# COMMANDER NAVY REGION, SINGAPORE

**MORALE, WELFARE AND RECREATION**

PSC 470

FPO AP 96534

 MWRSOP F&B\_014

 1 February 2017

 N92

**MWR STANDARD OPERATING PROCEDURE**

Subj: HARVESTING GAMING DEVICES PROCEDURES

Ref: (a) CNIC1710

Encl: (1) INDEPENDENT OBSERVER CHECKLIST

 (2) KIOSK HARVEST PROCEDURES

1. Purpose. To standardize procedures for the harvesting gaming devices.
2. Scope. Provisions of this SOP are based on the most current CNIC established policies, procedures and standards for Navy operated gaming machine programs. This SOP applies to all base activities with gaming machines and is mandatory for all personnel assigned to or employed by the activity.
3. Harvest Procedures. Harvests must be conducted at least once a week. Harvests of gaming machines and kiosks must be completed before any play on the machines occur. Game rooms must be kept secured until the harvest is completed.
4. Game room must be kept secured until the harvest is completed. (If machines are played, it will not be posted for the ending harvest period, and the harvest will encounter variances.)
5. Only the personnel involved in the harvest are permitted in the game room at the time or harvest.
6. Gaming revenue count area must be secured before counting (all doors locked).
7. The IO must remain present at all times throughout the harvest evolution.
8. Sufficient space must be available to arrange cash containers in an orderly fashion.
9. Sufficient electrical outlets must be available to operate cash counting equipment.
10. Sufficient table/counter space must be available for employees to maintain visibility of each other and the cash count process.
11. The Independent Observer (IO) must make sure that gaming technician and lead cashier are within view during the removal of money from the stacker boxes by controlling the sequence and pace of the harvest in the secure counting room / cash cage.
12. The IO will ensure that the count verification report is signed before leaving the harvest.
13. Prior to starting the actual harvest collection process from the machine, the IO will verify that the on-line “bill statement report” has been processed and the gaming machines have not been played until the harvest is complete.
14. Three gaming machine keys and empty bill stacker boxes are required for the harvest. The gaming technician places empty bill stacker boxes next to each machine by machine number on the stacker boxes. The gaming technician receives the key from the IO (stacker box door key) and logs out one key from gaming office key lock box (gaming machine cabinet door). The third key (bill stacker box key) will be given to the gaming tech by the facility’s cashier (once inside the secure count room). This key will be returned once all boxes have been emptied. The gaming tech then opens the gaming machine cabinets belly door and stacker box door (with the IO watching using the required keys) and removes stacker box to be harvested one at a time.
15. After the used stacker boxes are placed in the cart (if required and transported to a secured count room / cash cage) the correct empty stacker box will be installed. Ensuring the number on the replacement box is the same as the box just removed from the machine, the gaming tech locks the bill stacker door and belly door. The gaming tech will repeat this process until all gaming machines are done.
16. Before leaving the room, the IO and gaming technician will ensure there are no error messages on the machines and the cabinet door is locked on each machine.
17. While in the secured room or cash cage, the gaming tech removes the bill stacker box and unlocks the box with facility’s key and allows the cashier to remove the money while being witnessed by the IO.
18. The bill counter should be calibrated before the actual count begins (if not using auto count). The tech opens the stacker box that will be processed first and cashier removes a thick stack of bills from the box. The bills are first sorted and manually counted. Next they are placed in the bill counter. The machine count and the manual count should match. When using AUTO COUNT you will not be able to check the counter in this matter. You just put the money from the first box into the counter and check to see if it matches what is on the “bill statement report” if it does the accountant can accept the count on the MCC computer and continue on with the harvest. Each stacker box is opened one by one and the bills are removed by the cashier and counted. This process continues until all boxes have been emptied.
19. The IO **DOES NOT** handle the money and must remain in full view during the entire cash counting process making sure 1) all stacker boxes are pulled; 2) all bills are pulled from the stacker boxes; 3) the amount is validated into the system correctly. If at any time the amount does not match with the “bill statement report”, the IO must notify the accountant before they accept the count for that machine. The problem must be noted and all three, the business manager, the gaming manager, and ARMP must be notified by e-mail.

