

DGS

Terminal Manager Users Guide

Version 3.2.0

April, 2008

Revision History

Date: April, 2008

Software Version: 3.2.0

Added "Step-By-Step Guides" chapter.

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Chapter 1

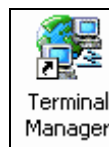
Terminal Configuration

Overview

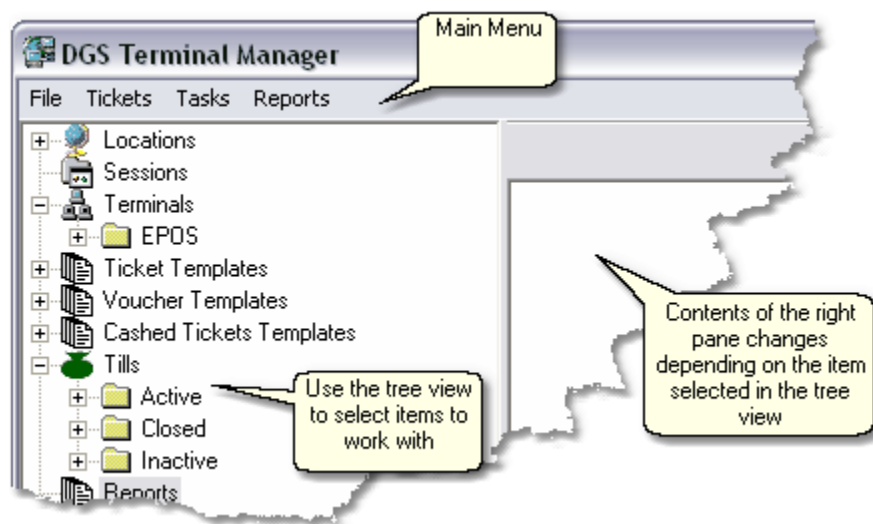
The DGS EPOS system needs to know certain information about each terminal, such as what hardware is attached to the terminal, which templates to use to print tickets and vouchers, etc. This information about each terminal is stored in the database rather than on the terminal itself. This means that the management of terminal configurations can be done centrally and to make a change to the configuration of a terminal, the manager need not go to the terminal's physical location.

Running the Terminal Manager

To run the Terminal Manager, double-click the Terminal Manager shortcut on your desktop or in the Start menu. The login dialog will open. After providing a valid user name and password, the Terminal Manager main window will open.



Terminal Manager Main Window



Tree View

The Tree View is located on the left side of the Terminal Manager main menu. Use the tree view to select items to work with in the right pane.

Right Pane

The Right Pane is the large area on the right side of the Terminal Manager main window. The contents of this pane changes depending on which node is selected in the tree view.

The following items can appear in the right pane:

Sessions Pane, Terminals Pane, Report Pane

Terminal Manager Main Menu

Tickets

Place Hold

Release Hold

Expire Tickets

Task

Close Operation Date

Overview

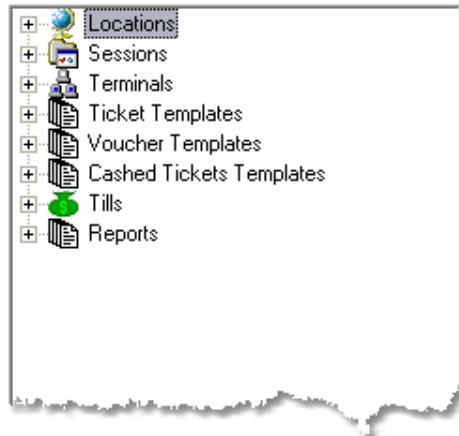
The **Operation Date** is the current business date for EPOS reporting purposes. There is always a current operation date, and it remains constant until it is manually changed by closing the operation date.

Operation Date vs. Actual Date

The operation date remains constant. It only changes when the operation date is manually closed and is not necessarily related to the actual calendar date.

