



Player Merge User Guide

ARISTOCRAT GAMING™

This document contains confidential information that is proprietary to Aristocrat Technologies Australia Pty Ltd., its parents, affiliates, and subsidiaries. It may not be copied or disclosed to unauthorized parties.
©2024 Aristocrat Technologies Australia Pty Ltd. All rights reserved.

Table of Content

Proprietary Copyright Notice

Tips for Using this Document

Getting Started

Overview

What's New

Additional Information

Log In

User Group Permissions

Performing Merge and Unmerge

Merge Process Flow

Unmerge Process Flow

Configurations of the Unimerge Process

Logging Activities

Performing a Single Merge

Performing a Mass Merge

Performing an Unmerge

Viewing Records

Viewing Merged Records

Viewing Unmerged Records

Viewing Failed Merge Records

Unimerge Business Rules

Business Rules

Account Balances

Bucket Awards Tab

Casino Barred Restrictions

Earnings Tab

Offers Tab

Player Functions

Player Info Tab

Player Transactions Tab

Running Balances Tab

Trips Tab

Tier History Tab

Tier Points Earnings Tab

Universal Promo Transactions Tab

Reports

Failed Merges and Unmerges Report

This document contains confidential information that is proprietary to Aristocrat Technologies Australia Pty Ltd., its parents, affiliates, and subsidiaries. It may not be copied or disclosed to unauthorized parties.

©2024 Aristocrat Technologies Australia Pty Ltd. All rights reserved.

Proprietary Copyright Notice

This document is intended for the sole use of Aristocrat Technologies, Australia Pty Ltd., its parents, affiliates, and subsidiaries (collectively, "Aristocrat"). This document may also be used by development partners of Aristocrat who have an Aristocrat-approved and fully-executed Non-Disclosure Agreement (NDA). This document, in whole or in part, may be provided to gaming regulatory agencies or attorneys as an evaluation and/or information tool.

Functional specifications are not to be distributed, in whole or in part, to Aristocrat customers or potential customers without prior written approval from Aristocrat Legal.

The information contained in this document is proprietary, confidential, and protected by copyright and the software license agreement. The material contained herein constitutes in whole or in part trade secrets of Aristocrat and must remain confidential. No part may be copied, reproduced, or disseminated by anyone, in any form or by any means, in any media, except in accordance with the terms of the software license agreement. Aristocrat reserves all rights in the materials or other work described in these documents. Any violation of these prohibitions may result in revocation or other limitation of the software license agreement, or legal action, as appropriate.

While all reasonable efforts have been made to ensure the accuracy of the information contained in this document, Aristocrat assumes no responsibility and disclaims all liability for any errors or omissions that may be contained herein. As design changes are made in the software, firmware, hardware, interfaces, and communication protocols used, parts of this document may become obsolete until a subsequent revision to this document is released by Aristocrat Engineering.

The trademarks of Aristocrat, its parents, affiliates, and subsidiaries (Aristocrat) may be used only with written permission from Aristocrat. Any questions or concerns regarding proper trademark use should be forwarded to Aristocrat Legal - IP. Third-party names and brands should be claimed as the property of their owners.

Aristocrat products are protected by patents. For a full list of Aristocrat patents, please check with your local Patent Office.

©2024 Aristocrat Technologies, Australia Pty Ltd. All rights reserved.

TRADEMARKS

ARISTOCRAT and Aristocrat game names, features, and products mentioned in this document are trademarks of Aristocrat Technologies, Australia Pty Ltd.

Third Party Marks Mentioned

All third-party brand names and product names used in this document are trademarks or trade names of the respective holders.

Open Source Software

In some instances, ATA uses Open Source Software that is distributed, without limitation, under any one or more of the following licenses: GNU GPL or BSD. In such instances, the following language shall also apply:

©2024 Aristocrat Technologies, Australia Pty Ltd. All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

- Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
- Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT HOLDER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, CONFIDENTIALITY, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

©2024 Aristocrat Technologies Australia Pty Ltd. All rights reserved.

DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Revision History

Document/Revision	Date	Description of Change
20-01608-00	16 May 2024	Initial release

Tips for Using this Document

This document contains the following conventions to enhance readability.

Convention	Description
Bold	Bold text indicates buttons, fields, options, menus, messages, windows, and screens.
<i>Italics</i>	Italic text indicates references to figures, sections, and supplemental documents; entries you must type exactly as written; and words that require emphasis.
Courier new	Courier new font indicates code, file names, directories, and paths.
SMALL CAPS BOLD	Small caps with bold text indicates keyboard strokes. A plus sign (+) between the keys (for example, CTRL+ENTER) indicates keystrokes requiring you to press two keys simultaneously.
[Brackets]	Square brackets indicate placeholder text you must replace with correct information. For example, in the following directory path, replace [serial number] with the correct EGM serial number: L:\files\EGM_[serial number].
>	An arrow indicates a menu choice. For example, to select the Open option from the File menu, select File > Open .

The following symbols indicate special information:

	WARNING: This symbol indicates a warning for an operating procedure or maintenance practice which, if not correctly followed, could result in <i>life-threatening</i> injury. In most cases, this symbol pertains to gaming machinery and electronics.
	CAUTION: This symbol indicates a warning or caution that contains critical information. When the information pertains to gaming machinery and electronics, this symbol also indicates equipment damage may occur.
	Note: This symbol indicates an important operating procedure, maintenance practice, condition, or additional information.
	Administrator: This symbol indicates information related to the Administrator™ program. This symbol also indicates additional information related to administrative permissions.
	ESD: This symbol indicates you must take precautions for handling electrostatic devices to avoid component failure or reduced performance.

This document contains confidential information that is proprietary to Aristocrat Technologies Australia Pty Ltd.,

its parents, affiliates, and subsidiaries. It may not be copied or disclosed to unauthorized parties.

©2024 Aristocrat Technologies Australia Pty Ltd. All rights reserved.

Getting Started

Overview

The Oasis Loyalty™ **Unimerge** application enables you to perform a single merge, mass merge, and unmerge player's accounts.

The Player Merge feature is used to merge player's accounts enrolled with different player IDs, allowing players to handle all their offers and awards with a single account. The user can unmerge the merged player so that players can independently card in and play at properties.

The unimerge application displays the victim account and the survivor account. The victim account shares all the details with the survivor account to be merged. The survivor account receives all the details from the victim account when the merge is performed.

What's New

This section lists the following updates available in the document:

- Added *Casino Barred Restriction* business rules.
- Added *Address sanitization* business rules.

Additional Information

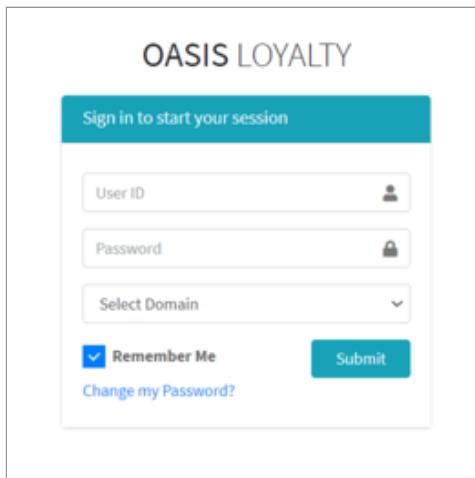
Refer to *Oasis Loyalty v15.x Documents (ATI document 22-00303)* for a comprehensive list of all documents relevant to this version.

Log In

Follow these steps to log into the Web App:

1. In the browser, enter the Web App URL.
2. Press **Enter**.

The Web App **LOG IN** page is displayed.



3. Enter your Active Directory **User ID** and **Password**.

Note: To change the password, click the **Change my Password?** link.

4. Select the **Domain** from the list.

Note: You can select the **Remember Me** check box to auto-populate the User ID and Domain on the next login.

5. Click **Submit**.

On successful login, the Web App home page is displayed.

User Group Permissions

You should have the following permissions from the Web App to merge and unmerge the player accounts using the Oasis Loyalty™ Unimerge application:

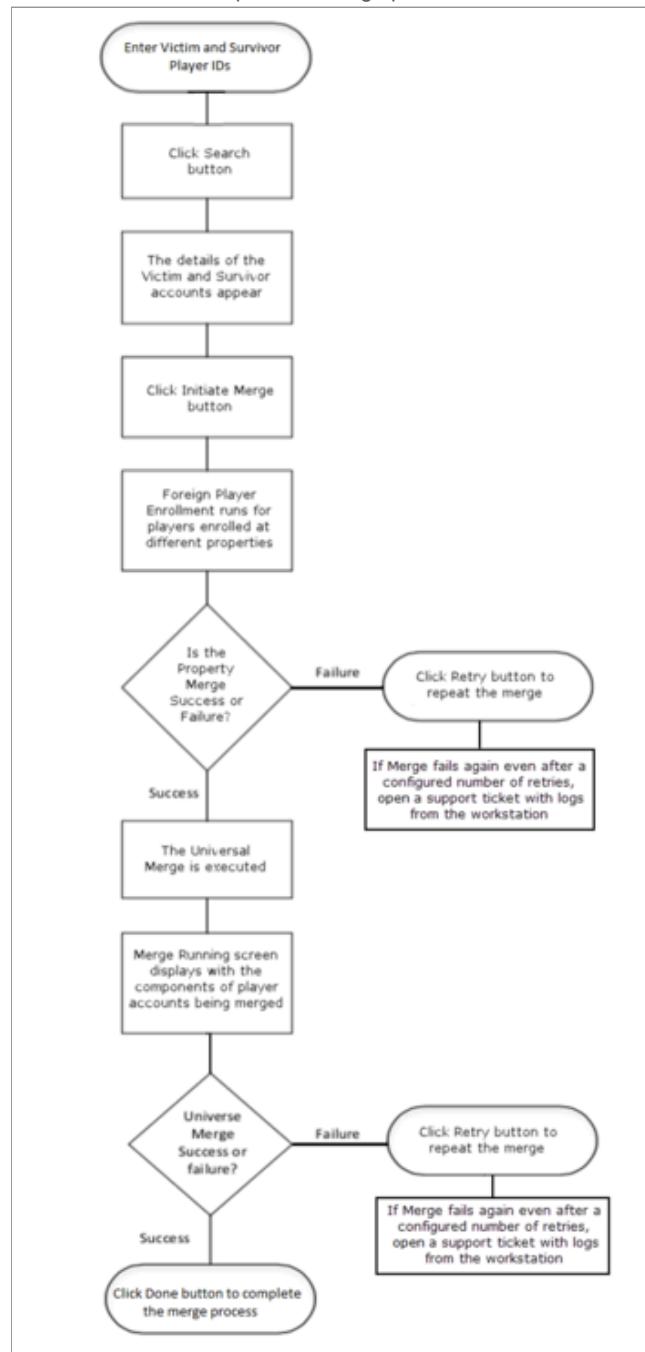
Permission	Explanation
MERGEACTION	To initiate a player merge for two players located in the Universe.
MERGECMSCREDITACCOUNT	To merge and unmerge the credit/credit limited accounts.
MERGEDAPACCOUNT	To merge Disassociated Player (DAP) accounts.
MERGEINQUIRY	To initiate a merge inquiry for two players located in the Universe.
MERGEMASSOPERATION	To initiate a player merge for multiple players located in the Universe.
MERGEVIEWALLOPERATIONS <small>This document contains confidential information that is proprietary to Aristocrat Technologies Australia Pty Ltd., its parents, affiliates, and subsidiaries. It may not be copied or disclosed to unauthorized parties.</small>	<small>To view and retry operations initiated by a user.</small>

Permission	Explanation
REPORTFAILEDMERGEUNMERGE	To view the failed merged and unmerged Report.
REPORTMERGEUNMERGE	To view the merged and unmerged Player Report.
UNMERGEOPERATION	To initiate a player unmerge located in the Universe.
WALLETMERGE	To merge player with a wallet.

Performing Merge and Unmerge

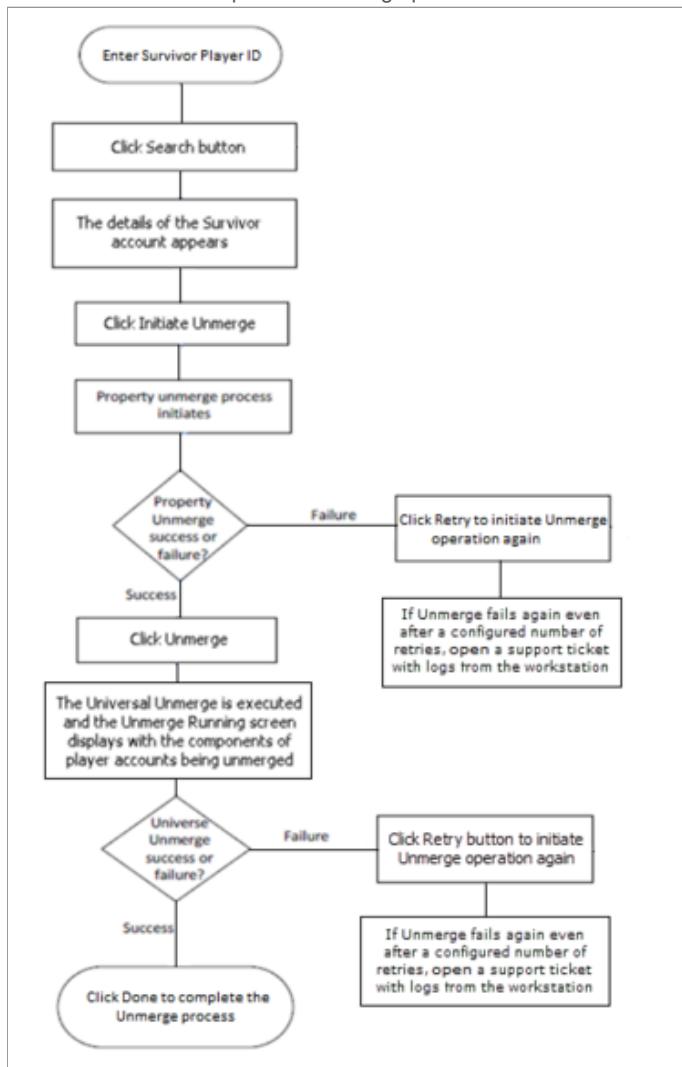
Merge Process Flow

The below flowchart depicts the merge process flow:



Unmerge Process Flow

The below flowchart depicts the unmerge process flow:



Configurations of the Unimerge Process

The following configurations are involved in the process of Unimerge:

- **MaximumManualRetryForUnimerge:** The manual retry count for the Unimerge service.
- **SendStopCodeFromUnimerge:** The values Y or N state whether the Stop Code has to be sent for victim to respective properties.
- **UnimergeService:** All Unimerge Service Engine definitions defined in **Unimerge** application, details of Unimerge instances stored in the "UC_X_ConfigDetail" table.
- **UniversalmergeOnly:** It is used while merging two players. It will perform a universal merge only if the value is set to Y.

