

Downstream Authority of the Quapaw Tribe of Oklahoma Regular Meeting  
October 5, 2010

**Meeting Called to Order:** 1:05 pm

<b>ROLL CALL:</b>	John Berrey, Chairman	Present
	Larry Ramsey, Secretary	Present
	Ranny McWatters, Treasurer	Present
	Marilyn Rogers, Member	Present
	Tamara Smiley, Member	Present

**DECLARATION OF QUORUM:** announced by Larry Ramsey

Larry Ramsey led a prayer

General Manager Updates

- G2E - Attending:
  - Bob Moritz
  - John Boyce
  - Cassie Mayfield
  - Tim Brown
  - Ranny McWatters
  - Steve Drewes
  - John Berrey
- Cattle Barons Ball (2011)
  - 2010 - 2nd year involved, American Cancer Society
  - New for next event (2011) – personalized DCR bar
  - Propose a pre-event golf tournament at Eagle Creek

Concurrence of the of the DDA to support the Cattle Baron's Ball

- Bright Futures Golf Tournament
  - Oct 29
  - Eagle Creek
  - Support local organization
  - John/Ranny/Larry to play on a team
- Valet Tip Rates
  - General discussion - decline is due to service not cut of hours
- Policies
  - See attached
  - 1400.62.01 – Patron Dispute – POS and Credit Card Transaction Disputes

Motion by DDA Secretary Larry Ramsey to approve policy. Seconded by DDA Treasurer Ranny McWatters. Vote: JB: yes; LR: Yes; RM: absent; MR: yes; TS: yes (5 yes, 0 no, 0 abstaining, 0 absent) Motion Carries.

- 1200.23.01 – EGM - Keys

Motion by DDA Treasurer Ranny McWatters to approve policy. Seconded by DDA Member Marilyn Rogers. Vote: JB: yes; LR: Yes; RM: absent; MR: yes; TS: yes (5 yes, 0 no, 0 abstaining, 0 absent) Motion Carries.

- 1200.04.01 – EGM – Minimum Paperwork Standards

Motion by DDA Member Marilyn Rogers to approve policy. Seconded by DDA Member Tamara Smiley. Vote: JB: yes; LR: Yes; RM: absent; MR: yes; TS: yes (5 yes, 0 no, 0 abstaining, 0 absent) Motion Carries.

- Entertainment RFP
  - Outdoor concert series
  - DDA will review RFP before it is sent out
- Yearend bonuses
  - General discussion of possible exceptions for specific positions
- Fiscal yearend audit
  - McGladry in at the end of October to complete audit
  - Investor call to be scheduled for the beginning of December

#### Soap recycling project

- Sean gave update - Joplin workshop has completed everything we have sent to them. They have more soap than shampoo/conditioner.

#### Donation Review

- Miracle League, room and dinner at Red Oak – YES
- A Sporting Chance, room and dinner at Buffalo Grille – YES
- Ozark Public Television, room and dinner at Red Oak – YES
- American Business Women's Association, room and dinner at Buffalo Grille – YES
- NEO A&M, room and dinner at Buffalo Grille – YES
- Drury University, room and dinner at Buffalo Grille – YES
- Ozark Area Navy Ball, Room and dinner at Buffalo Grille – YES
- Women's Recreational Shooting Association, room and dinner at Buffalo Grille – YES
- Carthage High Class of 2000, room and dinner at Buffalo Grille – YES
- H. Joe Anderson Memorial Golf Tournament, team – YES
- Brightfutures, flag sponsor and team – YES
- Galena Tourism & Economic Development Committee, \$2000 Oktoberfest sponsorship – NO
- Stella Veterans Memorial, \$500 sponsorship - YES

Adjourn 11:11am

# Quapaw Tribal Gaming Agency



Date Received	9/23/10
Comments	
Reviewed By	MK 9/27/10 JB 9/29/10
Approved	Tentative
Not Approved	Final

## Policy and Procedure Submission

<b>Policy Name and Number:</b>  Keys Policy #1200.23.01	<b>Department:</b>  EGM	<b>Submission Date:</b>  9/9/2010
<b>Narrative Description:</b>  To establish policy and procedures for issuance of keys to EGM Team Members.  This is a revised version based on QTGA's comments provided to us on 9/1/2010.		<b>DCR/QTGA Tracking:</b>  POLICIES & PROCEDURES DDA APPROVED  OCT 05 2010

### DCR Compliance Authorization

Signature: Stephani B. 2551

Date: 9/8/10

### Department Director Authorization

Signature: Robert S. Moore 621

Date: 9/15/10

### General Manager Authorization

Signature: Harold Jones

Date: 9/23/10

### QTGA Authorization

Signature: Barbara Collins

Date: 9/29/10

<b>EGM - KEYS</b>	<b>Policy No:</b> <b>1200.23.01</b>	<b>Issue Date:</b> 9/29/2010
<b>PURPOSE:</b> To establish a policy for the issuance of keys to EGM Team Members.		

