Unclaimed Processing Procedure

Overview

What is an Unclaimed Payout?

An Unclaimed Payout is either a Member or Anonymous Card IT balance or 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 weekly.
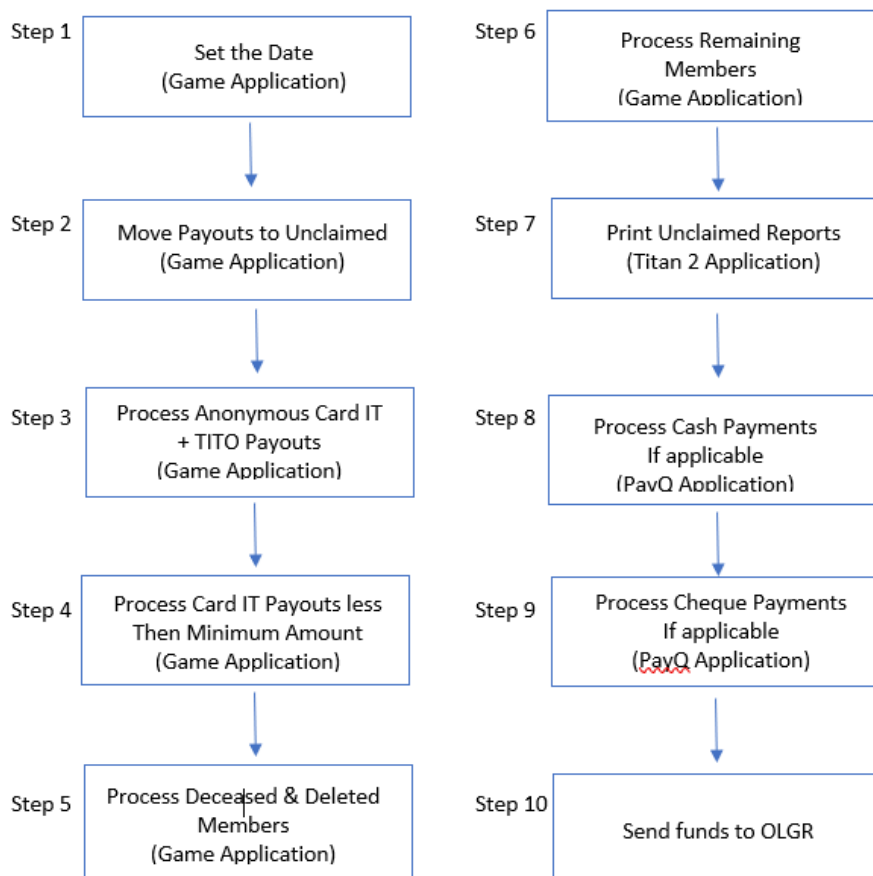
What do I do with Unclaimed Payouts?

Balances on Member cards not active for 12 months must be remitted by cheque in the name of the owner of the account to the registered address of the owner, or directly into a financial institution account in the name of the owner nominated by the owner. Alternatively, a member can attend the venue to collect their funds.

In the case of Anonymous cards which are inactive for 12 months and for all TITO tickets that are 12 months old; 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'.

Unclaimed funds on Anonymous cards must be remitted to OLGR within 14 days of becoming inactive.

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 (Card IT & TITO)

Step 1 — Set the Date (Game Application)

Step 2 — Move Payouts to Unclaimed (Game Application)

Step 3 — Process Anonymous Card IT + TITO Payouts (Game Application)

Step 4 — Process Card IT Payouts less Then Minimum Amount (Game Application)

Step 5 — Process Deceased & Deleted Members (Game Application)

Step 6 — Process Remaining Members (Game Application)

Step 7 — Print Unclaimed Reports (Titan 2 Application)

Step 8 — Process Cash Payments If applicable (PayQ Application)

Step 9 — Process Cheque Payments If applicable (PayQ Application)

Step 10 — Send funds to OLGR

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Card IT Members, Anonymous Card IT and TITO Procedure
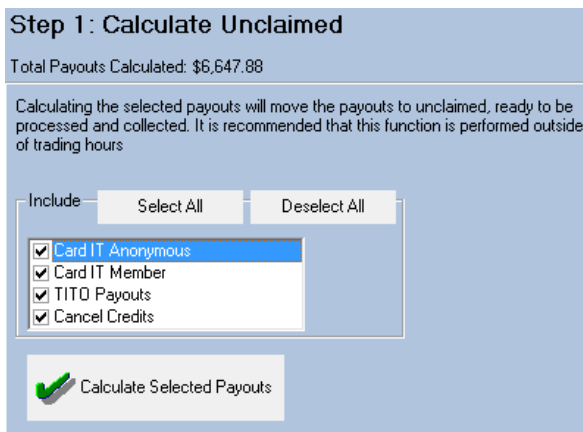
Step 1: Set the Date
1) Log into the Game Application
2) Select File
3) Select Set Date
4) Set the date to today's date

