

Venue Reopening Support

Metropolis System Start Up Checklist

Summary

As a result of the Metropolis system and venue shutdowns, this checklist outlines what venues using the Metropolis system will need to review as part of their re-opening operations. In summary, the following checklist will assist with identifying if there are any areas of the system that are not performing accurately and will require attention.

This is a generic checklist and some functionality may not be relevant to your venue setup.

This checklist should be read in conjunction with any government or regulatory guidelines to ensure all requirements are met.

Venue Name	
Venue Contact	
Venue Contact Number	

Metropolis Server	Completed
<p>Server Hardware</p> <ul style="list-style-type: none">Go to your Server and confirm that it is turned on and that no errors are displayedAccess all Metropolis applications to confirm that no errors are experienced <p>Note for venues on Metropolis 2.0.53 only who have not had their Server on for a while, errors with the Metro Shell / Hub <u>may be</u> experienced. For assistance contact MAX Support on 1300 060 026.</p>	Yes / No / NA Yes / No / NA
EGM and Gaming Interface	Completed
<p>Gaming Machines</p> <ul style="list-style-type: none">Ensure gaming machines are individually powered off before turning mains power circuits onTurn mains power circuits onPending venue setup either:<ul style="list-style-type: none">Progressively power each gaming machine on one at a time ORTurn on the main switch that will turn on all machinesCheck that each machine is online with the network.	Yes / No / NA Yes / No / NA Yes / No / NA Yes / No / NA
<p>IGMI's / Pathways</p> <ul style="list-style-type: none">Turn on power for IGMI / Pathway'sCheck that each device is operationalPathway Venues: Confirm that all Pathways are online with the Metropolis network. To assist, refer to the Pathway Maintenance Cheat sheet.	Yes / No / NA Yes / No / NA Yes / No / NA
<p>MAX Tech Required</p> <ul style="list-style-type: none">If issues are encountered contact your agent for assistance OR to book a technician to attend your venue contact MAX Support on 1300 060 026.	Yes / No / NA



Metropolis Computers	Completed
<p>Workstations accessing the Metropolis software</p> <ul style="list-style-type: none"> • Turn on and restart any computer that accesses the Metropolis applications. • Access all Metropolis applications to confirm that no errors are experienced. • Confirm that printing to nominated printers is functional with no errors experienced. <p>Note: By restarting your workstation this will ensure that any Windows updates in the background can be installed and will avoid the surprise of a forced restart from Windows.</p>	<p>Yes / No / NA Yes / No / NA Yes / No / NA</p>
<p>Local Workstations - (this is where Member (Reception) and Pay (Cashier) are loaded locally)</p> <ul style="list-style-type: none"> • Check each local workstation to confirm that the Metropolis applications can communicate with the eBET Server. 	<p>Yes / No / NA</p>
Metropolis Software	
Pay	Completed
<p>Payout Entry screen</p> <ul style="list-style-type: none"> • Payouts coming through to the screen (Transfer Card, Cancel Credit, TITO) • Payouts scanning (Transfer Cards, TITO) • Cheque Printing (<i>add a manual payout but select NO when asked if cheque printed correctly to cancel out of transaction</i>) • Receipt Printer printing (<i>if applicable</i>) 	<p>Yes / No / NA Yes / No / NA Yes / No / NA Yes / No / NA</p>
<p>Collect Unclaimed screen</p> <ul style="list-style-type: none"> • Contact the MAX Support on 1300 060 026 if you note that Unclaimed Payouts ARE NOT transferring to the Collect Unclaimed screen. 	<p>Yes / No / NA</p>
<p>Cashless Transactions screen</p> <ul style="list-style-type: none"> • Member card swiping and member details display correctly. 	<p>Yes / No / NA</p>
<p>Cash Redemptions (<i>if applicable</i>)</p> <ul style="list-style-type: none"> • All redemptions showing. 	<p>Yes / No / NA</p>
<p>Shift Totals</p> <ul style="list-style-type: none"> • Float Reconciliation report printing 	<p>Yes / No / NA</p>
<p>Transactions</p> <ul style="list-style-type: none"> • Transaction page – processed transactions are displayed, and report prints 	<p>Yes / No / NA</p>
<p>Applications – available via the Pay application (<i>if applicable</i>)</p> <ul style="list-style-type: none"> • Member icon IS available > select and open application without errors • Floor icon IS available > select and open application without errors 	<p>Yes / No / NA Yes / No / NA</p>



