

MAX Client Portal

Advanced Reports



© 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.



Contents

1	Access	4	
1.1	Onboarding Users	4	
1.1.1	Initial Onboarding by DMS		4
1.1.2	Creating other Venue Users		4
1.2	Manage Existing Users	5	
1.2.1	Edit Roles		5
1.2.2	Delete a User		6
2	Advanced Reports	6	
2.1	Subscriptions Fees	6	
2.2	Enable Subscribers	6	
2.3	Unsubscribe	7	
2.4	MAXReports	7	
2.4.1	Comparison Report Option		7
2.4.2	How to use		8
2.4.3	Summary of Reports available		8
2.5	MAXmobile	10	
2.5.1	Summary of Reports available		10
2.5.2	Shortcut on your Mobile		10

1 Access

Advanced Reports are only available via the MAX Client Portal.

1.1 Onboarding Users

1.1.1 Initial Onboarding by DMS

DMS can onboard the Approved Manager for Club/Hotel via the MAX Application process.

An Approved Manager User should have access to the following privileges within their role.

- Reports
- Invoices
- User Maintenance
- Subscription Maintenance

New User

Instruction	Screenshot
<p>The invitee will receive an email where they will be prompted to update their password and set up a challenge question and answer.</p>	

1.1.2 Creating other Venue Users

The Approved Manager can onboard any additional Users and Assign Roles along with associated Privileges. Each Entity is responsible for managing their own users and control their access accordingly.

Step	Instruction	Screenshot
1.	<p>On the top right corner of the page, click Manage > Security - Users.</p>	
2.	<p>Click Add New User.</p>	

<p>3.</p>	<p>Click venue and input the following application information:</p> <ul style="list-style-type: none"> first name last name email address <p>For username, please create a login following the format firstname.lastname (all lowercase) or similar.</p>	
<p>4.</p>	<p>Select the Venues tab and filter by name/licence number.</p> <p>Double click the desired venue or alternatively, single click the venue to highlight and click the right arrow to move across from available items to selected items.</p>	
<p>5.</p>	<p>Click the Roles tab</p> <p>Select the relevant role by double clicking or alternatively, highlighting line and right arrow across from available items to selected items.</p> <p>Note: View the privileges associated with the role selected to confirm what the user will/will not have access to.</p>	
<p>6.</p>	<p>Click OK to finalise.</p> <p>Note: An automated email will be sent with the applicants Username and a temporary password.</p>	

1.2 Manage Existing Users

A user's access can be managed by selecting **Manage > Security - Users**.

A list of all users that you can manage, along with their details and roles is displayed.

Note: The visibility of other users will depend on the role you are associated with. You can only view/amend users that sub-level to your role. I.e. Approved Managers cannot manage/view other Approved Managers.

1.2.1 Edit Roles

Step	Instruction	Screenshot
<p>1.</p>	<p>Select the arrow icon associated with the profile you want to amend.</p>	

<p>2.</p>	<p>Select the roles tab and move desired role by double clicking or alternatively, highlighting line and clicking the arrow to move from available items to selected items.. or vice versa.</p>	
<p>3.</p>	<p>Click OK to save the changes.</p>	

1.2.2 Delete a User

Step	Instruction	Screenshot
<p>1.</p>	<p>Select the arrow icon associated with the profile you want to amend.</p>	
<p>2.</p>	<p>To delete a User, click Delete icon located next to the user's profile.</p>	

2 Advanced Reports

Advanced reports are available by opting into a monthly subscription-based service and include comparable data analysis. These reports are managed and available via <https://nsw.maxgaming.com.au/>.

2.1 Subscriptions Fees

For current pricing, see <https://nsw.maxgaming.com.au/Reports/About-Reports>

2.2 Enable Subscribers

Subscriptions can be enabled for your venue by opting in via the MAX NSW Client Portal. Once logged in, go to the Manage tab and select Subscriptions.

