



# REQUEST FOR CREDIT

## DRAW GAMES OR VALIDATIONS

Mail To:  
**WEST VIRGINIA LOTTERY**  
**ATTN: Traditional Security**  
**PO BOX 2913**  
**CHARLESTON, WV 25330**  
Offices Open 8 AM to 5 PM (M-F)  
Phone: 304.558.0500

### INSTRUCTIONS FOR REQUEST:

**Retailer MUST contact IGT Hotline @ 888-987-5297 to report an incident before the first drawing of the ticket or within 24 hours following the incident, including paper jams, unreadable tickets, validation issues, or terminal malfunctions**

Retailer will be instructed to clear any paper jam and reload paper. List the code number shown on the PRINT TICKET ERROR slip in the DESCRIPTION OF PROBLEM field below.

On the FLEX terminal, press TOTAL button and then the PRINT button to print the previous transactions. Circle the specific transaction(s) that is being reported.

**This form MUST be completed and the original ticket(s), reprint(s), total slip(s), and/or error message slip(s) must be included and received by the Lottery within 30 days of the incident.**

RETAIL LOCATION NAME

RETAIL ID#

CONTACT NAME (PLEASE PRINT)

CONTACT PHONE

ADDRESS

CONTACT EMAIL

CITY

STATE

ZIP

GAME (i.e. Powerball, etc.)

  
  

TRANSACTION AMOUNT

\$  
\$  
\$

  
  

TRANSACTION DATE

  
  

TIME

  
  

REPORTED TO HOTLINE?  
SPOKE WITH?

YES	
NO	
YES	
NO	
YES	
NO	

DESCRIPTION OF PROBLEM

**Lottery tickets printed in error and/or refused by customer may NOT receive credit. To help avoid these situations, always confirm transactions with players BEFORE purchase, then press SUBMIT on terminal.**

Daily 3, Daily 4 & Cash 25 tickets CAN be canceled within 30 minutes and before 6:28 pm on respective draw dates.

**Travel Keno tickets can be canceled before the first drawing on the ticket occurs.**

Powerball, Lotto America, and Mega Millions tickets CANNOT be canceled.

**Lottery personnel reviews credit requests and notes if any validation attempts have been made on the tickets(s). If you check any ticket(s) for wins, this may result in the denial of your request. Clerk errors and/or terminal generated reprinted wagers will require further investigation by Lottery personnel.**

RFC V201907  
**LOTTERY**  
**USE**  
**ONLY**

APPROVED AMOUNT

ERROR DETERMINATION

DATE

DENIED AMOUNT

INVESTIGATOR SIGNATURE

NOTES

ADJUSTMENT DATE