

MAXsys

Venue User Guide



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1 About MAXsys




MAXsys provides an ecosystem through which you can access all your MAX applications.

Sign in via www.maxsys.com.au. The preferred web browser is Google Chrome.

2 Live View

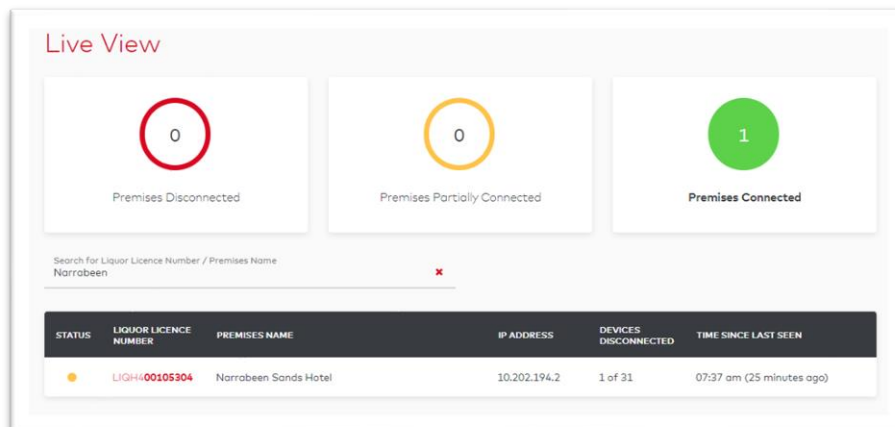
The *Live View* application provides an overview of the premises and device connectivity and is accessed via the  icon displayed on the left navigation bar.

A summary of a venues Electronic Gaming Machines (EGMs) and Link Progressive Jackpot Systems (LPJS) is displayed providing an overview of the device statuses.

-  Premises Partially Connected: Premises is communicating to the MAX host but not all the devices are connected
-  Premises/Devices disconnected: Premises is not communicating with the MAX host system
-  Premises Connected: Premises is communicating to the MAX host and all devices are connected

2.1.1 Device details

To see more information of individual devices, click the Liquor Licence Number (in red).




2.1.2 Filtering Connected/Disconnected

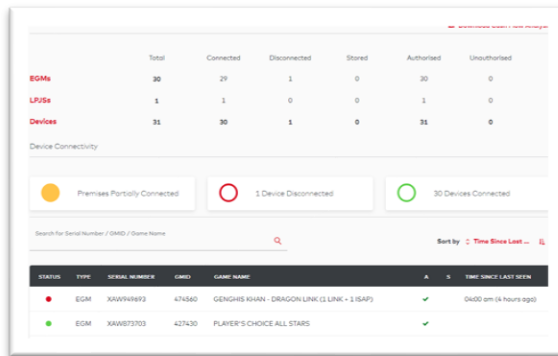
- To view a list of the Disconnected Premises/Devices only, click on the  icon.
- To view a list of Connected Premises/Devices only, click  icon.

Note: When the icon is filled in with its colour, this indicates that a filtered list of the devices is displayed.

2.1.3 Individual Premises/Device Search

- To search for a specific device using one of the following options: typing in the *Serial Number*, *GMID* number or *Game Name* on the line next to the  icon or by one of the *Sort by* options.

- **A** indicates if the device is authorised or unauthorised, **S** will indicate if the device is currently in storage.



3 Quickchange

3.1 Applications Overview

Easily manage gaming machine authorisations with the new Quickchange. Accessible via your MAXsys account by clicking the icon displayed on the left navigation bar.

3.1.1 Statuses

Symbol	Status	Action
	Draft	Overview Section is complete.
	Draft	Application drafted with errors.
	Pending Agreements	Work Items complete PLUS first Agreement is signed
	Pending Job Completion	All Agreements signed. Awaiting application date to pass.
	Authorised - Payment Required	Application Date has passed however, payment is outstanding.
	Authorised	Application Date has passed AND no outstanding payment due.
	Lapsed	Application is older than the maximum number of days allowed to complete it.

3.1.2 Fees

Payment can be made via credit card on the website or alternatively, an invoice can be generated upon request.

