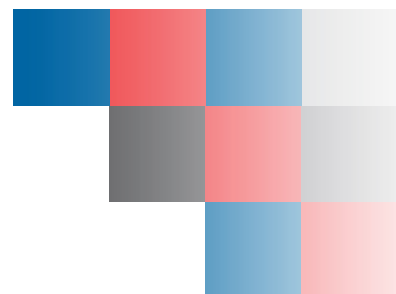


Elite Bonusing Suite

23.4

User Release Notes



Intended Audience

Sales and Marketing Team
Casino Management Team
Slot Management Team



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Scientific Games Corporation
6601 S. Bermuda Road, Las Vegas, NV 89119, USA
Phone: (702) 897-7150 or (877) 462-2559
Outside the US Phone: (702) 532-6865
Fax: (702) 897-2284
www.scientificgames.com
www.sggaming.com

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Date	Author	Approved By	Description
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MAY 20, 2019	Chitra Suresh	Ram Biradar Shivajirao Sharon Skariah Shantha Kumar K M	New document.

Overview

Snapshot.....	6
---------------	---

New Product

What is Player Boutique?.....	7
-------------------------------	---

Game Play in iVIEW	8
--------------------------	---

Key Features.....	8
-------------------	---

Game Play Scenarios	9
---------------------------	---

User Interface Changes in EBS.....	10
------------------------------------	----

Create Promotions	10
-------------------------	----

Schedule Setup.....	11
---------------------	----

Eligibility Setup.....	12
------------------------	----

Prize Setup	13
-------------------	----

Notification Setup.....	14
-------------------------	----

Review Promotion Details.....	15
-------------------------------	----

Manage Promotions.....	16
------------------------	----

Manage Tools	17
--------------------	----

Manage Dashboard.....	25
-----------------------	----

Generate Reports	26
------------------------	----

Changes in EBS Configuration Utility.....	31
---	----

Claiming Player Boutique Prizes in iVIEW	32
--	----

Optional Steps.....	36
---------------------	----

Changelog

Modifications	38
---------------------	----

Random Number Generation Logic Changed	38
--	----

EBS Database Maintenance Performance Enhanced	39
---	----

User Credentials Entry in the Log File.....	39
---	----

Features Merged from Previous Releases

EBS 23.0.1.....	40
-----------------	----

Merged Enhancements.....	40
Merged Resolved Issues	41
EBS 23.0.2.....	41
Merged Resolved Issues.....	41
EBS 23.1.2.....	42
Merged Resolved Issues.....	42
Implementation	
Installation Process.....	44
Signature Verification.....	45
Modified Control Files.....	45
List of Documents	
User Release Notes.....	47
Installation Guides	47
Configuration Guides	47
User Guides.....	48

This document describes the introduction of a new product, Player Boutique, and modifications made as part of the Elite Bonusing Suite™ (EBS) 23.4 release. This document also includes the list of features merged from the previous versions of EBS to the EBS 23.4 release.

Snapshot

- New Product
 - Player Boutique is a newly designed application in EBS.
- Modifications
 - Random Number Generation (RNG) logic changed
 - EBS Database maintenance performance improvement
 - Restricted the User credentials entry in the log file

This chapter describes the Player Boutique product that is introduced as part of the EBS 23.4 release.

What is Player Boutique?

Player Boutique is a new player choice application in EBS that is used to reward customized gifts for eligible players based on the qualifying points accumulated from the base game played.

This promotion has multiple prize tiers that contain various gifts such as, *iPad*, *iPhone*, and *Handbag*, for each prize tier. Players become eligible for these gifts based on the wagering made on the base game.

All gifts defined for a promotion are displayed in a boutique in the iVIEW 4.0 screens. Eligible players can pick and redeem the prize for the qualifying points accumulated. The cost of each qualifying point is defined when the promotion is created. If the player's wager amount is equivalent to the qualifying cost defined in the promotion, the player becomes eligible to redeem the respective gift.

Game Play in iVIEW

The boutique of gifts at different qualifying point levels encourages the player to wager more to redeem gifts allocated for higher wager amounts. A real-time progress bar increments in iVIEW when a player wagers on the base game. If the player wagers the required amount specified for the prize in the promotion, the **Claim** button is enabled next to that gift item in iVIEW.

The inventory will be linked to a third-party service provider who can mail gifts to player's address. Thus, players can opt to receive the gift from casino or deliver to their home address.



EBS 23.4 release does not support the integration of Player Boutique with a third-party service provider.

The **Product Management** screen is used to view gift or product details or import the product details to Platform that are used to reward players of the Player Boutique promotions. For more information, refer to the **Product Management in Platform Tools Menu** section in the *EBS 23.4 User Release Notes*.

Key Features

- Design customized promotions based on eligibility.
- Facilitate multiple prize redemptions for eligible players.
- Allow player preference in prize selection from a boutique of multiple gifts.
- Display real-time progress bar to indicate player's wager progress in iVIEW to redeem the gift.
- Prompt players for an extended play to participate in promotion and redeem their gift.
- Support the *Pick up at Casino* prize delivery option.



Though the *Mailing to Address* delivery option is available in the Player Boutique application, it will be functional only in future releases.

- Facilitates resolution of the player disputes and queries on gift redemption through the **Gift LookUp** screen.
- Display alerts on *Low Stock* and *Out of Stock* statuses of inventory.

Game Play Scenarios

These scenarios provide a high-level redemption options for players at the slot machine:

1 Player Redeems Gift

If the player wagers the required amount for prize redemption, the real-time gifts allocated for the Claim button is enabled in iVIEW, and the player can claim the gift by selecting it.

2 Expiration Duration for Gift Redemption

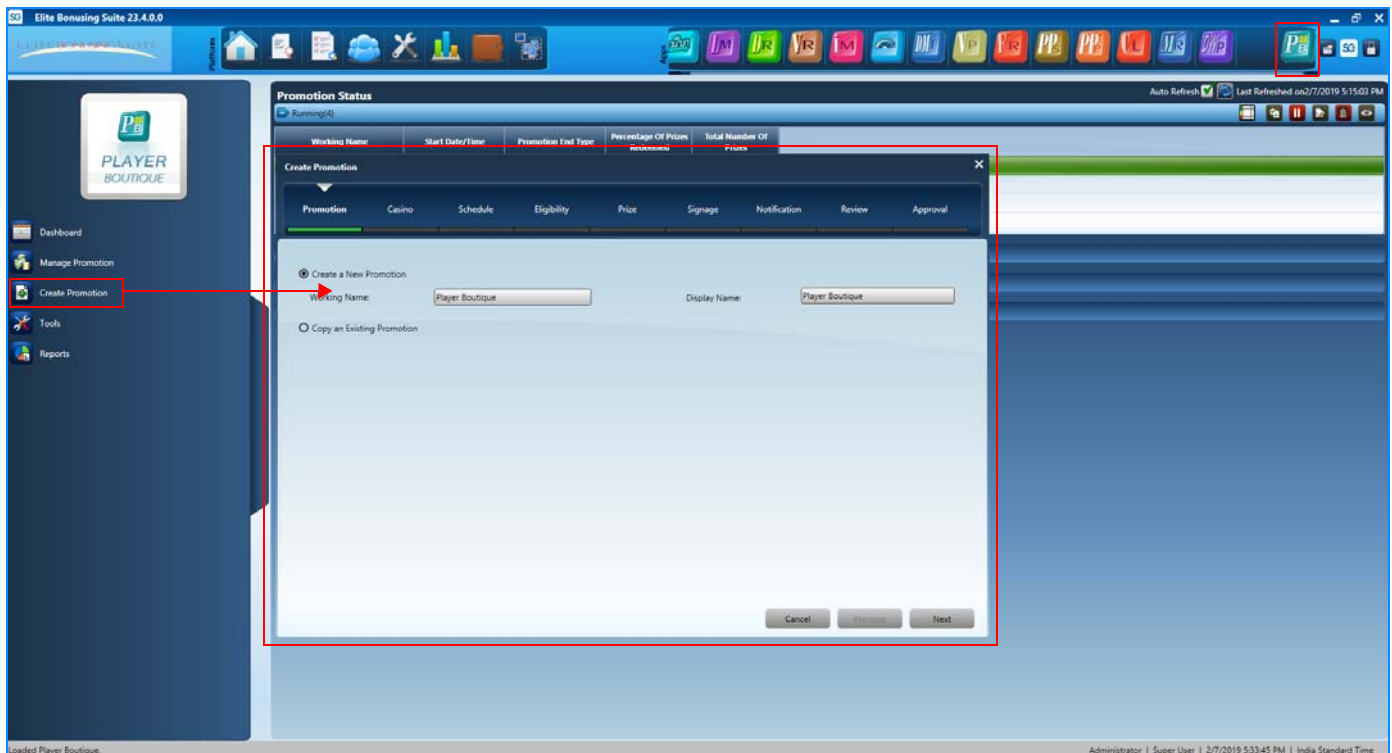
If the player initiates the redemption process and does not reach out to the casino front desk within the configured redemption period, the gift expires and the player cannot redeem the gift. However, if the player approaches the casino employee with an issue that the player was unaware of the expiration period and demands for the gift redemption, the casino employee can use the **Gift LookUp** screen to resolve the auto-cancelled order for players who have wagered the required amount.

User Interface Changes in EBS

Create Promotions

A new icon has been added to the EBS application for **Player Boutique**. You can perform the following functions using the Player Boutique **Create Promotion** wizard in EBS:

- Specify a new name for the **Promotion**.
- Select the required **Casinos**.
- Define the **Schedule** for the promotion.
- Define the **Eligibility** criteria for the promotion.
- Setup the **Prize** awarded for the promotion.
- Create the **Signage** messages.
- Define the Notifications to user for the promotion.
- **Review** and provide **Approval** for the promotion.



Schedule Setup

The run time and the end conditions for a promotion can be set in the **Schedule** window of **Create Promotion** wizard. The following end conditions are selected from the **Run Promotion Until** section:

- **Run until Cancelled** – Promotion runs until it is canceled from the **Manage Promotions** window.
- **Run until All Stocks Cleared** – Promotion runs until the gift stocks defined in the promotion are completely cleared.
- **Run until End Date/Time** – Promotion runs until the specified end date and time.

