



*Contact your Client Success Manager or  
Sales Rep for more information*



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## INTRODUCTION

### **About our Training Catalog**

The Scientific Games Systems Training Catalog is a comprehensive list of the training courses offered to casino professionals in all areas of casino operations. The listed courses are designed and instructed by our Systems Implementation Training team. The Systems Implementation Training team has years of collective experience training SG products in casinos all over the world.

The Training Catalog offers new and veteran employees alike the opportunity to become educated in relevant system procedures, develop skills desired by casino departments, explore potential career advancements, and gain knowledge to enhance their everyday workflow.

The Training Catalog details the current training courses offered to Scientific Games product users. The following pages include a brief course description, prerequisites, course duration, recommended attendees, and course topics. The actual topics covered in the course may vary. As every project is unique, a custom training engagement can be designed based on individual needs and goals.

Courses in this catalog can be held onsite at your property or virtually.

### **Registration/Additional Information**

To learn more about the training courses in this catalog or to register, please contact your Client Success Manager or Sales Rep.



# ACCOUNTING AND AUDITING



## ACCOUNTING AND AUDITING

### Comp Accounting

Participants in this course learn how to complete the Comp Audit thought systematic instructions on generating and reviewing comp reports. This course also covers the importance of understanding patron impact and analyzing the comp transaction flow between issuance and redemption. Participants will have an opportunity for hands-on practice in a controlled environment.

Course Duration: 2 hours

Recommended Attendees: Accounting and Audit Personnel

#### Course Topics:

- Issuing, Settling, Changing, and Voiding comp transactions
  - Discretionary Comps
  - Comp Cash Comps
- Viewing a patron's Comp Cash balance via Balance Summary
- Viewing a patron's Discretionary Comps and Comp Cash balances and transactions via Patron Rating/Comp Inquiry
- Adjusting a patron's Comp Cash balance
- Generating comp reports
- Generating Multi Point Bucket (MPB) audit reports for Comp buckets



## ACCOUNTING AND AUDITING

### Soft Count Upload

Participants of this course learn how to complete the Soft Count Upload with systematic instructions on processing drop files and reviewing drop reports. Once the uploads are complete and all adjustments have been balanced, the final processes and reports need to be executed and reviewed. Participants will have an opportunity for hands-on practice in a controlled environment.

Course Duration: 1 hour

Recommended Attendees: Soft Count, Accounting and Audit teams

#### Course Topics:

- Currency Drop Upload
- BPS ID Maintenance to Create Table Game Codes to match Table Cash Drop File
- Voucher Drop Upload
- Server Status to review job monitors (up or down)
- Deleting the Currency Drop
- Voucher Reconciliation to review the Voucher Count and Dollar Totals
- Processing Table Bill Drop
- Entering the Drop
- Displaying the Drop
- Entering the Validator Drop
- Adjusting the Table Opener
- Adjusting the Table Closer
- Generating reports
  - Voucher Exception Detail and Summary
  - Print Master Game Report
  - Drop Verification Report
  - Print Validator Drop Edit Report
  - Table Drop Report





## ACCOUNTING AND AUDITING

### Slot Accounting Meter Audit

Participants in this course learn how to complete the Meter Audit using systematic instructions generating and reviewing meter reports. This course also explores how to understand the revenue flow and analyze slot data received from meters. Participants will have an opportunity for hands-on practice in a controlled environment.

Course Duration: 2 hours

Recommended Attendees: Accounting and Audit teams

#### Course Topics:

- Pulling meter data per Established Play Date
- Asset meter adjustments
- Displaying detailed SMS asset transactions
- Displaying asset meter readings
- Generating reports
  - Apply Cash Vouchers to Win to create ticket expense
  - Daily Operating Report (metered summary/flash report)
  - Meter Edit detailed coin-in/coin-out metered report
  - Posting Edit detailed coin-in/coin-out metered report
  - Validator Meter Change Report with details of metered bills and tickets



## ACCOUNTING AND AUDITING

### Slot Accounting Electronic Drop Audit

This course provides the Auditor tasked with completing the Electronic Drop Audit systematic instructions on generating and reviewing Electronic Drop reports. Understanding the revenue flow and analyzing slot data received from electronic deposits and withdrawals between the patron account and the slot machine meters will be covered. Participants will have an opportunity for hands-on practice in a controlled environment.

Course Duration: 1½ hours

Recommended Attendees: Accounting and Auditing teams

#### Course Topics:

- Enter Adjustments to Electronic Drop (cash download adjustment option asset vs. patron account)
- Meter Reading Entry
- Displaying detailed SMS asset transactions
- Viewing asset meter readings
- Generating Multi Point Bucket (MPB) audit reports for buckets redeemable at the slot machine
- Generating reports
  - Daily Electronic Drop Summary to compare patron account vs asset by denomination
  - Electronic Drop Meter Report of exceptions between the asset and patron account
  - Credit Drop Comparison Report to compare patron account vs. asset by asset
  - Power Rewards Credits Issued Report
  - Power Rewards Credit Within Dates
  - Daily Patron Account Change Report



## ACCOUNTING AND AUDITING

### Slot Accounting Jackpot Audit

Participants in this course learn how to complete the Jackpot Audit using systematic instructions on generating and reviewing jackpot reports. Participants will also be able to understand the flow, analyze slot data received from the jackpots processed on the floor, and ensure the data corresponds with the metered activity. The participants will also learn to ensure all W2G's are recorded. Participants will have an opportunity for hands-on practice in a controlled environment.

Course Duration: 2 hours

Recommended Attendees: Accounting and Auditing teams

#### Course Topics:

- Entering a manual jackpot
- Voiding jackpots
- Displaying detailed SMS asset transactions
- Generating reports
  - Manual Jackpot Edit (Jackpot Slip report)
  - Payout Comparison Report to compare meter jackpot transactions vs. actual payouts
  - Unclaimed Jackpot Report listing of all unclaimed jackpots
  - Jackpot Performance/Audit Report
  - Change's Audit (Update) Report (Manual Jackpot and Override Report)
  - Progressive Machine Paid Jackpot Report of data on jackpot amounts paid by Progressive Slot Machines for a specified week ending play date or a play date range



## ACCOUNTING AND AUDITING

### Slot Accounting W2G Audit

Participants in this course learn how to complete the W2G Audit through systematic instructions on generating and reviewing the W2G reports. Participants will understand the W2G Audit flow and verify there is a W2G record for every jackpot over \$1,200.00 by reconciling a physical copy to system records. Participants will have an opportunity for hands-on practice in a controlled environment.

Course Duration: 1 hour

Recommended Attendees: Accounting and Auditing teams

Course Topics:

- Entering and correcting W2G's
- Generating reports
  - W2G Report to display data on patrons who have won a taxable jackpot
  - Manual Jackpot Edit (Jackpot Slip Report)



## ACCOUNTING AND AUDITING

### Slot Accounting Voucher Liability Audit

Participants in this course learn how to complete the Voucher Liability Audit using systematic instructions on generating and reviewing voucher reports. This includes understanding the Voucher Liability Audit flow and verifying the total reported on the Voucher Liability report to a calculated liability using various reports. Participants will have an opportunity for hands-on practice in a controlled environment.

Course Duration: 1-2 hours

Recommended Attendees: Accounting and Auditing teams

#### Course Topics:

- Rebuild Voucher Liability to Create Data for the Voucher Liability Summary Report
- Generating reports
  - Created at Slots report for all cash vouchers generated at slot machines
  - Created by Cashier report that prints all vouchers created by cashiers
  - Redeemed at Slot report of all cash vouchers and coupons redeemed at slot machines
  - Redeemed by Cashier and Kiosk report of slot vouchers and coupons redeemed by cashier(s) and kiosk
  - Expired Vouchers report of all vouchers that are expired in a specified timeframe
  - Void Voucher report of all vouchers voided between the specified date and time
  - Expired Vouchers Paid report of all vouchers that are expired in the specified timeframe and were redeemed subsequently
  - Voucher Liability report of all vouchers that have not been redeemed since the specified date
  - Voucher Printing Errors report of all the voucher printing errors occurred during the specified date range
  - Void Voucher with Error voids the vouchers that are not printed because of any printer communication error



## ACCOUNTING AND AUDITING

### Slot Accounting Soft Count Audit

Participants in this course learn how to complete the Soft Count Audit through systematic instructions on generating and reviewing the Bill Validator Drop reports. Participants will gain an understanding of the Soft Count Audit flow and how to analyze cash drops received from the Validator Drop Cans processed in the Count Room are in the system and correspond with the metered activity from the machines on the floor. The audit is also performed to ensure all voucher dropped were recorded. Participants will have an opportunity for hands-on practice in a controlled environment.

