



Ohio Millions (\$10),  
#591



Lots of \$500! (\$5),  
#597



Bingo Times Ten (\$5),  
#584



Holiday Lucky Times 10  
(\$5), #609



Special Edition  
Cashword  
(\$5), #604



Lucky Loot  
(\$5), #599



Fast Cash  
(\$5), #582



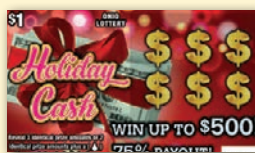
Treasure Hunt  
(\$5), #590



Holiday Cash Drop  
(\$3), #608



Jingle Jackpot  
(\$2), #607



Holiday Cash  
(\$1), #606



Cash Explosion  
Player Appreciation  
(\$1), #619



Cash Explosion  
(\$2), #596

**As of Oct. 28, 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.

## Have room?

After the plan-o-gram games are set, check out these popular games to carry, indicated with ticket art.

### \$1 games

#619 Cash Explosion

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#618 Fast \$50s

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#613 Festive \$50s\*

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---

#606 Holiday Cash

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#600 Winner Winner Chicken Dinner

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---

#587 Moneybags

---

---

#585 Triple Tripler

---

---

#580 7-11-21® Tripler

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---

#567 I Love to Win

---

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#564 Double Doubler

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---

#555 Monopoly 5x

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---

### \$2 games

#614 Winter Doubler\*

---

---

#607 Jingle Jackpot

---

---

#605 Some Like It Hot

---

---

#596 Cash Explosion

---

---

#593 Three Stooges®

---

---

#588 Mega Millions

---

---

#581 Multiplier Mania

---

---

#571 Triple 777 Red Hot Slots

---

---



#566 Lucky Gems Bingo

---

---

#565 Power Play Cashword

---

---

#556 Monopoly 10x

---

---

### \$3 games

#608 Holiday Cash Drop

---

---

### \$5 games

#615 Winter Green 7s\*

---

---

#609 Holiday Lucky Times 10

---

---

#604 Special Edition Cashword

---

---

#599 Lucky Loot

---

---

#597 Lots of \$500!

---

---

#590 Treasure Hunt

---

---

#584 Bingo Times Ten

---

---

#582 Fast Cash

---

---

#579 Decade of Dollars

---

---

#578 Casino Royale

---

---

#557 Monopoly 25x

---

---

### \$10 games

#616 Winter Wonderland Riches\*

---

---

#612 \$500,000 Cashword

---

---

#610 \$500,000 Holiday Money

---

---

#595 Platinum Millionaire

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---

#591 Ohio Millions

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#574 \$1,000,000 Black Titanium

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#562 Grand Diamond Dollars

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#560 Diamonds & Gold

---

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#553 \$50, \$100 or \$500

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#308 \$250,000 a Year for Life!

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## \$20 games

#617 Premier Cash\*

#611 Merry Millions

#586 \$1,000,000  
Cashword

#583 Limited Edition

#570 Spectacular Riches

#547 Money

#519 Platinum Diamond  
Spectacular

#507 \$5,000,000 Bonus



#488 \$100 Million Cash  
Extravaganza



#476 Ohio's Cash Blowout



#461 \$5 Million Payout

#302 \$300 Million Diamond  
Dazzler

## \$30 games

#552 Cash Celebration

#494 Fastest Road to \$1  
Million

#433 Extreme Millions



#368 Max the Money



#174 Ohio Lottery 40th  
Anniversary Millions

\*These scratch-offs go on sale  
Nov. 24, 2020.

\*List as of Oct. 28, 2020. All games displayed may not be available at the time of your request. See your CSR and check your terminal's Games Available for Sale report for the latest inventory updates. On-sale dates for the latest scratch-offs is subject to change.

## OTHER SUPPLIES

Request these supplies when calling in  
your scratch-off orders.

Terminal/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



## Winner News!



### Monopoly 25x Winner October 2020

**Scott Coward** of Findlay recently claimed a \$150,000 top prize playing the Ohio Lottery's \$5 Monopoly 25x scratch-off. While Scott hasn't decided what he'll do with his win, his son **James** hopes he'll buy a home. Scott purchased his winning ticket at Gas and Express Mart in Findlay.

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

**Please call  
1-800-686-4208.**



THE OHIO LOTTERY  
615 West Superior Ave.  
Cleveland, Ohio 44113-1879

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FIRST-CLASS MAIL  
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PERMIT NO. 2484



## Call Center Hours

1-800-686-4208

Monday through Friday  
8 a.m. to 5 p.m.

During these hours, you can talk  
to a live person about issues  
concerning your Lottery business.

*Lottery offices are closed  
Nov. 26, Dec. 25 and Jan. 1 for the  
Thanksgiving, Christmas and  
New Year's holidays.*

Intralot Technical Support  
1-866-710-2462  
Operating 24/7

# The Ohio Lottery holiday season scratch-off coupon

*Offer good Nov. 20-Dec. 19*

Just in time for the holidays, the Ohio Lottery is ready to create some fun and drive traffic to your store. The latest coupon offer gives customers \$2 off any \$10 scratch-off ticket purchase. The coupon discount begins Monday, Nov. 20, and runs through Saturday, Dec. 19.



### Important coupon processing steps for retailers

- Go to "Ticket Functions."
- Press the "Inquiry" button.
- Scan the coupon barcode, using the camera bed or hand-held scanner.
- Key in the last five digits of the coupon's validation number.
- Press "pay" on the inquiry screen. This transfers the coupon to the shopping cart, where you can finalize the redemption.
- Press "Redeem all Cash" or "Buy all Cash," depending on the cart balance.

Credit for coupon validation will be shown as a low-tier cash on both the sales summary report and weekly invoice.



**Offer great customer  
service and provide  
a receipt.**