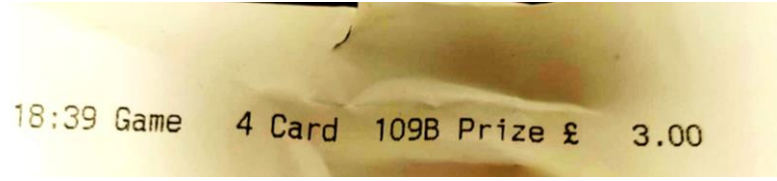


MCB CONTROL PROCEDURE

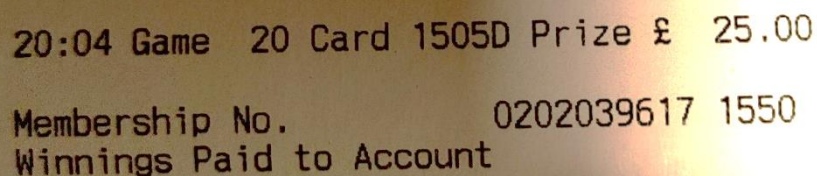
THROUGHOUT THE SESSION

1. Prize money is given out from the MCB desk; it should be double checked by the MCB controller then checked again by the staff member delivering the money to the customer.
 - o MCB Prize Winners Receipts will print to the MCB desk and will have the prize amount detailed – this should then be made up out of your float. Some clubs choose to put these amounts into cups or bags along with the receipt; if it's a small amount (i.e., £2) it can be placed directly onto the customer's table.



18:39 Game 4 Card 109B Prize £ 3.00

2. Some receipts will say 'Winnings Paid to Account' – these are paid directly to the customer's account and are NOT paid out from the MCB float. These receipts should be kept with all other MCB Receipts and attached to the paperwork at the end of the session.



20:04 Game 20 Card 1505D Prize £ 25.00
Membership No. 0202039617 1550
Winnings Paid to Account

3. Clubs with 'outdoor boards' (Stirling, Partick, FLP, Inverness); any outdoor winnings must be recorded, the customer will approach you to claim their money; you should ask the customer to confirm their board number before you issue any prize money to them. Then record their name and membership number on the paperwork.
 - o Below is an example from Partick:

Carlton Clubs Partick

ZONE 20 PRIZE RECEIPT

(Must be completed for every session and attached to paperwork)

Date 20/01/24

AFT/ EVE

GAME	BOARD	MEMBERSHIP	AMOUNT
1	520	3059S	£5.00

NAME
A. Smith

4. During the Main Session, please ensure that **ALL** winners are recorded. If there is a 5-way split then those 5 names should be recorded. Without exception.
5. Please ensure that when going on breaks or comfort breaks that there is **one person covering the box**. This maintains the security by reducing the number of people responsible for the float and any shortages.
6. All **prize winnings over £200**, including the **National Game**, and linked **games** must be delivered with a PRIZE SIGNATURE RECEIPT. Please make sure these are obtained back from the customer and kept in an envelope. All **JACKPOTS AND BONUSES** require a customer signature, the Bullseye game must be printed and receipt attached. The bonuses paid will also need to be written down on the banking slip.

Carlton CLUBS

Prize Winner's Receipt Number **39459**

Date _____ Afternoon/Evening

Session _____

Game _____

Member's Name _____

Membership Number _____

Number of Winners _____

Prize Money Received **£** _____

Signed _____

- Some Clubs may pay LINK prizes from the Booksales area rather than MCB – your Team Leader will confirm this.

7. Refunds should be carried out when the main session is being played:

- If you are printing ALL refunds at the end of the session;
 - Push **REFUND, REFUND, YES** – this will print a receipt listing all refunds to be issued.
- If a player has specifically requested a refund;
 - Push **REFUND**, enter the **Card Number** (located on the table), **YES**.
- A refund receipt will print – **take the money from your float then deliver the amount on the receipt to the correct table**. If there is no one at the table and money is left unclaimed, hand this into the cash office at the end of the session with a **signed Refund Receipt**.
 - Remember – **no refunds should be generated before the Bullseye** game has been played (afternoon or evening)