Note: The "UC_X_Property" table contains a column ForeignEnrollmentRestricted that determines whether or not foreign enrollment will be transferred to that property during a player merge.

Logging Activities

Local logging of merge and unmerge activities provides details of any issues that may arise during the merge and unmerge process. Log creation is auto-enabled during **Unimerge** application installation, and logs are stored locally at the installation location of the application.

For example, if a user provides Aristocrat as the folder name during installation, then the location of the log file will be C:\Aristocrat.OasisLoyalty.Logs\Oasis Loyalty Unimerge, or C:\Aristocrat.OasisLoyalty.Logs\Oasis Loyalty UnimergeService.

For any support tickets related to Unimerge, ATI requires posting the log file with the ticket.

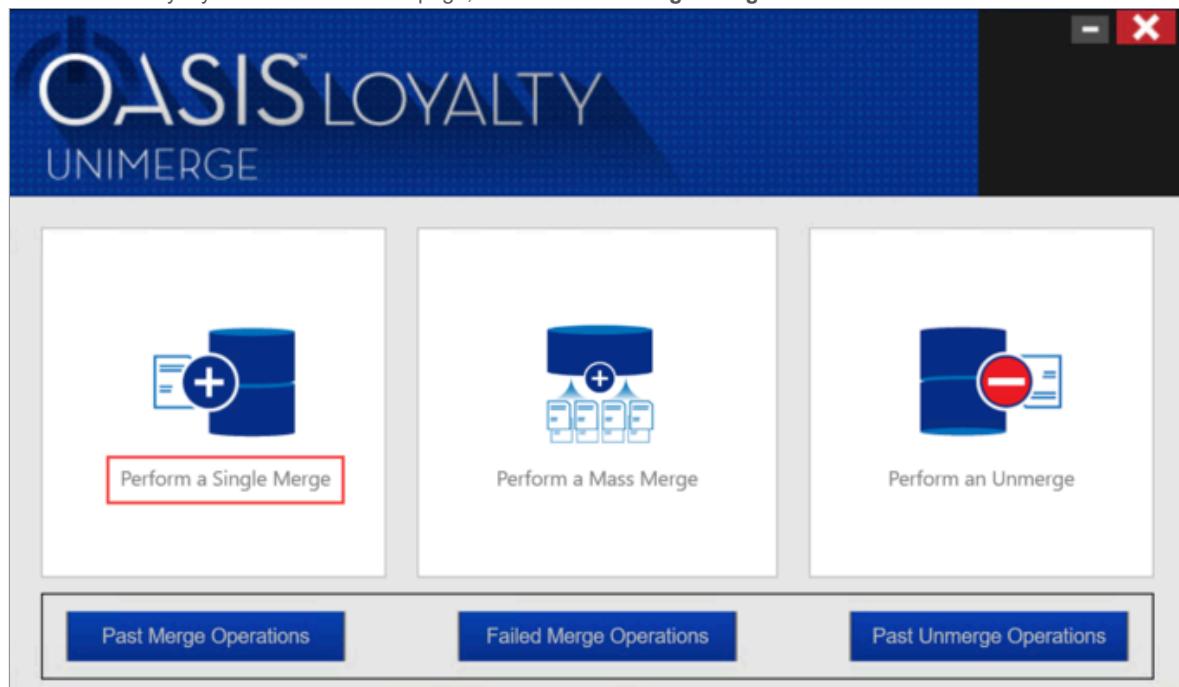
Note: To prevent any loss of logged data, it is highly advisable to promptly open the log file upon detecting an issue.

Performing a Single Merge

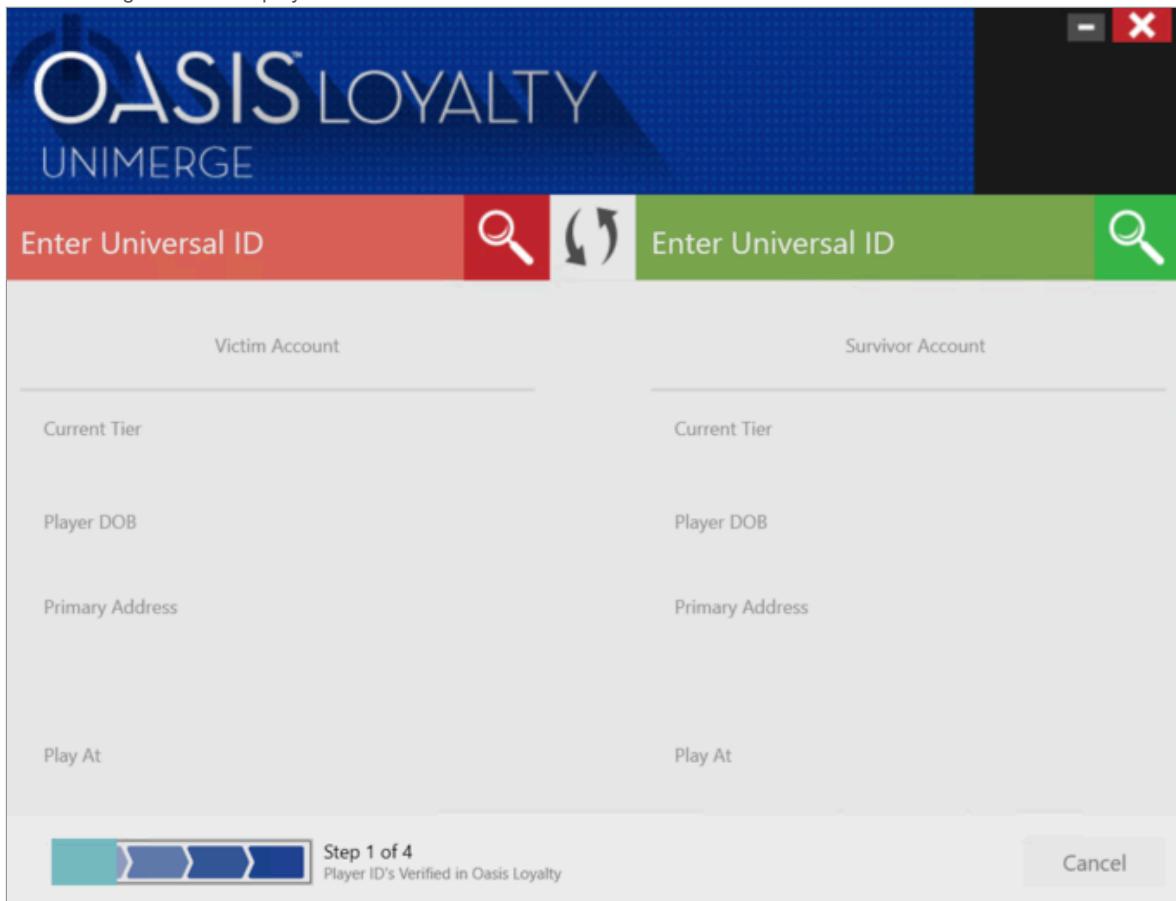
Single Merge enables you to merge a victim account with a survivor account. You can only merge up to one account at a time.

Follow these steps to perform a single merge:

1. On the Oasis Loyalty™ **UNIMERGE** homepage, click **Perform a Single Merge**.



The following screen is displayed:



2. Enter the Universal ID of the victim account in the red search box and click the **Search** icon.

The following details of the victim account are populated:

- Player Name
- Current Tier Name and Card Image
- Player Date of Birth
- Primary Address
- Properties where the players have played

Note: If an account is not found, the Oasis Loyalty™ Unimerge application prompts the user to re-enter the ID.

3. Enter the Universal ID of the survivor account in the green search box.

The following details of the survivor account are populated:

- Player Name
- Current Tier Name and Card Image
- Player Date of Birth
- Primary Address
- Properties where the players have played

You cannot initiate a merge process if:

- The Universal ID does not exist in the system.
- The survivor is a victim of another player merge operation.
- Gender is missing.
- The tier is expired.
- The identical account has already been merged.
- Properties are not online.
- Victim and survivor are the same players.
- Required permissions are missing.
- Invalid player for which merge is restricted.
- The player has frozen buckets.
- The player has pending merges.

Note: The progress bar on the lower-left corner of the screen displays the current status of the merge.



4. Click **Initiate Merge**.

The screenshot shows the OASIS LOYALTY UNIMERGE application. At the top, it displays two player IDs: CX000897427 on the left and CX000897428 on the right. Below the IDs are search icons. The main area is divided into two sections: "Victim Account" (left) and "Survivor Account" (right). Both sections show identical data for each player:

- Current Tier:** Copper (with a thumbnail image)
- Player DOB:** 01/01/1980 (Victim) / 03/02/1978 (Survivor)
- Primary Address:** Test Address Line 1, Test Address Line 2, Alberta AK 110006 (for both)
- Play At:** Pala Casino (for both)

At the bottom of the screen, a progress bar indicates "Step 1 of 4" and "Player ID's Verified in Oasis Loyalty". On the far right, there are "Initiate Merge" and "Cancel" buttons. The "Initiate Merge" button is highlighted with a red border.

If the survivor and victim players are enrolled at different properties, then Foreign Player Enrollment for the survivor account is executed. The foreign enrollment of the survivor is done on the property where the victim has played. The **StopCode** configuration decides whether a stop code needs to be sent for the victim player on properties where a

Property Merge request was not sent. If the StopCode configuration (**SendStopCodeFromUnimerge**) is marked as Y, the Unimerge application will send the stop code request for the victim player on the properties where the property merge did not happen.

For example, if the merge is initiated for the victim player enrolled at property 1 and the survivor player is enrolled at property 2, then the enrollment of the survivor player at property 1 is called **Foreign Player Enrollment**. If there are a total of 5 properties connected to the Universe, and the merge is initiated for the victim player from property 1, and the survivor player from property 2, then the property merge message will be sent to property 1 and property 2. For the remaining 3 properties, **StopCode** will be sent to restrict the victim player from performing any transactions.

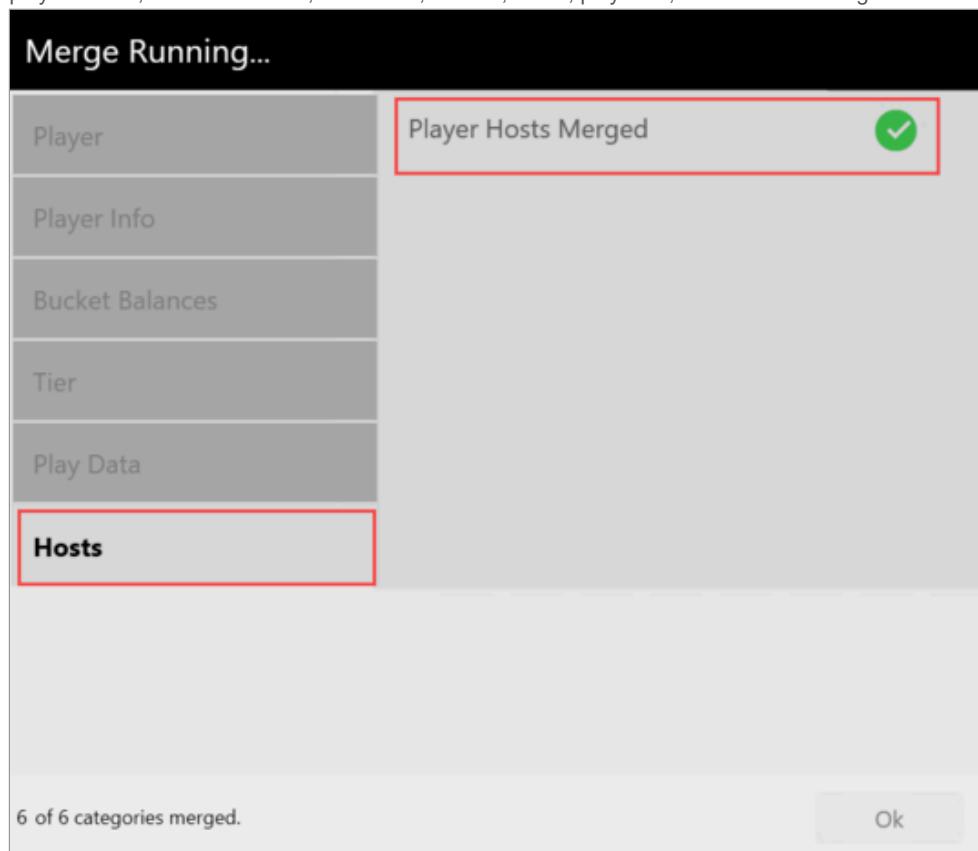
Note: If necessary, click **Cancel** to stop the ongoing merge operation, and it directs to the Single Merge screen.