PAYG

A set fee applies to each configuration change within each venue application.

Configuration changes include:

- Installation of a gaming machine or progressive controller.
- Conversion of a gaming machine or progressive controller.
- Disposal of a gaming machine or progressive controller.
- Attachment of a gaming machine to a progressive controller.
- Detachment of a gaming machine from a progressive controller.

Annual Subscription

Through the purchase of an annual subscription to Quickchange, a venue can perform an unlimited number of gaming machine installations, conversions, disposals attachments and/or detachments within their venue during the period.

3.2 Venue Authorised Equipment List

This allows the user to view, export and/or print a list of all the Authorised Devices and their configuration information as at the current date.

4 Reports and Invoices

4.1 Reports

A suite of reports is available for MAXsys Venue Users at no cost.

- Annual Net Meter
- CMS Gaming Performance Statement
- CMS Monitoring Fee Calculation
- Daily Net Meter
- EGM Configuration
- Game Performance
- Progressive Meter Readings
- Suspicious Gaming Activity

Note: Advanced reporting is only available via <https://nsw.maxgaming.com.au/>

4.2 Invoices

The following invoices are available for viewing, downloading and/or printing,

- Gaming Invoice (DMS/MAX)
- Gaming Tax Invoice
- Invoice Detail
- Invoice Summary

4.3 Navigating Reports/Invoices

Sign in to the MAXsys website: maxsys.com.au MAXsys is best viewed using Chrome.

Step	Instruction	Screenshot
1.	Click on Reports from the left sidebar. Note: Invoices are also located under the Reports tab.	
2.	A list of available Reports for your venue will populate.	
3.	Reports can be filtered by their category i.e., <i>Invoice</i> . OR To search for a specific report by entering the partial/full report name on the line next to magnifying glass icon.	
4.	To open the desired report, click on the report name.	

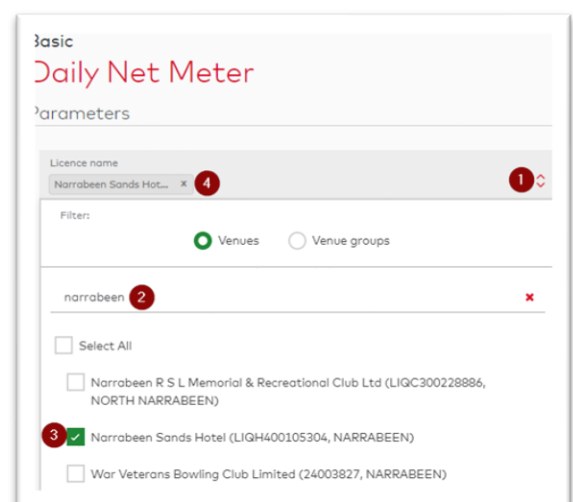
4.4 Parameters

4.4.1 Select Venue/s

There are various methods to search for and select the report data parameters depending on the type of report.

- Click on icon to display a list of options.
- Search for a specific option by typing the partial/full name or number on the line next to the icon.
- Select a specific option by clicking on the box next to it.
- The option selected will be displayed on the line above.

Note: In some reports, Venue Groups can be selected.



4.4.2 Date Range

Depending on the report, some reports will require a date range as input. A user can either select one of the predefined ranges or select their own customised range.

Instruction	Screenshot
<ul style="list-style-type: none"> Click on one of the options on the left to select a predefined range. <p>OR</p> <ul style="list-style-type: none"> Customise by selecting a date in the From (left) and To (right) box. 	

4.4.3 Advanced Filters

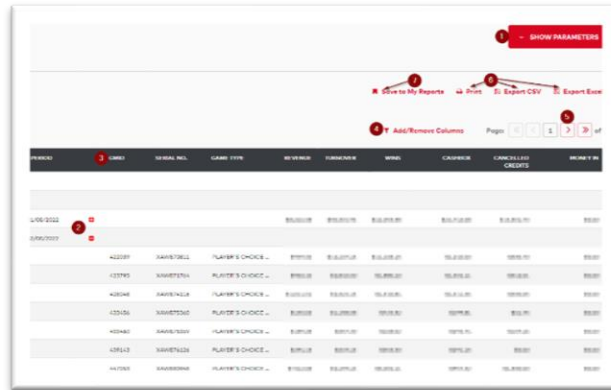
Reports including Suspicious Gaming Activity and ClubGRANTS may require Advanced Filters (Users with access to multiple Venues).

