

# Reconciling CARD IT Liability

## Card IT Liability Reconciliation Process

### 1. Run the Card IT Liability Reconciliation Report

- Titan 2
- Select Card IT Liability Reconciliation Report from the list of Non-Regulatory Reports
- Run the report from the 1<sup>st</sup> of the month to the previous trading day as you may have variances that balance out over several days.
- Check to see if you have a variance in the Unders/Overs column. If you have a positive variance you have overpaid a customer and if you have a negative variance you have underpaid a customer. These variances need to be investigated.

Trading Date	TC Balance Member	TC Balance Anon	TC Balance Unknown	Total TC Balance	Liability Movement	Total TC Withdrawals	TC Shift Adjustments	TC Unclaimed	TC Deposit	Cashier Adjustments	TC From EGM	TC To EGM	Estimated Liability Movement	Under/Overs
9/05/2017	\$38,871.17	\$779.82	\$0.00	\$39,650.99	\$189.08	\$53,441.21	\$0.00	\$0.00	\$68.90	\$53,372.31	\$199,216.17	\$145,654.56	\$189.30	\$-0.22
10/05/2017	\$40,112.32	\$788.28	\$0.00	\$40,900.60	\$1,249.61	\$56,265.14	\$0.00	\$0.00	\$160.55	\$56,104.59	\$157,795.22	\$100,440.70	\$1,249.93	\$-0.32
11/05/2017	\$41,105.57	\$790.76	\$0.00	\$41,896.33	\$1,038.01	\$116,670.28	\$0.00	\$0.00	\$35.80	\$116,634.48	\$286,016.99	\$168,344.50	\$1,038.01	\$0.00
12/05/2017	\$41,562.68	\$790.78	\$0.00	\$42,353.46	\$482.13	\$86,201.38	\$0.00	\$0.00	\$233.00	\$85,968.38	\$267,848.23	\$181,397.75	\$482.10	\$0.03
13/05/2017	\$41,833.02	\$794.05	\$0.00	\$42,627.07	\$273.61	\$98,229.74	\$0.00	\$0.00	\$768.46	\$97,461.29	\$279,283.62	\$181,548.15	\$274.18	\$-0.57
14/05/2017	\$42,861.52	\$802.17	\$0.00	\$43,663.69	\$1,036.62	\$120,956.82	\$20.17	\$0.00	\$701.10	\$120,255.72	\$328,903.02	\$207,590.20	\$1,036.93	\$-0.31
15/05/2017	\$41,966.70	\$796.44	\$0.00	\$42,763.14	\$-900.55	\$42,501.66	\$0.00	\$0.00	\$134.15	\$42,367.51	\$141,977.43	\$100,510.38	\$-900.46	\$-0.09
16/05/2017	\$39,946.29	\$798.89	\$0.00	\$40,745.18	\$-2,017.96	\$53,875.18	\$0.00	\$0.00	\$99.50	\$53,775.68	\$173,865.11	\$122,107.08	\$-2,017.65	\$-0.31
17/05/2017	\$41,362.87	\$794.51	\$0.00	\$42,157.38	\$1,412.20	\$56,832.13	\$0.00	\$0.00	\$193.50	\$56,638.63	\$141,528.08	\$83,477.16	\$1,412.29	\$-0.09
18/05/2017	\$40,832.27	\$799.05	\$0.00	\$41,631.32	\$-526.06	\$79,694.83	\$0.00	\$0.00	\$113.80	\$79,581.03	\$235,823.07	\$156,767.87	\$-525.83	\$-0.23
19/05/2017	\$42,475.92	\$811.43	\$0.00	\$43,287.35	\$1,656.03	\$90,484.67	\$0.00	\$0.00	\$243.85	\$90,240.82	\$285,529.95	\$193,623.76	\$1,655.27	\$-9.24
20/05/2017	\$41,755.10	\$809.92	\$0.00	\$42,565.02	\$-722.33	\$120,155.18	\$0.00	\$0.00	\$398.10	\$119,757.08	\$318,355.87	\$199,343.82	\$-745.03	\$22.70
21/05/2017	\$41,013.60	\$810.01	\$0.00	\$41,823.61	\$-741.41	\$68,324.75	\$0.00	\$0.00	\$306.65	\$68,018.10	\$238,749.89	\$171,449.44	\$-717.65	\$-23.76
22/05/2017	\$40,371.54	\$812.69	\$0.00	\$41,184.23	\$-639.38	\$67,448.77	\$0.00	\$0.00	\$92.50	\$67,356.27	\$161,038.91	\$94,321.79	\$-639.15	\$-0.23
23/05/2017	\$40,636.96	\$816.22	\$0.00	\$41,453.17	\$169.94	\$57,453.48	\$0.00	\$0.00	\$83.00	\$57,370.48	\$204,304.51	\$146,745.69	\$169.24	\$-0.30

