

Downstream Authority of the Quapaw Tribe of Oklahoma Regular Meeting
September 21, 2010

Meeting Called to Order: 10:00 am

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

DECLARATION OF QUORUM: announced by Larry Ramsey

Larry Ramsey led a prayer

Steve/Jack

General Manager Updates

- Branson Golf Event
 - Downstream is sponsor of “Hole-in-one” Million Dollar prize
 - 10/16-10/17, Stonebridge
- Cell Phone Policy
 - See attached revised policy

Motion made by DDA Treasurer Ranny McWatters to approve revised policy as presented. Motion seconded by DDA Member Tamara Smiley. Vote: JB: yes; LR: Yes; RM: yes; MR: yes; TS: yes (5 yes, 0 no, 0 abstaining, 0 absent)
Motion Carries.

- NIGA Mid Year
 - Oct 18/19/20
 - Mystic Lake - Minnesota
 - John, Ranny, Larry, Marilyn, Tamara, Steve
- Uniforms
 - PAA – Public Area Attendant
 - 3 color choices presented – brown/black/plum

Consensus of the DDA to go with the Plum option.

- Housekeeping (house person) – will be the same as the PAA
- Next area – slot attendants
- CJW
 - Road work for phase II of the roundabout
 - Drewes to review and sign off on billing
- IBC – refinance
 - Moving forward
 - Tribal financials sent over

Policies

- See attached
- 1400.62.01 - Patron Dispute - POS and Credit Card Transactions Disputes

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

- 1200.05.01 – EGM – Computer Access

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

- 1400.35.01 – Main Bank Transfer Procedures - Receiving

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

- 6200.04.01 - Q-Club Inventory

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

- 6200.07.01 – Q-Club Merging Accounts

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

- 6200.08.01 – Q-Club Opting Out

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

- 6200.09.01 – Q-Club Promotional Entries

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

- 6200.01.01 – Coupons Reports

Motion made by DDA Member Tamara Smiley to approve revised policy as presented. Motion seconded by DDA Secretary Larry Ramsey. Vote: JB: yes; LR: Yes; RM: yes; MR: yes; TS: yes (5 yes, 0 no, 0 abstaining, 0 absent)
Motion Carries.

- 1400.32.03 – Table Credits

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

Eggheart Audit

- 8 items for Title 31
 - 3 findings
 - 5 recommendations
- MICS/Internal Control
 - 12 findings
- Final report to be presented soon.

TGA Orders to Cure

- Currently working on finalizing policies for orders

Team Member Year End Meetings

- Oct 5/6
- 7am,12pm,5pm

Native American Day

- Quapaw Tribal Members ONLY
- Hourly to receive time and a half
- Salaried employees – day off

Adjourn 11:20 am

Quapaw Tribal Gaming Agency



Date Received	9/10/10
Comments	
Reviewed By	9/14/10 [Signature] 9/15/10
Approved	9/16/10 Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: Coupons Report Policy #6200.01.01	Department: Q-Club	Submission Date: 9/9/2010
Narrative Description: To establish policy and procedures for Team Member to generate a report to account for coupons issued to patrons at Downstream Casino Resort (DCR). This is a revised version based on QTGA's comments provided to us on 9/1/2010.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED SEP 21 2010

DCR Compliance Authorization

Signature: Stephani Ball 2551

Date: 9/8/10

Department Director Authorization

Signature: [Signature]

Date: 9/8/10

General Manager Authorization

Signature: [Signature]

Date: 9/8/10

QTGA Authorization

Signature: Barbara Collins

Date: 9/17/10

Coupons Report	Policy No: 6200.01.01	Issue Date: 8/15/2009 Revised Date: 9/17/2010
PURPOSE: To establish policy and procedures for Team Members to generate a report to account for coupons issued to patrons at Downstream Casino Resort (DCR).		

DCR Compliance – ITEM Tracking	Date
Issue Date	8/15/2009
Compliance Review	8/13/2010
QTGA Submission	8/16/2010
QTGA Return	9/1/2010
Compliance Review	9/3/2010
QTGA Submission	9/9/2010
GM Approval	9/8/2010
QTGA Final Approval	9/17/2010
DDA Final Approval	9/21/2010

PROCEDURE

1. Go into Patron Management System.
2. Click on reports.
3. Select coupons.
4. Verify that the date is correct.
5. Select coupon – Description – All (on radio button).
6. Select coupon issuer.
7. Select the name of the Team Member you are running the report on.
8. Click OK - Next - Next - Next - Finish - Print
9. Match physical hard copy coupons with report.
10. Make sure name, badge number and account number is written on each hard copy coupon.
11. Staple coupons to report and sign report, including badge number.

12. Coupons Detail Report (pg. 2) along with hard copy of coupons are placed in Q-Club Team Member's audit bag and dropped in the Income Audit box at the end of their shift.

