

SECTION 12
CASINO INSTRUMENTS AND EXCHANGES

12.1 Policy and Procedure Submissions

- A. The Cherokee Nation Gaming Commission (CNGC) or casino operation as approved by the CNGC, shall establish and the operation shall comply with procedures for control over the exchange of casino instruments, which shall include the standards in this section and those applicable standards in Section 4 – General Provisions.
- B. For purposes of this section, a casino instrument is any negotiable instrument introduced by the casino and used to conduct business transactions (e.g., currency, chips, tickets, coupons, vouchers, etc.).
- C. All casino instruments must be approved by the CNGC prior to use.

12.2 Manual Payouts for Gaming Machines

- A. For gaming machine jackpot and accumulated credit payouts, documentation shall include the following information:
 - 1. Date and time;
 - 2. Machine number;
 - 3. Dollar amount of manual payout (both alpha and numeric) or description of

personal property awarded, including fair market value. Alpha is optional if another unalterable method is used for evidencing the amount of the payout;

- 4. For jackpots, game outcome (including reel symbols, card values, suits, etc.);
 - 5. Game outcome is not required if a computerized system provides a sufficient means of recording jackpot prizes won;
 - 6. Preprinted or concurrently printed sequential number; and
 - 7. Signatures of at least two (2) employees verifying and witnessing the payout as specified in section 12.2(B).
- B. Manual payouts shall require specific authorization and signatures dependent upon the dollar value as follows:
 - 1. Two (2) signatures are required on all manual payouts. If an on-line accounting system is utilized, the signature of one (1) employee is sufficient if the payout is less than One Thousand Two Hundred Dollars (\$1,200.00).
 - 2. Manual payments of Five Hundred Dollars (\$500.00) or more requires a supervisory employee to verify the validity

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of the jackpot or accumulated credit payout prior to payment and verifying employee and the supervisor's signature on the payout form.

3. Manual payouts above the following thresholds (or a lower threshold, as authorized by management and approved by CNGC) must require the signature and verification of the employee verifying the jackpot or accumulated credit payout and a manager independent of the gaming machine department, on the payout form, prior to making the payment:
 - a. Five Thousand Dollars (\$5,000) for a Tier A facility;
 - b. Ten Thousand Dollars (\$10,000) for a Tier B facility;
 - c. Twenty Thousand Dollars (\$20,000) for a Tier C facility; or
 - d. Fifty Thousand Dollars (\$50,000) for a Tier C facility with over \$100,000,000 in gross gaming revenues.
4. All override payouts (i.e. a payout amount different from the amount generated by the gaming machine) must be

authorized by two (2) employees, at least one of whom must be a supervisor. Amounts greater than Five Thousand Dollars (\$5,000.00) must be authorized by a manager independent of the gaming machine department.

5. Payment authorization thresholds and authorization limits, not to exceed the limits established in 12.2(B)(2) and (B)(3) of this section, must be authorized by management by job title/position and approved by the CNGC, documented, and maintained.
 6. Computerized systems shall be restricted so as to prevent unauthorized access and fraudulent payouts by one (1) person as required by Section 21 – Information Technology of this document.
- C. Payout forms shall be controlled and routed in a manner that precludes any one (1) person from producing a fraudulent payout s by forging signatures or by altering the amount paid out subsequent to the payout and misappropriating the funds.

12.3 Gaming Machine Promotional Payouts or Awards

If a casino operation offers promotional payouts or awards that are not reflected on

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the gaming machine pay table, then the payout form/ documentation shall include:

- A. Date and time;
- B. Machine number and denomination;
- C. Dollar amount of payout or description of personal property (e.g., jacket, toaster, car, etc.) including fair market value;
- D. Type of promotion (e.g., double jackpots, four-of-a-kind bonus, etc.);
- E. Signature(s) and employee number of the employee(s) verifying, authorizing, and completing the promotional payment with the customer.

12.4 Promotional Payouts, Drawings, and Giveaway Programs

At a minimum, promotional payouts resulting from a drawing, giveaway, and/or other approved marketing program must adhere to the following:

- A. Documentation shall include the following, prior to payment:
 - 1. Date and time;
 - 2. Dollar amount of payment or description of personal property (e.g. car);
 - 3. Reason for payment (e.g. name of promotion);

4. Customer's name (drawing only); and,

5. Signature(s) of the following number of employees verifying, authorizing, and completing the promotional payout with the customer:

- a. Two (2) employee signatures are required for all payments of One Hundred Dollars (\$100.00) or more; or
- b. For computerized systems that validate and print the dollar amount of the payment on a computer-generated form, only one (1) employee signature is required on the payment form.
- c. The required documentation may be prepared by an individual who is not a cage department employee as long as the required signatures are those of employees completing the payment with the customer.

