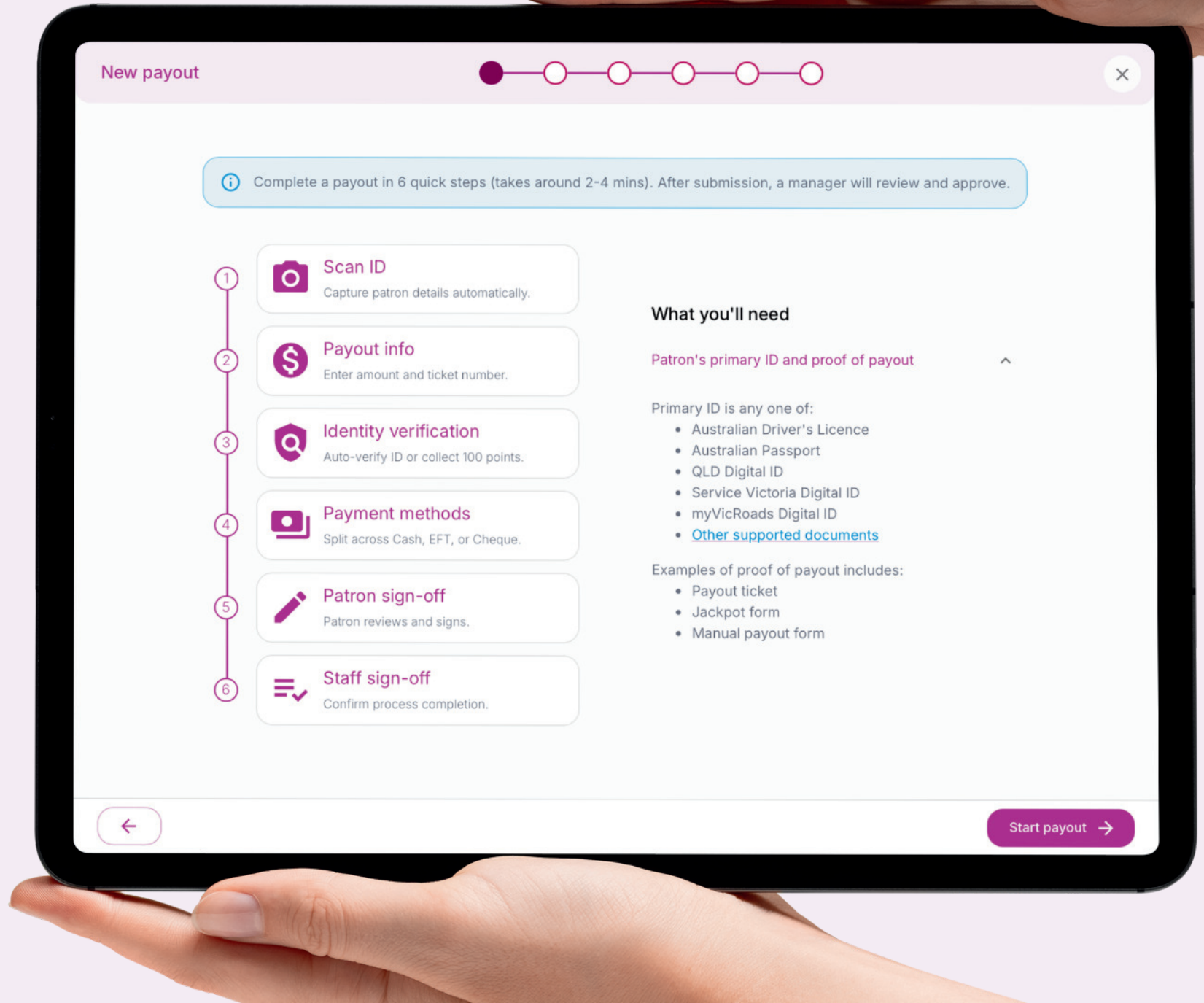


Payout Process Overview

For support, visit our
Knowledge Base



Contact our friendly support team
with any questions on 07 3053 5401



New payout

Complete a payout in 6 quick steps (takes around 2-4 mins). After submission, a manager will review and approve.

1



Scan ID

Capture patron details automatically.

2



Payout info

Enter amount and ticket number.

3



Identity verification

Auto-verify ID or collect 100 points.

4



Payment methods

Split across Cash, EFT, or Cheque.

5



Patron sign-off

Patron reviews and signs.

6



Staff sign-off

Confirm process completion.

What you'll need

Patron's primary ID and proof of payout

Primary ID is any one of:

- Australian Driver's Licence
- Australian Passport
- QLD Digital ID
- Service Victoria Digital ID
- myVicRoads Digital ID
- [Other supported documents](#)

Examples of proof of payout includes:

- Payout ticket
- Jackpot form
- Manual payout form



Start payout →