Downstream Casino Resort

Ver#: 17 ID#: 528

Coupons Detail

Page: 1 of 2

Reporting Period: 12/18/2009 to 12/18/2009

Coupon Description	Redeem Date	Player	Player ID	Coupon Redeemer	Slots			Tables		
					Coin In	Theo Win	Win	Buy In	Theo Win	Win
12 Days of Christmas Bronze	12/18/2009 01:32:49 PM			Bergquist, Kathleen ()	\$92.50	\$7.42	\$1.90	\$0.00	\$0.00	\$0.00
	12/18/2009 01:34:33 PM			Bergquist, Kathleen ()	\$63.38	\$5.00	\$2.70	\$0.00	\$0.00	\$0.00
	12/18/2009 01:36:08 PM			Bergquist, Kathleen ()	\$309.55	\$21.79	\$5.23	\$0.00	\$0.00	\$0.00
Totals for coupon : 12 Days of Christmas Bronze					\$465.43	\$34.21	\$9.83	\$0.00	\$0.00	\$0.00
Dates Valid: 12/07/2009 - 12/24/2009					Offered: 250,000					
Percent: 0.00%					Redeemed: 3					

Coupon Description	Redeem Date	Player	Player ID	Coupon Redeemer	Slots			Tables		
					Coin In	Theo Win	Win	Buy In	Theo Win	Win
12 Days of Christmas Silver	12/18/2009 01:31:01 PM			Bergquist, Kathleen ()	\$60.00	\$4.95	(\$93.50)	\$40.00	\$0.58	\$10.00
	12/18/2009 01:31:43 PM			Bergquist, Kathleen ()	\$867.25	\$66.23	\$231.00	\$0.00	\$0.00	\$0.00
Totals for coupon : 12 Days of Christmas Silver					\$927.25	\$71.18	\$137.50	\$40.00	\$0.58	\$10.00
Dates Valid: 12/07/2009 - 12/24/2009					Offered: 10,000					
Percent: 0.02%					Redeemed: 2					

Coupon Description	Redeem Date	Player	Player ID	Coupon Redeemer	Slots			Tables		
					Coin In	Theo Win	Win	Buy In	Theo Win	Win
BUS GROUPS \$20 - #8	12/18/2009 01:32:44 PM			Bergquist, Kathleen ()	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	12/18/2009 01:34:29 PM			Bergquist, Kathleen ()	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	12/18/2009 01:36:02 PM			Bergquist, Kathleen ()	\$1,410.53	\$102.91	\$89.21	\$0.00	\$0.00	\$0.00
	12/18/2009 01:30:47 PM			Bergquist, Kathleen ()	\$49.40	\$6.11	\$1.45	\$0.00	\$0.51	\$0.00
	12/18/2009 01:31:37 PM			Bergquist, Kathleen ()	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Totals for coupon : BUS GROUPS \$20 - #8					\$1,459.93	\$109.02	\$90.66	\$0.00	\$0.51	\$0.00
Dates Valid: 12/18/2009 - 12/18/2009					Offered: 100,000					
Percent: 0.01%					Redeemed: 5					

Coupon Description	Redeem Date	Player	Player ID	Coupon Redeemer	Slots			Tables		
					Coin In	Theo Win	Win	Buy In	Theo Win	Win
Turkey Play and Earn	12/18/2009 11:07:12 AM			Bergquist, Kathleen ()	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Totals for coupon : Turkey Play and Earn					\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Dates Valid: 12/20/2009 - 12/22/2009					Offered: 3,000					
Percent: 0.03%					Redeemed: 1					

Quapaw Tribal Gaming Agency



Date Received	8/26/10
Comments	
Reviewed By	8/26/10 MIC 9/16/10
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: EGM – Computer Access Policy #1200.05.01	Department: EGM	Submission Date: 8/16/2010
Narrative Description: To establish policy and procedures for computer access by EGM Team Members. This is a revised version based on QTGA's comments provided to us on 7/29/2010.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED SEP 21 2010

DCR Compliance Authorization

Signature: Stephanie B. H. 2551

Date: 8/16/10

Department Director Authorization

Signature: Robert S. Moore 621

Date: 8/17/10

General Manager Authorization

Signature: Steve Deery

Date: 8/20/10

QTGA Authorization

Signature: Barbara Collins

Date: 9/16/10

EGM – COMPUTER ACCESS	Policy No: 1200.05.01	Issue Date: 9/16/2010
PURPOSE: To establish a policy for computer access by EGM Personnel.		

DCR Compliance – ITEM Tracking	Date
Issue Date	Draft
Compliance Review	9/1/2009
QTGA Submission	9/23/2009
QTGA Return	12/2/2009
Compliance Review	6/23/2010
QTGA Submission	7/1/2010
QTGA Return	7/29/2010
Compliance Review	8/16/2010
QTGA Submission	8/16/2010
GM Approval	8/20/2010
QTGA Final Approval	9/16/2010
DDA Final Approval	9/21/2010

POLICY

1. Only EGM Team Members with authorized Slot Management System (SMS) passwords can access the Fill Jackpot Stations (FJP), Automated Jackpot Machine (AJM), and High Limit Room SMS computer stations.
2. Computer access will be granted for authorized Electronic Gaming Machine (EGM) Team Members.
 - a. When a new EGM Team member is hired, the EGM Director will authorize computer access with an Information Technology (IT) User Profile (Pg. 2).
 - b. The EGM Administrative Assistant will provide the IT User Profile to the IT Help Desk.
 - c. IT will set up the appropriate logins and password for the Team Member.
3. Computer entries are only allowed by using individual passwords.
4. Passwords will be changed on a quarterly basis.
5. Whenever a Team Member transfers to another department within Downstream Casino Resort (DCR), resigns, or is terminated, the EGM Administrative Assistant shall notify the IT Department within 72 hours that the Team Member is no longer employed in the EGM Department or with DCR and access to the EGM SMS system needs to be removed.