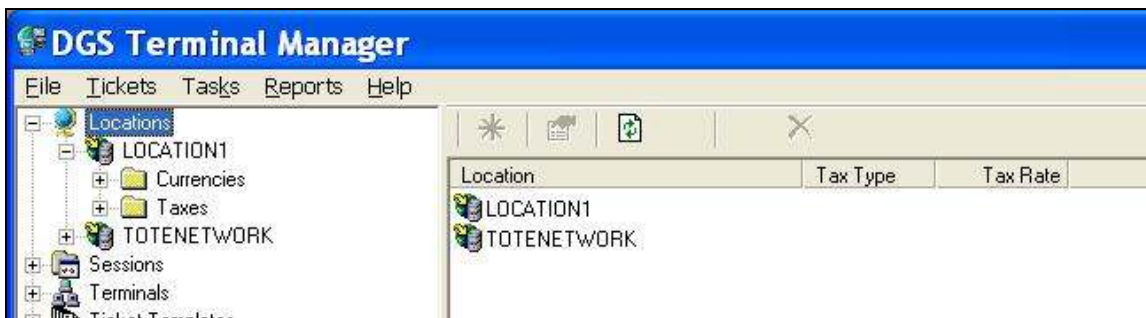
For example, assume that it is currently 11:55 PM on August 12. Assume also that the current operation date is August 12. A ticket that is sold right now will have a sold operation date of August 12. Ten minutes later it will be 12:05 AM on August 13, but the operation date will still be August 12 (assuming that a user has not closed the operation date in the meantime). A ticket sold at 12:05 AM on August 13 will still have a sold operation date of August 12, and will be treated, for reporting purposes, as having been sold on August 12

Tree View Node Information

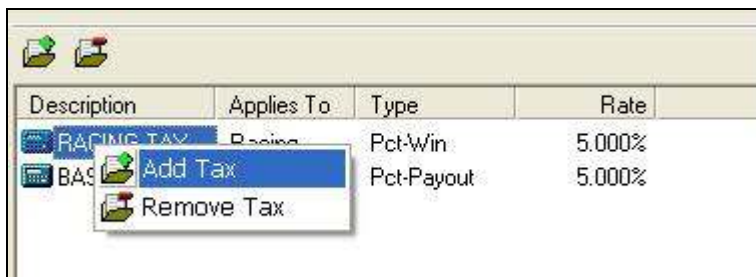


Locations

To view the list of all locations, in the tree view panel of the Terminal Manager click Locations. The right panel will show a list of all locations that the currently logged on manager has the right to manage plus the Tax Type and the Tax Rate assigned to each location.



To add a tax to a Location right-click on a specific tax and choose Add tax.