Course Duration: 2-3 hours (includes testing in slot lab)

Recommended Attendees: Accounting and Auditing teams

#### Course Topics:

- Submit Daily Meter Summary to adjust drop asset meters to can pull
- Voucher/Coupon Drop Adjustment to display the records for the most recent drop date and adding, redeeming and deleting vouchers that were dropped as needed
- Displaying Detailed SMS Asset Transactions
- Adjust Validator Drop to Change or Adjust Cash Drop Totals
- Enter Drop to record Cash Drop
- Delete Drop to delete Cash Drop
- Generating reports
  - Print Validator Drop Edit (Bill and Ticket Drop report) verifies whether all cash drops from the bill validator cash boxes have been recorded
  - Validator vs. SMS Meter Comparison compares the validator drop to the SMS meters and identifies those assets whose variance exceeds a specified percent or dollar value
  - Voucher Drop Exception Report of exceptions to the Voucher Drop for specific drop date
  - Voucher Drop Report generates a summary or a detail report of printed and redeemed vouchers/coupons for a specific drop date
  - Voucher Drop Verification Report for a specific drop date



## ACCOUNTING AND AUDITING

### Slot Accounting End of Day Audit

Participants in this course learn how to complete the End of Day Audit using systematic instructions on generating and reviewing the End of Day Slot reports. Once the audits are complete and all adjustments have been balanced, the final processes and reports are executed. Participants will have an opportunity for hands-on practice in a controlled environment.

Course Duration: 2 hours

Recommended Attendees: Accounting and Auditing teams

#### Course Topics:

- Apply Activity to Summary to apply all detail entries to the Slot Data Analysis summary files
- Generating reports
  - Gaming Device Win report (Accrual Win Report) displays the estimated value of coins and drops on the casino floor for a play date
  - Slot Analysis report produces a listing of all the final slot performance analysis data in various report formats
  - Daily Operating Report - DOR/Flash Meter Summary
  - Daily Slot Win report - Actual Win report
  - Changes Audit (Update) report - Manual Jackpot and Override report
  - MS File Change Audit report displays manual meter changes
  - Slot Analysis by Wager Type report provides details on pay table, pay table percentage, and wager type for each asset
  - Multi-Game/Multi-Denomination Slot Analysis report provides breakdowns by pay table for each asset (theoretical hold percentage, coin-in amount, and theoretical win)



## ACCOUNTING AND AUDITING

### Table Games Audit

This course provides the Auditor tasked with completing the Table Games Audit systematic instructions on generating and reviewing Table Games Audit reports. This includes understanding the revenue impact and analyzing the transaction flow from the start of the gaming day to the Audit review. Participants will have an opportunity for hands-on practice in a controlled environment.

Course Duration: 2 hours

Recommended Attendees: Accounting and Auditing teams

#### Course Topics:

- Making adjustments to computer generated and manual table documents
- Display Pit Status of current/historical information of pit transactions, pit status and floor status.
- Applying the daily figures to the analysis and summary files
- Clearing the month-to-date files for corrections to be made
- Generating reports
  - Drop Verification is a detailed list of all transactions entered for each table game
  - Master Gaming Report lists table transaction totals per game and win/loss percentage
  - Table Game Flash Report provides the drop, win, and hold percentages for the previous day, Month-to-Date and Year-to-Date for each table for each shift
  - Table Game Analysis provides totals by table number and game type, for the period, Month-to-Date and Year-to-Date
  - Table Game Summary Report provides a summary of all table game transactions
  - Daily Table Games Transactions lists all table game transactions by game/table
  - Document Audit Trail Report is a summary of all table game transactions for auditing
  - Daily Table Closing Inventory lists the table closing inventory by chip set for a selected date
  - Pit Detail Report displays transaction details of markers, front money, credits and fills
  - Fill Bank/Table Opener Except provides exceptions for Fill Bank Opener vs. previous closer amount and Table Opener vs. previous closer amount





# CAGE OPERATIONS



## CAGE OPERATIONS

### Cage Front Window

Participants in this course learn about the front window processes of the casino cage that cashiers will use throughout their day. Participants also explore how to redeem vouchers, issuing and redeeming cage markers, currency exchanges, check cashing, chip transfers, and viewing a patron's trip history. Also included are recommendations and best practices. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Previous cashier experience helpful

Course Duration: 4 hours

Recommended Attendees: All Cage personnel

#### Course Topics:

- Shift sign-on
- Patron Activity to view a patron's trip history
- Issuing and redeeming a cage marker
- Patron deposit and withdrawal from a front money or safekeeping account
- Check cashing and redemption
- Foreign currency exchange and inquiry
- Chip transfers to and from the fill bank
- Voucher redemption
  - Cashier sign-on process
  - Viewing and redeeming vouchers and barcoded coupons
  - Voiding slot vouchers
  - Issuing cashier generated vouchers
  - Generating reports
  - Cashiers log off process



## CAGE OPERATIONS

### Marker Bank

This course entails the Marker Bank processes the Banker will employ throughout their day to keep track of all markers from credit customers as well as view and display Cage and Pit transactions and generate reports. Also included are recommendations and best practices. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Previous cashier experience helpful

Course Duration: 2 hours

Recommended Attendees: Cage Managers and Supervisors, Cage Super Users, and Bankers

#### Course Topics:

- Temporary shift sign-on and off
- Displaying open transactions
- Consummating credit transactions from the cage/pit
- Online marker bank totals
- Voiding cage vouchers and pit transactions
- Displaying cage and pit transactions
- Manual document control process for tracking manual documents when the system is unavailable
- Cashier shift sign-off/on to roll the shift
- Generating marker bank reports



## CAGE OPERATIONS

### Fill Bank

Participants in this course learn about the Fill Bank processes and how the banker will keep track of the casino's chip inventory, including the different areas of the casino that receive and return chips. This course will review chip transfers, fills, and credits, and displaying transactions. Participants will also review recommendations and best practices and will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Cage Cashier or Banker experience helpful

Course Duration: 2 hours

Recommended Attendees: Cage Managers and Supervisors, Cage Super Users, and Bankers

#### Course Topics:

- Entering the Shift Opener
- Temporary Shift Sign-On/Off
- Displaying Open Chip Transfers
- Consummating Chip Transfers
- Displaying Open Fills/Credits
- Consummating Fills/Credits
- Chip Inventory Display
- Displaying Floor Fills/Credits
- Displaying All Chip Transfers
- Displaying the Pit Status
- Voiding Fills and Credits
- Voiding Chip Transfers
- Entering the Shift Closer



## CAGE OPERATIONS

### Main Bank

Participants in this course learn about the Main Bank procedures the banker will employ throughout their day to account for the distribution of money used throughout the casino. This course covers chip transfers, front window transactions, currency exchanges, submitting the night audit, and generating reports. Also included are recommendations and best practices. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Cage Cashier or Banker experience helpful

Course Duration: 2 hours

Recommended Attendees: Cage Managers and Supervisors, Cage Super Users, and Bankers

#### Course Topics:

- Shift sign-on and sign-off
- Chip transfers
- Deposit date changes, early clear transactions, redeposits, cancel deposits
- Voiding front window transactions, paid-outs, currency exchanges, checks cashed
- Closing front window cashiers
- Changing currency rates
- Generating main bank reports
- Submitting the Night Audit