<b>DCR Compliance – ITEM Tracking</b>	<b>Date</b>
Issue Date	6/1/2008
Compliance Review	11/14/2008
QTGA Submission	11/14/2008
Compliance Review	3/1/2009
QTGA Submission	9/9/2009
QTGA Return	12/17/2009
Compliance Review	6/24/2010
QTGA Submission	7/1/2010
QTGA Return	7/29/2010
Compliance Review	8/4/2010
QTGA Submission	8/12/2010
QTGA Return	9/1/2010
Compliance Review	9/3/2010
QTGA Submission	9/9/2010
GM Approval	9/23/2010
QTGA Final Approval	9/29/2010
DDA Final Approval	10/5/2010

### **POLICY**

1. Keys required by the Electronic Gaming Machine (EGM) Team Members in the performance of their duties shall be issued at the “KeyWatch System”. The EGM department KeyWatch is located in the hall directly across from the Employee Dining Room (EDR).
2. To check out a set of keys at the KeyWatch, an EGM Team Member shall do the following:
  - a. Enter assigned KeyWatch identification number into the hand scanner key pad.
  - b. Press enter.
  - c. Place your hand onto the hand scanner and wait for a beep.
  - d. The beep signifies that your hand print has been identified and the KeyWatch shall have a menu pop up on the screen above the keypad. There are three options on the menu: Remove Keys, Remove Groups, and Return Keys. See instructions below.

- e. Remove Groups shall be shown on the screen once activated. To select a different option use the #8 key to scroll down and the #2 key to scroll up and press the ENT (enter) button.
3. Remove Keys is used to remove a specific key.
- a. Select by pressing ENT.
  - b. Enter key number of choice.
  - c. Press ENT. The key number selected shall be displayed on the screen.
  - d. Press ENT again.
  - e. The door shall prompt you to open by sounding a beep.
  - f. The key selected shall light up. Remove key.
  - g. Close door.
4. Remove Groups is used to remove a key in your group and shall find and issue the next highest key number in that group not already checked out.
- a. Press #8 to scroll to the Remove Group option.
  - b. Press ENT.
  - c. Enter group number (1 is for supervisors and managers, 2 is for techs, 3 is for attendants, and 4 is for attendants).
  - d. Press ENT.
  - e. The KeyWatch shall beep to prompt you to open the door.
  - f. Open door.
  - g. Key selected shall light up. Remove key.
  - h. Close door.
5. Return Keys is used to return any key checked out.
- a. Press #8 to scroll down to the Return Keys option.

- b. Press ENT.
  - c. Return the key to an empty slot ensuring that the key is placed in the correct way and pressed fully into the slot.
  - d. Close the door. If key was inserted properly the key number shall be displayed on the screen after the door closes.
- 6. All EGM Team Members who sign for and check out keys at the KeyWatch must return the keys to the KeyWatch at the end of shift or prior to the authorized time limit.
- 7. EGM Team Members who leave the Downstream Casino Resort (DCR) premises must turn in the keys to the KeyWatch before exiting the premises. If a double shift is worked, the key set must be turned in at the end of the first shift and re-issued for the second shift.
- 8. EGM Team Members are to keep in their possession at all times any key that they have checked out of the KeyWatch system. Misplaced, lost or separated key sets may be cause for disciplinary action up to and including termination.

# Quapaw Tribal Gaming Agency



Date Received	9/23/10
Comments	
Reviewed By	MK 9/27/10 JB 9/29/10
Approved	Tentative
Not Approved	Final

## Policy and Procedure Submission

<b>Policy Name and Number:</b>  Minimum Paperwork Standards Policy #1200.04.01	<b>Department:</b>  EGM	<b>Submission Date:</b>  9/9/2010
<b>Narrative Description:</b>  To establish policy and procedures for Minimum Paperwork Standards.  This is a revised version based on QTGA's comments provided to us on 9/1/2010.		<b>DCR/QTGA Tracking:</b> <b>POLICIES &amp; PROCEDURES</b> <b>DDA APPROVED</b>  <b>OCT 05 2010</b>

### DCR Compliance Authorization

Signature: Stephanie Ball 2551

Date: 9/8/10

### Department Director Authorization

Signature: Robert S. Manning 621

Date: 9/15/10

### General Manager Authorization

Signature: [Signature]

Date: 9/23/10

### QTGA Authorization

Signature: Barbara Collins

Date: 9/29/10

<b>EGM – MINIMUM PAPERWORK STANDARDS</b>	<b>Policy No:</b> <b>1200.04.01</b>	<b>Issue Date:</b> 9/29/2010
<b>PURPOSE:</b> To establish a policy for Minimum Paperwork Standards for the Electronic Gaming Machine Department.		