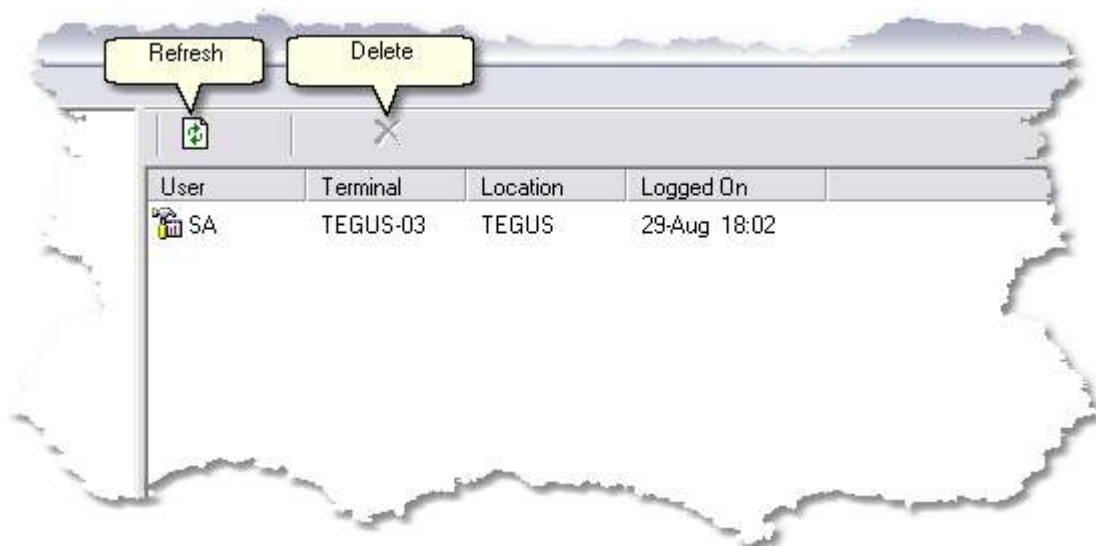
Add tax dialog

Choose the tax that will be added to the location.



Sessions Pane

To display the session's pane in the right pane of the main window, select the **Sessions** node in the tree view.



The Sessions pane lists all users who are currently logged in to terminals. The list shows the user name, the terminal the user is using, the location of the terminal and the date and time the user logged in.

Click the Refresh button to update the list.

Select a session and click the Delete button to log the user out. This is useful when a user leaves without logging out.

Terminal List

To view the list of all terminals, in the tree view panel of the Terminal Manager click Terminals->EPOS. The right panel will show a list of all terminals that the currently logged on manager has the right to manage.

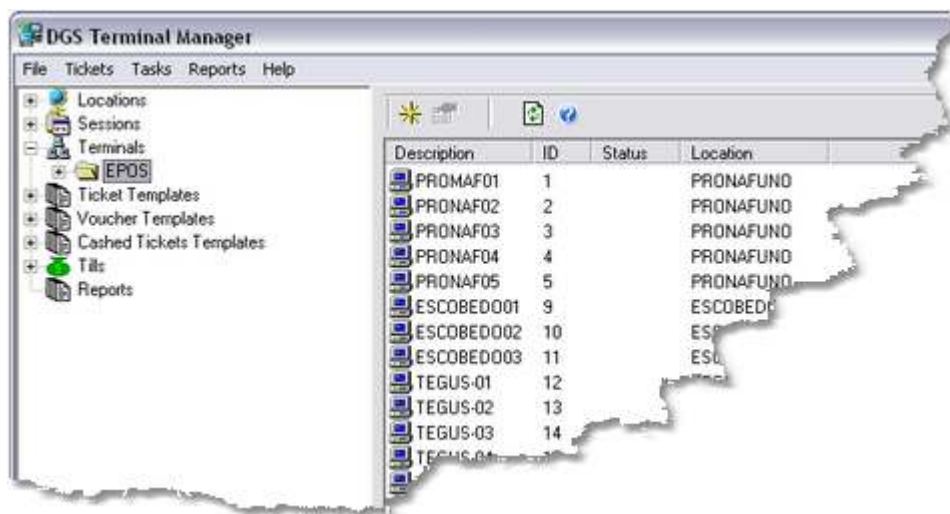


Figure 1-1, Terminal List

Description

This is the name of the terminal. It appears on ticket and vouchers and in reports. The terminal description cannot be modified in the Terminal Manager application.





ID

This is the unique identifier for this terminal. It cannot be modified.

Location

The location to which the terminal belongs.

Terminal list Toolbar

-  Create a new terminal.
-  Open the Terminal Properties dialog. This option is enabled only when a terminal is selected in the list.
-  Refresh the terminal list.
-  Open the online help document.

Terminal Properties Dialog

The Terminal Properties Dialog is where the terminal configuration options are specified.

To open the Terminal Properties Dialog:

- Select Terminals->EPOS in the tree view. The Terminal List will be displayed in the right panel.
- Double-click on the desired terminal in the Terminal List (or right-click the terminal and choose Properties). The Terminal Properties dialog will open.