# **CREDIT AND COLLECTIONS OPERATIONS**



## CREDIT AND COLLECTIONS OPERATIONS

### Credit

Participants in this course will cover the entire ACSC credit process from beginning to end, including adding a credit applicant, establishing a patron's credit line, changing credit statuses, viewing credit activity, entering remarks, and generating reports. Also included in this course are recommendations and best practices. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Previous credit experience preferred

Course Duration: 2 hours

Recommended Attendees: Credit Managers, Supervisor, Super Users and Credit Executives

#### Course Topics:

- Adding a new applicant
- Updating an existing applicant
- Inquiring into applicants
- Adding a new credit patron and setting the patron's credit limit
- Assigning *This Trip Only* (TTO) temporary credit line for a credit patron
- Adding/updating patron remarks
- Patron credit status changes
- Viewing a patron's credit activity
- Viewing a patron's credit line activity
- Viewing credit patrons with expected hotel arrivals (requires LMS)
- Generating credit reports



## CREDIT AND COLLECTIONS OPERATIONS

### Collections

Participants in this course will cover the entire collections process from beginning to end for Properties who do not deposit markers or whose patrons pay back markers monthly. This course includes recommendations and best practices. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Previous credit/collections experience preferred

Course Duration: 2 hours

Recommended Attendees: Collections Managers, Supervisor, Super Users and Credit Executives

#### Course Topics:

- Creating cease collection reason codes for why collection proceedings for bad debt has stopped
- Maintaining a list of attorneys used to collect on bad debt
- Collection Group maintenance process to define 3<sup>rd</sup> party agencies to collect on patrons with markers owed
  - Creating a collection Group
  - Assigning patrons to a collection Group
  - Collection Group inquiry of amount totals assigned to specific collection Groups
- Patrons cease collection maintenance process to suspend the collection on a patron's markers or checks
- Submitting statements to mail to patrons
- Tickler file maintenance process to remind the credit department to follow up when a patron
- Promises to send a marker payment by a certain date
- Generating collection reports





**IT**



## IT

### Soft Menu for iSeries

The Soft Menu feature in ACSC provides the flexibility to create custom Menus in iSeries for employee roles with just the selected Options an employee needs to complete their job. Participants in this course learn how to create, manage and maintain Soft Menu configurations for casino personnel. Also included are recommendations and best practices on naming conventions and maintaining Menus. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Up to 3 months iSeries experience

Course Duration: 6 hours

Recommended Attendees: IT, System Administration personnel

#### Course Topics:

- ACSC system navigation for signing in/out, using Menu driven Options, searches and bookmarks
- Application Area Maintenance
  - Viewing, changing, and deleting application areas
- Option Master Maintenance
  - Viewing base Menu Options and creating, editing, and deleting custom Menu Options
- Menu Maintenance
  - Creating/copying, editing, activating/deactivating custom Menus
- Job Class Maintenance
  - Creating, copying, editing, viewing, deleting a job class and assigning to a specific Menu
- User Master Maintenance
  - Creating, copying, editing, viewing, deleting users and assigning them to a job class
- Password/PIN controls
- Purging activities involving Menu Options
- User Activity/Logs and Security Reports



## IT

### Soft Menu for GUI

The Soft Menu feature in ACSC provides the flexibility to create custom GUI (Graphic User Interface) Menus for employee roles with the selected Options needed to complete their job. This course is designed to provide IT and the System Administration staff with the knowledge to create, manage, and maintain Soft Menu configurations for casino personnel. This course includes recommendations and best practices on naming conventions and maintaining Menus. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Recommended to complete ACSC Soft Menus for iSeries

Course Duration: 2-6 hours based on prerequisite

Recommended Attendees: IT, System Administration personnel

#### Course Topics:

- GUI system navigation for logging into the application, using navigation menu, understanding Favorite Options, Menu icons, grid tables, and components
  - Application Area Maintenance to view, change, and delete application areas
- Option Master Maintenance to view base Menu Options and create, edit, and delete custom Menu Options
- Menu Maintenance to create/copy, edit, activate/deactivate custom Menus
- Job Class Maintenance to create/copy, edit, display, delete, assign/unassign templates to a job class for specific employee roles and assign to a specific Menu
- User Master Maintenance to create/copy, edit, display, delete individual users, and assign them to a job class
- Purging activities involving Menu Options
- User activity/logs and security reports



## IT

### Custom Templates

Templates allow you to configure the information specific employees can view and edit for consolidation and enhanced security of ACSC user access. This course is designed to provide IT with the knowledge to create, manage, and maintain templates for casino personnel. Topics covered are the ability to create custom templates to control the information displayed on the Patron Rating Summary and Patron Rating Detail screens for specific users, including a priority order for that information. This course also covers creating templates for the GUI (Graphic User Interface) Patron Dashboard, Patron Activity, and Patron GUI headers. Recommendations and best practices will be discussed throughout the course. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Participants should be comfortable using a Menu Driven interface and ACSC navigation

Course Duration: 3 hours

Recommended Attendees: IT, System Analyst

#### Course Topics:

- ACSC system navigation for logging in to the application, using navigation menu in GUI and Menu access in iSeries (green screen) using Menu Options, bookmarking feature, quick search, and recent Options
- Template demo and overview on how templates provide customization of displaying information and attributes
- Adding, editing, copying, viewing, and deleting Attribute Sets
- Attaching Attribute Sets to templates
- Assigning templates to job classes for GUI and iSeries
- GUI Maintenance Options
- Reports



## IT

### ACSC Service Menu

This course is designed for the system administrator and their support staff who are responsible for the implementation and maintenance of the ACSC system. Participants of this course leave with an understanding of how ACSC configurations are maintained, auditing system configurations, helping troubleshoot system issues, and reporting support issues. Recommendations and best practices will be discussed throughout the course. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: 3 months iSeries experience

Course Duration: 4 hours

Recommended Attendees: IT, System Administrator

#### Course Topics:

- Security and authorization controls including the audit trail
- Device setup, file and outqueue controls for fills, credits, jackpot slips, accounting, and reports
- Night Audit processing
- Management of NEP trigger jobs and Batch Job Monitor
- Configuration Type Maintenance review applicable to current system settings to review relevant system configurations, modify existing and default configurations based on Property needs
- Server Monitor Jobs review to maintain the jobs including Start Up and Shut Down procedures and also understanding dependent modules
- Real Time Event Notifications configurations including jobs that are subscribed to the transactions
- S2S Messages Overview of troubleshooting based on reviewing the S2S Messages and communicating to SG Support staff
- Transaction Logs, Job Information and Job Error Information
- Interfaces Menu based on Applicable SG and Third-Party Integrations with ACSC
- Review of Marketing Relating Jobs of Extracts and Bulk Uploads



## IT

### ACSC System Administration

This course is designed for the system administrator and their support staff who are responsible for the implementation and maintenance of the ACSC system. This course will review the SMS operating procedures required to assist in managing the system including start up and shut down procedures, maintaining security, and communicating to SG support staff. Recommendations and best practices will be discussed throughout the course. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Expertise in the ACSC system and components that integrate with ACSC

Course Duration: 4 hours

Recommended Attendees: IT, System Administrator, Business Analysts

#### Course Topics:

- Major components and communications overview
- Managing the iSeries
  - Creating/managing user profiles and security
  - Monitoring/managing scheduled jobs
  - Managing data through system backups and data purges
  - High availability options and procedures for controlled and uncontrolled switchovers
- Maintaining system set up
- SMS System start/stop procedures and subsystem processes
- Managing control files
- Review of TCP/IP jobs (performance, communications, data queues, and configuration including TCPIPHAS, TCPRECPGMG, COUPNSRVER, KIOSKSERVR)
- Stopping and starting interfaces
- System problem recognition and troubleshooting