Downstream Resort Casino – IT User Profile

(Employee number must be given)

PLEASE MAKE SURE ALL IS LEGIBLE!

Fill Out All Fields That Apply

Employee Name: _____ Date: _____

Shift: _____

Department: _____ ☐ Casino ☐ Hotel

Position: _____ Employee Number: _____

CHECK ONE: ☐ Add ☐ Change ☐ Delete ☐ Deactivate ☐ Reactivate

Application Access:

YES

NO

Microsoft Exchange Mail

☐

☐

Windows Login Account

☐

☐

Internet - If yes please specify access below

☐

☐

IGT-- Casino System

☐

☐

Setup like IGT user: _____

Machine Accounting

☐

☐

Patron Management

☐

☐

Ezpay/IVS

☐

☐

CTA

☐

☐

Table Manager

☐

☐

Mariposa

☐

☐

Comp Authority

☐

☐

LMS-- Hotel Management System

☐

☐

Setup like LMS user: _____

Cashier Authority

☐

☐

MMS Purchasing System

☐

☐

Limit _____ Direct Report _____

Setup like MMS user: _____

Infinium – Circle All That Apply

☐

☐

PL - GL - IR – AM – GT - FA

Infogenesis – Point of Sale

☐

☐

Setup like user: _____

GA Account:

Yes or No

Type of Access: Circle All That Apply

Admin or Terminal

Stores: Circle All That Apply

F&B - Retail - Events

Keywatcher

☐

☐

Key Access: _____

Biometrica

☐

☐

ResPak

☐

☐

Cell Phone

☐

☐

Other (please specify application)

☐

☐

Access to Department Network Folders and type of access (specify read only or full modify):

Folders:

Access:

Internet Access Level (If full or specific access please explain why.) Circle one.

Full

Basic

Specific

FORM MUST BE SIGNED AND LEGIBLE BY DEPARTMENT DIRECTOR OR ABOVE

Authorization Approved By: _____ Title: _____ Date: _____

(Print)

(Signature)

Quapaw Tribal Gaming Agency



Date Received	9/16/10
Comments	
Reviewed By	JB 9/14/10 MK 9/16/10
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: Inventory Policy #6200.04.01	Department: Q-Club	Submission Date: 9/9/2010
Narrative Description: To establish policy and procedure to verify the count in the supply room matches the sign out sheets. This is a revised version based on QTGA's comments provided to us on 9/1/2010.		DCR/OTGA Tracking: POLICIES & PROCEDURES DDA APPROVED SEP 21 2010

DCR Compliance Authorization

Signature: Stephani Ball 2551

Date: 9/8/10

Department Director Authorization

Signature: [Signature]

Date: 9/8/10

General Manager Authorization

Signature: [Signature]

Date: 9/8/10

QTGA Authorization

Signature: Barbara Allin

Date: 9/16/10

Inventory	Policy No: 6200.04.01	Issue Date: 8/15/2009 Revised Date: 9/16/2010
PURPOSE: To verify that the count in the supply room matches the sign out sheets.		

DCR Compliance – ITEM Tracking	Date
Issue Date	8/15/2009
Compliance Review	8/13/2010
QTGA Submission	8/16/2010
QTGA Return	9/1/2010
Compliance Review	9/3/2010
QTGA Submission	9/9/2010
GM Approval	9/8/2010
QTGA Final Approval	9/16/2010
DDA Final Approval	9/21/2010

PROCEDURE

1. Stock needed items at the Q-Club Desk that need to be stocked first, that way the count is correct and accurate.
2. Get the inventory count sheet (pg. 2) located on the wall next to the supply room door.
3. Start counting each individual item on the inventory count sheet.
4. Verify the number of items remaining in the supply room with the amount that was remaining the day before, along with the amounts of items signed out (pg. 3) and if any items had been checked in for that day.
5. After verifying that all is correct, initial with badge number and date the inventory count sheet.
6. If there are any discrepancies, ask another Q-Club Team Member to follow the same procedures to make sure that nothing was missed. If there is still a discrepancy, notify the Q-Club manager.
7. When verification is complete, replace the old sign-out sheet with a new one.
8. Place sign-out sheet in file for future reference.

DATE:	DATE:	INVENTORY		DATE:	
<u>STOREROOM INVENTORY</u>	START	IN	OUT	END	
BUNGEES (SILVER)					
BUNGEES (GOLD)					
CARDS: BRONZE					
CARDS: GOLD					
CARDS: PLATINUM					
CARDS: QUAPAW					
CARDS: SILVER					
CARD PRINTER RIBBONS (WHITE)					
CARD PRINTER RIBBONS (BLACK)		BACKUP	USE ONLY		
CARD HOLDERS					
DCR BROCHURES					
DUSTER CANISTERS					
EPSON PRINTER PAPER (3-PLY)					
EPSON PRINTER ROLLS (3"-1 PLY)		BACKUP	USE ONLY		
EPSON P.P. (3 1/8"-1 PLY)					
EPSON INK CART. (BLACK,RED,PURPLE)					
INK PENS RED/BLUE LOGO					
MATCHES					
Q CLUB BROCHURES					
Q-PLAY INSTRUCTION CARDS					
<u>COUPON REDEMPTION ITEMS</u>	START	IN	OUT	END	
B-DAY CHOCOLATES (Redeemed-)					
CHARGING STATIONS (Redeemed-)					
COOLERS (Redeemed-)					
PHOTO FRAMES (Redeemed-)					
PEN SETS (Redeemed-)					
FLAG SETS (FLASHLIGHTS)					
GRILL BRUSHES (HAMMOCKS)					
RAINCOATS (ROAD ATLAS)					
SCRAPERS (THERMOMETERS)					
WK#1 PAN					
<u>BOOTH INVENTORY</u>	START	IN	OUT	END	
BUNGEES (BLACK)					
CARDS: BLANK(WHITE) / BLANK(BRONZE)					
CARDS: BRONZE					
CARDS: GOLD					
CARDS: QUAPAW					
CARDS: SILVER					
CARD PRINTER RIBBONS					
CP60 CARDS (BOOTH & STOCKROOM)					
CP60 ROLLERS (BOOTH & STOCKROOM)					
COPY PAPER (LETTER)					
COPY PAPER (LEGAL)					
EPSON PRINTER ROLLS (3 1/8"-1 PLY)					
TONER (COPIER)					