After the successful Foreign Player Enrollment, the Property Merge is executed.

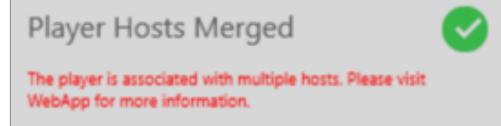
Note: If the Property Merge fails, the **Retry** button is displayed to repeat the merge. On the successful execution of Property Merge, the Universal Merge is executed.

Note: The **Retry** button is available a maximum of three times based on the **MaximumManualRetryForUnimerge** configuration.

The **Merge Running** screen displays all the components of the player accounts that are being merged. In general, basic player details, bucket balances, tier details, awards, offers, play data, and hosts are merged.



Note: For multiple hosts, the message "The player is associated with multiple hosts. Please visit Web App for more information." is displayed.



Note:

- The **Unimerge** application displays only the tabs of features used by the property. It displays the property specific name for buckets and tiers. You can click any category tabs to verify a successful merge of the constituting elements.
- A **Retry** button is available for the Universal Merge failure. For more information, see [Viewing Failed Merge Records](#).
- A green check mark shows the successful merge for that feature. If the merge is unsuccessful, open the log file stored locally with the application. If the merge is still unsuccessful even after retrying, open a ticket with the ATI helpdesk for evaluation.

5. Click **OK**.

The Universal Merge process is completed for a single merge.

Note:

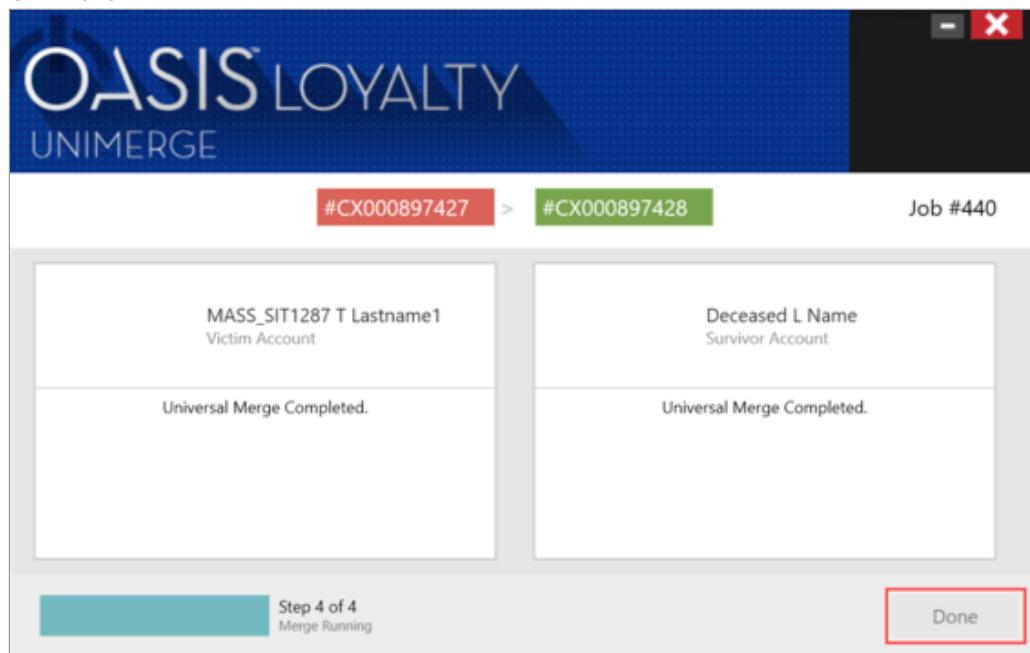
- The victim's player dashboard in the Web App displays the **Me** flag after the Universal Merge. You can view the survivor's player dashboard by clicking the **Me** flag.

A screenshot of a player dashboard for "Brian A N". The dashboard includes fields for Player ID (PS000000363 MRG), DOB (10/5/1984), Member Since (9/6/2023), Enrolled At (Property 2), Enrollment Type (Standard), Current Tier (View Tier Details), Tier Points (0), Points to Retain Tier (0 by 9/6/2023), Points to Earn Next Tier (5 Points by 9/6/2023), Occupation, and a placeholder image area labeled "No Image Found". At the bottom right, there are buttons for Reprint Card, Add PIN, Edit Contact Info, and a blue "Me" button, which is highlighted with a red box.

- The player dashboard displays the **MR** flag if a Universal Merge or Unmerge fails and an error is displayed on hovering over the Flag.
- The player dashboard displays the **MR** flag if the players are partially merged. The overall status of the merge will display as Failed, and it will be removed once players are marked as merged successfully.

This document contains confidential information that is proprietary to Aristocrat Technologies Australia Pty Ltd., its parents, affiliates, and subsidiaries. It may not be copied or disclosed to unauthorized parties.

6. Click **Done**.



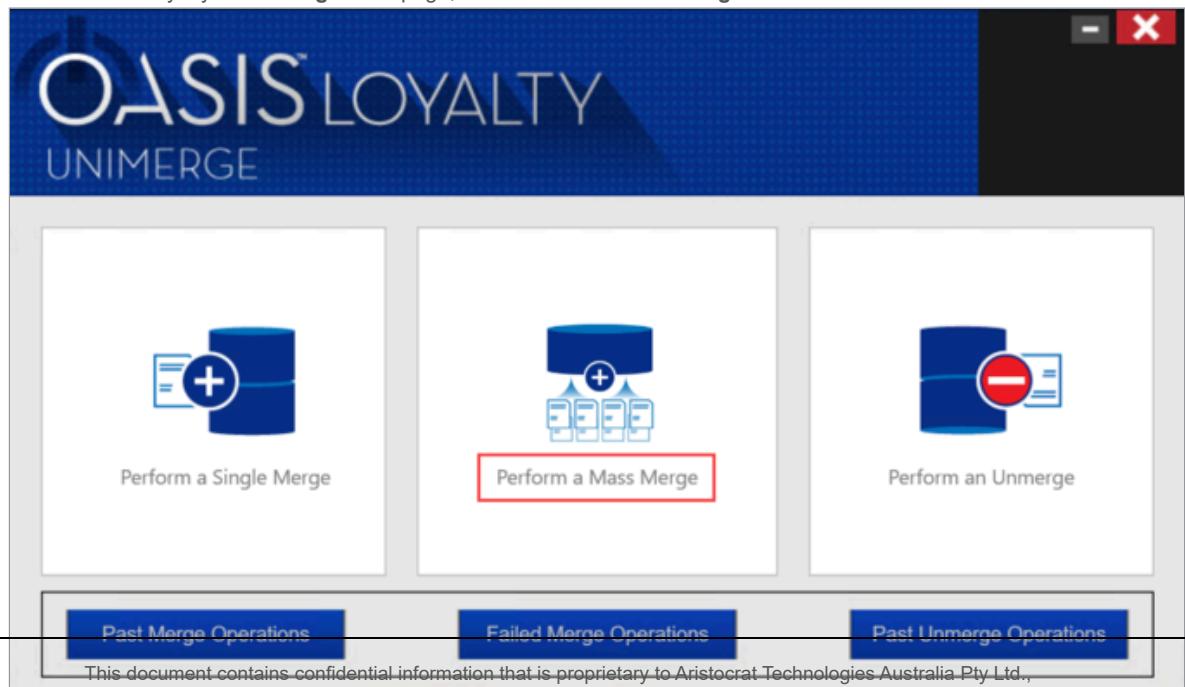
The **Unimerge** application home screen is displayed.

Performing a Mass Merge

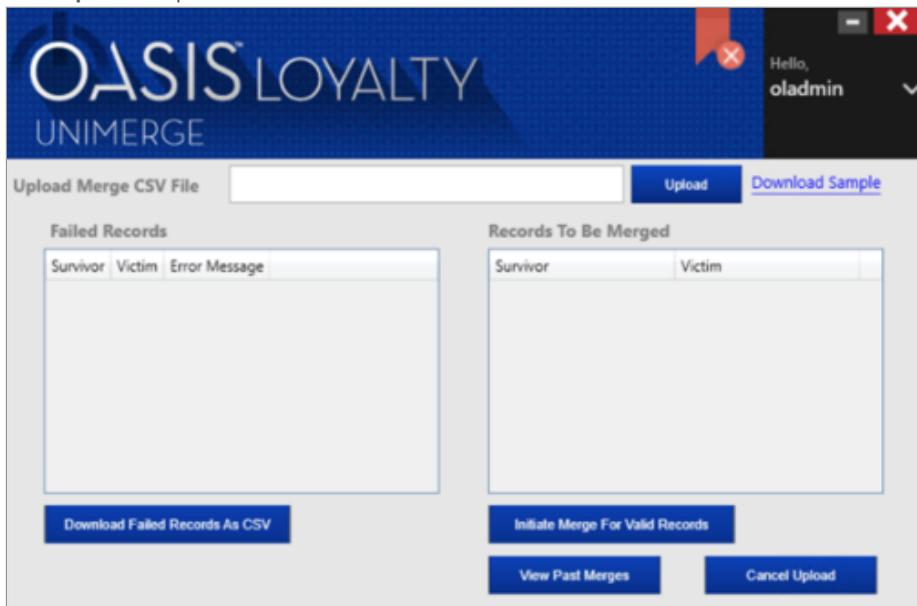
Mass Merge feature enables you to merge multiple player accounts simultaneously. The Universal IDs for victim and survivor accounts are uploaded as a CSV file for merging the accounts.

Follow these steps to perform a mass merge:

1. On the Oasis Loyalty™ Unimerge homepage, click **Perform a Mass Merge**.



2. Click **Upload** to upload a CSV file.



3. Select the CSV file to import the player accounts.

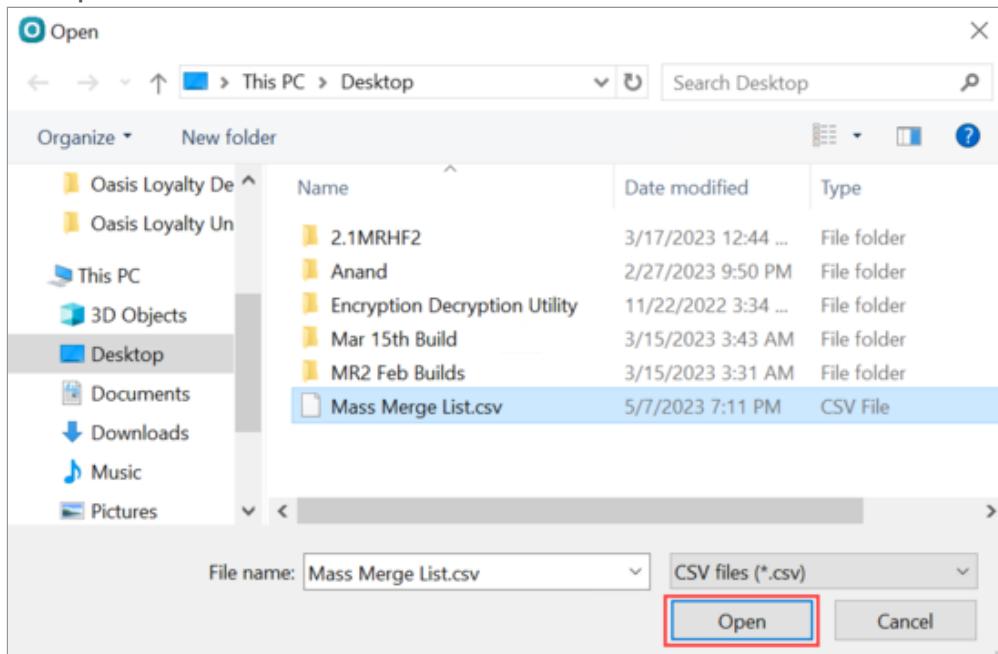
Follow the below guidelines while adding players in the Excel file:

- Victim and survivor players linked with each other must not be added.
- Duplicate victims must not be added.
- The survivor must not be added as a victim.
- The victim must not be added as a survivor.

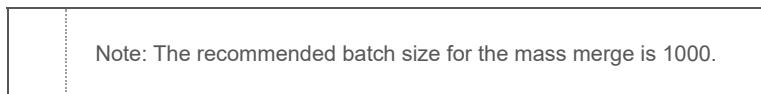
Note: The **Download Sample** file provides the format specifications of the mass merge list.

