



**RETAILER  
REQUEST FOR  
ADJUSTMENT**

RETAILER NUMBER

RETAILER NAME

RETAILER ADDRESS

CITY, ZIP

CONTACT PERSON (PRINT FIRST AND LAST NAME)

**Game type**

**Amount**

|                       |    |
|-----------------------|----|
| <b>Powerball®</b>     | \$ |
| <b>Mega Millions®</b> | \$ |
| <b>Pick™</b>          | \$ |
| <b>SCRATCHERS®</b>    | \$ |
|                       | \$ |

**Number of Tickets Attached** \_\_\_\_\_

**Adjustment Amount Requested \$** \_\_\_\_\_

- PAPER JAM
- REPRINT ATTACHED
- TERMINAL DISABLED WHILE WAGER WAS IN PROCESS;  
NO TICKET ISSUED
- OTHER: PROVIDE AN EXPLANATION OF THE PROBLEM  
AND ATTACH TO THIS FORM, ALONG WITH SUPPORTING  
DOCUMENTATION
- SCRATCHERS - UNABLE TO RETURN DUE TO DAMAGE

TICKET INFORMATION \_\_\_\_\_

- SCRATCHERS - REMAINING RANGE RETURNED VIA  
TERMINAL

TICKET INFORMATION \_\_\_\_\_

ADDITIONAL REMARKS:

Rep 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**

1. When requesting an adjustment, you must report terminal malfunction(s) or ticket problem(s) to the SG Hotline 1-877-896-5250 the day of the occurrence. You must include the SG Representative's name, call date and time on the adjustment request form.

CALL IMMEDIATELY:  
SG Hotline.....1-877-896-5250

DATE / TIME / CONTACT NAME

2. Retailer Name, Retailer Number, Address, City, and Zip Code must be filled out accurately and legibly on the Retailer Request for Adjustment Form.
3. Accurate Date, Time and Nature of problem must be explained in detail on the Retailer Request for Adjustment Form.
4. 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**

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

**OTHER IMPORTANT INFORMATION**

Arizona Lottery draw game tickets may not be voided or cancelled. Credit will be detailed 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.