CARD IT
Trouble Shooting Notes

GAMING SERVICES

Odyssey

Contents

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Odyssey

FloorQ Audits

Transferring Credits to the EGM

Audit	Explanation
SC-EGM ECT to EGM – Player Account Amt = $1.30	$1.30 has transferred from the player's card to the EGM. More than likely the credits WILL be on the EGM. This event comes from Sentinel.
Transfer Card in Card accepted: Card Barcode=E8001059885 Amount Transferred=1.30	The $1.30 has successfully being deducted from the player's account. A record should have been created in the Titan 2 player statement report. If a record has NOT been created the funds have not come off the player's account.
Transfer Card In rejected by EGM: Card Barcode=E8001059885	The player's card has been rejected by the system. This could be due to several reasons.
Reject Reson = Operation Timeout at Site Controller, Card Value = 375.87	The card has been rejected due to a timeout. NO funds should have been deducted from the player's account. If the next event is SC-EGM ECT to EGM then the funds would have been transferred to the EGM. When the player removes their card, the amount transferred will be flagged as suspect. This suspect payout needs to be deleted.
Rolled back event	The card has been rejected. One reason to check is has the player entered their PIN?

Transferring Credits from the EGM

Audit	Explanation
ECT from EGM Lockup EGM ECT from EGM $303.25	As long as this audit is not followed by a transfer card out audit failed, $303.25 has transferred off the EGM. More than likely the credits will NOT be on the machine anymore. This event comes from Sentinel.
Transfer Card Out Card payout: Amt=$303.25 **Card Barcode=E8001059885**	The $303.25 has successfully transferred to the player's account. You should now be able to see this record in the Titan 2 player statement. If this event is missing, the funds would not have transferred to the player's account.
Transfer Card Out Audit Info: Card Barcode=E8001636493 **Old TC Transaction not finalised**	The system does not know if the funds transferred successfully, but more than likely they did not. Check the last game played on the EGM and the TC Meters Report (A-B column).
Card Out: Tovr = 33120 Wins = 58315	Player has removed their card. EGM Turnover & Wins figures
Transfer Card Out Audit Failed: **EGM EVENT: Subsid.equip. Play suspended**	The funds more than likely have NOT transferred off the EGM, and the EGM is now disabled by Metropolis. Check the EGM and see if the credits are there. Unlock the EGM through the operations TAB in FloorQ.
Transfer Card Out Transaction Unknown State:	The system does not know if the funds have transferred off the EGM. This transaction will need to be investigated further.

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Audit Report

From: 3/06/2017 9:10:00 AM To: 3/06/2017 9:14:00 AM Audit ID Range: <All>

Floor: <All> Serial: <All> Badge: 511633 Card Number: <All> Events: <All>

Audit ID	Event Time	Device	Operator	Location	Card Number	Badge	Event Definition
1672572	03/06 09:10:00					511633	Account Returned to Master Site
1672704	03/06 09:11:15	EGM: 223374		1231	8670511633	511633	Card In: Tovr= 314320 Wins=294260 Credit=2000 Bpts=2.00
1672705	03/06 09:11:15	EGM: 223374		1231	8670511633	511633	Transfer Card In GCE Retrieved Card. Zero credit no transfer. Card Barcode=E8670511633
1672725	03/06 09:11:20	EGM: 223374		1231	8670511633	511633	PIN Validated
1672767	03/06 09:12:56	EGM: 223374		1231	8670511633	511633	Virtual Card Out - Promotion Update: Tovr= 0 Wins=0
1672776	03/06 09:13:33	EGM: 223374		1231	8670511633	511633	ECT from EGM Lockup EGM ECT From EGM $9.80
1672778	03/06 09:13:37	EGM: 223374		1231	8670511633	511633	Transfer Card Out Card payout: Amt=$9.80, Card Barcode=E8670511633
1672779	03/06 09:13:39	EGM: 223374		1231	8670511633	511633	Card Out: Tovr= 1650 Wins=630
1672783	03/06 09:13:52	EGM: 100231		1217	8670511633	511633	Card In: Tovr= 120890 Wins=76380 Credit=0 Bpts=1.00
1672784	03/06 09:13:52	EGM: 100231		1217	8670511633	511633	Transfer Card In GCE Retrieved Card: Card Barcode=E8670511633, Card Value=9.80
1672785	03/06 09:13:52	EGM: 100231		1217	8670511633	511633	SC-EGM ECT to EGM - Player Account Amt=$9.80
1672786	03/06 09:13:54	EGM: 100231		1217	8670511633	511633	Transfer Card In Card accepted: Card Barcode=E8670511633, Amount Transferred=9.80