Survivor	Victim
AO770000627	AO770000489
AO770000490	AO770000492
AO770000493	AO770000494
AO770000495	MC000000008
CX000897413	CX000897414

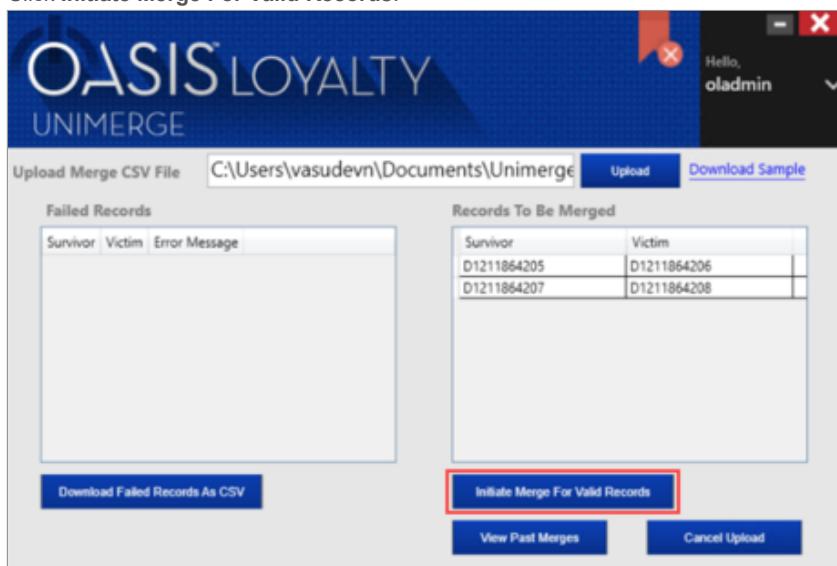
4. Click Open.



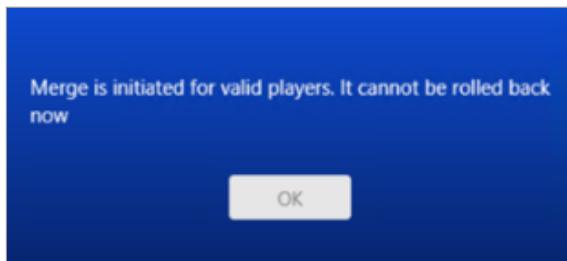
The path of the file name is displayed in the **Upload Merge CSV File** field.



5. Click **Initiate Merge For Valid Records**.



The following message is displayed to confirm merge initiation.



Note: The **Records To Be Merged** pane displays the valid records for merged player accounts. The **Failed Records** pane displays the invalid survivor and victim accounts. The Error Message column displays the reason for the merge failure. You can download the failed records by clicking **Download Failed Records As CSV**.

Note: If necessary, click **Cancel Upload** to discard the CSV file.

6. Click **OK**.
7. Click **View Past Merges** to check the status of the merge.

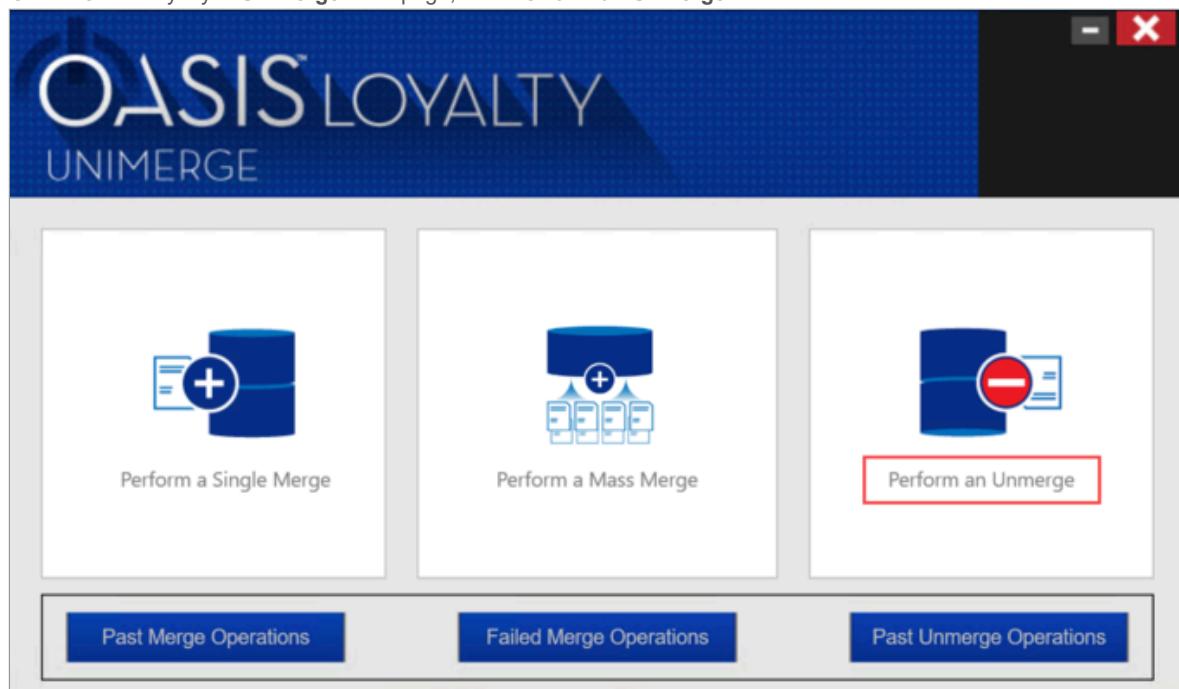
Performing an Unmerge

Unmerge feature enables you to unmerge the victim player's account from the survivor player's account.

Only one level of Unmerge operation is allowed. For example, if at first, player A (victim) is merged with player B (survivor), and then player B (now victim) is again merged with player C (survivor), then unmerge can only take place successfully between player C and player B. Unmerge of player B and player A will result in an error. An unmerge operation fails for a player if it already had an unmerge previously or the last merge for that player was unsuccessful.

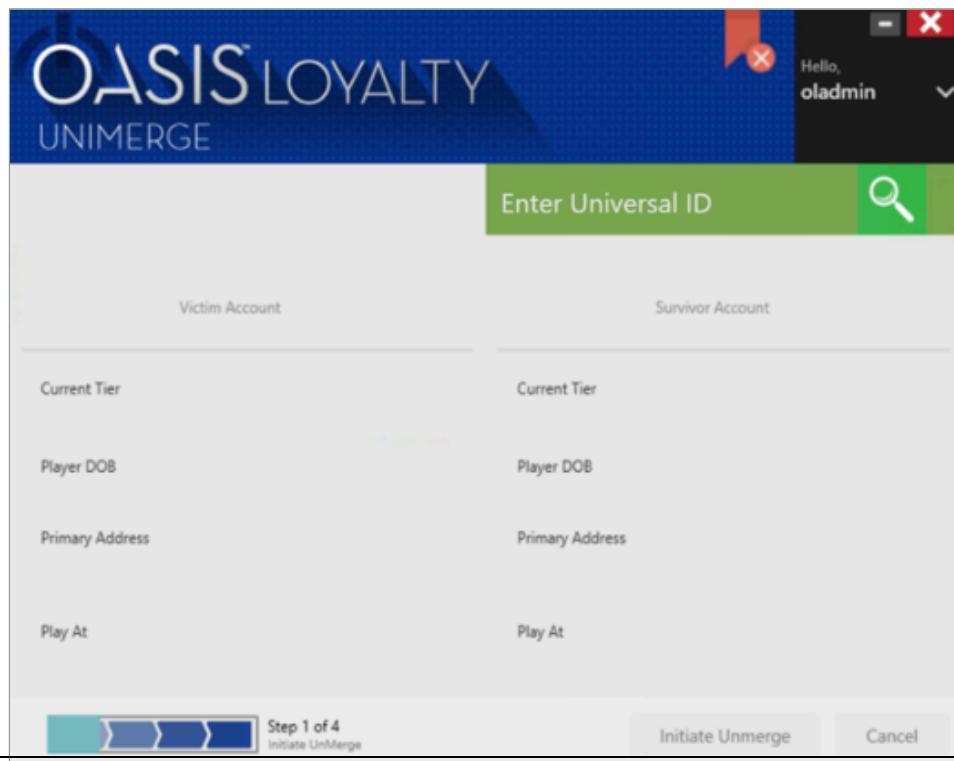
Follow these steps to perform an unmerge for two merged players:

1. On the Oasis Loyalty™ Unimerge homepage, click **Perform an Unmerge**.



Note: You cannot perform mass unmerge from any application as the mass unmerge feature is not available.

2. Enter the Universal ID of the survivor in the search box.



This document contains confidential information that is proprietary to Aristocrat Technologies Australia Pty Ltd., its parents, affiliates, and subsidiaries. It may not be copied or disclosed to unauthorized parties.
The Universal ID of the victim account is retrieved and populated on this page.
© 2024 Aristocrat Technologies Australia Pty Ltd. All rights reserved.

The following details of both the survivor and victim accounts are populated:

- Player Name
- Current Tier Name and Card Image
- Player Date of Birth
- Primary Address
- Properties where the players have played

You cannot initiate an unmerge process if:

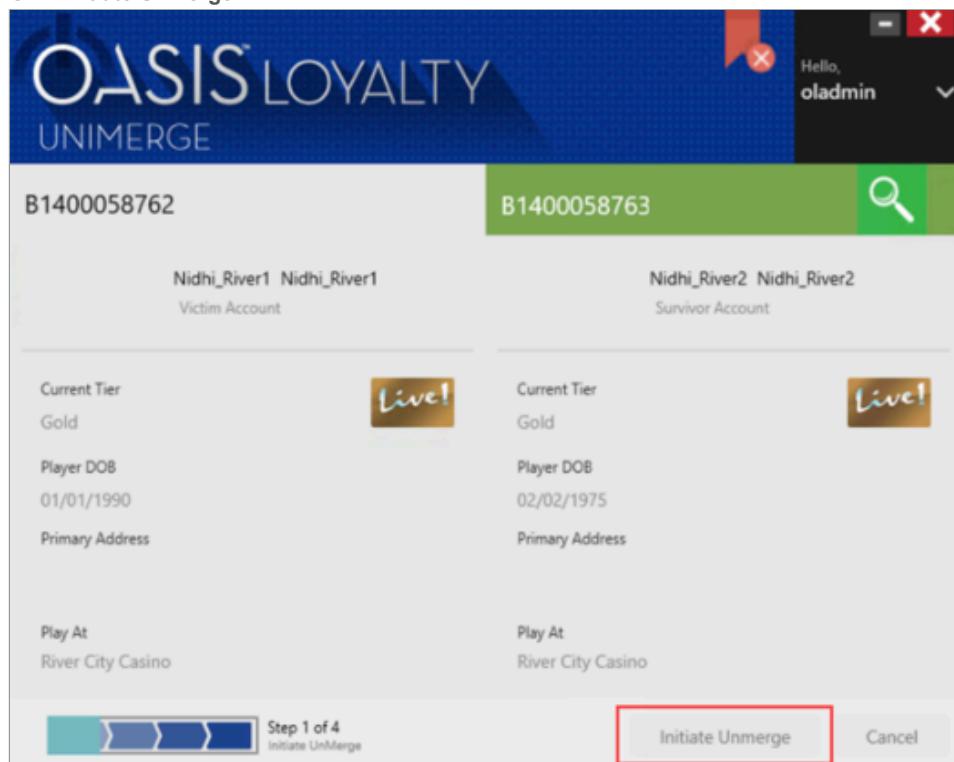
- The Universal ID does not exist in the system.
- A successful merge operation does not exist for the survivor player ID.
- The survivor is a victim of another player merge operation.
- The survivor has prior chain merges.
- The survivor player ID is marked as DAP or Deceased.
- The survivor player ID is marked as Frozen.
- Configurable exclusion plan with restriction 'Unmerge Player'.

Note: If the DAPOVERRIDE permission is enabled, then you can unmerge the DAP player's account.

Note: The progress bar on the lower-left corner of the screen displays the current status of the unmerge operation.



3. Click Initiate Unmerge.

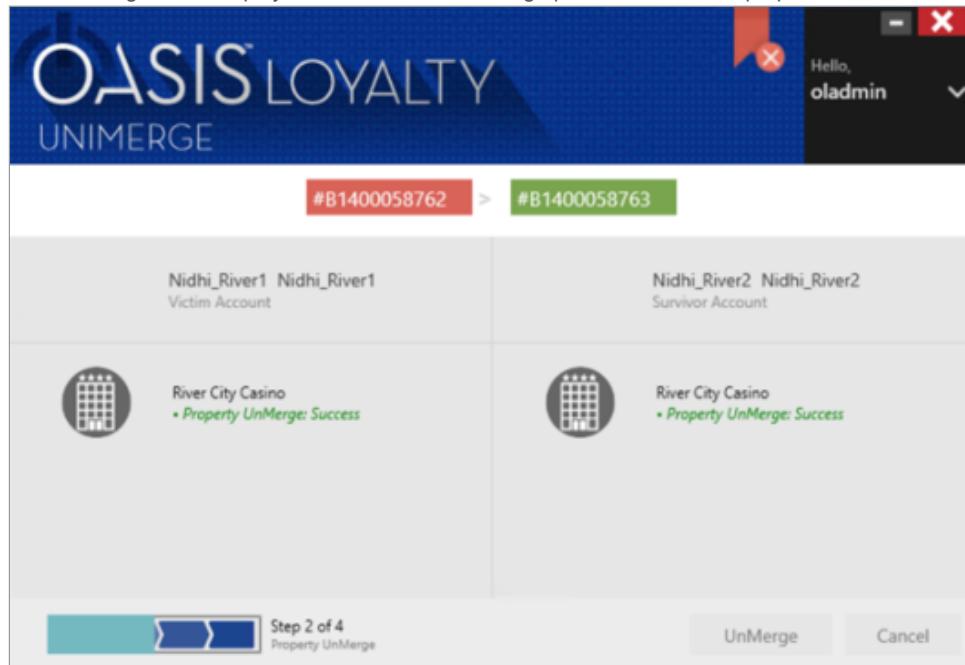


If the StopCode configuration (SendStopCodeFromUnMerge) is enabled, then the stop code is removed from the properties where the stop code was originally defined during the merge. The property unmergeRequest will be sent to the

properties where the property merge request was sent.

