



SYSTEM**2go**™

User manual

Version 2.3

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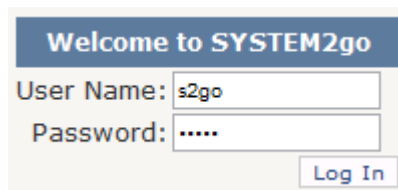
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1 Getting started

1.1 Sign in

- Open a web navigator. It can be Internet explorer (8 or 9), Firefox or Google chrome. Attention, some browsers may not support all s2go features.
- Navigate to your s2go url. Example: https://1234.system2go.spielo.com (s2go hosted in Spielo) or http://system2go (s2go hosted in customer Lan)
- Enter your user name and password or use default one:



Welcome to **SYSTEM2go**
 User Name:
 Password:

Default user name is s2go with password nopwd.

- Congratulation, you are in!

1.2 Create your profile

Attention: the user s2go belongs to the "group administrators" (full rights) and must be disabled.

- Navigate to home>user
- Click "add a new user"
- Enter the details



User details			
Name	<input type="text" value="BULLICH"/>	Active	<input checked="" type="checkbox"/>
FirstName	<input type="text" value="Emmanuel"/>	Group Administrator	<input checked="" type="checkbox"/>
Login	<input type="text" value="ebullich"/>	Group Reporting	<input type="checkbox"/>
Email	<input type="text" value="ebullich@spielo-int.com"/>	Developer	<input type="checkbox"/>
<input type="button" value="Create"/>			

- Click "create"
- Select user s2go
- Click "delete". Attention: this operation will fail if this user already had an activity. In this case, uncheck "active" and "group administrator" checkboxes and click "update"
- Navigate to home>Logout
- Log in with your own user (default password is nopwd)

- Change your password (see below)

1.3 Organization

- Systems2go is a multi sites system. The organization is the head of the group of casinos, sites, shops, arcade, slot halls... The following settings apply to all the sites of the organization.
- Navigate to home>Organization

Organization / Group of Casino(s)

Name of Organization:	<input type="text" value="SPIELO INTERNATIONAL"/>
New gaming day starts at:	<input type="text" value="6"/> (Attention: the daily meter collection must be scheduled BEFORE this hour!)
Age minimum to enter:	<input type="text" value="21"/>
Days of validity of a player informations:	<input type="text" value="365"/> (older player profiles must be updated. "0": player profile never expires)
Lock machine if card or player or visit not authorized	<input type="checkbox"/>
Egm point multiplier:	<input type="text" value="1"/> (number of points given against one euro played)
Cash back <input checked="" type="checkbox"/>	Coef: <input type="text" value="1,5"/> (Cash redeemed = nb_of_Points / cashbackcoef)
Points to credits <input checked="" type="checkbox"/>	Coef: <input type="text" value="1,5"/> (promo = Points / PTC Coef)
Table drop to points <input checked="" type="checkbox"/>	Coef: <input type="text" value="2"/> (points = drop / coef)

General settings

- Set the name of your organization. In a multi sites configuration, the organization is the name of the group.
- Set the field "New gaming day starts at" with the hour from which a new gaming day starts. This hour is used to calculate the gaming day from a meter or jackpot timestamp. Example: if a jackpot occurs at 16/10/2011 02:12:45 and if the "hour" is set to "7", this jackpot will be part of the gaming day 15/10/2011.
- Set the field "Age minimum to enter" by entering the minimum legal age authorized to enter the casino floor. This is used by the reception to block guests under the legal age.
- Check "Lock machine..." if you want to lock a machine where an unknown player card is inserted or when a card attached to a casino barred player is inserted or if no visit has been registered for the inserted card.

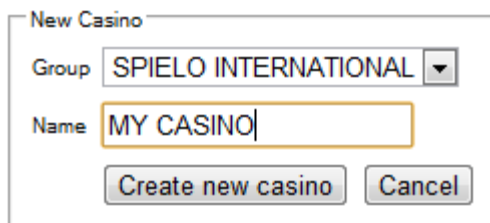
The following parameters are related to the player tracking point's policy and are detailed in the chapter on player club (see below):

- Set the field "Egm point multiplier" with the number of points given against one euro played at the machine. Please contact Spielo if your currency is not euro.
- Check the "Cash back" box to authorize the redemption of points. Example: if coef = 2 then 10 points will be redeemed as 5 Euros.
- Check the "points to credits" box to authorize the conversion of points into promo credits and to transfer of these promo credits to the machine. Example: if coef = 2 then 10 points will be transferred as 5 Euros of promo credits to the machine.
- Check the "table drop to points" box to give points for the drop at tables. Example: if coef = 2 then a 10 euros drop will be rewarded with 5 points.
- Each point's transaction generates a voucher. The voucher is based on a HTML template that you can customize (layout, content...). Edit the file VoucherTemplate.htm and customize it (see chapter on player club).

- When you have enabled an option, you can manage which user can or cannot use it through the user management option. See below.

1.4 Casinos, sites, arcades, shops, slot halls...

- Navigate to home ➤ Casinos
- Click "new casino"



New Casino

Group: SPIELO INTERNATIONAL

Name: MY CASINO

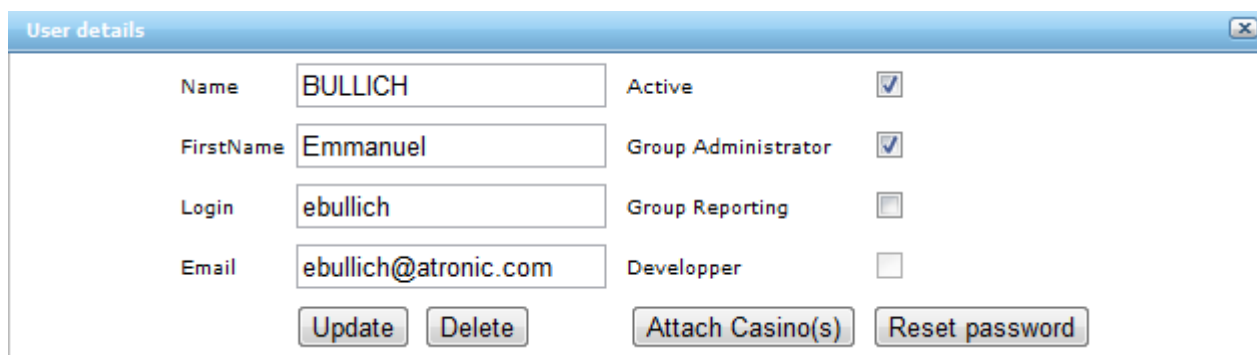
Create new casino Cancel

- Enter your casino name and click "create new casino"
- Attention: the "online id" is generated by Spielo. Never create a new casino without informing us upfront!

2 Security

- Navigate to home ➤ Users

2.1 Group authorizations



User details

Name: BULLICH Active: ☒

FirstName: Emmanuel Group Administrator: ☒

Login: ebullich Group Reporting: ☐

Email: ebullich@atronic.com Developer: ☐

Update Delete Attach Casino(s) Reset password

- Group Administrator can:
 - modify the settings
 - do all actions on all casinos/ sites. As a consequence, it is useless to assign specific casino rights to a user with "group admin" right!
 - do group reporting
- Group reporting can only view reports related to all casinos. This is dedicated to head office user doing the group control or analysis.

2.2 Casinos/Sites authorizations

Casino	Local Admin	Local Reporting	View Slot	Enter Meter	Enter Cash	Show Theo Values	Reception	ReceptionReport	Giftshop	Remedial	BTC	Cashback	CashTransac
1 SPIELO SHOWROOM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- This grid lets you assign detailed roles per casino for a "non group admin" user.
- "Local Admin" can do all in this casino. Same as checking all checkboxes in the line.

- The next authorizations enable/disable menus/options. For details, navigate to home>Doc>Authorizations
- The last 5 authorizations enable/disable buttons in the player profile page (see chapter on player club)

2.3 Current casino

- All the casinos for which a user owns a "casino right" (i.e. one the casino boxes is checked), will be displayed in the top right corner drop down list.
- The "selected" casino is the "current" casino i.e. if you navigate to "enter meters" option, the page will display the machine of the current casino.
- If you are a member of only one casino, there is no drop down box.
- If you are not a member of a casino, you can't log in System2go.
- Administrators are members of all casinos

2.4 Delete, disable, lock a user

- The "delete" button will delete the user and authorizations along with all his audit history. However, if there are transactions attached to this user (meters, jackpot ...), the user cannot be deleted. The authorizations along with all his audit history will be deleted but not the user. You will need to disable him/her.
- Uncheck "active" and the user will not be able to log in anymore.
- As a consequence, you can first try to delete and if the system prevents from it, you have to uncheck "active".

2.5 Lost password/ reset password

- Log in with a group administrator account
- Navigate to home>Users
- Select the user you want to reset (e.g. Smith)
- Click reset password => the password is reset. New password is nopwd
- Sign in with Smith and change the password (see below)

2.6 Change password

- Log in with your account
- click the password hyperlink at top right corner of the screen:

[Password](#) [Logout](#)

/ROOM

- Enter current and new password

Changing Password for Emmanuel
BULLICH

Old Password

New Password

Confirm Password

- Log out
- Log in with new password

2.7 User history

- Navigate to Reports>Spielo>Audit trail
- The following actions are stored in the database
 - Login
 - Logout. Attention: session ends automatically after 3 hours (default). This "automatically" logout cannot be stored.
 - Create/Update/Delete user
 - Create/Update/Delete general settings (home>Organization)
 - Create/Update/Delete meters, cash transactions (jackpots...), clearances
 - System2go searches in the government barring system (Estonia).
- For each action, the timestamp, IP address, user, action type and action's details are stored.
- An "action's detail" usually contains the values before and the values after the changes.

3 Slots operations

3.1 New machine(s) on the floor

3.1.1 Put a machine on the floor

- There are 3 steps to put a machine on the floor:
 1. Create the machine
 2. Create the definition at the date time of its beginning of activity.
 3. Create its initial meters at the date time of its beginning of activity.
- Each of these steps is described below.

3.1.2 Machine VS definition

- A machine is made of "fixed" features and "changing" features (machine definitions).
- Example: an Atronic machine cannot be transformed into an IGT machine => the manufacturer is a "fixed" feature of the machine. Contrariwise, the game theme or the pay table or the location (casino) can be changed => they are "changing" features.
- The "changing" features are described in the "definitions". Each time a feature changes, you must create a new definition starting at the date time when new configuration is active.
- One machine will have several "definitions" which describe its various configurations over time.
- When a machine changes (theme, location...) NEVER update the definition but create a new one.

3.1.3 Floor

- Navigate to Machines>Definitions
- The system will show the machines which are not in a casino. Double click on a machine to modify it or to put it on a casino floor.
- To see the machines in a casino, select the casino in the drop down list

Machines in casino - select a casino - ▾

- select a casino -

Casino 1

Casino 2

Casino 3

Casino 4

- The floor history of the selected casino is displayed:

6	Atronic	Slant Top	hamony slanttop	66666666	
StartDate ▾	EndDate ▾	Status ▾	AccountingDenom ▾	Base ▾	GameTheme ▾
15/10/2011 07:00:00		Active	0.1	devB4	aef2
14/10/2011 07:00:00	15/10/2011 06:59:59	Active	0.1	devB4	aef2
200	Atronic	ca2	mo3	8907348927	
StartDate ▾	EndDate ▾	Status ▾	AccountingDenom ▾	Base ▾	GameTheme ▾
19/05/2011 09:00:00	21/05/2011 08:59:59	Active	1	devB1	Blue Suite
18/05/2011 09:00:00	18/05/2011 09:59:59	Active	1	devB1	Blue Suite
18/05/2011 08:00:00	18/05/2011 08:59:59	Active	1	devB12	Blue Suite
18/05/2011 07:00:00	18/05/2011 07:59:59	Active	1	devB7	Blue Suite
666	Magic Dreams	Cabinet Italien	Roulette	ITA 666	
StartDate ▾	EndDate ▾	Status ▾	AccountingDenom ▾	Base ▾	GameTheme ▾
14/03/2011 07:00:00		Active	100	devB5	devtheme
11/03/2011 07:00:00	14/03/2011 06:59:59	Active	100	devB6	devtheme
777	Atronic	Slant Top	hamony slanttop	777	
StartDate ▾	EndDate ▾	Status ▾	AccountingDenom ▾	Base ▾	GameTheme ▾
12/01/2011 07:00:00		Active	1	devB7	Blue Suite

- The active definition is the green one. The yellow are the past ones.
- Note that the past definitions keep their "active" status. The "status" indicates the state of the machine at the date time of the definition. The state in progress is the green one.
- From there, you can modify a machine configuration. To do so, double click an existing definition and see the paragraph about creation of definition.

3.1.4 Create a machine

- Navigate to Machines➤Definitions
- Click "new machine"

New Machine

Manufacturer - select a manufacturer ▾ New

Cabinet - select a cabinet - ▾ New

Model ▾ New

Machine Number

SerialNumber

Create new Machine Create new Machine and Definition

- Manufacturer/ Cabinet/ Model
 - A model has a cabinet and a manufacturer. This is the reason why the content of the model drop down list changes when selecting a manufacturer or a cabinet.
 - Example: to view Atronic Slant top machines, do:

Manufacturer	ATRONIC	▼
Cabinet	Slant Top	▼
Model	e-motion Slant Top	▼

- Manufacturer e.g. Atronic, IGT, Bally...:
 - Select an existing manufacturer in the drop down list.
 - If it does not exist, click "new".
 - If you want to edit an existing manufacturer (e.g. correct its spelling or delete it), navigate to Machines>Floor settings>Manufacturers.
- Cabinet e.g. Slant Top, Upright Round Top...:
 - Select an existing cabinet in the drop down list.
 - If it does not exist, click "new".
 - If you want to edit an existing cabinet (e.g. correct its spelling or delete it), navigate to Machines>Floor settings>Cabinets.
- Model
 - Select an existing Model in the drop down list.
 - If it does not exist, click "new".
 - If you want to edit an existing model (e.g. correct its spelling or delete it), navigate to Machines>Floor settings>Models.
- Machine Number
 - The machine number is the number that the casino staff uses to designate the machine during operations.
 - It is Numeric and it must be the same number than the SMDDBID configured in the MDC (Spielo online)
 - Several machines can have the same machine number but they cannot be in the same casino.
 - A machine number is unique in a casino e.g. you cannot have 2 x machines n°100 in casino A.
- Serial Number
 - Unique alpha numerical serial number
- At this stage you have the choice to click one of the 2 buttons:

[Create new Machine](#)
[Create new Machine and Definition](#)

- Usually, you will click "create a new machine and definition" and the page for machine's definition will pop up. See next paragraph then.
- However, if you click "New machine", the process will stop here e.g. the "fixed" features of the machine will be created.