Step 2: Move Payouts to Unclaimed

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

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

Step 1: Calculate Unclaimed

Total Payouts Calculated: $6,647.88

Calculating the selected payouts will move the payouts to unclaimed, ready to be processed and collected. It is recommended that this function is performed outside of trading hours
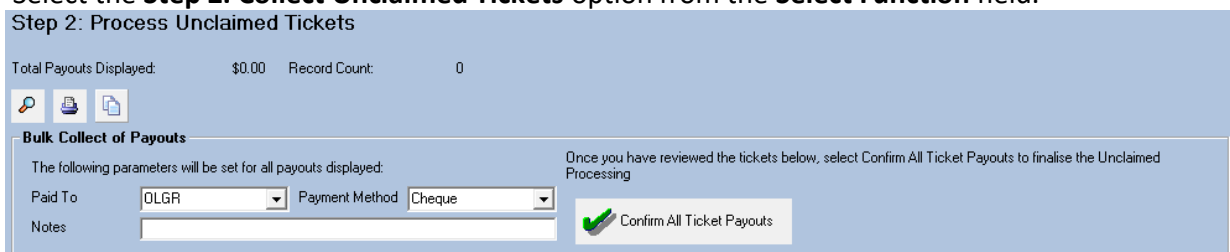
Include   Select All   Deselect All

☑ Card IT Anonymous
☑ Card IT Member
☑ TITO Payouts
☑ Cancel Credits

✔ Calculate Selected Payouts

3) Select the **Select All** button (ensure all checkboxes are ticked).
4) Select **Calculate Selected Payouts.**

Step 3a: Process (Collect) TITO Payouts.

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

Step 2: Process Unclaimed Tickets

Total Payouts Displayed: $0.00   Record Count: 0

Bulk Collect of Payouts

The following parameters will be set for all payouts displayed:

Once you have reviewed the tickets below, select Confirm All Ticket Payouts to finalise the Unclaimed Processing

Paid To   OLGR   Payment Method   Cheque

Notes

✔ Confirm All Ticket Payouts

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.

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

Step 3b: Process (Collect) Anonymous Card IT Payouts

1) Select the **Step 3. Collect Unclaimed Card IT Anonymous Payouts** 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 Players**.
4) Select the **Confirm All Anonymous Payouts** button.

All **Unclaimed Card IT Anonymous Payouts** will now be flagged as paid by cheque to the OLGR.

Step 4: Process (Collect) Card IT Member Payouts less than the Minimum

The system allows you to enter in a 'Minimum Card IT Unclaimed' value. Any Member Unclaimed Payouts less than this amount, will be sent to OLGR. This stops users from sending Cheques out to customers for trivial amounts, e.g. 5c. The amount you set this to, is at your own discretion.

1) Select **File** > **Setup Options** > **Global Options .**
2) Set the **Minimum Card IT Unclaimed** to a $ value. i.e. $5.00.
3) Select **Ok**.
4) Select **Unclaimed**.
5) Select **Process Unclaimed**.
6) Select **Step 4. Collect Unclaimed Card IT Member Payouts**

7) Under the **Include Member Status** box, select the **Select All** button (ensure all checkboxes are ticked).
8) Under the **Include Payouts** box, select the **Deselect All** button (ensure all checkboxes are unticked).
9) Select the **Payouts Less Than Minimum** checkbox ensuring it is ticked.

10) Select the **Preview** button (magnifying glass).

11) Select the **Amount** column from the table to sort the transactions by descending amount. Check to ensure that all values are less than the **Minimum Card IT Unclaimed** value.
12) Under the **Bulk Collect of** Payouts box, select/enter the following:
    a. Paid To**: OLGR.**
    b. Payment Method: **Cheque.**
    c. Notes: **Less Than Minimum**.
13) Select the **Confirm All Payouts Displayed** button.

All **Unclaimed Card IT Member Payouts less than the 'Minimum'** will now be flagged as paid by cheque to the OLGR.