The screenshot shows the 'Create Promotion' wizard with the 'Schedule' tab selected. The 'Start Date' is set to 5/17/2019, and the 'Hours' and 'Minutes' are set to 10 and 48 respectively. The 'Run Promotion Until' section has three radio buttons: 'Run until Cancelled' (selected), 'Run until All Stocks Cleared', and 'Run until End Date/Time'. Below this, there is a dropdown menu for 'Which Schedule would you like to use?' set to '24/7', and a 'New Schedule' button. At the bottom right, there are 'Cancel', 'Previous', and 'Next' buttons.

Eligibility Setup

The **Eligibility** window is used to set up the following:

- **Wager Meter Type** – The type of wager to be considered eligible for the promotion. Currently, the *Bet Amount* and *Theo. Adjustment Bet* options are available.
- **Max Prizes Per Player** – The maximum number of times a player can redeem gifts allocated for the promotion. The available options are *Unlimited* or a defined *Maximum Number*.
- **Eligibility Criteria** – The eligibility criteria for players to qualify.
- **Conditional Rule** – The rule defined per point based on which the accrual rates are applied to the eligible machines that participate in a promotion.

The screenshot shows the 'Create Promotion' window with the 'Eligibility' tab selected. The window has a progress bar at the top with tabs: Promotion, Casino, Schedule, Eligibility (active), Prize, Signage, Notification, Review, and Approval. The main content area includes the following fields and controls:

- Wager Meter Type:** A dropdown menu set to 'Bet Amount'.
- Max Prizes Per Player:** Radio buttons for 'Unlimited' and 'Maximum Number' (selected), with a text input field containing '1'.
- Eligibility Criteria:** A dropdown menu set to 'Carded Players Only', with 'Custom' and 'Edit' buttons, and a 'Test Eligibility' button.
- Conditional Rule:** A section with a text area containing '1 Qualifying Point = \$1 On All Machines'. Below it, a text input field contains '1.0', followed by 'On' and a dropdown menu set to 'Conditional Machines', with 'Create' and 'Edit' buttons.

At the bottom right, there are 'Cancel', 'Previous', and 'Next' buttons.

Prize Setup

The Prize window is used to setup up the gifts that are to be awarded to the players who meet the eligibility criteria:

- **Prize** – The type of prize that is available for the promotion to award from the set inventory.
- **Prize Variant** – The various options available for the selected prize type. You can select all or a particular variant.
- **Number Of Prizes** – The number of prizes allocated for the selected prize type.
- **Delivery Options** – The gift-delivery option for the players. The *Casino pickup* and *Home delivery* options are available.
- **Player Redeem Cost** – The cost set for the player to become eligible for the promotion. The cost is arrived by calculating the wager amount in accordance with the conditional rule set in the **Eligibility** window.
- **Allowed Redeem Quantity** – The maximum number of prizes that can be claimed by a player for a particular prize within the promotion duration.

Create Promotion

Promotion Casino Schedule **Eligibility** **Prize** Signage Notification Review Approval

Prize: iPhone 8

Prize Variant: [Dropdown]

Number Of Prizes: 0

Delivery Options: PickUp At Casino

Player Redeem Cost: 0

Allowed Redeem Quantity: 0

[Add Prize Button]

Action	Number of Prizes	Prize	Prize Variant	Delivery Options	Allowed Redeem Quantity	Player Redeem Cost
[Edit] [Delete]	4	iPHONE XS	iPhone 32GB W	PickUp At Casino	2	1000

Cancel Previous Finish



It is recommended to add the same prize only once to the prize grid.

What is Player Boutique?

Notification Setup

The **Notification** window is used to set up Player Boutique to send e-mails to specific users when an event occurs. The different types of notifications available to send are determined based on the configurations in EBS.

The different types of notifications that can be sent are:

- The *Promotion Begins* notification when a promotion starts.
- The *Promotion End* notification when promotion ends before the specified schedule, or when the promotion meets the end condition defined in the promotion settings.
- The *Promotion Manually Suspended* notification when a promotion is manually suspended.
- The *Promotion Manually Resumed* notification when a promotion is manually resumed.
- The *Low Stock* notification when the stock quantity reduces to the defined level in EBS.
- The *Out Of Stock* notification when the stock is cleared completely.
- The *Order Rejected* notification when the order is rejected from the third-party service provider for reasons such as *out of stock* or *invalid address*. This type is not supported in the EBS 23.4 release.
- The *Gift Redeemed* notification when the gift item allocated to the player is awarded to them.

Create Promotion

Promotion Casino Schedule Eligibility Prize Signage **Notification** Review Approval

Name:

E-mail ID:

Notification Event Type:

- Promotion Manually Suspended
- Promotion Manually Resumed
- Low Stock
- Out Of Stock
- Order Rejected
- Gift Redeemed

Select Casino

☒ Select All Casinos

☒ 512

Actions	Name	E-Mail ID	Notification Event Type
	John Doe	johndoe@abc.com	Promotion Begins
	John Doe	johndoe@abc.com	Promotion End
	John Doe	johndoe@abc.com	Promotion Manually Suspended
	John Doe	johndoe@abc.com	Promotion Manually Resumed
	John Doe	johndoe@abc.com	Low Stock
	John Doe	johndoe@abc.com	Out Of Stock
	John Doe	johndoe@abc.com	Order Rejected
	John Doe	johndoe@abc.com	Gift Redeemed

Cancel Previous Next

What is Player Boutique?

Review Promotion Details

The **Review** window provides a summary of the promotion details. The details of all windows in the **Create Promotion** wizard can be viewed on the **Review** window.

Create Promotion

Promotion Casino Schedule Eligibility Prize Signage Notification **Review** Approval

Promotion Details

Working Name: Player Boutique Display Name: Player Boutique

Schedule

Start Date/Time: 1/22/2019 1:46:27 AM Runs On: 24/7

Run Promotion Until: Run until Cancelled

Casinos

1,2,312,603

Eligibility

Wager Meter Type: Bet Amount Conditional Wager Amount: 1.0

Max Prizes Per Player: 1 Conditional Rule Name: Conditional Machines

Eligibility Criteria: Carded Players Only

Prize

Number of Prizes	Prize	Prize Variant	Delivery Option	Player Redeem Cost	Allowed Redeem Quantity
------------------	-------	---------------	-----------------	--------------------	-------------------------

Cancel Previous Next

This window also provides an option to print or e-mail the promotion summary details.

Print

Print E-Mail

Promotion Details

Working Name: Magic Game Shop Display Name: Magic Game Shop

Schedule

Start Date/Time: 1/22/2019 1:46:27 AM Runs On: 24/7

Run Promotion Until: Run until Cancelled

Casinos

1,2,312,603

Eligibility

Wager Meter Type: Bet Amount Conditional Wager Amount: 1.0

Max Prizes Per Player: 1 Conditional Rule Name: Conditional Machines

Eligibility Criteria: Carded Players Only

Prize

Number of Prizes	Prize	Prize Variant	Delivery Option	Player Redeem Cost	Allowed Redeem Quantity
1	IPHONE XS	iPhone 32GB W / iPhone 32GB B / iPhone 64GB W	PickUp At Casino	1	1

Notification

Name	E-Mail ID	Notification Event Type	Casino(s)
------	-----------	-------------------------	-----------

Signage

Message Type	DataTable Name	Casino(s)
--------------	----------------	-----------

Close

What is Player Boutique?

Manage Promotions

The following options are available in the **Manage Promotions** menu:

- **Promotion Status** – View various statuses of a promotion and manage the run-time of each promotion:
 - **Scheduled** – when the promotion is created and approved and till the promotion start date and time is reached. The user can view, edit, or cancel the scheduled promotions and view the eligibility summary based on the assigned user permissions.
 - **Running** – when the promotion has started and is actively running. The user can view or cancel the running promotion, view the eligibility summary, and prize summary based on the assigned user permissions. You can also manually suspend a running promotion.
 - **Suspended** – when promotions were manually or automatically suspended in EBS. The user can view, resume, edit, or cancel suspended promotions based on the assigned user permissions.
 - **Completed** – when promotions have completed successfully. The user can view the details of each promotion.

The screenshot shows the 'Promotion Status' menu in the Elite Bonusing Suite. The sidebar on the left has a red box around the 'Promotion Status' and 'Approve Promotions' options. The main content area displays four tables of promotion data:

Working Name	Start Date/Time	Promotion End Type	Percentage Of Prizes Redeemed	Total Number Of Prizes
Player Boutique 3	2/7/2019 6:27:53 PM	UnitEndDateTime	0	0

Working Name	Start Date/Time	Promotion End Type	Percentage Of Prizes Redeemed	Created by	Approved by
Player Boutique 2	1/22/2019 1:40:45 AM	UnitCancelled	0	Administrator	

Working Name	Start Date/Time	Promotion End Type	Percentage Of Prizes Redeemed	Suspended Date/Time	Suspended by	Status
Player Boutique 1	2/7/2019 6:27:53 PM	UnitEndDateTime	0	2/7/2019 6:33:45 PM	Administrator	UserSuspended

Working Name	Start Date/Time	End Date/Time	Promotion End Type	Percentage Of Prizes Redeemed	Total Number Of Prizes
Player Boutique	2/7/2019 1:00:36 PM	2/7/2019 4:31:40 PM	UnitCancelled	2.0	0
Magic Game Shop	2/7/2019 2:39:26 PM	2/7/2019 4:31:42 PM	UnitCancelled	0	0
Magic Game Shop2	2/7/2019 3:25:06 PM	2/7/2019 4:31:38 PM	UnitCancelled	0	0

- **Approve Promotions** – Specific users are granted permissions to approve the promotion that is not approved at the time of creation. You can review, modify, approve, or delete the details of the promotion.

Manage Tools

The **Tools** menu lists the following options:

- **Manage Signage DataTable**

This feature is used to configure data tables by mapping a signage message type to a data table name. When you create a data table name, the same data table name is created and saved in the signage application (for example, CoolSign).

- **Gift LookUp**

This feature is used to view the current status of different orders and take appropriate actions based on the status. You can also cancel orders, confirm pickup of an order with the *Pickup* delivery option, change address of a player to ship to the specified destination for an order with the *Ship to Address* delivery option, and resolve the auto-canceled orders.