If the Stop Code configuration is marked as N, then the property unmerge request will be sent only to properties where the property merge request was sent at the time of merging.

The following screen displays the status of the unmerge process at different properties:



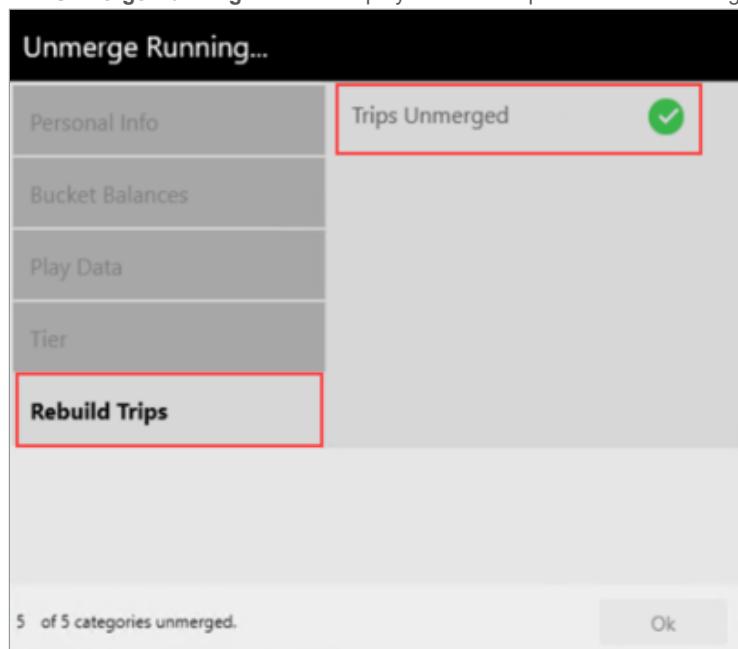
- Running: The unmerge process is in progress.
- Failed: The unmerge process failed.
- Pending: The unmerge process is pending.
- Success: The unmerge process is successful.

Note: If necessary, click **Cancel** to stop the ongoing unmerge operation. It will direct you to the Unimerge homepage. If the property unmerge is successful, then the unmerge process cannot be stopped.

Note: If the Property Unmerge fails, the **Retry** button is displayed to repeat the unmerge. On the successful execution of Property Unmerge, the Universal Unmerge is executed.

4. Click **Unmerge**.

The Unmerge Running... screen displays all the components of an unmerged player's account.



Note:

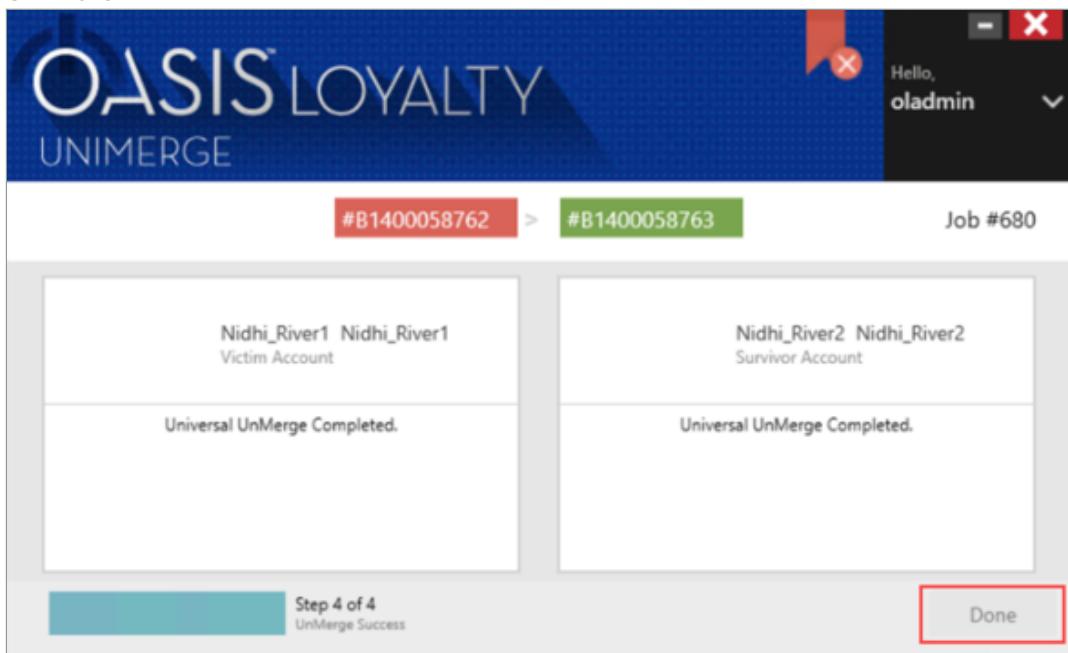
- The Unimerge application displays only the tabs of features used by the property. It displays the property specific name for buckets and tiers. You can click any category tabs to verify a successful unmerge of the constituting elements.
- A **Retry** button is available for the Universal Unmerge failure.
- A green check mark shows the successful unmerge for that feature. If the unmerge is unsuccessful, open the log file stored locally with the application. Open a ticket with the ATI helpdesk for evaluation.

5. Click **OK**.

The Universal Unmerge process is completed.

Note: The **ME** flag will be removed from the victim's player dashboard after Unmerge.

6. Click **Done**.



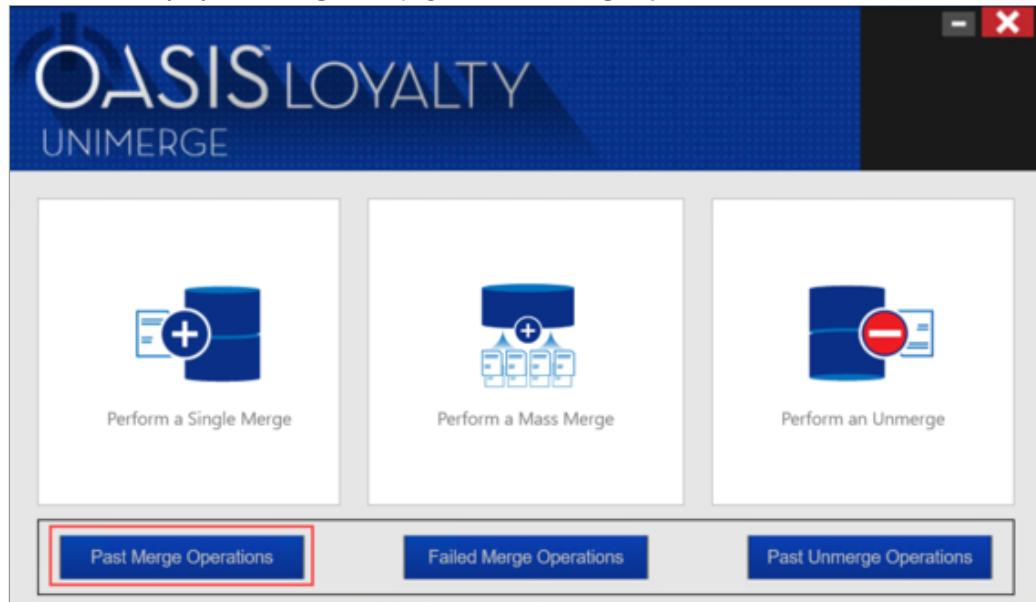
The Unimerge application home screen is displayed.

Viewing Records

Viewing Merged Records

Follow these steps to verify the status of merge operations:

1. On the Oasis Loyalty™ Unimerge homepage, click **Past Merge Operations**.



Merge records with the status are displayed.

The screenshot shows the OASIS LOYALTY UNIMERGE application window. At the top, there is a title bar with the text "OASIS LOYALTY" and "UNIMERGE". Below the title bar is a search filters section. It includes fields for "Start Date" and "End Date", "Merge Status" (radio buttons for All, Success, Pending, Failed), "Merge Operation Type" (radio buttons for All, Single Merge, Mass Merge), and a dropdown for "Users" with the value "<None>". A "Search" button is located to the right of the filters. Below the filters is a table containing merged record data. The columns are: Merge Operation ID, Mass Merge, Transaction Date/time, Status, Victim Player ID, Survivor Player ID, and User Name. The table contains 38 rows of data. At the bottom of the table are navigation buttons for page numbers (0 to 50 of 317) and a "Search" button. To the right of the table are "Export" and "Close" buttons.

Merge Operation ID	Mass Merge	Transaction Date/time	Status	Victim Player ID	Survivor Player ID	User Name
395	False	5/4/2023 3:16 PM	Failed	AO010638922	AO770000495	oladmin
394	False	5/4/2023 3:07 PM	Failed	AO010638922	AO770000495	oladmin
393	False	5/4/2023 3:07 PM	Failed	AO010638922	AO770000495	oladmin
392	False	5/4/2023 3:01 PM	Failed	AO010638922	AO770000495	oladmin
391	False	4/5/2023 6:24 PM	Success	AO770000346	AO770000384	oladmin
390	False	4/5/2023 3:01 AM	Failed	AO770000200	AO770000201	oladmin
389	False	4/5/2023 2:59 AM	Failed	AO770000478	AO770000479	oladmin
388	False	4/5/2023 2:59 AM	Failed	AO770000528	AO770000529	oladmin
387	False	4/5/2023 2:54 AM	Failed	AO770000493	AO770000494	oladmin
386	False	4/5/2023 2:54 AM	Failed	AO770000493	AO770000494	oladmin
385	False	4/5/2023 2:54 AM	Failed	AO770000493	AO770000494	oladmin
384	False	3/14/2023 6:29 AM	Success	AO000781958	AO000781957	oladmin
383	False	3/6/2023 9:50 AM	Success	LY003231938	LY003231937	oladmin
380	True	2/22/2023 10:39 PM	Success	AO770000628	AO770000627	oladmin

Note: To refine the displayed records, you can enter search criteria by specifying values in the **Search Filters**.

2. Select the **Start Date** and **End Date** to view the merged records for the specific period.
3. Select one of the following **Merge Status** to view the records.
 - **All:** To display all merge records.
 - **Pending:** To display the pending records that are being merged. This status displays as soon as the merge starts.
 - **Success:** To display all the successful merge records.
 - **Failed:** To display all the failed merge records.
4. Select one of the following **Merge Operation Type**.
 - **All:** To display single and mass merge records.
 - **Single Merge:** To display the single merge records.
 - **Mass Merge:** To display the mass merge records.
5. Select **Users** from the list to view the records merged by the selected users.

Note: You can select multiple users from the list.

6. Click **Search** to filter the merged records.

The merge details are displayed for the specified search criteria.
This document contains confidential information that is proprietary to Aristocrat Technologies Australia Pty Ltd.,

its parents, affiliates, and subsidiaries. It may not be copied or disclosed to unauthorized parties.

©2024 Aristocrat Technologies Australia Pty Ltd. All rights reserved.

**OASIS[®] LOYALTY
UNIMERGE**

Search Filters

Start Date :	<input type="text" value="4/1/2022"/> <input type="button" value="15"/>	Merge Status
End Date :	<input type="text" value="3/31/2023"/> <input type="button" value="15"/>	<input checked="" type="radio"/> All <input type="radio"/> Pending
		<input type="radio"/> Success <input type="radio"/> Failed
Merge Operation Type		Users
<input checked="" type="radio"/> All <input type="radio"/> Single Merge		<input type="text" value="<multiple>"/> <input type="button" value="▼"/>
<input style="border: 2px solid red; padding: 2px; margin-right: 10px;" type="button" value="Search"/>		

Merge Operation ID	Mass Merge	Transaction Date/time	Status	Victim Player ID	Survivor Player ID	User Name
286	False	2/22/2023 1:06 AM	Success	AO770000604	AO770000605	haservice
267	False	9/5/2022 5:16 AM	Success	AO770000383	AO770000384	haservice
264	False	9/5/2022 12:43 AM	Success	AO770000345	AO770000346	haservice
262	False	9/2/2022 6:50 AM	Success	AO770000360	AO770000361	haservice
261	False	9/2/2022 5:44 AM	Success	AO770000356	AO770000357	haservice
238	True	8/25/2022 3:43 AM	Success	MC000000007	MC000000008	saservice
237	False	8/25/2022 3:41 AM	Failed	AO770000199	AO770000203	saservice

<< < 0 to 7 of 7 > >> 50 ▾

Note: If either of the steps of the merge is not successful, till then, the overall status of the merge will be in progress.

Note: If necessary, click **Export** to download the merged records. A CSV file is downloaded, and the confirmation message is displayed on the dialog box.

Export successful

OK

- Double-click any of the records to view the status of different merge actions.

The information about merge operations at different properties is displayed on the screen.

The screenshot shows a software window titled "OASIS LOYALTY UNIMERGE". Inside, there is a table with the following data:

Property	Date Time	Action	Survivor Player ID	Victim Player ID	Status	Reason	Retry Count	Retry
Oasis 12.14	3/6/2023 9:49 AM	Inquiry	LY003231937	LY003231938	Success	Success	0	
Loyalty Universe	3/6/2023 9:49 AM	Universal (Loyalty DB) Merge	LY003231937	LY003231938	Success	Success	0	
Oasis 12.14	3/6/2023 9:50 AM	SendStopCode	LY003231937	LY003231938	Success	Success	0	

At the bottom right of the window is a blue "Close" button.