Machine ▼	Manufacturer ▼	Cabinet ▼	Model ▼	SerialNumber ▼
100	ATRONIC	Slant Top	e-motion Slant Top	627836G81277/7

- This machine cannot be used yet because it is not in a casino. To put this machine on the floor, you will have to double click on it and click "new definition".

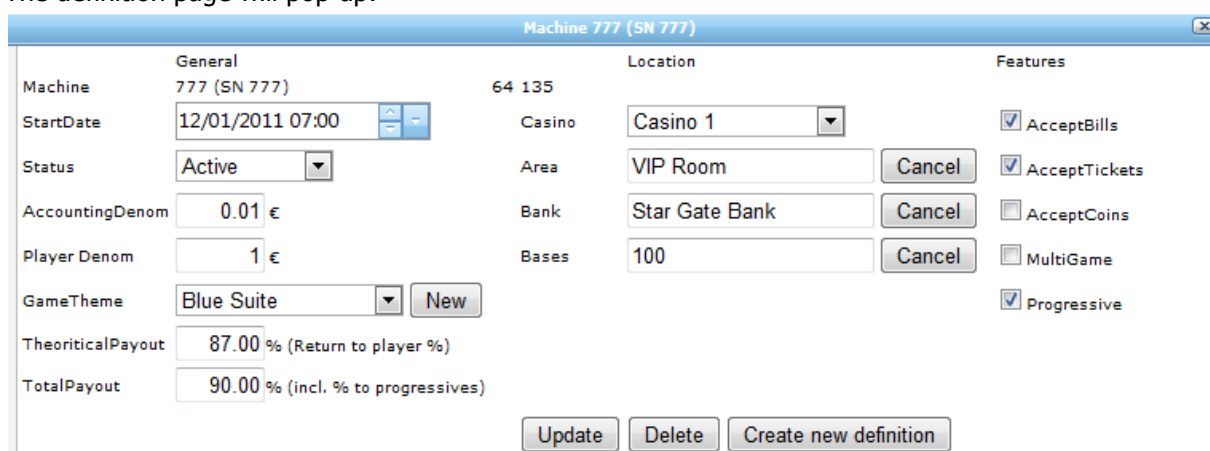
3.1.5 Modify a machine

- Double click on "100" above and update the feature of the machine.

- The "arimeter" button is used to customize meters of machines which are not reporting the meters in the same way than the others. The use of arimeters should be avoided and not used to workaround machines issues. Please contact Spielo to know more (see chapter on support).

3.1.6 Create a definition

- The definition defines a machine on the floor and specifies its configuration's details.
- You must NEVER modify a definition. If a machine changes (theme, location...), create a new definition
- To reach the definition page:
 - Double click an existing definition
 - Double click on a machine and then click "new definition"
- The definition page will pop up:

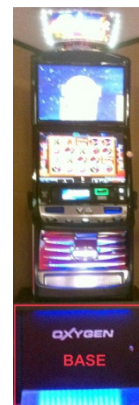


- General
 - StartDate: when this definition starts
 - Status: status of the machine at the time of the definition. Attention: let the past definitions active because they used to be active at this time. To remove machine from the floor: see below.
 - Accounting denom: value in euro of one credit. Contact Spielo if your currency is not euro.
 - Player denom: used only in reporting. We have noticed that some floors have all their machines setup with an accounting denomination of 1 cent. This is also the case of multi denomination machines. However, the casino wants to group machines in reporting according to the average value of one game. This is the role of the player denomination.
 - GameTheme e.g. "Princess of Amazon", "Sphinx Wild"...
 - Select an existing game theme in the drop down list.
 - If it does not exist, click "new".
 - If you want to edit an existing game theme (e.g. correct its spelling or delete it), navigate to Machines>Floor settings>GamesThemes.
 - Theoretical payout: percentage returned to player.
 - Total payout: percentage returned to player including the percentage assigned to progressive jackpots.
- Location

- A casino may have one or more "Areas" e.g. VIP room, Smoking area...
- In an area, the machines are usually grouped by bank e.g. "Hot & Wild" bank
- A machine is put on a "base" (position on the floor, cashbox)



- Bases examples:



- The "Area", "Bank" and "Base" empower slots managers to see how location affects performance e.g. what is the win of VIP room or the average bet in the Oxygen bank or the performance of this base next to the bar... If you are not interested in these kinds of breakdown, just put all the machines in the same area and bank and set base number = machine number.
- Spielo online wording:
 - locname = location name = base
 - smdbid = machine number
- To edit/rename/delete an area, bank or base, navigate to Machines>Floor settings.
- The "features" (AcceptBills, Accepttickets, Acceptcoins, multigame, progressive) are used for reporting breakdowns.

3.1.7 Changing a machine configuration, moving a machine

- Double click the active (green) machine definition
- Make your changes e.g. new payout, new game, new return percentage, new casino, new location... and set the "startdate" to the date time from when this new definition will be active
- Click "create new definition"
- Attention: you cannot update/ delete a definition otherwise if there are meters, jackpots... attached to it. The update/ delete buttons will only work if there were no activity on the definition. If you entered incorrect information and can't update the definition, just create a new definition with a more recent "startdate". The definition "in progress" is the more recent one (excepted if you are working in the past).

3.1.8 Remove a machine from the floor

- Double click the active (green) machine definition
- Set the status to "sold" (or "destroyed" or "maintenance")
- Click "create new definition" (see below)

3.1.9 Print the floor

- Navigate to Reports >Atronic>Floor
- Display and export the current floor or the floor at a given date

3.2 Setting up meters, cash transactions, formulas...

3.2.1 General considerations

- Meters, cash transactions and formulas are at setup at "group level" i.e. they are shared by all casinos.
- The meters are used for the performance analysis of the floor and for the reconciliation with the cash movements

3.2.2 Meters

- Navigate to Machines>Meters CashMvts Formula>Meters
- A standard set of meters is loaded per default. Add the one you miss; disable the ones you don't need.
- System2go does not make any difference between hard and soft meters.

- Contact Spielo if some meters are not reported by one or more machines in the same way than the others e.g. different unit (cents vs. credits) or different content. Attention, even if there is some flexibility (arimeter, special meter unit), System2go cannot workaround all machines issues and we invite you to contact the machines manufacturers in order to setup/update your machine in order to have all machines reporting the same and homogeneous meters set.

Total In

Code (online)

Name

Rank

Enable ☒

Monetary ☒

- When you want the meter to be automatically read from the machine through the SAS and the MDC, the "code" must be the same than the online code of the meter reported by Spielo online system.
- The "name" is the description of the meter as it will appear in the different pages and reports. Feel free to change it.
- The "rank" defines the ordering of the meters in the "enter meter" page.
- If "enable" box is unchecked then the meter will not be read by the online collections and will not be visible in the "meter masks".
- Uncheck "monetary" if the meter is a quantity and cannot be converted to an amount in currency e.g. "number of games", "bill level of bill 5" etc...

3.2.3 Cash Movement

- Navigate to Machines➤Meters CashMvts Formula➤Cash Movements
- A standard set of cash movements is loaded per default. Add the one you miss; disable the ones you don't need.
- A cash movement represents an exchange of cash between the machine and the cage.
- The most common cash movements are the hand payments (machine cannot pay the player) and bill clearance. These 2 operations are detailed in specific chapters.

Handpay

Code (online)

Name

Rank

Enable ☒

Monetary ☐

Payment ☒

Sequence (slips numbering)

Print Slip ☒

Slip File Name

Slip Reprint File Name

Slip Void File Name

- When you want the cash mvt to be automatically sent in real time from the machine to System2go, the "code" must be the same than the online code reported by Spielo online system.
- The "name" is the description of the cash mvt as it will appear in the pages and reports.
- The rank defines the position of the cash mvt in the "enter cash mvt" drop down list.
- If "enable" is unchecked then the cash mvt will not be reported by Spielo online and will not be visible in the "enter cash mvt" drop down list.
- "monetary": not used with cash mvt
- check "Payment" to enable real time online payment (see below)
- A Sequence is an incremental suite of numbers e.g. 1, 2, 3... and is used to number the cash transaction. Different cash mvt may share the same sequence. Select the sequence in the dropdown list or navigate to Machines>Meters CashMvts Formula>Slip sequence to create a new one.
- To print out a slip (e.g. ticket, voucher...), check the "print slip" box and indicate the name of the template files as mentioned in the screen shot above. If you are hosting System2go by yourselves, you will find these templates files in the "Specifics" folder of the System2go website. In all cases, you can ask us to send them to you. The templates are HTML files and can be fully customized by you. Just respect the HTML syntax and the keywords into brackets: {SLIPNUMBER} {TRTMSTP} {PRTMSTP} {CASINO} {MACHINE} {BASE} {TRANSACTIONTYPE} {AMOUNT} {CREDIT} {USER}
- You cannot delete a type of cash transaction if there are already transactions of this type in the system. In such a case, just disable it.

3.2.4 Formulas

- Navigate to Machines>Meters CashMvts Formula>Formulas
- Formulas are used by the "report builder"
- Operands may be meters, cash movements and constants.
- Attention: in the formula text box, use the "description" text of the meter or of the cash mvt into brackets ("[" and "]").
- Example: create a formula to calculate the difference between the billbox clearance (actual physical count) and the increments of the bills meter:

The description of the bill meter is "Bills" and must therefore be referred as [Bills] in the

formula

Online Code	Description
BI	Bills

The description of the bill cash mvt is "Bill Count" and must therefore be referred as [Bill Count] in the formula.

Online Code	Description
BIC	Bill Count

The formula which calculates the difference between the meter variation and the bills hard count is:

Code	BILLDIFF
Description	Bill Diff
Formula	[Bills]-[Bill Count]
Total	<input checked="" type="radio"/> Sum <input type="radio"/> Avg <input type="radio"/> Count <input type="radio"/> Min <input type="radio"/> Max

- "Total": define the kind of aggregation which will be done in the report footer. For example, if the formula is a %, do not chose "Sum" as the total row will show a sum of percentage but chose "Average".

3.2.5 Other settings

- Slip sequence: described above. Used to assign an incremental number to a cash mvt
- Clearance: described in a specific section dedicated to bills clearances.
- Special meter unit: used to indicate that one meter is reported by the slot machine in a different unit than the other meters. Contact Spielo to setup such multiplier.
- Arimeter (arithmetical meters) are used to workaround meters inconsistency between machines. Example: one machine reports handpays in the credit won meter; another does not. Please contact the machines manufacturers and ask for settings/versions in order to have homogenous meters. The use of arimeter is beyond the scope of this document. Please contact Spielo if you think that you would need this option.
- Online messages: see below chapter about online messages.

3.3 Meters audit

3.3.1 Meters in a nutshell

- The meters can be:
 - Automatically read from the machine and written to the system at a defined frequency (daily in general). This frequency is defined on the online server of each casino.
 - Automatically read from the machine and written to the system at a defined event (bill box removed)
 - Entered, modified or corrected manually.
- The number of meters values per day is unlimited. Usually, there are written once per day at the end of the gaming day. In 24h casinos, the hour when the gaming day changes, is chosen by the casino.

- For each value of a meter, the system calculates its increment as the difference between the current meter's absolute value and the last one known in the system, even it leads to a negative or a gigantic value. See specific chapters about wrap, ram clear and jumps.
- "T" means meters at date time T. Tm1 or T-1 (T minus 1) designates the reading before T and tm2 or T-2 the one before Tm1 etc... Same with Tp1 or T+1 which designates the reading after T.

3.3.2 Verify online readings

- Use this option to check the Spielo online collections.
- Navigate to Reports ➤ Atronic ➤ Meters reading count

3.3.3 Enter meters

- Use this option if you don't have Spielo online and to handle meters issues (ram clear, jump, wraps... following chapter).
- Select the casino in the top right dropdown list
- Navigate to Meters/ cash transactions ➤ Meters ➤ Enter
- Select the date/time you want the meters to be written to the database. Click OK
- Select the machine.
- Enter ALL values in column T.
- To remove meters from this list, go to the meter settings and disable the non needed meters (see above).
- Click "save and move to next machine" or "save".
- The buttons "manual increments" and "reset" will be described in the next chapters.

Enter Meters Reading

06/01/2012 07:00:00 Date time at which meters and increments will be stored

Meters
Machine 1001

Meter	T	T-1	INCR	Tmstp
Wagered	4520	3690	830	05/01/2012 23:45:00
Bill 5	23		23	
Bill 10			0	
Bill 20			0	
Bill 50			0	
Bill 100			0	
Bill 200			0	
Bill 500			0	
Won	2364	1675	689	05/01/2012 23:45:00
Bills		24000	0	05/01/2012 23:45:00
Credit Cancel		0	0	05/01/2012 23:45:00
Coins		0	0	05/01/2012 23:45:00
JP		0	0	05/01/2012 23:45:00
Games		60	0	05/01/2012 23:45:00
Ticket In		24000	0	05/01/2012 23:45:00
Ticket out		45985	0	05/01/2012 23:45:00
TRUE COIN IN		0	0	05/01/2012 23:45:00
TRUE COIN OUT		0	0	05/01/2012 23:45:00
CASHABLE OUT QTY		4	0	05/01/2012 23:45:00
CASHABLE IN QTY		2	0	05/01/2012 23:45:00
PROMO OUT QTY		0	0	05/01/2012 23:45:00
PROMO IN QTY		0	0	05/01/2012 23:45:00
CASHABLE OUT		45985	0	05/01/2012 23:45:00
CASHABLE IN		24000	0	05/01/2012 23:45:00
PROMO OUT		0	0	05/01/2012 23:45:00
PROMO IN		0	0	05/01/2012 23:45:00

Enter ALL meters here (mandatory)

Last meters

Last meters date time

This meter has no previous values. "23" is the initial value of meter BI5 for machine 1001

Save, move next machine Save only Delete Cancel Manual Increment (RAM clear, WRAP...) Reset

3.3.4 Initial meters

- There is no specific option to enter the initial meters of a machine.
- The first value of a meter is its initial value. In the above picture, meter BI5 has no previous value hence the value entered is the first one and will be its initial value.
- If it is a hard meter or if you don't have Spielo online, you will need to enter manually the initial values through the enter meter option described above.
- If you have Spielo online, you can pull out the billbox to generate the initial meters.
- The date time of the initial meters must prior to the beginning of the machine's activity on the floor.