[illegible]

Quapaw Tribal Gaming Agency



Date Received	9/16/10
Comments	
Reviewed By	9/13/10 9/15/10 MK 9/16/10
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: Main Bank Transfer Procedures - Receiving Policy #1400.35.01	Department: Cage	Submission Date: 9/9/2010
Narrative Description: To establish policy and procedures for receiving monetary items from a Cage Cashier Window, Poker Cashier, or Jackpot Window Cashier with a Transfer sheet. This is a revised version based on QTGA comments provided to us on 9/1/2010.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED SEP 21 2010

DCR Compliance Authorization

Signature: Stephani Ball 2551

Date: 9/8/10

Department Director Authorization

Signature: M. Ken Jm #1945

Date: 9/8/10

General Manager Authorization

Signature: Steve Owens

Date: 9/8/10

QTGA Authorization

Signature: Barbara Allin

Date: 9/16/10

MAIN BANK TRANSFER PROCEDURES - RECEIVING	Policy No: 1400.35.01	Issue Date: 9/16/2010
PURPOSE: To establish policy and procedures for receiving monetary items from a Cage Cashier Window, Poker Cashier, or Jackpot Window Cashier with a Transfer sheet.		

DCR Compliance – ITEM Tracking	Date
Issue Date	Draft
QTGA Submission	7/8/2009
QTGA Return	11/6/2009
Compliance Review	6/21/2010
QTGA Submission	6/24/2010
QTGA Return	7/21/2010
Compliance Review	7/28/2010
QTGA Submission	8/5/2010
QTGA Return	8/11/2010
Compliance Review	8/11/2010
QTGA Submission	8/12/2010
QTGA Return	9/1/2010
Compliance Review	9/3/2010
QTGA Submission	9/9/2010
GM Approval	9/8/2010
QTGA Final Approval	9/16/2010
DDA Final Approval	9/21/2010

POLICY

In order to operate efficiently, there is a minimum amount of cash, chips and coins needed in each Cage Cashier's bank. At times, a Cage Cashier may take in more monetary items into their cash drawer than the drawer will accommodate. The Cage Cashier may need to send some or all of these items back to the Main Bank. When a Cage Cashier, Poker Cashier, or Jackpot Window Cashier has the need to transfer items from their bank to the Main Bank, the items are transferred with a Transfer – Receiving form.

PROCEDURE

1. If the Send Transfer is necessary, the Cage Supervisor and the Cage Cashier shall determine what items need to be transferred. The Cage Cashier shall enter the items into the system. The Transfer – Send form (pg. 3) shall print.
2. The Cage Cashier shall sign, including badge number, the Transfer-Send form and take the form and the items to the Main Bank Cashier.

3. The Cash Transfer-Send form (page 3) contains the following:
 - a. Shift
 - b. Date
 - c. Time of Transaction
 - d. Cashier sending (Window number)
 - e. Cashier receiving (Main Bank)
 - f. Amount of the transaction in each denomination and grand total amount
 - g. Receiving Main Bank Cashier's Name
 - h. Sending Cage Cashier's Name
 - i. Signature/Badge number line of Main Bank Cashier
 - j. Signature/Badge number line of Cage Cashier
 - k. Signature/Badge number line of Cage Supervisor
4. The Main Bank Cashier shall retain the original (white) copy of the Transfer slip and the Cashier shall receive the duplicate (yellow) and the triplicate (Pink) copy of the slip. The slips are used for end of shift reconciliation and sent to Income Audit.
5. The Main Bank Cashier shall verify the items for accuracy.
6. If the amount is not correct, the Main Bank Cashier shall recount the exchange. If the discrepancy is not found, the Main Bank Cashier shall notify the Cage Cashier immediately. If the discrepancy is not resolved, the Main Bank Supervisor shall be notified.
7. The Main Bank Cashier shall sign their full name, including their badge number, on the Transfer Main Bank line, at the bottom of the Transfer slip.
8. The Cash Transfer to the Main Bank shall be entered in the system at the end of the Main Bank Cashier's shift as a positive figure in the Main Bank Cashier's inventory.

DownStream Casino

Shift: DAY

Date: 05/22/2009

Time: 18:19:40



Sending: Cage Window # 1

Receiving: DownStream - Main B.