Step	Instruction	Screenshot
<p>1.</p>	<p>Select your venue and click Go.</p>	

2.	Click <i>Subscribe</i> button that corresponds to the level of subscription you require.	
3.	To subscribe to MAXReports tick the authorisation box and click <i>Subscribe</i> . You will be presented with the terms and conditions page.	<p>EXTRACT ONLY</p>
4.	To manage the users within the venue, using your mouse hover over user and double mouse click to move user without/with the role accordingly and click the button. Alternatively, you can highlight the user and click the button to add/remove their access.	<p>user roles</p>

2.3 Unsubscribe

To unsubscribe simply click select the button from the subscription user's page.

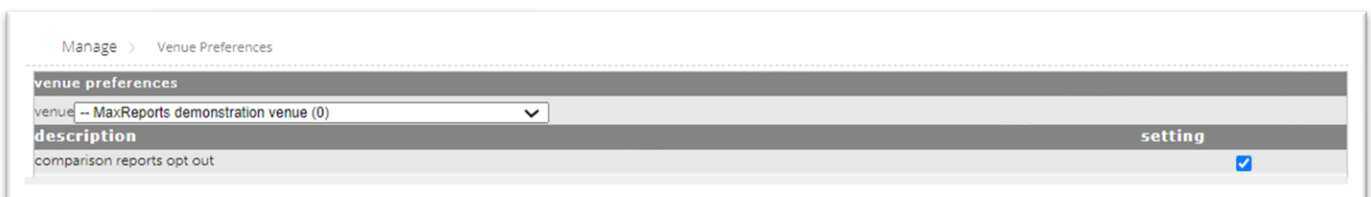
2.4 MAXReports

This can be accessed via the max.com.au via the Client Portals page and selecting MAX New South Wales. Login and under the Reports tab, select MAX Reports.



2.4.1 Comparison Report Option

A subscribed venue can choose to “opt out” by via *Manage > Venue Preferences* and ticking the checkbox accordingly.



2.4.2 How to use

In addition to filtering by date range, some reports allow you to compare your venue, game, and jackpot type performance with the entire MAX network or per region or per similar venue type and size.

When comparing your venue or games there are several comparison options:

- *Network*

The entire MAX Network (clubs and hotels combined);

- *Network Venue Type*

Clubs or Hotels. Can only compare to their own type.

- *Region*

All the sites in your region (Clubs and Hotels combined).

- *Peer*

Compare similar venues of your type and size.

network: Maxgaming - NSW
venue: All
date: weekly monthly
week from: 08/08/2022 to: 14/08/2022 week number: 32 month: July 2022
manufacturer: All
nomination: All
compare option: Network
Network
Network Venue Type
Network Venue Type in my Region

Note: This functionality only includes venues with an active subscription that have not opted out of comparison reports.

2.4.3 Summary of Reports available

The following advanced reports are available for viewing, exporting and/or printing.

- *Weekly New Games*

This report will alert venue managers to games recently installed throughout the network and which ones are popular based on turnover. This information will show how each game is tracking weekly over a snapshot period.

- *Network Game Comparison – Venue*

Compares the performance of your venue's machines with the average of other venues in the network.

- *Network Jackpot Comparison – Venue*

Compares the performance of your venue's jackpot link groups with other venues in the network.

- *Venue Performance Weekly ADT Comparison*

Based on the comparison criteria, this report compares the selected weekly period ADT to the collective ADT of clubs and/or hotels on the network.

- *Monthly Site Overview - Annual Turnover*

Shows the monthly turnover and revenue for the current month. This allows the user to see the performance of the site over recent months and for the same month last year.

- *Monthly Site Overview - Manufacturer Performance*

Illustrates how well each manufacturer is performing at the site based on % site compared to % turnover.

- *Venue Comparison*

Based on the comparison criteria this report compares the selected weekly period ADT to the collective ADT of clubs and/or hotels on the network.

- *Conversion Performance*

The Conversion Performance report identifies any machines that have had a game change for the period of the report. It compares the Average Daily Turnover (ADT) of the original game with the new game and expresses the change as a percentage of the original game ADT.

- *Denomination Utilisation*

Compares the performance of different denominations within your venue.