## IT

### **GameNet Server, GameNet Controller and Ticket Server Operational Overview**

This course is designed to provide IT personnel with an overview of the GameNet server, GameNet Controller and Ticket Server functionality. Reviewing hardware, software, communication and troubleshooting is included based on property set up. Recommendations and best practices will be discussed throughout the course to help the IT team to manage the Casino Slot floor. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: 3 months iSeries experience, completion of the ACSC System Administration course

Course Duration: 6 hours

Recommended Attendees: IT, System Administrator, Business Analysts

#### Course Topics:

- ACSC System navigation
- GameNet server, GameNet controller, ticket server operational, functional and hardware overview
- Network communications between GameNet server and controller, ticket server, PPS Database
- Initial setup of the GameNet server, GameNet controller and the ticket server
- Embedded Server Manager (ESM) dashboard overview navigation to monitor communications
- Identifying and troubleshooting communications between the GameNet server, GameNet controller, ticket server, and PPS Database
- Identifying and troubleshooting hardware issues and issues with the database
- Procedures for updating code version for the GameNet server, GameNet controller, ticket server
- Procedures for switching to backup GameNet and synchronizing backup GameNet database
- Procedures for replacing a spare GameNet controller or ticket server
- Procedures for setting up in test environment
- Primary to backup switch overview
- Review SMS Control Menu Options



## IT

### Multi Point Bucket for IT

This course is designed for IT personnel and business analysts who add and maintain reinvestment and promotional buckets utilizing Multi Point Buckets (MPB). All components of the process will be covered from bucket creation, editing, and linking buckets. Recommendations and best practices will be discussed throughout the course. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Up to 3 months ACSC experience

Course Duration: 6 hours

Recommended Attendees: IT, System Administrator, Business Analysts

#### Course Topics:

- ACSC System navigation
- System overview of Property's buckets
- Maintaining the buckets
  - Activating/inactivating buckets
  - Activating/inactivating earning controls and redemption controls
- Adding new earning/redemption controls
- Editing existing earning/redemption controls
- Creating a new bucket and bucket maintenance
- Bucket purges – understanding purge controls
- Bucket linkage
- Understanding MPB settlement keys
- Redemption linkage





## IT

### ACSC GUI IT Options

This course is designed for IT personnel on the maintenance of GUI (Graphic User Interface) Options. This course includes GUI settings, maintaining GUI Job Classes, Application Security and reports. Recommendations and best practices will be discussed throughout the course. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Up to 3 months ACSC experience

Course Duration: 2 hours

Recommended Attendees: IT, System Administrator, Business Analysts, IT Help Desk team

#### Course Topics:

- ACSC GUI overview
- Cache Maintenance – understanding the various types of cache
- GUI Soft Menu display
- ACSC Configuration Menu review
- Casino preferences settings including option to modify patron headers based on card type
- Job Class Maintenance
- Application Security including linked privileges and additional security
- Report Maintenance
- Job information in Service Menu
- View spooled files and excel downloads in Reports Menu
- Soft count validations and settings in casino preference settings



## IT

### TableView Configurations

This course is designed for IT personnel who are responsible for the configuration and maintenance of TableView. This course includes TableView configuration settings, pit and game configurations, and troubleshooting configuration issues. Recommendations and best practices will be discussed throughout the course. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Up to 3 months ACSC experience

Course Duration: 2 hours

Recommended Attendees: IT, Business Analysts

#### Course Topics:

- ACSC and TableView system navigation
- TableView tablet configurations
- Pit and game configurations
- Setting up table configurations in the pit
- Pit/Section/Table layout configurations
- Troubleshooting



## IT

### ACSC Table Games Configurations

This course is designed for IT personnel who are responsible for the configuration and maintenance of Table Games in ACSC. This course includes game code controls, adding new games and tables, setting up and assigning game/table chip sets, as well as game/table detail listing. Recommendations and best practices will be discussed throughout the course. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Up to 3 months ACSC experience

Course Duration: 1 hour

Recommended Attendees: IT, Business Analysts

#### Course Topics:

- ACSC and TableView system navigation
- TableView tablet configurations
- Pit and game configurations
- Setting up table configurations in the pit
- Review TableView Interface Menu in Service Menu to configure headcount frequency, win/loss frequency and target utilization
- Maintaining/printing employee cards
- Maintaining game codes
- Maintaining table rating factors
- Maintaining pit/game/table configurations and chip set assignments
- Troubleshooting



**MARKETING**



## MARKETING

### Groups for Events

Participants in this course learn how to leverage ACSC Groups as a yield management tool for events, parties, and entertainment. Learn how to invite qualified patrons to events by mail or email, to respond patrons to the event, and produce an analysis of play and costs for the event.

This course includes tips on segmenting invited patrons in order to protect the capacity for qualified patrons, reserve access to popular dates/times and separately view event participation and profitability. Explore recommendations for determining and adjusting event capacity, assign costs, add additional invited patrons to fill an event, and identify no-shows so that their lack of play does not skew the final analysis of the event. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Minimum 4 months experience in Database Marketing, Call Center, Promotions, Special Events

Course Duration: 4 hours

Recommended Attendees: Database Marketing, Call Center, Special Events and Player Analysis teams

#### Course Topics:

- Creating events and entertainment Groups
- Creating and adjusting Group Blocks to track patron responses and event capacity
- Linking qualified patrons to Group Blocks and producing a mail/email file
- Responding patrons and handling cancellations
- Troubleshooting
- Adding additional Group Blocks to increase the response to an event
- Producing a list of responders to check-in patrons
- Viewing Group Activity during the event
- Removing patrons who did not attend the event
- Closing Out Groups and generating Group Analysis reports



## MARKETING

### Groups for Analysis

This course shows participants how to use ACSC Groups to permanently capture the play and profitability of patrons sharing a common connection. Examples include patrons picking up a gift at the Players Club or arriving on a bus.

Learn different methods of setting up a Group depending on the common purpose, how to assign expenses to track profitability, how to use functions to manage processes like recording gifts that a patron picks up at the Players Club and tracking gift inventory, as well as running reports. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Minimum 3 months of CMS experience

Course Duration: 3 hours

Recommended Attendees: Database Marketing, Special Events Player Analysis, Bus Marketing, Casino Marketing and Player Services teams

#### Course Topics:

- Creating Groups
- Adding Group expenses to capture profitability
- Adding and deleting patrons from the Group
- Adding and responding to Group Functions
- Deleting non-responders from Group Functions
- Viewing Group Activity
- Generating Group Reports
- Closing Groups



## MARKETING

### **Player Development Management – In-House *Branch Office* Hosts**

Participants in this course learn how to set up and manage the assignment of select players to employee Hosts. This course comprises the entire Host setup and coding process including optional features like defining territories and commissions per Host, using multiple assignments for a Host to easily distinguish between newly assigned players and established players, and how to automate the assignment process so that ACSC can identify and assign players based upon key rating criteria. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Minimum 6 months of CMS experience

Course Duration: 4 hours

Recommended Attendees: Player Development Management and any other teams responsible for Host Assignments

#### Course Topics:

- Creating Hosts in ACSC
- Defining commissions for calculating the monthly play of patrons assigned to a Host
- Defining geographical territories to use for Host coding
- Designating maintenance and development assignments for a Host to differentiate between assignments that are new or already established.
- Automating system-assignments to code patrons meeting defined rating criteria to individual Hosts or *Ghost Hosts*
- Using the manual Host assignment process
- Viewing Host-assigned patrons
- Changing and deleting Host/patron assignments
- Extracting a Host's assigned patrons and viewing the results
- Sales features for individual Hosts to aid in servicing assigned patron
- Closing out the Group
- Generating reports



## MARKETING

### **Player Development – Outside *Splinter/Junket* Hosts**

Participants in this course learn how to set up and manage the assignment of select players to outside vendors known as *Splinter Hosts* in ACSC. This course comprises the entire Host setup and coding process including how to link to patrons' trips so that the Splinter Host receives credit and an optional commission calculation from the rated play of the patrons they bring in on a trip-by-trip basis. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Minimum 6 months of CMS experience