3.3.5 View/ edit meters and increments

- To view the meters (absolute values), navigate to Meters/ cash transactions>Meters>View
- To view the increments, navigate to Meters/ cash transactions>Meters>Increments
- To edit the meters of one reading, click on the selector at the beginning of the line:

From To

Drag a column header here to group by that column							
Machine ▾	Tmstp ▾	Casino ▾	Wagered ▾	Won ▾	Bills ▾	Credit Cancel ▾	
1001	06/01/2012 11:38:05	10SPBDOLMENSTR	3690	1675	24000	0	
▶ 1001	05/01/2012 23:4	Enter meters					
1001	04/01/2012 23:4	Machine: 1001					
1001	03/01/2012 23:4	Datetime: 05/01/2012 23:45:00					
1001	02/01/2012 23:4	Meter	T	T-1	INCR	Tmstp	
1001	01/01/2012 23:4	Wagered	3690	3690	0	04/01/2012 23:45:00	
		Bill 5			0		

3.3.6 Modify, add, delete meters

- Providing that the user has the authorization, he can:
 - modify the value of a meter in the past
 - delete a reading in the past
 - enter meters to a date time in the past between existing readings
- To modify or delete, use the options "view meters/increments", "audit"... and select the reading to modify or delete
- To enter new meters, use "enter meter" options
- Attention: ALWAYS "re-calculate" increments after you have modified/delete/add meters! (see below)

3.3.7 Print and export meters

- Navigate to Reports>Spielo>Export Meters

From	To	Hour	Pivot	Casinos	Machines	Meters
<input type="text" value="26/12/2011"/>	<input type="text" value="09/01/2012"/>	<input type="text" value="Daily"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Selected <input type="radio"/> All	<input type="text" value="... All ..."/>	<input type="text" value="... All ..."/>
<input type="button" value="Preview"/> <input type="button" value="Export to CSV"/>						
Casino						
CasinoID	Tmstp	Machine	Bills	Credit Cancel	Coins	Games
	09/01/2012 07:00:00	3228	812 360.00	177.00	0.00	929 921.00
	09/01/2012 07:00:00	3227	1 018 300.00	155.00	0.00	1 122 514.00
	09/01/2012 07:00:00	3226	1 033 740.00	381.00	0.00	1 199 057.00
	09/01/2012 07:00:00	3225	818 540.00	20.00	0.00	930 140.00
	08/01/2012 07:00:00	3228	811 360.00	177.00	0.00	928 762.00
	08/01/2012 07:00:00	3227	1 015 780.00	155.00	0.00	1 120 312.00
	08/01/2012 07:00:00	3226	1 031 480.00	381.00	0.00	1 195 963.00
	08/01/2012 07:00:00	3225	817 420.00	20.00	0.00	929 157.00
	07/01/2012 07:00:00	3228	809 020.00	177.00	0.00	924 964.00
	07/01/2012 07:00:00	3227	1 010 200.00	155.00	0.00	1 114 661.00
	07/01/2012 07:00:00	3226	1 027 200.00	381.00	0.00	1 191 033.00
	07/01/2012 07:00:00	3225	814 640.00	20.00	0.00	926 178.00
	06/01/2012 07:00:00	3228	806 880.00	177.00	0.00	920 065.00
	06/01/2012 07:00:00	3227	1 007 140.00	155.00	0.00	1 111 538.00
	06/01/2012 07:00:00	3226	1 023 580.00	381.00	0.00	1 186 152.00
	06/01/2012 07:00:00	3225	811 940.00	20.00	0.00	922 579.00
	05/01/2012 07:00:00	3228	804 240.00	177.00	0.00	917 940.00
	05/01/2012 07:00:00	3227	1 004 720.00	155.00	0.00	1 109 676.00
	05/01/2012 07:00:00	3226	1 020 860.00	381.00	0.00	1 181 301.00
	05/01/2012 07:00:00	3225	810 460.00	20.00	0.00	921 290.00

3.4 RAM clear, wrap, jumps, illegibility...

- System2go provides support to detect and correct meters anomalies.

3.4.1 Detection

- System2go provides support to detect meters anomalies.

- Navigate to Reports>Spielo>Audit
- This option lets you find the following situations:

Search for

☐ All
 ☒ Incr<0
 ☐ T < Tm1
 ☐ T-Tm1<>INCR
 ☐ Big

- Incr<0 (Negative calculated increments) and T<Tm1 (the next value is lower than the previous) => the meters has decreased => the machine may have been ram cleared or the meter has wrapped or had a problem. By the way, these 2 options should return the same.
 - T-Tm1<>INCR: the calculated increments do not match the absolute meters difference.
 - Big: display the absolute value (ABS) of the 200 biggest differences sorted out ascendant. This is useful to find meters jumps.
- If such selections returns lines and if this is due to an incorrect meter calculation, run the increments recalculation (see below)

3.4.2 Correction

- Attention: a correction is not a modification of the value of a meter as described in the section "modify... meters".
- Correction is the way to handle a meter wrap, ram clear, jump, inconsistency... by changing the increments in order to have both the meters and the increments reflecting the reality.
- Reminder: each time a meter value is written to the database, the system calculates the corresponding increments as the difference to the previous meter value and writes the calculated increments to the database. These increments are used in the reporting and they must be corrected in order to have consistent values in the reports.
- However, negative increments are ignored by the "report builder".

3.4.3 Example 1: Ram clear when casino is closed

- Let's consider the following situation discovered by the audit meter option seen above:

Machine ▾	MeterCode ▾	TM1 ▾	T ▾	creditsTM1 ▾	Credits ▾	INCR ▾	Calculated_Incr ▾	Diff ▾
777	BI	02/12/2011 07:00:00	03/12/2011 07:00:00	685080	12658	-672422	-672422	0
777	CTC	02/12/2011 07:00:00	03/12/2011 07:00:00	91563	5897	-85666	-85666	0
777	GM	02/12/2011 07:00:00	03/12/2011 07:00:00	935914	9568	-926346	-926346	0
777	JPM	02/12/2011 07:00:00	03/12/2011 07:00:00	9632	0	-9632	-9632	0
777	TI	02/12/2011 07:00:00	03/12/2011 07:00:00	2583649	56897	-2526752	-2526752	0
777	TICKET_IN	02/12/2011 07:00:00	03/12/2011 07:00:00	24924	256	-24668	-24668	0
777	TO	02/12/2011 07:00:00	03/12/2011 07:00:00	2301630	45789	-2255841	-2255841	0

- The casino has a meters reading every morning at 7 am.
- At 8 am on the 02/12/2011, the casino did modifications on machine 777 and had to ram clear the machine.
- This results in the above situation. As you can see it above, between 02/12/2011 and 03/12/2011 there was a ram clear. All calculated increments are negative which means that they will be ignored in the reports. You can leave it like this but we recommend to "clean" the situation.
- Navigate to "enter meter option" and enter the ram clear on the 02/12/2011 at 08:00:00

Enter Meters Reading

02/12/2011 08:00:00

Meters

Machine

Meter	T	T-1	INCR	Tmstp
Bills	0	685080	-685080	02/12/2011 07:00:00
Ticket In	0	24924	-24924	02/12/2011 07:00:00
Coins	0	91563	-91563	02/12/2011 07:00:00
Games	0	935914	-935914	02/12/2011 07:00:00
Total In	0	2583649	-2583649	02/12/2011 07:00:00
Total Out	0	2301630	-2301630	02/12/2011 07:00:00
JPM	0	9632	-9632	02/12/2011 07:00:00

- Click the reset button to force increments to ZERO:

Enter Meters Reading

02/12/2011 08:00:00

Meters

Machine

Meter	T	T-1	INCR	Tmstp
Bills	0	685080	0	02/12/2011 07:00:00
Ticket In	0	24924	0	02/12/2011 07:00:00
Coins	0	91563	0	02/12/2011 07:00:00
Games	0	935914	0	02/12/2011 07:00:00
Total In	0	2583649	0	02/12/2011 07:00:00
Total Out	0	2301630	0	02/12/2011 07:00:00
JPM	0	9632	0	02/12/2011 07:00:00

- Click save
- Navigate to view meters
- Click the selector of row "date time 03/12/2011 07:00:00 for machine 777" to open the reading details as shown below:

Machine ▾	Tmstp ▾	Bills ▾	Ticket In ▾	Coins ▾	Games ▾	Total In ▾	Total Out ▾	JPM ▾
777	03/12/2011 07:00:00	12658	256	5897	9568	56897	45789	0
777	02/12/2011 08:00:00	0	0	0	0	0	0	0
777	02/12/2011 07:00:00	685080	24924	91563	935914	2583649	2301630	9632

Enter meters

Machine: 777
Datetime: 03/12/2011 07:00:00

Meter	T	T-1	INCR	Tmstp
Bills	12658	0	-672422	02/12/2011 08:00:00
Ticket In	256	0	-24668	02/12/2011 08:00:00
Coins	5897	0	-85666	02/12/2011 08:00:00
Games	9568	0	-926346	02/12/2011 08:00:00
Total In	56897	0	-2526752	02/12/2011 08:00:00
Total Out	45789	0	-2255841	02/12/2011 08:00:00
JPM	0	0	-9632	02/12/2011 08:00:00

Save Delete Manual Increment (RAM clear, WRAP...) Reset

- Move the cursor on each meter value, click and enter to trigger the update of the increments:

Enter meters

Machine: 777
Datetime: 03/12/2011 07:00:00

Meter	T	T-1	INCR	Tmstp
Bills	12658	0	12658	02/12/2011 08:00:00
Ticket In	256	0	256	02/12/2011 08:00:00
Coins	5897	0	5897	02/12/2011 08:00:00
Games	9568	0	9568	02/12/2011 08:00:00
Total In	56897	0	56897	02/12/2011 08:00:00
Total Out	45789	0	45789	02/12/2011 08:00:00
JPM	0	0	0	02/12/2011 08:00:00

Save Delete Manual Increment (RAM clear, WRAP...) Reset

- Click "Save"
- Now it should look like this:

Meters

Machine ▾	Tmstp ▾	Bills ▾	Ticket In ▾	Coins ▾	Games ▾	Total In ▾	Total Out ▾	JPM ▾
777	03/12/2011 07:00:00	12658	256	5897	9568	56897	45789	0
777	02/12/2011 08:00:00	0	0	0	0	0	0	0
777	02/12/2011 07:00:00	685080	24924	91563	935914	2583649	2301630	9632

Increments

Machine ▾	Tmstp ▾	Bills ▾	Ticket In ▾	Coins ▾	Games ▾	Total In ▾	Total Out ▾	JPM ▾
777	03/12/2011 07:00:00	12 658.00	256.00	5 897.00	9 568.00	56 897.00	45 789.00	0.00
777	02/12/2011 08:00:00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

- Both meters and increments are matching the reality and describes the ram clear.

3.4.4 Example 2: Ram clear when casino is opened

- In this example, the casino will do a RAM clear on the 02/12/2010 at 19h45 e.g. during operations.
- If you have Spielo online, pull out the bill box before doing the RAM clear in order to capture the latest meters before the RAM clear.
- Otherwise write them down and enter them manually at date time 19h45.
- If the meters are illegible (unreadable) or if you just forgot to write them down, then you can either reconstitute their values from the hard meters or either enter the last known value (in this case you will lose the increments between the last reading and the moment of the ram clear).
- Enter the last known meters at 19:45:00

Enter Meters Reading

02/12/2011 19:45:00

Meters

Machine 777

Meter	T	T-1	INCR	Tmstp
Bills	694563	685080	9483	02/12/2011 07:00:00
Ticket In	25896	24924	972	02/12/2011 07:00:00
Coins	92687	91563	1124	02/12/2011 07:00:00
Games	936987	935914	1073	02/12/2011 07:00:00
Total In	2658978	2583649	75329	02/12/2011 07:00:00
Total Out	2402315	2301630	100685	02/12/2011 07:00:00
JPM	9632	9632	0	02/12/2011 07:00:00

- Enter the ram clear at 19:45:01

Enter Meters Reading

02/12/2011 19:45:01

Meters

Machine 777

Meter	T	T-1	INCR	Tmstp
Bills	0	694563	-694563	02/12/2011 19:45:00
Ticket In	0	25896	-25896	02/12/2011 19:45:00
Coins	0	92687	-92687	02/12/2011 19:45:00
Games	0	936987	-936987	02/12/2011 19:45:00
Total In	0	2658978	-2658978	02/12/2011 19:45:00
Total Out	0	2402315	-2402315	02/12/2011 19:45:00
JPM	0	9632	-9632	02/12/2011 19:45:00

- Click the "reset" button to force increments to ZERO and click "save" button

Enter Meters Reading

02/12/2011 19:45:01

Meters

Machine

Meter	T	T-1	INCR	Tmstp
Bills	0	694563	0	02/12/2011 19:45:00
Ticket In	0	25896	0	02/12/2011 19:45:00
Coins	0	92687	0	02/12/2011 19:45:00
Games	0	936987	0	02/12/2011 19:45:00
Total In	0	2658978	0	02/12/2011 19:45:00
Total Out	0	2402315	0	02/12/2011 19:45:00
JPM	0	9632	0	02/12/2011 19:45:00

- Edit meters on the 03/12/2011 at 07:00 and click "enter" on each value to update increments
- You should achieve the following result:

Meters

Machine ▼	Tmstp ▼	Bills ▼	Ticket In ▼	Coins ▼	Games ▼	Total In ▼	Total Out ▼	JPM ▼
777	03/12/2011 07:00:00	12658	256	5897	9568	56897	45789	0
777	02/12/2011 19:45:01	0	0	0	0	0	0	0
777	02/12/2011 19:45:00	694563	25896	92687	936987	2658978	2402315	9632
777	02/12/2011 07:00:00	685080	24924	91563	935914	2583649	2301630	9632

Increments:

Machine ▼	Tmstp ▼	Bills ▼	Ticket In ▼	Coins ▼	Games ▼	Total In ▼	Total Out ▼	JPM ▼
777	03/12/2011 07:00:00	12 658.00	256.00	5 897.00	9 568.00	56 897.00	45 789.00	0.00
777	02/12/2011 19:45:01	0.00	0.00	0.00	0.00	0.00	0.00	0.00
777	02/12/2011 19:45:00	9 483.00	972.00	1 124.00	1 073.00	75 329.00	100 685.00	0.00

3.4.5 Example 3: wrap

- Meter will wrap when the max supported value is reached on the machine or on the Spielo online e.g. 9 digits
- In this example, the wrap occurs during the 02/12/2011 gaming day.
- Open meter reading of the 03/12/2011 as below:

Machine ▾	Tmstp ▾	Bills ▾	Ticket In ▾	Coins ▾	Games ▾	Total In ▾	Total Out ▾
777	03/12/2011 07:00:00	693567	25986	96321	945685	112589	2456789
777	02/12/2011 07:00:00	685080	24924	91563	935914	95688564	2301630

Enter meters

Machine: 777
Datetime: 03/12/2011 07:00:00

Meter	T	T-1	INCR	Tmstp
Bills	693567	685080	8487	02/12/2011 07:00:00
Ticket In	25986	24924	1062	02/12/2011 07:00:00
Coins	96321	91563	4758	02/12/2011 07:00:00
Games	945685	935914	9771	02/12/2011 07:00:00
Total In	112589	95688564	-95575975	02/12/2011 07:00:00
Total Out	2456789	2301630	155159	02/12/2011 07:00:00
JPM	9632	9632	0	02/12/2011 07:00:00

Save

Delete

Manual Increment (RAM clear, WRAP...)

