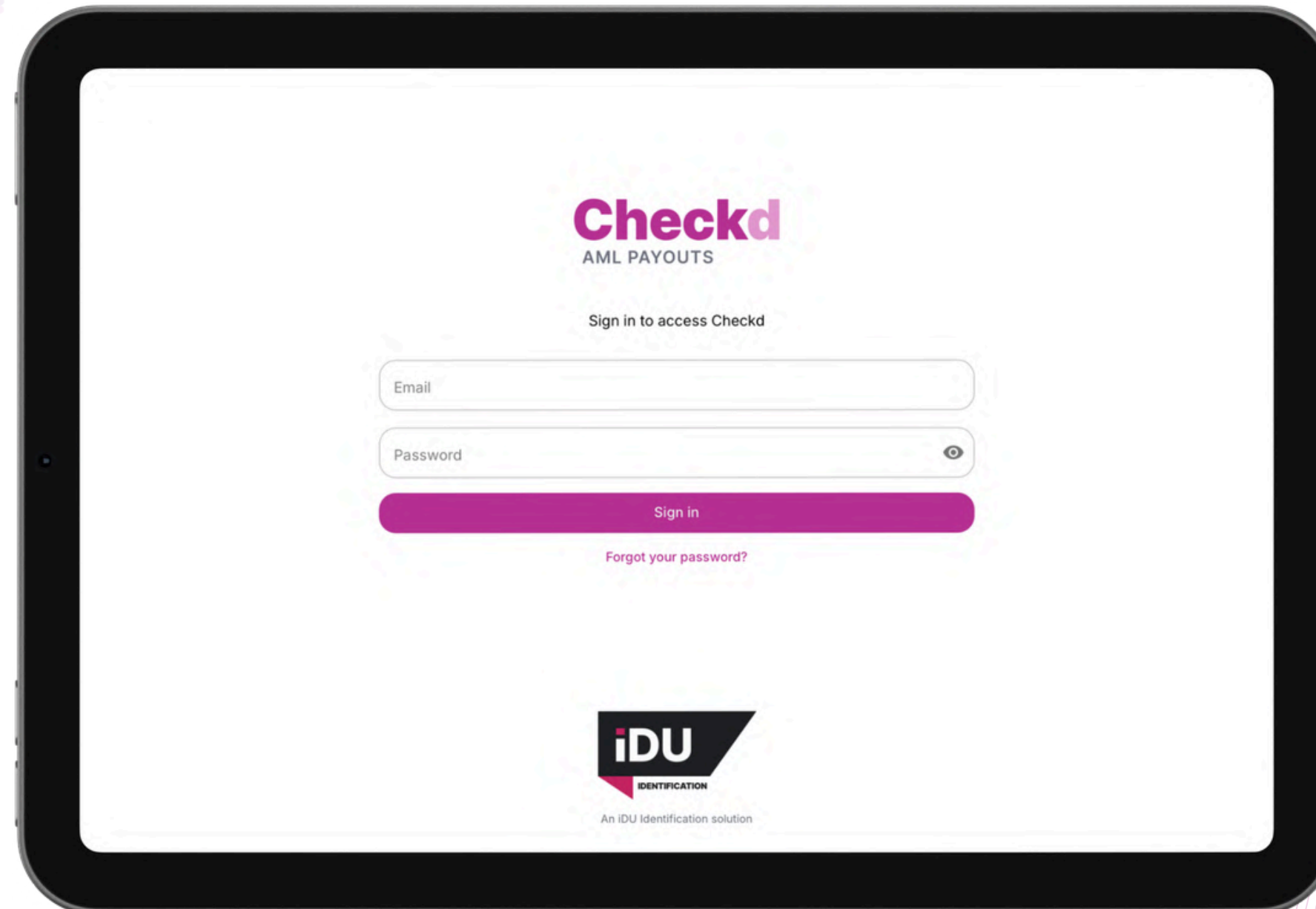


Checkd User Guide

Sign in to begin a new payout.



Start a New Payout

What's happening:

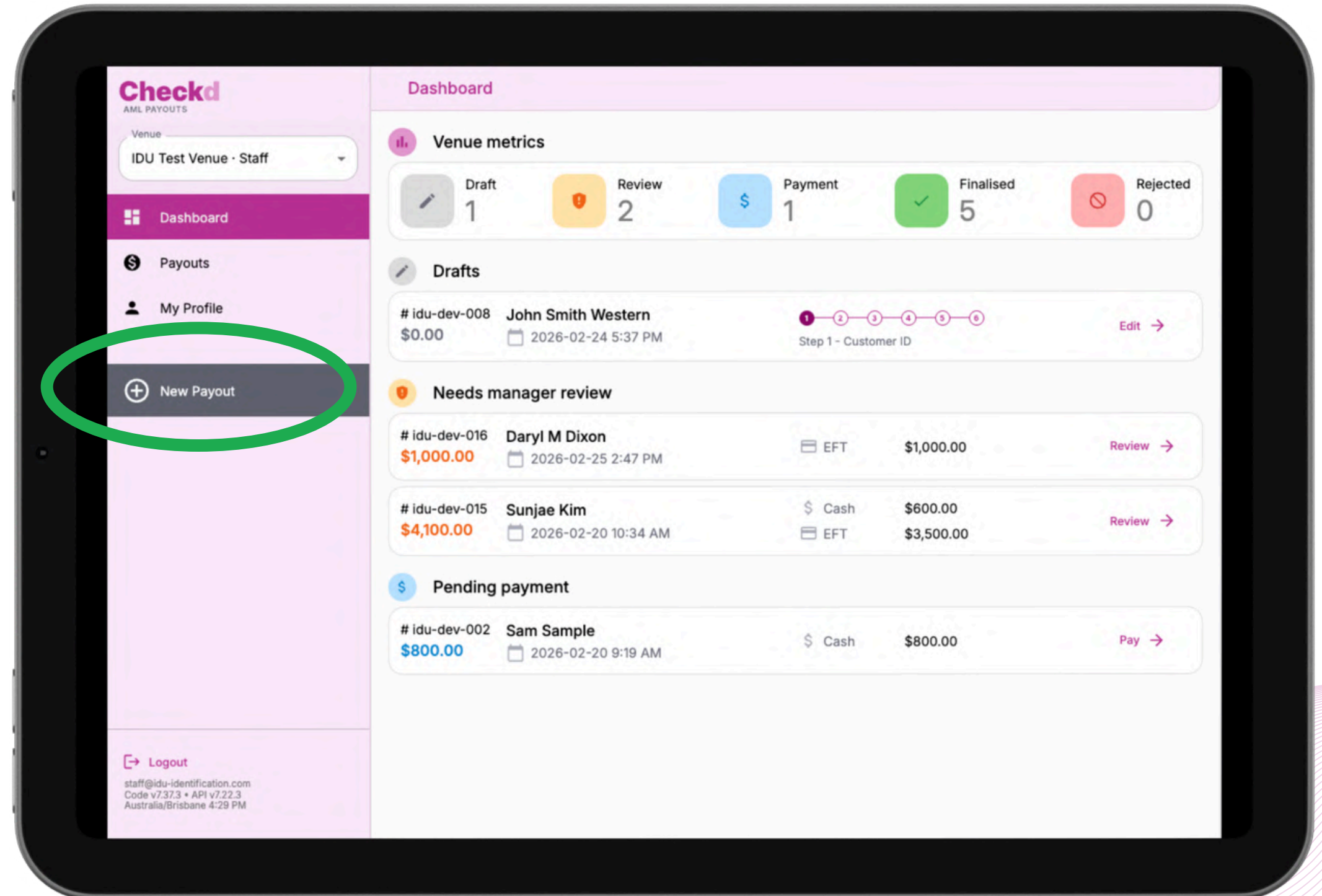
Start a new payout from the Checkd dashboard.

What to do:

- Tap **"New Payout"**

Tip:

- Make sure the correct venue is selected top left (if you have an account at multiple venues)



