



RETAILER ADJUSTMENT REQUEST

All adjustment requests must be received by the Lottery within 14 days of the date the ticket was printed. All Adjustment requests are subject to Lottery approval.

Retailer Number

Retailer Name

Retailer Address

City, Zip

Contact Person (Print First and Last Name)

GAME: _____

Number of Tickets Attached _____

Adjustment Amount Requested \$ _____

Check all that apply:

- Paper Jam
- Terminal disabled while wager was in process; no ticket issued
- Reprint Attached
- Other: _____

Retailer Statement:

Give detailed explanation of problem, including date and approximate time the problem occurred. This section must be completed or request will be denied.

Retailer Signature: _____

Date: _____

WL-146 (R. 01-20)

please detach here

Wisconsin Lottery Use Only:

Date reviewed: _____

Approved Denied

Amount \$ _____

Reviewed by: _____

Lotto Game Adjustment Requirements

When requesting an adjustment, you must report the terminal malfunction or ticket problem to the Lottery Hotline at 1-800-242-7782 the day of the occurrence. Include the Hotline Representative's name, call date, and time on the adjustment request from.

CALL IMMEDIATELY:

Lottery Hotline 1-800-242-7782
(Press option 3, then option 1)

Date / Time / Hotline Rep.

1. Retailer Name, Retailer Number, Address, City and Zip Code must be filled out accurately and legibly on the Retailer Adjustment Request form.
2. Accurate date, time and reason for adjustment must be explained in detail in the Retailer Statement section.
3. All tickets, ticket jams, and terminal generated reports must accompany the adjustment request. Reprints are required in the case of missing tickets and ticket jams.

Automatic Adjustment Denial

1. Operator Error.
2. Running out of paper (tickets with red stripes on front or black stripes on back).
3. Paper put in backwards or failure to remove new roll tape (Always do a test print: Special Functions>Printer Test).
4. Not generating reprints after terminal and printer malfunctions occur. **Reprints must be generated immediately after paper jam has been cleared.**
5. Adjustments will not be given for tickets with a valid barcode or previously scanned or validated tickets.

Other Important Information

Wisconsin Lottery lotto game tickets may not be voided or cancelled. The Lottery does not reimburse for tickets printed in error, including errors caused by misread playslips. Once the SEND button is selected on the Confirmation Screen, the retailer is responsible for the wager. It is recommended that retailers collect for all wagers before printing tickets. Any credit will be detailed on the adjustment line of the Weekly Billing Invoice report. Commission credited at time of ticket sale will be deducted from the amount approved for an adjustment.



PO Box 8941
Madison WI 53708

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT 155 MADISON WI

POSTAGE WILL BE PAID BY ADDRESSEE

STATE OF WISCONSIN
PO BOX 8941
MADISON WI 53791-8826

NO POSTAGE
NECESSARY
IF MAILED IN
THE UNITED
STATES