Reset

- You can see that the "Total In" meter wrapped which lead to a dummy increment.
- The correct increment is $(100\ 000\ 000 - 95\ 688\ 564) + 112589 = 4\ 424\ 025$
- Click "manual increment..." button => this lets the user manually enter the values in the column increment => enter 4 424 025 and click "save" button:

Machine: 777
Datetime: 03/12/2011 07:00:00

Meter	T	T-1	INCR	Tmstp
Bills	693567	685080	8487	02/12/2011 07:00:00
Ticket In	25986	24924	1062	02/12/2011 07:00:00
Coins	96321	91563	4758	02/12/2011 07:00:00
Games	945685	935914	9771	02/12/2011 07:00:00
Total In	112589	95688564	4424025	02/12/2011 07:00:00
Total Out	2456789	2301630	155159	02/12/2011 07:00:00
JPM	9632	9632	0	02/12/2011 07:00:00

Save

Delete

Manual Increment (RAM clear, WRAP...)

Reset

3.4.6 Example 3: jump, back and forward

- For any reason, it happens that meters got crazy and this might result in dummy increments and alter the results.
- The audit option helps you to locate the "big" increments (see above chapter about audit report)
- In the screen shot below, you can see an example from the real life where the BI meters suddenly decreased during 2 hours and then got back to the correct value.

11/28/2009 8:00:00	BI="89333160"
11/28/2009 7:00:00	BI="6652350" B
11/28/2009 6:00:00	BI="6652000" B
11/28/2009 5:00:00	BI="89332460"
11/28/2009 5:00:00	BI="89332460"
11/28/2009 4:00:00	BI="89332460"
11/28/2009 3:00:00	BI="89332460"
11/28/2009 2:00:00	BI="89332460"

- If this happens to you, System2go lets you either change the "dummy" meters values or change the increment manually.

3.5 Recalculate increments

- Each time a meter value is written to the database, the system calculates the corresponding increment as the difference to the previous meter value and writes the calculated increment to the database.

3.5.1 Manual recalculation

- If you modify, delete or add meters in between of existing meters, you **MUST** edit the meters for the period and click on each meter's value to force the increment recalculation and save.

3.5.2 Automatic recalculation

- System2go provides an option to recalculate the increments on a bigger period.
- Attention: this option will overwrite all the manual changes you did on the increments (ram clear, wrap, ...)
- This option will subtract meter at T and meter at T-1 and write the value to the database as the increment.
- Navigate to Meters/ cash transactions>Meters>recalculate increment
- You can just update existing increment (click "update") or delete all increments on the period and then process all readings and calculate corresponding increments (click "delete/insert").

☒ Update ☐ Delete/Insert

- Attention: this option must be very very very carefully used because it makes irrevocable changes on the data and can be very long. Especially the "delete/insert".

3.6 Hand Payment (Jackpot, Mystery...)

3.6.1 In a nutshell

- When the cash out button is pressed, the machine asks the host (Spielo card cashless for example) if it can take in charge the payment. If the host refuses, the machine tries to pay through its own payment devices (hopper, tickets). If the machine can't or if the amount is above its payment limits, the machine goes to hand pay state and sends through the SAS protocol the exception corresponding to the kind of hand payment. Spielo online will forward in real time this payment request to System2go. See below how to "pay" it with System2go.
- Hand payments can also be created, modified and deleted manually. See below section related to cash movement

- Mystery are triggered by the system. A mystery can be paid to the credit meter of the machine as a bonus or at the cage as a handpay. When paid at the cage, the system will lock the machine. This option will let you pay the mystery and unlock the machine

3.6.2 Kind of online handpays

- If you have Spielo online, you might receive the following kind of hand payments:

Set-up Cash Movements	
Online Code	Description
1103	Progressive and Mystery
1100	Cancel credit
1101	Jackpot

3.6.3 Handpays in real-time (online)

- Select the casino in the top right corner dropdown list
- Navigate to Online/ messages real-time

Settings

Payments only ☒ Max lines 200 Messages Auto Refresh every: 600 seconds Casino: Selected ☒ All ☐ From: 01/12/2011 17:00 To: 01/12/2011 17:00

List refreshed at:

Drag a column header here to group by that column					
Casino	Machine	Tmstp	EXC	Message	Amount
1 SPIELO SHOWROOM	10001	01/12/2011 17:03:03	1100	Credit cancel - Amount: 75.25 €	75.25

- Machine 10001 sent a credit cancel of 75.25 euros (see above). The column "Amount" is green which means that the payment was not done yet and that you can proceed with it.
- Select the line (click the line selector) and the payment window will pop up:

Enter Transaction

Machine: 10001
Date time: 01/12/2011 17:03:03
Type: Hand Pay
Amount: 75,25

- Click "Pay" button
 - if this is a printable transaction, a slip will pop up:

SLIP NUMBER	49
Date/Time of Transaction	22/12/2011 17:29:32
Date/Time of Printout	09/01/2012 16:02:12
CASINO	Casino 1
MACHINE	777
BASE	devB7
TRANSACTION TYPE	1100
AMOUNT	6 421
CREDIT	
USER	Emmanuel BULLICH
SIGNATURE_1	
SIGNATURE_2	

(See above about slip customization)

- and a payment message will be created

	Casino ▾	Machine ▾	Tmstp ▾	EXC ▾	Message ▾
	1 SPIELO SHOWROOM	10001	01/12/2011 17:04:23	JCKPAID	Jackpot paid: 75,25

- Click the row selector above:

Reset jackpot

Machine: 10001

Reset Jackpot

- Click "reset jackpot" to remote reset the machine (providing that the machine implements sas remote jackpot reset)
- In the end, the complete process will look like this:

Casino ▾	Machine ▾	Tmstp ▾	EXC ▾	Message ▾	Amount ▾
1 SPIELO SHOWROOM	10001	01/12/2011 17:04:50	1110	JP reset (Amount paid: 75.25 €)	
1 SPIELO SHOWROOM	10001	01/12/2011 17:04:23	JCKPAID	Jackpot paid: 75,25	
1 SPIELO SHOWROOM	10001	01/12/2011 17:03:03	1100	Credit cancel - Amount: 75.25 €	75.25

3.7 Bills clearance

3.7.1 About clearance

- Clearances are usually used by 24H casinos i.e. "casino which never closes"
- Casinos with a daily closing will not use the clearance because the machine is not played between the moment the bill staker is pulled out of the machine and the time of the daily reading.
- In a nutshell, bill clearance is the ability of System2go to let you compare the meters captured when the bill staker is pulled out of the machine and the physical count of the bills (bill hard count cash movement).

3.7.2 Setting up clearances

- Navigate to Machines>Meters CashMvts Formula>Clearance and create a row like the one below which associates the bill meter and the bill cash movement together.

Set-up Clearance

Clearance	CashMvt	Meter
Bill Clearance	Bills Counting	Bill In

New Clearance

3.7.3 Counting Bills

- Navigate to Meters Transactions >Cash Transactions> Enter (Clearance)

Cash transaction Bill Count ▼

Date for counting [info](#) 09/01/2012 06:59:59 ▲ ▼ OK

Counting will be registered on gaming day 08/01/2012

Machines 777 ▼

Clearance(s) 09/01/2012 07:13:02 25 \$ ▼

Amount counted (euros) OK

- Date for counting = "date now + hour of gaming day – 1 second". In this example, we are the 09/01/2012 and the gaming day changes at 7am ; the system will register the bills at 06:59:59 because the gaming day of "09/01/2012 06:59:59" = 08/01/2012 while the gaming day of "09/01/2012 07:00:01" = 09/01/2012
- Clearance(s): this dropdown list displays the meter collections close to the time of counting and eligible to be compared with the hard (physical) count. These meters collections are scheduled readings or readings automatically generated at bill stacker removal. Select the date time when the stacker was pulled out of the machine.
- "25 \$" is the increment of the bill meter from the previous hard count to date. It is the EXPECTED amount of the bill count. For security reasons, you can decide to hide this value to users (see "Show Theo Values" in the chapter on users' management).
- "20" is the physical amount of bills. In this case, 5\$ are missing.
- Navigate to Reports ➤ Spielo ➤ Clearance to generate clearances' reports.

3.8 Cash movements

3.8.1 Create

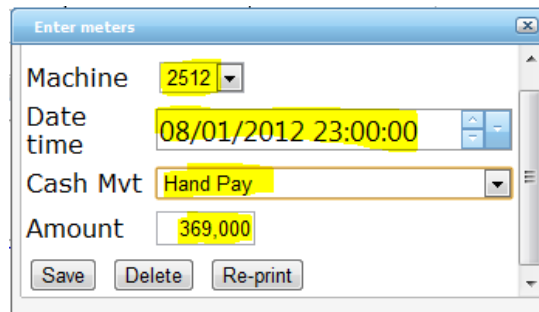
- Select the casino in the top right corner dropdown list
- Navigate to Meters/ cash transactions ➤ cash transactions ➤ Enter
- Select date time, cash movement and machine
- If this is a printable transaction, a slip will pop up. See above about slip customization.

3.8.2 Edit, change, delete

- Select the casino in the top right corner dropdown list
- Navigate to Meters/ cash transactions ➤ cash transactions ➤ View

Tmstp ▼	Machine ▼	SlipNumber ▼	Hand Pay ▼	Bills Counting ▼
08/01/2012 23:00:00	2512	49773	369 000.00	
08/01/2012 02:00:00	2512	-1		525 000.00
07/01/2012 23:00:00	2512	49607	252 500.00	

- Nota: "slip number = -1" means that there is no sequence numbering attached to this cash transaction. See above how to attach a numbering to a cash transaction.
- Double click the cell containing the amount in order to edit the cash movement:



- You can change the machine, the date time, the kind of movement and the amount

3.9 Ticket integration

- Qponcash
 - This option is for casinos using Spielo "Ticket In Ticket Out" solution (Qponcash)
 - The ticket database is located in the sites as per availability reasons
 - This chapter described the manual integration of those tickets from the local casino database to the central accounting database.
 - Note that it is also possible to schedule a daily automatic export of the tickets issued at the machines and cages along with the liabilities (valid tickets in players' hands) at the end of the gaming day
- Navigate to Meters Transactions > Cash Transactions > Ticket integration
- This option will trigger an import of the issued and redeemed tickets in order to reconcile them against the meters. Therefore you must generate on site and using Qponcashmanager, a csv export of the tickets to import.
- The following configuration of cash transaction is mandatory:

Online Code ▼	Description
TPRQ	Ticket Promo Redeemed Quantity
TPRA	Ticket Promo Redeemed Amount
TPIQ	Ticket Promo Issued Quantity
TPIA	Ticket Promo Issued Amount
TCRQ	Ticket Cashable Redeemed Quantity
TCRA	Ticket Cashable Redeemed Amount
TCIQ	Ticket Cashable Issued Quantity
TCIA	Ticket Cashable Issued Amount

- And for meters:

Set-up Meters	
Online Code	Description
PROMO_OUT_QTY	Meter Promo Issued Quantity
PROMO_IN_QTY	Meter Promo Redeemed Quantity
CASHABLE_IN_QTY	Meter Cash Redeemed Quantity
CASHABLE_OUT_QTY	Meter Cash Issued Quantity
PROMO_OUT	Meter Promo Issued Amount
PROMO_IN	Meter Promo Redeemed Amount
CASHABLE_IN	Meter Cash Redeemed Amount
CASHABLE_OUT	Meter Cash Issued Amount
TICKET_OUT	Ticket OUT

- When the configuration is incorrect, the application throws a warning. A correct configuration leads to the following screen:

Casino 1

Ticket config OK

File to import:

Import on Gaming Day:

With Clearance ☒

The system will link the tickets to the meters using the bill clearance.
If there was no bill counting, the latest clearance on that gaming day will be used.
Existing integrated tickets will be overwritten.

No Data To Display

- Browse the file you have previously exported with the qponcashmanager application and select the gaming day. Click "check": the program will check that the file contains tickets for the selected gaming day. If so, proceed with the import.
- Navigate to Reports ➤ Spielo ➤ Tickets and Reports ➤ Spielo ➤ Clearance for tickets reporting.

3.10 Report builder

- The report builder lets you build and manage you own controlling and financial reports and export them to excel.
- Navigate to Reports ➤ Report builder

3.10.1 Setting up a report

Reports Builder

Settings

Select report's columns (click a cell)

Description
Category : CashMvt (14)
Category : Date (13)
Category : Formula (7)
Category : MachineInfo (22)
Category : MeterINCR (7)
Category : Reports_Atronic (6)
Category : Reports_Control (2)
Category : Reports_Draft (7)
Category : Reports_Performances (5)

Report's Preview (double click a column to remove it)

Machine	GamingDay	Bill Count	Bills	Bill Diff
MachineInfo	Date	CashMvt	MeterINCR	Formula

Machine filter = all machines

Casino(s) -- all my casinos -- Machine(s) -- all my machines --

☒ do not show 0 values

From 01/01/2012 To 09/01/2012

☐ Amount Credits

- In red:

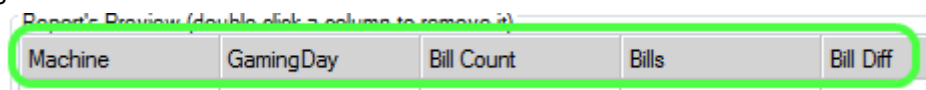
Category : CashMvt (14)
Category : Date (13)
Category : Formula (7)
Category : MachineInfo (22)
Category : MeterINCR (7)

These are the items you can use as columns for your reports:

- The cash movements (jackpots, bill count...) and meters (total in, bills, tickets, games...)
- Your formulas (see above and learn how to build formulas)
- "Machine info" like casino, machine number, manufacturer, denom ...
- "date" like the gaming day but also the year or the week of the day ...

Click a meter or cash mvt or a date or a machine's feature or a formula to add it as a column of your report. Click a saved report to load it.