All orders can be viewed in the **Gift LookUp** screen using different search/filter criteria:

- Search for a promotion or *All*.
- Filter by status of the Order: *Pending*, *Completed*, or *Cancelled*.
- Filter by delivery options provided: send by *Mail* or *Pickup* order from casino front desk.
- Search by specific *Date* range. The date range fields are disabled if any one of the following search criteria is selected.
 - Player Boutique *Order ID* or *Account Number* of the player.
 - Any orders that are pending with casino operator.

What is Player Boutique?

Ch 2: New Product

Gift Look Up screen

Elite Bonusing Suite 23.4.0.0

PLAYER BOUTIQUE

Dashboard
Manage Promotion
Create Promotion
Tools
View Player Eligibility
Error State Management
Manage Signage Data Table
Gift Lookup
Reports

Gift Look Up

Search

Start Date: 2/24/2019 Hours: 02 Minutes: 43
End Date: 3/19/2019 Hours: 02 Minutes: 43
Select a Promotion: All
Search by: All Value: Orders Pending
Filter by Status: All Filter by Delivery: All

Order ID
Account Number
All
Pending
Completed
Cancelled
All
Mail
PickUp

Search





Action	Order ID	Account Number	Player Name	Promotion Name	Product Name	Variant	Order Initiate Date	Delivery Type	Order Status	Order Complete Date	Transaction Comment	Tracking#	Address
	3	000500095	Thomson, George	P8	Gucci Bag	GI-MG	3/18/2019 2:53:22 PM	Ship To Address	Order Accented	3/18/2019 8:56:21 PM		530848013	Thomson, George, ANZ Apartments, Bl
	4	000500095	Thomson, George	P8	Gucci Bag	GI-MR	3/18/2019 2:53:59 PM	Ship To Address	Order Accented	3/18/2019 2:54:24 PM		306462932	Thomson, George, ANZ Apartments, Bl
	29	000500095	Thomson, George	P81	Gucci Bag	GI-MG	3/18/2019 3:53:26 PM	Ship To Address	Order Accented	3/19/2019 10:06:14 AM		912454163	Thomson, George, ANZ Apartments, Bl
	39	000500095	Thomson, George	P8	Rolex	Black-Med	3/18/2019 5:51:32 PM	Ship To Address	Order Accented	3/19/2019 10:17:14 AM		458742691	Thomson, George, ANZ Apartments, Bl
	40	000500121	Brown, Catherine	P8	Gucci Bag	GI-MR	3/18/2019 8:22:52 PM	Ship To Address	Cancelled	3/18/2019 8:31:59 PM	cancelled	167513735	Brown, Catherine, #9, Blue Spring Apart
	7	000500121	Brown, Catherine	P8	Gucci Bag	GI-MR	3/18/2019 8:23:31 PM	Ship To Address	Auto Cancelled	3/18/2019 8:23:39 PM	cancelled	855095812	Brown, Catherine, #9, Blue Spring Apart
	42	000500121	Brown, Catherine	P8	Gucci Bag	GI-MR	3/18/2019 8:32:12 PM	Ship To Address	Order Accented	3/18/2019 8:32:19 PM		868982256	Brown, Catherine, #9, Blue Spring Apart
	45	000500121	Brown, Catherine	P83	Rolex	Black-Med	3/18/2019 8:44:24 PM	Ship To Address	Cancelled		cancelled		Brown, Catherine, #9, Blue Spring Apart
	47	000500121	Brown, Catherine	P83	Rolex	Black-Med	3/18/2019 8:56:58 PM	Ship To Address	Cancelled		cancelled		Brown, Catherine, #9, Blue Spring Apart
	48	000500121	Brown, Catherine	P83	Rolex	Black-Med	3/18/2019 8:57:05 PM	Ship To Address	Cancelled				Brown, Catherine, #9, Blue Spring Apart
	51	000500121	Brown, Catherine	P83	Gucci Bag	GI-MG	3/19/2019 4:47:13 PM	Ship To Address	Change Address Request				Brown, Catherine, #9, Blue Spring Apart
	52	000500121	Brown, Catherine	P83	Rolex	Black-Med	3/19/2019 4:48:59 PM	Ship To Address	Order Accented	3/19/2019 4:49:17 PM		460444364	Brown, Catherine, #9, Blue Spring Apart
	53	000500121	Brown, Catherine	P83	Rolex	Black-Med	3/19/2019 4:53:15 PM	Ship To Address	Change Address Request				Brown, Catherine, #9, Blue Spring Apart
	54	000500121	Brown, Catherine	P83	Gucci Bag	GI-SR	3/19/2019 5:01:51 PM	Ship To Address	Change Address Request				Brown, Catherine, #9, Blue Spring Apart
	1	000500095	Thomson, George	P8	iPhone 8	A8-54GBW	3/18/2019 2:52:48 PM	PickUp At Casino	Redeemed	3/18/2019 5:56:58 PM	Confirm		
	17	000500095	Thomson, George	P8	iPhone 8	Z8-120GBR	3/18/2019 2:56:48 PM	PickUp At Casino	Pick Up Initiated				
	9	000500095	Thomson, George	P8	iPhone 8	A8-64GBW	3/18/2019 3:05:16 PM	PickUp At Casino	Redeemed	3/18/2019 5:57:06 PM	Confirm Pickup		
	12	000500095	Thomson, George	P8	iPhone 8	Z8-120GBR	3/18/2019 3:12:21 PM	PickUp At Casino	Redeemed	3/19/2019 9:50:45 AM	AV picked up		
	13	000500095	Thomson, George	P8	NIKE	W-10	3/18/2019 3:20:16 PM	PickUp At Casino	Pick Up Initiated				
	18	000500095	Thomson, George	P8	NIKE	W-10	3/18/2019 3:26:21 PM	PickUp At Casino	Pick Up Initiated				
	21	000500095	Thomson, George	P81	Puma	W-M	3/18/2019 3:43:04 PM	PickUp At Casino	Redeemed	3/19/2019 9:50:53 AM	AV picked up		

Loaded Player: Boutique

Administrator | Super User | 3/19/2019 6:34:10 PM | India Standard Time

JUL 04, 2019

The options in the **Gift Look up** screen are explained in the following table:

Field	Description
Action	<p>The following action buttons are available:</p> <ul style="list-style-type: none">  - To update the player's mailing address for the raised request.  - To cancel the order pickup at the casino or the change address request.  - To confirm the order pickup at casino.  - To resolve the player related issues when player exceeds the time allocated for changing their mailing address or picking up the gift item from the casino club desk once the order is initiated.
Order ID	The unique Order ID generated in EBS for the prizes that are claimed by players.
Account Number	The account number of the player who claimed the prize.
Player Name	The name of the player.
Promotion Name	The name of the promotion.
Product	The name of the product for which the order is raised.
Variant	The various variants available for the selected product type.
Order Initiated Date	The date and time the order request was raised by the player from iVIEW.
Delivery Type	The delivery options selected in iVIEW by the player to redeem gifts. The delivery options can be by <i>Ship To Address</i> or <i>Pickup At Casino</i> .




What is Player Boutique?

Field	Description																						
Order Status	<p>Casino employee can inform the player about the status of their order and change the address based on the request initiated by the player. The history of each order can be viewed by clicking on the order status.</p> <p>The different statuses of the orders generated in EBS for the <i>Pickup</i> and <i>Mail delivery</i> options are as follows:</p> <table> <tr> <th>Order Status</th><th>Description</th></tr> <tr> <td colspan="2">Pick Up</td></tr> <tr> <td>Pick Up Initiated</td><td>If the pickup of gift is initiated by the player from iVIEW.</td></tr> <tr> <td>Redeemed</td><td>If the gift is rewarded to the player at the player booth or front desk.</td></tr> <tr> <td colspan="2">By Mail</td></tr> <tr> <td>Order Accepted</td><td>If the mail order is submitted by the player from iVIEW and is accepted by the third-party service provider.</td></tr> <tr> <td>Change Address Requested</td><td>If the address change is initiated by the player from iVIEW. The address change is only initiated for a specific Order ID. This address change will not be reflected for the other orders (<i>Order ID</i>) initiated by the player.</td></tr> <tr> <td>Address Updated</td><td>If the player address is updated, an intermediate status is displayed until the order is submitted to the third-party service provider system.</td></tr> <tr> <td>Order Rejected</td><td>If the order is rejected from the third-party service provider for reasons such as out of stock or invalid address.</td></tr> <tr> <td>Inventory Offline</td><td>If the third-party service provider system status is <i>offline</i>, while the order is submitted.</td></tr> <tr> <td>Auto Cancelled</td><td>If the order is initiated and a player exceeds the time allocated to change the address or redeem the gift item from the casino front desk. This order status is applicable for both <i>Pick Up</i> and <i>Change of Address</i>.</td></tr> </table>	Order Status	Description	Pick Up		Pick Up Initiated	If the pickup of gift is initiated by the player from iVIEW.	Redeemed	If the gift is rewarded to the player at the player booth or front desk.	By Mail		Order Accepted	If the mail order is submitted by the player from iVIEW and is accepted by the third-party service provider.	Change Address Requested	If the address change is initiated by the player from iVIEW. The address change is only initiated for a specific Order ID. This address change will not be reflected for the other orders (<i>Order ID</i>) initiated by the player.	Address Updated	If the player address is updated, an intermediate status is displayed until the order is submitted to the third-party service provider system.	Order Rejected	If the order is rejected from the third-party service provider for reasons such as out of stock or invalid address.	Inventory Offline	If the third-party service provider system status is <i>offline</i> , while the order is submitted.	Auto Cancelled	If the order is initiated and a player exceeds the time allocated to change the address or redeem the gift item from the casino front desk. This order status is applicable for both <i>Pick Up</i> and <i>Change of Address</i> .
Order Status	Description																						
Pick Up																							
Pick Up Initiated	If the pickup of gift is initiated by the player from iVIEW.																						
Redeemed	If the gift is rewarded to the player at the player booth or front desk.																						
By Mail																							
Order Accepted	If the mail order is submitted by the player from iVIEW and is accepted by the third-party service provider.																						
Change Address Requested	If the address change is initiated by the player from iVIEW. The address change is only initiated for a specific Order ID. This address change will not be reflected for the other orders (<i>Order ID</i>) initiated by the player.																						
Address Updated	If the player address is updated, an intermediate status is displayed until the order is submitted to the third-party service provider system.																						
Order Rejected	If the order is rejected from the third-party service provider for reasons such as out of stock or invalid address.																						
Inventory Offline	If the third-party service provider system status is <i>offline</i> , while the order is submitted.																						
Auto Cancelled	If the order is initiated and a player exceeds the time allocated to change the address or redeem the gift item from the casino front desk. This order status is applicable for both <i>Pick Up</i> and <i>Change of Address</i> .																						
Order Complete Date	<p>The date and time the order was completed. The following status change occurs for the completed orders:</p> <ul style="list-style-type: none"> Order Accepted for Ship to Address delivery type. Redeemed for the PickUp at casino delivery type. 																						
Transaction Comment	The comment provided by user when updating the shipping address, confirming the order, or canceling the order.																						

