

Overview

What is an Unclaimed Payout?

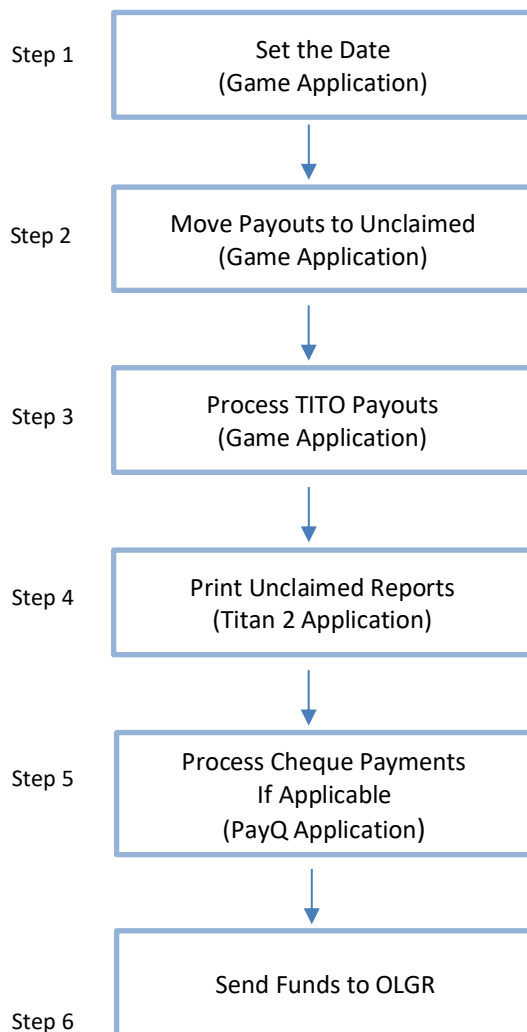
An Unclaimed Payout is a TITO ticket which has not been used for 12 months. Once a payout is moved to unclaimed, the player can no longer access these funds through a gaming machine or a Cash Redemption Terminal. Odyssey recommends that the unclaimed process be completed monthly.

What do I do with Unclaimed Payouts?

In the case of TITO Tickets which are inactive for 12 months; pursuant to Section 242A (3) (4) of the Gaming Machine Act and Section 22 of the Gaming Machine Regulation, the corresponding funds must to be sent via cheque to the Queensland Government 'Treasurer's Unclaimed Moneys Fund'.

Please note, this cheat sheet is only a guide. Please refer to your own internal procedures and legal advice before proceeding.

Process Flow Unclaimed Processing (TITO)



TITO PROCEDURE

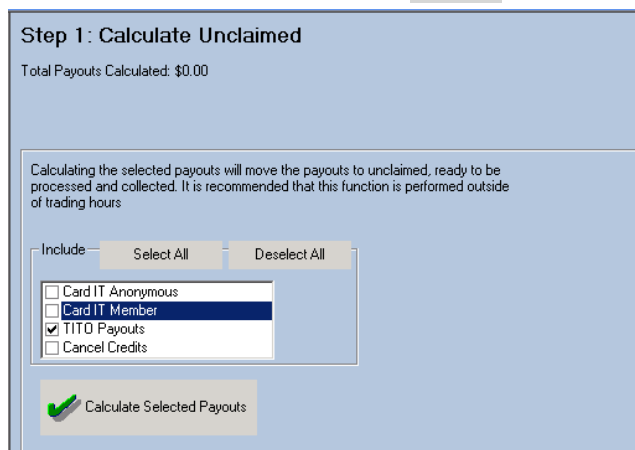
Step 1: Set the Date

- 1) Log into the Game Application
- 2) Select File
- 3) Select Set Date
- 4) Set the date to today's date

Step 2: Move Payouts to Unclaimed

This step will move all TITO payouts which are > 12 months old into Unclaimed. This will reduce your TITO Liability by the total value of these payouts as the funds will need to be paid remitted to OLGR in case of TITO Tickets.

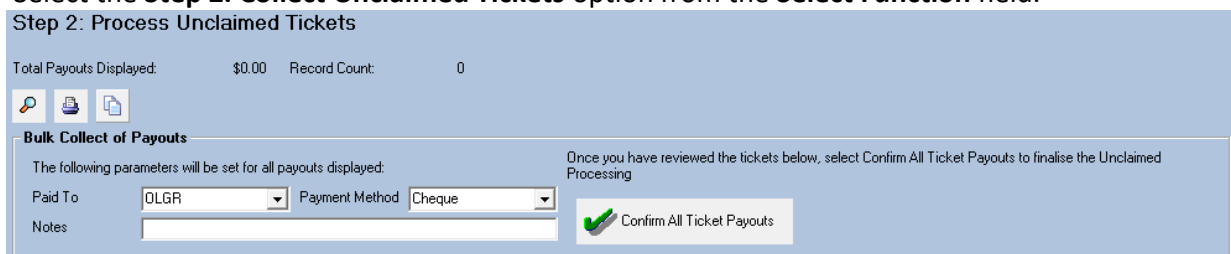
- 1) In the Game Application select **Unclaimed TAB**.
- 2) Select **Process Unclaimed**.