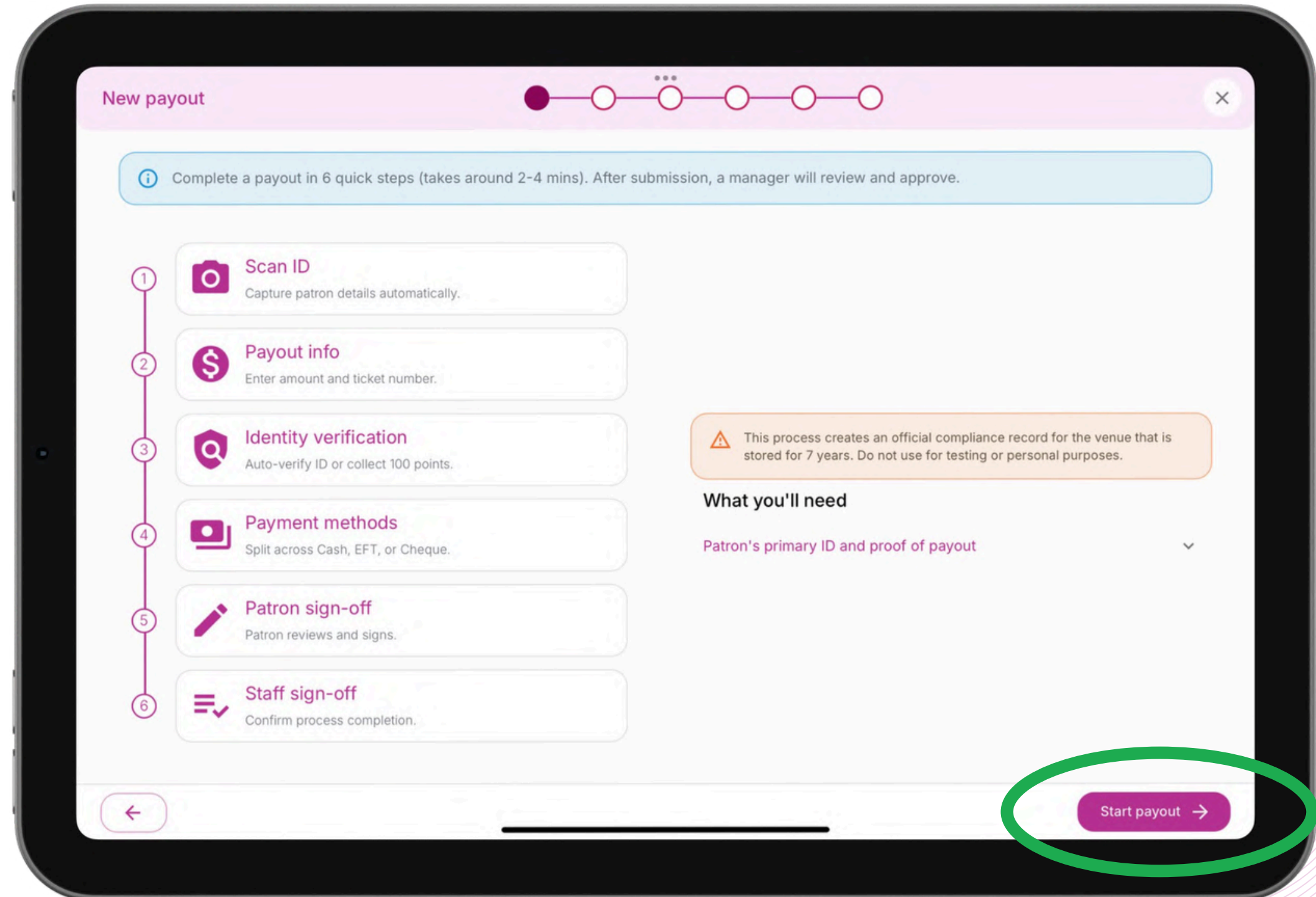
Review Payout Process Overview

What's happening:

When starting a new payout, the full process is listed as a refresher for staff.

What to do:

- Tap **“Start Payout”**



Scan Patron ID

What's happening:

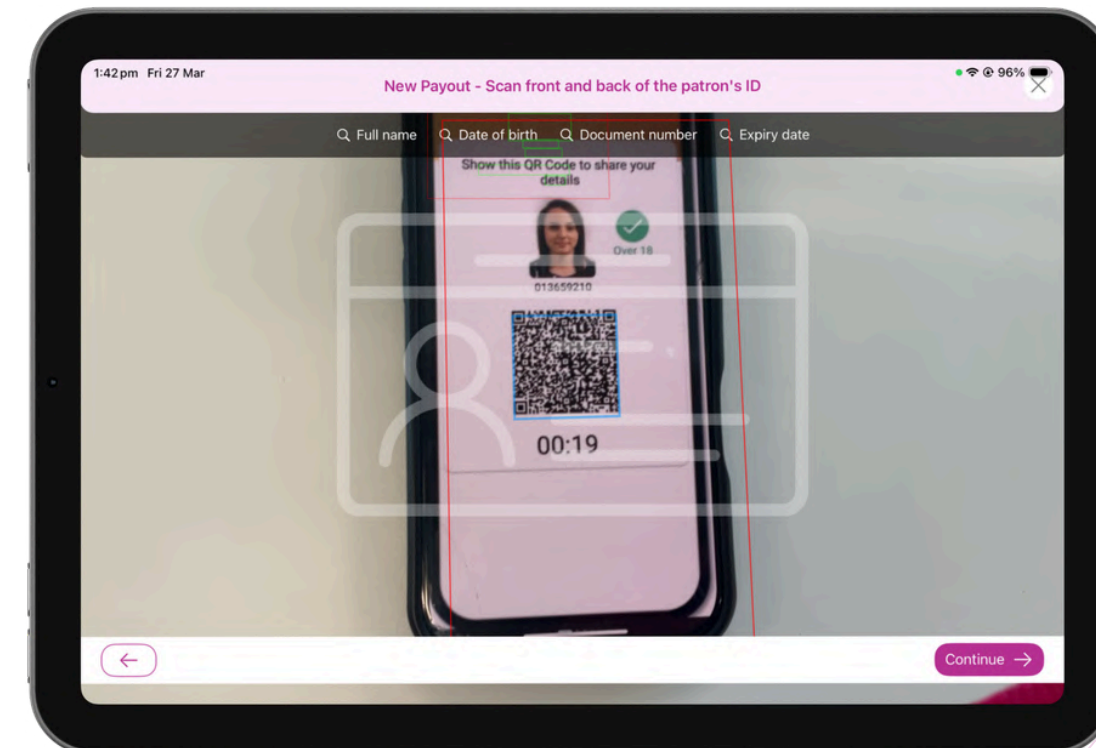
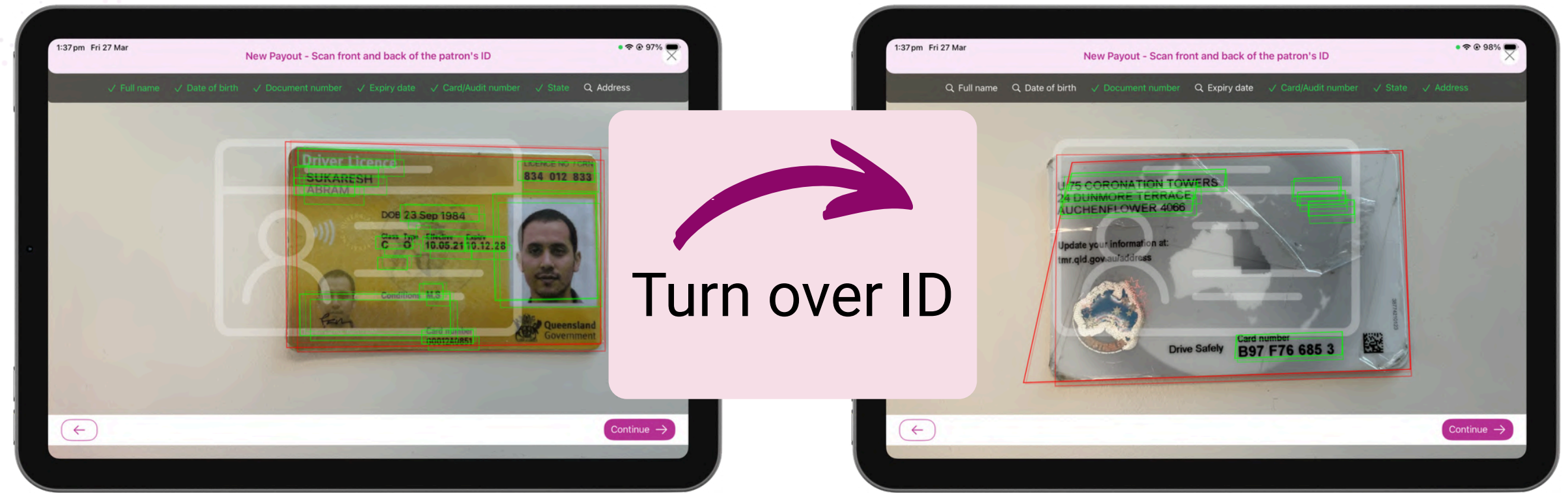
Scan the patron's primary ID. Details are captured automatically.

What to do:

- Physical ID: scan **front** and **back**
- Digital ID: scan **QR code**

Tips:

- Avoid glare or low lighting
- Place ID on a flat surface
- The green ticks indicate which details have been captured successfully
 - Tap "Continue" if ID details are not captured automatically



Confirm Patron Details

What's happening:

Captured ID document details are presented for review. Contact information can be added as needed.

What to do:

- Check that ID document details have been captured accurately (essential for verification of identity check)
- Tap on a field to edit details if needed
- Take down **customer contact details**
- Tap **“Continue”**

Tip:

- Use the Retake button if needed to rescan both sides of the ID document.

Patron information

DOB 23 Sep 1984
Class Type: C O
Valid From: 10.05.21
Valid To: 10.12.28
Conditions: M5

AUCHENFLOWER 4066
Update your information at:
tmr.qld.gov.au/address

Australian Driver's Licence | Australian Passport | Other Document

Full name *
ABRAM SUKARESH

Date of birth *
23/09/1984

Expiry date *
10/12/2028

Licence number / CRN *
834012833

Card/Audit number *
B97F766853
Usually found on the back of the licence

State *
QLD

Gender
Other / Non-binary

Residential address *
75 CORONATION TOWERS 24 DUNMORE TERRACE AUCHENFLOWER 4066

Contact Information

Phone number
Email address

Retake | Continue →

Enter & Verify Payout Details

What's happening:

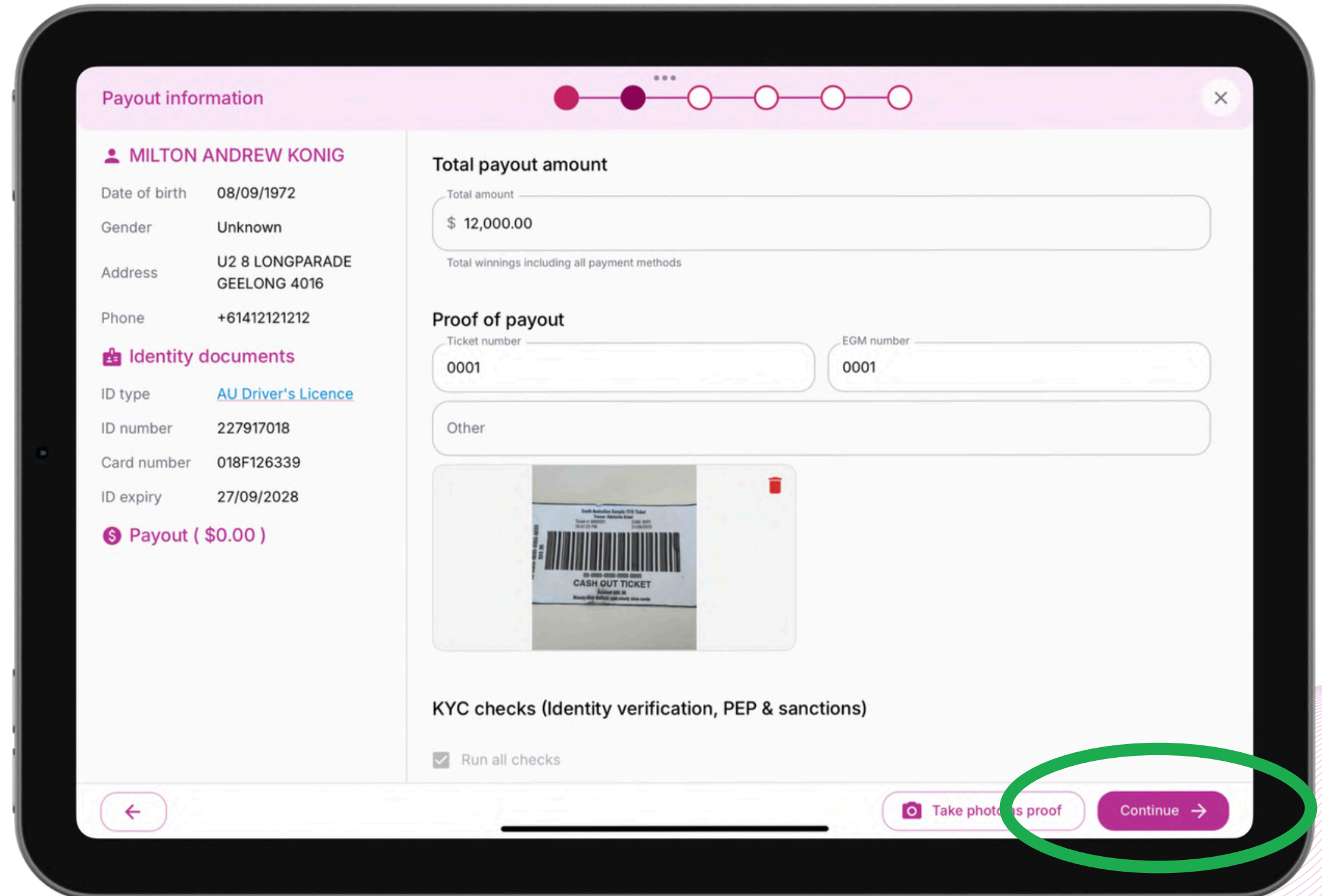
Enter payout amount and proof of payout information.

What to do:

- Enter payout amount
- Enter & confirm ticket/machine details
- Tap **Continue**

Tip:

- Take a clear photo of the payout ticket as proof



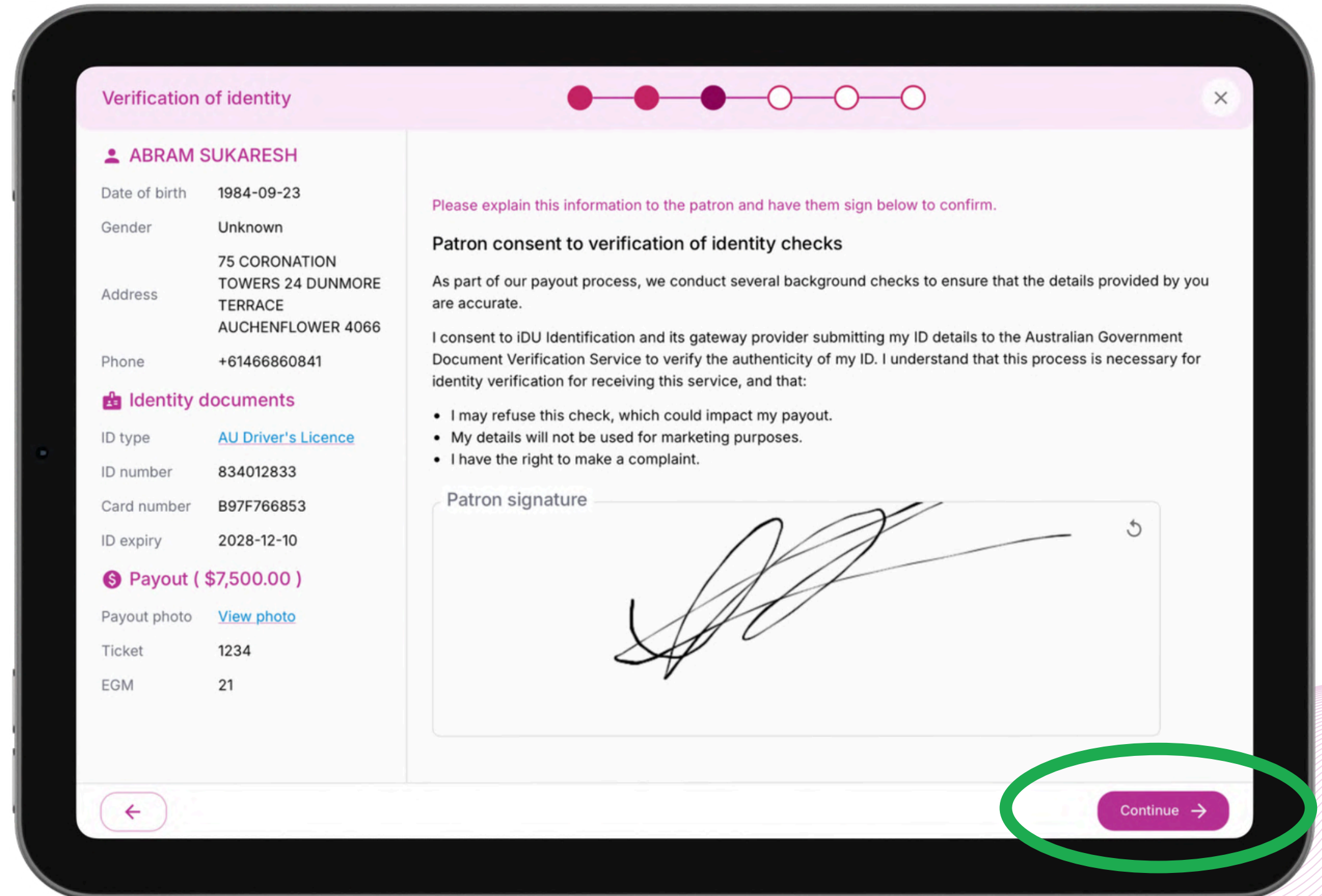
Verification of Identity Patron Consent

What's happening:

Consent from the patron in the form of a signature is required to run the background checks.

What to do:

- Show the screen to the patron
- Ask them to sign and tap **Continue**



Verification of Identity Results

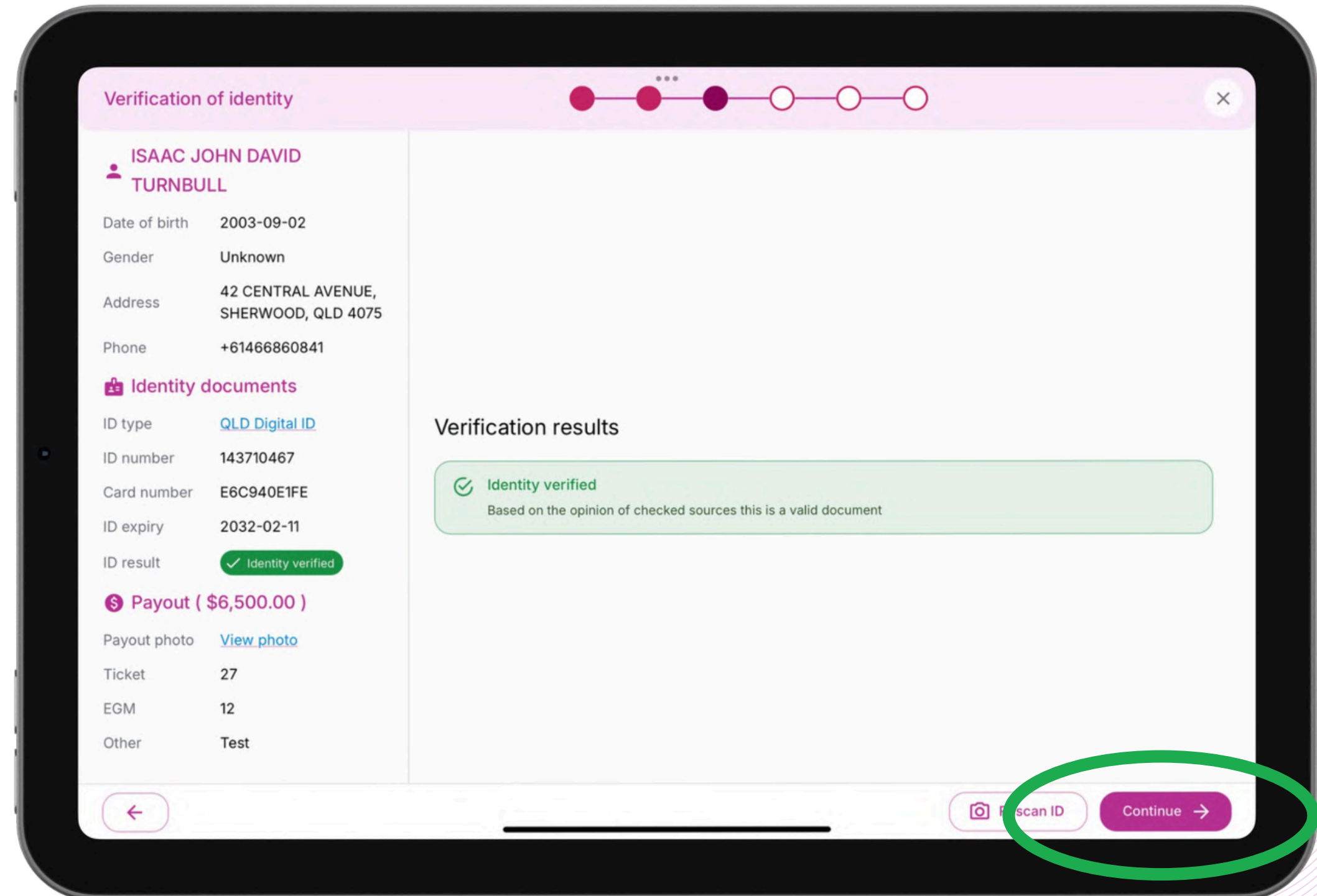
ID Verified

What's happening:

ID document details matched government sources.