Step	Instruction	Screenshot
1.	Click on Reports from the left sidebar. Note: Invoices are also located under the Reports tab.	
2.	You can filter using a range of options from the drop downs as well as a free format text field to search	
3.	You can also Group By and Sort By using similar steps to above. Click the to edit.	
4.	Once the Filter values have been selected, Click the icon.	
5.	Select Apply .	

4.4.4 Viewing, Downloading or Printing

After your desired parameters have been selected, click **Run Report** icon.

The report will be displayed in a similar format to below.



1. To change the data parameters previously selected click on **SHOW PARAMETERS**. Refer to section 4 on how to select data parameters. Once the data parameters have been updated, click on **RUN REPORT**.
2. To expand or minimize particulars, use the + or – icons accordingly.
3. Click on the column heading to sort the column in ascending/descending order.
4. For example, to sort the **GMIID** from low to high, click on **GMIID**. The icon indicates the column has been sorted in ascending order. Click on **GMIID** again to sort in descending order. This can be done for any column.
5. To customise the report, click on **Add/Remove Columns** to display a list of the columns selected. To remove a column from the report, click on the green tick box next to the column name. All deselected columns are listed under **Available** and can be added back to the report by selecting the white box next to column name.
6. To sort multiple columns in ascending/descending order, hold down **Shift** and click on the next column.
7. To remove the sorting from any column, click on the column heading again until no icon next to the column-heading name is displayed.
 The arrow icons can be used to scroll left and right through the pages.
8. Click on **Export CSV** or **Export Excel** to export the report to a CSV or Excel document.
9. To display a pdf copy of the report ready for print, click on **Print**.
10. To save the parameters for a report, click **Save to My Reports**, enter a name, and click **Save**.

4.4.5 Terminology

TERM	DESCRIPTION
<i>Cancelled Credit</i>	Current cancelled credit meter. This is the cumulative total of all credits paid out by means of a "book payout" and/or a "ticket" since the last RAM Reset, Meter Rollover or since installation (whichever is the most recent event).
<i>Cash Box</i>	This is a cumulative total representing the monetary value of cash, which is deposited in any cashbox associated with the gaming machine. That is; coins and notes to cashbox since the last RAM Reset, Meter Rollover or since installation (whichever is the most recent event).
<i>Cash In</i>	Current cash in meter. This is the cumulative total representing the value of all cash (notes and coins) inserted and accepted by the gaming machine since the last RAM Reset, Meter Rollover or since installation (whichever is the most recent event).


<i>Cash Out</i>	Current cash out meter. This is the cumulative total representing the total value of all coins output from the gaming machine since the last RAM Reset, Meter Rollover or since installation (whichever is the most recent event).
<i>Credits</i>	Current credit meter. This meter represents the current accumulated credit balance that can be redeemed by the player. The credit meter is incremented at the same time as the cash in, money in or win meters and is decremented at the same time as the cash out or money out meters.
<i>Meter Increment</i>	Considers any RAM reset, meter rollovers, and configuration changes.

4.1 Help

For advice on analysis of figures or to report issues please contact MAX DMS NSW on 1800 307 551.

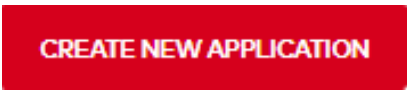
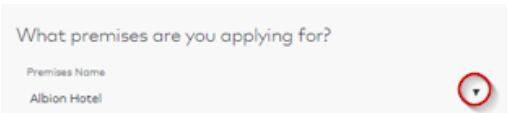
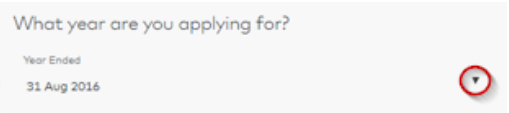
5 ClubGRANTS



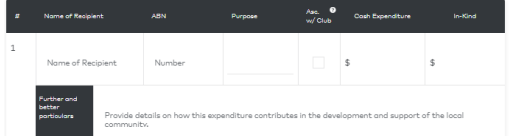
5.1 Access

Click on  icon located on the left navigation bar.