Audit Report	Meaning
Account Returned to Master Site	Players Card being flagged at WAN computer and details checked
Card In: Tovr= 314320 Wins=294260 Credit=2000 Bpts=200	Card has been inserted into Gaming Machine, Machine EGM and Turnover figures, Monies on the credit meter, Members bonus point balance
Transfer Card in GCE Retrieved Card. Zero credit no transfer. Card Barcode=E8670511633	Players card being accept by the GCE. Registering there are NO credits on the card. Card barcode encoding
PIN Validated	Member has entered PIN correctly
Virtual Card Out - Promotion update: Tovr=0 Wins=0	System is updating/registering/counting the players turnover and wins
ECT from EGM Lockup EGM ECT from EGM $9.80	Player has pressed machine COLLECT button
Transfer Card Out Card Payout: Amt= $9.80, Card Barcode=E8670511633	Player card has been removed from machine , Card amount =$9.80, Card barcode encoding
Card Out: Tovr=1650 Wins=630	Players turnover and win INCREMENT amount
Card In: Tovr=120890 Wins=76380 Credit=0 Bpts=1.00	System registering Card has been inserted into Gaming Machine, Machine EGM and Turnover figures, Monies on the credit meter, Members bonus point balance
Transfer Card in GCE Retrieved Card: Card Barcode=E8670511633, Card Value=9.80	Players card being accept by the GCE. Card barcode encoding, Amount od monies on card when inserted
SC-EGM ECT to EGM - Player Account=$9.80	SC- EGM = Site Controller - EGM, ECT to EGM = Electronic Credit Transfer to EGM, Players Account = Amount on players card
Transfer Card In Card accepted: Card Barcode=E8670511633, Amount Transferred=9.80	Player Card being accepted in machine, Players Card number, amount of monies transferred to EGM

Funds Didn't transfer to a Player's Account

Information Required

➢ Member or Visitor Card

➢ Badge Number

➢ Machine Number

➢ Time of Incident

➢ Amount Disputed

Check EGM

➢ Ensure no one is on the machine
➢ Check there are no credits sitting on the EGM.
➢ If the credits are still on the EGM, check that machine has no lockup errors that need to be cleared
➢ Try using a Payout Card to remove the credits

If no one has played the machine since the incident was reported,

➢ Go into the machine menu and Replay the last game on the EGM.
➢ Confirm the credit meter matches the amount the player reported missing.
➢ Ensure the EGM is NOT disabled. Check the Operations page in FloorQ and unlock the machine if required.
➢ If it is disabled by Sentinel (ie Unreasonable Meter Increment), the meters will not update in Metropolis until the machine has be re-enabled. You will need to call Odyssey Support to get the machine enabled.

Check Meter Report

➢ Read machine meters
  o FloorQ > Machine Details > Select the Machine > Select Read Meters Button.
➢ Generate Transfer Card Meters Report
  o FloorQ > Reports > TC Meters Report > Run for all Machines > Find Machine
➢ Analyse Transfer Card Meters Report
  o Look at the A-B column for this EGM. (ignore all other machines)
  o If the system has underpaid the player, you would expect to see a <u>negative</u> value in this column. For example -$15.29.

If someone is playing this EGM, if the machine is disabled or you have not read the meters recently, this value will not accurate.