What to do:

- Tap **Continue**



Verification of Identity Results

Unable to verify

What's happening:

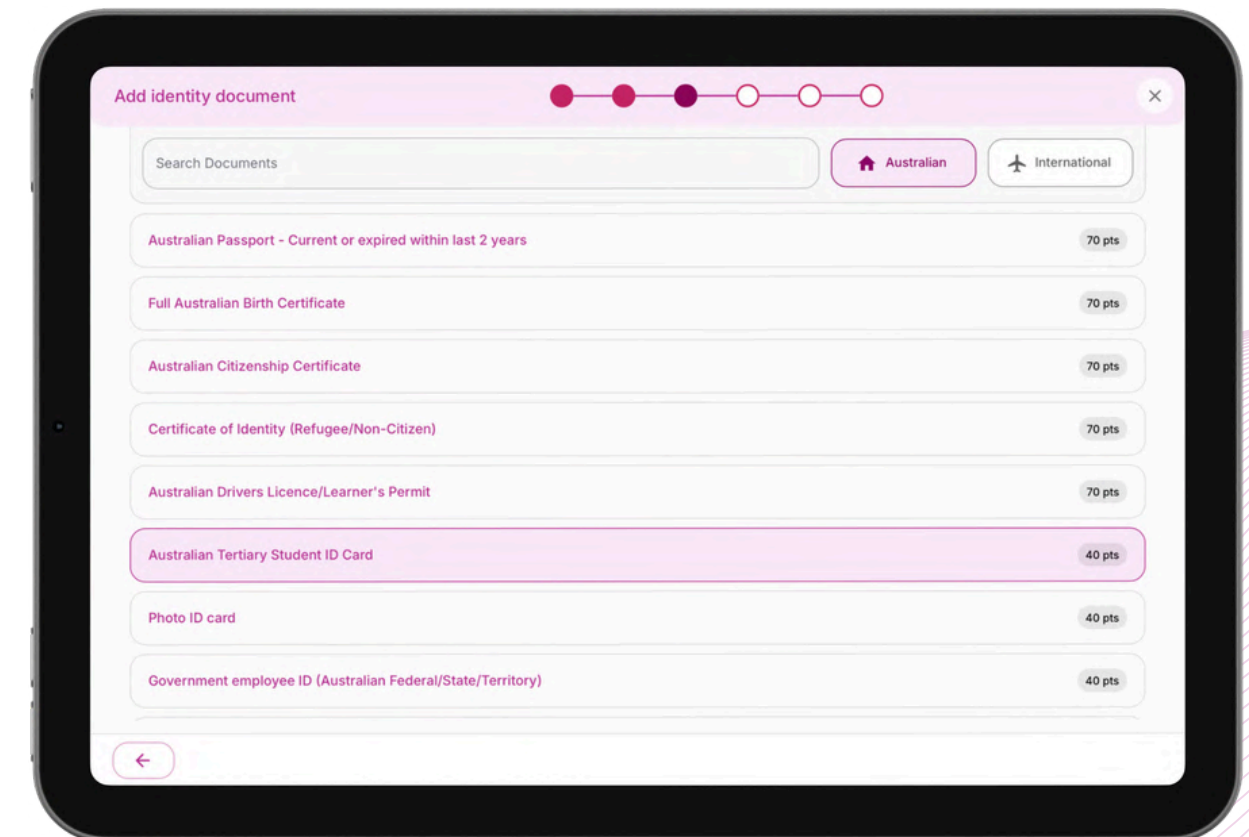
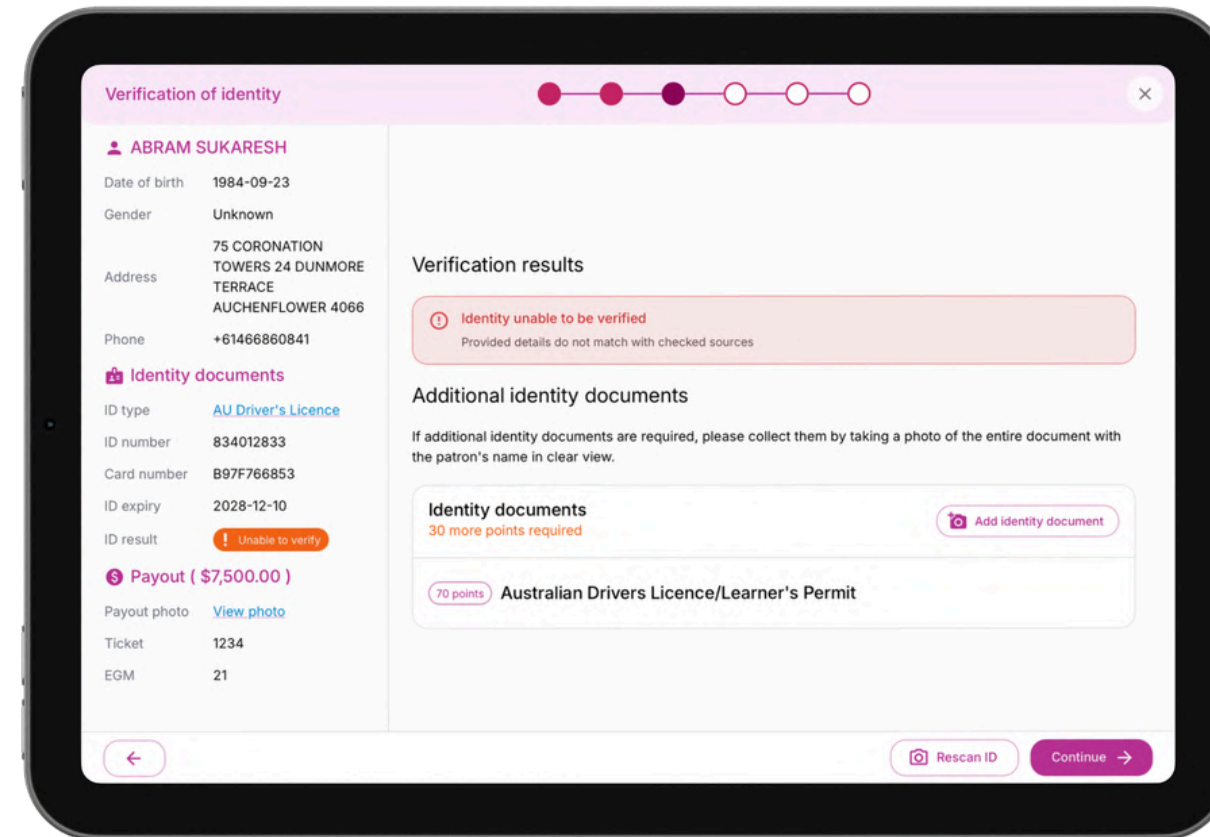
ID document details do not match government sources

What to do:

- Collect 100 points of ID by taking photos of additional identity documents OR follow your venue's AML program guidelines.
- Tap **“Continue”**

Tip:

- Set how many ID points are required in the settings menu to align Checkd with your venue's AML program



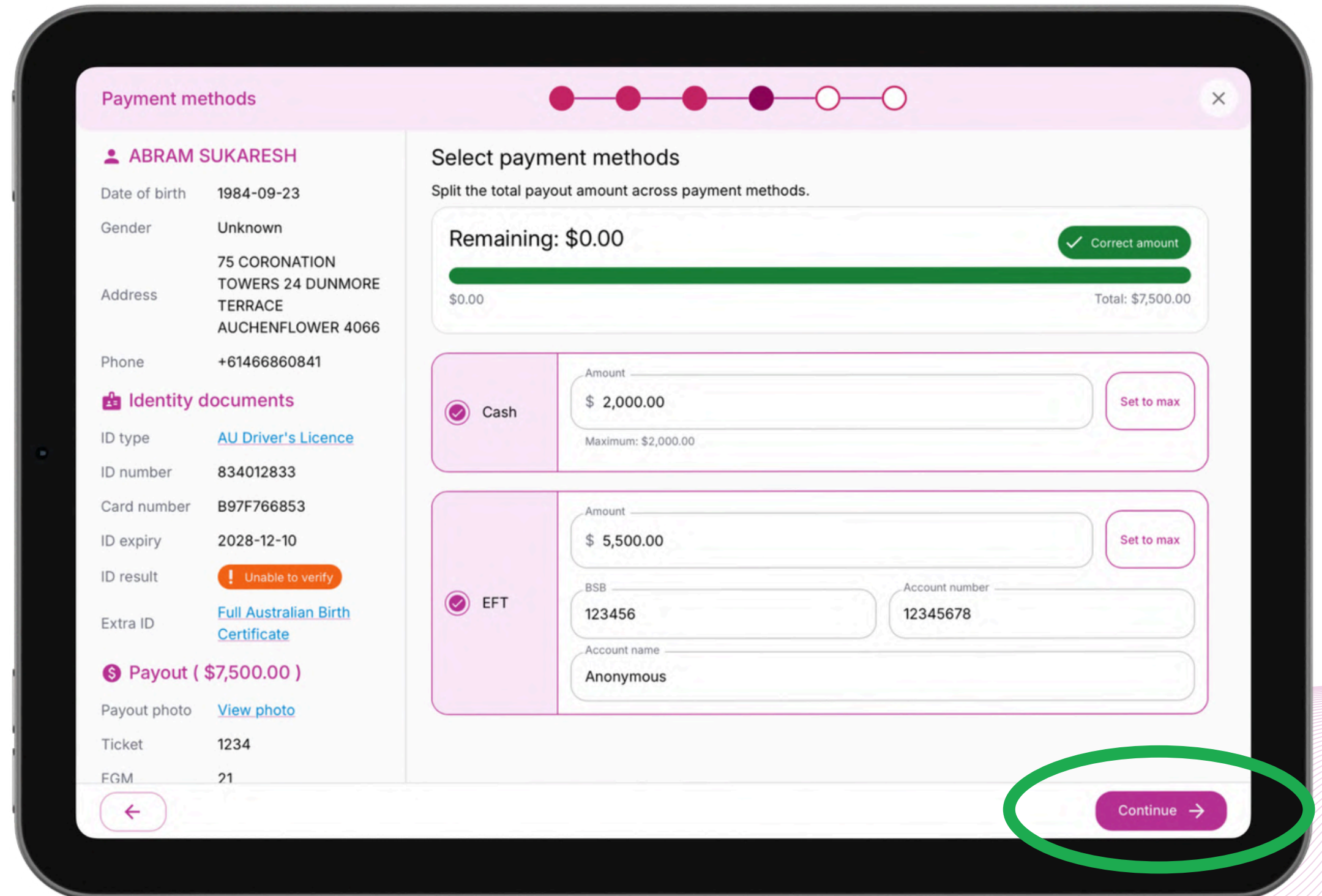
Payment Distribution

What's happening:

Payment methods are selected. Payment settings and limits are aligned to the venue's settings (i.e. cash floor limit set)

What to do:

- Select payment type (e.g. cash/EFT/cheque)
- Enter amounts
- Capture **bank account details** for EFT
- Tap **Continue**



Patron Sign-Off

What's happening:

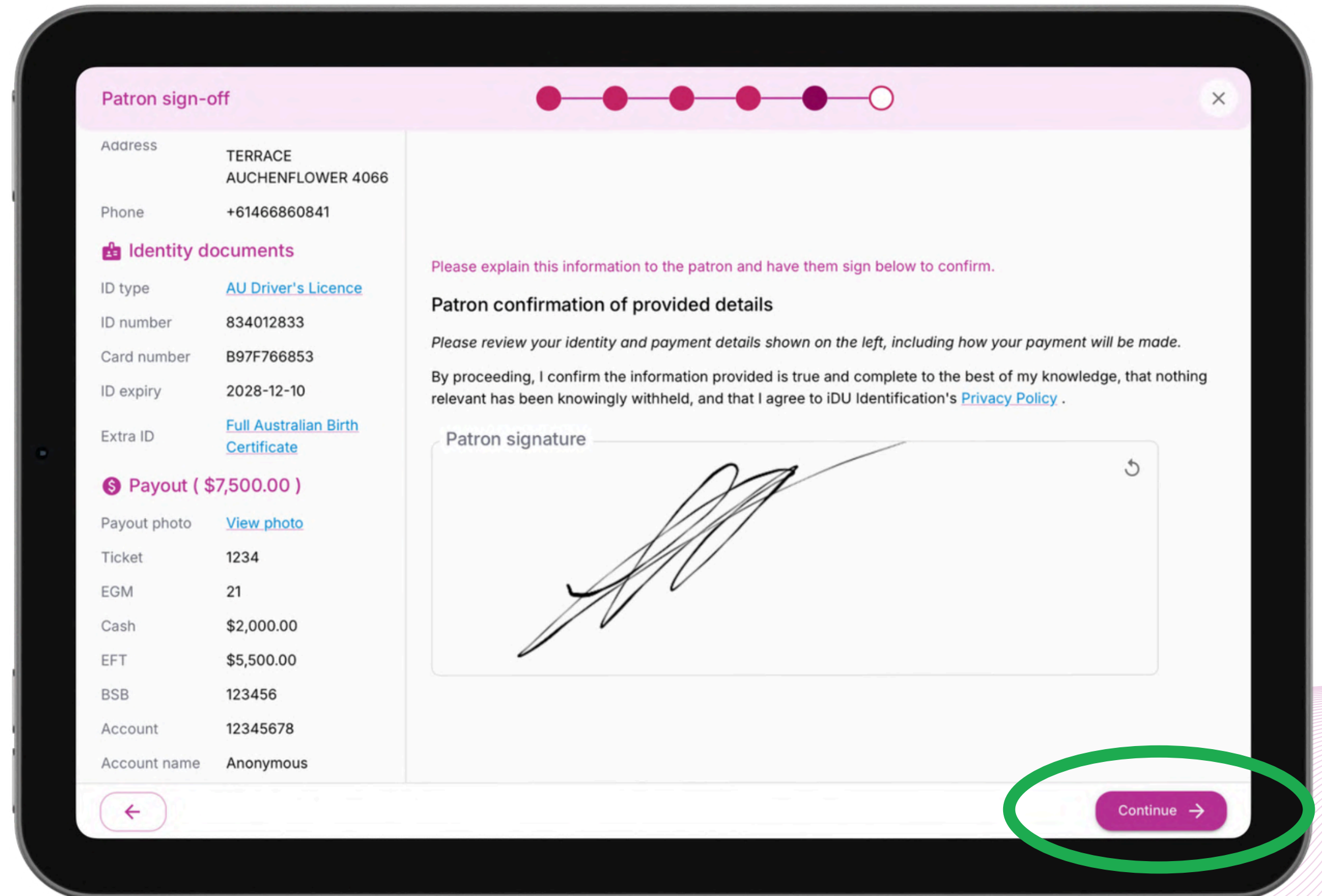
Patron confirms ID and payment details are accurate.

What to do:

- Show the screen to the patron
- Ask them to review details & then sign
- Tap **“Continue”**

Tip:

- Ensure the patron confirms their banking details are accurate on the left.



Staff Sign-Off

What's happening:

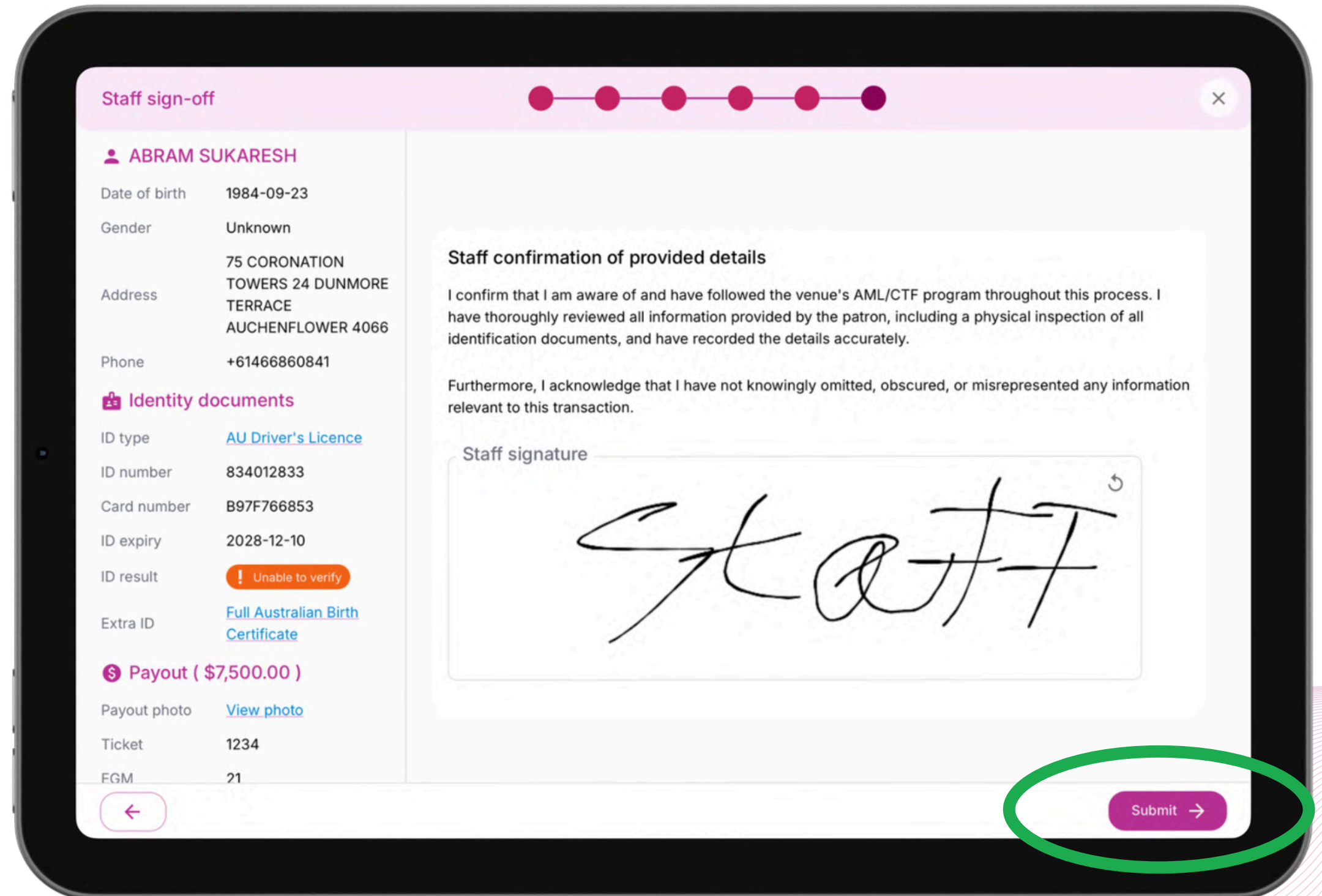
Staff confirms that the entered payout details are correct to their knowledge.

What to do:

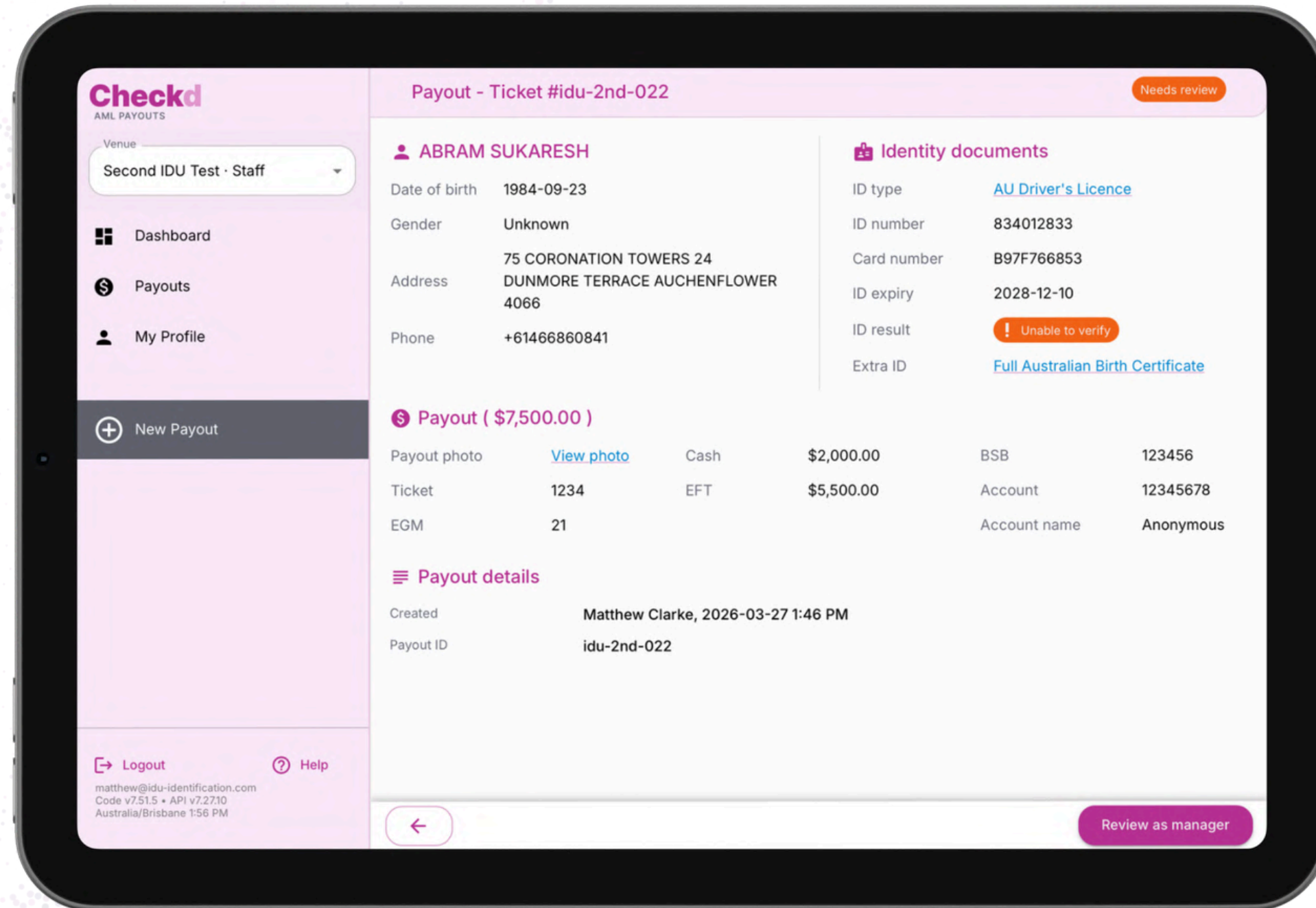
- Review all details
- Sign off
- Tap **“Continue”**

Tip:

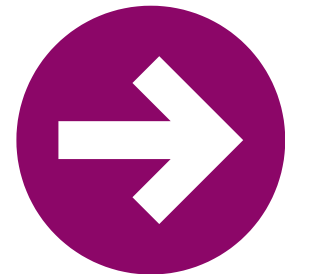
- Double check the details on the left.



End of Staff Guide



Continue with
Manager Guide



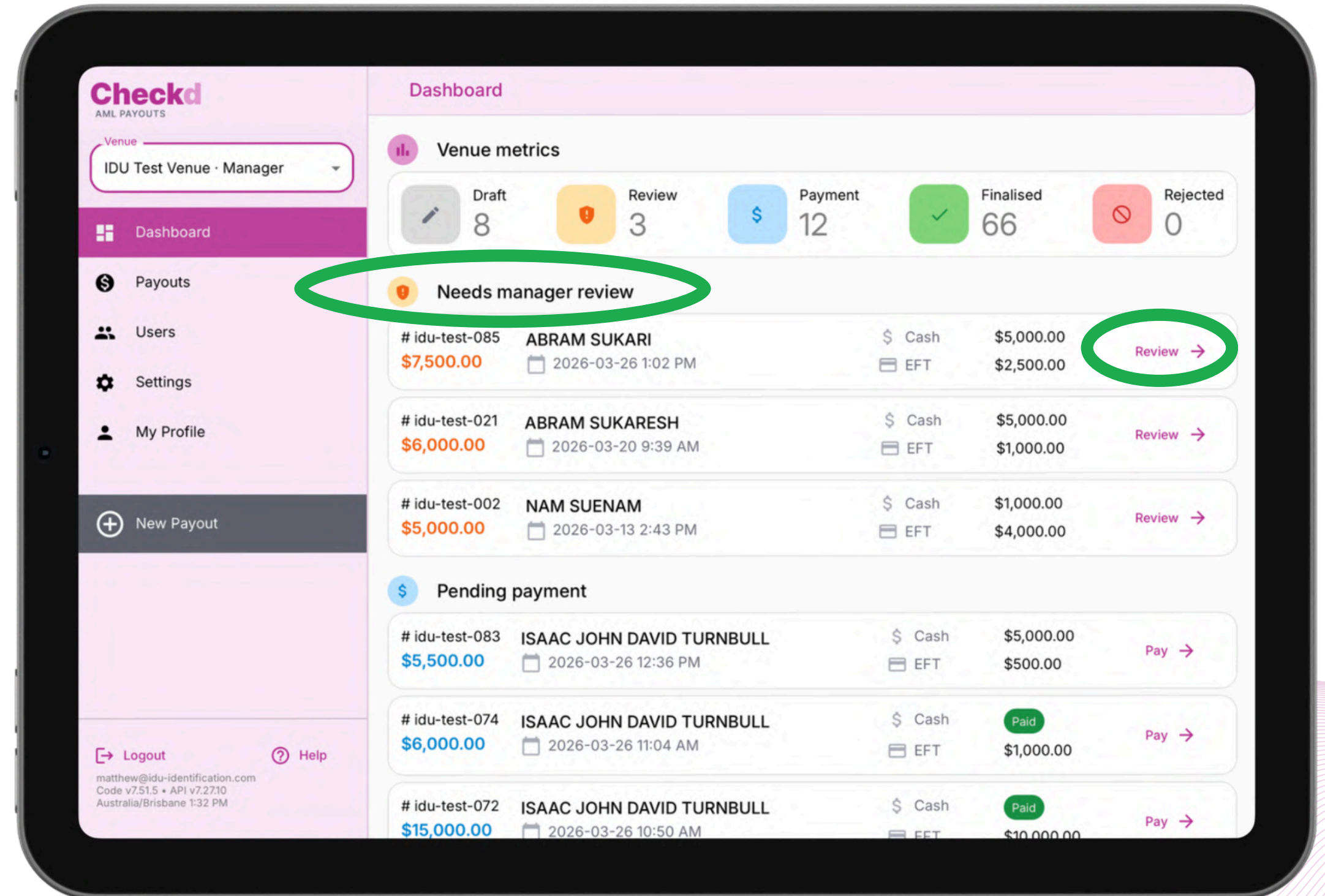
Payout Review by Manager

What's happening:

Select a payout that needs to be reviewed by a manager.

What to do:

- Open Dashboard
- Locate payout under **“Needs Manager Review”**
- **Tap Review** on the selected payout



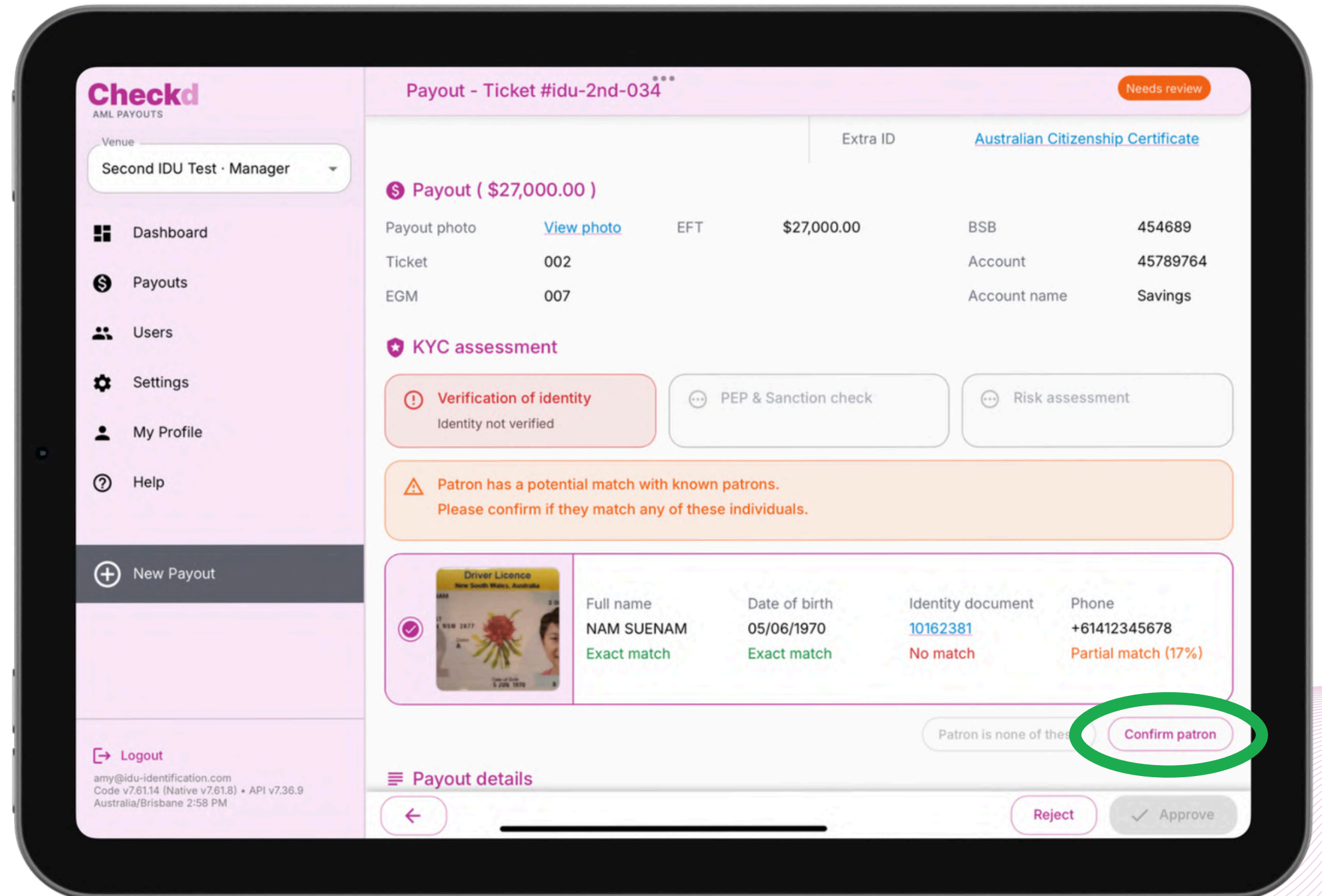
Review Matches with Known Patrons

What's happening:

Checkd compares the patron's details against previous payout records at your venue. The outcome of this review may affect the recommended payout risk level.