Assigned To:

000022-22 TWO ATEST

Main Banker:

000111-11 ZZZCURRENCY

Item Description	Received
Currency \$ 1	450.00
Currency \$ 5	1,000.00
Currency \$100	1,000.00
TOTAL:	2,450.00

Banker's Signature/Lic. #

000111-11 ZZZCURRENCY

Cashier's Signature/Lic. #

000022-22 TWO ATEST

Supervisor / Licence #

Quapaw Tribal Gaming Agency



Date Received	9/10/10
Comments	
Reviewed By	9/14/10 JB [Signature] 9/15/10 MMC 9/16/10
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: Merging Accounts Policy #6200.07.01	Department: Q-Club	Submission Date: 9/9/2010
Narrative Description: To establish policy and procedure to merge accounts when a patron has a duplicate account. This is a revised version based on QTGA's comments provided to us on 9/1/2010.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED SEP 21 2010

DCR Compliance Authorization

Signature: Stephani Ball 2551

Date: 9/8/10

Department Director Authorization

Signature: [Signature]

Date: 9/8/10

General Manager Authorization

Signature: [Signature]

Date: 9/8/10

QTGA Authorization

Signature: Barbara Collins

Date: 9/16/10

Merging Accounts	Policy No: 6200.07.01	Issue Date: 8/15/2009 Revised Date: 9/16/2010
PURPOSE: To merge accounts when a patron has a duplicate account.		

DCR Compliance – ITEM Tracking	Date
Issue Date	8/15/2009
Compliance Review	8/13/2010
QTGA Submission	8/16/2010
QTGA Return	9/1/2010
Compliance Review	9/3/2010
QTGA Submission	9/9/2010
GM Approval	9/8/2010
QTGA Final Approval	9/16/2010
DDA Final Approval	9/21/2010

PROCEDURE

1. If a duplicate account is found, write the information (account # to be deleted, surviving account #, patron's name and reason for the duplicate account) on the duplicate account form (pg. 2) located at the Q-Club front desk. This is also done by running a Possible Duplicate report each night.
2. Send the information to the Q-Club Manager who will then merge the accounts.
3. The Q-Club Manager shall go into the Patron Management System and pull up both accounts to verify.
4. If it is a legitimate merge, the Q-Club Manager shall make the final determination as to which account is valid and which account will be merged.
5. Once in the duplicate account (or account to be merged), click on options button located at the bottom right side of the screen.
6. Go to merge. Go to merge accounts.
7. Enter valid account number.
8. Once again, verify all the information from both accounts to make sure it is a legitimate merge and that all new information is updated.
9. Click OK.

Quapaw Tribal Gaming Agency



Date Received	9/10/10
Comments	
Reviewed By	9/14/10 [Signature] 9/15/10 JB
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: Opting Out Policy #6200.08.01	Department: Q-Club	Submission Date: 9/9/2010
Narrative Description: To establish policy and procedure to provide patrons the right to refuse mail, phone calls, and e-mails from Downstream Casino Resort (DCR). This is a revised version based on QTGA's comments provided to us on 9/1/2010.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED SEP 21 2010

DCR Compliance Authorization

Signature: Stephanie Bell 2551

Date: 9/8/10

Department Director Authorization

Signature: [Signature]

Date: 9/8/10

General Manager Authorization

Signature: [Signature]

Date: 9/8/10

QTGA Authorization

Signature: Barbara Collins

Date: 9/16/10

Opting Out	Policy No: 6200.08.01	Issue Date: 8/15/2009 Revised Date: 9/16/2010
PURPOSE: To provide patrons the right to refuse mail, phone calls, e-mail and text messages from Downstream Casino Resort (DCR).		

DCR Compliance – ITEM Tracking	Date
Issue Date	8/15/2009
Compliance Review	8/9/2010
QTGA Submission	8/16/2010
QTGA Return	9/1/2010
Compliance Review	9/3/2010
QTGA Submission	9/9/2010
GM Approval	9/8/2010
QTGA Final Approval	9/16/2010
DDA Final Approval	9/21/2010

PROCEDURE

1. Patron must be a Q-Club member and have a valid photo ID. See Universal ID Policy #6320.15.01 for details on acceptable forms of ID.
2. Pull up patron's account.
3. Verify patron's ID with account information.
4. Click on options on the main screen.
5. Go to Marketing.
6. Go to Direct Marketing Preferences.
7. In the channel field, select which area the patron wants opted out. (i.e. mail, phone, e-mail)
8. Click on Downstream Casino Resort and select opt out.
9. When reason section pops up, select one of the drop downs. (Self-Banned, Restricted Player, Inactive Player, Data Migration and Default Preference)
10. Enter a brief comment if needed. Click OK.

11. This will place that category in the opt out site so the patron will not receive this form of communication.
12. Repeat procedure for all chosen opt out options.
13. Request patron to sign Opt Out log (pg. 3) on the name line.
14. Q-Club Team Member shall initial, including badge number on the rep line.
15. When the Opt Out log is full it is filed in the Q-Club Manager's office.

DO NOT WANT TO RECEIVE MAIL, E-MAIL, PHONE CALLS

Guest needs to sign form!