Transfer Card Meters

F3 Run | F4 New | F5 Print | F6 Export | F7 Preview

Report Type: Current Meters From: 20/09/2017 To: 20/09/2017
Machines: All Machines Exceptions: None

Floor	Serial	Game	Money In	Money Out	Diff (A)	TC To EGM	EGM To TC	TC Res	Total (B)	A - B
1	570661	BLIZZARD CA$H GOD OF...	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
2	570727	STACKIN' BISON-V	$0.00	$51.17	-$51.17	$0.00	$58.23	$0.00	-$58.23	$7.06
3	580112	EXTREME DRAGON-V	$0.00	$0.00	$0.00	$13.09	$0.00	$0.00	$13.09	-$13.09
4	580114	VEGAS CA$H SHOWGIR...	$0.00	$0.00	$0.00	$15.00	$0.00	$0.00	$15.00	-$15.00
5	700359	BRIGHT LIGHTS - LOCK I...	$110.33	$105.53	$4.80	$110.33	$105.53	$0.00	$4.80	$0.00
6	700361	HOLD ONTO YOUR HAT...	$63.66	$220.71	-$157.05	$63.66	$220.71	$0.00	-$157.05	$0.00
7	700360	PIGGY BANKIN' - LOCK I...	$349.73	$495.76	-$146.03	$349.73	$495.76	$0.00	-$146.03	$0.00
8	700362	CATS HATS & MORE BA...	$179.71	$193.56	-$13.85	$179.71	$193.56	$0.00	-$13.85	$0.00
9	770357	CHILLI BANDIT-V	$18.96	$236.49	-$217.53	$18.96	$236.49	$0.00	-$217.53	$0.00
10	770358	WILD GENIE-V	$11.71	$25.02	-$13.31	$11.71	$25.02	$0.00	-$13.31	$0.00
11	770359	TOP O' TA MORNIN-V	$299.13	$48.34	$250.79	$329.44	$213.13	$30.31	$86.00	$164.79
12	770360	WITCH N FAMOUS-V	$25.25	$115.30	-$90.05	$25.25	$115.30	$0.00	-$90.05	$0.00
13	934905	JACKPOT GENERAL-	$75.14	$73.17	$1.97	$75.14	$73.17	$0.00	$1.97	$0.00
14	934906	JACKPOT GENERAL-	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
15	934907	JACKPOT GENERAL-	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
16	934908	JACKPOT GENERAL-	$12.97	$15.42	-$2.45	$12.97	$15.42	$0.00	-$2.45	$0.00
17	933519	PAWS GALORE-	$12.55	$38.55	-$26.00	$12.55	$38.55	$0.00	-$26.00	$0.00

Check FloorQ Audit

➢ Generate Audit Report
  o FloorQ > Reports > Audit Report > New
  o Select Date/Time Range > Enter the Machine Number > Select Run
➢ Analyse Audit Report
  o Locate the transaction. What audit can you see? If the funds did not transfer, you will not see a 'Transfer Card Out Card Payout' event.

Transaction completed correctly - audit report explanation

Card in: Tovr= 2267855 Wins=2006753 Credit=0 Bpts=0.00
Transfer Card In GCE Retrieved Card: Card Barcode=E8020040190, Card Value=3.96
SC-EGM ECT to EGM - Player Account Amt=$3.96
Transfer Card In Card accepted: Card Barcode=E8020040190, Amount Transferred=3.96
EGM New Game Selected Gme: 0x6b40 Var: 04
Virtual Card Out - Promotion Update: Tovr= 680 Wins=263
EGM New Game Selected Gme: 0x6b70 Var: 04
Card Out: Tovr= 660 Wins=210
ECT from EGM Lockup EGM ECT From EGM $15.29
Transfer Card Out Card payout: Amt=$15.29, Card Barcode=E8020040190

✓ Card inserted into machine and machine meters taken
✓ Players card accepted by GCE, barcode and card value recorded
✓ Site controller registering card value
✓ Players card being accepted by system and credit transferring to Machine
✓ Player select new game from options and Turnover and win increments recorded
✓ Player select new game from options and Turnover and win increments recorded
✓ Card removed from EGM, Turnover and win increments recorded
✓ Machine locks in preparation to transfer credits
✓ Credits are transferred successfully to member's card