Field	Description
Tracking#	The unique number generated in the e-commerce service provider or the third-party service provider to track the order when the order is accepted for processing. EBS uses this tracking number for communicating with third-party service provider.
Address	The player's shipping address updated for mailing the gift items.

- A casino employee can also cancel () or confirm () the order as required.

Complete and Confirm Order Pickup at Casino

Action	Order ID	Account Number	Player Name	Promotion Name	Product Name	Variant	Order Initiate Date	Delivery Type	Order Status
	12	000500095	Thomson, George	PB	iPhone 8	Z8-120GBR	3/18/2019 3:12:21 PM	PickUp At Casino	Redeemed
	13	000500095	Thomson, George	PB	NIKE	W-10	3/18/2019 3:20:16 PM	PickUp At Casino	PickUp Initiated
	23	000500095	Thomson, George	PB1	iPhone 8	A8-64GBW	3/18/2019 3:43:57 PM	PickUp At Casino	Confirm Pickup

Confirm Pickup For Order ID: 10

Prize: iPhone 8

Prize Variant: A8-64GBW

Review Comments:

Confirm Pickup

The **Order Status** changes to *Redeemed* after the order confirmation

What is Player Boutique?

Cancel Order Pickup at Casino

Action	Order ID	Account Number	Player Name	Promotion Name	Product Name	Variant	Order Initiate Date	Delivery Type	Order Status	Order Complete Date	Transaction Comment
	53	000500121	Brown, Catherine	PB3	Rolex	Black-Med	3/19/2019 4:53:15 PM	Ship To Address	Change Address Requested		
	54	000500121	Brown, Catherine	PB3	Gucci Bag	GI-SR	3/19/2019 5:01:51 PM	Ship To Address	Change Address Requested		
	1	000500095	Thomson, George	PB	iPhone 8	A8-64GBW	3/18/2019 2:52:48 PM	PickUp At Casino	Redeemed	3/18/2019 5:56:58 PM	Confirm
	7	000500095	Thomson, George	PB	iPhone 8	Z8-120GBR	3/18/2019 2:56:48 PM	PickUp At Casino	Redeemed	3/19/2019 6:50:04 PM	Confirm Pickup
	9	000500095	Thomson, George	PB	iPhone 8	A8-64GBW	3/18/2019 3:05:16 PM	PickUp At Casino	Redeemed	3/18/2019 5:57:06 PM	Confirm Pickup
	12	000500095	Thomson, George	PB	iPhone 8	Z8-120GBR	3/18/2019 3:12:21 PM	PickUp At Casino	Redeemed	3/19/2019 9:50:45 AM	picked up
	13	000500095	Thomson, George	PB	NIKE	W-10	3/18/2019 3:20:16 PM	PickUp At Casino	Pick Up Initiated		
	18	000500095	Thomson, George	PB	NIKE	W-10	3/18/2019 3:26:21 PM	PickUp At Casino	Pick Up Initiated		
	21	000500095	Thomson, George	PB1	Puma	W-M	3/18/2019 3:43:04 PM	PickUp At Casino	Redeemed	3/19/2019 9:50:53 AM	picked up
	23	000500095	Thomson, George	PB1	iPhone 8	A8-64GBW	3/18/2019 3:43:57 PM	PickUp At Casino	Pick Up Initiated		
					NIKE	W-10	3/18/2019 3:52:59 PM	PickUp At Casino	Pick Up Initiated		
					Puma	W-M	3/18/2019 3:54:58 PM	PickUp At Casino	Pick Up Initiated	3/19/2019 9:51:01 AM	successful picku
					NIKE	W-10	3/18/2019 4:21:28 PM	PickUp At Casino	Pick Up Initiated		
					Puma	W-M	3/18/2019 5:49:01 PM	PickUp At Casino	Pick Up Initiated		
					Puma	W-M	3/18/2019 5:50:02 PM	PickUp At Casino	Pick Up Initiated		
					iPhone 8	A8-64GBW	3/18/2019 5:50:36 PM	PickUp At Casino	Pick Up Initiated		
					Puma	W-M	3/18/2019 5:50:59 PM	PickUp At Casino	Pick Up Initiated		
					iPhone 8	A8-64GBW	3/18/2019 8:35:08 PM	PickUp At Casino	Pick Up Initiated		
					iPhone 8	A8-64GBW	3/18/2019 8:44:09 PM	PickUp At Casino	Pick Up Initiated		

The **Order Status** changes to *Cancelled* after the order cancellation

- Authorized casino personnel can update the player's mailing address using the icon based on the request raised by the player from iVIEW.

Action	Order ID	Account Number	Player Name	Promotion Name	Product Name	Variant	Order Initiate Date	Delivery Type
	48	000500121	Brown, Catherine	PB3	Rolex	Black-Med	3/18/2019 8:57:05 PM	Ship To Address
	51	000500121	Brown, Catherine	PB3	Gucci Bag	GI-MG	3/19/2019 4:47:13 PM	Ship To Address

Change Address For Account Number: 000500121 and Order ID: 51

Account Number: 000500121 Order ID: 51

Full Name: * Brown, Catherine

Address Line1: * #9, Blue Spring Apartments, Address Line2: Las Vegas Strip

City: Las Vegas State: NV

Postal Code: * 88901 Country Code: * USA

Phone Area Code: Phone Number: 7012345678

Email Address: *

Reset Update Cancel


What is Player Boutique?

- A Once the address is changed, the **Order Status** is displayed as *Address Updated*. This is an intermediate status.

51	000500121	Brown, Catherine	PB3	Gucci Bag	GI-MG	3/19/2019 4:47:13 PM	Ship To Address	Address Updated
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- B When the order status is in *Address Updated*, the EBS monitoring service picks the order and submits the order to the third-party service provider. Thus, the order status changes to *Order Accepted* and the **Transaction Number** associated with the order in the third-party service provider system is updated in EBS.

51	000500121	Brown, Catherine	PB3	Gucci Bag	GI-MG	3/19/2019 4:47:13 PM	Ship To Address	Order Accepted	3/19/2019 6:47:57 PM	948296483	Brown, Catherine, #9, Blue S
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- Casino employee can resolve player related disputes using the  icon. If a player exceeds the time allocated to change the address or redeem the gift item from the casino front desk after the order initiation, the order status changes to *Auto Cancelled*. When the player approaches the casino employee with a dispute on redeeming the prize, this icon is used to resolve the order. The order can be confirmed for gift pickup or perform change of address based on the delivery type that the player has opted for claiming the prize and has required wager amount.

Gift Look up

Search

Start Date: 5/1/2019 Hours: 18 Minutes: 01

End Date: 5/2/2019 Hours: 18

Select a Promotion: All

Search by: All

Filter by Status: All

Resolve Order For Account Number: 000500121

Player Wager: 20.0

Prize: Rolex

Prize Variant: Black-Med

Prize Redeem Cost: 20.0

Comments:

Cancel Pick Up Ship To Address

Action	Order ID	Account Number	Player Name
	2	000500121	Brown, Catherine
	4	000500121	Brown, Catherine
	5	000500121	Brown, Catherine
	6	000500121	Brown, Catherine
	7	000500121	Brown, Catherine
	8	000500121	Brown, Catherine
	10	000500121	Brown, Catherine
	12	000500121	Brown, Catherine
	13	000500121	Brown, Catherine

Order Date	Delivery Type	Order Status	Order Complete Date	Transaction Comment	Tracking#
5:54 PM	PickUp At Casino	Redeemed	5/2/2019 3:26:06 PM	Confirm Pickup	
8:36 PM	Ship To Address	Order Accepted	5/2/2019 3:28:46 PM		365794603 Brown, Catherine, #9, BI
10:19 PM	Ship To Address	Order Accepted	5/2/2019 3:20:36 PM		888728818 Brown, Catherine, #9, BI
13:08 PM	Ship To Address	Cancelled	5/2/2019 3:34:26 PM	dd	436101496 Brown, Catherine, #9, BI
18:07 PM	PickUp At Casino	Auto Cancelled		Auto Cancelled	
11:36 PM	Ship To Address	Order Rejected	5/2/2019 3:43:58 PM		18981954 Brown, Catherine, #9, BI
13:07 PM	PickUp At Casino	Cancelled	5/2/2019 3:43:38 PM	Unresolved order is ci	
		Cancelled	5/2/2019 5:45:22 PM	Unresolved order is ci	
		Auto Cancelled			Brown, Catherine, #9, BI



The auto-cancellation of a prize can be configured by selecting the **Enable timer and auto cancel of unresolved orders** check box in the **Application Settings** section of *Player Boutique* in the **Elite Bonusing Suite Configuration Utility**. If this option is not selected, the prize will not be auto-cancelled.

What is Player Boutique?

- Casino employee can view the order history by clicking on the Order status values that are hyper-linked.

