



CREDIT REQUEST FOR ILLEGIBLE TICKETS



RETAILER PROCEDURES

1. Clear the paper jam and reload the ticket stock. Note the serial number from the "Print Ticket Error" screen. Press the "Total" button and print the "Total" screen. Please contact **GTECH (1-888-987-5297)** within 30 minutes of the problem. **Please circle the transaction in question on the report.**
2. The **WV Lottery** will only accept a credit request for **paper jams, printing backward tickets and terminal malfunctions**. Printing Extra Lottery Tickets and/or customers refusing the tickets are not valid circumstances to request credit. **Always** confirm transaction with the player **BEFORE** placing the bet. A request submitted without the original terminal generated ticket or a duplicate terminal generated ticket and/or playslip of a questioned transaction will not be considered.
3. Please remember "Daily 3, Daily 4 & Cash 25 tickets can be canceled within 30 minutes and before the draw break. Keno Tickets must be canceled within 5 minutes before the next drawing.
4. **Under no circumstances may a Powerball or Hotlotto ticket be canceled.**
5. Attach the "Total Screen" and the ticket to be credited with the Terminal Error Message Receipt (if applicable) to this form.

MAIL TO:: WV Lottery, PO Box 2067, Charleston, WV 25327. Attention: Traditional Security

RETAILER INFORMATION (must be completely filled out or it will be returned)

Retailer Name: _____ **Lottery Retailer Number:** _____

Address: _____ **Date of Problem:** _____

Person Reporting Problem: _____
(Please PRINT Legibly)

Description of Problem: _____

GTECH Customer Service Representative Name. _____

Type of Ticket: (Please Circle) Powerball Mega Millions Hot Lotto Travel Keno Cash 25 Daily 3 Daily 4

Number of enclosed Tickets _____ **Amount of Ticket(s) \$** _____

LOTTERY SECURITY USE ONLY

APPROVED AMOUNT: _____ **REJECTED AMOUNT:** _____

REASON: (M) MACHINE _____ **SIGNATURE:** _____
(C) CLERK ERROR _____

DATE: _____

NOTES: _____