- *Custom EGM Group Performance*

EGM Grouping enables the reports user to create custom groups regardless of position, bank, floor, jackpot, or software installed on the EGM. These groups and devices are managed via Reports > EGM Group > Assignment/Maintenance. The process for setting up an EGM Group ready for reporting is:

- I. Create an EGM Group (EGM Group – Maintenance)
- II. Add EGM categories for the EGM Group. (EGM Group – Maintenance)
- III. Assign EGMs to categories within an EGM Group (EGM Group – Assignment). For example, EGM Group “Gaming Floor Area”, EGM Categories, indoors (upstairs), indoor (downstairs), Outdoors.

- *EGM Performance Analysis*

The report allows for a three-month comparison of Revenue and Turnover on each machine

- *Games Performance (RTP Validation)*

Details the Theoretical return to player percentage versus, actual return to player performance

- *Board Report*

A range of tables, charts, and trends within the venue to give a high-level breakdown of gaming machine performance.

- *Manufacturers Game Performance*

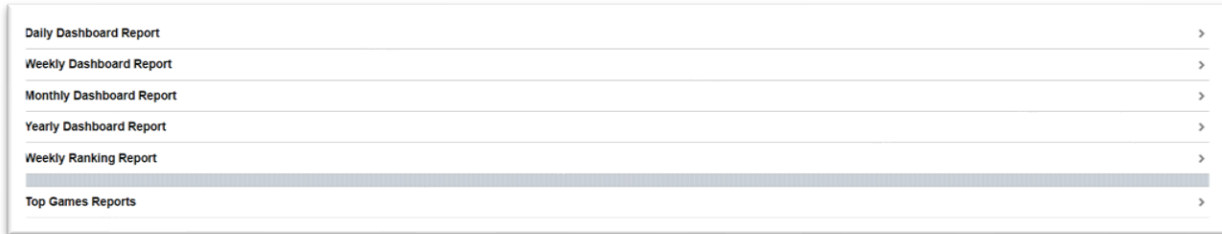
A weekly or monthly table of game turnover and revenue comparisons.

- *EGM Waterfall Chart*

A weekly or monthly chart of EGM movements, Turnover and Revenue compared to same time last year.

2.5 MAXmobile

A variety of reports, that display key performance analysis and can be accessed via the max.com.au via the Client Portals page and selecting MAXmobile New South Wales.



2.5.1 Summary of Reports available

- *Daily, Weekly, Monthly and Yearly Dashboard*

Known as dashboard reports has been developed to allow users Turnover and Revenue information on Daily, Weekly, Monthly, Yearly level.

Each report allows for benchmarking with other subscribed venues within MAX.

- *Weekly Ranking Report*

The report provides the ranking number of your venue in each category as well as the lists the top 25 highest performing subscribed venues based off the turnover for that week.

The report does not disclose any monetary figures.

- *Top Games Report*


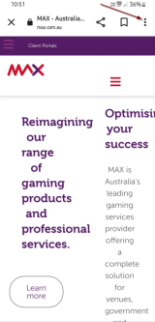
An overview of the Top Performing Games within your venue.

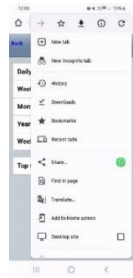
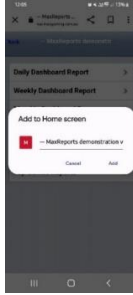

2.5.2 Shortcut on your Mobile

The user login mirrors your MAX Client Portal login.

- *Android*



Go to www.max.com.au and select Client Portals, MAXmobile New South Wales from your device.

Step	Instruction	Screenshot
1.	Using Google as your browser, click the  icon on the top right corner of your webpage.	

2.	Select the <i>Add to Home Screen</i> option from your web browser.	
3.	Click <i>Add</i> to confirm.	
4.	The landing page is now accessible from your device as an App icon.	

- *iPhone*

Go to www.max.com.au and select Client Portals, MAXmobile New South Wales from your device.

Step	Instruction	Screenshot
1.	Select the share icon.	
2.	Click <i>Add to Home Screen</i> .	
3.	The landing page is now accessible from your device as an App icon.	