8. Click **Close**.

Note: A **Retry** is available corresponding to the failed status. You can click **Retry** to execute the failed action again. If there are more failed actions, the user can click **Retry All** to execute all the failed actions again.

The screenshot shows a software window titled "OASIS LOYALTY UNIMERGE". Inside, there is a table with the following data:

Property	Date Time	Action	Survivor Player ID	Victim Player ID	Status	Reason	Retry Count	Retry
Oasis 12.14	5/7/2023 8:11	Beginning n	AO770000486	AO770000487	Failed	AO770000486	0	Retry

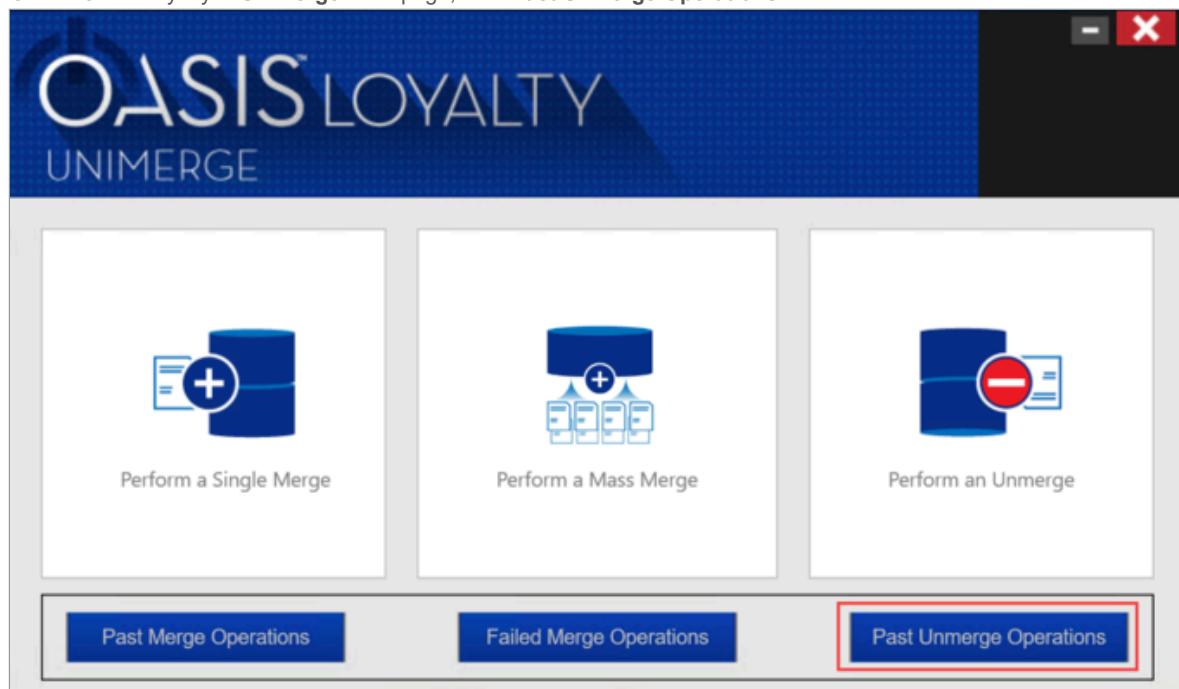
At the bottom right of the window are two buttons: "Retry All" (which has a red box around it) and "Close".

The number of retries can be configured in the Web App through **Administration > Universal Variables > Variable Details**. The retry count is updated every time the user click **Retry**.

Viewing Unmerged Records

Follow these steps to verify the status of unmerge operations:

1. On the Oasis Loyalty™ Unimerge homepage, click **Past Unmerge Operations**.



Unmerge records with the status are displayed.

**OASISTM LOYALTY
UNIMERGE**

Search Filters

Start Date :	<input type="text"/> 15	Unmerge Status
End Date :	<input type="text"/> 15	<input checked="" type="radio"/> All <input type="radio"/> Pending
		<input type="radio"/> Success <input type="radio"/> Failed
Users		
<input type="text" value="<None>"/>		
Search		

UnMerge Operation	Transaction Datetime	Status	Victim Player ID	Survivor Player ID	User Name
382	2/23/2023 12:39 AM	Unmerge Success	AO770000621	AO770000614	oladmin
381	2/23/2023 12:40 AM	Unmerge Success	AO770000613	AO770000611	oladmin
379	2/23/2023 12:13 AM	Unmerge Success	AO770000630	AO770000629	oladmin
378	2/23/2023 12:11 AM	Unmerge Success	AO770000626	AO770000625	oladmin
364	2/22/2023 10:29 PM	Unmerge Success	AO770000626	AO770000625	oladmin
346	2/22/2023 6:01 AM	Unmerge Success	AO770000605	AO770000584	oladmin
344	2/22/2023 5:31 AM	Unmerge Success	AO770000619	AO770000620	oladmin
285	2/22/2023 12:47 AM	Unmerge Success	AO770000614	AO770000615	haservice
283	2/21/2023 10:14 PM	Unmerge Success	AO770000607	AO770000608	oladmin
281	2/16/2023 6:30 AM	Unmerge Success	AO770000579	AO770000591	oladmin
275	2/22/2023 2:34 AM	Unmerge In Progress	AO770000592	AO770000593	oladmin
274	2/15/2023 4:37 AM	Unmerge Success	AO770000589	AO770000590	haservice
272	9/6/2022 11:18 PM	Unmerge Success	AO770000260	AO000781413	oladmin
271	9/6/2022 11:11 PM	Unmerge Success	AO770000260	AO000781413	oladmin
270	9/6/2022 2:59 AM	Unmerge Success	AO770000372	AO770000373	oladmin

<< < 0 to 46 of 46 > >> 50 ▾

Export **Close**

Note: To refine the displayed records, you can enter search criteria by specifying values in the **Search Filters**.

2. Select the **Start Date** and **End Date** to view the unmerged records.
3. Select one of the following **Unmerge Status** to view the records.
 - **All:** To display all unmerged records.
 - **Pending:** To display the pending records that are being unmerged. This status displays as soon as the unmerge starts.
 - **Success:** To display all the successful unmerged records.
 - **Failed:** To display all the failed unmerge records.
4. Select **Users** from the drop-down list to view the records unmerged by the selected users.

Note: You can select multiple users from the list.

5. Click **Search** to filter the unmerged records.

The unmerge details are displayed for the specified search criteria.

This document contains confidential information that is proprietary to Aristocrat Technologies Australia Pty Ltd., its parents, affiliates, and subsidiaries. It may not be copied or disclosed to unauthorized parties.

©2024 Aristocrat Technologies Australia Pty Ltd. All rights reserved.

**OASIS[®] LOYALTY
UNIMERGE**

Search Filters

Start Date :	<input type="text" value="4/1/2022"/> <input type="button" value="15"/>	Unmerge Status
End Date :	<input type="text" value="3/31/2023"/> <input type="button" value="15"/>	<input checked="" type="radio"/> All <input type="radio"/> Pending
		<input type="radio"/> Success <input type="radio"/> Failed
Users		
<input type="text" value="haservice"/>		<input type="button" value="Search"/>

UnMerge Operation Transaction Datetime Status Victim Player ID Survivor Player ID User Name

285	2/22/2023 12:47 AM	Unmerge Success	AO770000614	AO770000615	haservice
274	2/15/2023 4:37 AM	Unmerge Success	AO770000589	AO770000590	haservice
263	9/5/2022 12:17 AM	Unmerge Success	AO770000345	AO770000346	haservice
257	8/30/2022 8:23 AM	Unmerge Success	AO770000309	AO770000310	haservice
185	8/30/2022 9:54 PM	Unmerge Success	AO770000084	AO770000083	haservice
184	8/11/2022 12:39 AM	Unmerge Success	AO770000084	AO770000083	haservice
183	8/11/2022 12:22 AM	Unmerge In Progress	AO770000082	AO770000081	haservice

<< < 0 to 7 of 7 > >> 50 ▾

Export **Close**

Note: If any of the steps within the unmerge is failed or not completed, the overall status of the unmerge will be in progress.

Note: You can download the unmerged records by clicking **Export**. A CSV file is downloaded, and the confirmation message is displayed on the dialog box.

Export successful

OK

- Double-click a record to view the status of different unmerge actions.

The information about unmerge operations at different properties is displayed on the screen.

The screenshot shows a software window titled "OASIS LOYALTY UNIMERGE". At the top right are standard window control buttons for minimize, maximize, and close. Below the title is a table with the following data:

Property	Date Time	Action	Survivor Player ID	Victim Player ID	Status	Reason	Retr.	Re
Oasis 12.14	2/22/2023 12:47 AM	Delete - Unmerge	AO770000615	AO770000614	Success	Success	0	
Oasis 12.14	2/22/2023 12:47 AM	Delete - Property Unmerge	AO770000615	AO770000614	Success	Success	0	
Loyalty Universe	2/22/2023 12:47 AM	Universal (Loyalty DB) Unmerge	AO770000615	AO770000614	Success	Success	0	

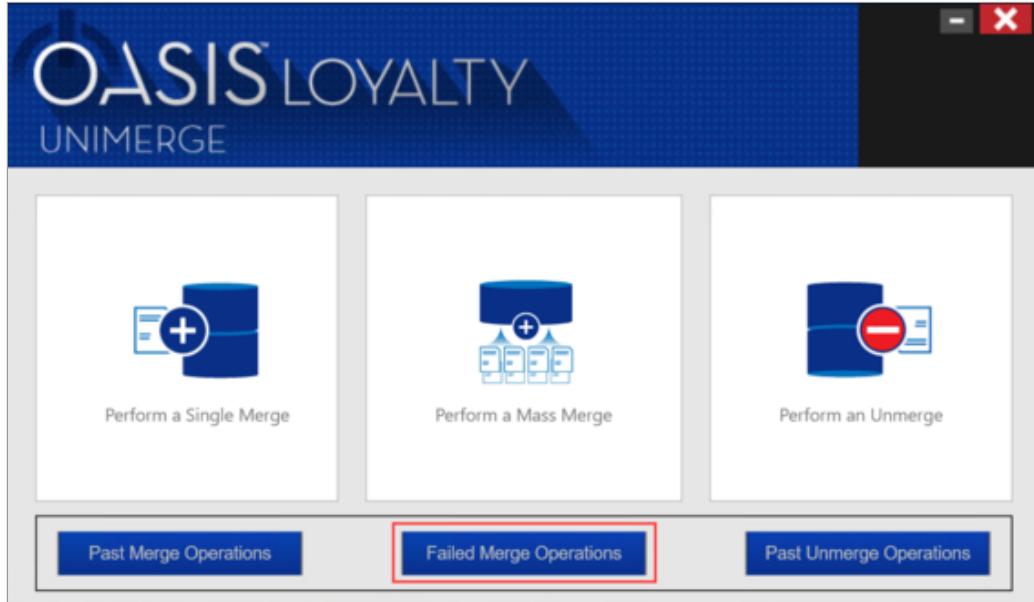
At the bottom right of the window is a blue "Close" button.

7. Click **Close**.

Viewing Failed Merge Records

Follow these steps to verify the status of failed merge operations:

1. On the Oasis Loyalty™ Unimerge homepage, click **Failed Merge Operations**.



Failed merge records with the status are displayed.

OASIS[®] LOYALTY
UNIMERGE

Search Filters

Start Date :	<input type="text" value="15"/>	Merge Status
End Date :	<input type="text" value="15"/>	<input type="radio"/> All <input type="radio"/> Pending <input type="radio"/> Success <input checked="" type="radio"/> Failed
Merge Operation Type		Users
<input checked="" type="radio"/> All <input type="radio"/> Single Merge	<input type="radio"/> Mass Merge	<input type="text" value="<None>"/>

Search

Merge Operation ID	Mass Merge	Transaction Date/Time	Status	Victim Player ID	Survivor Player ID	User Name
431	False	5/7/2023 9:11 PM	Failed	AO770000487	AO770000486	oladmin
430	False	5/7/2023 9:11 PM	Failed	AO770000494	AO770000493	oladmin
429	False	5/7/2023 9:11 PM	Failed	AO770000492	AO770000490	oladmin
428	False	5/7/2023 9:11 PM	Failed	AO770000489	AO770000627	oladmin
427	False	5/7/2023 8:53 PM	Failed	AO770000487	AO770000486	oladmin
426	False	5/7/2023 8:53 PM	Failed	AO770000494	AO770000493	oladmin
425	False	5/7/2023 8:53 PM	Failed	AO770000492	AO770000490	oladmin
424	False	5/7/2023 8:53 PM	Failed	AO770000489	AO770000627	oladmin
423	False	5/7/2023 7:10 PM	Failed	AO770000494	AO770000493	oladmin
422	False	5/7/2023 7:09 PM	Failed	AO770000492	AO770000490	oladmin
421	False	5/7/2023 7:09 PM	Failed	AO770000489	AO770000627	oladmin
420	False	5/7/2023 7:03 PM	Failed	CX000897413	MC000000008	oladmin
419	False	5/7/2023 7:01 PM	Failed	AO010638922	AO770000495	oladmin
418	False	5/5/2023 1:09 AM	Failed	CX000897413	MC000000008	oladmin
417	False	5/5/2023 1:08 AM	Failed	CX000897413	MC000000008	oladmin

<< < 0 to 50 of 170 > >> 50

Export **Close**

Note: To refine the displayed records, you can enter search criteria by specifying values in the **Search Filters**.

