



General Requirements: Wyoming Lottery uses games that have tickets that are not cancelable except for Cowboy Draw. Cowboy Draw tickets can be cancelled within 24 hours after printed prior to the draw and at the same retailer that sold the ticket. If a ticket is sellable, it is the property of the retailer. A credit will only be issued if the ticket is defective due to a communications error or a terminal hardware or software error. A retailer must request a credit by submitting this Request for Credit form and include the original ticket(if available), a complete explanation of the circumstances regarding the transaction for which credit is being requested, and the name of the retailer’s contact person. The retailer must print “Reprint Last” and “Transaction History” reports and submit them with the tickets and the Request for Credit form. A request must be submitted within 45 days from the ticket issue date or the last draw date for a multiple draw ticket.

Retailer requests for credit must be mailed to: Wyoming Lottery Corp.  
1620 Central Ave. Suite 100  
Cheyenne, WY 82001

If a credit is issued to a retailer, the credit will be for the amount of the sale, less the 6% retailer commission. All credits obtained through this form will take place through the weekly EFT sweep function. In the event that a ticket is a winning ticket and the retailer claims the winnings by validating the ticket, then no credit will be authorized.

**NOTE: There will be no credit issued to the retailer for misprinted tickets due to operator error. The lottery reserves the right to deny re-imbusement upon review.**

Common operator errors include improper loading and running out of paper during a transaction. Paper loading errors are caused by failure of the operator to remove enough ticket stock from the beginning of a roll to remove the tape residue on a new roll of ticket stock. Indicators of this type of error are ticket play information that is small or compressed together, barcodes that are cut off, ticket stock that bunches up in the printer, and tickets that are cut into thin strips.

Other types of operator errors are non-machine errors and may include; the player filling out a play slip incorrectly and the failure of the operator to review the validation screen prior to printing a ticket. These tickets are valid and retailer should try to sell them to players. All tickets printed in error, and not sold, are owned by the retailer and any prizes related to those tickets belong to the retailer.

**Retailer Information**

Retailer Number		Contact Person	
Business Name		Telephone Number	
Address	City	State	Zip Code

**Incident Information**

Date occurred	Operator	Credit Amount Requested
Time <input type="checkbox"/> AM <input type="checkbox"/> PM		Time Operator Called Hotline (877) 261-6244
Retailer Statement Explaining Incident _____ _____ _____ _____ _____		

**Attach the Original Ticket, “Reprint Last”, and “Transaction History” reports to this form**