5.2 Create Application

5.2.1 Input Data

Step	Instruction	Screenshot
1.	Click Create New Application.	
2.	If you manage a single premises, your premises name will appear automatically. If you manage and have access to multiple premises, click on the dropdown arrow and select the required premises.	
3.	Click on the dropdown arrow and select your ClubGRANTS Tax Year, i.e., <i>Year Ended 31st August 2022</i> . Note: You can only have one submission per premises for each ClubGRANTS financial year unless the Regulator specifies a resubmission. If a submission for a premises for the current year has been created, you will not be able to see that year in the dropdown menu.	

4.	Click Start Application.	
5.	<p>Decipher whether the expenditure falls under Category One or Two.</p> <p>Enter the following:</p> <ul style="list-style-type: none"> • <i>Name of the Recipient</i> • <i>ABN number (if applicable)</i> • Select from the drop-down <i>Purpose</i> option • Click the <i>LC Rec.</i> box if the funding is in accordance with the Local Committee’s recommendations or social expenditure priorities or your LGA. • Enter Cash expenditure value and/or a non-cash expenditure in the <i>In-Kind</i> field. • Enter the details for justification in the free format <i>Further and better particulars</i> box. <p>You can delete a row by clicking on the  icon.</p> <p>To add an additional recipient, click on +Add Item.</p>	

Note: A **RUNNING TOTALS** table is displayed on the right-hand side of the page. This displays subtotals of input data as it gets entered.

5.2.2 Calculation of required ClubGRANTS

See below example of a Club’s Gaming Profits for each quarter year ended August 2021 and a breakdown of the expenditure required for each category.

The threshold is set to \$1,000,000.00 (The ClubGRANTS scheme applies to profits over a \$1 million).

Total Profit less Threshold is the balance of the Gaming Machine Profits, minus the threshold. This figure is required to calculate the minimum expenditure for category one and category two.

- Total profit = Q1+ Q2 + Q3+ Q4 = \$6,557,105.70
- Total Profit less Threshold = \$6,557,105.70 - \$1,000,000.00 = \$5,557,105.70

Calculation of required ClubGRANTS			
Premises Profit			
DESCRIPTION	GAMING MACHINE PROFIT		
3 Months to August 2021	\$1,225,753.04		
3 Months to May 2021	\$1,677,522.93		
3 Months to February 2021	\$1,669,069.55		
3 Months to November 2020			
Total Profit			
Less Threshold	\$1,000,000.00		
Total Profit Less Threshold	\$5,557,105.70		
In-Kind Percentage Limit 20%			
	CATEGORY 1	CATEGORY 2	TOTAL
Minimum Expenditure Required	\$41,678.29	\$61,128.16	\$102,806.45
Cash Expenditure	\$43,100.00	\$94,425.00	\$137,525.00
In-Kind Expenditure	\$0.00	\$12,818.06	\$12,818.06
Estimated ClubGRANTS Assessment	\$41,678.29	\$61,128.16	\$102,806.45
Estimated Shortfall / Additional Tax	\$0.00	\$0.00	\$0.00

Note: The fourth quarter profit will only reflect in the calculation AFTER 4th September.

5.2.3 Approved Secretary Statement

A signed declaration is required to be uploaded and submitted for approval.

Upload Files

Approved Secretary Statement Please upload the Secretary Statement 📎 Upload File

Other Documents 📎 Upload Other Document

FM2021

Approved club Secretary's statement and declaration

Liquor & Gaming NSW

Before you complete this form

What this form is for
This declaration must be signed by the club's Secretary/Manager when claiming donations and expenditure made towards community development and support projects and services as eligible for rebates under the CuoGRANTS Scheme for a specific club gaming tax year.
A club lists the donations and expenditure made towards specific community development and support projects and services as eligible under the CuoGRANTS Scheme for a specific club gaming tax year.