Transaction failed - audit report explanation

```
Card in: Tovr= 2269195 Wins=2007226 Credit=0 Bpts=0.00
Transfer Card In GCE Retrieved Card: Card Barcode=E8020040190, Card Value=15.29
SC-EGM ECT to EGM - Player Account Amt=$15.29
Transfer Card In Card accepted: Card Barcode=E8020040190, Amount Transferred=15.29
Card Out: Tovr= 0 Wins=0
ECT from EGM Lockup EGM ECT From EGM $15.29
Card in: Tovr= 2269195 Wins=2007226 Credit=0 Bpts=0.00
Transfer Card In GCE Retrieved Card. Zero credit no transfer: Card Barcode=E8020040190
Card Out: Tovr= 0 Wins=0
```

- ✓ Card inserted into same machine and machine meters taken
- ✓ Players card accepted by GCE, barcode and card value recorded
- ✓ Site controller registering card value
- ✓ Players card being accepted by system and credit transferring to Machine
- ✓ Card removed from EGM, Turnover and win increments recorded
- ✓ Machine locks in preparation to transfer credits
- ✓ Card inserted into same machine and machine meters taken
- ✓ Players card accepted by GCE, barcode and card value recorded
- ✓ Site controller registering card value
- ✓ Card removed from EGM, Turnover and win increments recorded

The Transaction that failed is missing the line in the audit that reads

Transfer Card Out Card payout: Amt=$15.29, Card Barcode=E8020040190

If the TC Meters Report shows a variance and the Audit shows that the transfer failed a Shift Adjustment through the PayQ application will be required to pay the player.

TC Shift Adjustment in PayQ

- ➢ If you have determined the funds are owed to the player, log into PayQ application
- ➢ Select Card IT Screen > Select TC Shift Adjustment button
- ➢ Enter the Floor No > Select TAB on the keyboard until the amount box is highlighted > Enter the amount that failed to transfer > Select Ok
- ➢ Enter a reason for doing a shift adjustment (ie TC failed to transfer EGM 107 Badge 1301)
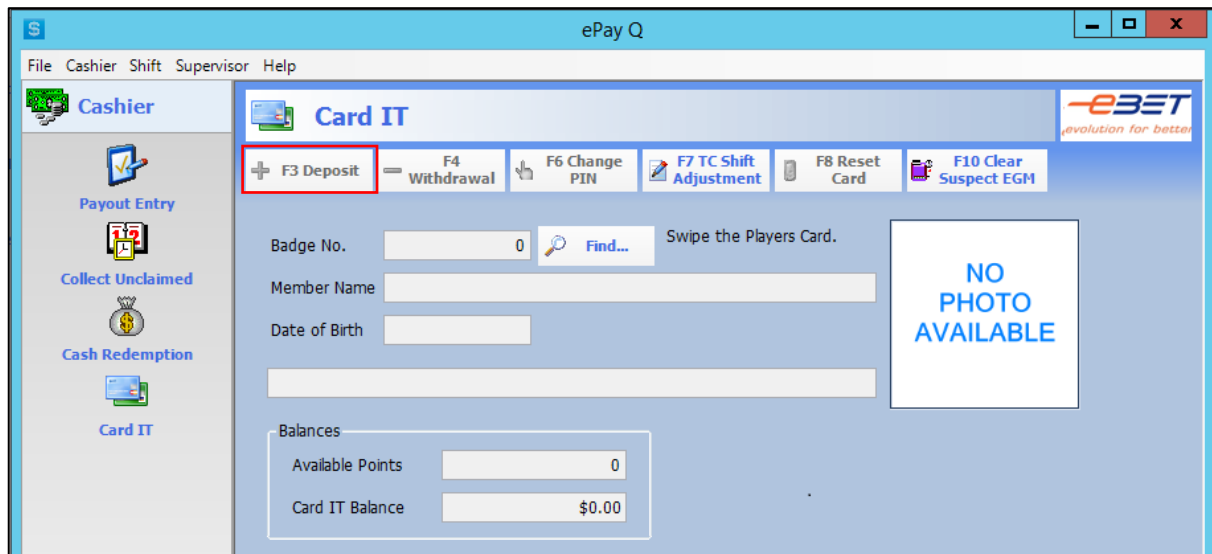- ➢ Enter the User ID (ie Jessica Simpson)
- ➢ Select Ok

Any Card It Adjustments made will appear in the Card It Adjustments total in the Payout Totals.