What to do:

- Review presented potential matches (if any)
- Tap **“confirm patron”** on the correct match or **“patron is none of these”**
- If no previous payout has been registered for a patron with similar details, select **“Create new patron”**.



Complete Risk Assessment

What's happening:

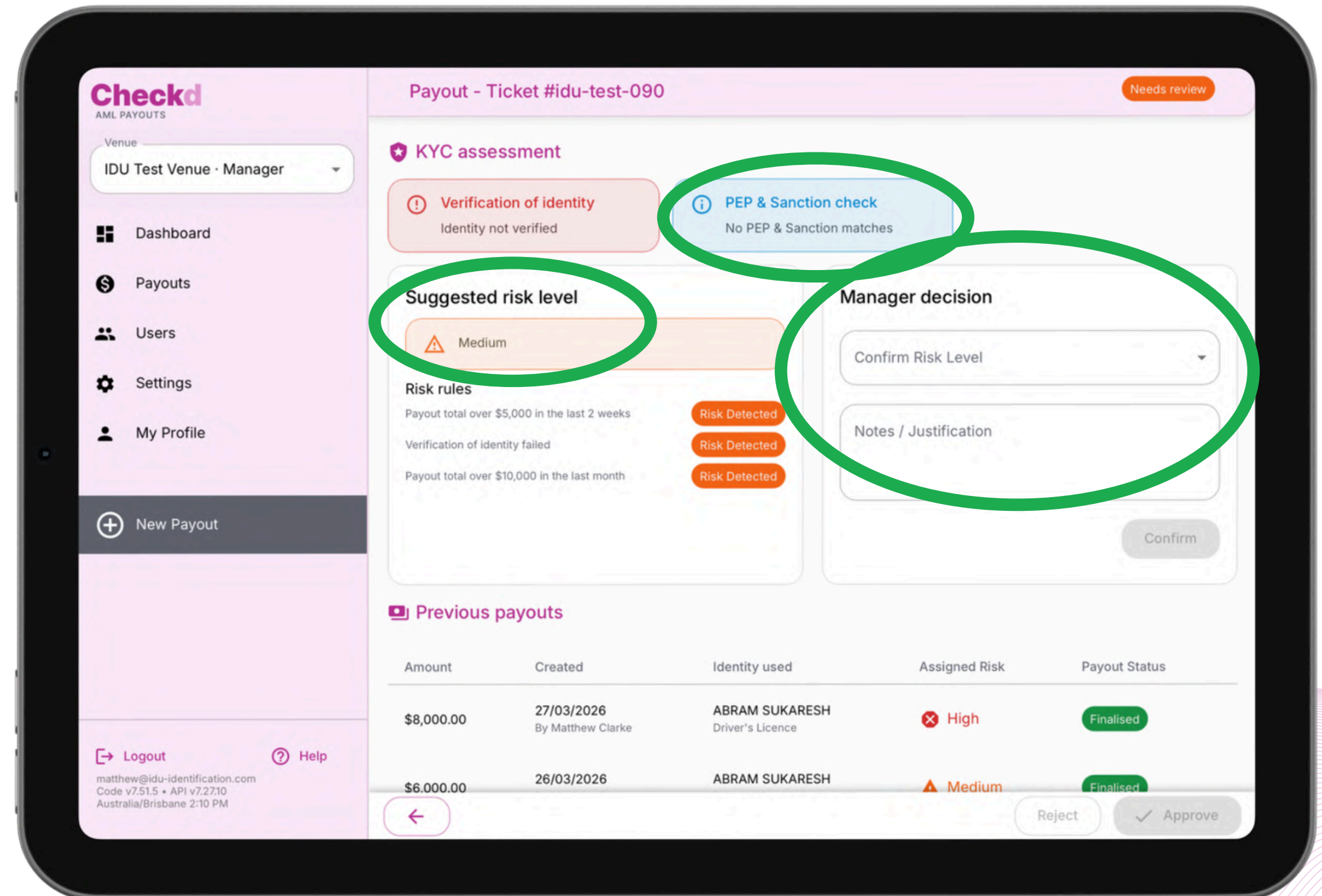
Manager confirms the payout risk level.

What to do:

- Review verification of identity, PEP & sanctions check results
- Review the suggested risk level
- Confirm **risk level** (at manager's discretion)

Tip:

- Always add notes to higher-risk payouts.
- Use the system recommendation as a guide only



Approve / Reject Payout

What's happening:

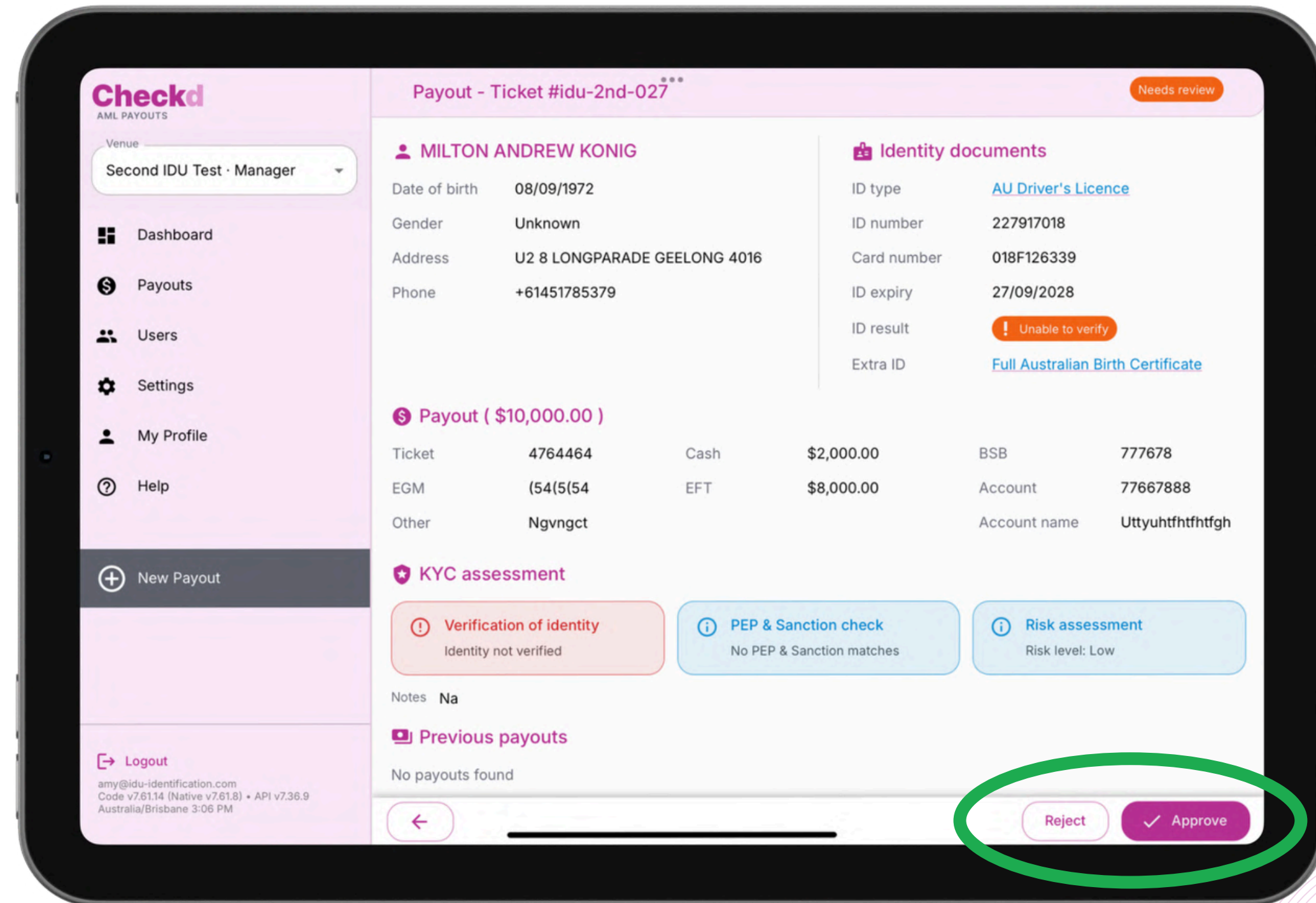
Final review of the payout before the Manager selects Approve or Reject and the winnings can be paid out.

What to do:

- After the Risk Assessment decision has been made, review all the details of the payout.
- Tap **“Approve”** or **“Reject”**

Tip:

- Approving or Rejecting is final and cannot be changed.
- All documents uploaded can be referenced by clicking the document.