How to lodge this form

To be uploaded as part of your CuoGRANTS returns in the Liquor & Gaming NSW CuoGRANTS Portal.

Need more information?

liquorandgaming.nsw.gov.au
assurance@lga.nsw.gov.au
liquorandgaming.nsw.gov.au
1300 024 720

Declaration

I, Mr Ms Mrs Miss Other

Given name

Middle name

Family name

of (street address)

Suburb/town/village

State Postcode

2. My contact details are

Daytime phone

Email

do solemnly and sincerely declare as follows:

1. I am the approved Secretary of the following club

Name of Club

Premises number

Street address

Suburb/town/village

State Postcode

9. In the tax year ended 31 August YYYY the Club:

Approved Secretary's Statement

(a) made donations to specific Community Welfare, Community Development, Social Services and Employment Assistance activities as set out on the attached Category 1 listing;

(b) made donations to other CuoGRANTS activities as set out on the attached Category 2 listings.

4. The club holds documents, as tabled at each Board meeting at which the Directors approved donations, which provide satisfactory evidence of the donations made and the category classification to which each belongs.

5. Each recipient of a donation has undertaken to provide to the club a written report confirming the purpose or project to which the expenditure was applied.

6. The club has not made any donation in this tax year to any previous recipient who/which has failed to provide a report on any previous donation.

7. The club agrees to maintain appropriate records relating to the CuoGRANTS scheme in accordance with the audit guidelines issued by the independent Liquor & Gaming Authority.

8. A signed copy of this document will be held by the club for the next five years.

9. The club agrees that any of the information submitted may be made publicly available and has made every attempt to publicise the programs, projects or services for which funding has been provided by the club.

10. The club agrees that all information submitted is correct and acknowledges that penalties apply for supplying false or misleading information, pursuant to section 95 of the Gaming and Liquor Administration Act 2007.

Note: Penalties may be imposed for providing false or misleading information.

Declared at

in the state of New South Wales on

Date

before me:

Justice of the Peace name

Justice of the Peace number

Signature of Justice of the Peace

Date

Signature of approved Secretary

Date

5.2.4 Application Statuses

Status	Description	Action
●	Draft Application	Application is in progress and can be amended prior to submission. Edit and view the application.
●	Application Submitted	View the submitted application. Awaiting L&G NSW review.
●	Review in Progress	L&G NSW have received submitted application.
●	Assessed	Application approved by L&G NSW. Application can be viewed.
●	Requires Resubmission	L&G NSW has reviewed the application and further information is required from the venue.

6 Admin

Users can be managed in the  application if they have the privileges associated with their role.

6.1 Initial Onboarding by DMS

DMS can onboard any Approved Manager/ Licensee as an Administrator for a Club/Hotel via the MAX Application process.

6.2 Creating other Venue Users

The Administrator can onboard any new users and Assign Roles and Privileges accordingly. Each Entity is responsible for managing their own users and control their access accordingly.

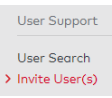
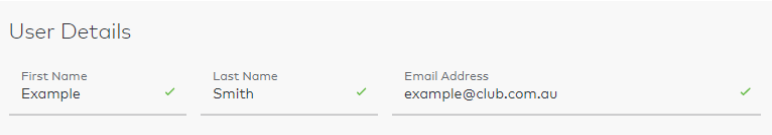
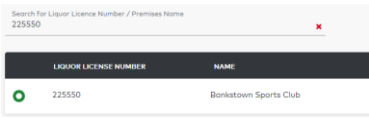
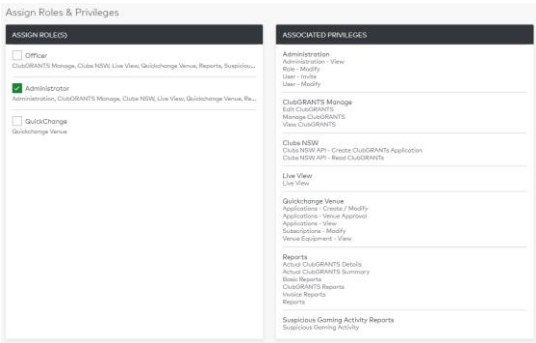
An Administrator User should have access to the following privileges within their role.

