

MCB CONTROL PROCEDURE

CASHCARD GAME DISPUTES

At times, you might have a customer approach you to say they have had a MISSED CLAIM when playing CASHCARD bingo. With the MCB Computer you are able to **recall previous games** to find out what numbers were called and whether the customer has won or not. You should ask the customer if they know what time the game was played, what the prize amount was and if they can remember the last number called – this will help find the right game.

1. Press **MENU, LAST GAME**
 - This will show the last game played on the MCB screen
2. Use the **LEFT ARROW** button to scroll through the previous games until you find the correct game
3. When you have found the correct game, you will need to check that the customer's board was in play at the time:
 - Type in the **board number and press ENTER**
4. You can then print the game by pressing the **AUDIT** button
5. If the customer's board was **NOT IN PLAY**; you can show them the printed game and highlight that they weren't in play.
6. If the board is **IN PLAY**; you should take the printed game to the customers table and 'play' through the game with them, marking off the numbers on their board to find out if they should have won or not.