

N: PAYOUT DEVICES AND REQUIREMENTS

Section 1800.1421 Redemption of Video Gaming Tickets During a Coin Shortage EMERGENCY

- a) If, as a result of a coin shortage, a redemption device cannot redeem a patron ticket in the full amount of the ticket's value, the redemption device shall either return the unredeemable ticket in the full amount, or redeem an amount less than the full value of the ticket and print a voucher for the remaining balance of ticket's value.
- b) If a patron cannot redeem a patron ticket at a redemption device because the redemption device is not able to disburse the full value of the ticket, the patron may bring the ticket or a voucher printed at the redemption device to the licensed location for redemption.
- c) A patron may submit the ticket or voucher to the terminal operator for redemption by mail. If a patron submits a ticket or voucher for redemption by mail, the following requirements shall apply:
 - 1) The patron shall include his or her name and address with the ticket or voucher redemption request;
 - 2) The terminal operator shall, subject to verifying the ticket or voucher through its internal processes, issue payment within 10 business days for the ticket or voucher by mail.
 - 3) The terminal operator shall reimburse the patron for the cost of mailing the ticket or voucher. The reimbursement shall be included with the payment for the ticket or voucher mailed to the patron.