Morale, Welfare and Recreation (MWR) Director N92

Distribution

Division Heads

Managers

**GAMING DEVICE**

**INDEPENDENT OBSERVER CHECKLIST**

LOCATION: DATE:

TIME START: TIME FINISH:

**GAMING HARVEST PROCEDURES**

1. Check machines for evidence of tampering or other misuse. \_\_\_
2. Ensure game room / area is secured prior to bill collections. \_\_\_
3. Ensure that proper personnel are present for collections (Activity Cashier, Gaming Technician and Accountant). \_\_\_
4. Issue key for the gaming device to the Gaming Technician for the bill stacker door lock. (Maintain Custody of gaming device keys when not in use by gaming device Gaming Technician). \_\_\_
5. Witness the removal of bill stacker cash box and the replacement of an empty one. \_\_\_
6. Ensure that any cards found with money left on it gets turned into the cash cage to be redeemed, as well as any cash found in the room and dropped as unclaimed credit on a DAR. \_\_\_
7. Witness the opening of each bill cash boxes. \_\_\_
8. Observe the bill counters being checked for accuracy. (Bills will be run thru each counter to check for counting accuracy). \_\_\_
9. Visually check the counter meter readings being transcribed to the cash collection data sheets (Hard and soft count sheets). \_\_\_
10. Note any differences between the first count and second count of bill and if different, investigate the cause. \_\_\_
11. Observe the totalling of bills counts and verify that the grand total is the same on all individual bill/coin cash boxes totalled. \_\_\_
12. Verify all bill cashboxes are returned to gaming devices and gaming device belly glass door has been secured/locked and NO error messages on the Gamine Machines. \_\_\_
13. Immediately report any discrepancies to the N94 Business Office Manager. \_\_\_

**KIOSK HARVEST PROCEDURES**

1. Ensure game room/area is secured prior to opening the kiosk. \_\_\_
2. Ensure that all required/proper personnel are present. (Kiosk Fund custodian, Accountant, Gaming Technician) \_\_\_
3. Issue the Kiosk Fund custodian the second required key for the lower safe door. (Maintain custody of the key when not in use by Kiosk Fund custodian). \_\_\_
4. Observe the accountant issuing the harvest card and note cassette key to the Kiosk Fund custodian. \_\_\_
5. Observe that the Kiosk fund custodian presses the fill level button (in the money serve screen) and hands the print out to the accountant. \_\_\_
6. Observe the Kiosk fund custodian emptying the coin hoppers into buckets (placing them on the cart for transport to the secure count room) as well as removing the bill acceptor stacker box/reject box and the note cassettes. \_\_\_
7. Ensure that the Kiosk Fund custodian closes and locks all kiosk doors and places kiosk off line before removing the harvest card and returning in second lower safe door key to IO. \_\_\_
8. Ensure that the gaming room door is locked before escorting the money being transported to the secure cash room/cash cage. \_\_\_
9. Ensure that the count room is secured before any money is counted. \_\_\_
10. Observe the Kiosk Fund custodian calibrating the coin counter before real count begins.
11. Observe that the following counts are conducted.
12. Kiosk funds prior to the harvest reimbursement from Activity cashier. \_\_\_
13. Harvest reimbursement from Activity Cashier. (Do not mix the money until both counts are correct). \_\_\_
14. Kiosk funds after the Harvest reimbursement from the Activity Cashier are added. \_\_\_
15. Observe that each note cassette is replenished to the correct amount required on the box lid as well as the correct denomination. \_\_\_
16. If a trip to the bank is required to change the money into the correct denomination for the kiosk refill, ensure that all the kiosk money is first secured inside the kiosk. Escort the Kiosk Fund custodian and Gaming Technician to the bank. \_\_\_
17. After returning from the bank, issue the fund custodian the second key for the kiosk lower door and observe the Kiosk Fund custodian counting the money in front of the Accountant before opening and refilling the required note cassette. \_\_\_
18. Observe that the fund custodian correctly answers all the questions asked on the screen. (If not sure have fund custodian go back to the money serve screen and check the amount in the kiosk. If not correct make custodian correct the problem). \_\_\_
19. Observe that the fund custodian returns the,
20. Harvest card and note cassette key back to the accountant. \_\_\_
21. The key for the lower safe door to the Independent Observer. \_\_\_
22. Kiosk Top Door key to the Activity Cashier. \_\_\_
23. Immediately report any discrepancies to the N94 Business Office Manager.

**DOCUMENTATION**

1. Check to see that Malfunction Vouchers/hand pays have two signatures on both of them, (cashier and customer). \_\_\_
2. Gaming Device Mechanics Repair Log for the kiosk must all be initialled. \_\_\_

BEFORE LEAVING THE GAMEROOM/AREA, ENSURE GAMING MACHINE CASHBOXES, BELLY ACCESS DOOR< MACHINE DOOR, AND STAND ARE LOCKED AND THE HANDLES CANNOT “FREE” PULLED.

I CERTIFY THAT THE ABOVE PROCEDURES HAVE BEEN COMPLETED.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Independent Observer Date