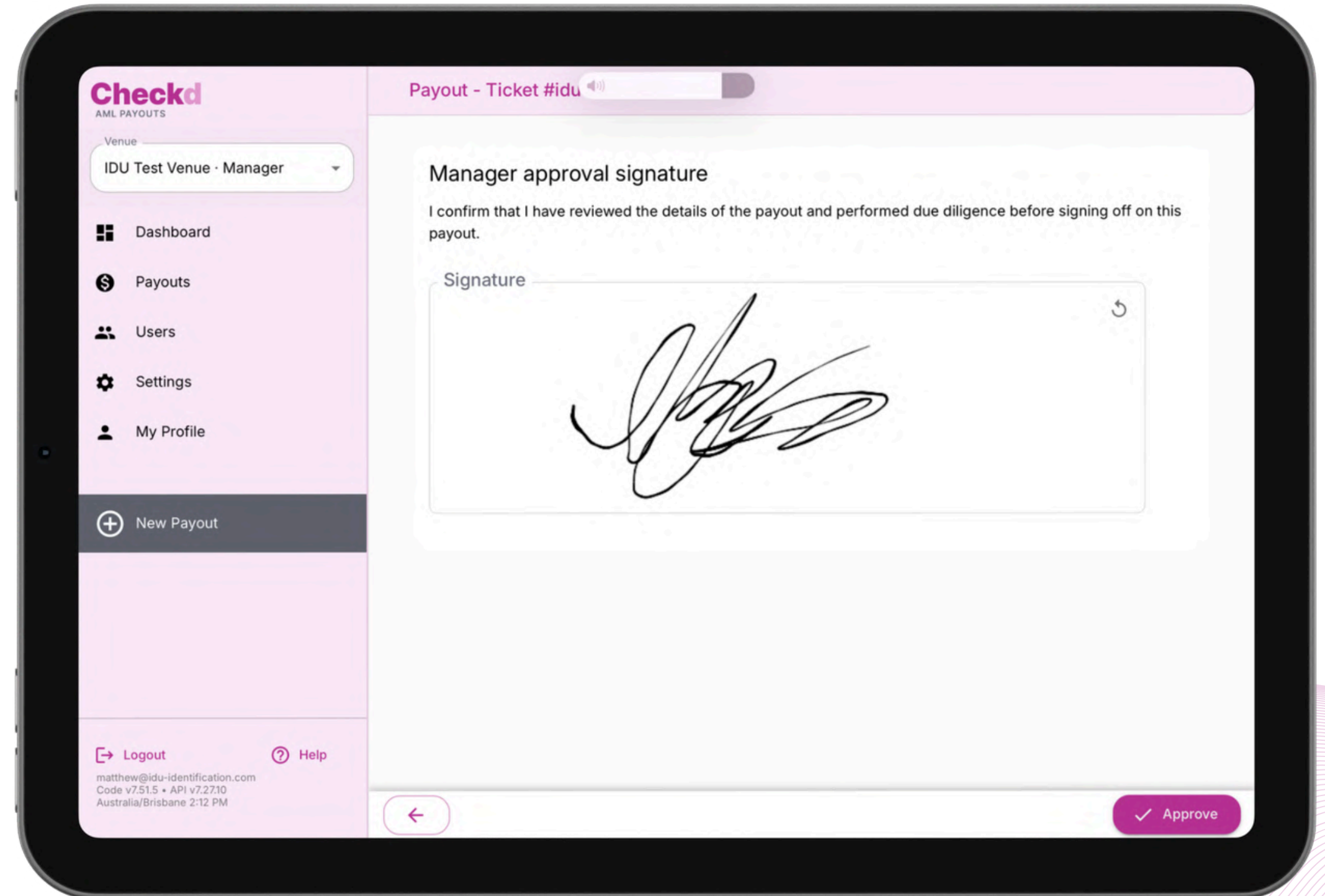
Manager Sign-Off on Payout Outcome

What's happening:

Manager confirms that payout details have been reviewed and has performed due diligence before signing off on payout approval.

What to do:

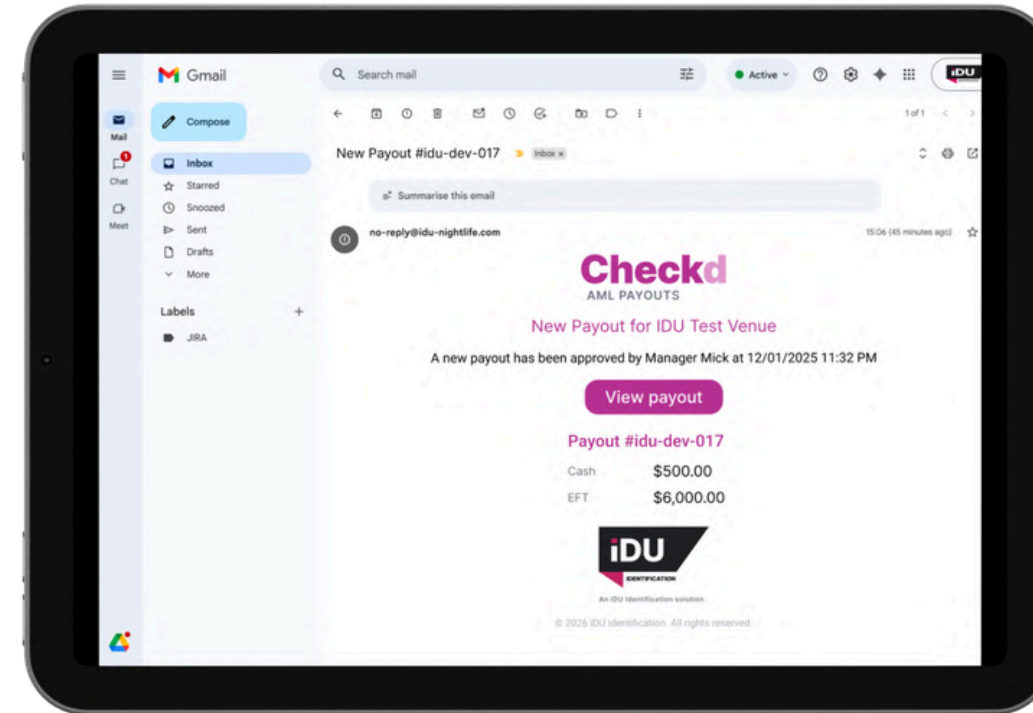
- Review all details
- Sign off
- Tap **Continue**



Accounts/ Manager Notification

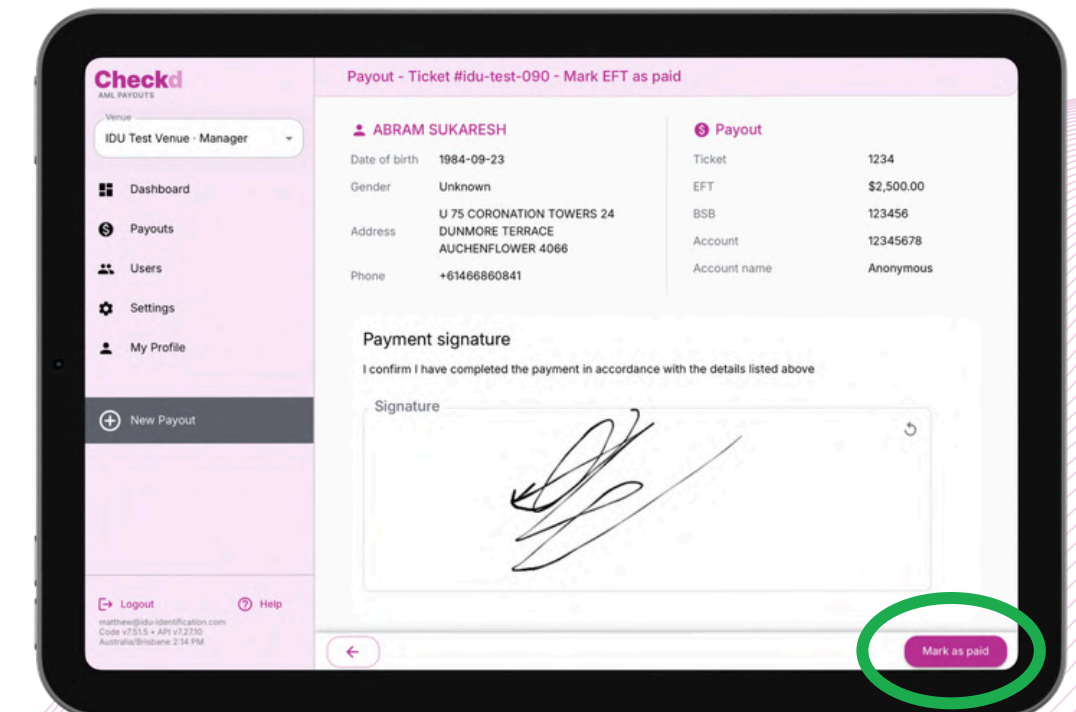
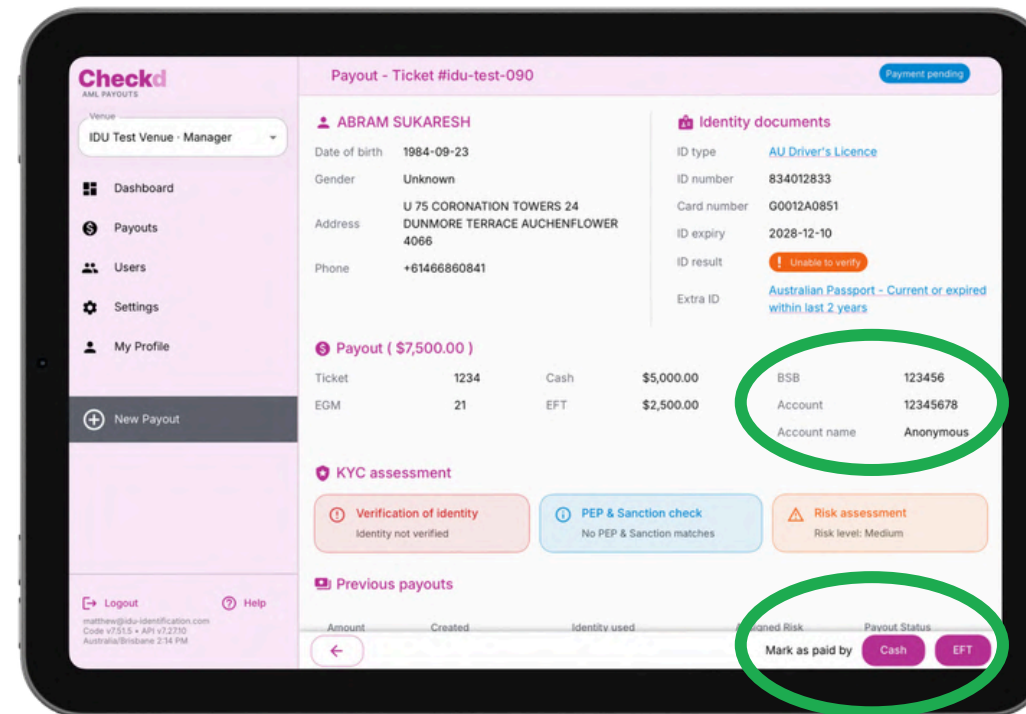
What's happening:

The email address(es) added in **Settings** are automatically notified of an approved payout and include a link to view payout and EFT details.



What to do:

- Click "View Payout"
- Review payout details
- Make an EFT payment
- Tap "EFT"
- Sign and tap "Mark as Paid"



Payout Completed