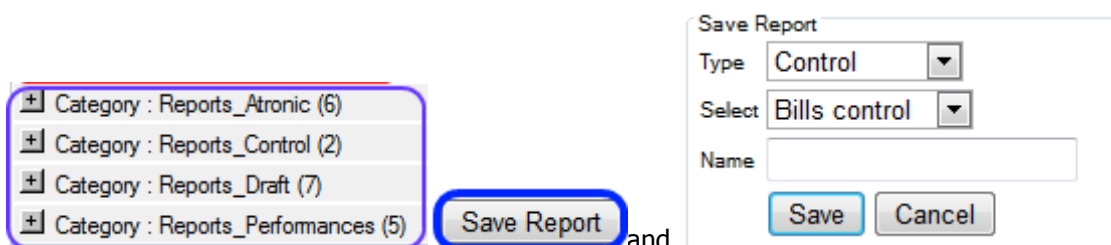
- In green:



These are the columns of your report

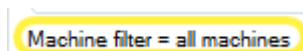
To remove a column, double click on it

- In blue



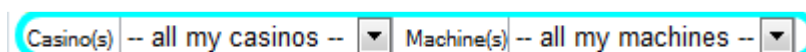
- When you are "happy" with a report, you would like to save it and reuse it.
- There are 4 categories of reports.
- Click "save report" to save your report. Select the category you want to save it to. If it is an existing report that you want to modify, select it from the drop down list and click "save" to store the changes. You will be asked for confirmation (this report already exists. Do you want to overwrite it?). If it is a new report, enter its name in the textbox and click "save". The new report will be added in the list of reports in the left panel.
- To delete reports or to rename a report or move it to another category, navigate to Reports>Spielo>Reports

- In yellow



- System2go lets you attach machines to a report. The report will be calculated for these machines only.
- To attach machines to a report, navigate to Reports>Spielo>Reports, then select a report and click "attach machines"
- Per default, there are no machine attached to report and the filter shows "all machines" as above.

- In light blue



- Restrict the results to a particular casino or machine.

- In orange ☒ do not show 0 values : if checked, null values will be ignored and will not belong to the output. When checked, this improves performances. Attention, if you want to see for example, null bill counting, you must uncheck it. Otherwise, you will not be able to distinguish non counted machine from machines counted but with zero bills counted.
- In purple From 01/01/2012 To 09/01/2012 which is self explanatory

3.10.2 Grouping, sorting and excel export

- This applies to the report builder and to many other grids of System2go.
- To sort a column, click the column. The symbols ▲ and ▼ indicate the sort direction.
- To group by a column, drag and drop it over the header

Report

GamingDay ▲	Machine ▼	Bill Count € ▼	Bills € ▼	Bill Diff € ▼
+ GamingDay : 07/10/2011 (1)				
+ GamingDay : 13/09/2011 (1)				
+ GamingDay : 18/09/2011 (3)				
	888	10.00		- 10.00
	789	10.00		- 10.00
	777	17.00	5.00	- 12.00
		37.00	5.00	- 32.00
+ GamingDay : 19/09/2011 (1)				
+ GamingDay : 20/09/2011 (1)				

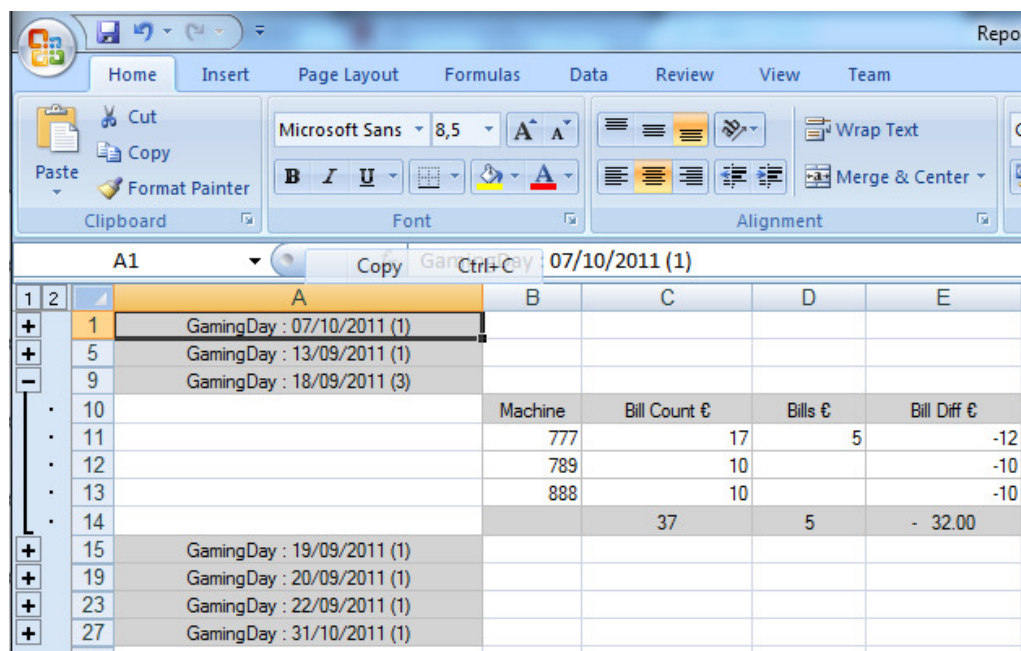
- To filter a column, click this symbol ▼

Report

Drag a column header here to group by that column

Machine ▼	GamingDay ▼	Bill Count € ▼	Bills € ▼	Bill Diff € ▼
(All)	777	13/09/2011	123.00	- 123.00
(Empty)	777	18/09/2011	17.00	5.00 - 12.00
(NonEmpty)	789	18/09/2011	10.00	- 10.00
777	888	18/09/2011	10.00	- 10.00
789	777	19/09/2011	3.00	20.00 17.00
888	777	20/09/2011	9.00	20.00 11.00
	777	22/09/2011	26.00	4.00 - 22.00
	777	31/10/2011	10.00	- 10.00
			208.00	58.00 - 150.00

- To get back to the report settings, click the symbol ▼
- When exporting to excel or pdf, the layout of the report is kept :



	A	B	C	D	E
1	GamingDay : 07/10/2011 (1)				
5	GamingDay : 13/09/2011 (1)				
9	GamingDay : 18/09/2011 (3)				
10		Machine	Bill Count €	Bills €	Bill Diff €
11		777	17	5	-12
12		789	10		-10
13		888	10		-10
14			37	5	- 32.00
15	GamingDay : 19/09/2011 (1)				
19	GamingDay : 20/09/2011 (1)				
23	GamingDay : 22/09/2011 (1)				
27	GamingDay : 31/10/2011 (1)				

3.10.3 Report examples

- The report builder offer an infinite possibilities of reports
- Weekly report

Report

Drag a column header here to group by that column

Week ▾	TI/ Games € (Avg) ▾	Net Win (TI-TO) € ▾	Théo Win (TI*6.94%) € ▾	Progression (TI*2.75%) € ▾	TI € ▾	Games ▾	JP € ▾	Credit Cancel € ▾
40	1.41	668 998.50	462 130.51	183 120.88	6 658 941.00	4 714 632		100 283.00
41	1.41	639 693.00	435 360.46	172 513.15	6 273 205.50	4 449 815		87 117.00
42	1.41	591 176.50	382 110.95	151 412.84	5 505 921.50	3 895 014		73 160.50
43	1.40	637 249.50	406 553.49	161 098.29	5 858 119.50	4 177 695	4 522 654.50	83 882.50
	1.41	2 537 117.50	1 686 155.41	668 145.16	24 296 187.50	17 237 156	4 522 654.50	344 443.00

- Bill counting control

Report

Drag a column header here to group by that column

Machine ▾	GamingDay ▾	Bill Count € ▾	Bills € ▾	Bill Diff € ▾
100	01/03/2011	500.00	500.50	0.50
100	02/03/2011	500.50	500.00	- 0.50
100	27/05/2011	4.50	4.50	0.00
100	28/02/2011	500.00	499.50	- 0.50
		1 505.00	1 504.50	- 0.50

3.11 Online alarms and messages

3.11.1 Introduction

- Spielo Online can forward to System2go events ("SAS Exceptions", "EXC") which happen on the machines.
- Per default, the following alarms and messages are sent to System2go in real time:
 - Door open close

- Handpay (jackpot...), Payment, Jackpot reset (see chapter about handpay and Jackpot)
 - Ticket and bills accepted and tickets printed at machines
 - Bills stacker removed (generate a meter collection at the date time of the removal)
- System2go empowers the user to setup which messages will be stored and how long time they will stay in the database before removal and file archiving.

3.11.2 Archiving

- Per default, any kind of the "default messages" is stored and kept 100 days in the database. The "default messages" are described below.
- The "settings" option (see below) lets you set up how many days you would like to keep each kind of message inside the database before removal and archiving to a CSV file.
- It is very important to limit the number of messages in the database to the minimum in order to keep high performances and prevent from full disk.
- Example: if you don't need to consult the messages "machine power on" more than one day in the past but legally you must retain it 5 years, we advise to set its "retention" days" to 1. In the event, the gaming authorities requests this information, you will be able to find it from the csv archives files.
- If you are not hosted at Spielo, you must schedule a daily execution of the s2go archiving job. The name of the archiving program is "s2goDelMsg.exe". You must configure with your own settings the file "s2goDelMsg.exe.config" (ConnectionString and ArchiveFileLocation). Feel free to ask Spielo for further help on configuring the archiving job.

3.11.3 Settings

- Per default, the message name is its floorserver's exception number, which is not meaningful. This option lets you set your own "user's friendly" name to each kind of message.
- Navigate to Machines>Meter CashMvt Formula>Online message
- The first time, the screen will look as below:

Associate short meaningfull message names to Floorserver exception numbers

Set-up Online messages			
EXC	Name	Keepdays	SubscribedTo

- Click "Find new messages": the program will parse the message history and display each distinct message code (kind):

Associate short meaningfull message names to Floorserver exception numbers

Set-up Online messages			
EXC	Name	Keepdays	SubscribedTo
1020	1020	30	<input checked="" type="checkbox"/>
1021	1021	30	<input checked="" type="checkbox"/>
1030	1030	30	<input checked="" type="checkbox"/>
1031	1031	30	<input checked="" type="checkbox"/>
...

- Click the row selector of one row:

Credit Cancel

EXC: 1100 Floorserver exception number

Name: CC Short name

Example: Credit cancel - Amount: 197.75 €

Retention days: 30 Number of days this kind of messages will stay in the database.

Enable: ☒ Uncheck the box if you don't want to receive and store this message.

Save Delete Message Cancel

- EXC: do not change this value
 - Name: short meaning full name. Will be used for message selection.
 - Example: last message of this kind in the message history. This is to help you understand what this EXC number (1100 in this case) is about.
 - Retention days: number of days before removal from database and export to a csv file. See above paragraph about "Archiving".
 - Enable: check this box if you want to store this kind of message. When unchecked, the message is ignored and never written to the database.
- Each time you see in the selection list a "message exception number", you have to go this option and click "Find new messages" and set a "friendly" name to this number.

3.11.4 Messages in real-time

- Navigate to Online>messages real-time

Settings

Payments only ☐ Max lines: 20 Messages Auto Refresh every: 600 seconds Casino: Selected ☒ All ☐ From: To: 06/12/2011 00:00

Refresh

List auto refreshed at: 22:14:26

Drag a column header here to group by that column

Casino	Machine	Tmstp	EXC	Message	Amount
SPIELO 416	777	05/12/2011 15:14:34	1030	Slot machine unlocked	
SPIELO 416	777	05/12/2011 15:08:47	1031	Slot machine locked	
SPIELO 416	777	05/12/2011 14:01:23	1110	JP reset (Amount paid: 30.15 €)	
SPIELO 416	777	05/12/2011 14:01:03	JCKPAID	Jackpot paid: 30,15	
SPIELO 416	777	05/12/2011 14:00:44	1101	SM non progressive JP - Amount: 30.15 €	30.15
SPIELO 416	777	05/12/2011 14:00:07	4806	Ticket 045856675888609320 inserted - Amount: 174.6 €	
SPIELO 416	777	05/12/2011 13:57:27	1030	Slot machine unlocked	
SPIELO 416	777	05/12/2011 13:56:40	1031	Slot machine locked	
SPIELO 416	777	05/12/2011 13:47:58	1092	Remote Payin of 8.5 € ended with result OK.	
SPIELO 416	777	05/12/2011 13:47:35	4815	Ticket 4-xxxx-xxxx-xxxx-8784 issued - Amount: 13.0 €	
SPIELO 416	777	05/12/2011 13:47:21	4815	Ticket 4-xxxx-xxxx-xxxx-9320 issued - Amount: 174.6 €	
SPIELO 416	777	05/12/2011 13:47:00	107	Slot door closed	
SPIELO 416	777	05/12/2011 13:46:50	106	Slot door open	
SPIELO 416	777	05/12/2011 13:10:30	1030	Slot machine unlocked	
SPIELO 416	777	05/12/2011 13:10:23	1031	Slot machine locked	
SPIELO 416	777	05/12/2011 12:11:15	1092	Remote Payin of 8.0 € ended with result OK.	
SPIELO 416	777	05/12/2011 12:10:59	1030	Slot machine unlocked	
SPIELO 416	777	05/12/2011 12:10:54	107	Slot door closed	
SPIELO 416	777	05/12/2011 12:10:42	106	Slot door open	

3.11.5 Messages history

- Navigate to Online>messages history

[Save to Excel](#)

Click the filter icons in the header of each column to filter per casino, machine, date, exception.

Casino	Machine	Tmstp	Exception	Payment	Message
▼	▼	▼	▼	▼	▼
SPIELO 416	777	18/01/2012 20:04:41	115	0	SM power OFF
SPIELO 416	777	18/01/2012 11:31:24	1030	0	Slot machine unlocked
SPIELO 416	777	18/01/2012 11:30:51	1103	50,0	Mystery hit - Amount: 50.0 €
SPIELO 416	777	18/01/2012 11:30:51	1031	0	Slot machine locked
SPIELO 416	777	18/01/2012 11:29:04	1030	0	Slot machine unlocked
SPIELO 416	777	18/01/2012 11:28:15	1031	0	Slot machine locked
SPIELO 416	777	18/01/2012 11:28:14	1103	50,0	Mystery hit - Amount: 50.0 €
SPIELO 416	777	18/01/2012 11:28:11	1110	0	JP reset (Amount paid: 46.5 €)
SPIELO 416	777	18/01/2012 11:28:06	1101	46,5	SM non progressive JP - Amount: 46.5 €
SPIELO 416	777	18/01/2012 11:25:22	1110	0	JP reset (Amount paid: 10.2 €)
SPIELO 416	777	18/01/2012 11:25:15	1101	10,2	SM non progressive JP - Amount: 10.2 €
SPIELO 416	777	18/01/2012 11:24:19	1092	0	Remote Payin of 13.33 € ended with result OK.

