

Downstream Authority of the Quapaw Tribe of Oklahoma Regular Meeting
November 4, 2011

Meeting Called to Order:

ROLL CALL:	John Berrey, Chairman	Present
	Larry Ramsey, Secretary	Present
	Ranny McWatters, Treasurer	Present
	Marilyn Rogers, Member	Present
	Tamara Smiley, Member	Absent

DECLARATION OF QUORUM: announced by Larry Ramsey
Steve Drewes/ Chris Roper

Bid Review

- Palmerton & Parrish
 - o \$41,113
 - o Borings, drilling, sampling
 - o Consensus of the DDA to approve the Palmerton and Parrish Bid
- Gas Line relocation
 - o 3 bids
 - Allen – \$196,000
 - Richland Mechanical - \$130,000
 - Seko - \$137,000
 - Consensus of the DD to go with Richland Mechanical to move the gas line
- Mock up Building/Banquet Storage
 - o \$54,000 – 30x40 building
 - o Up to \$15,000 of the “extras” maybe able to completed in-house
 - o Green Country will do the efas
 - o Moore Contracting will do the roof
 - o Consensus of the DDA to approve the project
- Site Work for Travle Plaza
 - o Motes \$300,000
 - o Chris to call Pup and discuss with him if he has the availability and ability to be ablr to handle the volume of work. Possibly split the work between Moats and Pup
 - o Consensus of the DDA to move forward.

Buffalo Trail

- Discussion on size of pathways
- Consensus of the DDA to reduce the size to 5 feet across for pathways.

Marketing Promo

- General discussion on Home for the Holidays
- Consensus of the DDA to remove the TR Homes Logo

Change in the Audit Code

- There was a change in the audit code that will affect how the margin is reported.

Valet Parking/Remote location

- After reviewing the options A Lot is the best option
- Add a small building for valet
- Remove the current bus shelter
- Goal is to have this in place by March 1 when hotel expansion begins
- Will be restriped in the spring
- Proposed - What is left of the current lot after construction will be used for VIP parking

Tornado Relief Fund

- \$95,000 raised
- \$124,500 was distributed to team members in the first phase
- Consensus of the DDA to give the remaining to the team members who were affected.

Summer Concert Series

- Offers being made
 - o June 1 – Huey Lewis & The News, \$75,000
 - o July 3 – Tony Bennett, \$125,000
 - o July 22 – Boston, \$100,000
 - o Aug 17 – Diana Ross, \$100,000
 - o Sept 2 – Willie Nelson, \$100,000
 - o Early Aug – Sammy Hager, waiting on agent of record to make offer

Kronos

- Proposal to do MO payroll (CStore & Golf Course)
- \$38,000 – 50 license pack
 - o Include hardware and software
 - o Golf course not interested

Policies

- 1200.03.02 – EGM Tokes

Motion by DDA Secretary Larry Ramsey to approve the policy as presented. Seconded by DDA Treasurer Ranny McWatters. Vote: JB: yes; LR: Yes; RM: yes; MR: yes; TS: absent (4 yes, 0 no, 0 abstaining, 1 absent) Motion Carries.

- 1200.10.02 – EGM Ticket Problems and Claims

Motion by DDA DDA Treasurer Ranny McWatters to approve the policy as presented. Seconded by DDA Member Marilyn Rogers. Vote: JB: yes; LR: Yes; RM: yes; MR: yes; TS: absent (4 yes, 0 no, 0 abstaining, 1 absent) Motion Carries.

- 1100.01.04 – Blackjack

Motion by DDA Member Marilyn Rogers to approve the policy as presented. Seconded by DDA Secretary Larry Ramsey. Vote: JB: yes; LR: Yes; RM: yes; MR: yes; TS: absent (4 yes, 0 no, 0 abstaining, 1 absent) Motion Carries.

- 1100.12.03 – Table Games Cards

Motion by DDA Secretary Larry Ramsey to approve the policy as presented. Seconded by DDA Treasurer Ranny McWatters. Vote: JB: yes; LR: Yes; RM: yes; MR: yes; TS: absent (4 yes, 0 no, 0 abstaining, 1 absent) Motion Carries.

- 1400.27.02 – Accounting Controls for Ticket Redemption Units

Motion by DDA DDA Treasurer Ranny McWatters to approve the policy as presented. Seconded by DDA Member Marilyn Rogers. Vote: JB: yes; LR: Yes; RM: yes; MR: yes; TS: absent (4 yes, 0 no, 0 abstaining, 1 absent) Motion Carries.

BAML Conference

- Orlando Nov 30- Dec 1
- Steve and Kent are attending

Cosmopolitan

- Interested in “partnering” with us on player information
- Steve will get full details and report back

Bulova Clock

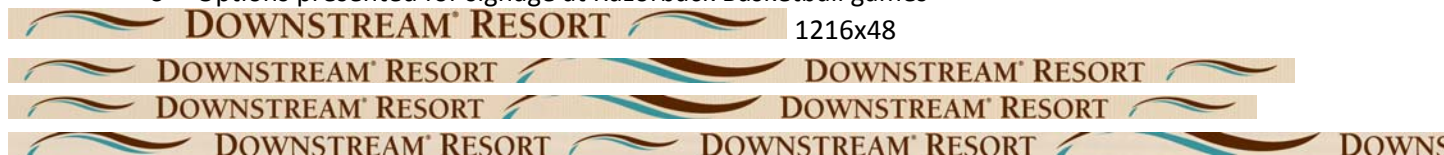
- Option presented as possible gift for players for NYE
- Reference: B1918, Collection: Anniversary, Retail: 160.00 USD



- DDA did not like, requested that they look in to a knife set and order samples for review

Marketing Items for Review

- Bud Walton Area Signage
 - o Options presented for signage at Razorback Basketball games



- DDA requested that the outlet logos are added

Fragrance for burner

- Three fragrances chosen
 - o Titanium
 - o Snowberry
 - o Cozy Fireside

Donations

- Miracle League
 - o Event Dec 3 Little Rock – Room, dinner, and golf for 2 - YES
- St. Mary Magdalena
 - o Room and dinner – NO, too far
- Horses of Hope
 - o Event 12/3-4 and 12/10-11, room and dinner x2 - YES
- Prairie Grove Chamber of Commerce
 - o Room and dinner – YES

- Harrison Chamber of Commerce
 - Room and Dinner - No, too far
- Carl junction Police Department
 - Shop with a Cop - \$500, YES
- Class LTD
 - Event 11/18, room and dinner - YES
- Baxter State Bank
 - Quapaw Christmas Parade - No

Adjourn 6:07pm

Quapaw Tribal Gaming Agency



Received 11/3/11

Date Received	10/17/11
Comments	
Reviewed By	Bm 11/21/11 MK 10/1/11
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: <i>Accounting Controls for Ticket Redemption Units</i> <i>Policy #1400.27.02</i>	Department: Cage	Submission Date: 10/20/2011
Narrative Description: To establish policy and procedures for completing fills/credits and reconciling the Ticket Redemption Units in the Cage. This version reflects QTGA review comments and revised TRU forms that indicate the necessary signatures needed.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED NOV 04 2011

DCR Compliance Authorization

Signature: Stephanie Bath 2551

Date: 10/12/11

Department Director Authorization

Signature: [Signature]

Date: 10/13/11

General Manager Authorization

Signature: [Signature]

Date: 10/13/11

QTGA Authorization

Signature: [Signature]

Date: 11/3/11

ACCOUNTING CONTROLS FOR TICKET REDEMPTION UNITS	Policy No: 1400.27.02	Issue Date: 6/1/2008 Revised Date: 11/3/2011
PURPOSE To establish policies and procedures for completing fills/credits and reconciling the Ticket Redemption Units in the Cage.		

DCR Compliance – ITEM Tracking	Date
Issue Date	6/1/2008
QTGA Submission	7/08/2009
QTGA Return	11/6/2009
Compliance Review	4/8/2010
QTGA Submission	4/8/2010
QTGA Return	4/15/2010
Compliance Review	6/29/2010
QTGA Submission	7/1/2010
QTGA Return	7/28/2010
Compliance Review	7/30/2010
QTGA Submission	8/5/2010
QTGA Return	9/2/2010
Compliance Review	9/10/2010
QTGA Submission	9/16/2010
QTGA Return	9/27/2010
Compliance Review	10/26/2010
QTGA Submission	10/28/2010
QTGA Return	11/24/2010
Compliance Review	12/15/2010
Compliance Review	3/10/2011
QTGA Submission	3/25/2011
QTGA Return	4/7/2011
Compliance Review	8/12/2011
QTGA Submission	8/18/2011
QTGA Return	9/1/2011
Compliance Review	9/15/2011
Compliance Review	10/12/2011
QTGA Submission	10/20/2011
GM Approval	10/13/2011
QTGA Final Approval	11/3/2011
DDA Final Approval	11/4/2011

POLICY

1. All Electronic Gaming Machines (EGM) on the casino floor have the EZ Pay ticketing system installed. The ticketing system enables the EGM to dispense a printed ticket for accumulated credits instead of coins or tokens.

2. The ticket system issues, redeems, tracks, monitors, and expires these tickets and allows the EGM's bill acceptor to accept the printed tickets in lieu of currency.
3. Tickets may be redeemed at the Cashier's Cage, EGM or at a Ticket Redemption Unit (TRU) accessible to the public. If the TRU is not able to recognize or authorize the bar code on the ticket, the TRU will return the ticket to the patron. In this situation, the ticket can only be redeemed at the Cashier Cage.

PROCEDURES

TRU TICKET REDEMPTION PROCESS

1. Once presented for redemption, the TRU identifies, through the barcode on the ticket, by scanning the bar code via an optical reader or its equivalent. If the TRU is not able to recognize or authorize the bar code, it will return the ticket to the patron.
2. The ticket information is transmitted to the International Gaming Technology (IGT) system. The IGT system verifies the authenticity of the cash-out ticket and communicates directly to the TRU into which the ticket has been inserted.
3. If valid, the TRU dispenses the appropriate amount of funds to the patron and the cash-out ticket is electronically noted "redeemed" in the system. The "redeemed" cash-out ticket shall remain in the TRU for reconciliation purposes.
4. If invalid, the TRU will only indicate that the ticket cannot be redeemed and will direct the patron to the Cashier Cage.
5. In the event of a dispute, Patron Dispute – TRU Machine policy #1400.65 shall be followed.
6. The TRU will not redeem tickets when the system is down. In this situation, the machine will direct the patron to the Cashier Cage.

VRM BANK PROCESS

1. The Voucher Redemption Manager (VRM) Bank is a bank that is separate from the Main Bank with a beginning and ending inventory. All cash flow and ticketing transactions for the filling and crediting back of the TRUs are tracked through the VRM system of reports.
2. The person assigned to the VRM Bank shall always be a Main Bank Cashier or above. One Main Bank Cashier may work both the VRM Bank and the Main Bank. (In this situation, the single Main Bank Cashier cannot send and receive to self. The Main Bank Cashier assigned to the Jackpot Window or a Cage Supervisor must be either the sender

or receiver and verify all the transfers of funds.) The paperwork supporting the transfer of funds shall be signed by two Main Bank Cashiers or above to prevent the single Main Bank Cashier from sending and receiving to self.

3. The Main Bank Cashier assigned to the VRM Bank (VRM Banker) or Cage Supervisor shall, at the beginning of his/her shift and during his/her shift, check the Kiosk monitoring system, which provides information on available funds for the TRUs that need to be filled during the shift.
4. The VRM Banker or above shall make a decision as to how many cassettes and the denomination of the cassettes that will need to be loaded during the shift. The VRM banker shall verbally request that the Main Bank Cashier “send” the needed funds to the VRM Bank through the ABACUS (bank accounting system used by the Main Bank Cashier to track the cash flow in and out of the Main Bank) system.
5. The Main Bank Cashier shall “send” the funds (currency and/or coin) through the ABACUS system. Send from Main Bank to VRM:
 - a. The Main Banker assigned to the Main Bank will press **Main Bank**
 - b. Press **Send Inter Bank**
 - c. Enter password
 - d. Press **Bank**
 - e. Select **VRM**
 - f. Enter amount per denomination that the VRM is requesting
 - g. Press **Save**
 - h. Send to VRM paperwork will print (pg. 23)
6. The Main Bank Cashier shall sign with their signature and badge number on the paperwork. The Main Bank Cashier shall keep the yellow copy of the “Send to VRM room” receipt and give the white copy to the VRM Banker, along with the cash and/or coin. Paperwork will be sent to Income Audit at the end of shift.
7. Once the currency has been received, the VRM Banker shall enter the transaction into the VRM system as a Received from Main Bank.
 - a. The Main Banker assigned to the VRM will press **Receive**
 - b. Enter password
 - c. Press **Bank**
 - d. Select **Main Bank**
 - e. Verify that amount per denomination on screen matches with what was sent from Main Bank
 - f. Press **Save**
 - g. Receive from Main Bank paperwork will print (pg. 23)

8. The VRM Banker shall sign with signature and badge number. The VRM Banker shall keep the white copy of the "Received From Main Bank" receipt. The yellow copy shall be given to Main Bank so that Main Bank can staple it to the yellow copy of the "Sent to VRM Room" receipt. The VRM Banker shall staple the white copy of the "Received from Main Bank" receipt to the white copy of the "Sent to VRM Room" receipt. All paperwork shall be sent to the Income Audit Department at the end of the shift.

THE CASSETTE LOADING PROCESS

1. After the VRM Banker has received the funds, the VRM Banker shall notify Surveillance before the loading process begins.
2. All cassettes are labeled with large black lettering on the top indicating the denomination of the cassette being filled. Cassettes are filled one at a time in clear view of the Surveillance camera.
3. The VRM Banker shall assemble the strapped and/or bundled currency needed to fill each cassette on the counter in plain view of the Surveillance camera.
4. All currency that is being placed into a cassette must be ran through a currency counter before being placed into a cassette unless a Cage Supervisor or above instructs otherwise.
5. The VRM Banker shall load the empty cassettes with the appropriate number of bills as indicated on the Fill/Credit Sheet (pg. 16-17)
6. The VRM Banker shall complete and time stamp a manila tag (pg. 18) with the date, his/her initial, badge number, cassette denomination and dollar amount of the cassette.
7. The manila tag shall be secured to the cassette with a pre-numbered zip-tie seal.
8. The VRM Banker completing the fill will sign, including badge number the Fill/Credit Sheet. The barcode (numerical cassette tracking number label generated by the VRM system) of the cassette shall be scanned into the VRM system via hand-held scanner or entered manually.
9. The VRM Banker shall place the sealed and loaded cassette on a holding shelf in clear view of Surveillance in the Main Bank. The cassettes are held on these shelves until they are loaded into a lockable cart to be taken out as fills to the TRUs.

TRU LOGS FOR BALANCING

1. The VRM Banker shall log each fill and/or credit on a TRU Transaction Sheet log (pg. 19) to aid in the weekly and monthly balancing process.

2. The TRU Transaction Sheet contains the following information:

- a. TRU Machine Number
- b. Date
- c. Shift
- d. VRM Banker's initials and badge number
- e. Seal Number
- f. Cassettes or coin denomination
- g. Cash amount put into the machine
- h. Credit amount from cassettes
- i. Current Balance
- j. Ending Balance (which is total at the time of machine balancing)

NUMBERED ZIP-LOCK SEALS

- 1. Each cassette shall be sealed with a numbered seal after the currency is loaded.
- 2. The numbered zip-lock seal when removed shall be logged on the TRU boards (see crediting process) and sent with the paperwork to Income Audit.

MANILA TAGS

- 1. All cassettes shall be tagged with a small manila tag (pg. 18). The manila tag shall be date/time stamped at the time the cassette is filled.
- 2. When crediting back the TRUs, the date/time stamped manila tag is sent with the fill/credit sheet to Income Audit with the other paperwork.
- 3. The manila tag shall contain the following information:
 - a. The date/time stamp – indicating the date/time the cassette was filled
 - b. The initials and badge number of the Main Bank Cashier that filled the cassette
 - c. The cassette denomination

- d. The dollar amount in the cassette

BAR CODING OF CASSETTES

1. Each cassette will have a designated barcode that is generated by the VRM system.
2. The barcode on the cassette denotes the type of cassette (Glory TRU or Cummins TRU) and the denomination that belongs in the cassette.
3. During the fill process the barcode shall be scanned and then the barcode will be associated with that particular TRU until it has been removed from the machine during the credit process.

KEY CONTROL

1. The keys to the TRUs are maintained in a secured key box called the "KeyWatch". The KeyWatch tracks all keys that are signed out and when they are returned. The keys require dual access with Security in order to check them out of the Keywatch.
2. Each Main Bank Cashier, Cage Supervisor, Cage Shift Manager and Cage Manager has access to the keys. To gain access to the keys, each of the previously listed Cage Team Members shall have their palm imprinted electronically into the memory of the KeyWatch computer system. This task is completed by the Information Technology (IT) Department.
3. The TRU keys must be turned in no later than eight hours after receiving them and they must be returned by the same Cage Team Member that checked the key out.
4. The TRU/ATM keys are signed out at the beginning of the shift and returned once the machines have been serviced for that shift. For additional information on the KeyWatch System see policy "Sensitive Key Control" (#6320.16).