B. [Reserved].

12.5 Cash Payout Limits

A. Tier C

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1. Cash payments for gaming machines payouts may be made in the amount of Twenty Thousand Dollars (\$20,000.00) or less. Payments exceeding Twenty Thousand Dollars (\$20,000.00) must be made in the form of a check and cash according to the customers request up to the Twenty Thousand Dollars (\$20,000.00) limit, while the remaining portion shall be satisfied by check only.
2. Cash payment for the redemption of chips may be made without limit. However, cash payments in excess of Ten Thousand Dollars (\$10,000.00) must be made in a secure location approved by the CNGC where the funds can be verified by the casino and the customer and the appropriate financial transaction reporting requirements must be satisfied prior to completing the transaction.
3. Chip redemptions in excess of Ten Thousand Dollars (\$10,000.00) must be verified by the pit, card room, cage/kiosk where the chips originated. The verification shall be documented and authorized by the appropriate management official.
4. If the origination of the chips being presented for redemption

cannot be verified, then the chips shall be carefully inspected for signs of counterfeiting and casino location. The transaction shall be concluded and payment shall be made only in accordance with paragraph 12.4 (A) of this Section if the inspection and attempts to determine the origination are inconclusive and the transaction is legitimate in all other aspects.

5. If the chips appear to be counterfeit or the origination is suspect, the transaction shall be suspended and the Cherokee Nation Marshall Service (CNMS) and the CNGC shall be notified immediately.
6. Surveillance and Security shall be notified of the transport of chips and/or cash to the secured location. Security shall escort the chips/cash until the transaction is completed and the funds have been transferred to the customer.

B. Tier B

1. Cash payments may be made in the amount of Five Thousand Dollars (\$5,000.00) or less for all payout transactions, including the redemption of chips.

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2. Financial transaction reporting requirements must be satisfied prior to completing the transaction.

C. Tier A and Small Operations

1. Cash payments may be made in the amount of Three Thousand Dollars (\$3,000.00) or less for all payout transactions, including the redemption of chips.
2. Financial transaction reporting requirements must be satisfied prior to completing the transaction.

12.6 Departmental Funds

All departmental funds shall be counted and verified independently by the assigned clerk and the cage cashier; the amounts shall then be reconciled to the recorded amounts at the end of each shift or session by Accounting/Revenue Audit, utilizing the appropriate accountability form and/or documentation. Unverified transfers of cash and/or cash equivalents are prohibited.

12.7 Cash-out Tickets

For purposes of this section, tickets shall be defined as those instruments generated by the gaming device and utilized by the casino to transact cash payments to the customer for jackpot payouts, accumulated credits, and/or other prizes and promotions earned through gaming activities. The following

standards shall apply only to Tier B and Tier C casino operations. Tier A operations must develop adequate standards governing the security over the issuance of the cash-out paper to the gaming machines and redemption of cash-out tickets that shall be submitted to the CNGC for review and approval.

Tier B and C Levels

- A. Gaming machine accounting and auditing procedure standards in Section 7 – Gaming Systems of this document shall apply.
- B. On a quarterly basis, the casino operation shall foot all IRS reportable jackpot cash-out tickets and trace the totals to those produced by the host validation computer system.
- C. The cash-out ticket printed at the gaming machine by an internal document printer shall be valid for a time period no less than fourteen (14) days and not to exceed thirty (30) days. The validation timeframe must be approved by CNGC.
- D. Cash out tickets may be redeemed for payment or inserted in another gaming machine and wagered if applicable during the specified time period. The appropriate time/date stamp shall be maintained by the gaming machine system and printed on the cash-out ticket.

