



Venue Reopen – October 2021

Metropolis System Start Up Checklist

Summary

For venues using the Metropolis system and as part of venue reopening operations, this checklist outlines key system checks. It will assist with identifying if there are any areas of the system that are not performing as expected and may 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.

Once this checklist is completed and if your venues is still experiencing unresolved issues, please contact **MAX Support** on **1300 060 026**.

Venue Details

Venue Name	
Venue Contact	
Venue Contact Number	

Pre-requisite

- Test cards required for use at the EGM / CRT / POS / Cashier
- If your venue has Member Tiering activated a test card is required for each level
- Monies required for testing at the EGM / CRT / Cashier

Note: For any **System Checks** that cannot be performed immediately, it is recommended that you still complete this action when possible.

Metropolis Server	Completed
Server Hardware <ul style="list-style-type: none"> • Go to your Server and confirm that it is turned on and that no errors are displayed • Access 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>maybe</u> experienced.</p>	 [Yes / No / NA] [Yes / No / NA]
EGM and Gaming Interface	Completed
Gaming Machines <ul style="list-style-type: none"> • Ensure gaming machines are individually powered off before turning mains power circuits on • Turn mains power circuits on • Pending venue setup either: <ul style="list-style-type: none"> ○ Progressively power each gaming machine on one at a time OR ○ Turn on the main switch that will turn on all machines • Check 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's • Check that each device is operational • Pathway Venues: Confirm that all Pathways are online with the Metropolis network. To assist, refer to the Pathway Maintenance Cheat sheet. 	<p>[Yes / No / NA] [Yes / No / NA] [Yes / No / NA]</p>
<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. 	<p>[Yes / No / NA]</p>
<p>Metropolis Computers</p>	<p>Completed</p>
<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</p> <p>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>
<p>Metropolis Software</p>	
<p>Pay</p>	<p>Completed</p>
<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 <ul style="list-style-type: none"> ○ Add a manual payout but select NO when asked if cheque printed correctly to cancel out of transaction • 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>



Transactions <ul style="list-style-type: none"> • Transaction page – processed transactions are displayed, and report prints 	[Yes / No / NA]
Applications – available via the Pay application (if applicable) <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 	[Yes / No / NA] [Yes / No / NA]
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 <ul style="list-style-type: none"> • All reports generated and printed to the correct printer • Audit Report generating 	[Yes / No / NA] [Yes / No / NA]
CARD IT Venues Only <ul style="list-style-type: none"> • Cashless Meters Report generating • Transfer Card Meters Report generating 	[Yes / No / NA] [Yes / No / NA]
BreakAway Venues Only <ul style="list-style-type: none"> • BreakAway Report generating • BreakAway Meters Report generating • BreakAway and Cashless Meters Report generating 	[Yes / No / NA] [Yes / No / NA] [Yes / No / NA]
Member	Completed
Visitors Cards > TEST with no errors at location listed: Credits will be required from venue for testing at EGM / CRT / Pay <ul style="list-style-type: none"> • EGM <ul style="list-style-type: none"> ○ Insert visitors' card into EGM and confirm card is read correctly and credits transfer on and off machine • CRT <ul style="list-style-type: none"> ○ Swipe members card at CRT and redeem test credits • Pay <ul style="list-style-type: none"> ○ Cashier > Payout Entry > scan visitors' card > redeem test credits 	[Yes / No / NA] [Yes / No / NA] [Yes / No / NA]



<p>Members Cards > TEST with no errors at location listed:</p> <p>Credits will be required from venue for testing at EGM / CRT / Pay</p> <ul style="list-style-type: none"> • EGM - Insert members card into EGM and confirm card is read correctly and credits transfer on and off machine • CRT - Swipe members card at CRT and redeem test credits • POS - Swipe members card through tills and confirm that reads correctly <ul style="list-style-type: none"> ○ Confirm correct discounts are applied for each member level (if applicable) • Kiosks - Swipe members card at kiosk and confirm - Card reads correctly and Member's screen can be accessed and required icons are displayed <ul style="list-style-type: none"> ○ Check members earn entries into kiosk promotion (where applicable) • Pay - Cashier > Cashless Transactions > swipe members card and redeem test credits 	<p>[Yes / No / NA]</p> <p>[Yes / No / NA]</p> <p>[Yes / No / NA]</p> <p>[Yes / No / NA]</p> <p>[Yes / No / NA]</p>
<p>Printer</p> <ul style="list-style-type: none"> • Venue specific Member report's print to the correct printer. 	<p>[Yes / No / NA]</p>
<p>NEW Member</p> <ul style="list-style-type: none"> • Create a test member and then search for the member to confirm that all members details are correct. • Insert test member card in the EGM, POS and kiosk and confirm that the card works as expected. 	<p>[Yes / No / NA]</p> <p>[Yes / No / NA]</p>
<p>Game</p>	<p>Completed</p>
<p>General > Reports > Cashflow</p> <ul style="list-style-type: none"> • 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>[Yes / No / NA]</p>
<p>Data Entry > Fast Payout Entry</p> <ul style="list-style-type: none"> • Open with no errors 	<p>[Yes / No / NA]</p>
<p>Machine Analysis > Variance V2 Report</p> <ul style="list-style-type: none"> • Generates and prints 	<p>[Yes / No / NA]</p>
<p>CARD IT Venues Only</p> <ul style="list-style-type: none"> • Finance Daily Report <ul style="list-style-type: none"> ○ Generate report to ensure that the closing balance is carrying forward. This will determine if End Of Day process has run correctly. ○ General > Reports > Cashless > Cashless Reconciliation > Finance Daily Report 	<p>[Yes / No / NA]</p>