Course Duration: 3½ hours

Recommended Attendees: Player Development Management and any other teams responsible for Host Assignments

#### Course Topics:

- Creating Splinter Hosts in ACSC
- Defining commissions for calculating the monthly play of patrons assigned to a Host
- Using the manual Host assignment process
- Viewing Host-assigned patrons
- Changing and deleting Host/patron assignments
- Associating patrons' monthly play to a Splinter Host that ensures only those patrons the Splinter Host brought in are included
- Closing out the Group
- Generating reports





## MARKETING

### Extract Management

The Extract Management query tool in ACSC provides the ability to submit real-time queries on patron information such as play type, theoretical, win/loss, average bet, trips, profitability, player card levels/tiers, geographic information, email preference, date of birth, profile information, patrons in promotions, Groups, coded to Hosts, and so on. In this course learn how to create and submit Extracts against the database, define segments for repeated query information, view and edit extracted results, submit reports, link Extracts to promotions and Groups, and Extract output. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: 4 months of CMS experience in Database Marketing and/or Promotions

Course Duration: 7 hours

Recommended Attendees: Database Marketing and Promotions teams

#### Course Topics:

- Creating Extracts
- Running Extracts against the database
- Creating points Extracts
- Establish Segment Maintenance for one-time creation of repeated queries for future selection
- Inquiring, updating, deleting, and copying Extracts
- Viewing and editing Extracts
- Deduping, merging, purging, and reducing Extracts
- Linking Extracts to Power Rewards, promotion codes, and Groups
- Creating and downloading a job for mail or email output
- Troubleshooting
- Generating Extract reports



## MARKETING

### Patron Management

The Patron Management course provides training for adding and updating patron accounts, printing player cards, assigning a PIN, assigning remarks and exclusion flags, viewing patron ratings and trip activity, viewing patron balances, comping, assigning and viewing promotions, responding and adding patrons to Groups, combining accounts, generating reports, and more. This course is tailored to the settings and functionality used and can be provided in iSeries or GUI (Graphic User Interface). Participants will have an opportunity for hands-on practice in a controlled environment.

Course Duration: 8 hours

Recommended Attendees: Players Club, Player Development, Database Marketing, Call Center, Special Events and Promotions

#### Course Topics:

- Creating and updating patron accounts
- Issuing player cards
- Assigning/changing a patron's PIN
- Reviewing player trip history and rating details in Patron Rating Summary Snapshot
- Viewing, adding, changing, deleting and extracting patron remarks
- Viewing, adding, and deleting exclusion flags
- Viewing, adding, and deleting promotions and sweepstakes entries
- Viewing and adjusting a patron balances
- Viewing, issuing, and deleting comps (Discretionary Comps and/or Comp Cash Comps)
- Responding patrons to Group events and entertainment offers
- Viewing, adding, and deleting patrons to or from a Group
- Combining player accounts
- Submitting win/loss statements
- Viewing slot and table patrons playing today
- Viewing, adding, and deleting a patron's profile information
- Producing New Friends player cards
- Generating reports



## MARKETING

### Power Sweepstakes

This course covers the complete process for conducting a Power Sweepstakes event. This includes exploring different uses, setting up the qualification period, entry earnings, free entries, maximum entries cap, number of winners, drawing frequency, multiplying or limiting entry parameters, entry activation, manual or system drawings, deleting system drawing winners and redrawing, adding/viewing/deleting a patron's entries, troubleshooting, and generating reports. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: 3 months CMS experience in Database Marketing, Promotions

Course Duration: 7 hours

Recommended Attendees: Database Marketing and Promotions teams

#### Course Topics:

- Discussion of the different uses of Power Sweepstakes
- Sweepstakes drawings
  - Review of control files
  - Creating and editing a Power Sweepstakes
  - Adding, viewing, and adjusting patrons for a sweepstakes
  - Printing a patron's sweepstakes entries for manual drawings
  - Producing a mail file of all patrons with entries
  - Submitting system drawings
  - Viewing winners, deleting winners and redrawing winners
  - Generating reports and troubleshooting
- Cash Equivalent Sweepstakes
  - Defining qualification parameters
  - Viewing and redeeming a patron's available cash
  - Generating reports



## MARKETING

### Random Card Sweepstakes

The Random Card Sweepstakes provides the ability to select winners based upon the number of patrons with their player card inserted into slot machines in a specific zone or throughout the casino during a defined drawing period and award either a manual prize or a Power Rewards prize. This course covers the entire process for setting up the sweepstakes, including optional features like limiting it to only patrons in a Group or in an account number range, and viewing the winners list. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: 2 months of CMS experience in Database Marketing, Promotions

Course Duration: 2-3 hours (includes hands-on practice in slot lab)

Recommended Attendees: Database Marketing and Promotions teams

#### Course Topics:

- Exploring sweepstakes details and features
- Setting up Random Card Sweepstakes
- Defining manual or Power Rewards prizes
- Viewing the winners list
- Viewing the Power Rewards promotions in a winner's account



## MARKETING

### Power Rewards Promotions

Power Rewards is a Play-\$X-Get-\$Y promotion redeemable as cashable or non-cashable credits at the EGM. The credits can be either a play-based promotion or a free slot play promotion. This course includes both the manual and bulk upload promotion setup as well as defining promotion restrictions by date/time and other parameters. Various ways of assigning promotions to patrons including manual and bulk upload is covered, plus viewing redemptions, troubleshooting tips and generating reports. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: 2 months of CMS experience

Course Duration: 6 hours

Recommended Attendees: Database Marketing and Promotions

#### Course Topics:

- Exploring Power Rewards control files
- Creating and editing Power Rewards promotions manually and via bulk upload
- Defining promotion restrictions by date/time ranges, denominations, zones, and manufacturers
- Editing, deleting, inactivating and reactivating promotions
- Assigning patrons to a promotion
  - Floor-wide assignment
  - Direct mail assignment via an Extract
  - Assignment via a Group
  - Assignment via bulk upload
  - Manual assignment to specific patrons
- Viewing, changing, and deleting a patron's promotions
- Redeeming promotions and troubleshooting (requires a slot lab)
- Generating reports



## MARKETING

### Barcoded Coupon Promotions

Barcoded Coupon Promotions provide the ability to offer barcode coupons to your customers that are redeemable by scanning at the POS or other redemption locations. Learn how to define coupon types (cash, food, merchandise, and so on) and redemption information, define promotion parameters using a promotion code and bulk upload, assign promotions to patrons using an Extract and bulk upload, view/void patron coupons, reprint coupons, manually redeem coupons, and run reports. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: 4 months of CMS experience

Course Duration: 7 hours

Recommended Attendees: Database Marketing and Promotions teams

Course Topic:

- Barcoded coupon control files
  - Defining coupon types, redemption locations and gaming tax for reporting
- Setting up barcoded coupon direct mail promotions
  - Setting up the promotion code with redemption periods and redemption override settings
  - Defining the promotion via bulk upload
- Assigning patrons to barcoded coupon promotions
  - Linking promotion codes to Extracts and downloading to produce the mail file
  - Assigning via bulk upload
- Defining overlapping redemptions
- Viewing barcoded coupon promotions in a patron's account
- Manually adding or deleting a barcoded coupon promotion from a patron's account
- Reprinting a patron's barcoded coupon
- Manually redeeming and voiding a patron's barcoded coupon
- Generating reports



## MARKETING

### Patron Choice Promotions

Learn how to set up multiple overlapping Patron Choice Promotions in ACSC to offer to selected segments and control how patrons redeem promotions. Participants learn how to choose from the following redemption types:

- Redemption of one promotion is required to receive another promotion
- Redemption of a defined number of promotions cancels all other promotions
- Redemption of one promotion defers the redemption of other promotions by a certain number of days/trips

Included in this course are details for creating promotions, defining promotion features and variables, assigning promotions to patrons, adding or deleting a patron's promotions, and reporting. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: 3 months of CMS experience in Database Marketing and/or Promotions

Course Duration: 6 hours

Recommended Attendees: Database Marketing and Promotions teams

Course Topics:

- Exploring promotion details and features
- Defining Patron Choice promotions
- Assigning patrons to segmented promotion(s)
- Viewing segmented promotions in a patron's account
- Manually adding and deleting a segmented promotion from a patron's account
- Generating reports



## MARKETING

### **Nth Trip Loyalty Promotion**

The Nth Trip Loyalty Promotion is a new player acquisition program to contact table and slot patrons meeting predefined play criteria immediately after their first configurable number of visits to gain their loyalty with offers to visit again. The entire program needs to be set up only once for the system to automatically create the promotion and mail file.