NAME: _____ ACCT # _____ DATE: _____ REP: _____

NAME: _____ ACCT # _____ DATE: _____ REP: _____

NAME: _____ ACCT # _____ DATE: _____ REP: _____

NAME: _____ ACCT # _____ DATE: _____ REP: _____

NAME: _____ ACCT # _____ DATE: _____ REP: _____

NAME: _____ ACCT # _____ DATE: _____ REP: _____

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NAME: _____ ACCT # _____ DATE: _____ REP: _____

NAME: _____ ACCT # _____ DATE: _____ REP: _____

NAME: _____ ACCT # _____ DATE: _____ REP: _____

NAME: _____ ACCT # _____ DATE: _____ REP: _____

Quapaw Tribal Gaming Agency



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

Policy and Procedure Submission

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

DCR Compliance Authorization

Signature: Stephani Ball 2551

Date: 8/5/10

Department Director Authorization

Signature: M. Kim #1945

Date: 8/5/10

General Manager Authorization

Signature: [Signature]

Date: 8/9/10

QTGA Authorization

Signature: Buchanan Allen

Date: 9/2/10

DM

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

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

POLICY

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

PROCEDURE

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

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

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

Quapaw Tribal Gaming Agency



Date Received	9/10/10
Comments	
Reviewed By	B 9/14/10 9/15/10
Approved	M 9/16/10 Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: Promotional Entries Policy #6200.09.01	Department: Q-Club	Submission Date: 9/9/2010
Narrative Description: To establish policy and procedure to give guests their free daily entries and the entries they have earned through play for promotional drawings. This is a revised version based on QTGA's comments provided to us on 9/1/2010.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED SEP 21 2010

DCR Compliance Authorization

Signature: Stephanie B. 2551

Date: 9/8/10

Department Director Authorization

Signature: [Signature]

Date: 9/8/10

General Manager Authorization

Signature: [Signature]

Date: 9/8/10

QTGA Authorization

Signature: Barbara Collins

Date: 9/16/10

Promotional Entries	Policy No: 6200.09.01	Issue Date: 8/15/2009 Revised Date: 9/16/2010
PURPOSE: To establish policy and procedure to give guests their free daily entries and the entries they have earned through play for promotional drawings.		

DCR Compliance – ITEM Tracking	Date
Issue Date	8/15/2009
Compliance Review	8/13/2010
QTGA Submission	8/16/2010
QTGA Return	9/1/2010
Compliance Review	9/3/2010
QTGA Submission	9/9/201
GM Approval	9/8/2010
QTGA Final Approval	9/16/2010
DDA Final Approval	9/21/2010

PROCEDURE

1. Patron must be a Q-Club member and have a valid photo ID. See Universal ID Policy #6320.15.01 for details on acceptable forms of ID.
2. Swipe the patron's Q-Club card into Patron Management System or F3 and type in their Q-Club card number.
3. Compare patron's ID with the account information that was retrieved to verify you are in the correct account.
4. F12 and type in the coupon number for that particular promotion (Bronze, Silver/Quapaw and Gold - All have different coupon numbers for their daily entry). Coupon numbers are located next to each computer station.
5. Go to the drawing drum icon or to promotional awards.
6. Go to the drop down menu on the promotional award screen and choose the desired promotion.
7. If the screen shows they have earned additional entries, hit OK.
8. Retrieve entry/entries from thermal printer and hand to patron telling them what time they can deposit them in the drawing drum.

9. If coupons do not print, contact Q-Club Supervisor so that the Q-Club Supervisor can override the transaction and reprint entry.
10. The Q-Club Supervisor will then go to Options/Promotions – Void Promotional entries so that the previous entry can be reprinted.
11. The Q-Club Supervisor reenters the promotional entry number that did not print to reprint the coupon.

Quapaw Tribal Gaming Agency



Date Received	9/16/10
Comments	
Reviewed By	mk B/MC
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: Table Credits Policy #1400.32.03	Department: Cage	Submission Date: 9/16/2010
Narrative Description: To establish policy and procedures for Table Games credits in the Cage area. This is a revision to #1400.32.02 and is being revised to reflect Minimum Internal Control Standards established by the National Indian Gaming Commission.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED SEP 21 2010

DCR Compliance Authorization

Signature: Stephanie B. H. 2551

Date: 9/14/10

Department Director Authorization

Signature: M. K. M. #1945

Date: 9/15/10

General Manager Authorization

Signature: [Signature]

Date: 9/16/10

QTGA Authorization

Signature: Brianne Collins

Date: 9/17/10

TABLE CREDITS	Policy No: 1400.32.03	Issue Date: 8/9/2010 Revised Date: 9/17/2010
PURPOSE: To establish policy and procedures for Table Games Credits in the Cage area.		

DCR Compliance – ITEM Tracking	Date
Issue Date	8/9/2010
Compliance Review	2/1/2009
QTGA Submission	7/8/2009
QTGA Return	11/6/2009
Compliance Review	3/19/2010
QTGA Submission	3/25/2010
QTGA Return	4/20/2010
Compliance Review	4/20/2010
QTGA Submission	4/22/2010
QTGA Return	4/29/2010
Compliance Review	4/30/2010
QTGA Submission	5/6/2010
QTGA Final Approval	5/13/2010
GM Approval	5/4/2010
DDA Final Approval	5/14/2010
Compliance Revision to Final	5/21/2010
QTGA Submission	5/21/2010
QTGA Return	6/3/2010
Compliance Review	6/3/2010
QTGA Submission	6/4/2010
QTGA Return	6/18/2010
Compliance Review	6/21/2010
QTGA Submission	6/24/2010
QTGA Return	7/28/2010
Compliance Review	7/30/2010
QTGA Submission	8/5/2010
GM Approval	8/5/2010
QTGA Final Approval	8/9/2010
DDA Final Approval	8/12/2010
Compliance Review	9/14/2010
QTGA Submission	9/16/2010
GM Approval	9/16/2010
QTGA Approval	9/17/2010
DDA Final Approval	9/21/2010