TRU MACHINE TEST PROCEDURES

1. The TRU machines must be tested once every shift to ensure they are taking tickets, dispensing properly and that the cassettes contain the correct denomination of currency. See TRU Testing, policy #1400.28 for detailed information on the procedures for printing test tickets.

TRANSPORTING AND LOADING THE CASSETTES

1. Once it has been determined that a fill to a machine is needed, the VRM Banker shall complete a TRU Fill/Credit Sheet (pg. 16-17) for each machine requiring a FILL.

2. The top portion of the TRU Fill/Credit Sheet contains the following information about the credits:
 - a. TRU number
 - b. Shift
 - c. Date
 - d. Amount by denomination of cash, tickets from the machine or dropped cassettes. BV (bill validator) boxes or reject box (collects old or mutilated bills).
 - e. Report totals by denomination of cash, tickets from the machine or dropped cassettes. BV (bill validator) boxes or reject box (collects old or mutilated bills). (The report mentioned prints from the TRU at the time of filling the machine.)
 - f. Grand Total amount in dollars sent to the Main Bank
3. The bottom portion of the TRU Fill/Credit Sheet contains the following information about the fills:
 - a. Cash and/or coin going into the TRU
 - b. Value of each denomination of coin going into the TRU
 - c. Cash going into the TRU along with the seal number and the dollar amount of each cassette
 - d. Grand total going into the TRU
 - e. Signature and badge number of the Main Bank Cashier
4. Log the fill on the TRU Transaction Sheet (pg. 19) log as a positive number.
5. The filled cassettes are transported by the VRM Banker and a Security Officer to the casino floor in a locked cart. Only one cart is taken out at a time. An additional VRM Banker and Security Officer are needed if an additional cart is taken out.
6. When the VRM Banker is ready to fill the TRU machines on the casino floor, he/she shall notify Security of the pending fill(s). Dispatch will send a Security Officer to the Main Bank to complete the fills. The Security Officer will call Surveillance with the phone by the Mantrap door prior to entering the Mantrap. They will inform Surveillance what TRU locations are being serviced and the Main Bank Cashier who is completing the fills. Security shall then escort the VRM Banker to the appropriate TRU(s).

7. They will start with the TRU machine that is located next to the Cage Window. They will then proceed in a clockwise manner around the casino floor checking the remaining TRU machines.
8. If the Drop Team is working next to a TRU machine that needs to be tested, then that TRU machine will be skipped. Security will notify Surveillance that they will be skipping the TRU machine but will test it after they have completed the normal route.
9. Upon arrival to each TRU, the VRM Banker shall:
 - a. Unlock the unit with keys that are maintained in Keywatch.
 - b. Sign the Machine Access "Meal" log (pg. 20) indicating the time, date, Cashiers initials and badge number and the reason for entry.
10. The VRM Banker shall load the cassettes into the machine, place the coin in the hoppers and input the amounts into the unit's computer. Receipts indicating the load amounts shall be printed and maintained with the paperwork and forwarded to Income Audit.
11. The Main Bank Cashier or above and the Security Officer escorting the fills shall verify that the door is locked and secure before leaving the TRU.
12. Security will then escort the VRM Banker to either the next machine or back to the Main Bank.
13. If at any time during a TRU fill, the Main Bank Cashier or above has to leave the Casino floor they must either:
 - a. Be escorted back to the Main Bank by the Security officer.
 - b. Have a different Main Bank Cashier or above come out and take the place of the Main Bank Cashier or above who will be leaving the Casino floor.
14. Before leaving the TRU, the Main Bank Cashier or above must clear their hands and have Security notify Surveillance that the Main Bank Cashier or above will be leaving the TRU fills.

CREDITING BACK PROCESS

1. Upon returning to the Main Bank, the VRM Banker shall notify Surveillance prior to opening the cassettes/boxes. The VRM Banker shall cut the cassette numbered seal and manila tag and place these with the Fill/Credit Sheet that will be forwarded to Income Audit.

2. The VRM Banker shall count all funds in the cassettes and write the amount(s) on the designated area on the top portion of the TRU Fill/Credit Sheet (pg. 16-17).
3. The VRM Banker shall sign with badge number the TRU Fill/Credit Form.
4. Log the credit on the TRU Transaction Sheet (pg. 19) as a negative number.
5. Transfer the cash, coin and tickets to the Main Bank through the VRM system and the Main Bank Cashier shall "Receive" the funds from the VRM system through the Main Bank ABACUS system.
 - a. On VRM press **Send**
 - b. Enter Password
 - c. Press **Bank**
 - d. Select **Main Bank**
 - e. Type in amount per denomination to send to Main Bank
 - f. Press **Save**
 - g. Send to Main Bank paperwork will print (pg.24)
6. The VRM banker will sign with their signature and badge number on the paperwork. The VRM banker shall keep the yellow copy of the "Send to Main Bank" receipt and give the white copy to the Main Bank Cashier, along with the cash and/or coin. The paperwork will be sent to Income Audit at the end of the shift.
 - a. The Main Banker assigned to the Main Bank will press **Main Bank**
 - b. Press **Receive Inter Bank**
 - c. Enter Password
 - d. Press **Bank**
 - e. Select **VRM**
 - f. Verify the amount per denomination on screen to matches what was received from the VRM
 - g. Press **Save**
 - h. Receive from VRM paperwork will print (pg.24)
7. The Main Bank Cashier shall sign with signature and badge number. The Main Bank Cashier shall keep the white copy of the "Received from VRM Room" receipt. The yellow copy shall be given to the VRM Bank so that the VRM banker can staple that yellow copy to the yellow copy of the "Sent to Main Bank" receipt. The Main Bank Cashier shall staple the white copy of the "Received from VRM Room" receipt to the white copy of the "Sent to Main Bank" receipt. All paperwork shall be sent to the Income Audit Department at the end of the shift.

COMPLETING A FULL DROP ON A TRU MACHINE

1. At least once per week and at the end of each month, all TRU machines shall be fully dropped and balanced.

THE DROP PROCESS

1. The VRM Banker shall prepare all the cassettes for the TRUs that are to be dropped following the above procedures for filling cassettes and for loading the lockable cart.
2. When the VRM Banker is ready to perform the drop process on the TRUs, they shall notify Security of the drop. Security shall notify Surveillance that the TRUs are going to be dropped.
3. The VRM Banker shall be escorted by Security to the TRU(s) being dropped.
4. Upon arrival at the TRU, the VRM Banker shall unlock the unit.
5. The VRM Banker shall sign the Machine Access "Meal" log (pg. 20) indicating the time, date, initials and badge number and the reason for entry.
6. The VRM Banker shall remove both of the Cash Boxes, all the cassettes, the Reject box and any remaining coin from the TRU and place them in a lockable cart. After inputting all computer information, receipts indicating the purge will be maintained with the paperwork and forwarded to Income Audit.
7. The VRM Banker shall load the new cassettes into the machine, place the coin in the coin hoppers and input the amounts into the unit's computer. Receipts indicating the load amounts shall be printed and maintained with the paperwork and forwarded to Income Audit.
8. Security will then escort the VRM Banker to either the next TRU or back to the Main Bank.

THE TRU MACHINE BALANCING PROCESS

1. Upon returning to the Main Bank, the VRM Banker shall notify Surveillance prior to opening the cassettes/boxes. The VRM Banker shall cut the cassette numbered seal and manila tag and place these into the machine designated, zippered clear bag.
2. The VRM Banker shall count all funds in the cassettes, BV's and Reject bin and write the amount(s) on a Fill/Credit Sheet (pg. 16-17).
3. The VRM Banker shall sign with badge number the Fill/Credit.

4. Log the fill on the TRU Transaction Sheet (pg. 19) as a positive number.
5. Complete a "Cage TRU Balancing Report" (pg. 21). This form contains the following information:
 - a. Machine number
 - b. Date
 - c. Shift
 - d. Currency (actual count) by denomination
 - e. Currency Report total by denomination
 - f. Coin totals (actual count) by denomination
 - g. Coin Report totals by denomination
 - h. BV totals (actual count) by denomination
 - i. BV Report totals by denomination
 - j. Reject totals (actual count) by denomination
 - k. Reject report totals by denomination
 - l. Grand total of tickets redeemed
 - m. Subtotal of sheet
 - n. Minus total from the Machine's Transaction Log sheet
 - o. Over or Short line
 - p. Main Bank Signature and badge number (place for up to three to sign)
6. Transfer the cash, coin and tickets to the Main Bank through the VRM system and the Main Bank Cashiers shall "Receive" the funds from the VRM system through the Main Bank ABACUS system.

PURGING A TRU (TAKING IT OUT OF SERVICE)

1. When it is necessary to purge (take it out of service) a TRU, the VRM Banker shall notify Security to request an escort to remove all funds from the TRU and shut it down.
2. The VRM Banker shall be escorted to the TRU being purged.
3. Upon arrival at the TRU, the VRM Banker shall unlock the unit after the Security Escort has notified Surveillance.
4. The VRM Banker shall sign the Machine Access "Meal" log (pg. 20) indicating the time, date, initials and badge number and the reason for entry.
5. The VRM Banker shall remove both of the Cash Boxes, the cassettes, the Reject Bin and any remaining coin from the unit and place them in the lockable cart. After inputting all computer information, receipts indicating the purge will be maintained with the paperwork and forwarded to Income Audit.
6. Upon returning to the Main Bank, the VRM Banker shall notify Surveillance prior to opening the cassettes/boxes. The VRM Banker shall cut the cassette numbered seal and manila tag.
7. The VRM Banker shall count all funds in the cassettes, BV's and Reject bin and write the amount(s) on a Fill/Credit Form.
8. Log the credit on the TRU Transaction Sheet (pg. 19) as a negative number.
9. The VRM Banker shall sign with badge number the Fill/Credit Sheet (pg. 16-17) and notify a Cage Supervisor that the count has been completed.
10. The VRM Banker shall complete the Cage TRU Balancing Report form (pg. 21).
11. Transfer the cash, coin and tickets to the Main Bank through the VRM bank system and the Main Bank Cashiers shall "Receive" the funds from the VRM system through the Main Bank ABACUS system.

REPLACING A BV (Bill Validator Cash Box) AT A TRU

1. If a BV (Bill Validator Cash Box) is nearing capacity or becomes full, the VRM Banker shall notify Security for an escort and indicate which location(s).
2. The VRM Banker shall sign the TRU keys out at the KeyWatch.

3. The VRM Banker shall be escorted by Security to the TRU(s) requiring a box replacement.
4. Upon arrival at the TRU, the VRM Banker will:
 - a. Unlock the door to the Cash Boxes.
 - b. Sign the "Meal" (machine access log, pg. 20) indicating the time, date, Cashier's initials and badge number and the reason for entry.
 - c. Remove the BV nearing capacity from the unit and place in the lockable cart.
 - d. Place an empty box in its place.
 - e. Input all computer information and then receipts shall print indicating the removed boxes.
 - f. Receipts and BV cans are transported to the Main Bank.
 - g. The receipts will be forwarded to Income Audit with the paperwork at the end of the shift.
 - h. Upon returning to the Main Bank, the VRM Banker notifies Surveillance prior to opening the boxes.
 - i. The VRM Banker verifies the contents in the BVs and records the amount on a Fill/Credit Sheet (pg. 16-17).
 - j. The VRM Banker shall sign, including badge number and time stamp the Fill/Credit Sheet.
5. All Fill/Credit Sheets are forwarded to Income Audit along with the shift's daily work.
6. When a TRU has a BV error which shall include but not be limited to a ticket/currency jam, the Main Bank Cashier or above shall:
 - a. If there are 2 cans or more that need to be verified then a locked cart will be needed.
 - b. Call Security to come to the Main Bank.
 - c. The Security Officer or above shall call Surveillance letting them know that a BV can will be pulled from a TRU machine and taken to the Jackpot window.

- d. The Security Officer or above and the Main Bank Cashier or above shall proceed to the specified TRU and remove the can.
- e. Security and the Main Banker or above will proceed to the Jackpot window and Security will notify Surveillance before the BV can is opened.
- f. The hand pay shall be paid out to the patron.

ACCOUNTING STANDARDS FOR TRUs

1. Income Audit will review audit reports and paperwork on a daily basis for propriety of transactions or unusual occurrences.
2. Income Audit will balance TRUs daily. The reconciliation of the units will include the following:
 - a. The TRU will be treated as a cashier by Income Audit and will be balanced accordingly.
 - b. Cash Boxes will be reconciled to the VRM system reports.
3. Income audit will run the BV Counter Detail report from the TRU BackOffice that lists the tickets redeemed and bills changed. This will be cross-referenced to the Ticket and Coupon Reconciliation run by the Main Bank Cashier or above and the manual Credit slip for the BVs.
4. Income Audit will compare the ticket summary report from the TRU to the actual tickets redeemed found on the "Redeemed at Cashier" report from ABACUS and compare the total value to the amount recorded by the Main Bank as paid out.
5. Income Audit will investigate tickets with a Status Code of "Rejected" to ensure no money was dispensed; "Partial Dispense" and "Stacker Error" to ensure that receipts are received from Cage Cashiers for the balance and total receipts equals difference between amount requested and amount dispensed on the BackOffice Transaction Summary report; and "Invalid ticket" to ensure no money was dispensed and investigate IGT Advantage system to determine the cause for these errors.

ADDITIONAL INFORMATION FOR TRU

1. The TRU will direct the patron to the Cashier's Cage for each of the following situations:
 - a. If the TRU has insufficient funds (the TRU has some money but not enough to pay the full amount of the ticket presented) the entire transaction will be stopped and no cash will be dispensed.

- b. An invalid ticket is presented.
 - c. If the TRU is either off line from the IGT Advantage System or if the IGT Advantage System is down.
- 2. The TRU will still be available for bill breaking functionality even if the IGT Advantage System is off line or down.
- 3. If for some reason the Main Bank or VRM system would go down or there is a problem that limits access to the computers, there is a manual TRU Fill Form that can be used. After access to the computer is restored the information from the manual TRU Fill Sheet should be input into the computer.

TRU MAINTENANCE

- 1. If a TRU requires maintenance, a Main Bank Cashier or above and Security will go to the TRU to diagnose the problem.
- 2. If the TRU needs to be opened, Security shall notify Surveillance before maintenance begins.
- 3. If a TRU needs to be removed from the Casino floor, a Secured Access Request/Activity Review Form must be prepared.
- 4. The Secured Access Request/Activity Review form must have DCR Compliance Department signature as well as Cage Shift Manager or above signature prior to submitting to QTGA for review and approval. If the DCR Compliance Department is not on property at the time of the needed signature, a verbal approval from the DCR Compliance Department will suffice. "Verbal approval and the name of the Team Member and badge number" will be written on the Compliance Department signature line of the Secured Access Request/Activity Review form.
- 5. Once QTGA approves the TRU move, the TRU will be transferred to the Warehouse by Facilities for maintenance.
- 6. In order to replace the TRU with one stored in the Warehouse, QTGA must test the software before the TRU can be turned on.