Barcoded Coupons or Incentive Cash Deposits can be assigned to qualified players with all of the detail generated in the mail file. There is also an optional feature that automates promotional offers to non-responding patrons.

This course includes the entire process to automate the Nth Trip Loyalty Promotion. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: 4 months of CMS experience in Database Marketing, Promotions

Course Duration: 7 hours

Recommended Attendees: Database Marketing and Promotions teams

#### Course Topics:

- Exploring promotion details and features
- Setting up the Nth Trip Promotion parameters
- Defining promotion codes for either Barcoded Coupons or Incentive Cash Deposits
- Reviewing automated mail files
- Viewing segmented promotions in a patron's account
- Generating reports





## MARKETING

### Segmented Promotions

Participants learn how to set up promotions in ACSC to offer to selected segments of the player database. Explore available promotions according to property settings and learn how to create promotions via a promotion code and bulk upload, configure promotion features and variables, assign promotions to patrons via an Extract and bulk upload, and generate reports. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: 4 months experience in Database Marketing and/or Promotions

Course Duration: 4 – 8 hours (depending on promotions selected)

Recommended Attendees: Database Marketing and Promotions teams

#### Course Topics:

- Exploring segmented promotions
  - Bucket Deposits (Multi Point Bucket /MPB promotion only)
  - Mystery Cash Deposits
  - Incentive Cash Deposits
  - Changing the Incentive Cash Back Value of Points
  - Incentive Cash Deposits for Points Earned
  - Comp Cash Deposits
  - Gaming/Non-Gaming Comps
  - Comp Cash Multiplier
- Setting up segmented promotions and available restrictions via promotion codes and bulk upload
- Assigning patrons to segmented promotion(s)
  - Linking promotion codes to Extracts and downloading to produce the mail file
  - Assigning via bulk upload
- Viewing, manually adding and deleting segmented promotions in a patron's account
- Generating reports



## MARKETING

### New Player Promotions

This course demonstrates how to set up the available new member promotions in ACSC to entice new players to visit the property. Explore available promotions according to property settings and learn how to use promotion features and variables. The New Player Promotions are not available with Multi Point Bucket (MPB) reinvestment buckets. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: 2 months of CMS experience in Database Marketing and/or Promotions

Course Duration: 6 hours

Recommended Attendees: Database Marketing and Promotions teams

#### Course Topics:

- Exploring new player promotions
  - Member-Get-A-Member
  - Incentive Cash Deposits for Points Earned
  - First Day Double Points
  - First Day Cash Bonus for Points Earned
  - First Day Increased Incentive Cash Back Value of Points
- Setting up new player promotions
- Viewing new player promotion redemptions in a patron's account
- Generating reports



## MARKETING

### **Multi Point Bucket (MPB) Reinvestment Buckets**

Attend the Multi Point Bucket (MPB) Reinvestment Buckets course to learn how to maintain all reinvestment buckets including the card tier point bucket, cash bucket, and comp bucket. A detailed review of the current soft reinvestment buckets will be explained for future reinvestment changes. This course also includes troubleshooting tools and available MPB reports. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: 3 months of CMS experience

Course Duration: 4 hours

Recommended Attendees: Database Marketing, IT and Auditing teams

#### Course Topics:

- Exploring the setup of existing reinvestment buckets
  - Earning criteria
  - Redemption criteria
  - Multipliers
  - Purge criteria
- Bucket Linkage and Redemption Link Maintenance
- Troubleshooting using the Earning and Redemption Log
- Generating MPB reports



## MARKETING

### Multi Point Bucket (MPB) Promotional Buckets

MPB is an excellent tool for creating promotional buckets for your patrons. Choose from a wide range of earning and redemption variables to create your promotion. This course covers setting up play-based promotional buckets for existing patrons including all of the earning variables to qualify who earns into a promotional bucket as well as applying multipliers, and the available redemption rules to fine-tune the promotion. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: 3 months of CMS experience

Course Duration: 7 hours

Recommended Attendees: Database Marketing, IT and Auditing teams

#### Course Topics:

- Exploring promotional bucket use cases
- Defining earning and redemption rules
- Creating promotional buckets
  - Earning criteria with earning rules and rules sequencing
  - Redemption criteria with redemption rules and rules sequencing
  - Multipliers
  - Purge criteria
  - Bucket exchanges
- Bucket Linkage and Redemption Linkage
- Viewing bucket earnings and redemptions
- Monitoring the Earning and Redemption Log
- Viewing a patron's promotional bucket earnings and redemptions
- Adjusting a patron's promotional bucket earnings
- Generating reports



## MARKETING

### MPB Gift Matrix

The MPB Gift Matrix provides the ability to “gift” specific patrons into a Multi Point Bucket (MPB) promotional bucket without any required earning. This course includes exploring typical use cases for MPB Gift Matrix promotions, creating MPB Gift Matrix promotions including the rules and Extracts of patrons that receive the offers, viewing patrons assigned to the Gift Matrix, and generating reports. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: 3 months of CMS experience

Course Duration: 4 hours

Recommended Attendees: Database Marketing, IT and Auditing teams

#### Course Topics:

- Exploring use cases
- Defining redemption rules
- Creating Gift Matrix buckets
  - Gift earning criteria
  - Redemption criteria with redemption rules and rules sequencing
  - Multipliers
  - Purge criteria
- Defining Extract earning rules for the selected patrons to receive the Gift Matrix promotion
- Create and run the Gift Matrix with the bucket, Extract and promotion value
- Bucket linkage and redemption linkage
- Viewing patrons assigned to the Gift Matrix promotion
- Viewing bucket redemptions and monitoring the redemption log
- Adding/adjusting a patron’s Gift Matrix promotion bucket earnings
- Generating reports



## MARKETING

### Lounge Access with Multi Point Bucket (MPB)

The Lounge Access feature with Multi Point Bucket (MPB) provides the ability to control patron access to designated lounges and clubs on the property. This course walks you through the setup of a lounge, defining qualifications for patrons to gain access, and optional features like charging a fee for access that would be deducted from the designated MPB bucket, allowing comping for lounge access, and creating lists of qualified or excluded patrons. Also included is checking in patrons to a lounge and viewing the patrons who have accessed a lounge. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: 3 months of CMS experience

Course Duration: 4 hours

Recommended Attendees: Database Marketing, IT and Auditing teams

#### Course Topics:

- Exploring use cases
- Defining the lounge revenue center
- Adding POS settlement keys for lounge access inquiry and lounge access withdrawal
- Defining earning and redemption rules
- Creating a lounge MPB bucket to control the earning and redemption of access to your lounge
- Creating Extracts of qualified and excluded patrons for Lounge access and creating the rules to allow or exclude them from access to the lounge
- Defining lounge control values and lounge access controls to set up parameters for the lounge
- Checking in patrons to the lounge
- Viewing lounge activity



# SLOT OPERATIONS



## SLOT OPERATIONS

### Slot Configuration

This course will instruct participants on how to build and maintain the asset file in ACSC which involves creating a new asset and maintaining the various asset components like PC chips, cabinets, models, game themes, etc. This course demonstrates and explains how to schedule asset moves in ACSC which includes moving assets from one location to another on the floor and also taking an asset off the floor and moving it to the warehouse. Also included is how to create new zones and locations and placing assets in new areas which involves setting up the wiring configuration that puts the assets on the network. Troubleshooting assets with incorrect information and keeping the asset file up to date will also be covered in the course. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Clear understanding of PAR sheets from multiple vendors

