



# RETAILER REQUESTED ONLINE ADJUSTMENT

RETAILER NUMBER \_\_\_\_\_

RETAILER NAME \_\_\_\_\_

RETAILER ADDRESS \_\_\_\_\_

CITY, ZIP \_\_\_\_\_

CONTACT PERSON \_\_\_\_\_

RETAILER PHONE NUMBER \_\_\_\_\_

Game Type: \_\_\_\_\_

Number of Tickets Attached: \_\_\_\_\_

Adjustment Amount Requested: \$ \_\_\_\_\_

- UNABLE TO CANCEL TICKET(S) DUE TO MISSING BAR CODE
- PAPER JAM, REPRINT ATTACHED
- TERMINAL DISABLED WHILE WAGER WAS IN PROCESS; NO TICKET ISSUED. REPRINT ATTACHED.
- TERMINAL SERVICED. COPY OF SERVICE REPORT ATTACHED.
- OTHER: WRITE OR TYPE AN EXPLANATION OF THE PROBLEM AND ATTACH TO THIS FORM, ALONG WITH OTHER DOCUMENTATION.

ADDITIONAL REMARKS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**CREDIT WILL BE ON THE ADJUSTMENT LINE OF THE WEEKLY INVOICE REPORT. COMMISSION WILL BE DEDUCTED FROM THE AMOUNT APPROVED.**

### OHIO LOTTERY USE ONLY

APPROVED AMOUNT \$ \_\_\_\_\_

APPROVED BY: \_\_\_\_\_

DENIED – REASON: \_\_\_\_\_

\_\_\_\_\_

DENIED BY: \_\_\_\_\_

**RETAILER ACCOUNTS: 1-216-774-5694**

### STAPLE ONLINE TICKETS HERE

**CALL IMMEDIATELY:**

**Customer Call Center.....1-800-686-4208**  
*(Press option 1, then option 2 for attendant)*

**Intralot Call Center .....1-866-710-2462**

DATE / TIME OF HOTLINE CONTACT \_\_\_\_\_

HOTLINE CONTACT NAME \_\_\_\_\_

### ONLINE ADJUSTMENT CRITERIA

1. When requesting an adjustment, you must report terminal malfunction(s) or ticket problem(s) to the Ohio Lottery's Customer Call Center the day of the occurrence. You must include the Call Center Representative's name, call date and time on the adjustment request form.
2. Retailer Name, Retailer Number, Address, City, State and Zip Code must be filled out accurately and legibly on the Retailer Requested Adjustment Form.
3. Accurate Date, Time and Nature of problem must be explained in detail on the Retailer Requested Adjustment Form.
4. Each Online game must have a separate request form. (i.e. Pick 3 on one form, Pick 4 on another form, etc.)
5. All tickets, ticket jams, promotional tickets, and service report copies must accompany the adjustment request. Reprints are required in the case of missing tickets and ticket jams.
6. Mail all adjustment requests within one (1) business day of occurrence.

### AUTOMATIC ADJUSTMENT DENIAL

1. Operator Error
2. Running out of paper
3. Paper put in backwards (always do print test)
4. Tickets not cancelled before pool closing
5. Not taking reprints when terminal and printer malfunctions occur (reprints must be made immediately after paper jam has been cleared)
6. Saleable tickets will not be given adjustments
7. Failure to adhere to adjustment criteria or Mega Millions no cancellation policy

### OTHER IMPORTANT INFORMATION

There is no cancellation policy for Mega Millions and Powerball. You must regularly verify that your confirmation screen is set.

The Ohio Lottery is not responsible for lost mail; we recommend secured mailing (certified or registered). Mail completed form and documentation to:

**Ohio Lottery Commission, Retailer Accounts  
615 West Superior Avenue  
Cleveland, Ohio 44113-1879  
Attn: Room 446**