TRU FILL /CREDIT SHEET

TRU # _____ SHIFT _____ DATE _____

CASH/TICKETS FROM MACHINE OR DROPPED CASSETTES/BV/REJECT BOX

Cash From Cassettes/Machines		Report Totals	
DENOM	VALUE	DENOM	VALUE
\$100		\$100	
\$20		\$20	
\$5		\$5	
\$1		\$1	
Quarters		Quarters	
Nickles		Nickles	
Pennies		Pennies	

Cash From BV		Report Totals	
BOX A & B		BOX A & B	
DENOM	VALUE	DENOM	VALUE
\$100		\$100	
\$50		\$50	
\$20		\$20	
\$10		\$10	
\$5		\$5	

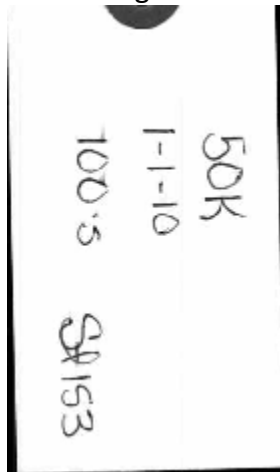
Cash in Reject Box		Report Totals	
DENOM	VALUE	DENOM	VALUE
\$100		\$100	
\$20		\$20	
\$5		\$5	
\$1		\$1	

Dollar Amount of Tickets from BV	Dollar amount of Tickets from BV
----------------------------------	----------------------------------

Tickets		Tickets	
# of Tickets		# of Tickets	
TOTAL TO MB:	0.00		
CASH OR COIN GOING INTO MACHINE			
COINS	DENOM	AMOUNT	
	Quarters	_____	
	Nickles	_____	
	Pennies	_____	
CASH	DENOM	SEAL #	AMOUNT
	\$100	_____	_____
	\$20	_____	_____
	\$20	_____	_____
	\$5	_____	_____
	\$5	_____	_____
	\$1	_____	_____
TOTAL GOING INTO MACHINE			\$0.00

Main Bank Cashier Signature & Badge Number _____

Manila Tag



TRU #

TRU TRANSACTION SHEET

[illegible]

[illegible]

CAGE TRU BALANCING REPORT

MACHINE # _____

DATE _____

SHIFT _____



		ACTUAL COUNT	REPORT TOTAL
CURRENCY	100	_____	_____
	20	_____	_____
	5	_____	_____
	1	_____	_____
COINS	0.25	_____	_____
	0.05	_____	_____
	0.01	_____	_____
BV	100	_____	_____
	50	_____	_____
	20	_____	_____
	10	_____	_____
	5	_____	_____
	1	_____	_____
Reject Box	100	_____	_____
	50	_____	_____
	20	_____	_____
	10	_____	_____
	5	_____	_____
	1	_____	_____
TICKETS		_____	_____
SUBTOTAL		_____	\$0.00
TRANSACTION SHEET		_____	
Over or Short		\$0.00	

Main Bank Cashier Signature & Badge # _____

Ticket Tally Report

6/24/2003 2:39:02 PM
v1.9.2

Tally Report

007505112069682841	2.60
004062369646981891	0.03
005056450155993820	15.50
001259505240825264	16.70
002341787649799440	38.75
006957020505311320	40.98
004300593745605169	110.00
000422492242178432	6.00
001447456991968810	12.10
008604028551466437	10.25
000619527415392267	0.11
007474738441264617	7.00
008717191809553792	5.00
001584476500416554	10.00
000600836785908057	5.00
009414133714199344	15.16
002814961245636525	70.07
000474034350958243	43.69
007395869243189001	30.19
008704225466700267	88.25
003404744794385607	73.90
005638949810591806	30.02
006776400402298455	10.07
002555622111743464	10.01
008466381181843986	30.15
006010385674920570	15.00
006989502524440027	13.65
003348077671907140	20.00
006482327749766879	1,590.00
008113588267876327	26.80
004506471909915911	5.28
006212164252062880	70.00
0070144211864141102	1,900.00
008824523533817632	148.00
008160503213742736	40.00
008753815004282914	91.91
008571660961245349	1.05
004411062367619406	3.51
005134219132650494	99.00
007064710995371089	61.18
003273765460562627	64.56
003637911840110195	0.26
005120434233948673	0.02

4,732.15

Ticket Count: 43

Main Bank to VRM

Downstream Casino

Inter - Bank Transfer Slip

Shift: DAY

Date: 08/06/2011

Time: 10:22:48

I_R

Transfer Fr. MB01

Transfer To. VB01

Item Description	Amount
Currency \$ 1	1.00
TOTAL:	1.00

Receiving Cashier:

124 BROCK MOOREHOUSE

Sending Cashier:

382 BRAKER TREY

Supervisor / License #

DownStream Casino

Inter - Bank Transfer Slip

Shift: DAY

Date: 08/06/2011

Time: 10:25:27

I_S

Transfer Fr. MB01

Transfer To. VB01

Item Description	Amount
Currency \$ 1	1.00
TOTAL:	1.00

Sending Cashier:

382 TREY BRAKER

Receiving Cashier:

Supervisor / License #

VRM to Main Bank

DownStream Casino	
Inter - Bank Transfer Slip	
Shift: DAY	I_R
Date: 08/06/2011	
Time: 10:26:25	
Transfer Fr. VB01	
Transfer To: MB01	
Item Description	Amount
Currency \$ 1	1.00
TOTAL:	1.00
Receiving Cashier:	
382 TREY BRAKER	
Sending Cashier:	
194 MOOREHOUSE BROCK	
Supervisor / License #	

Downstream Casino	
Inter - Bank Transfer Slip	
Shift: DAY	I_S
Date: 08/06/2011	
Time: 10:22:59	
Transfer Fr. VB01	
Transfer To: MB01	
Item Description	Amount
Currency \$ 1	1.00
TOTAL:	1.00
Sending Cashier:	
194 BROCK MOOREHOUSE	
Receiving Cashier:	
Supervisor / License #	

Quapaw Tribal Gaming Agency



Received 11/3/11

Date Received	10/17/11
Comments	
Reviewed By	BM 10/31/11 MK 11/1/11
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: Blackjack Policy #1100.01.04	Department: Table Games	Submission Date: 10/20/2011
Narrative Description: Establish policy and procedures for the conduct of Blackjack. This revision clarifies the payout of a Blackjack to better reflect current operating procedures.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED NOV 04 2011

DCR Compliance Authorization

Signature: Stephane Ball 2551

Date: 10/13/11

Department Director Authorization

Signature: Robert S. Mandy 621

Date: 10/13/11

General Manager Authorization

Signature: [Signature]

Date: 10/13/11

QTGA Authorization

Signature: [Signature]

Date: 11/3/11

Blackjack	Policy No: 1100.01.04	Issue Date: 5/16/2011 Revised Date: 11/3/2011
PURPOSE: Establish Blackjack procedures.		

DCR Compliance – ITEM Tracking	Date
Issue Date	5/16/2011
Compliance Review	3/2/2010
QTGA Submission	3/4/2010
QTGA Final Approval	3/11/2010
GM Approval	3/4/2010
DDA Final Approval	3/31/2010
Revisions to 1100.01.02	4/15/2011
QTGA Submission	4/26/2011
QTGA Final Approval	5/16/2011
GM Approval	4/18/2011
DDA Final Approval	7/6/2011
Revisions to #1100.01.03	9/16/2011
QTGA Submission	9/22/2011
Compliance Revision	9/29/2011
QTGA Submission	10/20/2011
QTGA Approval	11/3/2011
GM Approval	10/13/2011
DDA Approval	11/4/2011

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OPENING TABLE PROCEDURE

OPENING THE TABLE

1. After the Dealer arrives on their assigned game, the Pit Manager will retrieve the Lid Key and Shoe Box Key from the Pit Manager podium. The Pit Manager will unlock both the rack lid and the shoe box for the unopened game.
2. The Floor Supervisor or above will instruct the Dealer to pull the lid up from the chip rack. The Dealer will place the lid in the holder under the game.
3. The Floor Supervisor or above will take the opening count sheet from the tray and along with the Dealer verify that the number of chips in the rack match what is on the opening slip.
4. When both the Floor Supervisor or above and Dealer are satisfied that the count matches they will both sign the opening slip with their name and badge number and the Dealer will drop the slip into the drop box. If the opening slip does not match the table rack, the Floor Supervisor or above will inform the Pit Manager.

CLOSING THE TABLE

1. After management makes a decision that a game is no longer needed for business purposes the Pit Manager will inform the Dealer to “bring up their lid”. The Dealer will then retrieve the lid from underneath the table and place it in the middle of the table. The Dealer will drop in the drop box any ante amounts collected that are still in the rack.
2. The Floor Supervisor or above and Dealer will prepare a closing slip by counting all the chips in the chip tray for that table. The Floor Supervisor or above will mark on the closing slip the value amount of each denomination of chips. The Floor Supervisor or above and the Dealer will sign the closing slip with name and badge number. Once the closing slip is complete, a Pit Manager will verify the closing slip to the table chip tray.
3. The Pit Manager will then sign the top of the closing slip by placing his/her initials and badge number on the slip to indicate the verification took place.
4. The Dealer will drop one copy of the closing slip into the drop box and a second copy will be placed into the chip tray.

OPENING SHUFFLE AND WASH

1. The Dealer and Floor Supervisor or above will visually inspect all the cards front and back and then the Dealer will begin the opening shuffle in according to the following procedure:
 - a. The Dealer must announce "**SHUFFLE**" in a loud and clear voice and wait for acknowledgement from a Floor Supervisor or above **before** proceeding.
 - b. A Floor Supervisor or above will authorize the Dealer to begin by repeating "**SHUFFLE.**" If possible, that Floor Supervisor or above should observe the Dealer's shuffle in its entirety.
 - c. The Dealer will pick up each deck individually and place that deck **face down** in the center of the layout. The Dealer will then divide the deck in half and riffle once and place that just riffled deck in the discard holder **face down**. The Dealer will place each deck perpendicular to the one before it in a criss-cross pattern. This process will continue until all decks have been riffled and placed in the discard rack.
 - d. The Dealer will then remove two decks from the discard holder and spread each one face down in two horizontal fan-shaped columns and mix them thoroughly by "washing" the cards to ensure a good mix. The Dealer will re-stack those "washed" cards and place them on the Dealer's right between the drop slot and the discard rack.
 - e. The Dealer will repeat the process if there are remaining decks, such as with 6 and 8 deck games. However, the Dealer will now place the first two decks which have already been washed in the discard rack before beginning the wash on the remaining decks.
 - f. The Dealer will return all cards to the discard rack once the full wash (all decks) has been completed. The Dealer will now be ready to begin the regular shuffle.
 - g. The Dealer now will shuffle the cards according to the house shuffle.
 - h. Once all cards have been shuffled they will be placed in the discard rack ready for play.

DEAD GAME

1. On open tables which have gone dead, the Dealer will announce “Dead Spread” and wait for an approval from his or her Floor Supervisor. After approval from the Floor Supervisor, the Dealer will spread the cards in two rows in a fan shape across the layout.
2. When a Player arrives at the table, the Dealer will announce shuffle.

OPENING SHUFFLE AND WASH-AUTOMATED SHUFFLER

1. The Dealer and Floor Supervisor or above will visually inspect all the cards front and back and then the Dealer will begin the opening shuffle in according to the following procedures:
 - a. When using an automatic shuffle machine, two (2) different sets of colored cards will be used. One set of the same colored cards can be shuffled while the other colored set of cards can be dealt and played. Both colors are continually alternated in and out of play, with each color being used for every other round of play. Only one color will be placed in the discard rack at any given time.
 - b. The 2, 6, or 8 decks of the first color will be inspected and placed face up in a criss-cross pattern into the discard rack. The 2, 6, or 8 decks of the second color will be inspected and spread face up on the table layout. The Dealer will begin the opening shuffle according to the following procedures:
 - i. The Dealer must announce “SHUFFLE” in a loud and clear voice and wait for acknowledgment from a Floor Supervisor or above before proceeding.
 - ii. A Floor Supervisor or above will authorize the Dealer to begin by repeating “SHUFFLE”.
 - iii. The Dealer will spread deck individually and place it face down in the center of the table.
 - iv. The Dealer will divide the deck in half, riffle once, and place the riffled deck near the left edge of the float tray; between the Dealer and the dealing shoe. This process will continue until all decks have been riffled and stacked.
 - v. For 6 and 8 deck games, the Dealer will then take approximately 2 decks, spread them face down horizontally on the layout; and mix them thoroughly by “washing” the cards to ensure a good mix.

- vi. The Dealer will re-stack the washed cards and place them on the Dealer's right in front of the drop slot. The Dealer will repeat the process with the remaining decks and re-stack them into the middle of the layout.
 - vii. The first half of the decks to be washed will be brought from the area in front of the drop slot and placed on top of the other half of decks.
 - viii. All decks will now be placed into the automated shuffler.
2. The same process will be followed for the 2, 6, or 8 decks of the previous color for wash and shuffle. Once the automated shuffler has completed shuffling the first decks; the Dealer will place the remaining decks into the shuffler. The Dealer will remove the shuffled decks from the automated shuffler and place the 2nd cut card on the bottom of the decks. At this time the Dealer will offer the cards to a Player for the cut. When sending out the cards for the cut, be sure to have the front of the cards facing the Player that's cutting. A Player must cut at least ONE deck from either end to complete the cut. After the cards have been cut, the Dealer shall bring the decks to the center of the layout. Take the cards including the cut card, and place them to the back of the stack, after which the Dealer shall insert the 2nd cut card. If the cut does not meet the one deck minimum, the cut card should be removed and offered again for a re-cut. THE DEALER MUST MAINTAIN PHYSICAL AND VISUAL CONTACT WITH THE DECK AT ALL TIMES WHILE THE CARDS ARE OUT OF THE SHOE.

CONTINUATION SHUFFLE WITH A SHUFFLE MACHINE

1. After the cut card is out and round of play is over; the Dealer will announce **"SHUFFLE" (not "shuffle UP")** in a loud and clear voice and wait for acknowledgement from a Floor Supervisor or above before proceeding and prior to removing any card from the discard holder or shoe. The Dealer must wait for approval from a Floor Supervisor or above (Supervisor will repeat "Shuffle") **before** the shuffle begins. A Floor Supervisor or above **MUST** observe the removal of cards from the shoe to the discard rack and the commencement of the shuffle. Take the remaining cards from the shoe and plug these cards into the lower, middle and upper portions of the discard rack 1/3 at a time. At this time place the cards into the shuffle master; remove the shuffled decks; present for the cut and play will commence.

DEAD GAME-AUTOMATED SHUFFLER

1. On an open table with an automated shuffler which has become void of Players; the Dealer will remove the cards from the shoe and discard rack and spread them face down.

2. When play resumes on the table, the Dealer will announce "shuffle" in a loud and clear voice and wait for acknowledgement from a Floor Supervisor or above before proceeding.
3. The Dealer will take the spread decks stack and place them into the automated shuffler. The Dealer will then remove the shuffled decks, present for the cut and play will commence.

REGULAR SHUFFLE PROCEDURE

1. The Dealer must shuffle:
 - a. When a **new set of decks** are entered into play (opening procedures apply.)
 - b. When the **cut card appears** during the course of play and that round of play has been completed.
 - c. When the **cards have been spread** and that game is about to resume.
 - d. Whenever a **deck has been dropped** or otherwise mishandled.
 - e. Whenever **instructed to do so by a Floor Supervisor or above**. (The Dealer will never shuffle at the request of a Player without the approval of a Floor Supervisor or above.)
2. The Dealer will announce "**SHUFFLE**" (not "shuffle UP") in a loud and clear voice and wait for acknowledgement from a Floor Supervisor or above before proceeding and prior to removing any card from the discard holder or shoe.
3. The Dealer must wait for approval from a Floor Supervisor or above (Supervisor will repeat "Shuffle") **before** the shuffle begins. A Floor Supervisor or above **MUST** observe the removal of cards from the shoe to the discard rack and the commencement of the shuffle.
4. A Floor Supervisor or above should observe the Dealer's shuffle in its entirety if at all possible.
5. The Dealer will move the shoe slightly forward, toward the center of the table, to the corner of rack. The Dealer will remove any remaining cards from the shoe with the Dealer's right hand and place them in the discard holder.
6. The Dealer must ensure that all cards are removed from the shoe.

7. The Dealer will place the roller on the layout against the front right-hand side of the shoe.
8. The Dealer must check for any overage or shortage of cards after all cards have been placed in the discard rack. The Dealer must notify a Floor Supervisor or above if it appears as though any cards are missing.
9. The Dealer will then remove all cards from the discard rack and place them in the center of the table. The cards will be divided in half then the left pile will be rotated 180 degrees.
10. The Dealer will take three quarters of a deck with the left hand and take three quarters of a deck with the right hand from both stacks and riffle twice. The cards will then be placed directly in the center on the insurance line.
11. The Dealer will then take three quarters of a deck from the left stack and three quarters from the newly created center stack and riffle twice placing the newly riffled cards on the center stack.
12. The Dealer will then take approximately three quarters of a deck from the center stack and three quarters of a deck from the right stack and riffle twice placing the riffled cards on the center stack.
13. Repeat this step alternating the left and right stack with the center stack until all cards have been shuffled.
14. The Dealer will remove the yellow card from under the lip of the shoe and place it on the layout in the center of the table.
15. The Dealer will now divide the newly created stack into two equal stacks and place one stack to the right and one stack to the left just inside the insurance line.
16. The Dealer will then take approximately three quarters of a deck from the right stack and three quarters of a deck from the left stack and lace the cards. The Dealer will then place the laced cards on top of the yellow "protection" card in the center of the table and repeat the process until all cards have been laced.
17. The Dealer will now call out for "Shuffle Check" and wait for approval from a Floor Supervisor or above. Floor Supervisors or above should check the lace prior to giving approval.
18. The Dealer will now offer the cards to be "Cut."

19. Note: The Dealer must not change any aspect of the shuffle procedure unless instructed to do so by the Pit Manager or Casino Management.