Class Duration: 20 hours

Recommended Attendees: Slot Analysts, Slot Supervisors, Slot Tech Managers, Slot Director

#### Course Topics:

- Slot configuration setup and process
- Slot File Maintenance
  - Building various components like cabinet, model, game theme, manufacturer code, etc.
- Slot moves
  - Moving assets from one location to another on the floor
  - Taking the games off the floor and moving them to the warehouse
- Zone/Location assignments
  - Wiring configurations to add assets to the network
- Slot data analysis to view the slot performance data
- Troubleshooting





## SLOT OPERATIONS

### Slot Data Analysis

This course instructs participants on how to utilize the SMS GUI (Graphic User Interface) analytical tools to analyze the performance of slot machines on the floor. The comparison of slots by denomination, by manufacturer, and many other ways is explained to analyze the slot data and determine what is working and not working on the floor. This course analyzes the overall month-to-date and year-to-date numbers on the slot floor, and the ability to export the data to an Excel or CSV format to filter and sort details for better analysis. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Clear understanding of Slot Configuration Data in ACSC

Class Duration: 2 hours

Recommended Attendees: Slot Managers, Slot Director

Course Topics:

- ACSC GUI Slot Data Analysis (individual slot machine analysis)
- Month-to-date and year-to-date slot activity
- Comparisons and analyzing data in external reporting tools (e.g. Microsoft Excel or CSV file)



## SLOT OPERATIONS

### Slot Keypad Processing

This course instructs participants on the functionality of different types of cards used at the keypad. The steps to initiate the jackpot processing on the keypad and printing the slip and tax forms at the Attendant Station will be demonstrated and explained. This course covers Attendant/Mechanic card functions such as slot meter test and recalling transactions at the game level, and patron card functions such as balance inquiry, downloading Power Rewards, etc. Also included is processing manual jackpots or cancelled credits. Participants will have an opportunity for hands-on practice in a controlled environment.

Class Duration: 4 hours

Recommended Attendees: Slot Personnel, Slot Supervisors, Slot Managers

#### Course Topics:

- Slot Attendant Keypad Functions and Maintenance
  - Accessing recall option to review last 35 Bill-In/ TITO/ E-Fund transactions at the game level
  - Accessing Slot Meter Display and Slot Meter Test
  - Soft locking and releasing the slot machines from iVIEW
  - Patron Card Functions
  - Accessing Power Promotions, Multi Point Bucket (MPB) and Non-Cashable Credits Upload (NCCU) balances
  - Redeeming Power Rewards at the game
- Jackpot keypad processing with attendant cards
- Jackpot slip processing using direct print/attendant workstation
- Attendant Station Menu
  - Completing non-taxable, taxable jackpots and cancel credits, and printing the slips and tax forms at the attendant station
  - Cancelling pending jackpots
  - Creating W2G sessions and consolidating taxable jackpots
- Manual jackpot payout



## SLOT OPERATIONS

### Slot Supervisor Menu

In this course participants will learn how to maintain Mechanic/Attendant assignments, how to print cards for employees, and how SMS transactions are used as a tool in investigating and troubleshooting issues. This course includes viewing the different setting options pertaining to slots such as Jackpot Print Controls and Maintain Jackpot Symbols. Participants will review the items that supervisors are responsible for such as SMS Rating Errors, Add Back Deleted Assets, Unconfirmed Transactions and researching voucher details in ACSC along with reports such as the Jackpot Performance Audit. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Basic Understanding of Jackpot Processing, Player Ratings and SMS Transactions in ACSC

Class Duration: 6 hours

Recommended Attendees: Slot Supervisors, Slot Managers

#### Course Topics:

- Maintaining Mechanics/Attendants and assignments
- Printing Employee Cards
- Accessing and searching SMS received transactions and transactions sent
- Reviewing hopper/jackpot print controls
- Maintaining SMS to cage/jackpot print transactions
- Setting up cage workstations and accessing keypad cage overrides by zone
- Maintaining jackpot symbols and voiding manual jackpots
- Reviewing SMS rating errors
- Researching voucher details
- Adding back deleted assets and unconfirmed transactions
- Alert parameters
- Generating SMS reports (Jackpot Performance Report and Hopper Fill Performance Report)



## SLOT OPERATIONS

### Patron Management for Slot Operations

This course provides training on functionalities related to patrons for the Slot Operations team. This course reviews adding and updating patron accounts, viewing a patron's trips, patron's rating details, comping, player balances, and player reinvestment information. Participants will have an opportunity for hands-on practice in a controlled environment.

Class Duration: 3 hours

Recommended Attendees: Slot Supervisors, Slot Managers

#### Course Topics:

- Adding patrons and updating patron information
- Viewing player trip history and rating details in Patron Rating/Comp Inquiry and GUI Patron Rating Snapshot
- Issuing and deleting comps
- Viewing patron reinvestment balances in Patron Balance Summary
- Multi Point Bucket (MPB)
  - Understanding reinvestment buckets
  - Understanding earning types and rates in each bucket
  - Understanding redemption locations for each bucket
- Adjusting a patron's MPB balance



## SLOT OPERATIONS

### Meter and Keypad Functions

This course builds on the understanding of the SMS Slot Technician Keypad functions with an emphasis on the Diagnostics Menu and system meter capture. This course will be a thorough review of the Mechanic Card functionality at the keypad, including what is needed when a game is first placed on the floor, recalling transactions (tickets, bills), locking out the game, entering Attendant/ Mech Tech codes on iVIEW and as a troubleshooting tool for diagnostics, and meter information. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Understanding how iVIEW communicates with slot and employee cards in ACSC

Class Duration: 2 hours

Recommended Attendees: Slot Technicians, Slot Technician Leads, Slot Tech Managers

#### Course Topics:

- Navigating through all SMS keypad functions
- Keypad Menu selections and diagnostic functions
  - Asset display configuration details on iVIEW
  - Entering attendant/tech code on the iVIEW to log employee tasks like repairs
  - Accessing Diagnostics Menu to check communication status
  - Recalling last 35 bill/ticket/fund transfer transactions at the game
  - Lockout feature
    - Locking out the game from iVIEW using a mechanic card
    - Releasing the lock on the game from iVIEW using a mechanic card
  - Viewing slot meters on iVIEW and testing slot meter stepping using mechanic card
- Review meter capture process
  - Capturing the meters at the game and iVIEW using the employee card
  - Reviewing and validating the meters in ASCS by looking up the employee card transaction
- Meter variance troubleshooting and reconciliation



## SLOT OPERATIONS

### Surveillance

This course explores all surveillance functions with emphasis on monitoring transactions and player inquiry. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Basic understanding of Player Ratings and SMS Transactions in ACSC

Class Duration: 2 hours

Recommended Attendees: Director of Surveillance, Surveillance Manager

#### Course Topics:

- Setting up transactions for surveillance to be notified for surveillance in transaction links and transaction descriptions
- Online display
  - Accessing the online transaction display screen
  - Monitoring the transactions notified for surveillance on online display in real-time
- Patron/employee surveillance
  - Tagging players for surveillance and monitoring them on on-line display
  - Tagging employees for surveillance and monitoring them on on-line display
- Setting up suspicious withdrawals
- Accessing and searching SMS transactions received
- Viewing player trip history and rating details in Patron Rating/Comp Inquiry
- Viewing table activity in pit floor status
- Viewing patrons in slot activity
- Reviewing yearly and monthly slot/table analysis
- Reviewing history of patron volume
- Viewing the table and slot daily flash report



## SLOT OPERATIONS

### Diagnostic Troubleshooting and Slot Monitor Program

This course instructs participants on daily management, monitoring, and troubleshooting recommended procedures.

