



MAX PERFORMANCE SOLUTIONS | VIC

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](mailto:max@tabcorp.com.au)

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

<b>Venue Name:</b>		<b>Date Checklist Completed:</b>	
<b>Venue Contact:</b>		<b>Venue Contact Number:</b>	

ACTION	COMPLETED
<b>1.Talkbox (Automated Communications)</b>	
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	
<b>2.IGT</b>	
<b>Login</b>	
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	
<b>Member Sign Up</b>	
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	
<b>EGM TiTo and CRT (prior to reopening)</b>	
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.	
<b>Member Loyalty</b>	
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	
<b>End of Day (EOD)</b>	
App support team will be in contact with your venue	
Venue required to confirm hopper tares, hopper weighs and main safe starting float	
All previous periods will be closed, as well as cashiers	
App support team will switch off auto close prior to venue reopening	
Confirm all staff that require refresher training and any new staff need a full training session when venue re-opens	
<b>3.Kiosks</b>	
Turn kiosk on at least 3 days prior to venue re-opening	
Clean kiosk screen	
Swipe a member's 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	
Confirm YourPlay page loads on to kiosk	
<b>4.Promotions in Venue</b>	
Review all offers and promotions in IGT and update or remove as required	
Review items for redemption on kiosk and update or remove	
<b>5.Points Expiry (MAX to complete)</b>	
Venues with FIFO to confirm reinstatement of members points which expired during closure period	
Venues with anniversary expiry date to be reviewed and possibly extended	
<b>6. YourPlay</b>	
Test YourPlay is working on kiosk and sign up	



Ensure all collateral is still up in venue	
Confirm YourPlay card works in EGM	
Ensure casual cards are in place and all encoded correctly	
Test venue can log into CSSM portal and encode cards	

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