2. Select the **Start Date** and **End Date** to view the failed merge records.

3. Select one of the following **Merge Status** to view the records.

- **All:** To display all merge records.
- **Pending:** To display the pending records that are being merged. This status displays as soon as the merge starts.
- **Success:** To display all the successful merged records.
- **Failed:** To display all the failed merge records.

Note: By default, the merge status is selected as **Failed**.

4. Select one of the following **Merge Operation Type**.

- **All:** To display single and mass merge records.
- **Single Merge:** To display the single merge records.
- **Mass Merge:** To display the mass merge records.

5. Select **Users** from the list to view the failed records merged by the selected users.

Note: OASIS Loyalty contains confidential information that is proprietary to Aristocrat Technologies Australia Pty Ltd., its parents, affiliates, and subsidiaries. It may not be copied or disclosed to unauthorized parties.

- Click **Search** to filter the failed merge records.

The failed merge details are displayed for the specified search criteria.

The screenshot shows the OASIS LOYALTY UNIMERGE application window. At the top, there are search filters for 'Start Date' (4/1/2022) and 'End Date' (3/31/2023). Under 'Merge Status', 'Failed' is selected. In 'Merge Operation Type', 'All' is selected. The 'Users' dropdown shows 'oladmin'. A 'Search' button is highlighted with a red border. Below the filters is a table with columns: Merge Operation ID, Mass Merge, Transaction Date/time, Status, Victim Player ID, Survivor Player ID, and User Name. The table contains 25 rows of failed merge records. At the bottom of the table are navigation buttons for page numbers (0 to 50 of 81) and a 'Search' button.

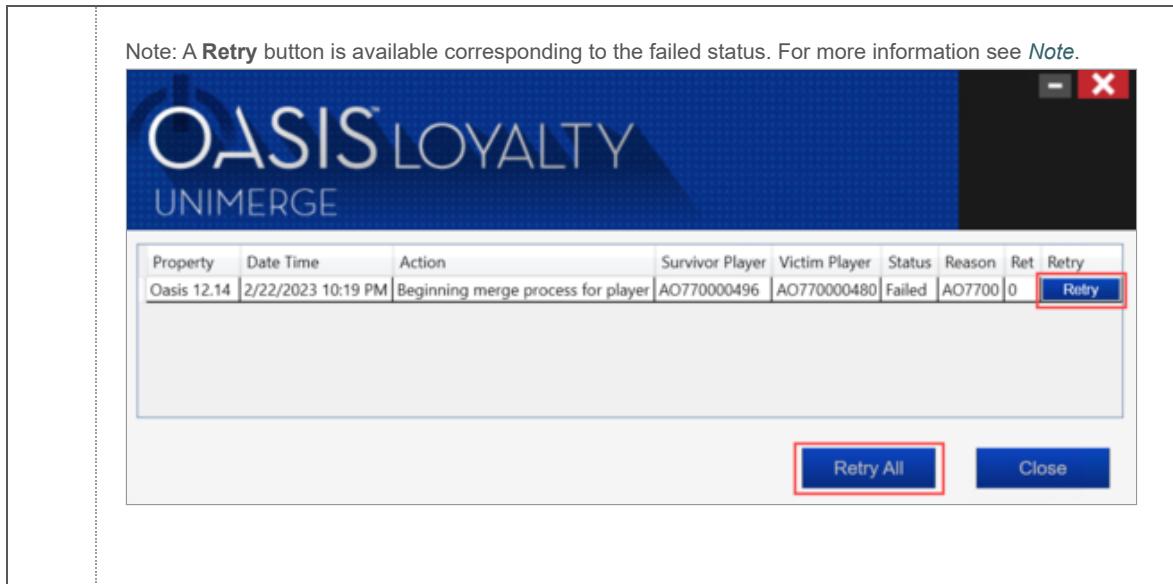
Merge Operation ID	Mass Merge	Transaction Date/time	Status	Victim Player ID	Survivor Player ID	User Name
371	False	2/22/2023 10:22 PM	Failed	AO770000479	AO770000496	oladmin
370	False	2/22/2023 10:21 PM	Failed	AO770000497	AO770000496	oladmin
369	False	2/22/2023 10:21 PM	Failed	AO770000491	AO770000496	oladmin
368	False	2/22/2023 10:20 PM	Failed	AO770000483	AO770000496	oladmin
367	False	2/22/2023 10:19 PM	Failed	AO770000480	AO770000496	oladmin
366	False	2/22/2023 10:19 PM	Failed	AO770000483	AO770000491	oladmin
365	False	2/22/2023 10:19 PM	Failed	AO770000480	AO770000496	oladmin
363	False	2/22/2023 10:09 PM	Failed	AO770000511	AO770000503	oladmin
362	False	2/22/2023 10:09 PM	Failed	AO770000512	AO770000504	oladmin
361	False	2/22/2023 10:09 PM	Failed	AO770000513	AO770000505	oladmin
360	False	2/22/2023 10:09 PM	Failed	AO770000514	AO770000506	oladmin
359	False	2/22/2023 10:09 PM	Failed	AO770000515	AO770000507	oladmin
358	False	2/22/2023 10:09 PM	Failed	AO770000516	AO770000508	oladmin
357	False	2/22/2023 10:09 PM	Failed	AO770000517	AO770000509	oladmin
356	False	2/22/2023 10:09 PM	Failed	AO770000518	AO770000520	oladmin

Note: You can download the failed merge records by clicking **Export**. A CSV file is downloaded, and the confirmation message is displayed on the dialog box.

The dialog box displays the message 'Export successful' in white text on a dark blue background. An 'OK' button is centered at the bottom.

- Double-click a record to view the status of different failed merge actions.

The information about failed merge operations at different properties is displayed on the screen.



8. Click **Close**.

Unimerge Business Rules

Business Rules

Business Rules describes the data points for the victim account and survivor account during the merge and unmerge process. The survivor data is kept after the merge. The data returns to the victim after an unmerge.

The following scenarios are restricted from merging:

- Victim account having Active PBT Cash (PC flag) / Inactive PBT Cash With Balances / Active Wallet Account / Credit or Credit Limited
- Victim or survivor accounts with Deceased / Merged / Player Tier Expired / Linked To Each Other / Frozen Oasis Account / IsRestricted(Exclusion)

An Exclusion Plan can be created in the Web App to restrict Merge and Unmerge by adding **Merge Account** and **Unmerge** restrictions using the Configurable Exclusion menu. Players having these configurable exclusion plans will be restricted from Merge or Unmerge actions. To access the Configurable Exclusion menu in the Web App, click **Administration > Exclusion Management > Configurable Exclusion**.

Account Balances

In the Unimerge application, the merge victim's balance is offset from the account as it is added to the survivor account. The account type and account status are also carried to the survivor account.

When unmerging the player's account, the account balance added to the survivor's account goes back to the victim's account. If the survivor partially or completely redeemed the balance received from the victim's account, then upon unmerge, the balance consumed by the survivor will not be returned to the victim. The account type and account status of the victim and survivor accounts are reset to their original values, as was before the Merge process.

Bucket Awards Tab

The following information is relevant after the Merge:

- **Active:** The victim's data is added to the survivor's account.
- **Redeemed:** The victim's data is added to the survivor's account.
- **Expired:** The survivor's and victim's expired awards (if any) remain in their respective accounts. The victim's expired awards are not transferred to the survivor.
- **Voided:** The survivor's and victim's voided awards (if any) remain in their respective accounts. The victim's voided awards are not transferred to the survivor.

Note: If victim and survivor accounts have the same awards assigned in an active state, then the awards are considered duplicates. These awards will not be merged. Also, the victim's awards will be voided, and the details will be displayed in the Player Transaction Log and the User Transaction Log.

To access the Player Transaction Log in the Web App, click **Player Functions > Player Transaction Log**.

To access the User Transaction Log in the Web App, click **Administration > User Transaction Log**.

The following information is relevant after the unmerge:

This document contains confidential information that is proprietary to Aristocrat Technologies Australia Pty Ltd.,

its parents, affiliates, and subsidiaries. It may not be copied or disclosed to unauthorized parties.

©2024 Aristocrat Technologies Australia Pty Ltd. All rights reserved.

- **Active:** The data is deducted from the survivor's account and returned to the victim's account.
- **Redeemed:** The victim account gets back the data that was transferred to the survivor.

Note: Even if the survivor has partially or completely consumed the award transferred from the victim during merge, it will not be returned to the victim player on unmerge and the details will be displayed in the Player Transaction Log and the User Transaction Log.

- **Expired:** The survivor's expired awards (if any) remain in the survivor's account, and the victim's expired awards remain in the victim's account.
- **Voided:** The survivor's voided awards (if any) remain in the survivor's account, and the victim's voided awards remain in the victim's account.

Note: If the survivor voided the award transferred from the victim during the merge, it will not be returned to the victim player on unmerge, and the details will be displayed in the Player Transaction Log and the User Transaction Log.

Casino Barred Restrictions

The following information is relevant after the Merge:

- During the player merge process (through Single Merge or Mass Merge), the Casino Barred restriction on any player account is transferred from the victim to the survivor player.
- The victim player's plan is deleted from the survivor player when the players merge and unmerge if the victim and survivor accounts have the same exclusion plan type but different plan names.
- After a successful player merge, the minimum start date and maximum end date is applied to the survivor account if both victim and survivor accounts had the same plan with different start and end dates.

The following information is relevant after an Unmerge:

- If the survivor player does not have a casino-barred restriction before merge, the restriction is removed from the account after an unmerge.

Earnings Tab

The following information is relevant after the Merge:

- **Earnings:** The victim's data is added to the survivor's account.

The following information is relevant after the Unmerge:

- **Earnings:** The victim's account gets back the data that was transferred to the survivor.

Offers Tab

The following information is relevant after the Merge:

This document contains confidential information that is proprietary to Aristocrat Technologies Australia Pty Ltd., its parents, affiliates, and subsidiaries. It may not be copied or disclosed to unauthorized parties.
©2024 Aristocrat Technologies Australia Pty Ltd. All rights reserved.

- **Active Offers:** The victim's data is added to the survivor's account.
- **Redeemed Offers:** The victim's data is added to the survivor's account.
- **Expired Offers:** The survivor's and victim's expired offers (if any) remain in their respective accounts. The victim's expired offers are not transferred to the survivor.
- **Voided Offers:** The survivor's and victim's voided offers (if any) remain in their respective accounts. The victim's voided offers are not transferred to the survivor.

Note: If victim and survivor accounts have the same offers assigned in an active state, then the offers are considered duplicate offers. These offers will not be merged. Also, the victim's offer will be voided, and the details will be displayed in the Player Transaction Log and the User Transaction Log.

To access the Player Transaction Log in the Web App, click [Player Functions > Player Transaction Log](#).

To access the User Transaction Log in the Web App, click [Administration > User Transaction Log](#).

The following information is relevant after the Unmerge:

- **Active Offers:** The data is deducted from the survivor's account and returned to the victim's account.
- **Redeemed Offers:** The victim account gets back the data that was transferred to the survivor.

Note: Even if the survivor has partially or completely consumed the offer transferred from the victim during the merge. It will not be returned to the victim player on unmerge, and the details will be displayed in the Player Transaction Log and the User Transaction Log.

- **Expired Offers:** The survivor's expired offers (if any) remain in the survivor account, and the victim's expired offers remain in the victim account.
- **Voided Offers:** The survivor's voided offers (if any) remain in the survivor account, and the victim's voided offers remain in the victim account.

Note: If the survivor voided the offer transferred from the victim during the merge, it will not be returned back to the victim player on unmerge, and the details will be displayed in the Player Transaction Log and the User Transaction Log.

Player Functions

The following information is relevant after the Merge:

- **Hotel Reservation History:** The survivor's hotel reservation history remains on the survivor's account, and the victim's hotel reservation history remains on the victim's account.
- **Property Play Pop-up:** All the properties associated with the survivor's and victim's accounts will be displayed in the survivor's account.
- **DAP Plans:** If the victim's or the survivor's account is flagged as a DAP account, the survivor's account is flagged as a DAP account and displays the DAP plan. The DAP plan also remains on the victim's account.
- **Player Account Links:** The victim's account link is deactivated, and the survivor's account link remains.
- **Comments:** Comments remain with the original account; the survivor account does not take the victim's account comments.
- **PIN:** The survivor's PIN remains.
- **Player Interests:** Player Interests remain with the original account; the survivor account does not take the victim's interests.
- **Player Flags:** The following victim player flags are added to the survivor's account:
 - DAP/Self Exclusion (EX)
 - Configurable Exclusion (FL)
 - Transportation (Tr)
 - Seasonal Address (Sa)
 - Bad Address (Bd)
 - Host (Hs)

Note: The Historical Transaction Data will be moved from the victim's account to the survivor's account.

The Transportation Management and the Event Block Management history will be available on the victim's account. All future events will be moved to the survivor's account.