Step 5: Process (Collect) Deleted & Deceased Members
Step 5a: Deleted members
1) On the same screen, under the **Include Member Status** box, select the **Deselect All** button (ensure all checkboxes are unticked).
2) Select the **Deleted Members** checkbox, ensuring it is ticked.
3) Under the **Include Payouts** box, select the **Deselect All** button (ensure all checkboxes are unticked).
4) Select the **Verified Payouts and Un-Verified Payouts** checkboxes ensuring they are both ticked.
5) Select the **Preview** button (magnifying glass)
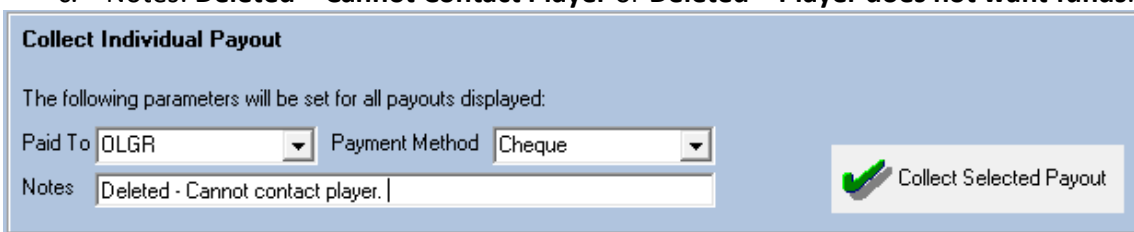
6) Select the first payout displayed in the list.
   *Note: The details for this single payout will be displayed in the **Payee Details of Selected Payout** box to the right. As these members have had their accounts deleted, you need to check in the system to verify if they are in fact deleted members, and if you have the correct contact details for them. It is recommended that you contact the member to determine if they want to come in and collect the cash, if they want a cheque sent out, or if they do not want the funds (i.e. it's for $6.00 and they aren't interested). In the instance that the player does not want the funds, or you cannot contact the player (often due to incorrect contact details), then the funds must be sent to OLGR.*
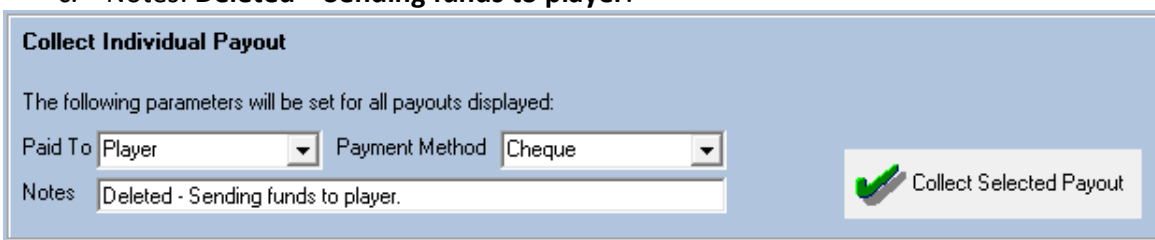
   If you choose to send the funds to OLGR:

7) Under the **Collect Individual Payout** box, select/enter the following:
   a. Paid To**: OLGR.**
   b. Payment Method: **Cheque.**
   c. Notes: **Deleted – Cannot Contact Player** or **Deleted – Player does not want funds**.

   Collect Individual Payout

   The following parameters will be set for all payouts displayed:

   Paid To OLGR   Payment Method Cheque

   Notes Deleted - Cannot contact player.

   ✔ Collect Selected Payout

8) Select the **Collect Selected Payout** button.
9) Repeat as necessary for each payout being collected this way.
   *Note: to collect multiple deleted funds at once to be paid to the OLGR, repeat steps 7 and 8 in the **Bulk Collect of Payouts** box instead of the **Collect Individual Payout** box.*

   If you choose to send the funds to the Player:

10) Under the **Collect Individual Payout** box, select/enter the following:
    a. Paid To**: Player.**
    b. Payment Method: **Cheque or Cash (depending upon customer preference).**
    c. Notes: **Deleted – Sending funds to player**.

    Collect Individual Payout

    The following parameters will be set for all payouts displayed:

    Paid To Player   Payment Method Cheque

    Notes Deleted - Sending funds to player.

    ✔ Collect Selected Payout

11) Select the **Collect Selected Payout** button.
12) Repeat as necessary for each payout being collected this way.
    *Note: to collect multiple deleted funds at once to be paid to the Players, repeat steps 10 and 11 in the **Bulk Collect of Payouts** box instead of the **Collect Individual Payout** box.*

Step 5b: Deceased members
1) On the same screen, under the **Include Member Status** box, select the **Deselect All** button (ensure all checkboxes are unticked).
2) Select the **Deceased Members** checkbox, ensuring it is ticked.
3) Under the **Include Payouts** box, select the **Deselect All** button (ensure all checkboxes are unticked).
4) Select the **Verified Payouts and Un-Verified Payouts** checkboxes ensuring they are both ticked.