3.11.6 Default Message Details

- 106 SM door opened without authorization (no technician card inserted)
- 107 SM door closed without authorization (no technician card inserted)
- 108 Unauthorized opening of CB door
- 109 Unauthorized closing of CB door
- 127 Bill door opened without service card
- 128 Bill door closed without service card
- 143 Bill accepted
- 160 Hopper empty
- 161 Attendant button was pressed on slot machine
- 1020 Billbox removed from SM
- 1021 Billbox installed in SM
- 1030 Slot machine unlocked
- 1031 Slot machine locked
- 1092 MDC has completed a credit transfer
- 1100 Credit cancel handpay on SM
- 1101 Jackpot hit (non progressive) on SM
- 1102 Jackpot hit (progressive) on SM
- 1103 Local jackpot hit value
- 1110 Credit cancelled or jackpot reset key turned on machine
- 4802 Ticket printer error
- 4806 Ticket has either been Accepted or Rejected
- 4815 Ticket has been printed by EGM. Contains all validation information.

4 Marketing Reception

- System2go's reception allows to:
 - Register players profiles details

- Register players visits
- Check if player is authorized to enter the casino according to casino and gaming board barring database and regulation (minimum age).

4.1 Create / Edit a player profile



- Navigate to marketing reception > Players

Check-in

Player card number:	<input type="text"/>	Date of Birth:	<input type="text"/>
ID Document or ID Number:	<input type="text"/>	Last Name:	<input type="text"/>
		<input type="button" value="Check-it!"/>	<input type="button" value="Clear"/>

No Data To Display

Gaming Authority Barring Control

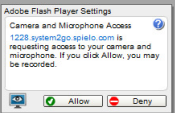
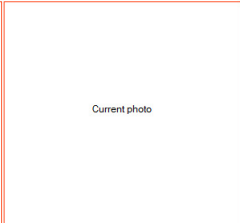





No Data To Display

- Click "add a new player" to create a new player's profile or search and select a player to edit an existing profile:

[Back to main registration page](#) New Player Profile Comment:

Register visit or ☐ Casino barred Mandatory fields are in bold

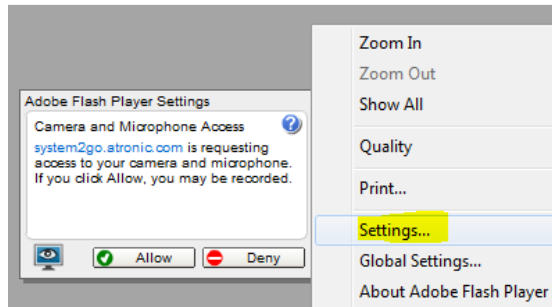
Gender: <input checked="" type="radio"/> Male <input type="radio"/> Female Name: <input type="text"/> First Name: <input type="text"/> Date of Birth: <input type="text"/> Email: <input type="text"/> Contact Number: <input type="text"/> Occupation: <input type="text"/>	Address Line 1: <input type="text"/> Address Line 2: <input type="text"/> City: <input type="text"/> Zip Code: <input type="text"/> Country: <input type="text" value="Malta"/> <input type="button" value="+"/> Nationality: <input type="text" value="Malta"/> <input type="button" value="+"/> <input type="checkbox"/> Dual Nationality	Document ID: <input type="text"/> Document Type: <input type="text" value="ID Card"/> <input type="button" value="+"/> Country of Issuance: <input type="text" value="Malta"/> <input type="button" value="+"/> Place of Issuance: <input type="text"/> Date of Issuance: <input type="text"/> <input type="button" value="Create new player"/>	Level: <input type="text" value="Standard"/> Player card: <input type="text"/>
<div>  </div>		Current photo 	

- The fields in **bold** are mandatory
 - Countries:
 - They are 3 countries in a player profile: country of the address, of the nationality and of issuance of the document.
 - When the country of the address is changed, the countries of the nationality and of the document change as well
 - To add a country click  ; to edit/change/delete a country, click 
- Manage Countries

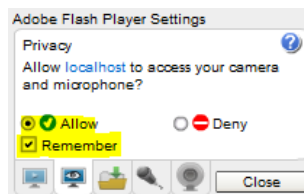
Country

Rank
- The "Rank" is the position of the country in the dropdown list. Set the lowest rank to your domestic country as it is the country you will use the most, then set the rank of foreign countries according to their "popularity" in your casino.
 - Picture:
 - To capture the photo of the player, you need a webcam and to authorize Flash.

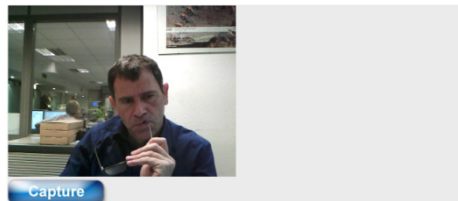
- To authorize your webcam, right click the webcam area:



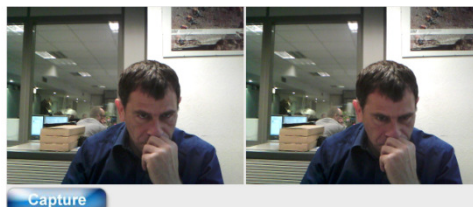
- Click Settings



- You should see the image




- Note: if you still can't see it, maybe the webcam is already displayed in another window or application. Close all windows/ applications using the webcam.
- Click "Capture" to take a picture



- Player Card: if you give card to players, swipe the card or enter its number manually. If the card is already assigned to another player, you will receive an error message. To re-assign a card, you must first remove it from the current player and then assign it to the new player. See below about player cards.
- Scanner (Twain interface activeX): available on demand only and in internet explorer only (activeX). Contact Spielo.
- Messages: see below
- Casino barred: group and local administrators (see user management above) can set a player as barred and revoke the barring. When a player is barred, the reception will be alerted when searching the player and some actions on the profile will be blocked. See below

☒ Casino barred

4.2 Printing out and exporting players

- 3 ways:
 - Navigate to marketing reception>reports>Players (ajax) and use the header symbols  to make your selection:

Gender	Name	FName	Birth Date	Points	Level	Last Update	Barrn	Message	PI Card	Doc Nb	Doc Type	Issued Date	Doc Place	Address Line 1	Address Line 2	Addr City	Zip Code
M	BULLICH	Emanuel	24/07/1975	1256.00	Standard	10/01/2012 12:48	False	call supervisor	618406	89872	ID Card	01/01/1900		Erlenstraße 49a		Graml	8071
M	Duck	Donald	15/05/1956	82.00	Standard	30/09/2011 16:49	False		123436789	98762	Passp	01/01/1900	nice	adr1		Nice	06000
M	GERD	Lang	25/06/1967	0.00		30/09/2011 12:06	False		569	45	ID Card	01/01/1956	45	45	45	45	45
M	Goiser	Richard	24/07/1975	0.00	Standard	03/10/2011 15:18	False		80856	12345	ID Card	01/01/1990		Dahoam 1		Graz	8010

- Navigate to marketing reception>reports>Players (classic) and use the search criteria to select the players, dates, casinos

Name
 ID Doc Max lines 20
 Birth Date

Drag a column header here to group by that column

Gender	Name	FName	BirthDate	Level	PointsBalance	Nationality	LastUpdate	Email	ContactNumbers	Occupation	Barred	Msg	DocNb	DocType	Documentas
M	Mustermann	Max	01/01/1980		0.00	Austria	03/10/2011 10:15:13				<input type="checkbox"/>		4645357	ID Card	01/01/1900
M	Maxd	Mustermann	01/01/1980		0.00	Austria	03/10/2011 09:59:44				<input type="checkbox"/>		sd53459865	ID Card	01/01/1900
M	Mustermann	Max	01/01/1980		0.00	Austria	03/10/2011 09:28:00				<input type="checkbox"/>		52543656	ID Card	01/01/1900
M	Mustermann	Max	01/01/1980		0.00	Austria	03/10/2011 09:25:45				<input type="checkbox"/>		sjdbfusb	ID Card	01/01/1900
M	Mustermann	Max	01/01/1980		0.00	Austria	03/10/2011 09:25:26				<input type="checkbox"/>		sjdbfusb	ID Card	01/01/1900

- Navigate to marketing reception>reports>report builder and build a report like this one i.e. containing "player's info" columns only:

Reports Builder

Settings

Select report's columns (click a cell)

Description

- Category : Activity_at_Machine (2)
- Category : Casino (1)
- Category : Casino_Visits (2)
- Category : Date (13)
- Category : PlayerInfo (23)

Report's Preview (double click a column to remove it)

Name	FName	BirthDate	AddressLine1	AddressCity	AddressZipCode	AddressCountry
PlayerInfo	PlayerInfo	PlayerInfo	PlayerInfo	PlayerInfo	PlayerInfo	PlayerInfo

Casino(s)

☐ do not show 0 values

From To

Report

Drag a column header here to group by that column

Name	FName	BirthDate	AddressLine1	AddressCity	AddressZipCode	AddressCountry
BULLICH	Emanuel	24/07/1975 00:00:00	Erlenstraße 49a	Grambach	8071	Austria
Duck	Donald	15/05/1956 00:00:00	adr1	Nice	06000	Malta
GERD	Lang	25/06/1967 00:00:00	45	45	45	Malta
Goiser	Richard	24/07/1975 00:00:00	Dahoam 1	Graz	8010	Malta
Goiser	Richard	24/07/1975 00:00:00	Dahoam 1	Graz	8010	Malta
Goiser	Richard	24/07/1975 00:00:00	Dahoam 1	Graz	8010	Malta

Note : The report builder provides unlimited possibilities. See below

4.3 Entrance control and visit registration

- Navigate to marketing reception>Players

Check-in

Player card number:



Date of Birth:

ID Document or ID Number:

Last Name:

No Data To Display

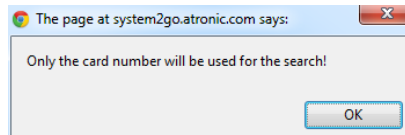
Gaming Authority Barring Control

No Data To Display

4.3.1 Player Search

- You can search by player card, document id, name and birth date
- If the player card is filled in, the other fields of the search mask will be ignored because the card referred to a profile which already has the player info.



Swipe the card or enter its number manually. See below about player cards

- If the card fields is empty then the other fields will be used for the search using a "AND" operator between them and a "CONTAINS" operator for the "Name" and the "document ID". These 2 fields are case insensitive. The "Name" search implements the soundex algorithm of Microsoft MSSQL to find players having name which "sounds like" based on the English pronunciation.
- Example: let's take the following player:

Name: BULLICH
FName: Emanuel
DOB: 24/07/1975
ID: 898754M
Card: 618406

- The following searches will "find" this player in System2go database:

Player card number:	<input type="text"/>	Date of Birth:	<input type="text" value="24/07/1975"/>
ID Document or ID Number:	<input type="text" value="898"/>	Last Name:	<input type="text" value="bull"/>
		<input type="button" value="Check-it!"/>	<input type="button" value="Clear"/>

Player card number:	<input type="text"/>	Date of Birth:	<input type="text"/>
ID Document or ID Number:	<input type="text"/>	Last Name:	<input type="text" value="bull"/>
		<input type="button" value="Check-it!"/>	<input type="button" value="Clear"/>

Player card number:	<input type="text"/>	Date of Birth:	<input type="text"/>
ID Document or ID Number:	<input type="text"/>	Last Name:	<input type="text" value="buliche"/>
		<input type="button" value="Check-it!"/>	<input type="button" value="Clear"/>

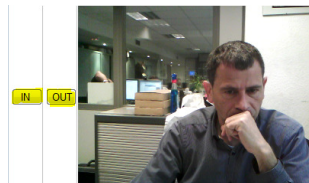
- Attention: governments' external barring systems have a specific search logic and mandatory criteria. See below.
- The search is performed on System2go database and optionally on an external source of data like a national barring system. See below about external barring systems.
- The result screen is divided in 2 areas:
 - The left area displays the players of System2go database who match the criteria (max 100)



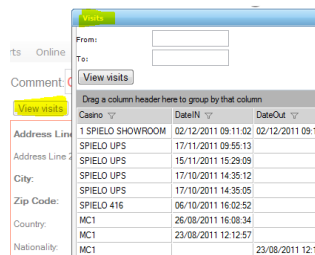
- The right area displays the barred individuals of the external barring system who are matching the search criteria

4.3.2 Visits

- Navigate to marketing reception>Players
- Run the search
- Click IN to register a visit or OUT to register the exit



- Alternatively, open the profile and click IN or OUT accordingly
- To view the visits history of guest, open his profile and click "view visits" buttons



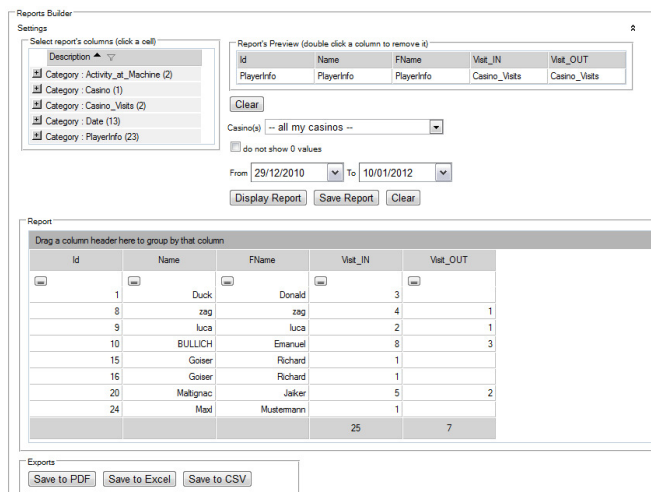
Player	From	To	View visits
Emmanuel BULLICH	02/12/2011 09:11:02	02/12/2011 09:11:02	View visits
Emmanuel BULLICH	17/11/2011 09:55:13	17/11/2011 09:55:13	View visits
Emmanuel BULLICH	15/11/2011 15:29:09	15/11/2011 15:29:09	View visits
Emmanuel BULLICH	17/10/2011 14:35:12	17/10/2011 14:35:12	View visits
Emmanuel BULLICH	17/10/2011 14:35:05	17/10/2011 14:35:05	View visits
Emmanuel BULLICH	06/10/2011 16:02:52	06/10/2011 16:02:52	View visits
Emmanuel BULLICH	26/08/2011 16:08:34	26/08/2011 16:08:34	View visits
Emmanuel BULLICH	23/08/2011 12:12:57	23/08/2011 12:12:57	View visits
Emmanuel BULLICH	23/08/2011 12:12:57	23/08/2011 12:12:57	View visits

- Visit reporting and excel/pdf export
 - Navigate to marketing reception>reports>visits and use the search criteria to select the players, dates, casinos

From:	To:	<input checked="" type="radio"/> All casinos <input type="radio"/> Selected casino	Name <input type="text"/> ID Doc <input type="text"/> Birth Date <input type="text"/>	Max lines 20 <input type="button" value="Ok"/>
-------	-----	---	---	---