View Order History of Shipping Order

Action	Order ID	Account Number	Player Name	Promotion Name	Product Name	Variant	Order Initiate Date	Delivery Type	Order Status	Order Complete Date	Transaction Comment	Tracking#
	3	000500095	Thomson, George	PB	Gucci Bag	GI-SR	4/4/2019 3:06:46 AM	Ship To Address	Order Accepted	4/4/2019 3:08:09 AM		109052985 Thomson, George,ANZ
	4	000500095	Thomson, George	PB	Gucci Bag	GI-SR	4/4/2019 3:07:02 AM	Ship To Address	Order Accepted	4/4/2019 3:07:09 AM		287037363 Thomson, George,ANZ
	10	000500095	Thomson, George	PB ship	Puma	W-M	4/4/2019 3:10:47 AM	Ship To Address	Order Accepted	4/4/2019 3:11:00 AM		74434438 Thomson, George,ANZ
	12	000500095	Thomson, George	PB ship	Puma	W-M	4/4/2019 3:13:11 AM	Ship To Address	Cancelled		Cancel Order	Thomson, George,ANZ
	14	000500095	Thomson, George	PB ship	Puma	B-L	4/4/2019 5:14:22 AM	Ship To Address	Cancelled		Cancel Order	Thomson, George,ANZ
	15	000500095	Thomson, George	PB	Gucci Bag	GI-MR	4/4/2019 5:22:52 AM	Ship To Address	Cancelled		Cancel Order	Thomson, George,ANZ
	18	000500095	Thomson, George	PB ship	Gucci Bag	GI-MR	4/4/2019 6:30:28 AM	Ship To Address	Change Address Requeste			Thomson, George,ANZ
	1	000500095	Thomson, George	PB	iPhone 8	A8-64GBW	4/4/2019 2:47:36 AM	PickUp At Casino	Redeemed	4/4/2019 2:50:39 AM	Confirm Pickup	
	6	000500095	Thomson, George	PB	NIKE	W-10	4/4/2019 3:09:06 AM	PickUp At Casino	Cancelled		Cancel Order	
	16	000500095	Thomson, George	PB	NIKE	W-10	4/4/2019 5:24:28 AM	PickUp At Casino	Redeemed	4/4/2019 5:25:25 AM	Confirm Pickup	

Transition Date Time	From	To	Handled By	Transition Log
4/4/2019 3:08:04 AM	Change Address Requested	Address Updated	Administrator	Shipping address updated.
4/4/2019 3:06:57 AM	Claim Initiated	Change Address Requested	Player	Player requested for changing shipping address.
4/4/2019 3:06:46 AM		Claim Initiated	Player	Player initiated claim from slot - 82221

View Order History of Order Pickup at Casino

Action	Order ID	Account Number	Player Name	Promotion Name	Product Name	Variant	Order Initiate Date	Delivery Type	Order Status	Order Complete Date	Transaction Comment	Tracking#
	3	000500095	Thomson, George	PB	Gucci Bag	GI-SR	4/4/2019 3:06:46 AM	Ship To Address	Order Accepted	4/4/2019 3:08:09 AM		109052985 Thomson, George,ANZ
	4	000500095	Thomson, George	PB	Gucci Bag	GI-SR	4/4/2019 3:07:02 AM	Ship To Address	Order Accepted	4/4/2019 3:07:09 AM		287037363 Thomson, George,ANZ
	10	000500095	Thomson, George	PB ship	Puma	W-M	4/4/2019 3:10:47 AM	Ship To Address	Order Accepted	4/4/2019 3:11:00 AM		74434438 Thomson, George,ANZ
	12	000500095	Thomson, George	PB ship	Puma	W-M	4/4/2019 3:13:11 AM	Ship To Address	Cancelled		Cancel Order	Thomson, George,ANZ
	14	000500095	Thomson, George	PB ship	Puma	B-L	4/4/2019 5:14:22 AM	Ship To Address	Cancelled		Cancel Order	Thomson, George,ANZ
	15	000500095	Thomson, George	PB	Gucci Bag	GI-MR	4/4/2019 5:22:52 AM	Ship To Address	Cancelled		Cancel Order	Thomson, George,ANZ
	18	000500095	Thomson, George	PB ship	Gucci Bag	GI-MR	4/4/2019 6:30:28 AM	Ship To Address	Change Address Requeste			Thomson, George,ANZ
	1	000500095	Thomson, George	PB	iPhone 8	A8-64GBW	4/4/2019 2:47:36 AM	PickUp At Casino	Redeemed	4/4/2019 2:50:39 AM	Confirm Pickup	
	6	000500095	Thomson, George	PB	NIKE	W-10	4/4/2019 3:09:06 AM	PickUp At Casino	Cancelled		Cancel Order	
	16	000500095	Thomson, George	PB	NIKE	W-10	4/4/2019 5:24:28 AM	PickUp At Casino	Redeemed	4/4/2019 5:25:25 AM	Confirm Pickup	

Transition Date Time	From	To	Handled By	Transition Log
4/4/2019 5:25:25 AM	Pick Up Initiated	Redeemed	operator	Confirm.
4/4/2019 5:24:30 AM	Claim Initiated	Pick Up Initiated	Player	Player claimed to pick up from casino.
4/4/2019 5:24:28 AM		Claim Initiated	Player	Player initiated claim from slot - 82221

View Order History of Auto Cancelled Order Status

Action	Order ID	Account Number	Player Name	Promotion Name	Product Name	Variant	Order Initiate Date	Delivery Type	Order Status	Order Complete Date	Transaction Comment	Tracking#
	13	000500121	Brown, Catherine	New Year Give	Rolex	Black-Med	5/2/2019 5:50:58 PM	Ship To Address	Auto Cancelled		Auto Cancelled	Brown, Catherine,ANZ

Transition Date Time	From	To	Handled By	Transition Log
5/2/2019 5:53:03 PM	Change Address Requested	Auto Cancelled	PB Engine	Auto cancelled after timer is elapsed.
5/2/2019 5:51:06 PM	Claim Initiated	Change Address Requested	Player	Player requested for changing shipping address.
5/2/2019 5:50:58 PM		Claim Initiated	Player	Player initiated claim from slot - 82221

Manage Dashboard

The **Dashboard** screen provides a graphical representation of the gifts that are rewarded for all running promotions and displays the alert messages defined for various scenarios for each promotion.

The following options are available in Player Boutique dashboard:

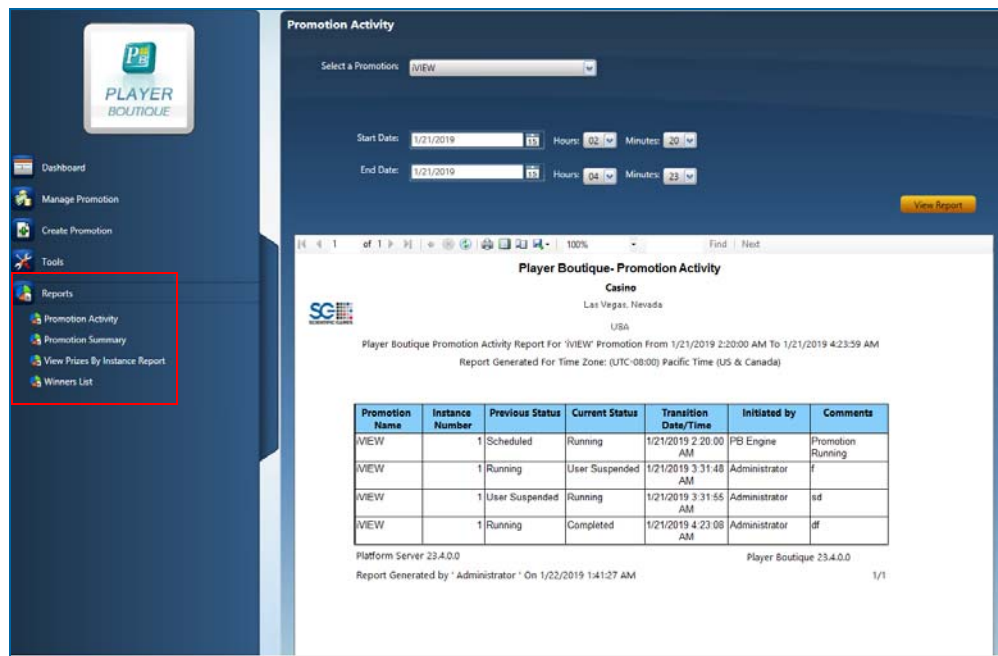
- **Running Promotions** – Lists all Player Boutique promotions that are in *Running* status.
- **Gift Redemption Details** – A graphical representation of the gift redemption status and the number of gifts in stock are displayed for the selected promotion in the **Running Promotions** section.
 - The **green** color bar indicates the count of the available prizes.
 - The **red** color bar indicates the count of the redeemed prizes.
- **Inventory Provider Status** – Lists the status of the third-party service provider, the alert generated date, and the date and time the status was last updated. The status can be *Offline* or *Online*. For example, the third-party service provider can be **Gift&Go**.
- **Alerts** – Lists the alert notifications received from EBS for all Player Boutique promotions based on the following events that occur during the gift redemption process:
 - *Address Change* – If the player initiates an address change while redeeming their gifts for a promotion.
 - *Low Stock* – If the number of prizes in the stock reduces to the defined level in the promotion.
 - *Out Of Stock* – If the number of prizes defined in the stock is cleared completely for the promotion.
 - *Order Rejected* – If the order is rejected from the third-party service provider for reasons such as out of stock or invalid address.



Generate Reports

The following options are available in the **Reports** menu:

- **Promotion Activity** – View the activities that occurred in a selected promotion for a specified period. The activities include all transitions of the promotion from creation to completion.



The report provides the following information:

Field	Description
Promotion Name	The name of the promotion.
Instance Number	The n th instance of a promotion.
Previous Status	The activity completed (status) by the promotion previously.
Current Status	The present status of the promotion.
Transition Date/Time	The date and time the promotion activity occurred.
Initiated by	The user name, application engine name, or EBS engine name by whom the activity was initiated.
Comments	The reason provided by either Player Boutique or user when an activity occurs in the promotion.

What is Player Boutique?

- **Promotion Summary** – View the summary of a promotion for the specified period and selected casinos.

