



MAX PERFORMANCE SOLUTIONS | NSW

Venue Readiness Information:

Loyalty and CRM Systems Reopening Checklist

To ensure system aspects are working correctly on re-start please complete the checklist below. Your Loyalty Activation Coordinator will be in contact to assist with a number of these tasks. Alternatively you can reach us at max@tabcorp.com.au

Venue Name:		Date Checklist Completed:	
Venue Contact:		Venue Contact Number:	

ACTION	COMPLETED
1.Talkbox (Automated Communications)	
Reactivate birthday emails	
Sign up as a member to test Welcome email is working	
Refresh all templates and load into venue accounts	
Set up templates for members birthdays for the month's venue was closed	
2.IGT	
Login	
Login to the IGT Advantage Club client to ensure all is working and accessible	
If any problems arise contact SSC for assistance on 1300 656 598	
Member Sign Up	
Sign up as a member to confirm the process is successful	
Print the member card and ensure the venue card printer is connected and working	
Test the card at kiosk, POS and EGM	
EGM TiTo and CRT (prior to reopening)	
Test all TiTo enabled machines are working and communicating to IGT EOD system day before reopening	
Insert a note into each TiTo enabled EGM and print a ticket	
Confirm all EGM's are filled with ticket paper and are all online	



Insert the ticket into CRT and ensure correct money is dispersed. Repeat the process using the cashier to redeem the ticket to test cashier scanner is working.	
Member Loyalty	
Insert a member card into all EGM's and confirm member details are displayed on the screen	
Randomly select a few machines to play enough turnover to receive 1 point and end session	
Confirm in Club Client the information is correct	
End of Day (EOD)	
Confirm all staff that require refresher training and any new staff need a full training session when venue re-opens	
Paging	
Insert a member card into an EGM and select the attendant or service button	
Ensure the message is delivered to the relevant paging device	
3.Kiosks	
Turn kiosk on at least 3 days prior to venue re-opening	
Clean kiosk screen	
Swipe a members card at the kiosk and use PIN to log in to confirm it works	
Confirm kiosk has paper and test print tickets	
Check the calibration by doing a calibration test	
4.Promotions in Venue	
Review all offers and promotions in IGT and update or remove as required	
Review items for redemption on kiosk and update or remove	
5.Points Expiry (MAX to complete)	
Venues with FIFO will need Points Expiry report run and all points expired since 22 March need to be manually added on	
Venues with anniversary expiry date in June will need to be reviewed and extended	

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