- 3) Select the **Deselect All** button
- 4) Select **TITO Payouts** only
- 5) Select **Calculate Selected Payouts**.

Step 3: Process (Collect) TITO Payouts.

- 1) Select the **Step 2. Collect Unclaimed Tickets** option from the **Select Function** field.



- 2) Select the **Preview** button (magnifying glass).
- 3) Under the **Bulk Collect of Payouts** box, select/enter the following:
 - a. Paid To: **OLGR**
 - b. Payment Method: **Cheque**
 - c. Notes: **Anonymous TITO tickets.**
- 4) Select the **Confirm All Ticket Payouts** button.

All **TITO Unclaimed Payouts** will now be processed and marked as paid by cheque to the OLGR.

Unclaimed Processing Procedure

Step 4: Print Unclaimed Reports & Check Gaming Reconciliation Reports

Unclaimed Report

Date from: 7/09/2016 Use Date Paid

Date to: 7/09/2016

Floor Location:

EGM Serial:

Payout Type:

Paid: Yes

Amount: No Filter

Member Number: No Filter

Note:

Group:

Paid To: OLGR

Paid By: Cheque

Unclaimed Report – Payment to OLGR

- 1) Log into the Titan 2 Application
- 2) Enter the following details: Date From: Today's Date - Date To: Today's Date Paid: Yes Use Date Paid: TICKED Paid To: OLGR Paid By: Cheque
- 3) Select Execute Report

Gaming Float Reconciliation Report

The total payouts which have moved to unclaimed, will appear in the left section of your Gaming Float Reconciliation Report.

Gaming Float Reconciliation

Gaming Float Reconciliation	
Card IT Liability Movement	
Card IT Transfer from EGM	\$0.00
LESS Card IT Transfer to EGM	\$0.00
LESS Card IT Withdrawals at Cashier	\$0.00
LESS Card IT Withdrawals at CRT	\$0.00
LESS Card IT Shift Adjustments	\$0.00
LESS Moved to Unclaimed this Period	\$0.00
Plus Card IT Deposits	\$0.00
Estimated Card IT Liability Movement	\$0.00
TITO Liability Movement	
Ticket Out	
LESS Ticket In	
LESS TITO Payouts Collected at Cashier	
LESS TITO Payouts at CRT	\$0.00
LESS Moved to Unclaimed this Period	\$102.88
Estimated TITO Liability Movement	\$-102.88
Calculated Float Adjustment	\$-102.88
Card IT Cheques	\$0.00
TITO Cheques	\$102.88
Outstanding Unclaimed Card IT Adjustment	\$0.00
Outstanding Unclaimed TITO Adjustment	\$0.00
Paid Unclaimed Card IT Adjustment	\$0.00
Paid Unclaimed TITO Adjustment	\$0.00
Actual Gaming Float Adjustment	\$0.00

Once you have collected the payouts, this figure will appear in the right section of your Gaming Float Reconciliation Report. If you do not collect them the same day that you move them to Unclaimed, it will appear in the TITO Adjustment section down the bottom left of the report.

It is much easier from a reconciliation point of view, to collect the payouts the same day that you process them.

Step 5: Enter Cheques (if applicable)

You will need to add the cheques into the PayQ application so the cheque flow through to your gaming float reconciliation report.

- 1) Log into the PayQ Application (*HINT: **Do not** log on as cashier, log on an individual's username so the cheque does not interfere with banking reconciliation for the next day or the cashier float for the day*)
- 2) Select Payout Entry
- 3) Select Manual Cheque > Select Add Cheque
- 4) Select Ok > Enter supervisor login details if applicable
- 5) Select the shift you want to add the cheque to
- 6) Select OK > Follow the wizard to enter the cheque details. Make sure you select TITO as the cheque type
- 7) End Shift. Shift>End Shift

Step 6: Send Funds to OLGR

The address to send the correspondence and cheque:

Office of Liquor and Gaming Regulation Locked Bag 180 City East QLD 4002 Attention: Finance Unit

Sample Letter

To Whom It May Concern,

Pursuant to Section 242A (3) (4) of the Gaming Machine Act and Section 22 of the Gaming Machine Regulation, please find enclosed a cheque made out to 'Queensland Treasury' to be deposited into the 'Treasurer's Unclaimed Moneys Fund' for unclaimed moneys due to Members or Anonymous Card / TITO tickets not claimed within 12 months at the XXXXXXXX Club / XXXXXXXX Hotel.

Regards,

"Venue Manager Name "

Step 7: Player wants to retrieve funds already sent to OLGR

Please note: that if a player attends your venue and requests payment of funds that have already been sent to OLGR, the OLGR Finance Department can be contacted on 13 74 68 to arrange reimbursement.

The player must hold suitable identification when liaising with OLGR.

Step 8: OLGR ongoing verification of Unclaimed Process

Please note: From the end of January 2019, OLGR Audit and Compliance are verifying that the unclaimed process is being completed by all TITO/Card IT venues.

As such, Odyssey strongly recommends that your venue includes this Unclaimed Process as a regular part of your weekly gaming procedures to avoid any issues that may arise if it is not completed.