

STAPLE TICKETS HERE



RETAILER REQUEST FOR ADJUSTMENT

RETAILER NUMBER _____

RETAILER NAME _____

RETAILER ADDRESS _____

CITY, ZIP _____

CONTACT PERSON (PRINT FIRST AND LAST NAME) _____

Game type: _____ **Amount** _____

Game type:	Amount
Powerball	\$ _____
Mega Millions	\$ _____
Pick	\$ _____
	\$ _____
	\$ _____

Number of Tickets Attached: _____

Adjustment Amount Requested: \$ _____

- PAPER JAM
- REPRINT ATTACHED
- TERMINAL DISABLED WHILE WAGER WAS IN PROCESS; NO TICKET ISSUED
- OTHER: WRITE OR TYPE AN EXPLANATION OF THE PROBLEM AND ATTACH TO THIS FORM, ALONG WITH OTHER DOCUMENTATION

ADDITIONAL REMARKS:

TM Name/Area: _____
Date of Pick up: _____
Supervisor: _____
Date Received: _____

Arizona Lottery Use Only:

Approved Date: _____
 Approved Amount \$ _____
 Approved By: _____
 Denied Date: _____
 Denied By: _____
 Investigator: _____

DRAW GAME ADJUSTMENT CRITERIA

- When requesting an adjustment, you must report terminal malfunction(s) or ticket problem(s) to the GTECH Hotline 1-800-786-0791 the day of the occurrence. You must include the GTECH Representative's name, call date and time on the adjustment request form.

<p>CALL IMMEDIATELY: GTECH Hotline.....1-800-786-0791</p> <p>_____ DATE / TIME / CONTACT NAME</p>

- Retailer Name, Retailer Number, Address, City, and Zip Code must be filled out accurately and legibly on the Retailer Request for Adjustment Form.
- Accurate Date, Time and Nature of problem must be explained in detail on the Retailer Request for Adjustment Form.
- All tickets, ticket jams, promotional tickets, and terminal generated reports must accompany the adjustment request. Reprints are required in the case of missing tickets and ticket jams.

AUTOMATIC ADJUSTMENT DENIAL

- Operator Error.
- Running out of paper.
- Paper put in backwards or failure to remove new roll decal (always do a test print).
- Not generating reprints when terminal and printer malfunctions occur. Reprints must be generated immediately after paper jam has been cleared.
- Adjustments will not be given for saleable / scanned tickets.

OTHER IMPORTANT INFORMATION

There is not a cancellation/void policy for Arizona Lottery draw game tickets. Credit will be on the adjustment line of the Weekly Settlement Invoice Report. Commission credited at time of ticket sale will be deducted from the amount approved for an adjustment. All sales are final.