

CANCELING DRAW GAMES TICKETS AND ADJUSTMENT REQUESTS

CANCELABLE	NOT CANCELABLE
<ul style="list-style-type: none">• Lotto	<ul style="list-style-type: none">• Powerball®
<ul style="list-style-type: none">• Show Me Cash®	<ul style="list-style-type: none">• Mega Millions®
<ul style="list-style-type: none">• Pick 4	<ul style="list-style-type: none">• Lucky for Life®
<ul style="list-style-type: none">• Pick 3	<ul style="list-style-type: none">• All EZ Match tickets
<ul style="list-style-type: none">• Club Keno®	<ul style="list-style-type: none">• All tickets with an instant-win feature
	<ul style="list-style-type: none">• All tickets produced from a Lottery vending machine

TO CANCEL A TICKET:

- **PRESS**  to either scan bar-code or enter the ticket serial number manually.

NO BAR CODE: If the ticket has no bar-code, but has a serial number, manually enter the numbers to cancel the ticket.

NO TICKET OR SERIAL NUMBER: If the ticket has no serial number OR no ticket was produced, **PRESS**  on the terminal. **PRESS**  and then **PRESS** , to receive a printed ticket with a number to manually cancel the ticket.

*This MUST be completed BEFORE draw break, on SAME DAY ticket was created and on SAME terminal ticket was printed, PRIOR to next transaction.

FOR TICKETS THAT CANNOT BE CANCELED:

- For Powerball, Mega Millions or Lucky for Life tickets over \$5, submit to your LSR for an adjustment request.
- For Powerball, Mega Millions, Lucky for Life or any EZ Match tickets with no bar-code or serial number, use the process above to get ticket's dollar amount. Submit to your LSR for an adjustment request.
- For any promotion that produces a free ticket/voucher, submit both the game ticket and free ticket/voucher to your LSR for an adjustment request.
- For tickets produced on a Lottery vending machine, submit to your LSR for an adjustment request.

BEST PRACTICE: Use confirmation screen and collect the payment from the player before printing tickets.

NO EXCEPTIONS: If a ticket has been inquired upon by the terminal or the Check-A-Ticket, no credit will be considered.