CUTTING THE DECK

1. The Dealer, upon completion of the shuffle, will offer a Player the stack of cards with the bottom card covered by the yellow "protection" card. The backs of the cards must face the Player with the protection card facing the Dealer.
2. The Dealer will offer the "Cut" of the cards to:
 - a. The first Player who arrives at the table if the game is just beginning.
 - b. The Player on whose hand the cut card appeared during the last round of play.
 - c. The Player at the farthest point to the right of the Dealer if the cut card appeared on the Dealer's hand during the last round of play or if the shuffle was initiated by the Pit Manager.
 - d. The Player at the farthest point to the left of the Dealer if the cut card appeared in the shoe as the first card of a new round of play.
3. The Dealer will offer the opportunity to cut the cards to each Player, moving clockwise around the table until a Player accepts the cut only if the Player designated to cut the cards refuses.
4. The Dealer must notify a Floor Supervisor or above if each Player refuses to cut the cards. In that event the Dealer must cut the cards. A Floor Supervisor or above may NEVER cut the cards.
5. The Player must cut the cards by placing the cut card in the stack at least one deck from either end. However, a Pit Manager may instruct the Dealer to cut the deck more or less.
6. The Dealer must ensure the cards be cut only once. (If the cut does not meet the one deck minimum, the cut card must be removed and offered again for a re-cut.)
7. THE DEALER MUST MAINTAIN PHYSICAL AND VISUAL CONTACT WITH ALL CARDS AT ALL TIMES WHILE THE CARDS ARE OUT OF THE SHOE.
8. The Dealer, once the cut card has been inserted by the Player, will bring the cards to the center of the layout. The Dealer will then take all of the cards in front of and including the cut card, and place them to the rear of the stack.

9. The Dealer will bring the shoe to the center of the layout.
10. The Dealer will then remove the yellow "protection" card from the stack. Holding the full stack of cards with the left hand against and to the back of the side of the shoe, the Dealer will insert the yellow card with the Dealer's right hand and cut approximately two decks (unless instructed otherwise by a Floor Supervisor or above). The Dealer will then place the stack of cards in the shoe for the commencement of play.

"BURNING" A CARD

1. The Dealer will "burn" the first card from the shoe by placing that card face down into the discard holder.
2. The Dealer will not reveal the "burn" card. If a Player request to see the burn card, the Dealer must have the approval from a Floor Supervisor or above before revealing the burn card.
3. The Dealer will "burn" a card when:
 - a. A shuffle is complete; or
 - b. A new Dealer taps onto the game.
4. If the Dealer "burns" two cards or does not "burn" the first card when completing the shuffle, or if the new Dealer fails to "burn" a card after tapping onto a game, THE DEALER WILL CONTINUE TO DEAL NORMALLY. The Dealer will notify a Floor Supervisor or above if a dispute arises.

GAME SECURITY AND PROTECTION

1. The Dealer must be cognizant of and ultimately responsible for all situations concerning the game. There is no procedure for acquiring the ability to "read" the Player(s). Each Dealer should continually fine tune this skill.
2. The Dealer must always clear their hands, palms up, whenever the Dealer's hands leave the surface area of the table.
3. The Dealer must politely inform Players that items such as purses, eye glasses, wallets, etc. are not permitted on the table. Players are permitted, however, to keep their beverage, glasses, cigarettes, and lighters on the table ONLY. As the discard rack is very vulnerable, the Dealer must be aware of any unusual motion around or near the discard rack, and as

such must not allow any Player to keep stacks of cheques or any other items next to the discard rack.

4. The Dealer, for the Dealer's own protection, should not permit friends and/or relatives to play at their table. The Dealer must inform a Floor Supervisor or above of any Player who is a friend or relative.
5. The Dealer must not be distracted by loud noises or arguments in other areas of the Casino. This applies to both "live" and "dead" games.
6. The Dealer will stand squarely up to the table at all times and avoid leaning on the table.
7. The Dealer must watch the game at all times and be aware of any unusual movements or errors made by any Player.
8. The Dealer will notify a Floor Supervisor or above of any Player who makes suspicious moves or causes any problems for other Players.
9. The Dealer's left hand must always be on the shoe whenever the shoe contains cards EXCEPT:
 - a. When shuffling;
 - b. When making change;
 - c. When taking and/or paying; and
 - d. When counting the bankroll.
10. The Dealer will place their fingers over the entire semicircular window in the shoe to protect against unnecessary exposure of the next card to come from the shoe.
11. The Dealer must continually be aware of the condition of the cards and must notify a Floor Supervisor or above of any unusual markings or defects. This action should be done in a low key manner without alerting the Players on the game of the situation.
12. The Dealer must watch closely any Player attempting to place their hand(s) over the bet(s) or the cards. The Dealer must ensure that Players' betting bankrolls are against the rail away from the betting circle.
13. The Dealer will scan the layout and check the amount of each bet in the betting area before beginning each round of play paying particular attention to the first and seventh spots (1st Base and 3rd Base). The Dealer must ensure there are no Barber Pole bets: bets that are

above or below the table limits, bets that are not in a single stack and bets which are not within the betting circle and make any corrections necessary.

14. The Dealer, when dealing to the first spot, must side-step to the Dealer's left and turn slightly to the right to ensure a good view of the rest of the game and third base in particular. First and second spots must be hit with the left hand. When dealing to the third spot and onward, the Dealer must take a step to the right so that they are standing at the middle of the table. This process is known as "Walking the Game." The Dealer will avoid unnecessary turning which may blind them to first and seventh spots.
15. The Dealer must be aware of all bets wagered and must pay particular attention to those bets wagered on the 1st and 7th betting areas. Pinchers and Cappers will most likely take advantage of betting spots one (1) and seven (7).
16. The Dealer must not touch the cards, the bankroll or any equipment on a "dead game" unless instructed to do so by a Floor Supervisor or above.
17. The Dealer must receive verbal approval from a Floor Supervisor or above before bringing in cheques for color change.
18. The Dealer will place excess plastic spacers on top of the largest denomination of cheques in the rack if those cheques are not in use.

PROCEDURES FOR DEALING THE CARDS

DELIVERY OF THE CARDS

1. The Dealer must ensure that all Players' bets are placed before delivering any cards.
2. The Dealer will scan the layout to ensure that all bets are properly placed and that no Player has bet over the table maximum or below the table minimum. Furthermore, the Dealer must ensure that:
 - a. All bets are within the designated betting area.
 - b. All bets consist of gaming cheques; cash may not be wagered.
 - c. There are no **Barber Pole** bets. The Dealers must stack a Player's bet with the highest denomination cheques on the bottom and the lowest on the top.
 - d. No Player will alter an original wager or place a new wager once the first card is dealt.

3. The Dealer will count the number of bets placed in the circles. Each bet will be considered a hand played for the upcoming round. The Dealer will then multiply the number of hands that will be played by the designated ante amount.
4. The Dealer will take out of the rack the appropriate amount of cheques to satisfy the ante amount above. The total amount of chips must be proven on the layout. The Dealer will then place these checks into the left most tube of the chip tray. Once the ante amounts equal \$25 or more in the left most chip tray, the Dealer will announce "**CHANGE ANTE**" in a clear and loud voice. The Dealer will take the chips from the ante tube and place and run down the cheques in front of the chip tray. The Dealer will then take out one \$25 chip from the chip tray and place the chip in front of the chip tray to the right side of the chips that made up the ante amount. The Dealer will drop the \$25 chip into the drop box and then place the ante amount of chips back into the chip tray accordingly. The only cheques allowed to be dropped into the drop box will be for accumulated antes.
5. The Dealer will deal all cards from a dealing shoe located on the table to the Dealer's left.
6. The Dealer must remove cards from the shoe with the **left hand**, and then place them with the left hand to the first two spots. The 3rd through 7th spots are dealt with the right hand, face up, directly in front of each betting area that has a wager beginning with the betting area to the Dealer's left (1st Base) and continuing clock-wise.
 - a. The Dealer must not allow a Player to touch the cards.
 - b. The Dealer must use the Dealer's left hand to deal any "hit" cards to the first two betting spots.
7. The Dealer **must take a step to the left** when hitting the first two spots, then turn slightly to the right to ensure a clear view of the entire table. The Dealer will move to the center of the table and place their body squarely to it when dealing to all other spots. This process is known as 'WALKING THE GAME' and is absolutely necessary to protect the security and integrity of the game.
8. The Dealer **must keep their left hand on the shoe at all times** with their fingers covering the window, unless the Dealer is making change, paying and taking the first two spots, etc. This is also necessary to protect the security and integrity of the game.

CARD PLACEMENT

1. The Dealer, when delivering cards to the Players, must place those cards directly in front and to the center of each designated area containing a wager. The Dealer may deal the cards for the first and second spots, slightly higher and closer to the Player and to the right of the Player's bet. These cards should not touch the Player's bet or any part of the second betting area.
2. The Dealer must deal the second and all subsequent cards so that they cover the left bottom quarter of the previous card ensuring visibility of the pips.
3. The Dealer must ensure proper card placement as a Floor Supervisor or above and Surveillance must be able to read point totals at a distance from the table, reading pips rather than numbers.

THE DEALER'S "HOLE CARD"

1. The Dealer will deal one card **face up** to each Player who has wagered a bet and one card face up.
2. The Dealer will then deal a second card **face up** to each Player.
3. The Dealer will then deal a second card **face down** placing it underneath the first card. This card is known as the **Hole Card**. No part of the "hole card" should be visible.
4. The Dealer must take care not to expose the "hole card" when placing it under the face up card.

THE PLAYER'S HAND SIGNAL

1. The Dealer, having dealt two cards to each Player and self, will begin from the left and announce the point total of each Player's hand.
2. The Dealer must wait for the Player to make a **definitive hand signal** indicating what action is being taken on that hand. The exceptions are a Blackjack or a hand with a point total of "21" in which case the Player may not take any further action on that hand.
3. The Player who wants an additional card must make a **clear and visible scratching** or tapping motion on the layout behind their bet.

4. The Player who does not want any additional cards or is staying on their hand must indicate that by making a **clear horizontal wave** from side to side (slicing) over the layout behind their bet. Players should not make a hand signal over their bet.
5. The Dealer **must not** anticipate a hit for a Player and must wait for an actual hand signal **before** removing any card from the shoe.
6. The Dealer will deal any additional cards **face up** and announce the point total after each card is dealt.
7. **NOTE: The Dealer will avoid many potential problems by ensuring that all hand signals are clear and taking nothing for granted. The Dealer should politely instruct a Player of proper hand signals if that Player is unaware or unsure of them.**

HITTING THE DEALER'S HAND

1. The Dealer will expose the hole card and announce the two card total **only after** the Dealer has acted on all Players' hands.
2. The Dealer will hit their hand starting to the right of the exposed cards leaving a small space between the cards. The Dealer must hit their hand if that hand is soft 17 or 16 or less and always stands on hard 17.
 - a. EXAMPLE: ACE + 6 is "7"
 - b. It is not "7 or 17" and the Dealer **must** hit.
 - c. ACE + 5 is "6 or 16" and the Dealer **must** hit.
3. The Dealer must announce the point total as each card is drawn. The Dealer must also announce the final point total before acting on any hands. If the point total is over "21", the Dealer will announce "DEALER BREAKS" instead of the point total.
4. The Dealer must ensure that the Players' cards and the Dealer's cards not merge into each other. If necessary, the Dealer will reposition a Player's cards by moving them to the right side of the betting circle.
5. The Dealer must notify a Floor Supervisor or above if the Dealer mistakenly hits their hand of "17" or more.
6. The Dealer must not hit their hand if all Players' hands have broken or are Blackjacks. If the Dealer's hand does not affect the outcome of the round of play, it is not completed.

- a. EXAMPLE: Three Players are at the table and the Dealer has a six showing. One Player has a Blackjack; he is paid immediately. The other two Players break. The outcome of each hand is not affected by the Dealer's cards. Therefore, the Dealer will draw no additional cards.

CALLING THE GAME

1. The Dealer, starting with the **first hand on the left**, will announce the point total of the first two cards while pointing to that specific hand.
2. The Dealer will **not** touch the cards when indicating each Player's turn.
3. The Dealer, after announcing a Player's point total, must wait for that Player to indicate, with a proper hand signal, what action they desire. If that Player wants an additional card, they must tap or scratch the table. If they do not want an additional card, they must make a horizontal (slicing) hand motion. **Players must not touch their cards for any reason.**
4. The Dealer **must announce a hand** containing an Ace as both a **soft total** and as a **hard total** since the Ace may count as a One or as an Eleven.
 - a. EXAMPLE: The hand consists of an Ace and a five; the Dealer will announce the total as : " 6 or 16 "
5. The Dealer will continue to announce the point total of each hand as they deal each additional card until the Player's hand breaks (exceeds 21) or until that Player waves off any additional cards and stands.
6. The Dealer must announce Blackjacks as they deal them.
7. The Dealer will reveal their hole card by turning it **face up** and announce the point total **only after** all Players' hands have been played. The Dealer will then take any additional cards as required (must hit on "16" and stand on "17 ") while announcing each new total.
8. The Dealer must announce "DEALER BREAKS" and will not announce the point total if the Dealer's hand breaks.

PLAYER BREAKS

1. The Dealer will clearly announce "PLAYER BREAKS" when a Player takes an additional card which increases the total of the hand to more than "21."

2. The Dealer will collect the losing wager first and then remove the cards and place them in the discard rack.
3. The Dealer will leave a Player's hand spread on the layout while the Dealer collects the losing bet. This gives the Player the opportunity to add the cards and verify the total before the Dealer collects the cards.

CLEARING THE LAYOUT

1. The Dealer, at the conclusion of each round of play, will remove in order any cards still remaining on the layout beginning with the seventh spot (or the hand farthest to the Dealer's right) and continuing counter-clockwise (right to left). The Dealer will scoop the cards so that each hand is placed underneath the next hand. The hand that is being scooped will now be face up on top of the cards already in the Dealer's hand. The Dealer should attempt to use only one hand to scoop the cards ensuring that the view of the layout not be blocked.
2. The Dealer will remove their own hand after all Players' hands have been removed.
3. Only a Floor Supervisor or above will "back up" or "re-enact" a hand. The Dealer must remove the cards in proper order to ensure game security and good Player relations. A Player may have questions about their hand or the Dealer's hand and the Floor Supervisor or above must be able to reconstruct the entire hand and rectify any mistakes.

WAGERING

1. All wagers in Blackjack must be made by placing gaming cheques within the center of the betting circle on the Blackjack layout not touching the outside edges.
2. The Dealers must not accept verbal wagers.
3. Once the Dealer delivers the first card of any hand, a Player may not handle, remove or alter any wager which has been made until after that hand has been completed.
4. DCR may allow a Player to play up to three hands at the discretion of Casino Management. Casino Management may require the Player to reduce to one hand during busy levels.
5. Casino Management may, by prior arrangement, allow a Player to play more than three hands.

PLACEMENT OF WAGERS

1. PLAYER BETS

- a. All Player bets must be placed within the betting circle. Any cheques outside or between the designated circles will be considered NO BET.

2. DOUBLE DOWN BETS

- a. All Double Down bets must be placed on the Dealer's right (Player's left) next to the original bet. The Double Down bet will bisect the betting circle while the original bet remains in the center of the circle.

3. SPLITTING PAIRS BETS

- a. All Split Pairs bets must be placed so that they bisect the left and right side of the betting circle and any amount Doubled Down must be placed to the right of the split amount. The original bet moves to the left side and the split wager will be placed on the right side.

4. INSURANCE BETS

- a. All Insurance bets must be placed on the insurance line to the Dealer's right (Player's left) of that Player's betting circle. If a Player wishes to insure a Token bet, the insurance must be placed with that Player's insurance bet.

TAKING AND PAYING

1. The Dealer begins taking and paying **only after** the Dealer's hand is complete. The Dealer will begin with the Player's hand on the Dealer's right and act on all hands in order, progressing counter-clockwise around the table.
2. The Dealer must take and pay wagers on 7 through 4 betting circles with the Dealer's **right** hand. The third circle is optional (**right or left**). The Dealer will take and pay wagers on the first two betting circles with the Dealer's **left** hand.
3. The Dealer will unstack multi-color bets with the highest denomination in front towards the Dealer and the lowest in the back. The Dealer will pay multi-color bets from back to front.
4. The Dealer will size into the cheques when paying a wager. The Dealer must not drop, lay, slide, or throw cheques.

5. The Dealer must not use stacks of cheques with varied denominations (a "Barber Pole") when paying wagers. A Barber Pole payoff **is acceptable only** if it is to pay a Blackjack wager consisting of multi-color cheques as that wager is paid color for color.
6. The Dealer must not leave a partial payoff with a Player's wager. The Dealer must bring the partial payment back to the rack and return with sufficient cheques to make the total correct payoff.
7. The Dealer must indicate a push by clearly patting or tapping the table twice with an empty hand palm up next to the wager. The Dealer must also verbalize by announcing "Push."
8. The Dealer must act on separate hands and split hands individually. The Dealer must not pay several wagers of varying denominations by stacking payoffs in order and sizing into the winning wagers - "Barber Pole" payoffs are not acceptable.
9. The Dealer will pay a winning wager with stacks whenever possible, (Example: \$75 in \$5 cheques - the Dealer will break down the \$75 into three stacks of \$25 each and pay with one stack of three \$25 cheques.) The Dealer must "cut down" horizontally a winning wager which requires breaking down and pay that wager with one stack of cheques placing it offset in front and to the side of the broken down wager.
10. The Dealer will place all payoffs within the betting area next to the winning wager. Multi-colored bets must be broken down with the largest denomination of cheques in front (toward the Dealer) and the lowest denomination of cheques in back.