- o PayQ > Shift > Shift Totals > Payout Totals Tab

Card IT Withdrawal	$0.00	0
Card IT Adjustment	$0.00	0

Adding Credits back to Members Card

> ➢ PayQ > Cashier > Card IT > Swipe Members card > Select F3 Deposit button


If you do not have access to the deposit function the player can be paid in cash. This will also balance your shift. A deposit is preferred as it then provides an audit trail for the event.

Suspect Payouts

A Suspect payout is generated when the transfer Card (TC) meters do not agree with the EGM meters. This activity could be triggered by loss of power or the EGM going into error while transferring credits.

It is important to hold onto the member's card throughout the investigation process.

The following message will appear when a member's card is swiped in PayQ.
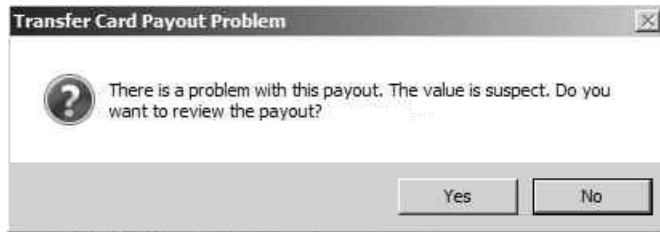
Select 'No' to begin the investigation process. The Cashier will return to normal so that other payouts can be processed. Swipe the card again and select 'Yes' once the investigation has been completed and you are ready to process the Suspect Payout.

Check EGM

- ➢ Ensure no one is on the machine and that there are no credits sitting on the EGM.
- ➢ Ensure the EGM is NOT disabled. Check the Operations page in FloorQ and unlock the machine if required.
- ➢ If it is disabled by Sentinel (ie Unreasonable Meter Increment, the Audit report in FloorQ will show this), the meters will not update in Metropolis until the machine has be re-enabled. You will need to call Odyssey Support to get the machine enabled.

Stop play on the EGM

- ➢ Have an attendant stand in front of the EGM while you run the first two reports to ensure there is no further play on the EGM and in case credits are on the machine

Print Suspect Payout Report

- ➢ Log into Titan 2
- ➢ Under Non-Regulatory Reports, select Suspect Payouts
- ➢ Click Execute Report

A report similar to the one below will appear:

> ➢ Record the floor number, the badge number, the amount and the date/time it occurred.

Note: The status "Transferring" on the Suspect Payout Report is not an indication that the payout is Suspect. At the instance of transferring money from the EGM, all payouts briefly appear in the Suspect Payout report as the system verifies the payout. The only time that a payout with the status "Transferring" in the Suspect Payout Report requires investigation is the payout is still evident in the report on a date other than the current.

Read EGM Meters

> ➢ FloorQ > Machine Details > Select Machine > Select Read Meters button.

> If this step is missed, then meters on TC Report may be incorrect

Run Audit Report in FloorQ

> ➢ FloorQ > Reports > Audit Report > New
> ➢ Select Date/Time Range (enter an hour either side of the payout time)
> ➢ Enter the Machine Number > Select Run
> ➢ Locate the suspect transaction by using the date/time and the amount.

Transfer Card Out Suspect Sequence: Amt=$200.72, Prev Mtr=4353, Curr Mtr=4554, Card Barcode=E8030545236
Transfer Card Suspect Payout Generated: Amt=20072 Card Barcode=E8030545236

Run Transfer Card Meters Report in FloorQ

> ➢ Generate Transfer Card Meters Report
>> o eFloor > Reports > Transfer Card Meters > Run > look at the **A-B** column for the machine in question
>> *This report can only be run on the day that the event occurs, to look at past events you can run the following report*
>> o Game > General > Reports > TC > TC Meters Report > Select the Date > Select Print Preview
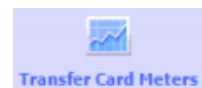
Analyse the Reports

The reports will need to be analyzed to determine if the funds are owed to the customer by using the Suspect Payouts Investigation Template

Clearing the Suspect Payout

If the Payout is owed to the customer
At the cashier

- ➤ Pay > Cashier > Card IT
- ➤ Swipe Players card
- ➤ Transfer Card Payout Problem dialogue box will appear
- ➤ Select YES to review Suspect Payout
- ➤ Select Rest Payout status
- ➤ Enter Supervisor Login and Password

This will remove the suspect payout flag from the member's card, both the EGM and members card will now be able to be used.