<b>DCR Compliance – ITEM Tracking</b>	<b>Date</b>
Issue Date	9/29/2010
Compliance Review	9/7/2009
QTGA Submission	9/23/2009
QTGA Return	12/2/2009
Compliance Review	6/23/2010
QTGA Submission	7/1/2010
QTGA Return	7/29/2010
Compliance Review	8/4/2010
QTGA Submission	8/12/2010
QTGA Return	9/1/2010
Compliance Review	9/3/2010
QTGA Submission	9/9/2010
GM Approval	9/23/2010
QTGA Final Approval	9/29/2010
DDA Final Approval	10/5/2010

### **MINIMUM PAPERWORK REQUIREMENTS**

1. All Electronic Gaming Machine (EGM) forms shall be filled out entirely and legibly.
2. Unless where noted by policy, Team Member badge numbers shall be included on all documents with Team Member signature which shall comply with the Signature Standards Policy (#6320.12.01). According to the Signature Standards Policy, signatures shall be at a minimum the Team Member's first initial, last name, and Team Member badge number, written by the signer, and be immediately adjacent to or above the clearly preprinted title of the signer.
3. No more than three (3) corrections are allowed on each document. Do not write over or attempt to change or alter the document. Each mistake should contain one line through the corrected portion with correction made and initialed including badge number.



# Quapaw Tribal Gaming Agency



Date Received	8/11/10
Comments	
Reviewed By	SP 8/13/10 TK 8/22/10 8/2/10
Approved	Tentative
Not Approved	Final

## Policy and Procedure Submission

<b>Policy Name and Number:</b>  POS and/or Credit Card Disputes  Policy #1400.62.01	<b>Department:</b>  Cage	<b>Submission Date:</b>  8/5/2010
<b>Narrative Description:</b>  To establish policy and procedures that outline how patron disputes for Point of Sale (POS) and/or credit card transactions are handled by the Cage Department.  This is revised version based on QTGA comments provided to us on 8/4/2010.		<b>DCR/QTGA Tracking:</b>  <b>POLICIES &amp; PROCEDURES</b> <b>DDA APPROVED</b>  <b>SEP 21 2010</b>

### DCR Compliance Authorization

Signature: Stephani Ball 2551

Date: 8/5/10

### Department Director Authorization

Signature: M. Kim #1945

Date: 8/5/10

### General Manager Authorization

Signature: [Signature]

Date: 8/9/10

### QTGA Authorization

Signature: Buchanan Allen

Date: 9/2/10

DM

<b>POS and/or Credit Card Disputes</b>	<b>Policy No:</b> 1400.62.01	<b>Issue Date:</b> 9/2/2010
<b>PURPOSE:</b> To establish policy and procedures that outline how patron disputes for Point of Sale (POS) and/or Credit Card transactions are handled by the Cage Department and maintain accountability for the funds of Downstream Casino Resort.		

<b>DCR Compliance – ITEM Tracking</b>	<b>Date</b>
Issue Date	9/2/2010
Compliance Review	03/15/2010
QTGA Submission	03/25/2010
QTGA Return	4/8/2010
Compliance Review	4/14/2010
QTGA Submission	6/22/2010
QTGA Return	7/21/2010
Compliance Review	7/28/2010
QTGA Submission	7/29/2010
QTGA Return	8/4/2010
Compliance Review	8/4/2010
QTGA Submission	8/5/2010
GM Approval	8/9/2010
QTGA Final Approval	9/2/2010
DDA Final Approval	9/21/2010

### **POLICY**

1. Credit Cards and Debit Cards that do not have the name of the patron on the front of the card and/or the name does not match their ID cannot be processed through the Cage Cashier's windows. Patrons who do not have a valid ID also cannot be processed. Cage Cashiers are required to compare the name on the credit card with the name on the patron's valid photo ID that complies with the Universal ID Acceptance Policy (#6320.15.01).

### **PROCEDURE**

1. An ATM (Automated Teller Machine) may direct the patron to the Cage via electronic message due to exceeding a limit set by their card company or using an invalid PIN number.
2. When the patron comes to the Cage to request the cash advance, the Cage Cashier shall examine the card and the ID before processing.
3. In the event a patron has swiped a card at an ATM and it has directed them to the Cage, if they do not have the name printed on the credit/debit card, their name on the credit/debit

card does not match the ID or the patron does not have an ID or the ID has expired, the Cage may not process the transaction.

4. If the card is not processed within 30 minutes of the ATM transaction through the Cage, the transaction drops from the Casino's Global Payments system but remains as a hold on the funds in the patron's account.
5. A Cage Supervisor shall be called to talk to the patron. The Cage Supervisor will apologize for the problem and explain the situation to the patron.
6. The Supervisor shall explain to the patron that the funds they were trying to withdraw will be on hold in their account until they follow the procedures that they are given by Global Payments when the patron calls.
7. The Supervisor shall explain to the patron that they need to keep the receipt that printed from the ATM for verification to Global Payments when they call.
8. The Patron shall be given the number for Global Payments help desk, 1-800-500-1973.
9. The Global Payment's help desk will take the patron's transaction information and will fax a letter to the bank that issued the card and will help the patron to get their funds released and placed back onto their account.