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- E. The customer shall redeem the cash-out ticket at a cashier's station where it can be validated. Alternatively, if a casino operation utilizes a remote computer validation/redemption system (e.g. electronic kiosk), the CNGC, or the operation as approved by the CNGC shall develop alternate standards for the maximum amount that can be redeemed, which shall not exceed \$2,999.99 per cash-out transaction.
- F. Upon presentation of the cash-out ticket(s) for redemption, the following shall occur:
1. Scan the bar code via an optical reader or its equivalent; or,
 2. Input the cash-out ticket validation number into the computer.
- G. The information in paragraph F of this section shall be communicated to the host computer. The host computer shall verify the authenticity of the cash-out ticket and communicate directly to the cashier (redeemer) of the cash-out ticket.
- H. If valid, the cashier (redeemer) pays the customer the appropriate amount and the cash-out ticket is electronically noted "paid" in the system. The "paid" cash-out ticket shall remain in the cashier's bank for reconciliation purposes. The host validation computer system shall electronically reconcile the cashier's banks for the paid cashed-out tickets.
- I. If invalid, the host computers shall notify the cashier (redeemer). The cashier (redeemer) shall refuse payment to the customer and notify a supervisor of the invalid condition. The supervisor shall resolve the dispute. All documentation shall be held for investigation.
- J. Payment of a claim must follow the procedures as outlined in part 12.12 of this section.
- K. If the host validation computer system temporarily goes down, cashiers may redeem cash-out tickets at a cashier's station after recording the following:
1. Serial number of the cash-out ticket;
 2. Date and Time;
 3. Dollar amount;
 4. Issuing gaming machine number;
 5. Marking ticket "paid";
 6. Ticket shall remain in cashier's bank for reconciliation purposes; and,
 7. The ticket shall have the signature (the full name of the

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employee and/or initials), and the employee number of the cashier.

- L. Cash-out tickets shall be validated as expeditiously as possible when the host validation computer system is restored. All cash-out tickets must be validated and recorded by the computer system.
- M. Unredeemed tickets can only be voided in the validation or casino management system by supervisory employees. The accounting department will maintain the voided ticket, if available.
- N. The CNGC or the casino operations as approved by the CNGC shall establish and comply with procedures to control cash-out ticket paper, which shall include procedures that:
 - 1. Mitigate the risk of counterfeiting of cash-out ticket paper;
 - 2. Adequately control the inventory of the cash-out ticket paper;
 - 3. Provide for the destruction of all unused cash-out ticket paper; and,
 - 4. If the casino operation utilizes a functioning, lab certified computer validation system

then this standard shall not apply.

- O. If the host validation computer system is down for more than four (4) hours, the casino operation shall promptly notify the CNGC.
- P. These gaming machine systems shall comply with all other standards (as applicable) in this document.

12.8 Ticket Requirements

- A. Tickets generated at a gaming device shall be posted as an expense upon generation of the ticket.
- B. Tickets shall be accounted for by individual machine.
- C. Tickets shall be active for a period not less than fourteen (14) days and not to exceed thirty (30) days as approved by the CNGC.
- D. Tickets shall be considered Cash Equivalents and shall be treated as such during reconciliation.
- E. The following information shall be printed upon the face of each ticket generated:
 - 1. The validation system must assign a unique and sequential ticket Serial Number (Validation Number) to all tickets. The Ticket Serial

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- Number shall be printed upon the ticket for manual verification purposes.
2. The ticket serial number shall be a minimum of eighteen (18) digits in length.
 3. The numerical ticket series may not be repeated during the business year.
 4. The ticket serial number shall be printed upon the ticket in bar-code form.
 5. The ticket validation number may be included with the bar-code of the ticket.
- F. The full name and physical address of the gaming facility shall be printed upon the face of the ticket.
- G. The ticket shall be time/date stamped based upon the date and time the ticket was generated from the gaming device.
- H. The cash value of the ticket in both dollars and cents shall be printed upon the face of the ticket in numeric form.
- I. The cash value of the ticket shall be printed upon the face of the ticket in alpha-numeric form.
- J. The ticket shall include the point of origin or the asset number of the gaming device which generated the ticket.

- K. Delayed Tickets are prohibited. Tickets must be printed immediately upon executing the appropriate command.
- L. Duplicate tickets must clearly state that the ticket is a duplicate upon the face of the ticket. Duplicate tickets may only be printed and redeemed with management's specific authorization, in writing by signature and employee number on the face of the payout form.
- M. Procedures for Promotional tickets shall be approved by the CNGC and adhere to the requirements stated in, Section 16 - Marketing Programs of this document.