Promo and Kiosk	Completed
Bonus Points <ul style="list-style-type: none"> • Check bonus points are incrementing on the Pathways / IGMI's correctly • Ensure Bonus Points balances are displayed correctly at the kiosk 	 [Yes / No / NA] [Yes / No / NA]
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]
Promotion Considerations	
Birthday Points <ul style="list-style-type: none"> • If points are awarded for Birthday prizes will anything be offered to those who missed out while in lockdown 	[Yes / No / NA]
Bonus Points <ul style="list-style-type: none"> • Expiry of Points – if this was to occur during a month that was in the lockdown period decide when this will occur in the future 	[Yes / No / NA]
Promotion End Dates <ul style="list-style-type: none"> • Check all promotions have a valid end date • Extend any promotion end dates if required • Activate / Deactivate any kiosk promotions 	 [Yes / No / NA] [Yes / No / NA] [Yes / No / NA]
Engage	
Pathways (if applicable) <ul style="list-style-type: none"> • Advertising is displaying correctly • Theme is correct (background image) • Checks Pathway languages display correctly (if applicable) <ul style="list-style-type: none"> ○ Insert a Member card at the EGM. From the Personalise button confirm that venue specific languages are displayed 	 [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]
Service Call (if applicable)	
<ul style="list-style-type: none"> • Service Call opens with no errors • Machine Calls are registering > press Service and Drink buttons on EGMs to test 	 [Yes / No / NA] [Yes / No / NA]



Wager Exchange	Completed
<ul style="list-style-type: none"> • Test Wager Exchange is working as expected <ul style="list-style-type: none"> ○ Insert card into machine ○ Celebration screen appears ○ Wager Exchange icon appears ○ Transfer Bonus Points to Wager Exchange ○ Confirm Bonus Point Balance reduces correct amount that was transferred to Wager Exchange ○ Turnover credits on machine to convert points to the credit meter ○ Leave un-played credit in Wager Exchange ○ Check bonus points transfer back to account in the morning • Check that reports run without errors and data is correct <ul style="list-style-type: none"> ○ Floor > Reports > Audit Report ○ Game > General > Reports > Wager Exchange > Wager Meters Report ○ Report > Member by Period > Member redemption from Audit 	<p>[Yes / No / NA]</p> <p>[Yes / No / NA]</p> <p>[Yes / No / NA]</p> <p>[Yes / No / NA]</p> <p>[Yes / No / NA]</p> <p>[Yes / No / NA]</p> <p>[Yes / No / NA]</p> <p>[Yes / No / NA]</p> <p>[Yes / No / NA]</p> <p>[Yes / No / NA]</p> <p>[Yes / No / NA]</p> <p>[Yes / No / NA]</p>
3rd Party Interfaces <i>(if applicable)</i>	
Online Membership Transfer	Completed
<ul style="list-style-type: none"> • Confirm 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 	<p>[Yes / No / NA]</p> <p>[Yes / No / NA]</p>
Paging	Completed
<ul style="list-style-type: none"> • From the EGM test Paging call reaches your pager 	<p>[Yes / No / NA]</p>
POS	Completed
<ul style="list-style-type: none"> • Swipe member card > ensure correct member details and bonus point balances appear 	<p>[Yes / No / NA]</p>
Other	Completed
<ul style="list-style-type: none"> • Confirm that any other 3rd Party interface not listed above is receiving data as required. 	<p>[Yes / No / NA]</p>



Outstanding Issues

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