### 2. Run the Card IT Exceptions Report

- Titan 2
- Select Card IT Exceptions Report from the list of Non-Regulatory Reports
- Select a date range of the day you are investigating.
- Using the drop down, run the report once for Suspect payouts and once for TC Shift Adjustments.

### 3. Run the TC Meters Report

- Generate the TC Meters Report for the previous trading day  
Game> Reports > TC > TC Meters Report > Select the Date > Select Print Preview

Locn	EGM Meters			TC Meters				(A) - (B)
	Money In	Money Out	Diff(A)	TC to EGM	EGM to TC	Res TC	Total (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
<b>TOTAL</b>	<b>\$3,176.58</b>	<b>\$3,023.83</b>	<b>\$152.75</b>	<b>\$3,658.47</b>	<b>\$2,900.98</b>	<b>\$481.89</b>	<b>\$275.60</b>	<b>-\$122.85</b>

- Compare the variance on the TC Meters report with the previous days TC shift adjustments.
- There should be a TC Shift Adjustment for every negative variance in the TC Meters report and every negative variance in the TC Meters report should be balanced by a TC shift adjustment. If you find an amount on either of these reports that is not matched, then it needs to be investigated to see if you have overpaid or under paid a customer.
- To investigate these amounts please follow your Troubleshooting notes.

## 4. Has the Suspect Payout Been Resolved Correctly?

- If the amount of the variance in the Card IT Liability Reconciliation Report matches the amount of a suspect payout on the report you will need to reinvestigate the Suspect Payout to determine whether or not the correct outcome was reached.
- To investigate these amounts please follow your Troubleshooting notes.

## Information Required to Investigate

- Member or Visitor Card
- Badge Number
- Machine Number
- Time of Incident
- Amount Disputed

If you determine the amount has been overpaid to a customer, please follow your inhouse procedures to determine whether or not to try and recover the funds.

If you determine that the amount is owing to a customer, please follow the procedure below.

## 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.

- PayQ > Shift > Shift Totals > Payout Totals Tab

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## Adding Credits back to Member's Card

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

The screenshot displays the ePay Q software interface, specifically the 'Card IT' section. The window title is 'ePay Q'. The menu bar includes 'File', 'Cashier', 'Shift', 'Supervisor', and 'Help'. On the left, a 'Cashier' sidebar contains icons for 'Payout Entry', 'Collect Unclaimed', 'Cash Redemption', and 'Card IT'. The main area is titled 'Card IT' and features a toolbar with buttons: '+ F3 Deposit' (highlighted with a red box), 'F4 Withdrawal', 'F6 Change PIN', 'F7 TC Shift Adjustment', 'F8 Reset Card', and 'F10 Clear Suspect EGM'. Below the toolbar, there are input fields for 'Badge No.' (containing '0'), 'Member Name', and 'Date of Birth', each with a 'Find...' button. A 'Swipe the Players Card.' instruction is present. A 'Balances' section shows 'Available Points' as '0' and 'Card IT Balance' as '\$0.00'. A placeholder box on the right says 'NO PHOTO AVAILABLE'. The eBET logo is in the top right corner.