Player	FName	BirthDate	DocumentNumber	PTCard	Casino	DateIN	DateOut	IN_OUT
Goiser	Richard	24/07/1975	123456	123457777	1 SPIELO SHOWROOM	10/01/2012 12:56:09		IN
BULLICH	Emmanuel	24/07/1975	898754M	618406	1 SPIELO SHOWROOM	02/12/2011 09:11:02	02/12/2011 09:11:09	OUT
BULLICH	Emmanuel	24/07/1975	898754M	618406	SPIELO UPS	17/11/2011 09:55:13		IN
BULLICH	Emmanuel	24/07/1975	898754M	618406	SPIELO UPS	15/11/2011 15:29:09		IN

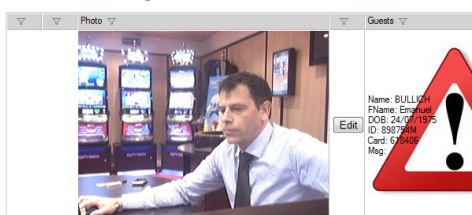
- Navigate to marketing reception>reports>report builder and build a report like this one:



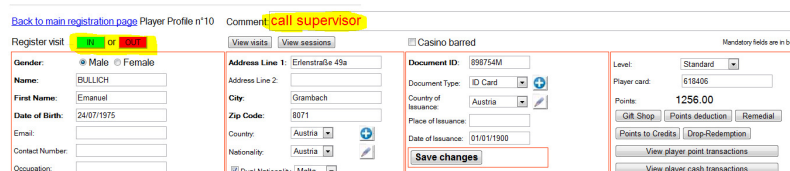
Note : The report builder provides unlimited possibilities. See below

4.3.3 Barring

- A player may be barred in System2go (see above) and/or in the external barring system
- The search is performed on System2go database and optionally on an external source of data like a national barring system.
- External barring systems:
 - System2go currently has connector to Malta LGA barring system and to Estonia government barred database.
 - Each external barring system implements its own specific search logic and mandatory fields
- When a player is barred in System2go, it is not possible to register a visit, nor to perform player club actions (raffle, point to credit, giftshop...)
 - In the search result, the visit IN and OUT button are hidden and there is a warning sign  on the guest details:



- In the profile, the visit IN and OUT button are disabled and the player club buttons are grayed out:




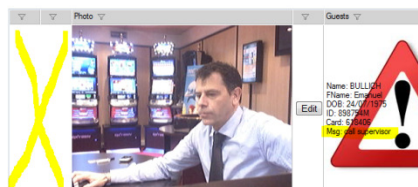
- Only group and local administrators can set/ revoke casino barring flag.

4.3.4 Messages

- You can write a message in the "comment" area

Comment: **call supervisor**

- When a player has a message attached to his profile, it is not possible to register a visit from the search result panel:
 - In the search result, the visit IN and OUT button are hidden and there is a warning sign  on the guest details:



- This is to force the receptionist to open the profile and read the message. Then the receptionist can register the visit or perform any other actions from the player club:

Register visit <input type="radio"/> or <input type="radio"/>	View visits View sessions	If Casino barred		Mandatory fields are in bold
Gender: <input checked="" type="radio"/> Male <input type="radio"/> Female	Address Line 1: <input type="text"/>	Document ID: <input type="text"/>	Level: <input type="text"/>	
Name: <input type="text"/>	Address Line 2: <input type="text"/>	Document Type: <input type="text"/>	Player card: <input type="text"/>	
First Name: <input type="text"/>	City: <input type="text"/>	Country of Issuance: <input type="text"/>	Points: <input type="text"/>	
Date of Birth: <input type="text"/>	Zip Code: <input type="text"/>	Place of Issuance: <input type="text"/>	Gift Shop Points deduction Remedial	
Email: <input type="text"/>	Country: <input type="text"/>	Date of Issuance: <input type="text"/>	Points to Credits Drop-Redemption	

4.4 Online Player Tracking

- If you use Spielo online player tracking, players can insert their card in the system2go reader.
- Depending on the casino strategy, using a card at the machine trigger the following actions:
 - Track player sessions. A session starts at card in and ends at card out. At card out, System2go will write to his database the session's details (see below).
 - Points accumulation (see below).
 - Optional: Enabling the bill acceptor at card in; disabling the bill acceptor at card out. This is to allow playing on the machine with card only.
 - Note: when authorized, anonymous sessions (without card) are registered as well

4.4.1 Cards

- System2go reads track 1 of magstripe cards.
- Cards must be pre encoded according to Spielo specifications.
- Spielo generates the complete information to be encoded on the track 1. You must ask Spielo to generate the number of cards you need. Spielo will send you a text file containing all cards track1. For example, if you order 10 000 cards, you will get a text file with 10 000 lines ; each line is the content of track 1 corresponding to one card.
- The card contains the card number and the casino id
- One or more casino id can be authorized in a casino in order to let a player use his card in all the casinos of the group
- You can connect to System2go a USB card reader with keyboard emulation. To make it short, if the track 1 is read on notepad, then it will work with System2go. Serial readers (COM port) are NOT supported. Examples of readers:



- It is optional to program the reader to extract the card number only. If the complete track 1 is passed to System2go, the card number will be automatically extracted by System2go.

4.4.2 Sessions

- Player sessions are visible in the player profile. Open the player profile and click "view sessions":

Sessions													
From: <input type="text"/>		To: <input type="text"/>		<input type="button" value="Ok"/>									
Drag a column header here to group by that column													
Machine	Casino ▾	StartSes ▾	EndSes ▾	Minutes ▾	Games Played ▾	Win/Loss ▾	PTCard	Points ▾	Credits Played ▾	Credits Won ▾	Bills IN ▾	HandPay ▾	STATE_SES
10001	1 SPIELO SHOWROOM	02/12/2011 12:27:33	02/12/2011 12:31:17	4	3	-3.5	618405	6	6	2.5			9
10001	1 SPIELO SHOWROOM	02/12/2011 12:21:18	02/12/2011 12:25:38	4	6	38.5	618406	12	12	50.5			9
10001	1 SPIELO SHOWROOM	02/12/2011 09:03:04	02/12/2011 09:11:15	8	15	81	618406	30	30	111			9
10001	1 SPIELO SHOWROOM	01/12/2011 17:05:59	01/12/2011 17:09:21	4	2	-3.5	618405	4	4	5			9
10001	1 SPIELO SHOWROOM	01/12/2011 17:00:39	01/12/2011 17:05:11	5	12	7 576.25	618405	24	24	75.25		7 525	9
10001	1 SPIELO SHOWROOM	01/12/2011 16:40:35	01/12/2011 16:40:39				618405						1
10001	1 SPIELO SHOWROOM	01/12/2011 16:40:29	01/12/2011 16:40:32				618405						1
10001	1 SPIELO SHOWROOM	01/12/2011 16:40:14	01/12/2011 16:40:16				618405						1
10001	1 SPIELO SHOWROOM	01/12/2011 16:40:02	01/12/2011 16:40:06				618405						1
10001	1 SPIELO SHOWROOM	01/12/2011 12:06:34	01/12/2011 12:10:02	4	4	42.5	618405	8	8	50.5			9
No sessions: 10				Minutes: 29	Games: 42	Win/Loss: 7 731.25		Points: 84	Credits: 84	Sum: 290.25	Bills:	Handpay: 7 525	

- Sessions reporting and excel/pdf export
 - Navigate to marketing reception>reports>sessions and use the search criteria to select the players, dates, casinos

Sessions

From:

To:

☒ Named

☐ Anonymous

☐ All

Name

ID Doc

Birth Date

Max lines

20

Ok

Drag a column header here to group by that column

Name	FName	BirthDate	Machine	Casino	GamingDay	StartSes	EndSes	Minutes	Games Played	Win/Loss	PTCard	Points	Credits Pla
Maltignac	Jaker	30/09/1970 00:00:00	777	SPIELO 416	05/01/2012	05/01/2012 15:16:38	05/01/2012 15:17:07	1	1	-0.01	391664	0.0033	0.01
Maltignac	Jaker	30/09/1970 00:00:00	777	SPIELO 416	05/01/2012	05/01/2012 15:15:11	05/01/2012 15:16:14	1	0	0	391664	0	0
Maltignac	Jaker	30/09/1970 00:00:00	777	SPIELO 416	05/01/2012	05/01/2012 15:14:11	05/01/2012 15:15:06	1	0	0	391664	0	0
Maltignac	Jaker	30/09/1970 00:00:00	777	SPIELO 416	05/01/2012	05/01/2012 15:24:48	05/01/2012 15:25:16	1	0	0	391664	0	0
Maltignac	Jaker	30/09/1970 00:00:00	777	SPIELO 416	05/01/2012	05/01/2012 16:07:06	05/01/2012 16:10:58	3	0	0	391664	0	0
Maltignac	Jaker	30/09/1970 00:00:00	777	SPIELO 416	05/01/2012	05/01/2012 15:27:09	05/01/2012 15:28:31	1	1	-0.03	391664	0.0099	0.03
Maltignac	Jaker	30/09/1970 00:00:00	777	SPIELO 416	05/01/2012	05/01/2012 15:28:42	05/01/2012 15:29:03	1	2	-3.6	391664	1.188	3.6

- Navigate to marketing reception>reports>report builder and build a report like this one:

Reports Builder

Settings

Select report's columns (click a cell)

Description

Category : Activity_at_Machine (2)

Category : Casino (1)

Category : Casino_Visits (2)

Category : Date (13)

Category : PlayerInfo (23)

Report's Preview (double click a column to remove it)

Casino	Id	Name	Machine_Points	Win_Loss
Casino	PlayerInfo	PlayerInfo	Activity_at_Machine	Activity_at_Machine

Clear

Casino(s) -- all my casinos --

☐ do not show 0 values

From 01/08/2011 To 10/01/2012

Report

Drag a column header here to group by that column

Casino	Id	Name	Machine_Points	Win_Loss
1 SPIELO SHOWROOM	10	BULLICH	84.00	81.10
SPIELO 416	20	Maltignac	15.15	986.73
SPIELO UPS	13	Goiséré	0.00	0.00
SPIELO UPS	15	Goiser	0.00	122 059.00
			99.15	123 126.82

Note : The report builder provides unlimited possibilities. See below

4.4.3 Points calculation at the machine

- At the machine, the points accumulated = credit played in cents x machine multiplier x general multiplier x level multiplier. Per default you will be instructed to setup all machines in the way that one 1 euro played gives one point.
- You can adapt this rule, by changing the common "egm point multiplier". Navigate to home>Organization:

Egm point multiplier: (number of points given against one euro played)

- Spielo online automatically detects meter jumps leading to "dummy" amount of points. In addition, there are some "settings" to prevent a session from generating points beyond limits ("hourly max point", "Max bet"...).
- See below section about "player club" for other points calculation rules (credit/ debit)

4.5 Player Club

4.5.1 Player levels

- System2go lets you create player levels and manually assign a level to a player
- The level lets you:
 - Differentiate players in the reporting (invite Gold players to a VIP event; send a promo ticket by mail to Silver players...)
 - give more or less points at the machine according to the level
- Settings: Navigate to Marketing Reception>Settings>Player Levels

Name	PointMultiplier	IsDefault
Gold	2	<input type="checkbox"/>
Silver	1.5	<input type="checkbox"/>
▶ Standard	1	<input checked="" type="checkbox"/>

- Point Multiplier: when points are given at the machine or manually, this multiplier is added in the formula. In the above screenshot, for same amount of credit played, Gold players will win twice more points than Standard players.
 - Is Default: indicates the level assigned per default to a new player.
- To set or update the level of a player, open his profile and select the level from the level drop down list:

Level:

Player card:

Points: 1256.00

- Most of the player reports have the column "level". This lets you generate reports with breakdown or filter per "level" for your analysis or marketing campaigns.

4.5.2 GiftShop

- The giftshop is made of items that players can get against points.
- Settings: Navigate to Marketing Reception>Settings>GiftShop

Set-up Giftshop	
Name	NbPoints
Snack	1
Soda	5
T-Shirt	10
TV	1000

- "NbPoints" is the price in points of the item.
- Example: if a player has 100 points and buys 2 sodas, his balance will decrease by 2x5points and be 90 points after the transaction.
- If a player wants to buy an item, open his profile and click the "giftshop" button:

Level:

Player card:

Points: **1256.00**

- Select the item and the quantity:

Gift Shop

Items: 5 pts

Quantity:

- Click OK => a voucher pops -up

TITLE	Giftshop
VOUCHER NUMBER	61
Date/Time of Printout	10/01/2012 17:42:46
CASINO	1 SPIELO SHOWROOM
PLAYER	Emmanuel BULLICH (g& 10)
MACHINE	N/A
TRANSACTION TYPE	Cigar 5 pts
AMOUNT	
QUANTITY	1
POINTS	5
USER	Emmanuel BULLICH
SIGNATURE_1	
SIGNATURE_2	

Nota : see below about voucher customization

- And the point balance is updated

Player card:

Points: **1251.00**

- Click "View player point transactions" to see the giftshop transactions of the current player:

Points transactions			
Casino	Transaction	Point	Tmstp
1 SPIELO SHOWROOM	Cigar	-5.00	10/01/2012 17:42:46
SPIELO 416	PointToCredit	-142.00	07/12/2011 18:56:37

- Or navigate to Marketing Reception>Reports>Points Transactions in order to print/export points transaction history at:

Click the filter icons in the header of each column to filter per casino, transaction, date.

Casino	Transaction	Point	Tmstp
1 SPIELO SHOWROOM	Cigar	-5.00	10/01/2012 17:42:46
SPIELO 416	PointToCredit	-142.00	07/12/2011 18:56:37
1 SPIELO SHOWROOM	PointToCredit	-15.00	01/12/2011 17:25:14

4.5.3 Raffle

- Navigate to Marketing Reception>Settings>Raffle

Casino	Active	StartedAt	StoppedAt	Nb TicketsTotal	Nb TicketsPlayer	NumberTicketsIssued
SPELO UPS	<input type="checkbox"/>	21/11/2011 17:59:09	30/11/2011 07:00:00	100000	100	0
SPELO 416	<input checked="" type="checkbox"/>	10/01/2012 18:00:08		100000	10	0

- Click the row selector in front of the casino where you would like a raffle takes place



Raffle Casino 1

Nb tickets total per day: 100000

Nb tickets per player per day: 10

End date time: 13/01/2012 10:00

Buttons: Save, Save & Stop

- Click "save & start to activate the raffle.
- The Raffle ends:
 - when the "end date time" is reached
 - when the user clicks "STOP"
 - when the maximum number of tickets per day has been distributed to the players. It restarts automatically the next day (at start of gaming day).
- Each raffle belongs to one site (casino). No multi sites raffle.
- One site can have one and only one active raffle at the same time.
- Only registered guests can participate to the raffle.
- When a player registers (VISIT IN) in a site and if a raffle for this site is active and if the player did not already reach the max number of ticket per day per player, then a participation ticket is printed:

```

RAFFLE ID      2
TICKET NUMBER  1
Date/Time of Printout  10/01/2012 18:15:25
CASINO         SPELO 416
PLAYER         Emmanuel BULLICH (id: 10)
USER           Emmanuel BULLICH
    
```

- A participation ticket can also be printed from the player profile when the raffle is active. Button "Raffle" under the same conditions than above:

nts: 1251.00

Buttons: Gift Shop, Points deduction, Remedial, Points to Credits, Drop-Redemption, Raffle

- There are a maximum number of tickets "per raffle per day" and "per player per day".
- Tickets are counted per player/day and per raffle/day.
- When the maximum number of tickets "per day for a raffle" has been issued, it is not possible anymore for the current gaming day, to print a ticket either automatically at visit in or manually from the player profile.
- When the maximum number of tickets "per day for a player" has been issued, it is not possible anymore for the current gaming day, to print a ticket for that player either automatically at visit in or manually from his profile.
- The ticket layout is the HTML file RaffleTicketTemplate.htm and can be personalized for each organization. The file is located in the specifics folder of the web site. If you are hosted by Spielo, ask Spielo for this file. Respect the HTML syntax and the keywords into brackets.