12.9 Patron accounts and cashless systems

- A. All smart cards (i.e., cards that possess the means to electronically store or retrieve data) that maintain the only source of account data are prohibited.
- B. For each patron deposit accounts the following standards must apply:
1. Require the patron to personally appear at a designated area of accountability, and present valid government issued picture identification;

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2. Examine and record the following:
 - a. Type of identification credential examined;
 - b. The credential number;
 - c. The expiration date of credential; and,
 3. Record the patron's name and may include another identifier (e.g., nickname, title, etc.) of the patron, if requested by patron;
 4. Record a unique identity for each patron deposit account;
 5. Record the date the account was opened; and,
 6. The cashier's name;
 7. The patron must sign the account documentation before the cashier may activate the account.
 8. Provide the account holder with a secure method of access to the account.
- C. Patron deposit accounts must be established for patrons at designated areas of accountability and the creation of the account must meet all the controls of paragraph (B) of this section when the patron makes an initial deposit of cash or cash equivalents.
- D. If patron deposit account adjustments may be made by the operation, the operation must be authorized by the account holder to make necessary adjustments. This requirement can be met through the collection of a single authorization that covers the life of the patron deposit account.
 - E. Patron deposit and withdrawals:
 1. Prior to the patron making a deposit or withdrawal from a patron deposit account, the cashier or cashless system must verify the patron deposit account, identity of the patron and availability of funds. Reliance on a secured Personal Identification Number (PIN) entered by the patron is an acceptable method of verifying patron identity.
 2. A multi-part deposit/withdrawal record must be created when the transaction is processed by a cashier, including;
 3. Same document number on all copies;
 4. Type of transaction, deposit or withdrawal;
 5. Name of other identifier of the patron;
 6. The unique account identifier;

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7. Patron signature for withdrawals, unless a secured PIN is utilized by the patron;
8. Date and time of transaction;
9. Dollar amount of transaction;
10. Nature of deposit or withdrawal (e.g., cash, check, chips); and,
11. Signature of the cashier processing the transaction.
12. When a patron deposits or withdraws funds from a patron deposit account electronically, the following must be recorded:
 - a. Date and time of transaction;
 - b. Location (player interface, kiosk);
 - c. Type of transaction (deposit, withdrawal);
 - d. Amount of transaction; and,
 - e. The unique account identifier.
13. A copy of the transaction record must be secured for reconciliation of the cashier's bank for each shift. All transactions involving patron deposit accounts must be accurately tracked.

14. The copy of the transaction record must be forwarded to the accounting department at the end of the gaming day.
 15. When a cashier is not involved in the deposit/withdrawal of funds, procedures must be established that safeguard the integrity of the process used.
- F. Patron Deposit Account Adjustments:
1. Adjustments to the patron deposit accounts must be performed by an employee.
 2. A record must be created when the transaction is processed, including:
 - a. Unique transaction identifier;
 - b. Type of transaction, adjustment;
 - c. Name or other identifier of the patron;
 - d. The unique account identifier;
 - e. Date and time of transaction;
 - f. Dollar amount of transaction;
 - g. Nature of adjustment;

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- h. Reason for the adjustment; and,
 - i. Signature or unique identifier for the employee who made the adjustment.
 - 3. The transaction record must be forwarded to the accounting department at the end of the gaming day.
- G. Where available, systems reports that indicate the dollar amount of transactions for patron deposit accounts (e.g., deposits, withdrawals, account adjustments, etc.) that should be reflected in each cashier's accountability must be utilized at the conclusion of each shift in the reconciling of funds.
- H. Cashless transactions and electronic funds transfers to and from patron deposit accounts must be recorded and maintained at the end of the casino operation's specified twenty-four (24) hour accounting period.
- I. Procedures must be established to maintain a detailed record for each patron deposit account that includes the dollar amount of all funds deposited and withdrawn, account adjustments made, and the transfers to or from player interfaces.
- J. Detailed patron deposit account transaction records must be available to the patron upon reasonable request and to CNGC upon request.
- K. Only dedicated casino operation bank accounts must be used to record electronic funds transfers to or from the patron deposit accounts. Casino operation bank accounts dedicated to electronic funds transfers to or from the patron deposit accounts must not be used for any other types of transactions.
- L. For promotional and other accounts the following standards must apply:
 - 1. Changes to promotional and other accounts must be performed by an employee.
 - 2. The following standards apply if a player tracking system is utilized:
 - a. In the absence of the patron, modifications to balances on a promotional or other account must be made under the authorization of supervisory employees and must be sufficiently documented (including substantiation of reasons for modification). Modifications are randomly verified by independent employees on a quarterly basis. This standard does

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not apply to the deletion of balances related to inactive or closed accounts through an automated process.

- b. Access to inactive or closed accounts is restricted to supervisory employees.
 - c. Patron identification is required when redeeming values.
3. Reliance on a secured PIN by the patron is an acceptable method of verifying patron identification.