DEALER RELIEF PROCEDURES

1. The **relief** Dealer will tap onto a game from behind and to the left of the **outgoing** Dealer. The **outgoing** Dealer will leave the table to the right.
2. The Dealer must continue to deal until the **relief** Dealer is physically at the table.
3. The **relief** Dealer must tap the **outgoing** Dealer on the shoulder to let him know that he is there. The **relief** Dealer will stand behind the **outgoing** Dealer while waiting to tap onto the game. The **relief** Dealer must not stand beside the **outgoing** Dealer and/or lean on the table or talk while a hand is in play.
4. The Dealer must not leave a game until **all** work has been completed for that round. When a **relief** Dealer taps a Dealer who is in the middle of a shuffle, that Dealer must complete the **entire** shuffle before leaving the table. The **relief** Dealer will burn a card.

5. The **outgoing** Dealer will inform the **relief** Dealer if the cut card is out and which Player is designated to cut the cards.
6. The **outgoing** Dealer, when leaving a table, will place the shoe in the center of the table pointing towards the right, draw a single card face down approximately 4" – 6" from the lip of the shoe, clear their hands, and leave to the right.
7. The **relief** Dealer must take responsibility for knowing minimum and maximum limits on the game. However, the **outgoing** Dealer should inform the **relief** Dealer of any changes that have taken place since the **relief** Dealer was last there i.e, "This is now a \$15 table not \$10".
8. The Dealer must notify a Floor Supervisor or above immediately (**before** leaving a Pit area) if that Dealer receives a break after less than sixty (60) minutes as an error may have occurred with the relief procedure.

PACING THE GAME

1. A Dealer's proficiency and skill are often determined by that Dealer's ability to "Pace the Game."
2. The Dealer should keep the game at a fast even tempo ensuring Players enough time to place their bets.
3. The Dealer will politely encourage new or slower Players to play at a normal rate. The Dealer should discreetly notify a Floor Supervisor or above of a Player who might be intoxicated and deliberately slowing the game.
4. The Dealer must not allow Players set the pace of the game. The Dealer must take charge of the game and set the pace always doing so in a polite and courteous manner.
5. The Dealer should be as courteous as possible while instructing new Players on the procedures and rules of Blackjack.
6. The Dealer must avoid instructing a Player on how to play their individual hands (even when asked to do so by that Player).

DOUBLING DOWN

1. A Player may double down with any two cards **with the exception of a Blackjack. Blackjack is an Ace and ten value card as first 2 cards dealt to a position.**

- a. A Player may double down for any amount up to the amount of their original wager.
 - b. A Player will place the double down wager directly next to and on the Dealer's right of that Player's original wager. The double down wager should bisect the betting circle. The Player must give a clear hand signal when doubling down. The hand signal for doubling down is the index finger pointing outward.
 - c. A Player will receive only one additional card.
 - d. The Dealer will place the double down card face up or down depending on the house particular game that is being played.
2. The Dealer must ask a Player before delivering any card whether that Player is "Splitting or" Doubling Down" particularly when that Player shows a pair of 4's or 5's. The Dealer must not assume anything!
3. The Dealer must announce "DOUBLING DOWN ON A HARD 12 or higher, to alert that Player as well as a Floor Supervisor or above. A good card counter will attempt this move if the count is in his or her favor.
4. The Dealer will size into a bet twice when paying a double down wager of one color. If the double down is for less, the Dealer must cut into the front of each stack. The Dealer may not combine double down stacks into one stack when paying unless instructed to do so by a Floor Supervisor or above.
5. The Dealer, when paying "in total" or when converting a Player's payoff and bet into higher denominations of cheques, will pay off the total amount owed to the Player by announcing clearly and loudly the amount to be paid and by cutting the payoff to the side and slightly to the front of the original bet. The Dealer must not make conversions, other than color, unless specifically told to do so by a Floor Supervisor or above.
6. A Player may duplicate any original bet when doubling down **including** a table maximum wager. Conversely, a Player may double down for any amount less than the Player's original wager.

SPLITTING HANDS

1. A Player may elect to split their cards into two separate hands whenever the initial two cards dealt to the Player are of the same value.

2. The Dealer must ensure that any additional wager be of equal value to the original wager.
3. The Dealer must not assume anything and must ask the Player if the Player is splitting, especially if that Player's cards are a pair of 4's or 5's. The Player must give a clear hand signal when splitting hands. The correct signal for splitting hands is the index and middle finger pointing outward in a "V" pattern.
4. The Dealer will place the original wager on the Dealer's left side of the betting area and will place the new wager on the Dealer's right side of the betting area. Each wager will bisect the betting circle.
5. The Dealer will deal a second card to the first card split, announce the point total of the hand, and wait for the Player's hand signal to stand, draw, or double down. The Dealer must complete action on that Player's first hand and receive a clear hand signal "to stand" **before** proceeding to deal any cards to the second half of the split hand.
6. A Player may split pairs up to two times, generating three hands. Aces may be split up to two times, generating three hands, but only on a shoe game, not Double Deck.
7. A Player who splits Aces will receive **only one additional card** on each Ace. The Dealer will expose each additional card and place it **face up** perpendicular to each Ace.
8. A Player must receive at least one additional card for each card split.
9. A Player may elect to double down on any of their split hands, unless there was a split on two Aces. The double down bet on any split hand is placed to the Dealer's right of the original wager for that hand (**see illustration next page**). If a Player splits Tens and receives an Ace as a draw card, that hand cannot be doubled down because that hand totals "21."
10. The Dealer will treat split hands as separate hands when paying and taking. Therefore, the Dealer will pay each hand separately. The Dealer, however, must not "push" two split hands if one wins and the other loses.
11. The Dealer must pay separately split hands with multi-color wagers. Barber pole payoffs are not permitted.
12. The Dealer will ensure that an Insurance wager is placed to the Dealer's right of the original bet between the split hands.

NO PEEK 21 CARD READERS

1. Upon opening the game, the Dealer and/or Floor Supervisor or above will inspect the *No Peek 21* card reader. With a ten valued card and an ace card, check to see that the lights are working properly. Also check with a non ten or ace card to see if all the lights are working properly. If it does not work properly alert the Pit Manager.
2. Procedure if Dealer has a ten showing:
 - a. Dealer will finish giving two cards to all Players. With the ten-valued card properly obscuring the Dealer's down card, the Dealer will slide the two cards into the *No Peek 21* card reader.
 - b. It is important that the cards remain vertical on the layout. Do not insert the cards horizontally into the *No Peek 21* card reader for ten valued cards.
 - c. If the red light comes on in the *No peek 21* card reader the Dealer will announce, "Dealer has Blackjack." Then proceed to expose the down card, pick up the losers and push any Player Blackjacks. If the Dealer sees a green light come on in the *No Peek 21* card reader, the Dealer will continue play as usual.
3. Procedure if the Dealer has an ace showing:
 - a. Dealer will finish giving two cards to all Players.
 - b. The Dealer will then give all of the Players an opportunity to take insurance.
 - c. With the ace properly obscuring the Dealer's down card, the Dealer will slide the two cards horizontally into the *No Peek 21* card reader. It is important that the cards go into the *No Peek 21* card reader horizontally. **Do not insert the cards vertically into the *No Peek 21* card reader for aces.**
 - d. If the Dealer gets a green light in the *No Peek 21* card reader window, the Dealer will proceed to pick up all losing insurance wagers, pay all winning Blackjacks, and continue play as usual. The Dealer forgets to put the cards in the card reader, and turns over a Blackjack, call the Floor Supervisor or above over immediately. The Floor Supervisor or above will inform the Players that the hand plays as is.

BLACKJACKS

1. When a Player has Blackjack and the Dealer is showing 2-9, the Dealer will immediately pay the Blackjack at odds of 3 to 2 (one and a half times the original bet) and remove those cards before acting on any other hand(s).
2. If the Dealer's up card is showing a 10 point value card or an Ace **and** a Player has Blackjack, the Dealer will **not** pay that Player's Blackjack until they determine whether or not they also have Blackjack.
 - a. If the Dealer does not have Blackjack, the Dealer will pay a Player's Blackjack and remove that Player's cards immediately **before** the Dealer takes any additional hits.
 - b. If the Dealer **and** the Player both have Blackjack, the Dealer will push the Player's hand, then pay any insurance wager 2 to 1.
3. The Dealer, when paying a Blackjack, will cut into the original bet once and will lay the remaining half of the payoff next to it. No Bridging. Converting a Blackjack is only allowed when approved by a Floor Supervisor or above.
4. The Dealer, when paying a Blackjack wager consisting of multi-colored cheques, must break down each denomination of cheques according to standard Blackjack procedures. The Dealer will place the highest denomination cheques in front and lowest in back and, if necessary, break down each color horizontally.
5. The Dealer may cut the bet in half and **size into ONE of the HALF stacks three times** on bets of six cheques or more of the same color. The Dealer will pay any odd cheques in the back by cutting out the correct payoff for that cheque, stacking it in order (highest denomination cheques on the bottom) and placing a stack of the color on top. The Dealer will pay the odd cheque in the back first and then size into the front stacks three times with the remaining cheques.
6. The Dealer must break down multi-color Blackjacks with the highest denomination in front and the lowest in back. The Dealer will pay multi-color bets color for color, but when the payoff for each color is also multi-color, the Dealer would best consider the total amount and pay it as a total.
 - a. EXAMPLE: A \$40.00 bet of 1 green and 3 red cheques should be paid as a total (Totaling) amount and not color for color. The preferred payoff is \$60 - 2 green and 2 red. The Payoff is made slightly to the front and to the side of the original bet.

INSURANCE

1. The Dealer must announce, "INSURANCE" in a loud and clear voice **only** when the Dealer's up card is an Ace. Simultaneously, the Dealer will run their right hand **palm up** from left to right and back along the full length of the insurance line. After this process is complete and all Players have acted on the insurance call, the Dealer must announce "Insurance Closed" and run their right hand palm up from right to left simultaneously with the call.
2. A Player may make an insurance wager for any amount up to 1/2 of the original wager. Proper insurance is half of the Player's original bet. The Player MAY NOT insure for more than the original bet, but the Player can insure for less.
3. The Dealer must verify all insurance wagers and make any corrections before acting on that hand. If a Player has insured for less, the Dealer should confirm that by asking "Insuring for less?" It is a courtesy to the Player and will help remind the Dealer that in the case of a Blackjack, **the Player's bet will not be the correct insurance payoff.**
4. The Dealer will ensure that all insurance wagers be placed immediately after the second card is dealt to each Player and prior to a Dealer taking any action on a Player's hand.
5. The Dealer will ensure the insurance bet be placed on the layout in the designated space between the two lines marked "INSURANCE BETS". The wager will be placed to the Dealer's right of the original wager.
6. The Dealer will pay all winning insurance wagers at odds of 2 to 1.
7. The Dealer will pay a winning insurance wage with the losing, original bet only if that Player has insured to the full amount.
8. The Dealer will place the losing wager into the bank rack and pay the winning insurance wager with "clean money" only if the losing, original wager is not the correct amount to pay the winning insurance wager.
9. A Player may insure a token bet. A Player will place a token insurance bet next to the Player's own insurance bet on the insurance line and will be governed by the same rules and procedures as any other insurance bet.
10. If the Dealer **does not** have Blackjack, the Dealer must immediately collect all insurance bets. The Dealer will then complete the round as normal procedures dictate.
11. If a Player desires to insure a Blackjack, the Dealer shall pay the Player even money and lock up the cards.

CHEQUES PLAY

1. The Dealer must announce in a loud and clear voice, "CHEQUES PLAY" under the following conditions:
 - a. When a Player wagers any bet of a hundred or more for the first time.
 - b. When a Player makes a substantial increase in normal wager (i.e., a bet ten times or more than their average bet.)
2. If a Player bets more than \$100 on a table, alert the Floor Supervisor or above by using the words "cheques play." It is important the Dealer make sure that the Floor Supervisor or above is made aware of a Player who is betting \$100 or more a hand. If the Player maintains this action then it is not necessary to repeat "cheques play." If a Player, new to the table or otherwise, bets black or a higher denomination of color, it is the Dealer's responsibility to call out the appropriate action. "Black action, purple action, etc." Like "cheques play" the Dealer should only repeat this until the Floor Supervisor or above acknowledges this action. If a Player, new to the table or otherwise, bets \$500 or more the Dealer **will not deal until the Floor Supervisor or above acknowledges the purple action, or "cheques play."** Anytime that a Player jumps his/her action by 10x, the Dealer should say "cheques play."
3. Once the Dealer has announced and a Floor Supervisor or above has acknowledged "Cheques Play" for any one Player, the Dealer does not need to repeat the same announcement for each consecutive hand thereafter.

CHEQUE CHANGE

1. A Player will place cheques on the gaming layout. The Dealer must not take cheques directly from a Player's hand. The Dealer **must clear their hands before** bringing in any cheques.
2. The Dealer will bring the shoe in towards the rack as to maintain visual contact with the shoe while performing any cheque changing.
3. The Dealer will bring in a Player's cheques and cut out the cheques on the left side of the working area.
4. The Dealer will cut out cheque change in the working area to the right of the Player's cheques being changed.

5. The Dealer must announce the final total of cheques going out before delivering them to the Player. The Dealer must NEVER place change in the betting circle/area.
 - a. EXAMPLE: Cheque change fifty
6. The Dealer must receive verbal acknowledgement from a Floor Supervisor or above for cheque change of one hundred or more.
7. The Dealer will place cheques in front of the Player and behind the betting circle. The Dealer must NEVER place change in the betting circle/area.

CURRENCY CHANGE

1. A Player will place cash on the gaming layout. The Dealer must **never** take money or cheques directly from a Player's hand. The Dealer must have the Player place the cash or cheques on the layout.
2. The Dealer will announce "CHANGE (**whatever the amount of that Player's buy-in**)" in a clear and loud voice.
3. The Dealer must convert all currency into gaming cheques for the purpose of wagering. Cash is **never** played.
4. The Dealer must count all currency in the working area. The Dealer will show both sides of all bills on all cash transactions.
5. The Dealer will count all bills from left to right starting with the highest denomination. The Dealer will overlap the currency placing it in vertical columns of five down and not more than five across. **The following exceptions apply:**
 - a. The Dealer will overlap \$5 bills in rows of five down and up to four across.
 - b. The Dealer will overlap \$50 bills in rows of four down and up to five across.
6. The Dealer will space the rows so that the currency can be easily counted.
7. The Dealer **must** receive a verbal acknowledgement from a Floor Supervisor or above for change of one hundred dollars or more. The Dealer will properly spread the currency to the left and cut out the proper amount of cheques from the bank rack placing them to the right **before** calling a Floor Supervisor or above.

8. The Dealer must leave all currency spread until **after** the Dealer delivers the cheques to the Player.
9. The Dealer will place cheques in front of the Player and behind the betting area. The Dealer must NEVER place cheques directly in the betting circle/area.
10. For Buy-ins which are changed into more than twenty units and/or different color stacks, (see # 14) the Dealer will send them out in multiple stacks using the hand closest to the Player.
11. For large buy-ins where the number of bills of the same denomination exceeds five rows, the Dealer will announce the total of each five rows spread to the Player and a Supervisor or above (do not proceed any farther until a Floor Supervisor or above is present). The Dealer will then stack the bills and place them **face down** next to the paddle. The Dealer will follow this procedure for each five row spread placing each stack **face down** at right angles to the previously counted stack. The last spread is left on the layout until the cheques are handed out.
 - a. NOTE: It is extremely important that each stack contains the correct spread total as the total is verified by counting stacks.
 - b. EXAMPLE: A Player buys in for \$2000 in twenties. The Dealer will count the bills five down (\$100.), five across (\$500.), three stacks of \$500. The Dealer will place each row **face down** and overlapping at right angles by the paddle only after the Dealer announces the amount. The Dealer will leave the last \$500 on the layout and proceed to cut out \$ 2000 in cheques.
12. The Dealer must always confirm the transaction with that Player before handing out any cheques. The Dealer must make eye contact with the Player and announce the amount of change to confirm the amount presented by the Player and changed by the Dealer. After the cheques are delivered to the Player, the Dealer will then drop the currency.
13. The Dealer will give at least twenty units of the denomination required to play the table minimum and the rest in the next color(s) up, unless the Player requests otherwise.
 - a. EXAMPLE: A Player buys in for \$500 on a \$10 table; the correct change is \$100 (twenty units) of \$5 (red) cheques and \$400 in \$25 (green) cheques. The Dealer will cut out 4 stacks of 5 cheques each in red; and 4 stacks of 4 cheques each in green. The Dealer will cut out the required number of cheques on the layout before receiving approval from a Floor Supervisor or above.

