# QUICK REFERENCE GUIDE ‘ADJUSTMENTS’

Adjustments are only granted for damaged or illegible tickets due to a malfunction of the terminal. Tickets not damaged or illegible should be sold or canceled.

Follow the steps below to be considered for a credit:

## FIX

If you are able fix the issue (paper jam, out of paper. Etc.)

**Can the ticket(s) be canceled?** Tickets that can be canceled: Kentucky 5 (without Xtra), Keno, Cash Ball 225, Pick 3 and Pick 4. These tickets must be canceled within 60 minutes of being produced OR before the draw occurs that the ticket was purchased for. Accounting cannot issue credit.

## Reprint!

Once the problem has been fixed press the ‘Reprint’ button at the top of the screen and Reprint Last Online transaction to be mailed along with other ticket parts. The bad ticket won’t necessarily show on this report, but it will help accounting find problems on internal reports. You can also print the total screen that will display all transactions for that customer. Select the ‘Total’ button in the lower right corner of the screen and then hit ‘Print.’ **Reprints are for the accounting department only, do not give to players.**

**Keep all pieces of the bad ticket,** even if they are torn, not legible or in pieces.

**Attach all parts of the bad ticket,** including reprints of Last Online transaction & Total receipt to the Adjustment Form. **Indicate day of incident, time of day, game**, and what was produced before and after the bad ticket. Accounting needs as much information as possible to ensure your store receives proper credit.

## Fill out Adjustment Form completely.

Fill out only one Adjustment Form per incident. Multiple tickets for the same game should be on one form. ***If an incident is on several games, an adjustment form must be filled out for ‘each’ game but can be mailed in the same envelope.*** Accounting needs complete details on why the ticket was damaged or not produced. **Always include retailer number on the adjustment request form.**

**Mail in adjustment forms in postage paid envelope immediately!** You have 2 weeks (14 days) from the date the bad ticket was produced to mail to Accounting. If Accounting receives adjustment after 2 weeks (14 days), it will automatically be denied.

**Any questions should be directed to the billing department at 800-937-8946 option #2.**