12.10 Account Access Cards

For gaming machines that utilize account access cards to activate the play of the machine, the following standards shall apply:

A. Equipment

- 1. A central computer, with supporting hardware and software, to coordinate network activities, provide system interface, and store and manage a play/account database.
- 2. A network of contiguous player terminals with touch-screen or button controlled video monitors connected to an electronic selection device and the central computer via a communications network.

- 3. One or more electronic selection devices, utilizing random number generators, each of which selects any combination or combinations of numbers, colors, and/or symbols for a network of player terminals.

B. Player terminal standards

- 1. The player terminal standards are connected to a game server.
- 2. The game server shall generate and transmit to the bank of player terminals a set random numbers, colors, and/or symbols at regular intervals. The subsequent game results are determined at the player terminal and the resulting information is transmitted to the account server.
- 3. The game server shall be housed in a game server room or a secured locked cabinet.

C. Customer account maintenance standards

- 1. A central computer acting as an account server shall provide customer account maintenance and the deposit/withdrawal function of those account balances.
- 2. Customers may access their accounts on the computer system by means of an account

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access card at the player terminal. Each player terminal may be equipped with a card reader and PIN pad or touch screen array for this purpose.

3. All communications between the player terminal, or bank of player terminals, and the account server shall be encrypted for security reasons.

D. Customer account generation standards

1. A computer file for each customer shall be prepared by a clerk, with no incompatible functions, prior to the customer being issued an account access card to be utilized for machine play. The customer shall select his/her PIN to be used in conjunction with the account access card.
2. For each customer file, an employee shall:
 - a. Record the customer's name and current address;
 - b. The date the account was opened; and,
 - c. At the time the initial deposit is made, account opened, or credit extended, the identity of the customer shall be verified by examination of a valid

driver's license or other reliable identity credential.

3. The clerk shall sign-on with a unique password to a terminal equipped with peripherals required to establish a customer account. Passwords are issued and can only be changed by information technology personnel in accordance with Section 21 – Information Technology.

4. After entering three (3) incorrect PIN entries at the cage or player terminal, the customer shall be directed to proceed to the appropriate station to obtain a new PIN. If the customer forgets, misplaces or requests a change to their PIN, the same procedures shall apply.

5. Generic or house cards are prohibited, unless approved by the CNGC.

E. Deposit of credits standards

1. The cashier shall sign-on with a unique password to a cashier terminal equipped with peripherals required to complete the credit transactions(s). Passwords are issued and can only be changed by information technology personnel in accordance with Section 15 Key and Access Controls.

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2. The customer shall present cash, chips, coin, or cash equivalents (as approved), or coupons along with their account access card to a cashier to deposit credits.
3. The cashier shall complete the transaction by entering an account number or utilizing a card scanner that the cashier shall slide the customer's account access card through.
4. The cashier shall accept the funds from the customer and enter the appropriate amount on the cashier terminal.
5. A multi-part deposit slip shall be generated by the point-of-sale receipt printer with the following steps:
 - a. The cashier shall direct the customer to sign the deposit slip receipt,
 - b. One copy of the deposit slip shall be given to the customer, and
 - c. The other copy of the deposit slip shall be secured in the cashier's cash drawer.
6. The cashier shall verify the customer's balance before completing the transaction. The cashier shall secure the funds in their cash drawer and

return the account access card to the customer.

7. Alternatively, if a kiosk is utilized to accept a deposit of credits, the CNGC or the casino operation as approved by the CNGC shall establish and comply with procedures that safeguard the integrity of the kiosk system.

F. Prize standards

1. Winners at the gaming machines may receive cash, prizes redeemable for cash or merchandise.
2. If merchandise prizes are to be awarded, the specific type of prize or prizes that may be won shall be disclosed to the player before the game begins.
3. The redemption period of account access cards, as approved by the CNGC, shall be conspicuously posted in the casino operation.

G. Credit withdrawal

The customer shall present their account access card or ticket to the cashier to withdraw their credits. The cashier shall perform the following:

1. Scan the account access card;
2. Request the customer to enter their PIN;

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3. The cashier shall ascertain the amount the customer wishes to withdraw and enter the amount into the computer;
4. A multi-part withdrawal slip shall be generated by the point-of-sale receipt printer. The cashier shall direct the customer to sign the withdrawal slip; and,
5. The cashier shall verify that the account access card and the customer match by:
 - a. Comparing the customer to image on the computer screen;
 - b. Comparing the customer to image on the customer's picture identification; or
 - c. Comparing the customer signature on the withdrawal slip to signature on the computer screen.
6. The cashier shall verify the customer's balance before completing the transaction. The cashier shall pay the customer the appropriate amount, issue the customer the original withdrawal slip, and return the account access card to the customer.
7. The copy of the withdrawal slip shall be placed in the cash drawer. All account

transactions shall be accurately tracked by the account server computer system. The copy of the withdrawal slip shall be forwarded to the accounting department at the end of the gaming day.