Class Duration: 4 hours

Recommended Attendees: Slot Technicians, Slot Technician Lead, Slot Tech Managers

Course Topics:

- SMS monitor program overview
  - SMS overview screen/Gearbox screen
  - RIC/Port screen
  - Individual slot screen
- Connecting gearboxes via the monitor program
- Troubleshooting SMS display messages
- Power Rewards
- NT start-up transactions



## SLOT OPERATIONS

### **NT Tester and iVIEW Tester**

This course instructs participants of the Slot Machine NT board and iVIEW board, including basic circuitry and testing.

Class Duration: 2 hours

Recommended Attendees: Slot Technicians, Slot Technician Lead, Slot Tech Managers

#### Course Topics:

- NT tester setup
- iVIEW tester setup
- Basic operation of the NT tester and iVIEW tester
- Interpreting test results
- NT and iVIEW board circuitry
- Return authorization preparation
- Review board schematics





## SLOT OPERATIONS

### Machine Level Components

This course instructs participants on the SMS Machine Level Hardware components for proper installation and maintenance.

Class Duration: 2 hours

Recommended Attendees: Slot Technicians, Slot Technician Lead, Slot Tech Managers

#### Course Topics:

- Home run line
- T-tap, harnesses, and cable kits
- NT board (slot controller board)
- iVIEW board
- Vacuum fluorescent display
- SMS keypad
- Card reader
- iVIEW display
- iVIEW soundboard



## SLOT OPERATIONS

### SMS Serial Slot Communications

This course reviews the serial communications among the major components that are part of the SMS physically isolated network communicating to the slot floor.

Class Duration: 2 hours

Recommended Attendees: IT Network Personnel, Slot Technicians, Slot Technician Lead, Slot Tech Managers

Course Topics:

- Review of communications between Host Server IBM iSeries, GameNet Server (HAS), GameNet, and Digi RS232 to RS422 Conversion Panels



## SLOT OPERATIONS

### **SMS Ethernet Slot Communications**

This course is a review of Ethernet communications among the major components that are part of the SMS physically isolated network communicating to the slot floor.

Class Duration: 2 hours

Recommended Attendees: IT Network Personnel, Slot Technicians, Slot Technician Lead, Slot Tech Managers

Course Topics:

- Review of communications between Host Server IBM iSeries, GameNet Server (HAS), GameNet, and Ethernet communication to the slot floor



# TABLE OPERATIONS



## TABLE OPERATIONS

### Pit Operations

This course is designed to familiarize participants with the daily pit functions and procedures in ACSC. This course includes table transactions, marker transactions, comping, player trip history, rating details, Pit/Floor status, and reporting. Participants will have an opportunity for hands-on practice in a controlled environment.

Class Duration: 6 hours

Recommended Attendees: Pit Supervisors, Pit Managers, Table Games Director

#### Course Topics:

- Table Transactions
  - Opening and closing tables
  - Requesting and acknowledging fills and credits
- Marker Transactions
  - Issuing, displaying, transferring and voiding markers
  - Marker buy back (based on jurisdiction procedures)
- Issuing and deleting comps
- Viewing, adding, changing, and deleting patron remarks
- Issuing player cards
- Entering, changing, and deleting manual ratings
- Viewing player trip history and rating details in Patron Rating/Comp Inquiry
- Viewing table and game status on the player hit sheet
- Entering a rating for patrons who refuse to provide their name/information
- Viewing pit/floor status
- Currency Transaction Reporting (CTR)
- Program Chip Exchange for tracking player's play by Rep by exchanging patron funds with chip purchase vouchers
- Manual procedures
- Table Game Analysis Menu



## TABLE OPERATIONS

### Table Operations with TableView

This course is designed to train participants on using TableView via a touch screen device to enter player ratings and other table transactions. This course includes ratings, processing fills and credits, comping, trip history, viewing winners/losers and reports. Participants will have an opportunity for hands-on practice in a controlled environment.

Class Duration: 6 hours

Recommended Attendees: Pit Clerks, Pit Supervisors, Pit Managers, Table Games Shift Managers, Table Games Director

#### Course Topics:

- Signing into TableView and opening and closing tables, ending shifts and rolling ratings
- Accessing Floor View and Section View to perform functions in the pit and across all tables
  - Viewing active ratings, Winners/Losers and various toggle key parameters
  - Generating the Headcount Report
  - Accessing tablet messaging to send and receive messages between tables across pits
  - Receiving alerts from TableView and viewing them in alert inbox
- Accessing Seating View to perform table transactions for a specific table
  - Quick Mode icons in the Seating View to open, close, void, pause/resume ratings
  - Updating ratings and posting past dated ratings for a player
  - Viewing the cash drop button for non-rated players
  - Viewing the fast cash buttons player roster to quickly update buy-in cash for the ratings
  - Viewing Pending Ratings and updating them (as authorized)
  - Requesting and acknowledging fills and credits
  - Viewing patron information ID, address, and balances in rating entry screen
  - Issuing comps to patrons
  - Maintaining and rating patrons who refuse to provide their name/information
  - Issuing and redeeming markers with credit authorization (depending on procedures)
  - Viewing the Table Inventory Log and Win/Loss Dashboard
- TableView Reports Manager and generating Win/Loss reports



## TABLE OPERATIONS

### Patron Management for Table Operations

This course provides training on functionalities related to patrons for Table Games Operations. This course includes adding and updating patron accounts, viewing a patron's trip's and rating details, comping, player balances, and credit information. Participants will have an opportunity for hands-on practice in a controlled environment.

Class Duration: 3 hours

Recommended Attendees: Pit Managers, Table Games Director

#### Course Topics:

- Adding patrons and updating patron information
- Viewing player trip history and rating details in Patron Rating/Comp Inquiry and GUI Patron Rating Snapshot
- Issuing and deleting comps
- This Trip Only (TTO) credit line approval
- Updating credit patron information
- Viewing patron reinvestment balances in Balance Summary
- Multi Point Buckets (MPB)
  - Understanding various reinvestment buckets
  - Understanding earning types and rates in the bucket
  - Understanding various redemption locations for the bucket
  - Adjusting a patron's MPB balance



## TABLE OPERATIONS

### TableView Configurations

This course is designed to train personnel on configuring and maintaining the TableView system. Participants will have an opportunity for hands-on practice in a controlled environment.

Prerequisites: Clear understanding of the TableView application

Class Duration: 4 hours

Recommended Attendees: IT personnel, Table Games Director

#### Course Topics:

- TableView tablet configurations
- Rating and terminal preferences
  - Setting up the Tablet Terminal Preferences with Terminal ID and pit/table association
  - Setting up rating preferences for the tablet
- ADMIN module
  - Accessing Admin module to setup the TableView according to casino preferences
  - Accessing application settings to configure various parameters for rating entry, seating view, overrides, etc.
  - Accessing system settings to configure various settings like headcount, roster settings, game code, skill code, seat numbering, etc.
- Pit and game layouts in Floor View
- Setting up table, seat, and roulette colors
- Alert's module for setting up alerts, user groups, alert subscriptions and alert schedules
- Tablet messaging
- Head count frequency for automated headcount in ACSC
- Win/Loss frequency and target utilization maintenance
- Pending rating limits to go to pending in Table View
- Rating Variable Maintenance





## TABLE OPERATIONS

### TableView for Surveillance

This course is designed to train Surveillance personnel on navigating through the TableView system and viewing active ratings, pending ratings, Winner/Losers and Alerts. Participants will have an opportunity for hands-on practice in a controlled environment.

Class Duration: 2 hours

Recommended Attendees: Surveillance team

Course Topics:

- Floor View
  - Viewing active ratings, winners, and losers and Head Count Reports
  - Accessing toggle key elements to view various table attributes
  - Accessing alert inbox to view any alerts
- Section View
  - Viewing pending ratings, winners/losers
  - Accessing toggle key elements to view various table attributes
- Seating View
  - Viewing ratings and player/table rosters
  - Viewing winner/losers
  - Viewing table inventory log

*Contact your Client Success Manager or  
Sales Rep for more information*



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