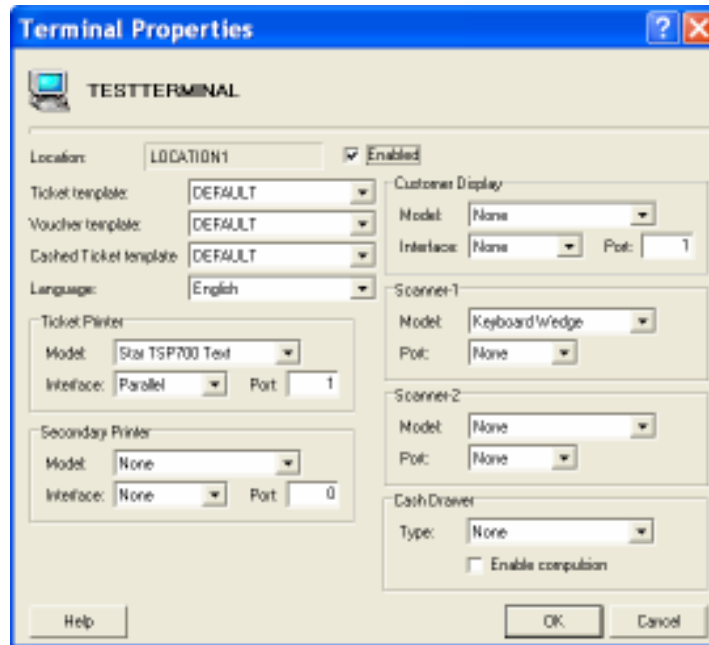


Figure 1-2, Terminal Properties Dialog

Enabled

When this box is unchecked, the system will not allow logins from this terminal.

Ticket template, Voucher template and Cashed Ticket template

Select the templates to be used by this terminal to print tickets and vouchers.

Language

Select the language of the terminal. The language setting changes the language used to print tickets and to drive the customer display. It does not effect the user interface seen by the clerk.

Ticket Printer

Choose the model, interface and port of the ticket printer attached to the terminal.

Model Select the type of printer that is attached to the terminal. If there is no printer attached, choose "None". The printer model "Text" is used for testing and diagnostic purposes and when selected, unformatted printer output is sent the the designated port.

Interface and Port Select the interface and port to which the printer is attached. If using "Parallel" or "Serial", set port to the LPT or COM port numbrer. If the interface is set to "Driver", printer output will be sent to the Windows default printer driver. When using a parallel or serial port, the terminal application sends printer output directly to the port hardware and does not use the Windows driver.

Customer Display

The EPOS Terminal Client application supports a customer facing display. Currently, the only display supported is the CD5220 Pole Display, which is a 2-line by 20-character display. If using the customer display, specify the interface and port to which the display is attached.

Scanner 1

The scanner is used to scan parlay card and keno play slips. *The mark-sense scanner can also scan tickets (for cashing) when the ticket is printed on 3.25" wide paper on a Star TSP700 series printer.* Select the model and the port of the scanner. If the terminal does not have a mark-sense scanner, choose "None".

Scanner 2

Select the model and the port of the scanner.

Cash Drawer

If the terminal is equipped with a cash drawer, the terminal application can open the cash drawer automatically at the appropriate time.

Cash Drawer Type Currently, the only type of cash drawer the terminal application can open automatically is one that is attached to the cash drawer port of a Star printer. If such a cash drawer is not installed, or you do not wish the application to open the drawer automatically, choose "None".

Enable Compulsion When this box is checked, when the application opens the cash drawer the application will wait until the clerk closes the drawer before allowing the clerk to proceed. For this feature to work, the following requirements must be met:

- The cash drawer must be equipped with a compulsion switch.
- The cash drawer type must be "Attached To Printer".
- The printer interface must be Parallel or Serial. This is because two-way communication with the printer is required so that the application can read the position of the drawer. On some computers, bi-directional communication on the parallel port must be enabled in the computer's BIOS.