RAFFLE ID	{RAFFLEID}
TICKET NUMBER	{TICKETNUMBER}
Date/Time of Printout	{PRTMSTP}
CASINO	{CASINO}
PLAYER	{PLAYER}
USER	{USER}

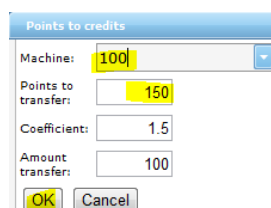
- The ticket has a ticket id, the raffle id, the name, first name and the unique ID of the player.
- The printed ticket is put into the urn. The player does not need to keep a ticket as the ticket is personalized.
- The system does not store tickets details per player.
- The draw is manual.
- If the winner is not present, the casino can let a message on the winner profile.

4.5.4 Points to credit (PTC)

- Convert points into cash and remote send this cash as promo credits on the machine (providing that the machine implements AFT)
- Promo credits can only be played. They cannot be cashed out. Read SAS about promotional credits.
- The conversion of points into promo credit is calculated with the following formula: points / PTC coefficient. The PTC coefficient is set up at home>Organization:

Points to credits ☒ Coef: 1,5 (promo = Points / PTC Coef)

- To book promo credit on machine against points, open the player profile and click "Points to credits" button:



Points to credits

Machine: 100

Points to transfer: 150

Coefficient: 1.5

Amount transfer: 100

OK Cancel

- Select the machine (only machine of the current casinos are shown) and enter the number of points. The amount that will be transferred as promo credits to the selected machine is automatically calculated. Click "ok". A voucher will pop-up and the promo credits will be transferred to the credit meter of the selected machine:

TITLE	Points to credits non cashable
VOUCHER NUMBER	62
Date/Time of Printout	10/01/2012 18:27:54
CASINO	SPIELO 416
PLAYER	Emmanuel BULLICH (id: 10)
MACHINE	N/A
TRANSACTION TYPE	
AMOUNT	100
QUANTITY	1
POINTS	150
USER	Emmanuel BULLICH
SIGNATURE_1	
SIGNATURE_2	

- Click "view points transactions" on a player profile to display the player's PTC transactions:

Casino	Transaction	Point	Imstp
SPIELO 416	PointToCredit	-150,0	10/01/2012 18:27:54
1 SPIELO SHOWROOM	Cigar	-5,00	10/01/2012 17:42:46
SPIELO 416	PointToCredit	-142,0	07/12/2011

- Or navigate to Marketing Reception>Reports>Points Transactions in order to print/export PTC transactions history:

Click the filter icons in the header of each column to filter per

Casino	Transaction	Point	Tmstp
▼	▼	▼	▼
SPIELO 416	PointToCredit	-150.0	10/01/2012 18:27:54
1 SPIELO SHOWROOM	Cigar	-5.00	10/01/2012 17:42:46

4.5.5 Point redemption (cash back)

- Points can be deducted manually
- This is useful for jurisdictions where cash back is allowed (give cash to player in exchange of points) or to correct an invalid balance
- Click "point deduction" button in the player profile and enter the number of points to deduct.

Points: 1101.00

Gift Shop **Points deduction** Remedial

Points deduction

Points to deduct: 150

Coefficient: 1.5

Amount paid: 100

OK Cancel

- Click ok => A voucher will pop-up:

TITLE	Point deduction
VOUCHER NUMBER	63
Date/Time of Printout	10/01/2012 18:39:43
CASINO	SPIELO 416
PLAYER	Emmanuel BULLICH (id 10)
MACHINE	N/A
TRANSACTION TYPE	
AMOUNT	100
QUANTITY	1
POINTS	150
USER	Emmanuel BULLICH
SIGNATURE_1	
SIGNATURE_2	

- And the point balance will be updated
- The point deduction is activated and calculated using the coefficient set up at home>Organization

Cash back ☒

Coef: 1.5 (Cash redeemed = nb_of_Points / cashbackcoef)

- Click "view points transactions" on a player profile to display the player's points deduction transactions:

Casino	Transaction	Point	Tmstp
▼	▼	▼	▼
SPIELO 416	Cashback	-150.0	10/01/2012 18:39:43
SPIELO 416	PointToCredit	-150.0	10/01/2012 18:27:54
1 SPIELO SHOWROOM	Cigar	-5.00	10/01/2012 17:42:46

- Or navigate to Marketing Reception>Reports>Points Transactions in order to print/export points deduction transaction history at player, casino and group level

Click the filter icons in the header of each column to filter per casino

Casino	Transaction	Point	Tmstp
▼	▼	▼	▼
SPIELO 416	Cashback	-150.0	10/01/2012 18:39:43
SPIELO 416	PointToCredit	-150.0	10/01/2012 18:27:54
1 SPIELO SHOWROOM	Cigar	-5.00	10/01/2012 17:42:46

4.5.6 Manual point transactions

- E.g. Remedial transaction: this is a credit point transaction to a player account. This is useful to adjust an incorrect balance or give an additional incentive to a player because of marketing reasons
- Click "remedial" button from the player profile, enter the number of points to add and click ok. A voucher will pop-up and the points will be added to the player balance. The transaction is visible in the transaction report from the player profile and from the reporting menu/option.

TITLE Remedial VOUCHER NUMBER 65 Date/Time of Printout 10/01/2012 18:50:52 CASINO SPIELO 416 PLAYER Emanuel BULLICH (id 10) MACHINE N/A TRANSACTION TYPE AMOUNT QUANTITY 1 POINTS 100 USER Emanuel BULLICH SIGNATURE_1 SIGNATURE_2		Points transactions <table> <tr> <th>Casino</th><th>Transaction</th><th>Point</th><th>Tmstp</th></tr> <tr> <td>SPIELO 416</td><td>Remedial</td><td>100.0</td><td>10/01/2012 18:50:52</td></tr> <tr> <td>SPIELO 416</td><td>Remedial</td><td>0.00</td><td>10/01/2012 18:47:26</td></tr> <tr> <td>SPIELO 416</td><td>Cashback</td><td>-150.0</td><td>10/01/2012 18:39:43</td></tr> <tr> <td>SPIELO 416</td><td>PointToCredit</td><td>-150.0</td><td>10/01/2012 18:27:54</td></tr> <tr> <td>1 SPIELO SHOWROOM</td><td>Cigar</td><td>-5.00</td><td>10/01/2012 17:42:46</td></tr> </table>		Casino	Transaction	Point	Tmstp	SPIELO 416	Remedial	100.0	10/01/2012 18:50:52	SPIELO 416	Remedial	0.00	10/01/2012 18:47:26	SPIELO 416	Cashback	-150.0	10/01/2012 18:39:43	SPIELO 416	PointToCredit	-150.0	10/01/2012 18:27:54	1 SPIELO SHOWROOM	Cigar	-5.00	10/01/2012 17:42:46
Casino	Transaction	Point	Tmstp																								
SPIELO 416	Remedial	100.0	10/01/2012 18:50:52																								
SPIELO 416	Remedial	0.00	10/01/2012 18:47:26																								
SPIELO 416	Cashback	-150.0	10/01/2012 18:39:43																								
SPIELO 416	PointToCredit	-150.0	10/01/2012 18:27:54																								
1 SPIELO SHOWROOM	Cigar	-5.00	10/01/2012 17:42:46																								

4.5.7 Cash Transactions at tables and slots

- You may be requested by your jurisdiction to register drops and redemption at the tables or at slots which are bigger than a given amount.
- You may want as part of your marketing strategy to follow up and to give points against drop at the tables
- From the player profile, click "drop-redemption" button:

Cash transaction
☒ Tables ☐ Slots
☒ Drop ☐ Redemption
Amount:

- This will generate a cash transaction (click "view player cash transactions"):

Cash transactions				
Casino	Location	Direction	Amount	Tmstp
SPIELO 416	Table	Drop	100.00	10/01/2012 19:01:51
SPIELO UPS	Slots	Redeemed	2500.00	17/11/2011 09:53:07
SPIELO 416	Table	Drop	200.00	15/11/2011 10:41:22
...	03/10/2011

- And if enabled, a point transaction (points given to player):

Points transactions			
Casino	Transaction	Point	Tmstp
SPIELO 416	TableDrop	33.33	10/01/2012 19:01:51
SPIELO 416	Remedial	100.0	10/01/2012 18:50:52

- Note: The table drop point is enabled and calculated using the coefficient set up at home>Organization

Table drop to points ☒

Coef: (points = drop / coef)

In our example: the 100 Euros drop, gave 33.33 points to the player (100/3)

4.5.8 Voucher customization

- The points transactions vouchers are based on a template HTML file
- The name of this template is VoucherTemplate.htm and is located in the "Specifics" folder of the System2go website. You can ask us to send it to you.
- The template is a HTML file and can be fully customized by you. Just respect the HTML syntax and the keywords into brackets

TITLE	{TITLE}
VOUCHER NUMBER	{VOUCHERID}
Date/Time of Printout	{PRTMSTP}
CASINO	{CASINO}
PLAYER	{PLAYER}
MACHINE	{MACHINE}
TRANSACTION TYPE	{TRANSACTIONTYPE}
AMOUNT	{AMOUNT}
QUANTITY	{QUANTITY}
POINTS	{POINTS}
USER	{USER}
SIGNATURE_1	
SIGNATURE_2	

4.6 Report builder

- The usage of the "marketing-reception report builder" is similar to the "slots report builder". Please refer to the section related to the "slot report builder" in order to learn how to build, save, display and aggregate a report.
- The report builder is build upon the marketing reception universe and lets you drag and drop a wide range of player info, player activity at the machines and visits.
- It lets you group these data per casino, per player, per level, per day, week, month, year... it also lets you compare a month with the same month of the previous years ...
- Results can be exported to various format (excel, pdf, csv...)

5 Local applications

- System2go philosophy is to host locally in each casino the modules which are mandatory to operate the machines in order to have a low dependency on the network and reduce the infrastructure costs.
- Therefore the jackpot (JCT), display evolution (DEVO), ticket (QPON) and card cashless applications are installed locally.
- These applications are standalone products and have their own documentations.
- Please contact Spielo if you miss one of these documentations. Some of them might exist in your native language (German, Spanish and French). See below for details.

5.1 JCT (jackpot progressive and mystery)

- Set up progressive and mystery jackpots
- Documentation reference "09-621ENG JCT User Manual"

5.2 Display Evolution

- Build progressive and mystery jackpots "attractive" animations on Multimedia displays
- Documentation reference "09-435ENG DisplayEvolution Configuration Manual"

5.3 Qpon cash manager (tickets)

- Qpon cash is Spielo's "Ticket in - ticket out" solution based on SAS system validation.
- Qpon cash manager is an application to issue and redeem cashable and promotional tickets.
- Documentation reference "1010-001ENG qpon cash Manager User Manual"
- Documentation to set the barcode reader available (qpon cash installation manual)
- Attention: System2go ticketing has some specifics aspects which are not in this manual. We have chosen to provide to our Systems2go customer the standard qponcash manual in order to avoid to maintain a specific document which might be out of date.
- Please find below some of the points specifics to System2go:
 - Authentication based on windows
 - Authorizations based on the windows groups:
 - Members of Group "QPon Settings Managers" have access to tab 'Settings'
 - Members of Group "QPon Reports Viewers" have access to tab 'Reporting'
 - Members of Group "QPon Cashdesk Operators" have access to tab 'Operations'
 - Members of Group "QPon Maintenance Managers" have access to tab 'Maintenance'
 - "Integration" chapter do not apply to System2go
 - Others differences may exist because of Galaxis compatibility e.g. integration (see above in this manual), licensing, ticket state management (part of the "operation" tab in System2go)

5.4 Card cashless

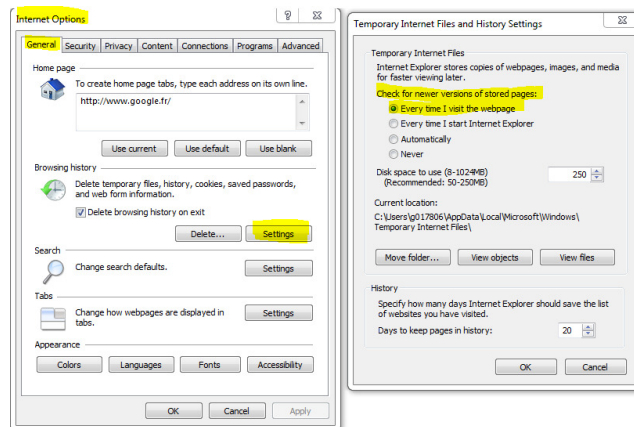
- Server based cashless
- Documentation reference "09-422ENG Cash Wallet User Manual"
- User manual "Card cashless station"

5.5 Crystal Web and crystal Net

- Much documentation is available to setup your online floor. Please contact Spielo if you miss such documents

6 Miscellaneous

- Support is available by email at system2go@spielo-int.com. We usually answer in a short delay.
- Set your browser settings to reload the page each time the page is navigated in order to avoid loading the cache and obsolete information. In internet explorer IE9:



- In general the alpha numerical fields have a maximum length of 50 characters.
- Casinos may operate in a different time zone than the head office server hosting the central System2go. The date time on the client and on the local floor server will be used.

7 Document History

Rev.	Date	Author	Description
1.1	10/12/2011	Emmanuel BULLICH	Applies to System2go version 3.3.3.34065
2.2	19/01/2011	Emmanuel BULLICH	New raffle rules. Online message archiving.
2.3	02/02/2011	Emmanuel BULLICH	Mystery reset ; machine lock on invalid card