- Administration
- Live View
- Quickchange
- Reports

In addition to above, a **Club Administrator User** will also have

- ClubGRANTS

6.2.1 Invite User(s)

Step	Instruction	Screenshot
1.	Under User Support, select <i>Invite User(s)</i> .	
2.	Input the following details: <ul style="list-style-type: none"> • First Name • Last Name • Email address 	
3.	Select the Entity/Venue	
4.	See Associated Privileges and Assign Role accordingly.	

5.	Click <i>Send Invitation</i> .	
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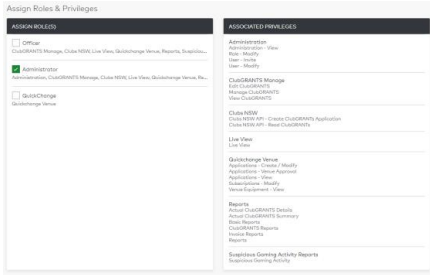

Note: Venue Administrator users can create additional Roles and customise Associated Privileges using *Manage Roles* in the Admin tab.

6.2.2 Manage Existing Users


A user's access and visibility can be managed through the roles assigned to each user. To make changes to the role(s) allocated to an individual user, select the *Manage Users* sub-menu.

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

Update a Role

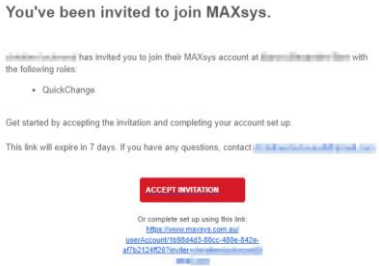
Step	Instruction	Screenshot
1.	To view or make changes to a user's profile, click on the username highlighted in red.	
2.	Select the role and see associated privileges you would like to assign to the user.	
3.	Click <i>Save Changes</i> to update accordingly.	

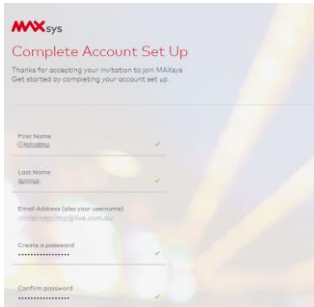


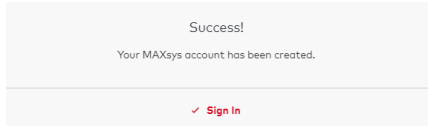
Delete a User

To delete a User, click  **Delete** located next to the user's profile.

6.2.3 Accept Invite

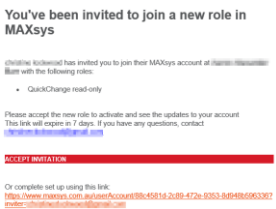


New User

Step	Instruction	Screenshot
1.	The invitee will receive an email and can click on <i>Accept Invitation</i> or use the link to confirm.	

2.	<p>If the user does not have an existing account, they will be prompted to <i>Complete Account Set Up</i> by creating a password.</p> <p>Note: The password must be a minimum of 12 characters, contain at least 1 digit, 1 uppercase, 1 lowercase and 1 special character</p>	
3.	Review and tick the box to <i>Accept the Terms and Conditions</i> .	
4.	Click <i>Create Account</i> .	
5.	You will receive a confirmation on the screen, and you can proceed by clicking the <i>Sign In</i> button.	

Existing User

If the users email address has already been set up in the system, they will receive an email to accept a new role/ entity.

Step	Instruction	Screenshot
1.	If the users email address already exists on maxsys.com.au, they will receive an email to <i>join a new role in MAXsys</i> .	
2.	Review and tick the box to accept the <i>Terms and Conditions</i> .	
3.	Click <i>Accept New Role</i> .	
4.	<p>You will receive a confirmation on the screen, and you can proceed by clicking the <i>Sign In</i> button.</p> <p>Your profile will update with your additional roles.</p>	