The following information is relevant after the Unmerge:

- **Hotel Reservation History:** The survivor's and the victim's hotel reservation history details are retained on their respective accounts.
- **Property Play Pop-up:** All the properties associated with the survivor's and the victim's accounts are displayed on the victim's account.
- **DAP Plans:** If the victim or the survivor account was flagged as a DAP account, the respective account displays the flag as was before the Merge process.
- **Player Account Links:** The victim's account link is activated, and the Player Account Links remain with the original accounts.
- **Comments:** Comments remain with the original account as was before the Merge process.
- **PIN:** The details of survivor and victim accounts are restored to their original.
- **Player Interests:** The Player Interests remain with the original account.
- **Player Flags:** The following survivor and the victim player flags are set to their respective accounts as was before the Merge process:
 - DAP/Self Exclusion (EX)
 - Configurable Exclusion (FL)
 - Transportation (Tr)
 - Seasonal Address (Sa)
 - Bad Address (Bd)
 - Host (Hs)

Note: If the survivor's player flags (as received from the victim's account) are updated after merge, then upon unmerge, the victim account will display the original set of flags as was before Merge.

If the victim's player flag is not merged with the survivor, but a survivor's flag is updated after merge, then upon unmerge, the survivor account will display the updated player flag.

Player Info Tab

The following player information is shown after the Merge in Web App:

- **Player ID:** The survivor account Universal ID is displayed.
- **Member Since Date:** The older member since date will be retained on the survivor account.
-

Addresses: In case of the same address type, the Address and Seasonal Address of the survivor will be available on the survivor's account after the merge. In case of different address types, both addresses will be available on the survivor's account. For example, if the type of address on the victim's account is Work and on the survivor's account is Home, then both addresses will be available on the survivor's account. The victim's bad address is not merged with the survivor.

If the Contact Preference and Guest Preference information is available on both accounts, then the survivor's account will have information on the Contact Preference and Guest Preference of both the accounts after merge.

After the player merge, the victim's player address and status (verified or not verified) are moved to the survivor's account.

- **Telephone Number:** If the same phone number is used, the survivor's phone number is retained. If a different phone number is used, the victim's phone number is retained on the survivor's account.
- **Email Address:** If the same email address is used, the survivor's email address is retained. If a different email address is used, the victim's email address is retained on the survivor's account.

After the player merge, the victim's player email address and status (verified or not verified) are moved to the survivor's account.

- **Tier Info:** Tier level and expiration date will be compared, and the higher tier and the higher expiration date will be used.
- **Player Image:** The survivor image remains.
- **Identification:** If the survivor has active identification (such as State ID, Military ID, Driver's License, Passport, Alien Registration, Consular Card, and Social Security #), then the victim's identification is not merged with the survivor. If the survivor does not have any active identification, then only the primary identification of the victim is transferred to the survivor's account.
- **Player Identification Image:** The survivor identification image remains.
- **Balances:** All the balances and transactions are removed from the victim's account and added to the survivor's account.

	Note: Trips will be recalculated for survivor and victim accounts once all the balances and transactions are moved from the victim account to the survivor account.
--	---

- **Comp/Dcomps:** A combination of the victim and survivor data is displayed.
- **Tier Points by Type:** A combination of the victim and survivor data is displayed.
- **Theo Win by Property:** The theo win from property play remains with the survivor.
- **Player Host:** The hosts are merged, and when players with more than one host are merged, an additional message "The player is associated with multiple hosts. Please visit Web App for more information." is displayed on the UI.
- **DAP Status:** If the victim or the survivor account is flagged as a DAP account, the survivor account is flagged as a DAP account.
- **Self Exclusion:** If the victim or the survivor account is flagged as a Self Exclusion account, the survivor account is flagged as a Self Exclusion account.
- **Configurable Exclusion:** If the victim or the survivor account is flagged as a Configurable Exclusion account, the survivor account is flagged as a Configurable Exclusion account.
- **Personal Information:** The values of Title, Middle Initial, Suffix, Nickname, Gender, and Identification (primary only) of the survivor account's personal information displayed. If the survivor's account does not have the information, but the victim's account does, then the information will be moved to the survivor's account.
- **Player Trip Summary:** A combination of the victim and survivor data is displayed.

The following player information is relevant after the Unmerge:

This document contains confidential information that is proprietary to Aristocrat Technologies Australia Pty Ltd., its parents, affiliates, and subsidiaries. It may not be copied or disclosed to unauthorized parties.

©2024 Aristocrat Technologies Australia Pty Ltd. All rights reserved.

- **Player ID:** The victim and the survivor retain their original player account IDs.
- **Member Since Date:** The survivor and the victim accounts display their respective Member Since Date, as was before Merge.
- **Addresses:** The survivor and the victim accounts are set to their original addresses and address types after Unmerge.

After the player unmerge, the victim's player address and status (verified or not verified) are moved to the victim's account.

- **Telephone Number:** The Phone Numbers of survivor and victim accounts are restored to their original phone numbers as before Merge.
- **Email Address:** The Email of survivor and victim accounts are restored to their original addresses as before Merge.

After the player unmerge, the victim's player email address and status (verified or not verified) are moved to the victim's account.

- **Tier Info:** Original tier levels and expiration date display for both the survivor and victim players, depending on the tier allotted through tier points or allotted manually.
- **Player Image:** The images of survivor and victim accounts are restored to their original.
- **Player Additional Identification:** Primary identification ID merged with the survivor is transferred back to the victim account.
- **Player Identification Image:** The identification images of survivor and victim accounts are restored to their original.
- **Balances:** All the balances and transactions are removed from the survivor's account and added back to the victim's account.

	Note: After Merge, if the survivor partially or completely redeemed the balance received from the victim's account, then upon Unmerge, the balance consumed by the survivor will not be returned to the victim.
--	---

- **Comp/Dcomps:** The details of survivor and victim accounts are restored to their original.
- **Tier Points by Type:** The details of survivor and victim accounts are restored to their original.
- **Theo Win by Property:** The details of survivor and victim accounts are restored to their original.
- **Player Host:** The survivor's and victim's host flags display on their respective accounts as was before the Merge, whether they were the same or different hosts.
- **DAP Status:** If the victim or the survivor account is flagged as a DAP account before Merge, the flags are displayed on their respective accounts after the unmerge operation.
- **Self Exclusion:** If the victim or the survivor account is flagged as a Self Exclusion account before merge, the flags are displayed on their respective accounts after the unmerge operation.
- **Configurable Exclusion:** If the victim or the survivor account is flagged as a Configurable Exclusion account before Merge, the flags are displayed on their respective accounts after the unmerge operation.
- **Personal Information:** The values of Title, Middle Initial, Suffix, Nickname, Gender, and Identification (primary only) are displayed on the survivor's and victim's accounts, as was before the Merge process.
- **Player Trip Summary:** The details of survivor and victim accounts are restored to their original.

Player Transactions Tab

The following information is relevant after the Merge:

- **Player Transactions:** The victim's data is added to the survivor's account.

The following information is relevant after the Unmerge:

- **Player Transactions:** The data is deducted from the survivor's account and returned to the victim's account.

Running Balances Tab

The following information is relevant after the Merge:

- **Running Balances:** The victim's data is added to the survivor's account.

The following information is relevant after the Unmerge:

- **Running Balances:** The data is deducted from the survivor's account and returned to the victim's account.

Trips Tab

The following information is relevant after the Merge:

- **Trip Details:** The victim's data is added to the survivor's account and also remains in the victim's account.

Note: The trip opening from the check-in event will not be merged.

- **Trip History:** The victim's data is added to the survivor's account and also remains in the victim's account. The survivor's trip history is rebuilt to display the trip data in the correct order.

- **Ratings:** The victim's data is added to the survivor's account.

- **Activity Charts:** The graph displays the win by property or tier points by type based on the property's configuration.

The following information is relevant after the Unmerge:

- **Trip Details:** The survivor's account does not display the Trip Details of the victim's account. The victim's trip details data is displayed as is in the victim's account.

- **Trip History:** The survivor's account does not display the Trip History data of the victim's account. The victim's trip history data is displayed as is in the victim's account.

Note: The trip that opens due to Hotel check-in will not be merged and unmerged.

- **Ratings:** The survivor and victim accounts are restored to their original ratings as before Merge.

- **Activity Charts:** The graph displays the win by property or tier points by type based on the property's configuration.

Tier History Tab

The following information is relevant after the Merge:

- **Tier Change History:** Only the survivor's tier history change data is displayed. If adding the victim's tier points to the survivor account changes the survivor's tier, this tier change is reflected on the survivor account.

The following information is relevant after the Unmerge:

- **Tier Change History:** The survivor's and victim's Tier Change History data is displayed. For example, after the Merge process, the survivor's tier points are updated, then after Unmerge, the survivor retains the updated tier points, and the victim receives the original tier points back. The same is displayed in the Tier Change History tabs of the survivor and victim accounts.

Tier Points Earnings Tab

The following information is relevant after the Merge:

- **Tier Points Earnings:** The victim's data is added to the survivor's account.

The following information is relevant after the Unmerge:

- **Tier Points Earnings:** The data is deducted from the survivor's account and returned to the victim's account.

Universal Promo Transactions Tab

The following information is relevant after the Merge:

- **Universal Promo Transactions:** The victim's data is added to the survivor's account.

The following information is relevant after the Unmerge:

- **Universal Promo Transactions:** The data is deducted from the survivor's account and returned to the victim's account.

Reports

Failed Merges and Unmerges Report

The **Failed Merges and Unmerges Report** displays the list of players for which Merge and Unmerge requests failed due to errors (for example, frozen account, deceased account, expired tier account).

Permission Function Name: REPORTFAILEDMERGEUNMERGE

Report Category: Player Report

Run Type: Transaction Date

Filters: Report Type, Operation, Universal ID, Authorizer Property, User, Transaction From Date, Transaction From Time, Transaction To Date, Transaction To Time

Recommended Print Paper Size: Letter

Failed Merges and Unmerges Report									Report Version: -277864842	Oasis Loyalty WebApp Version: 15.1.1000.13
Report Type: Summary & Detail Universal ID: All Operation: All Authorizer Property: All User: All Transaction From Date: 3/14/2023 12:00 AM CST Transaction To Date: 4/12/2023 11:59 PM CST										
Property	Failed Merges Count	Failed Unmerges Count								
Wallet-P4	3	0								
Total	3	0								
Operation	Transaction Date Time	Authorizer's Property	Failed Survivor Universal ID	Failed Survivor Name	Failed Victim Universal ID	Failed Victim Name	User	Failure Reason		
Merge	3/15/2023 4:16 AM	Wallet-P4	P4600045740	Test_Merger	P4600045720	Integration_Test	oladmin	Survivor or Victim account has a Pending or Failed merge.		
Merge	3/15/2023 2:43 AM	Wallet-P4	B5550074078	Test11-RK, Priyanka_Test2	B5550074078	Priyanka_Test2, Test11-RK	oladmin	Victim account and Survivor account are identical. Please choose two different accounts.		
Merge	3/14/2023 4:49 AM	Wallet-P4	P4600045733	Wwwwwwww, Rrrrrr	P4600045721	Testts1342_Tuyulyiu	oladmin	Action not allowed due to Account Status - Active PBT Cash Account		
Total Failed Merged And Unmerged Transactions			3							
End of Report										

Merged and Unmerged Player Report

The **Merged and Unmerged Player Report** displays merged and unmerged player information and their bucket balances.

Permission Function Name: REPORTMERGEUNMERGE

Report Category: Player Reports

Run Type: Transaction Date

Filters: Report Type, Operation, Universal ID, Property, Created/Updated By, Operation From Date, Operation From Time, Operation To Date, Operation To Time

Recommended Print Paper Size: A3

Merged and Unmerged Player Report													Report Version: 1097223330		Oasis Loyalty WebApp Version: 15.1.2000.13					
Property		User		Merges Count		Unmerges Count														
Operation	Operation Date Time	Survivor Universal ID	Survivor Name	Survivor Buckets	Survivor Balances	Survivor Last Play Date	Survivor Tier	Survivor Exclusive Status	Victim Universal ID	Victim Name	Victim Buckets	Victim Balances	Victim Last Play Date	Victim Tier	Victim Exclusive Status	User	User Property			
Merge	3/15/2023 7:26 AM	B5550074096	Test11-RK_Priyanka_Test2	Tier Points	\$257	NA	Classic	False	B5550073257	V15 Regression_Rohit	Tier Points	0	NA	Classic	False	oadmin	Scarlet Pearl			
				Universal Promo	\$239					Universal Promo		\$0								
				Points	5769					Points		0								
				Comp Dollars	\$203					Comp Dollars		\$0								
Merge	3/15/2023 5:14 AM	B5550074094	Test11-RK_Priyanka_Test2	Tier Points	\$30	NA	Classic	False	B5550073715	Player09_Test	Tier Points	0	NA	Classic	False	oadmin	Scarlet Pearl			
				Universal Promo	\$0					Universal Promo		\$0								
				Points	41					Points		0								
				Comp Dollars	\$30					Comp Dollars		\$0								
Merge	3/15/2023 2:48 AM	B5550074081	Test11-RK_Priyanka_Test2	Universal Promo	\$21	NA	Classic	False	B5550074078	Test11-RK_Priyanka_Test2	Universal Promo	\$0	NA	Classic	False	oadmin	Scarlet Pearl			
				Points	11					Points		0								
				Comp Dollars	\$79					Comp Dollars		\$0								
Merge	3/14/2023 4:56 PM	P4600045733	Wwwwwwaw_Rmrr	Tier Points	0	NA	Classic	False	P4600045721	Toysuls_Test1342	Tier Points	0	NA	Classic	False	oadmin	Scarlet Pearl			
Total Merged And Unmerged Transactions				4																

End of Report