POLICY

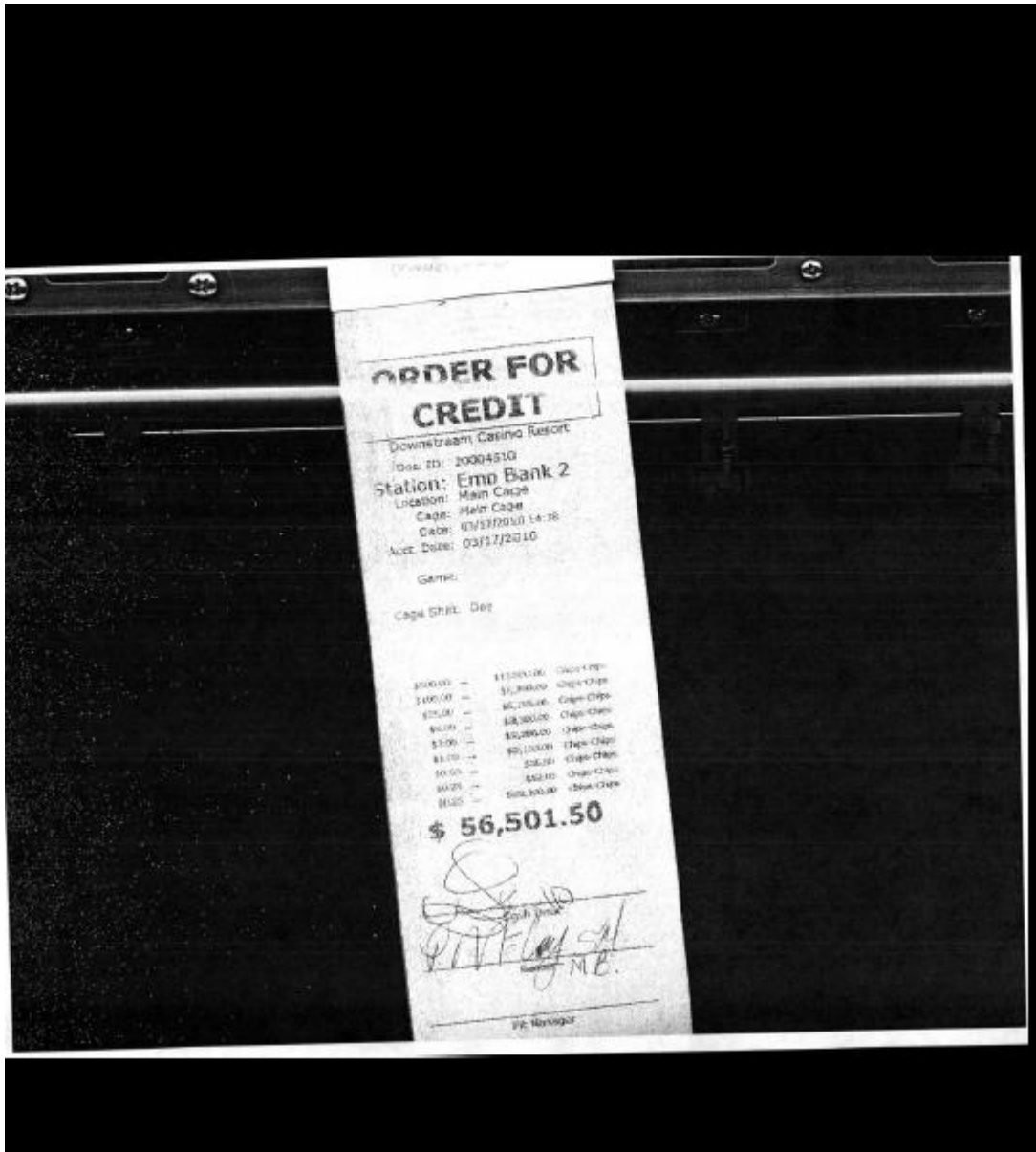
1. A CREDIT is a removal of Casino chips from the gaming tables to the Main Bank Cage.
2. A computer requested CREDIT is generated in the Table Games area of Downstream Casino Resort by a Table Games Supervisor or above. A three part form is generated from the computer system and prints automatically in the Main Bank. There is also a "copy" that stays on the computer screen in the Main Bank until the Main Bank Cashier accepts the credit.