COLOR IN

1. The Dealer will "color up" only when a Player or a Floor Supervisor or above requests an exchange of cheques of one denomination for cheques of a larger denomination. The Dealer must **not** call a Player back to the table to request a color up.
2. The Dealer will announce, "COLOR COMING IN" and wait for approval from a Floor Supervisor or above before bringing in any cheques for color change.
3. The Dealer will bring the shoe in towards the rack as to maintain visual contact with the shoe while performing any "color in" procedures.
4. The Dealer will bring color in and display it on the layout to the left side of the bank roll **only** after receiving verbal approval from a Floor Supervisor or above.
5. The Dealer, when bringing in any amount of mixed denominations of color, must adhere to the following guidelines:
 - a. The Dealer will start with the highest denomination of color when counting cheques;
 - b. The Dealer will place other cheques of the next highest denomination of color to form a row equaling an even unit such as \$500, \$100, or \$25.
 - c. The Dealer, unless instructed otherwise by a Floor Supervisor or above or requested by a Player, will color up a Player's cheques **only** to the next highest denomination (For example: red cheques to green, green cheques to black, black cheques to purple, etc.)
6. The Dealer, when bringing in a large amount of the same color cheques, must adhere to the following guidelines:
 - a. The Dealer will "Prove" one stack of twenty of the Player's cheques and then stack them on the left.
 - b. The Dealer will size into that proven stack with any additional cheques brought in until all of that Player's cheques are counted.
 - c. The Dealer will re-cut a full stack of cheques when the last stack of twenty high has been counted and leave it cut out for all of those present to see.
 - d. The Dealer will cut out any remaining cheques to the right of the full rows of twenty.

- e. The Dealer will cut out those cheques to be delivered to the Player on the right side of the working area, to the right of the color which was just brought in.
 - f. The Dealer must announce the total of the color change for a Floor Supervisor or above's verification. If there is a full stack which was cut out after being "proven", the Dealer will stack it before delivering any cheques to the Player.
- 7. The Dealer must receive approval from a Floor Supervisor or above before delivering "colored up" cheques to a Player.
 - 8. The Dealer should make eye contact with the Player and repeat the total amount as the Dealer delivers the cheques to that Player which helps ensure good game protection and prevents any arguments regarding the amount received by the Player.

CONVERSIONS

- 1. The Dealer will pay color for color unless a Floor Supervisor or above authorizes a total conversion in which a Player's entire original wager is taken and replaced with the next highest denomination of cheques.
 - a. EXCEPTION: The Dealer will pay a \$2.50 cheque by placing a \$5 cheque directly next to the \$2.50 cheque and remove the \$2.50 cheque.
- 2. Types of Conversions:
 - a. **COLOR CONVERSION** (totaling)
 - i. Paying lower value cheques with higher value cheques of one color difference is a color conversion and usually does not need Floor Supervisor or above approval. However, some Players enjoy wagering all red and may ask to be paid color for color because they believe it is lucky for them.
 - ii. EXAMPLE: A Player wins a seventy five dollar bet consisting of one green cheque and ten red cheques. If the Player has numerous red cheques and has been placing wagers of \$25 or more, the Dealer should pay with three green cheques.
 - iii. EXAMPLE: The Dealer when paying red with green, pay a \$25 wager (consisting of five \$5 cheques) with \$25 (consisting of one \$25 cheque).

b. PARTIAL CONVERSIONS

- i. Taking part of a Player's wager to arrive at the payoff.
- ii. One cheque snatch
 - 1. EXAMPLE: The Dealer will pay a \$45 wager with \$50 and take one \$5 cheque.
- iii. Multiple cheque snatch
 - 1. EXAMPLE: The Dealer will pay a \$15 wager with \$25 and take two \$5 cheques.

c. TOTAL CONVERSIONS

- i. Taking all of a Player's wager on the payoff. The Dealer will cut down the Player's cheques and leave the stack cut down until the entire transaction is complete.
 - 1. EXAMPLE: The Dealer will pay a \$50 bet (consisting of all \$5 cheques) with \$100 (consisting of four \$25 cheques) and take the Player's original \$50.
 - ii. The Dealer must explain to the Player a total conversion while performing the transaction.
 - 1. EXAMPLE: The Dealer will announce, "Paying \$50 with \$100; taking \$50."
- 3. The Dealer must not convert Blackjacks except in the case of a \$2.50 (pink) cheque or when instructed to do so by a Floor Supervisor or above.
 - 4. The Dealer must keep the payoff separate from the original bet.
 - 5. The Dealer should not convert a Player completely so as to void that Player of the color he is wagering unless specifically told to do so by a Floor Supervisor or above.
 - 6. The Dealer must not convert a Player to \$100 cheques or higher without the approval of a Floor Supervisor or above.
 - 7. The Dealer must not take cheques from a Player's wager for conversion while the Dealer has any other cheques in hand.

TOKES

1. The soliciting of tokes is strictly prohibited.
2. The Dealer must drop both the wager and the payoff on all of the winning toke wagers. The Dealer may not parlay toke wagers.
3. If a Player splits a hand, the original toke wager will be placed with the original wager (the wager to left of the Dealer).
4. If a Player is betting less than the table maximum, the Player may wager any amount for the Dealer as long as the combined amount does not exceed the table maximum.
5. If a Player is betting the table maximum, the toke wager must not exceed 10% of that amount.
6. The Dealer always must drop a toke wager after all of the Players wagers have been paid and the cards have been picked up and placed in the discard rack.
7. The Dealer must not drop \$100 cheques or higher unless authorized by the Pit Manager. Any toke wager requiring color change also requires the approval of a Floor Supervisor or above.
8. The Dealer using their right hand, will deposit tokes in the locked box reserved for that purpose.
9. Toke bets may be insured by a Player.
10. When a Player's wager loses, so too does the toke wager.
11. The Dealer will pay a Player's winning wager prior to paying the toke wager.
12. When the Dealer is given the choice of dropping a toke or having it wagered on a Player's hand, the Dealer **must** accept the toke and drop it.
13. The Dealer must thank the Player and acknowledge that Player's generosity.

TABLE MINIMUM AND MAXIMUM BETS

1. The Dealer must be responsible for knowing the minimum and the maximum table limits of their table.

2. The Dealer who does not notice that a Player has wagered less than the table minimum **before** he deals the cards, will pay or take the amount wagered and **politely** inform that Player of the table minimum for future hands.
3. The Dealer will announce in a loud clear voice, "TABLE MAX" when a Player wagers the table maximum.
4. If the Dealer is unsure of whether or not a wager exceeds the table maximum, the Dealer must announce in a loud and clear voice, "PAY OR TAKE TO THE TABLE MAX". A Floor Supervisor or above should ensure that the Player fully understands that any overage will not be paid or taken. The Dealer will then proceed to deal.
 - a. The Dealer will remove a losing wager from the betting area and cut it down in the Dealer's working area to determine that the wager does not exceed the table maximum. The Dealer will return any cheques over the table maximum to the Player.
 - b. The Dealer will pay any winning wager by first cutting out the table max amount in the Dealer's work area and size into the Player's wager. If the Player's wager is MORE than the table max, the Dealer will remove the excess amount and return it to the Player. If the Player's wager is LESS than the table max, return the excess amount to the rack.
 - c. If the Dealer does not announce "PAY OR TAKE TO THE TABLE LIMIT" and the Player's wager exceeds the table maximums, the Dealer will still take or pay that wager to the table maximum.
5. Casino Management at their discretion may allow a Player to bet over the table maximum. The Dealer will be informed of any authorized betting arrangements.

IRREGULARITIES

1. The Dealer must notify a Floor Supervisor or above immediately when any irregularity occurs.
2. A card found **face up** in the shoe will not be used in that hand and must be placed in the discard rack.
3. A card drawn in error without exposing its face will be used as though it were the next card from the shoe. It will not be used as the first card of the next hand (burn it.)

4. After the initial two cards have been dealt to each Player and a card is drawn in error and exposed to the Players, that card **will** be used for the Players or Dealer as though it were the next card from the shoe. Any Player refusing to accept such card will **not** have any additional cards dealt to him during that round. If the card is refused by all Players and the Dealer cannot use the card, that card must be burned.
5. If the Dealer has 17 or more and accidentally draws a card, that card must be burned.
6. If the Dealer misses dealing the first or second card to self, the Dealer must complete dealing the first two cards to each Player and then deal the appropriate number of cards to self.
7. If there are insufficient cards remaining in the shoe to complete a round of play, all of the cards in the discard rack are shuffled and cut according to procedure. The first card is drawn face downwards and burned, and the Dealer will complete the round of play.
8. If no cards are dealt to a Player's hand, the hand is dead and the Player will be included in the next round. If only one card is dealt to a Player's hand at that Player's option, the Dealer will deal the second card to the Player after all other Players have received a second card.
9. If a Player misses being hit, a Floor Supervisor or above will offer the Player the option of calling the hand "dead" or playing the hand out only after all other Players have completed hitting their hands. Should that Player elect to call their hand dead, that Player's original wager will be returned.

21 + 3 Procedure Manual

INTRODUCTION

3 card poker side bet on a 6 and 8-deck Blackjack

BETS

21 the regular blackjack bet

3 the 3-card poker bet

TOKES

Token bets may be placed by at either 21 or 3 or both

Token 3bet may not be more than player 3 bet

Winning token bets paid same odds as player bet

RULES

Player first 2 cards and dealer up card form that player 3 hand

HAND RANKS OF WINNING HANDS

Flush three of the same suit

Straight three in sequence (includes 2 Ace)

Three of a Kind three of the same rank

Straight Flush three in sequence suited (includes 3 2 Ace)

Note Flush may also include Pair or Three of a Kind

Procedure

21 bets and optional 3 bets placed

Deal as in standard multi-deck Blackjack

Resolve each 3 bet from dealer right to left

Settle each 3 bet in order

Take losing 3 bet

Pay winning 3 bet 9 to 1

Cut out payoff in work area

Push stack and bet toward player beyond bet areas

Walk the game

Use right hand to at least the center spot and left hand for last spots

Pay token payoffs separately and take immediately

After all 3 bets are resolved standard Blackjack procedure applies

Insurance and hole-card peek after 3 bets resolved

Quapaw Tribal Gaming Agency



Date Received	10/19/11
Comments	
Reviewed By	BM 10/21/11 JB 10/24/11 MK 10/26/11
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: EGM - Ticket Problems and Claims Policy #1200.10.02	Department: EGM	Submission Date: 10/10/2011
Narrative Description: To establish a policy for resolving ticket problems and customer dispute claims. This is a revision to policy #1200.10.01 to better reflect current operating procedures and to include Advantage Monitor System as another source of verification.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED NOV 04 2011

DCR Compliance Authorization

Signature: Stephanie Bath 2551

Date: 10/10/11

Department Director Authorization

Signature: Ruth S. Mow 621

Date: 10/15/11

General Manager Authorization

Signature: Steven Jones

Date: 10/18/11

QTGA Authorization

Signature: [Signature]

Date: 10/27/11

EGM – TICKET PROBLEMS AND CLAIMS	Policy No: 1200.10.02	Issue Date: 5/16/2011 Revised Date: 10/27/2011
PURPOSE: To establish a policy for resolving ticket problems and customer dispute claims at Downstream Casino Resort.		

DCR Compliance – ITEM Tracking	Date
Issue Date	5/16/2011
QTGA Submission	9/23/2009
QTGA Return	12/2/2009
Compliance Revisions based on QTGA Review	03/15/2010
QTGA Submission	03/25/2010
QTGA Return	4/8/2010
Compliance Review	4/21/2010
QTGA Submission	4/22/2010
QTGA Return	5/6/2010
Compliance Review	6/21/2010
QTGA Submission	7/1/2010
QTGA Return	7/29/2010
Compliance Review	8/18/2010
QTGA Submission	8/19/2010
QTGA Return	9/30/2010
Compliance Review	10/25/2010
QTGA Submission	10/28/2010
QTGA Return	11/24/2010
Compliance Review	12/31/2010
QTGA Submission	1/6/2011
QTGA Return	1/27/2011
Compliance Review	3/29/2011
QTGA Submission	3/31/2011
QTGA Final Approval	5/16/2011
GM Approval	4/18/2011
DDA Final Approval	7/6/2011
Revisions to policy #1200.10.01	10/10/2011
QTGA Submission	10/13/2011
GM Approval	10/18/2011
QTGA Approval	10/27/2011
DDA Approval	11/4/2011

POLICY

1. According to the Oklahoma Tribal-State Gaming Compact (Compact), Downstream Casino Resort (DCR) shall ensure that patrons are afforded due process in seeking and receiving just and reasonable compensation arising from a patron's dispute in connection with the play of any Electronic Gaming Machine (EGM) at DCR.
2. The Compact states that the maximum amount of any prize claim shall be the amount of the prize which the patron establishes entitlement to be awarded.
3. A prize claim (pg. 4) shall be filled out by a patron and delivered to DCR within 10 days of the event/dispute that resulted in the prize claim or a claim cannot be made. The date of the prize claim shall be deemed the official filing date of the prize claim notice.
4. DCR shall forward the claim to the Quapaw Tribal Gaming Agency (QTGA) within 48 hours of receiving it.

PROCEDURES

1. Whenever a patron believes they have a legitimate claim for wrongful or non-payment of a possible prize, the EGM Shift Supervisor or above on duty must attempt to resolve the claim. The manner in which this is done depends on the individual circumstances of each "claim". Claims that cannot be resolved immediately on the floor must be attempted to be resolved by following the procedures listed herein.
2. A questionable payout on an EGM can be any type of payout that cannot be verified on the information screens on the EGM and/or the Advantage Monitor System. In every case of a questionable payout amount, the EGM Attendant's first step is to call the EGM Shift Supervisor or above and give them all the information received from the patron and the information on the screen of the EGM. The EGM Shift Supervisor or above will determine the appropriate action steps and take over the situation.
3. When ticket problems occur at the Cashier Cage with a patron, the EGM Attendant will contact an EGM Shift Supervisor or above to investigate the problem or claim.
4. On tickets or bills not crediting, where the decision is made to pull the cash can for verification, the EGM Shift Supervisor or above will follow the procedures for Emergency Drop Procedures, policy #1400.48 under the E-drop Procedures-Ticket/Bill verification.
5. For all short pays where the ticket or bill is not recovered nor returned to the patron, the EGM Attendant will notify an EGM Shift Supervisor or above.
6. The EGM Shift Supervisor or above must determine if an override is necessary by comparing the information on the actual EGM and the Advantage Monitor System. If an override is necessary,

the EGM Attendant or above will record the information on a Starter Ticket (pg. 7). The EGM Shift Supervisor or above will compare the information recorded on the Starter Ticket to an inspection of the actual EGM.

7. All overrides are processed inside the EGM Team Member Fill Jackpot Station (FJP). The override is processed by an EGM Attendant with authorization by an EGM Shift Supervisor or above.
8. For a claim of \$20 or less, the EGM Shift Supervisor or above can “short pay” at the discretion of the Assistant EGM Shift Manager or above.
9. For a claim of more than \$20, a Prize Claim/Dispute form (pg. 4) will be required for ticket claims, bill claims, or any other claim on the machines that has patron money involved with no evidence that there was a malfunction. In all cases, the EGM Shift Supervisor or above will be required to check to see if the ticket or bill in question has been redeemed by following the procedure for Emergency Drop Procedures, policy #1400.48 under E-Drop Procedures – Ticket/Bill verification.
10. On pay and play claims requiring a dispute form, a Prize Claim/Dispute Form (pg. 4) must be filled out completely by the patron and EGM Shift Supervisor or above. When there are disputes with a VGT machine, VGT shall require an additional form (pg. 5) be filled out. A checklist has been provided to ensure all information has been completed (pg. 6).
11. The completed Prize Claim/Dispute form and checklist with all supporting documents must be submitted to the General Manager with a copy to the EGM Director. QTGA shall also receive a copy within 48 hours.
12. Once a Prize Claim/Dispute form is submitted to the EGM Director, the claim must be investigated by DCR management and a report of the investigation presented to the General Manager and QTGA within 72 hours of the filing date of the claim. Contact shall then be made to the patron with the outcome and disposition of the investigation.
13. DCR shall notify the patron within 72 hours to make a decision on the investigation from the filing of the Prize Claim/Dispute form, the results of the investigation, or whether additional time is needed for the investigation. DCR may take up to 30 days if additional information was needed for the investigation.

NOTE: Patrons who are not satisfied with the final disposition as determined by the General Manager have the right to appeal that decision by contacting the QTGA Director. QTGA will review the claim and determine the final resolution to the matter.



PRIZE CLAIM / DISPUTE FORM

Date of Incident _____ Time of Incident _____ am /pm

Date of Report _____ Time of Report _____ am /pm

Type of Incident (Check One Below)

Machine # _____ Denomination _____
Machine ☐ Zone / Location _____ Manufacturer _____
Game Theme _____

Table Game ☐ Game # _____ Limit _____

Poker ☐ Game # _____ Limit _____

Promotion ☐ Promotion Name: _____

Other ☐ Description: _____

Guest Description of Claim: _____

Witness(es) (Contact Information): _____

Guest Signature: _____ Date: _____

Mailing Address: _____ State: _____ Zip: _____

Guest Telephone Number: _____ E-Mail: _____

Employee Signature: _____ Badge #: _____



Original - GENERAL MANAGER
Yellow - GENERAL MANAGER
Pink - GUEST



VGT, Inc. Claim Form

Casino's Claim #: _____

Print Form

Please print all information clearly. Incomplete claims cannot be processed.

