RETAILER REQUEST FOR CREDIT
NORTH DAKOTA OFFICE OF ATTORNEY GENERAL
LOTTERY DIVISION
SFN 59599 (10-2024)

General Requirements: All North Dakota Lottery games are games in which tickets cannot be canceled. If a ticket is saleable, 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 Retailer Request for Credit form and include the original ticket (if available), a complete explanation of circumstances regarding the transaction for which credit is being requested, and the name of the retailer's contact person. A retailer must print "Reprint Last" and "Transaction History" reports and submit them with the tickets and Retailer Request for Credit form. a request must be submitted within three months from the ticket issue date or the last draw date for a multiple draw ticket. Retailer requests for credit must be mailed to:

NORTH DAKOTA LOTTERY
1720 BURLINGTON DRIVE SUITE C
BISMARCK ND 58504-7736

If a credit is issued to a retailer, the credit will be for the amount of the sale, less the 5% retailer commission. In the event that a ticket that is eligible for a credit is determined to have been a winning ticket, based on the lottery's review of the transaction, the credit, less the retailer commission, will not be credited to the retailer's account until the claim period for the winning ticket has expired. All credits will be handled through the weekly EFT sweep function.

Operator Errors: There will be no credit issued to the retailer for misprinted tickets due to operator error.

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 the 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 Identification

Retailer Sign on Number	Contact Person			
Business Name			Telephone Number	
Address		City	State	ZIP Code

Incident Information

Date Occurred	Operator	Credit Request Amount
Time ☐ AM ☐ PM	Time Operator Called SciGames @ 1-866-719-2699 ☐ AM ☐ PM	
Retailer Statement Explaining Incident		

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Retailer Statement Explaining Incident		