Promotion Summary

Select a Promotion: **Player Boutique**

Casino: **1**

Start Date: **1/21/2019** Hours: **07** Minutes: **03**

End Date: **1/22/2019** Hours: **01** Minutes: **41**

View Report

Player Boutique - Promotion Summary

Casino
Las Vegas, Nevada
USA

Player Boutique Promotion Summary Report For 'Player Boutique' Promotion From 1/21/2019 7:03:00 AM To 1/22/2019 1:41:59 AM
Report Generated For Time Zone: (UTC-08:00) Pacific Time (US & Canada)
Casino: 1, 2, 512, 603

Promotion Name	Instance Number	Start Date Time	End Date Time	Number Of Prizes Allowed Per Player	Total Prize	Total Redeemed Prize	Total Available Prize	Wager Min/Max	Conditional Machine Wager
Player Boutique	1	1/21/2019 7:03:03 AM	1/22/2019 1:41:59 AM	10	9	9	0	Min: 50.0, Max: 100.0	1 Qualifying Point = \$ 1.0

Platform Server 23.4.0.0
Report Generated by 'Administrator' On 1/22/2019 1:41:44 AM
Player Boutique 23.4.0.0
1/1

The report provides the following information:

Field	Description
Promotion Name	The name of the promotion.
Instance Number	The n^{th} instance of a promotion.
Start Date Time	The date and time the promotion or instance commenced.
End Date Time	The date and time the promotion or instance ended.
Number of Prizes Allowed Per Player	The number of prize that can be claimed by a player when the promotion runs.
Total Prize	The total number of prizes defined for the promotion.
Total Redeemed Prize	The total prizes redeemed for the promotion.
Total Available Prize	The number of prizes that are available in stock.
Wager Min/Max	The minimum and maximum wager amount considered for the promotion. This value changes according to the prizes set for the promotion.
Conditional Machine Wager	The rule defined per point based on which the accrual rates are applied to the eligible machines that participate in the promotion. The currency value specified for conditional machines to calculate per qualifying point. For example, <i>1 Qualifying Point = \$ 1.0</i>

What is Player Boutique?

- **Winner List** – View the winners of a selected promotion for the specified date and time range, Filter by Delivery, or Account Number.

Winner List for All Delivery Options

Winners List

Select a Promotion: PB

Filter by Delivery: All ☒ Select All

Account Number:

Start Date: 3/18/2019 15 Hours: 14 Minutes: 35

End Date: 3/18/2019 15 Hours: 20 Minutes: 56

[View Report](#)

1 of 1 [Whole Page](#) Find Next

Player Boutique - Winners List

Casino
Las Vegas, Nevada
USA

Player Boutique Winners List Report For 'PB' Promotion From 3/18/2019 2:35:00 PM To 3/18/2019 8:56:59 PM

Report Generated For Time Zone: (UTC+ 05:30) Chennai, Kolkata, Mumbai, New Delhi

Casino: 1, 2, 512, 603

Promotion Name	OrderID	Start Date Time	End Date Time	Account Number	First Name	Last Name	Slot Number	Prize	Variant	Delivery Option	Redeemed Date Time	Redeemed Cost
PB	1	3/18/2019 2:35:27 PM	3/18/2019 8:56:02 PM	000500095	George	Thomson	B2221	iPhone 8	A8-64GBW	PickUp At Casino	3/18/2019 5:56:58 PM	10.0
PB	3	3/18/2019 2:35:27 PM	3/18/2019 8:56:02 PM	000500095	George	Thomson	B2221	Gucci Bag	GI-MG	Ship To Address	3/18/2019 8:56:21 PM	5.0
PB	4	3/18/2019 2:35:27 PM	3/18/2019 8:56:02 PM	000500095	George	Thomson	B2221	Gucci Bag	GI-MR	Ship To Address	3/18/2019 2:54:24 PM	5.0
PB	9	3/18/2019 2:35:27 PM	3/18/2019 8:56:02 PM	000500095	George	Thomson	B2221	iPhone 8	A8-64GBW	PickUp At Casino	3/18/2019 5:57:06 PM	10.0
PB	42	3/18/2019 2:35:27 PM	3/18/2019 8:56:02 PM	000500121	Catherine	Brown	B2221	Gucci Bag	GI-MR	Ship To Address	3/18/2019 8:32:19 PM	5.0

Platform Server 23.4.0.0 Player Boutique 23.4.0.0

Report Generated by: 'Administrator' On 3/19/2019 8:31:25 PM 1/1

Field Description

Promotion Name	The name of the promotion.
Order ID	The unique order ID generated in EBS for the prize claimed by an eligible player.
Start Date Time	The date and time the of the promotion commenced.
End Date Time	The date and time the promotion ended.
Account Number	The account number of the player who redeemed the prize.
First Name	The first name of the winner.
Last Name	The last name of the winner.

What is Player Boutique?

Field	Description
Slot Number	The number of the slot machine where the player claims the prize.
Prize	The prize the player redeemed.
Variant	The various variants available for the selected prize type.
Delivery Options	The delivery options by which the gifts were rewarded to the player. The delivery options can be by <i>Mail</i> or <i>Pickup</i> at casino. NOTE: You can search the winners rewarded using a specific delivery options by selecting the required option from the Filter by Delivery drop-down list.
Redeemed Date Time	The date and time the prize for the promotion was redeemed.
Redeemed Cost	The amount wagered by the player to participate in the promotion and redeem the prize.

Winners List for *Pickup Delivery*

Winners List

Select a Promotion: PB

Filter by Delivery: Pickup

Account Number:

Start Date: 3/18/2019 Hours: 14 Minutes: 35

End Date: 3/18/2019 Hours: 20 Minutes: 56

☒ Select All

[View Report](#)

1 of 1

Whole Page

Find | Next

Player Boutique - Winners List

Casino

Las Vegas, Nevada

USA

Player Boutique Winners List Report For 'PB' Promotion From 3/18/2019 2:35:00 PM To 3/18/2019 8:56:59 PM

Report Generated For Time Zone: (UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi

Casino: 1, 2, 512, 603

Promotion Name	OrderID	Start Date Time	End Date Time	Account Number	First Name	Last Name	Slot Number	Prize	Variant	Delivery Option	Redeemed Date Time	Redeemed Cost
PB	1	3/18/2019 2:35:27 PM	3/18/2019 8:56:02 PM	000500095	George	Thomson	B2221	iPhone 8	A8-64GBW	PickUp At Casino	3/18/2019 5:56:58 PM	10.0
PB	9	3/18/2019 2:35:27 PM	3/18/2019 8:56:02 PM	000500095	George	Thomson	B2221	iPhone 8	A8-64GBW	PickUp At Casino	3/18/2019 5:57:06 PM	10.0

Platform Server 23.4.0.0

Report Generated by ' Administrator ' On 3/19/2019 8:32:22 PM

Player Boutique 23.4.0.0

1/1

What is Player Boutique?

Winners List for Mail Delivery

Winners List

Select a Promotion: PB

Filter by Delivery: Mail ☒ Select All

Account Number:

Start Date: 3/18/2019 15 Hours: 14 Minutes: 35

End Date: 3/18/2019 15 Hours: 20 Minutes: 56

[View Report](#)

Player Boutique - Winners List

Casino
Las Vegas, Nevada
USA

Player Boutique Winners List Report For 'PB' Promotion From 3/18/2019 2:35:00 PM To 3/18/2019 8:56:59 PM

Report Generated For Time Zone: (UTC+ 05:30) Chennai, Kolkata, Mumbai, New Delhi

Casino: 1, 2, 512, 603

Promotion Name	OrderID	Start Date Time	End Date Time	Account Number	First Name	Last Name	Slot Number	Prize	Variant	Delivery Option	Redeemed Date Time	Redeemed Cost
PB	3	3/18/2019 2:35:27 PM	3/18/2019 8:56:02 PM	000500095	George	Thomson	B2221	Gucci Bag	GI-MG	Ship To Address	3/18/2019 8:56:21 PM	5.0
PB	4	3/18/2019 2:35:27 PM	3/18/2019 8:56:02 PM	000500095	George	Thomson	B2221	Gucci Bag	GI-MR	Ship To Address	3/18/2019 2:54:24 PM	5.0
PB	42	3/18/2019 2:35:27 PM	3/18/2019 8:56:02 PM	000500121	Catherine	Brown	B2221	Gucci Bag	GI-MR	Ship To Address	3/18/2019 8:32:19 PM	5.0

Platform Server 23.4.0.0

Report Generated by ' Administrator ' On 3/19/2019 8:32:54 PM

Player Boutique 23.4.0.0

1/1

Changes in EBS Configuration Utility

A new, **Player Boutique**, option has been added in the **Application Settings** window of the **Elite Bonusing Suite Configuration Utility** to set the following:

- The Recipient email IDs to receive the notifications of the associated third-party service provider if it is *Offline*.
- The option to enable timer for player to redeem gift or change address at the casino front desk.
- The time duration in minutes within which the player has to redeem the gift or change their address at the casino front desk after the order initiation. If the player does not perform these actions within the specified time, the order status changes to *Auto Cancelled*.
- The API address used to connect to the Product Gateway services.

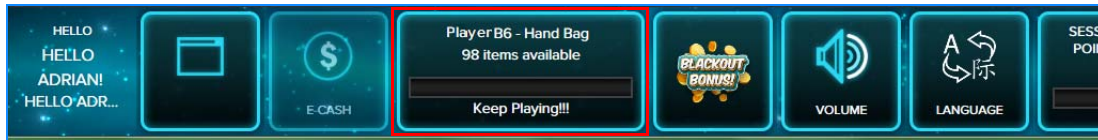
The screenshot shows the 'Elite Bonusing Suite Configuration Utility' window. On the left is a sidebar with navigation options: Database Settings, Server End Point Settings, **Application Settings** (highlighted with a red box), Security Settings, Log Settings, Test Settings, Multicast Settings, Resources, and Configuration Audit Report. The main area is titled 'Application Settings' and has a 'Select a Product:' dropdown menu with 'Player Boutique' selected (also highlighted with a red box). Below this is a section for 'Application Service' containing a table with configuration details, which is also highlighted with a red box. At the bottom of the main area is a 'Save' button. The status bar at the bottom indicates 'Settings for Player Boutique Loaded' on the left and 'Thursday, May 2, 2019' on the right.