If the payout is NOT owed to the customer
At the cashier

- ➤ Pay > Cashier > Card IT
- ➤ Swipe Players card
- ➤ Transfer Card Payout Problem dialogue box will appear
- ➤ Select YES to review Suspect Payout
- ➤ Select Delete Suspect Payout
- ➤ Enter Supervisor Login and Password

The payout is now deleted.

- ➤ It will show on the customer's statement as an adjustment
- ➤ It will show on the audit report as Transfer Card Status Deleted by Operator

Deleting 'Part' of a Suspect Payout
In some cases, the system may have generated a cancel credit for part of the amount owed, instead of the full amount. For example, the amount owed to the customer is $300.00 but it generated a cancel credit for $50 and a suspect payout for $300.00. As you always pay the cancel credit first, we only want to pay $250.00 of the suspect payout (thus need to delete $50.00).

At the cashier

- ➤ Pay > Cashier > Card IT
- ➤ Swipe Players card
- ➤ Transfer Card Payout Problem dialogue box will appear
- ➤ Select YES to review Suspect Payout
- ➤ Select Delete Suspect Payout
- ➤ Enter Supervisor Login and Password

The payout will now be deleted. It will also show on the player's statement as an adjustment.

- ➢ Select TC Shift Adjustment
- ➢ Enter the EGM Floor Number
- ➢ Enter the Amount owed (i.e. $250.00)
- ➢ Swipe Card and select OK
    - o Enter the Badge No. of the Member/Visitors card if you cannot swipe.
- ➢ Select Card IT Deposit and add the amount owing to the customer ($250)
- ➢ Select Ok

The funds will now be added to the player's card, and the Card IT Meters adjusted accordingly.

If you do not have access to the deposit function the player can be paid in cash. This will also balance your shift. A deposit is preferred as it then provides an audit trail for the event.

Types of Suspect Transaction

Was the suspect payout created when transferring:

- ➢ Funds to the EGM
- ➢ Funds from the EGM

Suspect Transaction Transferring Funds to the EGM

You need to determine the following:

a) Have the funds successfully transferred to the EGM?
b) Have the funds been deducted from the player's account?

If the funds have been transferred to the EGM successfully, then the player is NOT owed the money and the suspect payout should be deleted.

Suspect Transaction Transferring Funds from the EGM

You need to determine the following:

- ➢ Are the funds still on the credit meter?
    - o Physically check the EGM.
    - o If yes, the player is **NOT** owed the money and the suspect payout should be deleted.

- ➢ Have the funds successfully transferred to the player's account?
    - o In the audit report is there an **ECT from EGM** event for this amount?
        - i. If so, the money is probably not on the machine any more.
        - ii. You need to check if it has transferred to the player's account.
    - o Is there a **Transfer Card Out Card Payout** event which matches the ECT from EGM event amount?
        - i. If so, the money is owed to the customer as it successfully transferred to their account. The suspect payout should be reset.
        - ii. If not, you need to investigate the audits to determine if the money is owed or not.

- ➢ Has a cancel credit or TITO ticket been generated for the same amount?
    - o Check the audit report after the suspect transaction.
    - o Can you see a cancel credit or TITO ticket for the same amount shortly after?
    - o If so, then the player is NOT owed the money and the suspect payout should be deleted.

Suspect Payout Investigation Template

Analyze the reports and determine if the funds are owed to the customer

Analyze the Suspect Payout Report

What is the suspect amount recorded on the Suspect Payout Report?

(A) Amount =

Analyze the Audit Report for Error Messages

Analyze the audit report for the EGM in question, looking for an error message e.g. Transfer Failed and mark down on the report where you believe the issue occurred, taking note of the amount and the error.