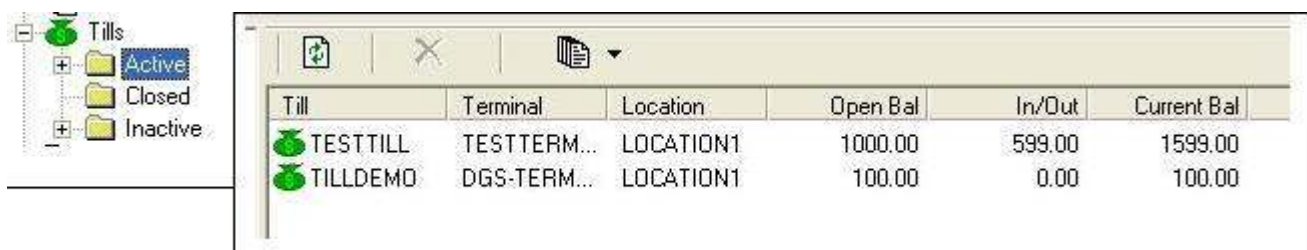
If cash drawer compulsion is enabled and the above requirements are not met, unpredictable behavior can occur.

Ticket Templates, Voucher Templates, Cashed Tickets Templates

Set the templates to be used by the terminals to print tickets and vouchers.

Tills List

Activate, close and reconcile tills from the terminal manager tills menu.



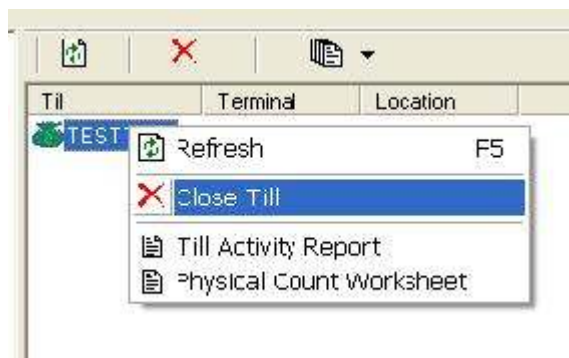
The screenshot shows the 'Tills' menu in the terminal manager. The tree view on the left has 'Active' selected. The main window displays a table of active tills.

Till	Terminal	Location	Open Bal	In/Out	Current Bal
TESTTILL	TESTTERM...	LOCATION1	1000.00	599.00	1599.00
TILLDEMO	DGS-TERM...	LOCATION1	100.00	0.00	100.00

Active till menu

To view all active tills click on the **Active** option under Tills in the tree view panel.

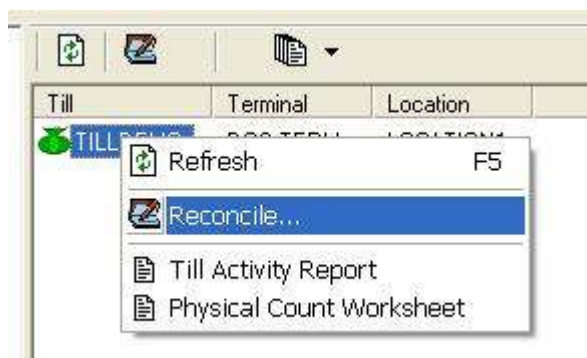
To close an active till right-click on the till in the right panel and choose the option **Close Till**. Or click on the Close till Icon when standing on the desired till.



Closed till menu

To view all closed tills click on the **Closed** option under Tills in the tree view panel.

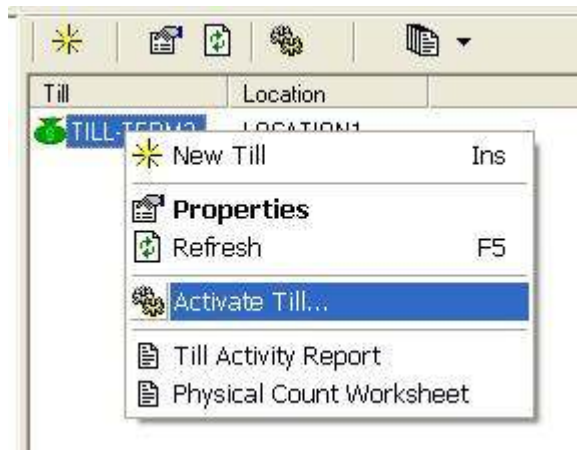
To Reconcile a closed till right-click on the till in the right panel and choose the option **Reconcile**. Or click on the Reconcile Icon when standing on the till in question.