Description	Value
Semi-Colon separated recipient Email IDs for Inventory Provider Status Notification	administrator@scientificgames.com
Enable timer and auto cancel of unresolved orders	<input checked="" type="checkbox"/>
Player should take action on unresolved order within this time (minutes)	30
Product Gateway API base address	https://10.2.160.16/PlatformProductGatewayAPI/api/v1/

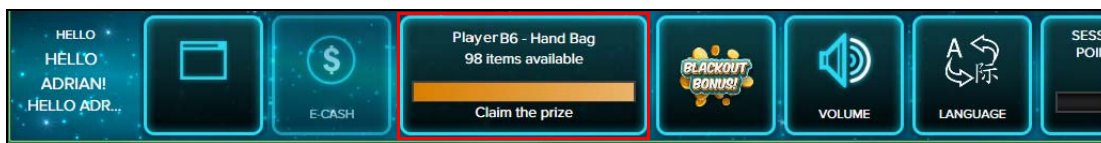
Claiming Player Boutique Prizes in iVIEW

- 01 Once a promotion starts running in EBS, a Player Boutique widget is displayed in iVIEW 4.0 screens.

Player Boutique Widget - Keep Playing state



Player Boutique Widget - Claim the Prize state



- 02 Select the Player Boutique widget. The gifts defined for the promotion are displayed in the **Player Boutique** screen.



- 03** **Select** the gift that you wish to be rewarded on achieving the eligibility criteria. The selected gift is highlighted. For example, **iPhone 8** is selected.



Based on your wagering in the base game, a real-time progress bar increments in iVIEW for the listed gift items.



If you complete the required wager amount, a **Claim** button is displayed next to the gift level and a message, *You've earned your prize!* is displayed next to the eligible gift level.



- 04 Tap the gift item to be claimed to view its product description.

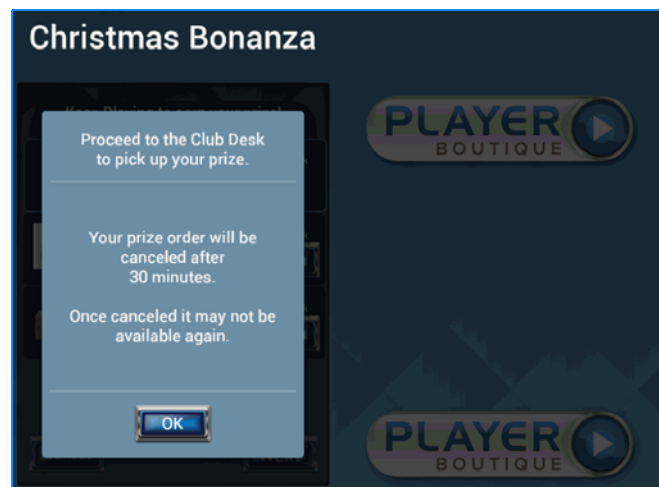


- Click  to close the description box.

- 05 Tap **Claim**. A message, *This prize is available for pickup at the Club Desk*, is displayed with the gift item.



- 06 Tap **Checkout**. A confirmation message to finalize the order is displayed. The order cancellation duration within which the player must proceed to the club desk is also displayed.



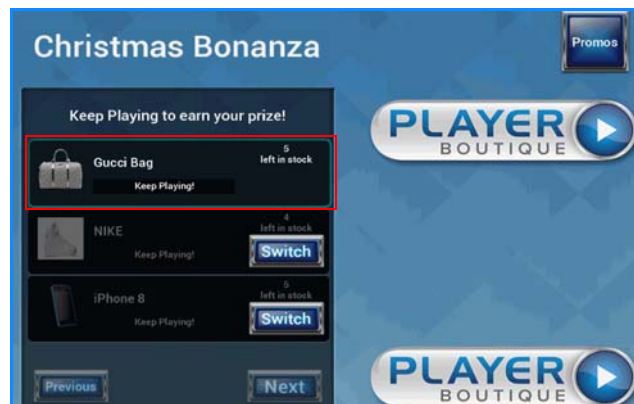
- 07 Tap **OK**. The player instruction to contact the club desk within the expiration period for prize redemption is displayed.



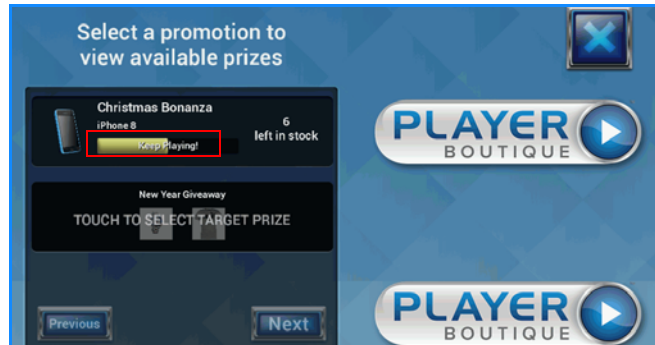
An internal order is created in EBS. An authorized EBS user can initiate and commit the orders from the **Gift Look Up** screen for players who contact the club desk for prize redemption.

Optional Steps

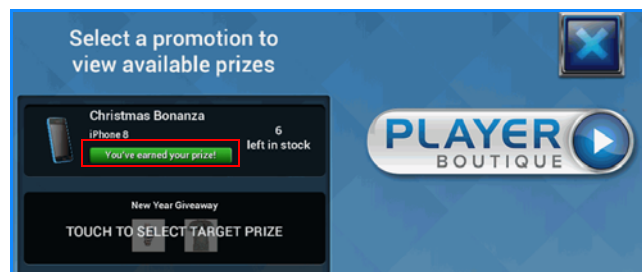
- Tap the **Switch** button next to the required gift item to change the selection of the targeted item to be achieved.



- Use the **Promos** button to view the currently running promotions in iVIEW.
 - A real-time progress bar with the *Keep Playing!* message increments for the promotion that the player has selected.



- If the player has met the expected wager condition, the progress bar with the *You've earned your prize!* message is displayed next to the selected promotion.



- The other promotions available in the list can also be chosen by the player to select the required prizes allocated in that promotion.

Modifications

Random Number Generation Logic Changed

Version Affected	23.3.1
Defect ID	EBS2300-535 and EBS2300-616
Application Affected	PW, LMB, DRB, VR, U-Spin, FRB, DWP, PPS, CL, and MPR
Functional Area	Winner Selection

- The following modifications have been made to the Random Number Generation (RNG) logic available in the **BallyTech.PlayVIEW.Infrastructure.dll** file:
 - The PPE has been modified to use the common **KissRNG** logic available in the **BallyTech.PlayVIEW.Infrastructure.dll** file instead of its own. Earlier, the random number generation logic was available in multiple locations.
 - The **CyclingInterval** value in the **KissRNG** logic has been modified to 10 milliseconds.
 - The **Reseeding Interval** value in the **KissRNG** logic has been configured to 60000 milliseconds. This reduces the chances of repeating the random number generation.
 - Seeding and re-seeding is now performed by merging the **KissRNG** state with 512 bits of random crypto data to improve security of the **KissRNG** logic implementation and increase entropy of the random numbers produced.
- The **BallyTech.Bonusing.AppLib.MPR.dll** file has been modified to avoid the shuffling bias method of winner selection.

EBS Database Maintenance Performance Enhanced

Version Affected	23.0
JIRA ID	EBS2300-655
Application Affected	EBS and Platform Databases
Functional Area	Database Maintenance

The jackpot-based progressive purge and the progressive consolidation jobs of the EBS Database Maintenance have been modified to improve the performance of the utility. These modifications ensure that all queries are processed efficiently without causing any impact on the casino floor.

User Credentials Entry in the Log File

Version Affected	23.0
JIRA ID	EBS2300-656
Application Affected	Power Progressive Strike
Functional Area	Promotion Status Change on processing Jackpot Hit

The EBS User Interface has been modified to restrict the entry of the username and the encrypted password in the EBS UI log file when the user enters an incorrect username or password and the authentication fails.

Features Merged from Previous Releases

This chapter provides a list of enhancements, modifications, and resolved issues that are merged from the following released versions of EBS:

- EBS 23.0.1
- EBS 23.0.2
- EBS 23.1.2

EBS 23.0.1

Merged Enhancements

- **JIRA ID: EBS2300-543 - Redesigning of the Eligibility Rule Builder Screen**

The **Eligibility Rule Builder** screen has been redesigned to enhance the usability of the screen when creating the eligibility rules using the **Rules Management** suboption listed under the **Rule Engine** menu in Platform modules. The eligibility criteria that were displayed horizontally as drop-down lists have now been changed to a vertical navigation pane. Selecting each criteria displays the available options on the main screen. The **Preview** section is now displayed as a column in the extreme right of the screen displaying the snapshot of all the criteria selected for the rule name.

Merged Resolved Issues

■ JIRA ID: EBS2300-549 - Invalid Session Progressive Hit Issue

When a progressive hit message was received for an invalid session, the error processing was not handled correctly in EBS. The **BallyTech.Bonusing.AppLib.Progressives.dll** file has been modified to send an appropriate error response if an invalid session ID is being used for processing a progressive hit.

■ JIRA ID: EBS2300-561 - Eligible Players Unable to View Winner Messages

Winner messages were not sent from Power Winners if multiple promotions were running and player was eligible for some and not eligible for some promotions. Consider 5 Power Winners promotions were running simultaneously and a player was eligible for only 3 promotions, the winner messages were not displayed on player's iVIEW. The **BallyTech.Bonusing.AppLib.PW.dll** file has been modified to send Power Winners winner message to the appropriate winners of eligible promotions even though multiple promotions are running.

EBS 23.0.2

Merged Resolved Issues

■ JIRA ID: EBS2300-464 - Failure of Multicast Messages for Power Winners

The Power Winners application failed to send multicast messages to the configured default port. This issue occurred as the promotion ID was used instead of the instance ID to get the casino information. A new stored procedure, **GetPromotionHistoryCasinosByPromotionId**, has been added to obtain the casino information from the promotion ID.

■ JIRA ID: EBS2300-552 - Invalid Session Progressive Hit Issue

When a progressive hit message was received for an invalid session, the error transaction was incorrectly processed in EBS. The **BallyTech.Bonusing.AppLib.Progressives.dll** file has been modified to send an appropriate error response if an invalid session ID is used for processing a progressive hit.

