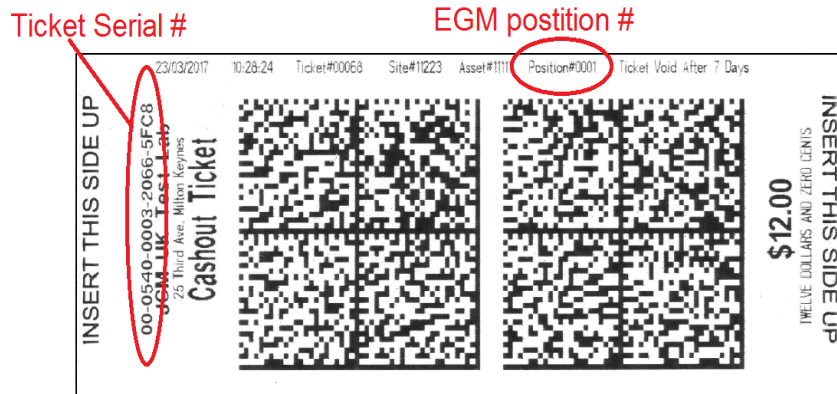


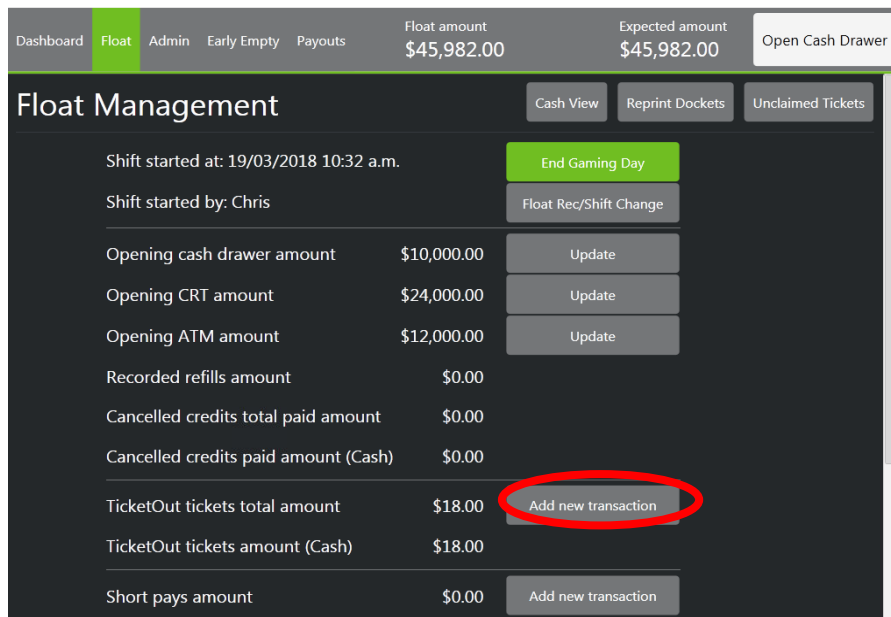
# MANUAL REDEMPTION PROCEDURE

On occasions a CashOut Ticket is unable to be scanned. This could be because of damage to the ticket or the scanning process pausing mid-redemption.

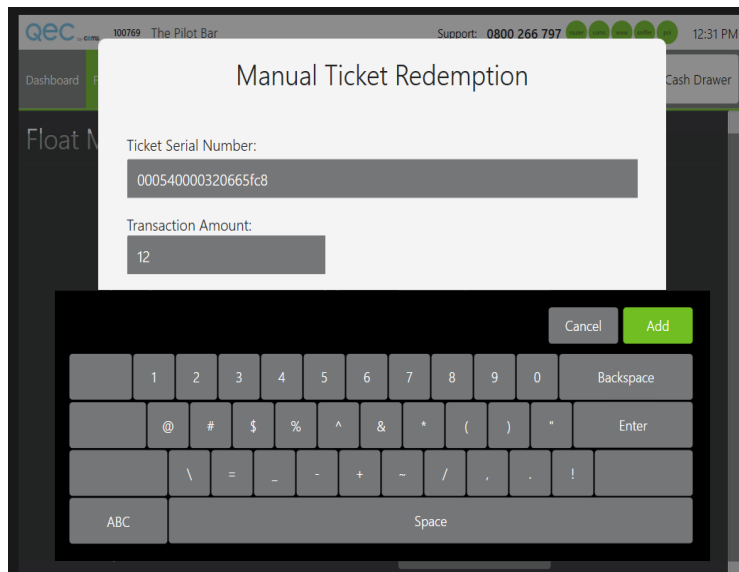
In this situation, you will need to follow the **Manual Redemption Procedure** as per below:



- STEP 1      Confirming the EGM position number from the Cash Out Ticket:  
Open the EGM and print a **SHORT AUDIT** ticket by pressing and holding the Audit Button on the PHub for up to 6 seconds or until the ticket is printed
- STEP 2      Scan the **SHORT AUDIT** ticket at the QEC unit
- STEP 3      Enter the **FLOAT** Tab of the QEC unit. Look for and select
  - **TicketOut tickets total Amount**
  - **Add new Transaction**

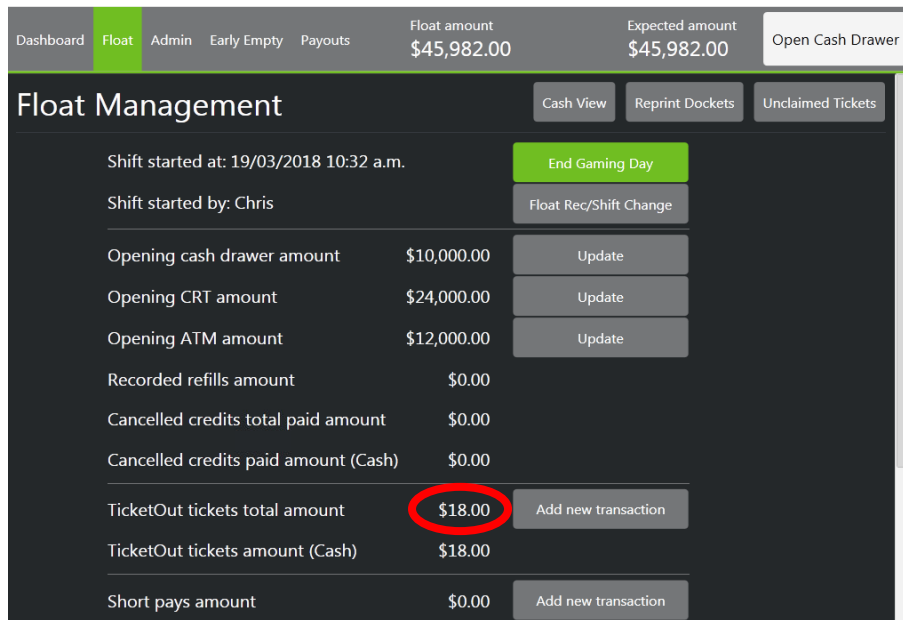


STEP 4 Enter the 18 digit CashOut Ticket serial number and amount as printed on the top of the CashOut tick and Select ADD. (this is not case sensitive, and you do not need to enter the dash – enter as one number)



STEP 5 If you have entered an incorrect Serial number or Transaction amount, a red error message will be displayed. If the ticket has Expired or is Invalid, a red error message will also be displayed. If you get a "Ticket Not Found" error, please do a Short Audit again and check the site # (Venue GMV)

If the Ticket is valid, the QEC will print a receipt and the Float will be adjusted and display as shown below:



STEP 6 The QEC will prompt you to pay the player