8. In the event the imaging function is temporarily disabled, customers shall be required to provide positive identification for cash withdrawal transactions at the cashier stations.

12.11 Smart Cards

All smart cards (i.e., cards that possess the means to electronically store and retrieve data) that maintain the only source of account data are prohibited.

12.12 Claims and Refunds

- A. All claims/refunds must be documented on a three-part form, in a continuous numerical series, pre-numbered and concurrently numbered in a format issued in only one series at a time.
- B. Unissued and issued forms shall be safeguarded and adequate procedures shall be employed in the distribution, use, and control of the same.
- C. Unissued forms shall be kept in cage accountability upon receipt.

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- D. In order to initiate a claim, the customer must present valid identification.
- E. The original part shall be maintained in continuous sequence, with original signatures, by a designated custodial department and made available upon request to the CNGC.
- F. One (1) part shall be retained by the cashier, who shall sign the form acknowledging that they have reviewed it for appropriate authorization, prior to paying the approved claim.
- G. If the claim is denied, the form should not be submitted to a cashier, but shall be filed with the original.
- H. One (1) part shall be offered to the customer for their records, regardless as to whether the claim is approved or denied.
- I. Approved claims may not be paid and/or removed from cage accountability until such time as the patron is presented payment and acknowledges receipt by signature, not to exceed thirty (30) days from date claim is approved.
- J. When a claim form is voided, the employee shall clearly mark "VOID" across the face of the document, initial/date and maintain all copies with the original documentation.
- K. Each form shall include at least the following information:
1. Game date;
 2. Machine or Table number;
 3. Location;
 4. Time;
 5. Transaction number (if applicable);
 6. Amount of Claim;
 7. Customer Name and Address;
 8. Description of Claim;
 9. Investigation Results; and,
 10. Approved/Denied.
- L. Failure to complete a claim form in its entirety shall constitute a violation of these standards. If a required field is not applicable to the claim, place an N/A in the space provided.
- M. Document the payment of a claim of a cash-out ticket that is not physically available or a cash-out ticket that cannot be validated such as a mutilated, expired, lost, or stolen cash-out ticket.
- N. At least two (2) employees must sign the claim form documentation indicating that they have reviewed the claim and have documented the

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results, indicating whether the claim is approved or denied.

- O. Claims greater than One Thousand Dollars (\$1,000.00) shall require authorization by a management official, in addition to the requirement in paragraph N.
- P. On at least a quarterly basis, accounting shall review original claim forms for reasonableness and compare to those forms redeemed by the cashiers.

12.13 Chip Redemptions

- A. All chip transactions must be broken down for proof prior to exchange for cash, within the designated payout area as follows:
 - 1. \$1.00 Chips 4 Stacks–5 High
 - 2. \$5.00 Chips 4 Stacks–5 High
 - 3. \$25.00 Chips 5 Stacks–4 High
 - 4. \$100.00 Chips 4 Stacks–5 High
 - 5. \$500.00 Chips 5 Stacks–4 High
 - 6. \$1000.00 Chips 4 Stacks–5 High
- B. Each denomination must be sized together and the final stack splashed within the designated payout area. The final tally of the total amount of chips presented for

payment shall be communicated to the customer.

- C. For large payouts the chips may be placed back into the rack as each denomination has been proven.
- D. The employee will then pay the customer in accordance with Currency Handling procedures, one (1) bill over the other.
- E. Once the customer has received the cash the chips may be removed from the designated payout area and placed in the cashier's bank.
- F. Chips shall be separated from cash funds when transferring to the Cage or Main Vault.

12.14 Procedures for Redemption of Coupons / Vouchers / Similar Items

The CNGC or the casino operation, as approved by the CNGC shall establish and comply with procedures that account for and control coupons/vouchers/similar items, whether electronic or manual, which shall include:

- A. Redemptions shall only occur at a location or a device where the coupon can be properly validated and transacted.
- B. Coupons shall be redeemed by the patrons of the operation in accordance with the manner prescribed and approved, inclusive

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- J. Electronic redemptions are permissible, provided they provide the same level of control as required by the standards in this Section, as approved by the CNGC.