(B) Amount =

Error Message =

Analyze the Audit Report for a Cancel Credit or TITO Payout

Analyze the audit report for the EGM in question. Was a cancel credit generated either at the time of the transaction or shortly after

(C) Cancel Credit Amount =

Analyze the Transfer Card Meters report

Analyze the TC Meters reports for the EGM – note the amount in the column marked A-B

(D) Variance (A – B) =

Conclusion

- If there is no amount in C and D, this means that the suspect payout is owed to the customer, and the payout should be reset ready for use.
- If there is an amount in C or D, check for any error messages recorded in the Floor audit.
  - A positive value reported in D implies that the customer has been overpaid by this amount, which is why the payout was flagged as suspect. This amount should NOT be paid to the customer again and should be deleted from their card. If this is the case, one of the following would Have occurred
    - A cancel credit was paid to the customer
    - An unreasonable meter increment occurred on the machine and disabled the machine

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Analysing the Audit Report

Below is an extract of an audit report showing a suspect payout with transaction explanations

Card in: Tovr= 767200 Wins=613034 Credit=20 Bpts=0.00
Transfer Card In GCE Retrieved Card: Card Barcode=E8030545236, Card Value=219.02
SC-EGM ECT to EGM - Player Account Amt=$219.02
Transfer Card In Card accepted: Card Barcode=E8030545236, Amount Transferred=219.02
Virtual Card Out - Promotion Update: Tovr= 0 Wins=0
ECT from EGM Lockup EGM ECT From EGM $200.72
Transfer Card Out Audit Failed: Amt=$0.00, Prev Mtr=4353, Curr Mtr=4353, Card Barcode=E8030545236
Bonus points added to linked promotion: Promo=Points Val=5.28, Bal=27766.97, Capped=0.00, User=, WorkStation=FLRCCT-GMS-01, Reason=
Bonus Points Changed: Promo Event=FRC Val=5.28 Bal=5.28 WorkStation=FLRCCT-GMS-01
Card Out: Tovr= 2640 Wins=790
Transfer Card Out Suspect Sequence: Amt=$200.72, Prev Mtr=4353, Curr Mtr=4554, Card Barcode=E8030545236
Transfer Card Suspect Payout Generated: Amt=20072 Card Barcode=E8030545236
Card IT Account Enquiry at Cashier: Barcode=E8030545236, Bal=$200.72, Bpts=27772.25, Shift=85
Card IN at Cashier: TSG18649
Transfer Card Status Reset by Operator - Suspect: Barcode=E8030545236, Amt=$200.72, Badge:545236 Gillian Hobbs, Shift=85, ID=2015, Operator=cpickering
Card OUT at Cashier: TSG18649
Card IT Account Enquiry at Cashier: Barcode=E8030545236, Bal=$200.72, Bpts=27772.25, Shift=85
Card IT Account Enquiry at Cashier: Barcode=E8030545236, Bal=$200.72, Bpts=27772.25, Shift=85
Card IN at Cashier: TSG18649
Card IT Withdrawal: Barcode=E8030545236, Amt=$200.72, Shift=85
Card IT Account Balance: Barcode=E8030545236, Bal=$0.00, Shift=85 After withdrawal
Card OUT at Cashier: TSG18649
Account Returned to Master Site

- ✓ Card inserted into machine and machine meters taken
- ✓ Players card accepted by GCE, barcode and card value recorded
- ✓ Site controller registering card value
- ✓ Players card being accepted by system and credit transferring to Machine
- ✓ Machine locks in preparation to transfer credits
- ✓ Credits failed to transfer
- ✓ Bonus Points added to members account
- ✓ Transfer card transaction flagged as suspect
- ✓ Suspect Payout generated
- ✓ Card swiped at cashier terminal
- ✓ Transfer card status reset at cashiers
- ✓ Transaction completed at cashier (card out at cashier)
- ✓ Card swiped at cashier terminal
- ✓ Card It withdrawal performed
- ✓ Balance of card after withdrawal completed
- ✓ Cashier transaction completed
- ✓ Analyse TC Meters Report

Analysing the TC Meters Report

- o Look at the A-B column for this EGM. (ignore all other machines)
- o If the system has overpaid the player, you would expect to see a _positive_ value in this column. For example, $300.00. If this is the case, you should delete the suspect payout.
- o If the suspect payout is owed to the customer, this column should report $0.00.