■ JIRA ID: EBS2300-584 - Unable to Detach Slot Machine from Active Progressive

After the game cabinet info change, EBS progressives failed to detach a slot machine from an active progressive. This issue occurred as EBS did not send the **CabinetGamesProfile** command to iVIEW whenever there was a change in the game cabinet information. The **BallyTech.PlayVIEW.i2S.dll** file has been modified to notify any game cabinet changes to iVIEW by sending the **CabinetGamesProfile** command.

■ JIRA ID: EBS2300-585 - Power Winners Winner Message Delivery Issue

The winner message was not delivered to the player due to the exception that occurred while processing the player eligibility in the Power Winners promotion. This issue occurred due to the usage of the same variable for completed and running promotions. The

BallyTech.Bonusing.AppLib.Progressives.dll file has been modified to use different variables for completed and running promotions.

■ JIRA ID: EBS2300-602 - U-Spin Promotion Winner Awarding Issue

The U-Spin promotion did not award the winner as per the configured win value. This issue occurred as the pay level values mismatched after the U-Spin promotion was created and the data added to the **PayLevelAwardHistory** table was in an incorrect order. The stored procedure,

p_InsertPayLevelHistory, has been modified to ensure that the data order is not changed before adding it to the **PayLevelAwardHistory** table.

■ JIRA ID: EBS2300-603 - Progressives Unicast Message Issue

An error message was displayed when a unicast message was sent from EBS to iVIEW for Power Progressive Strike (PPS) and PPP. This issue occurred as the

p_GetRunningProgressivesForSlotNumber stored procedure obtained duplicate records from the EBS database. The **p_GetRunningProgressivesForSlotNumber** stored procedure has been modified to obtain distinct records and implement a no-lock feature when there are duplicate records.

■ JIRA ID: EBS2300-604 - Power Paytable Progressive Multicast Message Issue

The Power Paytable Progressives multicast message was not reaching the iVIEW within the configured period of time. This issue occurred as the **SlotContributionLog** table in the EBS database was

unavailable due to WAP implementation resulting in a delay to send multicast messages to iVIEW. The **p_MoveContributionsByRetryCount** stored procedure has been modified not to perform any WAP operations when there are no WAP promotions.

EBS 23.1.2

Merged Resolved Issues

■ JIRA ID: EBS2300-657 - Players Unable to Play the Incomplete U-Spin Game

When a player performs a card-out with an incomplete U-Spin game and performed a card-in in a different slot machine, the player was not able to complete the pending U-Spin game. This issue occurred as the player accrual points or wager accumulated in the earlier session was not transferred to the player's **PromotionBucket** table in EBS database. Thus, the player had to wager the required amount to participate in another U-Spin game. The **BallyTech.Bonusing.AppLib.WB.dll** file has been modified to transfer the player accrued points or the required wager amount to the player's **PromotionBucket** table in EBS.

■ JIRA ID: EBS2300-658 - Approval Permission Incorrectly Provided for U-Spin Promotion Creator

The creator of the U-Spin promotion was permitted to approve the same even when the **CanCreatedOrEditedUserApprovePromotion** parameter was set to *false* in the EBS Configuration Utility. This issue occurred when the user copied and modified an existing promotion. The U-Spin application has been modified to restrict the creator of the U-Spin promotion from approving the same when the **CanCreatedOrEditedUserApprovePromotion** parameter is set to *false* in the EBS Configuration Utility.

■ JIRA ID: EBS2300-659 - Power Progressive Strike Promotion Untraceable on Jackpot Hit

The Power Progressive Strike (PPS) promotion created with the recurrence of instances within an interval of *x* minutes could not be tracked in the **Promotion Status** screen after the jackpot hit. This issue occurred as the jackpot creation process was initiated for winner selection before moving the promotion to an intermediate status, *Wait on Run Confirmation*, which was not tracked by the *EBS Monitoring Service*. Thus, after this intermediate status, the promotion tracking was skipped from the main **Promotion Status** screen. PPS is modified to move the promotion status from *Running* to *Wait on Run Confirmation*, create jackpot processing in EBS, and move the promotion to the *Processing* status for winner selection after the promotion jackpot hits.

■ JIRA ID: EBS2300-660 - Duplicate Transaction ID Issue

EBS ignored the progressive hit for a duplicate transaction ID. The transaction ID was sent from iVIEW to EBS along with the progressive hit message. This caused an issue when the progressive commit message was sent from iVIEW to EBS. The EBS application has been modified to add additional checks such as promotion, slot number, and level number, to determine the transaction ID as a duplicate. Now, iVIEW also sends unique transaction IDs to EBS.

■ JIRA ID: EBS2300-662 - Promotion Eligibility Criteria Issue

If a player was termed as ineligible for a running PPS promotion based on any of the eligibility criteria item listed in the promotion, the player was not considered for all other eligibility criteria listed after that. The EBS application has been modified to verify the eligibility of the player for all criteria listed after an ineligible criteria for the promotion.

Installation Process

Platform can be installed independently and each EBS application can be installed separately. However, EBS is dependent on Platform and its services for bonusing operations.

It is recommended to install the Platform and EBS components in the following sequence:

- 1 Platform Database 23.4
- 2 Platform Server 23.4



For more information on Platform components installation, refer to the *EBS Platform 23.4 Installation Guide*.

- 3 Elite Bonusing Suite Database 23.4
- 4 Elite Bonusing Suite App Server 23.4
- 5 EBS Bonusing Extension Installer 23.4
- 6 Elite Bonusing Suite User Interface 23.4



For more information on EBS components installation, refer to the *EBS 23.4 Installation Guide*.

Signature Verification

This section lists the programs and the components that are updated for EBS 23.4 version. By default, the EBS program files are installed in the following path: *C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4*.



You can install the files in a different folder during installation by clicking **Browse** in the Installation Folder window.

Modified Control Files

The **Verify+ by Kobetron v2.4.0.0** tool has been used to generate the signature values (CDCK and SHA1). The modified **.dll** and **.exe** files display the file version number as 23.4.

File/Folder Name and Location	CDCK	SHA1
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\PW]	AE82	41BDE0FE4617C81B8FC1920F7DF2A7C7C430E7D2
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\Progressives]	CABA	5AD77D9DC2BDC05629708E57C87B2E82C5CFCCD4
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\BonusingDBService]	C425	1F30F76376A55168503C1DF2FDDDD0D5FD70882B2
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\OfferEngine]	7C9B	79203D6AA7E782F9DB94D1B4D600BCA1F171208D
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\OfferEngineGateway]	A17D	E2A9788ECA4226BE3702B5CA7D50F06950E53562
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\LMB]	CE0B	0085400AF83CB22A68A870CCC7992FC96CCD9BDB
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\FRB]	A452	79C0F3D746714EEEF8BE385F291BD1896DE76658
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\DRB]	E757	901EF01D373F6F70C293EF9F31F12E2A61DD309B
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\VPB]	DD44	6D23AE1E2F6CF5FA8DB16B45D06CDC729B1C8A23
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\DWP]	2BE3	FA179FAC2CF0F0F1ED693A974B8BD5862F210C43
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\WB]	F73C	D1B012CB41E1FEF6939E9CBF510911205A248CA5

File/Folder Name and Location	CDCK	SHA1
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\VR]	2475	F1E977F3092ABBFBB3C96C59028908744B5568D6
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\MPR]	C494	DCB325FEB5DE1BD3FFAEFE67D1B623617B07A7D5
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\DMT]	1E65	96C0EC122C2F918D27E3445ACB3466399B29F471
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\IM]	6B78	0C56F4205B6B3C1A5BABF3EB237E4F0193FF5D81
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\CL]	A091	23980CD339E29044D51B6451C9526FF837EC95EB
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\PB]	86F1	B3871086FA591A50B5685A619402616745DF0AA9
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\UIService]	A000	386B2F38CE8689CF4BE7DF0881A30C91C88CDC86
[C:\Program Files (x86)\Scientific Games\Elite Bonusing Suite App Server 23.4\Bonusing Application Services\UIDBService]	3DB0	D613CE2C6B20DD6F2BA983D0B14608115C87742F

List of Documents

The following documents are compatible with the EBS 23.4 release:

User Release Notes

- EBS Platform 23.4 User Release Notes
- EBS Platform 23.3 to 23.4 Database Upgrade User Release Notes

Installation Guides

- EBS 23.4 Installation Guide
- EBS Platform 23.4 Installation Guide

Configuration Guides

- EBS 23.0 Configuration Guide for CMP
- EBS 23.0 Configuration Guide for SDS
- EBS 23.4 Database Maintenance Utility Guide
- EBS 22.0 Multisite Configuration Guide
- EBS Platform 23.1 Site Gateway Setup Guide

User Guides

- EBS 23.1 Casino Lotto User Guide
- EBS 23.3 DM Tournaments User Guide
- EBS 23.1 Double Win Plus User Guide
- EBS 23.1 Dynamic Random Bonusing User Guide
- EBS 23.1 Flex Rewards User Guide
- EBS 23.1 iVIEW Messaging User Guide
- EBS 23.1 Lucky Match Bonusing User Guide
- EBS 23.1 Monopoly Roulette User Guide
- EBS 23.4 Platform User Guide
- EBS 23.4 Player Boutique User Guide
- EBS 23.1 Power Winners User Guide
- EBS 23.1 Power Paytable Progressive User Guide
- EBS 23.1 Power Progressives Strike User Guide
- EBS 23.3 U-Spin Bonusing User Guide
- EBS 23.1 Video Poker Bonusing User Guide
- EBS 23.1 Virtual Racing User Guide

Documentation Feedback Form

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Please indicate your job title:				
Overall Quality of the document	Poor	Average	Good	Excellent
How would you rate the overall usefulness of the document?				
How well can you relate the explanation with the task you are performing?				
How comprehensive and accurate is the information covered in the document?				
Usability and Presentation of the document	Poor	Average	Good	Excellent
How easily accessible are the topics?				
How helpful are the workflows and graphics?				
Information you find useful in the document:				
Procedural Information	Scenario-based	Troubleshooting Tips		
Preferable documentation format for reference:				
Printed document	Online help	PDF		
Additional Comments, if any:				