RETAILER REQUEST FOR CREDIT

NORTH DAKOTA OFFICE OF ATTORNEY GENERAL
LOTTERY DIVISION
SFN 59599 (05-2026)

General Requirements: All North Dakota Lottery games are games in which tickets cannot be canceled. Credit will only be issued if the ticket is defective due to a system or terminal hardware or software error. A retailer must request credit by submitting this Retailer Request for Credit form along with the original ticket (if available), a "Reprint Last" report, and a "Transaction History" report. 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

Approved credit will be for the amount of the sale, less the 5% retailer commission. If a ticket eligible for a credit is determined to have been a winning ticket, the credit will not be applied 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 ticket loading, running out of paper during a transaction, failure to review validation screens prior to printing, and failure to confirm the purchase with a player.

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 1

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

INCIDENT INFORMATION 2

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