A copy of the history tickets must accompany claim form.

Submit by Email

Send completed forms to VGT at: **Fax: 918-512-4799** or Email: to Claims@vgt.net

Date of Claim: _____	Time: _____	Account #: _____
Casino Name: _____	Tribe: _____	
Phone #: _____	Street Address _____	
Fax #: _____	City: _____	State: _____ Zip: _____

Machine #: _____ Serial No.: _____	History Tickets Attached (all 10)? ☐ Yes ☐ No
Claim Amount: _____	Copy of cash out ticket attached? ☐ Yes ☐ No
Name of Game: _____	Picture of the screen attached? ☐ Yes ☐ No
Player's Name: _____	Copy of Payout Ticket attached? ☐ Yes ☐ No
	Name of VGT Associate or Casino Management Involved: _____

Eye Witness Testimony of the Incident (usually the player):

VGT Associate or Casino Management Report:

Amount Casino has Paid Customer: _____ Amount Requested from VGT, Inc. _____

Player Signature

Eye Witness Signature

Authorized Casino Staff Signature

VGT, Inc Associate Authorized Signature



SUPERVISOR'S PRIZE CLAIMS CHECKLIST

Employee Handling Claim: _____ Badge #: _____

Employee Signature: _____ Date: _____

Other Employee Involved: _____ Badge #: _____

- ☐ Explain issue to guest to resolve claim or dispute (showed reels/paytables, bingo pattern)
- ☐ Notified and involved TGA Official
- ☐ Name of the TGA Official _____
- ☐ Surveillance notified
- ☐ Photographs provided: Yes _____ No _____ If yes, please attached to report
- ☐ Prize Claim Brochure provided to guest
- ☐ Prize Claim / Dispute form provided to Guest
- ☐ Verify all information on forms
- ☐ Pink (3rd) Copy Given to Guest
- ☐ White / Yellow Copies (1st/2nd) forwarded to General Manager
- ☐ Photocopy forwarded to affected Department Director

Under no circumstances will any employee: 1) Show or present photographs or video images to guests
2) Discuss the availability or lack thereof of any surveillance video



Original - GENERAL MANAGER
Yellow - GENERAL MANAGER
Pink - DEPARTMENT FILE



SLOT STARTER TICKET

41001

☐ Jackpot Payout

☐ Cancel Credit

Date:		Time:				
Slot Machine Number		Shift	Days Swing Grave			
Location Number		Booth Window Number				
DENOMINATION						
.01	.02	.05	.25	1.00	5.00	Other _____
No. Coins Played		No. Lines Played		Amt. Paid by Machine		
WINNING REEL COMBINATION						
Amount of Payout \$						
(PRINT AMOUNT - ALPHA)						
Slot Booth Cashier				License Number		
Slot Att./Tech.				License Number		
Slot Shift Supervisor				License Number		
Slot Shift Manager				License Number		
SECURITY				License Number		

SP 20048

Quapaw Tribal Gaming Agency



Date Received	10/19/11
Comments	
Reviewed By	Bm 10/21/11 JB 10/24/11 MK 10/26/11
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: EGM - Tokes Policy #1200.03.02	Department: EGM	Submission Date: 10/10/2011
Narrative Description: To establish a policy for Electronic Gaming Machine (EGM) Attendant Tokes. This is a revision to policy #1200.03.01 to include an EGM designee for delivering token boxes instead of only allowing an EGM Shift Manager to deliver the token boxes to the Cage.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED NOV 04 2011

DCR Compliance Authorization

Signature: Stephanie Bath 2551

Date: 10/10/11

Department Director Authorization

Signature: Robert S. Moore 621

Date: 10/15/11

General Manager Authorization

Signature: Steve Jones

Date: 10/18/11

QTGA Authorization

Signature: Shuler

Date: 10/27/11

EGM - TOKES	Policy No: 1200.03.02	Issue Date: 5/16/2011 Revised Date: 10/27/2011
PURPOSE: To establish a policy for EGM Attendant Tokes.		

DCR Compliance – ITEM Tracking	Date
Issue Date	5/16/2011
QTGA Submission	9/23/2009
QTGA Return	12/2/2009
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
QTGA Return	9/30/2010
Compliance Review	10/7/2010
QTGA Submission	10/14/2010
QTGA Return	11/24/2010
Compliance Review	3/30/2011
QTGA Submission	4/7/2011
GM Approval	4/18/2011
QTGA Final Approval	5/16/2011
DDA Final Approval	7/6/2011
Revisions to policy #1200.03.01	10/10/2011
QTGA Submission	10/13/2011
GM Approval	10/18/2011
QTGA Approval	10/27/2011
DDA Approval	11/4/2011

TEAM MEMBER TOKES

Electronic Gaming Machine (EGM) tokens are acceptable, but may not be solicited by EGM Team Members. The following is the procedure for accepting, maintaining, and distributing EGM tokens:

1. Accepting Tokes:

- a. When a token is RECEIVED, the EGM Attendant shall clearly hold the token in their hand and drop the token into a designated token box located near the EGM Fill Jackpot Station

(FJP). The EGM Attendant may give the token to an EGM Shift Supervisor or above to take to the token box if unable to do so due to patron service.

- b. EGM Technicians shall not solicit or receive tokens. Any tokens received by EGM Technicians are credited to EGM Attendants.

2. Maintaining Tokens:

- a. All EGM tokens shall be maintained in the designated token containers for a period of one (1) EGM Attendant shift. Should a box become full prior to the end of the shift, it may be dropped with the EGM Assistant Shift Manager or above approval.
- b. At the end of each EGM Attendant Shift, the EGM Shift Manager or designee shall provide the Cage the locked token box which shall include a two part (white and yellow) EGM Attendant Tokens Form (Pg. 4) which shall list the EGM Attendants that shall receive an equal portion of the total tokens in the box.
- c. The Cage shall store the locked token boxes until the EGM Shift Manager or designee and a Main Bank Cashier or above schedule the verification of the locked token boxes with both parties present. This verification shall happen daily for all locked token boxes.
- d. During verification, each box shall be counted and verified by a minimum of two (2) Team Members (One (1) Main Bank Cashier or above and One (1) EGM Shift Manager or designee) and the total amount and shift ending date shall be clearly marked on an EGM Attendant Token Form (pg. 4). The EGM Attendant Token Form shall be attached to the Main Bank Receiving From Slots Form (pg. 5). The Cage shall maintain the white copies of both forms; EGM Department shall maintain the yellow copy of the EGM Attendant Token form. The EGM Shift Manager or designee shall return the yellow copy to the EGM Administrative Assistant.
- e. The funds shall be deposited to the Main Bank as EGM Tokens.
- f. The EGM Shift Manager or designee shall retain the empty locked token box and place in the FJP station for shift use.
- g. The Token box keys shall be maintained in the Main Bank at all times.
- h. All deposits shall be reported by Income Audit to payroll at the end of each pay cycle.

3. Distribution Tokens:

- a. The tokens shall be allocated equally for the number of EGM Attendants listed on the EGM Attendant Tokens Form and the amounts noted with the EGM Attendant information.

- b. The EGM Director or designee shall review and approve the EGM token allocation.
- c. All tokens shall be disbursed on the EGM Attendant's normal pay check.
- d. Tokens may never be personally accepted and kept from the tip pool. Any failure to comply with this policy shall be considered an attempt to circumvent reporting and be subject to Team Member discipline, up to and including termination.
- e. Nothing in the policy prevents the Management of Downstream Casino Resort, the Downstream Development Authority, Quapaw Tribal Gaming Agency, Internal Revenue Service, or any other applicable agency from taking further action against token policy violations as deemed necessary.



EGM Tokes

Date: ____/____/____

Total \$ _____

Shift: (circle one) am amsw pm pmsw gr

Name	Badge#
1	
2	
3	
4	
5	

Name	Badge#
6	
7	
8	
9	
10	

EGM / Badge #

Cage / Badge #

SP 20339

White: Cage

Yellow: EGM

SL1 - 3/16/09

DownStream Casino

FROM: Slots Tokes

Date: 10/07/2010

Time: 08:00:39

Receiving:

DownStream Main Bank

Main Banker:

532 ANDREA WEST

Item Description	Received
Quarters \$ 0.25 Loose	0.25
Currency \$ 20	820.00
Currency \$ 5	25.00
Currency \$ 1	3.00
TOTAL:	858.25

Banker's Name/Signature

532 ANDREA WEST

Supervisor / License #

Employee License / Signature

Security / License #

Quapaw Tribal Gaming Agency



Received 10/3/11

Date Received	10/17/11
Comments	
Reviewed By	3m 10/20/11 SP 10/24/11 MK 10/23/11
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: <i>Table Games Cards</i> <i>Policy #1100.12.03</i>	Department: Table Games	Submission Date: 10/20/2011
Narrative Description: To establish policy and procedures for receiving, storing, using, drilling, shredding, and changing used cards for Table Games. This is a revised version to include procedures for handling missing cards.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED NOV 04 2011

DCR Compliance Authorization

Signature: Stephanie B. H. 2551

Date: 10/13/11

Department Director Authorization

Signature: Robert S. Mearns 621

Date: 10/13/11

General Manager Authorization

Signature: [Signature]

Date: 10/13/11

QTGA Authorization

Signature: [Signature]

Date: 11/3/11

TABLE GAMES - CARDS	Policy No: 1100.12.03	Issue Date: 6/1/2008 Revised Date: 11/3/2011
PURPOSE: To establish procedures for receiving, storing, using, drilling, shredding, and changing used cards for Table Games.		

DCR Compliance – ITEM Tracking	Date
Issue Date	6/1/2008
Compliance Revisions Made	2/15/2010
QTGA Submission	2/18/2010
QTGA Final Approval	3/11/2010
GM Approval	2/19/2010
DDA Final Approval	3/31/2010
Compliance Revisions to Final	9/1/2010
QTGA Submission	9/2/2010
QTGA Return	9/10/2010
Compliance Review	9/23/2010
QTGA Submission	9/28/2010
GM Approval	9/28/2010
QTGA Final Approval	9/28/2010
Compliance Revisions to Final	10/6/2010
QTGA Submission	10/7/2010
QTGA Return	10/19/2010
Compliance Review	12/31/2010
QTGA Submission	1/27/2011
QTGA Return	2/14/2011
Compliance Review	2/24/2011
QTGA Submission	2/25/2011
QTGA Return	3/10/2011
Compliance Review	3/18/2011
QTGA Submission	3/22/2011
QTGA Return	4/7/2011
Compliance Review	4/8/2011
QTGA Submission	4/11/2011
QTGA Return	4/18/2011
Compliance Review	4/20/2011
QTGA Submission	4/21/2011
QTGA Return	5/11/2011
Compliance Review	6/7/2011
QTGA Submission	6/9/2011
QTGA Return	7/7/2011
Compliance Review	7/8/2011 & 9/16/2011

QTGA Submission	9/16/2011
Compliance Review	10/11/2011
QTGA Submission	10/13/2011
GM Approval	10/13/2011
QTGA Final Approval	11/3/2011
DDA Final Approval	11/4/2011

POLICY

The Minimum Internal Control Standards (MICS), which are provided in the Code of Federal Regulations Part 542 of Title 25 "Indians", identified the minimum standards for playing cards. Those standards are:

1. Playing cards shall be maintained in a secure location to prevent unauthorized access and to reduce the possibility of tampering.
2. Used cards shall be maintained in a secure location until marked, scored, or destroyed, in a manner as approved by the Tribal gaming regulatory authority, to prevent unauthorized access and reduce the possibility of tampering.
3. The Tribal gaming regulatory authority shall establish and the gaming operation shall comply with a reasonable time period, which shall not exceed seven days within which to mark, cancel, or destroy cards from play.
4. A card control log shall be maintained that documents when cards are received on site, distributed to and returned from tables and removed from play by the gaming operation.

PROCEDURES

Receipt of Playing Cards

1. All playing cards shall be ordered from Gaming Vendors that are licensed by the Quapaw Tribal Gaming Agency (QTGA).
2. Orders for playing cards must be transmitted by the Purchasing Department only.
3. Copy of the Purchase Order shall be transmitted to Table Games and Income Audit.
4. Shipments of playing cards from the licensed Vendor shall be under seal from the time the shipment leaves the Vendor's facility until the shipping seal is broken by Downstream Casino Resort (DCR) authorized Team Members. Under no circumstance shall playing cards be received if the seal is broken prior to arrival. In the event the seal is broken prior to arrival, DCR will not accept delivery.
5. Table Games Shift Manager or above will notify Surveillance, QTGA, Security, and Income Audit of incoming playing card shipments.
6. Manager On Duty and Security Supervisor should proceed to EDR Keywatch to obtain the card vault keys.

7. Security and Warehouse shall break the seal to verify the amount of cases received and sign off on the electric Delivery Receipt so that the driver can be released.
8. Representatives from the following departments shall be present to transport and inventory a shipment of Playing Cards:
 - a. Table Games Shift Manager or above;
 - b. Security Supervisor or above;
 - c. Income Audit;
 - d. QTGA Compliance Agent or above; and
 - e. Warehouse
9. Once all required departments arrive, the shipment will be transported directly to the card vault for verification and shall be inventoried.
10. The Income Audit representative shall prepare a Card Accountability Verification 3-part Form (pg. 14) that denotes the following:
 - a. Date and Time of delivery;
 - b. Number of decks, by color or type; and
 - c. Number of cards expected, number verified, and variance between the two if applicable.
11. Table Games, Security, Income Audit and QTGA will sign the receiving document attesting to the accuracy of items received.
12. Income Audit will retain the original, duplicate copy to Table Games and triplicate copy to QTGA.
13. After the shipment has been inventoried, the playing cards shall be added into the card vault inventory by color.

Inventory of Playing Cards

1. Playing cards shall be maintained in a secure location to prevent unauthorized access and to reduce the possibility of tampering.
2. The card vault shall be controlled by limiting access to authorized Team Members and requiring dual access:
 - a. Table Games Department

- i. Only a Table Games Shift Manager or above is authorized to scan their badge and have access to the card vault.
- b. Security Department
 - i. Only a Security Supervisor or above shall be authorized to check out the card vault key out of Keywatch.
- 3. Access to the card vault is dual access. The Security Supervisor or above shall check out the key and place it in the door and either the Table Games Shift Manager or above or a QTGA Compliance Agent or above shall scan their badge at the door so that it will open.
- 4. Table Games Shift Manager or above shall count all decks of playing cards in the card vault at least daily.
- 5. Income Audit will audit the playing card inventory balance on a monthly basis.
 - a. Income Audit shall reconcile all discrepancies and notify QTGA if a discrepancy exists.
 - b. Income Audit and Table Games will maintain the daily playing card inventory that may be verified at any time.
- 6. Immediately prior to the commencement of each gaming day and at other times as may be necessary, a Shift Manager or above from the Table Games Department, in the presence of a QTGA Compliance Agent or above and Security Supervisor or above, shall remove the appropriate number of decks of cards for that gaming day from the card vault room.
- 7. If removed from the card vault room, a Table Games Shift Manager or designee, QTGA Compliance Agent or above and the Security Supervisor or above who removed the decks shall distribute sufficient decks in a lockable cart to the Pit where a Pit Boss shall then distribute the decks to the Dealer at each Gaming Table and the extra decks shall be locked up in the Pit Stand.
- 8. Prior to their use at a Gaming Table, all decks shall be inspected by the Dealer, with such inspection verified by a floor person. Card inspection at the Gaming Table shall require each deck to be used at that table to be sorted into new deck sequence, by suit, to assure that all cards are in the deck. The Dealer shall also check the back of each card to assure that it is the same color as the other cards in the deck and is not flawed, scratched or marked in any way.
 - a. If, after checking the cards, the Dealer finds that a card is unsuitable for use, a Table Games Shift Manager or designee shall immediately notify the QTGA and replace the card with a new one from the Pit stand.
 - b. The unsuitable deck card shall be placed in a clear sealed tamper proof bag, identified by table number, date, and time and shall be signed by the Dealer and Table Games Shift

Manager or designee. The Table Games Shift Manager or designee shall maintain the tamper proof bag in a locked compartment within the Pit stand until collection by a QTGA Compliance Agent or above. QTGA will mark the cards during their investigation not DCR.

9. All tamper proof bags used to hold or transport cards collected by QTGA shall be transparent.
 - a. The tamper proof bags and the method used to seal them shall be designed and constructed so that any tampering shall be evident.
 - b. The tamper proof bags and seals shall be approved in writing by the QTGA.
10. Any decks which have been opened and placed on a Gaming Table for use in a multi-deck dealing shoe shall be changed at least every twenty-four (24) hours or as designated by the QTGA. In addition:
 - a. Cards opened for use on any card game authorized by the Tribal State Compact that permits players to handle the cards and which are dealt from a dealing shoe shall be changed at least every four (4) hours; and
 - b. Cards opened for use on any card game and dealt from the Dealer's hand shall be changed at least every two (2) hours.
11. Cards damaged during the course of play shall be replaced by the Dealer who shall request the Table Games Shift Manager or designee to replace the deck or decks with a new deck or decks from a locked compartment in the Pit stand.
 - a. The deck shall be placed in a clear sealed tamper proof bag identified by pit and table number, date and time and shall be signed by the Dealer and the individual who brought the replacement deck to the table.
 - b. The Table Games Shift Manager shall maintain the tamper proof bag in a locked compartment within the Pit stand until collection by a Security Officer and a QTGA Compliance Agent or above.
12. At the end of each gaming day or, in the alternative, at least once each gaming day at the same time each day, as designated by DCR and approved in writing by the QTGA, and at such other times as may be necessary or if so directed by a QTGA Compliance Agent or above, the Table Games Shift Manager or designee shall collect all used decks.
 - a. The Table Games Floor Supervisor or above will cancel the decks by marking with a black marker on the opposite corners of all the cards. If you are looking at the deck, the marking will be on the top right and bottom left corners.