PROCESSING A TABLE GAMES CREDIT IN THE MAIN BANK

1. The request for a credit prints in the Main Bank (pg. 4).
2. The Cage Cashier, Main Bank Cashier, Cage Shift Supervisor or above tears off the credit slip.
3. The Main Bank Cashier determines the number of racks needed for the credit.
4. Security dispatch is notified of the need for a credit back from the gaming tables.
5. Upon arrival of a Security Officer, the three part credit slip is placed on the counter on the marked off area of the Main Bank for Surveillance review.
6. All credits are called in to Surveillance before the Security Officer is sent out to the table. Surveillance is told the Pit number, the table number and the total amount of the credit/chips.
7. After Surveillance has been notified, the Cashier shall tear off the pink copy of the credit slip and maintain it at the Main Bank for verification purposes.
8. The Cashier shall place the empty chip racks and the white and yellow copies of the credit slip into a birdcage and the Security Officer will take the birdcage to the Table games area to pick up the credit.
9. The Dealer and the Table Games Supervisor or above will display the credit (chips) on the table for the Security Officer and sign both the white and yellow copies of the credit slip with their names and badge numbers.
10. The Security Officer will review the white and yellow copies of the credit slip for accuracy and sign both with their name and badge number.
11. The credit (chips) shall be placed into the birdcage.
12. The yellow copy of the credit slip is dropped by the Table Games Dealer in the Table Games locked drop box.

13. The Security Officer shall notify Surveillance that the credit is in the birdcage and is coming in from table number and pit number and will be taken to the Main Bank.
14. The Security Officer transports the white copy of the credit slip and the chips in the birdcage to the Main bank. The control series (computer copy) remains in the computer until accepted. Once accepted, it rolls into audit status.
15. The Main Bank Cashier will place the chips on the counter, break each denomination down for the Surveillance camera, place the white copy of the credit slip on the marked off surveillance area and call Surveillance.
16. Once Surveillance agrees, the Main Bank Cashier will sign the white copy of the credit slip with their name and badge number and put the chips back into inventory.
17. The Main Bank Cashier shall compare the pink copy of the credit slip to the white copy to ensure the original table credit amount was received.
18. The Main Bank Cashier will go to the Cage and Table Accounting (CTA) system and click on the "CREDIT NUMBER SUBMITTED". A new screen will appear and the Main Bank Cashier will click on "ACCEPT".
19. The white copy of the credit slip is then used for balancing purposes and later forwarded along with the pink copy to Income Audit with the end of shift paperwork.

Example of Credit Slip



Wireless Mobility Devices – iPhone, Cell Phone, Blackberry, PDA, Broadband Card Usage Policy

Information Technology

Downstream Casino & Resort

8/19/10

1. POLICY

- a. Downstream Casino Resort wireless mobility resources are Company property and are provided to authorized users for business and personal purposes. Downstream Casino Resort Management has the right to review or seize wireless mobility resources, including hardware, software, documents and electronic correspondence at will.
- b. "Wireless mobility resource(s)" and/or "wireless mobility device(s)" includes equipment/hardware, software (developed internally or purchased through a vendor), data and electronic communication(s). It also includes products generated as a result of using those resources, including but not limited to: text documents, spreadsheets, graphics, artwork, databases and applications. Access to and operation of a wireless mobility device is subject to company and property policies, as well as local, state and federal laws.
- c. Users are responsible for the appropriate, professional and ethical use of wireless mobility resources and are expected to comply with this Wireless Mobility Devices – iPhone, Cell Phone, Blackberry, PDA, Broadband Card Usage Policy as well as related procurement, Information Technologies, internet access and licensing regulations. Wireless mobility devices and data content, integrity and security are the responsibility of users. Users are representatives of Downstream Casino Resort when using a company owned wireless mobility Device to communicate internally or externally.
- d. Users are expected to report any knowledge of actual or potential violation of this policy to their management, Security or Information Technologies.
- e. No property-specific guideline or policy may replace any part of this company-wide wireless mobility Usage Policy.
- f. Only company liable wireless mobility devices can be connected to the Downstream Casino Resort Mobility platform. Company liable devices are owned or rented by Downstream Casino Resort, along with a respective service plan (e.g. carrier voice and data plans), and related software.
- g. Downstream Casino Resort has a financial obligation to pay for all equipment and services related to company liable devices. Personal wireless mobility devices cannot connect to Downstream Casino Resort Mobility platform.

2. CONFIDENTIALITY

- a. Users may not disclose or distribute outside of Downstream Casino Resort any information that is marked or considered confidential or proprietary unless they have received a signed non-disclosure agreement through company management. In some cases, such as with Trade Secrets, distribution within the Company should be limited and controlled (eg, numbered copies and a record of who has received the information). Users are responsible for contacting their department director or higher for instructions. If a user has received permission to send confidential information via e-mail, the following statement should be placed at the bottom of the e-mail using a signature:

“The information contained in this e-mail may be legally privileged and confidential. It is intended to be read only by the person to whom it is addressed. If you have received this in error or are not the intended recipient, please immediately notify the sender at (INSERT SENDER'S PHONE NUMBER) and delete all copies of this message. Thank you.”

- b. External mail messages and attachments are not secure or private. No confidential or proprietary information should be sent by email to non Downstream Casino Resort recipients.

3. IMPROPER USE

- a. Improper use of a company owned wireless mobility device or internet access via these devices may result in account suspension, disciplinary action (including separation of employment), and/or legal action.

ACKNOWLEDGEMENT AND ACCEPTANCE of all terms of this Wireless Mobility Devices – iPhone, Cell Phone, Blackberry, PDA, Broadband Card Usage Policy.

Your signature below represents your acknowledgment that you have read and fully understand all terms of this Wireless Mobility Devices – iPhone, Cell Phone, Blackberry, PDA, Broadband Card Usage Policy; that you accept all terms of the same; and, that you agree to operate and use any company owned wireless mobility device within said terms.

Printed Name

Title

Signature