Floor	Completed
Operations Page <ul style="list-style-type: none"> • ALL machines online • Members card details are registering 	Yes / No / NA Yes / No / NA
Members Details <ul style="list-style-type: none"> • No errors when members card is inserted in EGM 	Yes / No / NA
Floor Status <ul style="list-style-type: none"> • ALL machines are showing as online • Members details showing 	Yes / No / NA Yes / No / NA
Reports (where applicable) <ul style="list-style-type: none"> • Audit Report generating • Cashless Meters Report generating • Transfer Card Meters Report generating • Other venue specific reports printing to correct printer 	Yes / No / NA Yes / No / NA Yes / No / NA Yes / No / NA
Member	Completed
Members Cards > TEST with no errors at location listed: <ul style="list-style-type: none"> • EGM • POS • Kiosk(s) • Pay • CRT 	Yes / No / NA Yes / No / NA Yes / No / NA Yes / No / NA Yes / No / NA
Visitors Cards > TEST with no errors at location listed: <ul style="list-style-type: none"> • EGM • Pay • CRT 	Yes / No / NA Yes / No / NA Yes / No / NA
Printer <ul style="list-style-type: none"> • Reports printing to correct printer 	Yes / No / NA
NEW Member <ul style="list-style-type: none"> • Create a test member confirm details and test works correctly in machines etc. 	Yes / No / NA
Game	Completed
<ul style="list-style-type: none"> • Cashflow. Generate a cashflow for the period that your venue has been closed and confirm if there are any meter spikes against any of the machines. <p>Note: If metering issues are identified contact MAX Support on 1300 060 026.</p>	Yes / No / NA

Promo and Kiosk	Completed
Bonus Points <ul style="list-style-type: none"> • Check that bonus points are incrementing on the Pathways / IGMI's correctly • Ensure that Bonus Points balances are displayed correctly at the kiosk Daily Promotions <ul style="list-style-type: none"> • Check Daily promotions are running as expected at relevant locations (EGM's, kiosk etc) 	Yes / No / NA Yes / No / NA
Engage	Completed
Pathways (if applicable) <ul style="list-style-type: none"> • Advertising is displaying correctly • Theme is correct (background image) • Confirm languages that are available 	Yes / No / NA Yes / No / NA Yes / No / NA
Kiosk <ul style="list-style-type: none"> • Advertising is displaying correctly • Background image is correct • Player Activity Statements generate and print 	Yes / No / NA Yes / No / NA Yes / No / NA
Wager Exchange (if applicable)	Completed
<ul style="list-style-type: none"> • Insert card into machine • Celebration screen appears (if applicable) • Wager Exchange icon appears • Transfer Bonus Points to wager • Points reduce to the correct amount • Turnover credits on machine to convert points to Credit meter • Leave un-played credit in Wager Exchange • Check Bonus Points transfer back to account the following morning 	Yes / No / NA Yes / No / NA Yes / No / NA Yes / No / NA Yes / No / NA Yes / No / NA Yes / No / NA Yes / No / NA
Service Call (if applicable)	Completed
<ul style="list-style-type: none"> • Service Call opens with no errors • Machine Calls are registering > press Service and Drink buttons on EGM's to test 	Yes / No / NA Yes / No / NA
3rd Party Interfaces (if applicable)	
Online Membership Transfer	Completed
<ul style="list-style-type: none"> • Confirm that the Online Member Transfer application is running on the network and with no error • Check with your 3rd party if they are receiving the data 	Yes / No / NA Yes / No / NA
Paging	Completed
<ul style="list-style-type: none"> • From the EGM test Paging call reaches your pager 	Yes / No / NA
POS	Completed
<ul style="list-style-type: none"> • Swipe member card > ensure correct member details and bonus point balances appear 	Yes / No / NA



Other	Completed
<ul style="list-style-type: none"> Confirm that any other 3rd Party interface is receiving data as required. 	Yes / No / NA
Outstanding Issues	

© 2020 Tabcorp Holdings Limited.

This document contains confidential information belonging to Tabcorp Holdings Limited and its subsidiaries (MAX) and is being shared for the purpose of providing information in relation to MAX's product and service offerings.

MAX does not warrant or guarantee the future performance of the venue and accepts no liability for any loss or damage incurred as a result of any reliance on the information. It is recommended that the venue undertake its own due diligence and seek independent professional advice about the content of this document, as required.