If someone is playing this EGM or you have not read the meters recently, this value will not be accurate.

Floor	Serial	Game	Money In	Money Out	Diff (A)	TC To EGM	EGM To TC	TC Res	Total (B)	A - B
1	570661	BLIZZARD CA$H GOD OF...	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
2	570727	STACKIN' BISON-V	$0.00	$51.17	-$51.17	$0.00	$58.23	$0.00	-$58.23	$7.06
3	580112	EXTREME DRAGON-V	$0.00	$0.00	$0.00	$13.09	$0.00	$0.00	$13.09	-$13.09
4	580114	VEGAS CA$H SHOWGIR...	$0.00	$0.00	$0.00	$15.00	$0.00	$0.00	$15.00	-$15.00
5	700359	BRIGHT LIGHTS - LOCK I...	$110.33	$105.53	$4.80	$110.33	$105.53	$0.00	$4.80	$0.00
6	700361	HOLD ONTO YOUR HAT...	$63.66	$220.71	-$157.05	$63.66	$220.71	$0.00	-$157.05	$0.00
7	700360	PIGGY BANKIN' - LOCK I...	$349.73	$495.76	-$146.03	$349.73	$495.76	$0.00	-$146.03	$0.00
8	700362	CATS HATS & MORE BA...	$179.71	$193.56	-$13.85	$179.71	$193.56	$0.00	-$13.85	$0.00
9	770357	CHILLI BANDIT-V	$18.96	$236.49	-$217.53	$18.96	$236.49	$0.00	-$217.53	$0.00
10	770358	WILD GENIE-V	$11.71	$25.02	-$13.31	$11.71	$25.02	$0.00	-$13.31	$0.00
11	770359	TOP O' TA MORNIN-V	$299.13	$48.34	$250.79	$329.44	$213.13	$30.31	$86.00	$164.79
12	770360	WITCH N FAMOUS-V	$25.25	$115.30	-$90.05	$25.25	$115.30	$0.00	-$90.05	$0.00
13	934905	JACKPOT GENERAL-	$75.14	$73.17	$1.97	$75.14	$73.17	$0.00	$1.97	$0.00
14	934906	JACKPOT GENERAL-	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
15	934907	JACKPOT GENERAL-	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
16	934908	JACKPOT GENERAL-	$12.97	$15.42	-$2.45	$12.97	$15.42	$0.00	-$2.45	$0.00
17	933519	PAWS GALORE-	$12.55	$38.55	-$26.00	$12.55	$38.55	$0.00	-$26.00	$0.00

Column	Description
Floor	Machine Number
Money In	EGM Money In Meter
Money Out	EGM Money Out Meter
Diff(A)	EGM Money In meter minus EGM Money Out meter
TC to EGM	Monies transferring from Card to EGM
EGM to TC	Monies transferring from EGM to Card
Res TC	Monies on card NOT transferred to machine (card balance over $300)
Total(B)	(TC to EGM) – (EGM to TC) – (Res TC)
(A) – (B)	(Diff (A)) – ((A) –(B))

This report can only be read on the day of the incident. For a historical TC Meters report go to

> Generate TC Meters Report
> Game > Reports > TC > TC Meters Report > Select the Date > Select Print Preview

Locn	EGM Meters			TC Meters				
	Money In	Money Out	Diff(A)	TC to EGM	EGM to TC	Res TC	Total (B)	(A) - (B)
1301	$663.61	$574.41	$89.20	$726.40	$559.12	$62.79	$104.49	-$15.29
1316	$739.52	$747.58	-$8.06	$839.36	$697.78	$99.84	$41.74	-$49.80
1503	$807.42	$625.15	$182.27	$1,005.75	$604.95	$198.33	$202.47	-$20.20
1659	$868.02	$952.38	-$84.36	$988.95	$942.18	$120.93	-$74.16	-$10.20
1959	$8.16	$7.26	$0.90	$8.16	$0.00	$0.00	$8.16	-$7.26
1963	$89.85	$117.05	-$27.20	$89.85	$96.95	$0.00	-$7.10	-$20.10
TOTAL	$3,176.58	$3,023.83	$152.75	$3,658.47	$2,900.98	$481.89	$275.60	-$122.85