

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

Dashboard		Admin	Early Empty	Payouts	Float amount \$45,982.00		Expected \$45,98	amount 2.00	Open Cash Drawer
Float	Ma	nage	ement			Cash View	Reprint (Dockets	Unclaimed Tickets
	Shift Shift	t started t started	at: 19/03/2 by: Chris	2018 10:32 a.m	I.	End Gaming Float Rec/Shift	g Day Change		
	Ope	ning cas	sh drawer a	mount	\$10,000.00	Update			
	Ope	Opening CRT amount			\$24,000.00	Update	;		
	Ope	Opening ATM amount			\$12,000.00	Update	•		
	Reco	Recorded refills amount			\$0.00				
	Cancelled credits total paid amount			\$0.00					
	Can	celled cr	edits paid a	amount (Cash)	\$0.00				
	Tick	etOut tie	ckets total a	mount	\$18.00	Add new trans	saction		
	Tick	etOut tio	ckets amou	nt (Cash)	\$18.00				
	Sho	rt pays a	mount		\$0.00	Add new trans	saction		



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)

Qeo	s, cims 100	1769 The	e Pilot Ba	r					Suppor	rt: 0800	266 79	97		12:31 PM
Dashboa	ard F Manual Ticket Redemption Cash Draw											ash Drawer		
Floa	tΝ	Ticket	Serial Number:											
	Transaction Amount: 12													
												Cance	el Add	
		1	2	3	4	5	6	7	8	9	0		Backspace	
		(D #	≠ \$	%	^	&		• ()		•	Enter	
			1	=	-	-	+	~	/	,		!		
	ABO	2	Space											

STEP 5If you have entered and 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 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:

Dashboard	Float Admin Early Empty Payouts	Float amount \$45,982.00	Expected \$45,98	amount 2.00	Open Cash Drawer
Float	Management		Cash View Reprint I	Dockets	Unclaimed Tickets
	Shift started at: 19/03/2018 10:32 a.m	ı. 🔰	End Gaming Day		
	Shift started by: Chris		Float Rec/Shift Change		
	Opening cash drawer amount	\$10,000.00	Update		
	Opening CRT amount	\$24,000.00	Update		
	Opening ATM amount	\$12,000.00	Update		
	Recorded refills amount	\$0.00			
	Cancelled credits total paid amount	\$0.00			
	Cancelled credits paid amount (Cash)	\$0.00			
	TicketOut tickets total amount	\$18.00	Add new transaction		
	TicketOut tickets amount (Cash)	\$18.00			
	Short pays amount	\$0.00	Add new transaction		

STEP 6 The QEC will prompt you to pay the player