



REQUEST FOR ADJUSTMENT

FOR DAMAGED OR MISPRINTED ONLINE NUMBERS GAMES TICKETS

Please read the instructions on the reverse
before completing this form.

Requests for credit may be denied if proper procedures are not followed.
PLEASE FILL OUT 1 - 14 COMPLETELY.

RETAILER IDENTIFICATION

1. Retailer Number: _____
 2. Retailer Name: _____
 3. Address: _____
 4. City, State, Zip: _____
 5. Phone: _____ 6. Contact: _____

TOTAL AMOUNT OF ADJUSTMENT(S) REQUESTED

7. TOTAL DOLLAR AMOUNT: \$ _____

ATTACH MISPRINTED TICKETS

AND

HISTORY DISPLAY PRINT OUT

HERE.

DO NOT STAPLE THROUGH

NUMBERS ON TICKETS.

TIME OF INCIDENT

8. Date: _____ 9. Time: _____
MONTH / DAY / YEAR HOUR MINUTE
 AM
 PM

10. DID YOU TRY TO SELL THIS TICKET(S)?
 YES
 NO
MONTH / DAY / YEAR HOUR : MINUTE
 AM
 PM

11. TIME YOU CALLED 651-635-8273 or 1-888-568-8379

12. DOLLAR AMOUNT OF MISPRINTED TICKETS BY GAME TYPE

POWERBALL \$ _____ POWER PLAY \$ _____ HOT LOTTO \$ _____ OTHER ONLINE GAMES \$ _____
 DAILY 3 \$ _____ NORTHSTAR CASH \$ _____ GOPHER 5 \$ _____ ONLINE G3 GAMES \$ _____

13. REASON MISPRINTED TICKETS WERE PRODUCED

CLERK ERROR PLAYER REFUSED MALFUNCTION OTHER

14. EXPLANATION OF INCIDENT

DO NOT WRITE BELOW THIS LINE - FOR LOTTERY USE ONLY

DISPOSITION OF REQUEST:

This request for adjustment of \$ _____ CREDIT DEBIT has been
 APPROVED for \$ _____ 5.5% commission excluded
 DENIED

EXPLANATION:

MINNESOTA STATE LOTTERY EMPLOYEE: _____ DATE: _____ MINNESOTA STATE LOTTERY MANAGER: _____ DATE: _____

IMPORTANT:

Please use this form to request a credit adjustment for misprinted, illegible or non-printed Online Numbers Games tickets such as Daily 3, Northstar Cash, Gopher 5, Online G3, Powerball, Power Play, Hot Lotto or other Multi-State Lottery (MUSL) tickets, but NOT Instant Scratch tickets.

You **MUST** cancel ALL misprinted Daily 3, Northstar Cash and Gopher 5 tickets if the bar codes and/or ticket numbers are legible before the 6:10 p.m. game close or if printed after the 6:10 p.m. game close, tickets must cancel prior to midnight the same day.

The Minnesota State Lottery will issue **LIMITED** credit for clerk errors and customer-refused Powerball, Power Play and Hot Lotto tickets that cannot be cancelled.

Before you mail in tickets, scan all tickets for prize winnings AFTER the last draw date on the ticket.

IF YOUR TERMINAL MALFUNCTIONS WHILE PRINTING ONLINE NUMBERS GAMES TICKETS:

1. If you are able, CLEAR the printer jam and continue to step 2.
If you are unable to clear the jam, STOP and CALL the GTECH Hotline at 1-888-487-9200 (24 hour assistance).
2. Print a History Display Report by pressing Other Functions, then History Display. Press the green Print button. Attach these reports and the damaged or misprinted tickets to the front of this Request for Adjustment form.

TO COMPLETE THIS REQUEST FOR ADJUSTMENT FORM:

1. Fill out the RETAILER IDENTIFICATION section of this form (Items 1 - 6).
2. Enter the Total Dollar Amount of the ADJUSTMENT REQUESTED. (Item 7).
3. Enter the **Date**, and **Time** that the incident occurred in the TIME OF ERROR section (Items 8 - 9).
4. Indicate whether or not attempts to sell the ticket(s) were made (Item 10).
5. Indicate the date and time the incident was reported to the Games Control Department.
Credit **will not** be issued if the incident is not promptly called in to the Games Control Department. (item 11).
6. Enter the Dollar Amounts, totaled by game, of the adjustment(s) requested (Item 12).
7. Indicate the reason why the submitted tickets were misprinted (Item 13).
8. Write a detailed explanation of the incident in the EXPLANATION OF INCIDENT section (Item 14).
9. **Carefully ATTACH the misprinted tickets and History Display Report to the FRONT of the WHITE Copy of the REQUEST FOR ADJUSTMENT Form in the area provided.**
10. **Keep the YELLOW COPY for your records.**
11. Mail the WHITE COPY folded in half in a postage paid envelope to the:

Minnesota State Lottery
C/O Central Mail
G-19 Transportation
395 John Ireland Boulevard
Saint Paul, MN 55155-9902

Call 1-888-568-8379 or 651-635-8273, press 2 to order more forms, envelopes or other Online Games Issues.

Note: If you call after business hours, weekends or holidays, you will be prompted to leave a message. Please provide your Lottery retailer number, business name, your name, telephone number, type of ticket, ticket cost and the 18-digit ticket serial number. The 18-digit ticket serial number appears above the upper dotted line and again below the date and time printed on the ticket. If you can not provide this number, please provide the ticket stock number from the back of the ticket.

Please allow 3 to 4 weeks for your REQUEST FOR ADJUSTMENT to be processed.

Call Games Control with any questions or to report Powerball, Power Play and Hot Lotto tickets BEFORE the drawing. In the Metro Area please call 651-635-8273, or from Greater Minnesota call 1-888-568-8379 (1-888-LOTTERY), press 2 for Online Numbers Games issues.