5) Select the **Preview** button (magnifying glass)

6) Select the first payout displayed in the list.

If you choose to send the funds to OLGR:

7) Under the **Collect Individual Payout** box, select/enter the following:
   a. Paid To**: OLGR.**
   b. Payment Method: **Cheque.**
   c. Notes: **Deceased – Sending to OLGR**.

8) Select the **Collect Selected Payout** button.
9) Repeat as necessary for each payout being collected this way.
   *Note: to collect multiple deleted funds at once to be paid to the OLGR, repeat steps 7 and 8 in the **Bulk Collect of Payouts** box instead of the **Collect Individual Payout** box.*

If you choose to send the funds to a family member:

10) Under the **Collect Individual Payout** box, select/enter the following:
   a. Paid To**: Player.**
   b. Payment Method: **Cheque.**
   c. Notes: **Deceased – Sending to Family Member**.

11) Select the **Collect Selected Payout** button.
12) Repeat as necessary for each payout being collected this way.
   *Note: to collect multiple deleted funds at once to be paid to the Players, repeat steps 10 and 11 in the **Bulk Collect of Payouts** box instead of the **Collect Individual Payout** box.*

All **Deleted & Deceased Unclaimed Card IT Member Payouts** will now be flagged as paid.

Step 6: Process Remaining Members

All remaining payouts will now appear in this list. This will include all member payouts which are greater than 12 months old, are not deleted, are not deceased and are greater than your minimum value configured.

1) On the same screen, under the **Include Member Status** box, select the **Deselect All** button (ensure all checkboxes are unticked).
2) Select the **Standard** checkbox, ensuring it is ticked.
3) Under the **Include Payouts** box, select the **Deselect All** button (ensure all checkboxes are unticked).
4) Select the **Verified Payouts and Un-Verified Payouts** checkboxes ensuring they are both ticked.
5) Select the **Preview** button (magnifying glass)

6) Select the first payout in the list.

    If you choose to send the funds to OLGR:
7) Under the **Collect Individual Payout** box, select/enter the following:
    a. Paid To**: OLGR.**
    b. Payment Method: **Cheque.**
    c. Notes: Deleted – **Cannot Contact Player** or **Player doesn't want funds**.

8) Select the **Collect Selected Payout** button.
9) Repeat as necessary for each payout being collected this way.
    *Note: to collect multiple deleted funds at once to be paid to the OLGR, repeat steps 7 and 8 in the **Bulk Collect of Payouts** box instead of the **Collect Individual Payout** box.*

    If you choose to send the funds to the Player:
10) Under the **Collect Individual Payout** box, select/enter the following:
    a. Paid To**: Player.**
    b. Payment Method: **Cheque or Cash (depending upon customer preference).**
    c. Notes: **Sending funds to player**.

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11) Select the **Collect Selected Payout** button.
12) Repeat as necessary for each payout being collected this way.
    Note: to collect multiple deleted funds at once to be paid to the Players, repeat steps 10 and 11 in the
    Bulk Collect of Payouts *box instead of the* ***Collect Individual Payout*** *box.*

All unclaimed payouts are now processed and marked as paid.

Step 7: Print Unclaimed Reports & Check Gaming Reconciliation Reports

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

Unclaimed Report - Cash Payments to Players
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: Player Paid By: Cash

3) Select Execute Report

Unclaimed Report - Cheque Payments to Players
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: Player Paid By: Cheque
3) Select Execute Report

Unclaimed Report - Payments to Other (i.e. Family Member)
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: Other Paid By: No Filter
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.

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 Card IT or 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 8: Process Cash Payments (if applicable)
All Cash Payments need to be processed as a Cash Redemption in the cashier. The funds then need to be taken out of the cashier and put aside for the player to collect. A receipt will be printed for the player to sign. To determine which payouts to process, refer to 'Step 9 – Unclaimed Report – Cash Payments to Players'. Cash

Payments must be collected within 48 hours, if not the payment must be made via a cheque mailed to the player. Cash cannot be retained on site if the player does not attend to collect.

Step 9: Enter Cheques (if applicable)

You will need to add the cheques into the PayQ application so the cheques flow through to your gaming float reconciliation report. You can either add these in individually, or you can enter one cheque in the system for all the cheque payments.

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 Card IT as the cheque type

Step 10: 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 XXXXXXX Club / XXXXXXX Hotel.

Regards,

"Venue Manager Name "

Step 11: 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 12: 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 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.