Inactive till menu

To view all inactive tills click on the **Inactive** option under Tills in the tree view panel.

To activate an inactive till, right-click on the till name in the right panel and choose the option **Activate Till**. Or click on the Activate Till Icon when standing on the desired till.

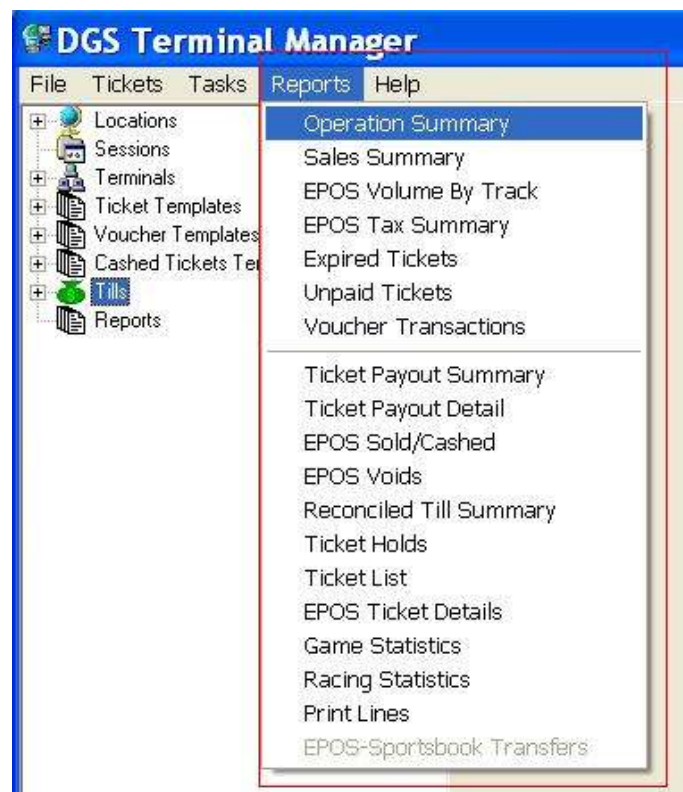


Chapter 2

Reports

Reports List

To generate all terminal manager reports, click on Reports; a complete list of the reports will open up from which you will choose the report to view.



EPOS Ticket Details Report

The EPOS Ticket Details Report shows detailed information about an EPOS ticket. To generate the report, click Reports->EPOS Ticket Details. Enter the ticket number and click "OK".

The first part of the report shows information that applies to all types of tickets. This is followed by a list of the wagers contained on the ticket. The format of this section depends on the type of ticket.

EPOS Ticket Details

EPOS Ticket-#: 162465

Type: Racing

Location: PSARI CASINO

Currency: USD

Void Reason: Not Void

Sold

Time: 08-Jan-05 23:16:58

Value: 2.00 (2.00 USD)

User: CARLOS

Terminal: CASINO PSARI-1

Cashed

Time:

Value: 0.00 (0.00 USD)

User:

Terminal:

Wagers

Ticket-ID: 30573

Description: Jan-08 JDN R14 2.00 USD QIN

Selections: 3,6

Total Stake: 2.00

Payout: 0.00

Refund: 0.00

Status: Final

Void Reason: Not Void

Tote: DGS Tote

Tote Ticket: AF6BD71A-45F5F34A

Figure 2-1, EPOS Ticket Details Report**All Tickets**

The following information appears for all tickets, regardless what type of ticket:

EPOS Ticket-#	This is the number of the actual paper EPOS ticket. Note that an EPOS ticket can contain more than one wager and each of these wagers will have their own identifying numbers. The number in this field is for the entire EPOS ticket.
Type	Either "Racing" or "Sports".
Location	The location at which the ticket was sold. It is possible (depending on your configuration) for a ticket to be sold at one location and cashed at another.
Currency	The currency of the ticket. The ticket was paid for using this currency and can only be cashed in this currency.
Void Reason	"Not Void" if the ticket has not been voided. "Past Post" if the ticket is a racing ticket and was determined to have been placed after the race went off. "EPOS Void" means the ticket was voided at the point of sale at the player's request.

Sold Time	The date and time the ticket was sold.
Sold Value	The total cost of the ticket, in system currency and in the currency of the ticket. This amount is the amount of wagers only and does not include taxes, if any.
Sold User	The clerk who sold the ticket.
Sold Terminal	The terminal at which the ticket was sold.
Cashed Time	The date and time the ticket was cashed, if the ticket has been cashed.
Cashed Value	If the ticket has been cashed, this is the amount paid out on the ticket. This amount does not include taxes, if any. If the ticket has not been cashed, a zero in this field does not mean the ticket has no value.
Cashed User	The clerk who cashed the ticket.
Cashed Terminal	The terminal at which the ticket was cashed, if it has been cashed.

Racing Tickets

The following information appears for each racing wager on the ticket:

Ticket-ID	This is the number that identifies the racing wager in the DGS Racing system. It is not to be confused with the EPOS ticket number.
Description	The description of the racing bet. For example, "Jan-08 JDN R14 2.00 USD EXA", which means Jacksonville Evening race 14 on January 8, \$2 Exacta. The amount in the description (in this example, 2 USD) is the unit stake.
Selections	The selections (runners) of the racing wager. For example, "3,6/4,8", which means 3 and 6 with 4 and 8.
Total Stake	The total stake of the wager. The above example breaks out into four exactas (3/4, 3/8, 6/4 and 6/8) and with a unit stake of 2.00 would have a total stake of 8.00.
Payout	If the wager status is "Final", this is the total amount returned to the player for this wager. It includes both amounts returned due to winnings and due to refunds. This amount is in system currency, not in the ticket currency.
Refund	This is the amount of the payout that is due to refunds. This amount is included in the payout, not in addition to the payout.
Status	"Pending" if the wager has not yet been scored. "Final" if it has been scored or voided.
Void Reason	"Not Void", "Past Post" or "EPOS Void".
Tote	If the wager was placed into a tote, this is the name of the tote.
Tote Ticket	If the wager was placed into a tote, this is the tote ticket number.

Sports Tickets

The following information appears for each sports wager on the ticket:

IdWager	This is the number that identifies the wager in the DGS Sports system.
Description	A description of the sports wager.
Risking	The amount risked on the wager. This amount is in system currency.
To Win	The amount the player stands to win on the wager, in system currency.

Graded	"Yes" or "No", depending on whether the wager has been graded in the sports system.
Result	The result of the bet, e.g. "Win", "Lose", "Push", "N/A Pitch Chg", etc.
Details	List of the wager details along with the result ("Win", "Lose", etc) of each individual detail.

Racing Statistics Report

The Racing Statistics report shows a summary of EPOS racing bets subtotaled by track. The report can be printed for any date range. The report can include tickets from a single EPOS location or from all locations managed by the logged in manager.

To generate the report:

1. Click Reports->Racing Statistics.
2. Enter the starting and ending dates of the desired date range. The report will include only tickets with a settle date that falls within this range.
3. Select the desired location or choose "All Locations". Only locations that are managed by the logged in manager are available to choose from. If the user chooses "All Locations", the report will include only tickets from locations that the manager is authorized to manage.
4. Click "OK".

Location

This is the location covered by the report. The report includes only tickets that were sold in this location. If the location is "All", then the report includes tickets sold at all locations managed by the logged in manager.

