

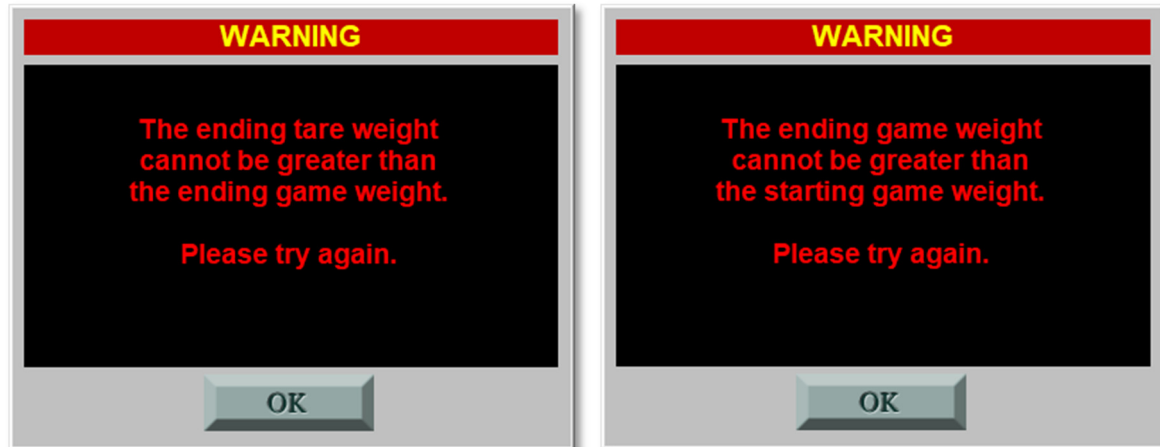
TabWizard Errors:

Pulling a game out of play – Weight Discrepancy

What to Do When Tab Wizard Shows This Message

Error messages:

- “The ending game weight cannot be greater than the starting game weight.”
- “The ending tare weight cannot be greater than the ending game weight.”



These messages usually mean the game’s weight information was entered incorrectly when the game was first set up. When this happens, the game weights should be recalculated from the beginning.

Recalculate the Game Weights

1. Empty all tickets from the container.
2. Weigh the empty container. This is the **Tare Weight**.
3. Count out **100 tickets** from the game.
4. Weigh the 100 tickets. This is the **Sample Weight**.
5. Divide the **Sample Weight by 100** to get the **Piece Weight**.
6. Multiply the **Piece Weight** by the starting ticket count
Example: **Piece Weight × 6000 = Net Weight**
7. Add the **Tare Weight + Net Weight** to get the **Gross Start Weight**.
8. Record both the **Tare Weight** and the **Gross Start Weight**.

Update the Game in Tab Wizard

1. In Tab Wizard, go to **Adjust Game in Play**.
2. Select the game in question.
3. Enter the **Tare Weight** from Step 2 above.
4. Enter the **Start Weight** from Step 7 above.

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Balance All Payouts

1. Add up all winning tickets to get one total payout amount.
2. In Tab Wizard, go to **Report > Game Reports > Game Status**.
3. Verify that the payout total matches the report.
4. If the totals do not match, correct the difference:
 - If the **tally is higher than reported**:
Go to **Game > Difference > Exc > Void > Accept**
 - If the **tally is lower than reported**:
Go to **Game > Difference > > Exc > Accept**

Close the Game

1. Select **Game > Pull Game**.
2. Select the game.
3. Enter the current combined weight of the **remaining tickets and bowl**.
4. Accept the over/shortage and select **Accept**.

No further action is needed after this, since the final result is based on weight