- b. These decks shall be placed in a clear sealed tamper proof bag. Each tamper proof bag shall identify the table number, date and time and shall be signed by the Dealer and Table Games Floor Supervisor.
 - c. The Table Games Supervisor shall maintain the tamper proof bags in a locked compartment within the Pit stand until collection by a Security Officer and QTGA Compliance Agent or above and then transferred to the Card Destruction Room.
13. The Table Games Shift Manager or designee shall remove any decks at any time during the day if there is any indication of tampering, flaws, scratches, marks or other defects to a card or cards that might affect the integrity or fairness of the game, or at the direction of the QTGA. Do not cancel cards that are to be investigated by QTGA. Once the cards are investigated, QTGA will cancel the cards.
14. All extra decks in card reserve with broken seals shall be placed in a clear sealed tamper proof bag that identifies the date and time, which table/pit and is signed by the Pit Boss.
15. At the end of each gaming day or, in the alternative, at least once each gaming day at the same time each day, as designated by DCR and approved in writing by the QTGA, and at such other times as may be necessary, a Security Officer, Table Games, and QTGA shall collect and sign for tamper proof bags with damaged cards, cards used during the gaming day, and all extra decks in card reserve with broken outer wrappings or seals and shall return them to the QTGA approved card cancellation and destruction area.
16. Any decks that have the original seal unbroken may remain in the locked compartment in the Pit and documented in the card log. Remaining cards in the Pit shall be documented to reflect next gaming day card inventory.
17. The Table Games Floor Supervisor or above shall also inspect the following for abnormalities and inconsistencies with the appearance of the cards:
- a. All cards which QTGA requests DCR to remove for the purpose of inspection;
 - b. Any cards DCR removed for indication of tampering; and
 - c. All cards used for any card game required by the QTGA.
18. The procedures for inspecting all decks required to be inspected by QTGA under this paragraph shall, at a minimum, include:
- a. The sorting of the cards sequentially by suit into new deck order;
 - b. The inspection of the sides of the cards for crimps, bends, cuts and shaving;

- c. The inspection of the front and back of all cards for consistent shading and coloring; and
 - d. Any other test required by QTGA.
19. QTGA will conduct its own investigation of cards.
20. Evidence of tampering, marks, alterations, missing or additional cards or anything that might indicate unfair play discovered at this time, or at any other time, shall be immediately reported to the QTGA, by the completion of a Card Discrepancy Report (pg. 16).
- a. The report shall accompany the cards when delivered to the QTGA.
 - b. The cards shall be retained for investigation by the QTGA.
 - c. The QTGA personnel receiving the cards shall sign the Card Discrepancy Report, secure and retain the original (white) copy. The yellow copy shall go to Table Games, pink copy to Security, and the goldenrod copy to Surveillance.
21. DCR will control the card inventory through the use of a Card Inventory Control Log which at a minimum will include the following:
- a. The total number of decks of cards on hand;
 - b. The total number of decks of cards removed from storage;
 - c. The total number of unused decks of cards that remained in the Pits;
 - d. The date of the transaction;
 - e. The names, signatures and badge numbers of the DCR Team Members involved;
 - f. A reconciliation of the Table Games Shift Manager or above on a daily basis of the following:
 - i. Total number of decks of cards distributed;
 - ii. Total number of decks of cards destroyed and canceled;
 - iii. Total number of decks of cards that were not used and remained in the Pits; and
 - iv. Total number of decks of cards in card reserve.
 - g. If the reconciliation concludes that there is a missing deck of cards, an immediate investigation shall occur with the Table Games Department, Surveillance, and Compliance Department. QTGA shall also be notified of the missing cards.

- h. A physical inventory of the cards at least once every three (3) months conducted by Income Audit.
 - i. This inventory shall be verified to the total number of decks of cards on hand maintained by Income Audit.
 - ii. Any discrepancies shall be immediately reported to the QTGA.
- 22. Where decks of cards in a tamper proof bag are inspected and found to be without any indication of tampering marks, alterations, missing or additional cards or anything that might indicate unfair play, those cards, shall, within seven (7) days and no less than forty eight (48) hours after collection, be destroyed or canceled. All decks of cards released by the QTGA shall be immediately destroyed or canceled if they exceed 7 days. QTGA may however, hold the decks of cards longer if there is an investigation pending.
- 23. Any box that contains the decks of cards will be broken down, either in the Card Vault or Pit by the Table Games Shift Manager or Floor Supervisor before being thrown in the trash. This will ensure that a box is empty before being discarded.
- 24. If there is a discrepancy in the inventory of cards at the Pit, trash pickup will not occur at the Pit until the discrepancy is found or until the Table Games Shift Manager or above indicates that the trash pickup can occur.

Daily Card Change

1. An established time period that the daily card pickup and delivery shall occur is an agreed upon time that shall be approved in writing by QTGA. If the time period changes, it shall be presented to QTGA for review and approval.
2. The Table Games Shift Manager or designee will contact Security and QTGA to inform them that the card pickup and delivery is ready to begin.
3. The Table Games Shift Manager or designee along with a Security Officer will retrieve the sensitive card vault keys from Keywatch.
4. Security will contact Surveillance to notify them that QTGA, Security and the Table Games Shift Manager or designee are going to enter the card vault room.
5. After entering the card vault room, the Table Games Shift Manager or designee will retrieve the Table Game card cart for card pickup from the Pits.
6. The Table Games Shift Manager or designee will take the Table Games card cart to Pit 1. The Security Officer will radio Surveillance and let them know that the card pickup is ready to begin.

7. The Table Games Shift Manager or designee will go into Pit 1 and pick up any used cards from the previous day.
8. The Table Games Shift Manager or designee will record in the Card Log Book (pg. 15) under the color being used for the day the number of used decks being sent to the destruction room for future destruction. Security, Pit Manager, and Table Games Shift Manager or designee shall sign the Card Log Book.
9. The sensitive cart keys shall not be left in the cart lock while transporting the cart during card pickup.
10. The Table Games Shift Manager or designee will repeat process 7 and 8 until all four (4) Pits have been serviced.
11. Security will radio Surveillance and let them know that the used cards pickup is complete and will proceed to the card destruction room to deliver the used cards.
12. The Table Games Shift Manager or designee will enter the card destruction room along with Security and QTGA.
13. The Table Games Shift Manager or designee will place the used cards in the card destruction room for at least 72 hours before they can be destroyed.
14. The Table Games Shift Manager or designee will record in the destruction room card log book (pg. 17) the number of decks placed in the destruction room and designated for destruction. The Table Games Shift Manager or designee and Security shall sign, including badge numbers the destruction room card log book.
15. Due to limited space in the card destruction room, the cards that are the oldest and have been stored at least 72 hours may be placed in the Vendor bags and stored until the scheduled shredding date.
16. Security will notify Surveillance that they are leaving the destruction room.
17. Security shall then contact Surveillance to enter the Card vault room and return the card cart.
18. The Table Games Shift Manager or designee along with Security and QTGA will then return the card cart in the card vault room.
19. The Table Games Shift Manager or designee along with Security will return the card vault key to Keywatch.

20. The Daily Card Change shall occur during the Graveyard shift and cards shall be checked by the Dealer and Table Games Floor Supervisor or above when tables open and also when cards are changed for the day.
21. When the new cards are checked on a closed game, the Dealer and Table Games Shift Manager will visually inspect the front and backs of all cards for imperfections and to ensure that all cards are present. Once checked, the cards can be placed on a live game for the shuffle process.

Distributing QTGA Investigated Cards to the Card Destruction Room

1. When taking cards that have been investigated to the Card Destruction Room, Security and a Manager on Duty will need to be notified.
2. QTGA, Security, and the Manager on Duty will meet at the Card Destruction Room to log in the investigated cards.
3. The QTGA Compliance Agent or above must mark the deck for destruction. Marking the deck shall be done when the QTGA Compliance Supervisor and QTGA Compliance Manager will not be reinvestigating them.
4. QTGA Compliance Agent or above will mark the cards by marking with a red marker on the opposite corners of all the cards. If you are looking at the deck, the marking will be on the top left and bottom right corners.
5. QTGA Compliance Agent or above shall log the cards on the Investigated Cards Retention log (pg. 16) and complete all the information on the form.
6. In the comments column of the log, information will be limited so simple information is all that is required. For example: "Hold cards for 30 days, QTGA Compliance Supervisor/Manager requests to see cards, investigation pending, etc."
7. The serial number on the bag must be logged. The serial number will match the serial number strip that detaches from the bag and attached to the paperwork that is given to the QTGA Compliance Manager.
8. Once all the information is filled out accordingly, QTGA, Security, and Table Games shall sign the Investigated Cards Retention log, pg. 17, and the cards will be put in the card destruction room.

Card Drilling

1. The destruction and cancellation of cards shall take place in the approved card destruct room. The location and physical characteristics of which shall be approved in writing by the QTGA.

2. Security Supervisor or above or designee will notify Table Games, Surveillance and QTGA of a need to drill cards.
3. Security Supervisor or above or designee will drill used decks (excluding decks being stored for 72 hours) in the Card Destruction room. Said quantities of cards will be logged in the Card Destruction log book as "number of decks destroyed." Table Games Manager/Designee and Security Supervisor or above or designee will sign the log and date it, attesting to its accuracy.
4. The cards selected to be drilled will be from the cancelled cards that are already sealed in tamper proof bags in the Card Destruction room. The decks of cancelled cards will be removed from their sealed bags and a circular hole of at least one-quarter of an inch in diameter will be drilled completely through the box and all cards enclosed. The empty bags will be placed back in the card destruction room for future shredding. QTGA and Security will monitor this process.
5. The drill press will never be removed from the Card Destruction room.

Card Shredding

1. Upon notification that the shredding vendor has arrived, Security will notify QTGA and the Table Games Shift Manager.
2. Surveillance will grant permission to enter the destruction room with Table Games and QTGA.
3. The total number of used cards to be taken to the designated shredding area will be logged in the destruction log. All investigated cards must be shredded.
4. Upon permission from Surveillance, the card cart with the used cards will be escorted by Security, QTGA and the Table Games Shift Manager from the destruction room to the designated area for shredding.
5. Security, QTGA and the Table Games Shift Manager or above will witness shredding of the used cards.

Card Accountability Verification Form

Date _____

Time _____

Card Accountability form

Type	Expected #	Verified #	Variance
Total			

Income Audit Name/Lic #

Security Name/Uic #

TGA Name/Lic #

Card Accountability Form

	Expected #	Verified #	Variance
Total			

Table Games Name/Lic #

Warehouse Name/ Lic #

Income Audit must attach copies of each packing slip.



DAILY PIT CARD LOG BOOK

DATE: _____ DAY: _____ PIT: _____

	Red	Blue	Orange	Teal	Initial and I.D.
INCOMING	New Cards Delivered				
	New Cards from Previous Day				
	Cards Received from other Pit				
	Total Cards Received				
OUTGOING	New Cards Transferred to Next Day				
	Used Cards to Destruction				
	Cards to TGA/Review				
	Cards Transferred to other Pit				
	New Cards to Vault				
	Total Cards Returned				

INCOMING PIT MGR. Signature & ID #

DAYS

SWING

GRAVE

Comments

END OF DAY CARD REMOVAL

SIGNATURES & ID #:

SECURITY _____ I.D.# _____

PIT MANAGER _____ I.D.# _____

T.G. SHIFT MANAGER _____ I.D.# _____

CARD DISCREPENCY REPORT

DATE: _____ SHIFT: _____ G - D - S
GAME: _____ PIT# _____
TIME: _____ TABLE# _____

EXPLANATION:

SIGNATURES AND ID#

DEALER SIGNATURE: _____
FLOOR SUPERVISOR: _____
PIT MANAGER: _____
TGA: _____

White-TGA Yellow-TABLE GAMES Pink-SECURITY Goldenrod-SURVEILLANCE

PLEASE REDUCE IN SIZE AND MAKE A 4 PART COPY:

Investigated Cards/Retention Log

Status of Cards	Date	Time: A.M./P.M.	Date (on bag) of cards being investigated	Bag Serial #	Activity	Name & Badge #			Comments
circle-either		circle-either		Sign: TGA		Security		MOD	
Logged In/Out					Investigate/Destroy				
Logged In/Out					Investigate/Destroy				
Logged In/Out					Investigate/Destroy				
Logged In/Out					Investigate/Destroy				
Logged In/Out					Investigate/Destroy				
Logged In/Out					Investigate/Destroy				
Logged In/Out					Investigate/Destroy				
Logged In/Out					Investigate/Destroy				
Logged In/Out					Investigate/Destroy				
Logged In/Out					Investigate/Destroy				
Logged In/Out					Investigate/Destroy				
Logged In/Out					Investigate/Destroy				
Logged In/Out					Investigate/Destroy				
Logged In/Out					Investigate/Destroy				
Logged In/Out					Investigate/Destroy				
Logged In/Out					Investigate/Destroy				

Destruction Room Card Log

	Orange	Teal	Blue	Red	Poker	Total	
Total Cards							- Manager signature _____ Date: ____/____/____
Used Decks From Pit							- Security signature _____ Date: ____/____/____
Total Cards							- Manager signature _____ Date: ____/____/____
Decks Destroyed							- Security signature _____ Date: ____/____/____
Total Cards							- Manager signature _____ Date: ____/____/____
Used Decks From Pit							- Security signature _____ Date: ____/____/____
Total Cards							- Manager signature _____ Date: ____/____/____
Decks Destroyed							- Security signature _____ Date: ____/____/____
Total Cards							- Manager signature _____ Date: ____/____/____
Used Decks From Pit							- Security signature _____ Date: ____/____/____
Total Cards							- Manager signature _____ Date: ____/____/____
Decks Destroyed							- Security signature _____ Date: ____/____/____
Total Cards							- Manager signature _____ Date: ____/____/____
Used Cards From Pit							- Security signature _____ Date: ____/____/____
Total Cards							- Manager signature _____ Date: ____/____/____
Decks Destroyed							- Security signature _____ Date: ____/____/____
Total Cards							- Manager signature _____ Date: ____/____/____
Used Cards From Pit							- Security signature _____ Date: ____/____/____
Total Cards							- Manager signature _____ Date: ____/____/____
Decks Destroyed							- Security signature _____ Date: ____/____/____
Total Cards							- Manager signature _____ Date: ____/____/____
Used Cards From Pit							- Security signature _____ Date: ____/____/____
Total Cards							- Manager signature _____ Date: ____/____/____
Decks Destroyed							- Security signature _____ Date: ____/____/____
Total Cards							- Manager signature _____ Date: ____/____/____
Decks Destroyed							- Security signature _____ Date: ____/____/____

Card Room Card Log

	Orange	Teal	Blue	Red	Poker	Vault Total			
Total Cards							Manager Signature_____	Security Signature_____	Date: ____/____/____
Decks to Pit									
Total Cards							Manager Signature_____	Security Signature_____	Date: ____/____/____
Returned Decks									
Shipment Arrival									
Total Cards							Manager Signature_____	Security Signature_____	Date: ____/____/____
Decks to Pit									
Total Cards							Manager Signature_____	Security Signature_____	Date: ____/____/____
Returned Decks									
Shipment Arrival									
Total Cards							Manager Signature_____	Security Signature_____	Date: ____/____/____
Decks to Pit									
Total Cards							Manager Signature_____	Security Signature_____	Date: ____/____/____
Returned Decks									
Shipment Arrival									
Total Cards							Manager Signature_____	Security Signature_____	Date: ____/____/____
Decks to Pit									
Total Cards							Manager Signature_____	Security Signature_____	Date: ____/____/____
Returned Decks									
Shipment Arrival									
Total Cards							Manager Signature_____	Security Signature_____	Date: ____/____/____
Decks to Pit									
Total Cards							Manager Signature_____	Security Signature_____	Date: ____/____/____
Returned Decks									
Shipment Arrival									
Total Cards							Manager Signature_____	Security Signature_____	Date: ____/____/____
Decks to Pit									
Total Cards							Manager Signature_____	Security Signature_____	Date: ____/____/____
Returned Decks									
Shipment Arrival									
Total Cards							Manager Signature_____	Security Signature_____	Date: ____/____/____
Decks to Pit									

Comments: _____

Shipment Arrival _____