From-To

This is the date range covered by the report. The report includes only tickets that were settled during this date range. The settled date is generally the race date (the exception being parlays). In the case of parlays, the settled date is the race date of the first losing selection or the last winning selection.

Stake Column

The stake is the total amount staked on the bets. It does not include stake that was refunded due to scratches or voids.

Paid Out Column

This is the amount paid out due to winnings. It does not include refunds.

Profit Column

This is the stake less the paid out amount.

Hold-% Column

The Hold-% is the profit divided by the stake. Since the profit and the stake amounts exclude scratches and voids, this is the actual hold percentage on bets that were action.

Racing Statistics				
Location: All				
From 1/2/2005 To 1/2/2005				
Jacksonville Mat (JDM)				
Ticket Type	Stake	Paid Out	Profit	Hold-%
WPS	29.00	0.00	29.00	100.0
TRI	119.00	0.00	119.00	100.0
QIN	82.00	374.40	-292.40	-356.6
SPR	66.00	0.00	66.00	100.0
Subtotal	296.00	374.40	-78.40	-26.5
Palm Beach Mat (PBM)				
Ticket Type	Stake	Paid Out	Profit	Hold-%
WPS	150.00	103.10	46.90	31.3
EXA	46.00	81.00	-35.00	-76.1
TRI	291.00	111.80	179.20	61.6
QIN	182.00	179.00	3.00	1.6
SPR	80.00	0.00	80.00	100.0
Subtotal	749.00	474.90	274.10	36.6
Wheeling Mat (WDM)				
Ticket Type	Stake	Paid Out	Profit	Hold-%
WPS	122.00	59.80	62.20	51.0
TRI	6.00	0.00	6.00	100.0
QIN	28.00	0.00	28.00	100.0
Subtotal	156.00	59.80	96.20	61.7
Report Total	1,201.00	909.10	291.90	24.3

Figure 2-2, Racing Statistics Report

EPOS Operation Summary Report

The EPOS Operation Summary report shows a summary of EPOS activity at each location for a given date range. The report includes each location managed by the manager printing the report.

To generate the report:

1. Click Reports->EPOS Operation Summary.
2. Enter the starting and ending dates of the desired date range.
3. Click the "OK" button.

The report has information for each location on a separate page with the last page containing the totals for all locations. On each page, the information is shown for racing tickets, sports tickets and the total of racing and sports.

Sold, Settled and Cashed Dates

Below is a detailed explanation of each item on the report. First you must understand the concept of dates that apply to EPOS tickets. Every ticket has three relevant dates: sold date, settled date and cashed date. Every ticket has a sold date which, as the name implies, is the date the ticket was actually sold. The cashed date is the date that the ticket was cashed, if it has been cashed. The settled date is the date the ticket was settled (i.e. the date that the bets on the ticket

were scored and became winners or losers). Therefore a ticket can be sold on one day, settled on a different day and cashed on a third day. All three dates are relevant to understanding the explanations that follow.

Handle

This is the total cost (or risk) of ALL tickets that were sold during the report period.

Future Handle

“Future Handle” is the cost of the tickets sold during the report period that have not yet been settled or were settled after the report period. In other words, this is the portion of the handle that is handle for future events.

Future Back-In

This is the cost of tickets that were sold before the report period but were settled DURING the report period.

Paid Refunds

This is the cost of tickets that were refunded during the report period and were also cashed during the report period. A ticket is considered to be refunded when the payout on the ticket is equal to the cost of the ticket.

Unpaid Refunds

This is the cost of tickets that were refunded during the report period but have not yet been cashed or were cashed after the report period.

Net Handle

The “Net Handle” is the net handle for the report period. It is calculated like this:

$$\text{Net Handle} = (\text{Handle}) - (\text{FutureHandle}) + (\text{Future Back-In}) - (\text{Paid Refunds}) - (\text{Unpaid Refunds})$$

Chapter 3

Step-By-Step Guides

How to close the operation date

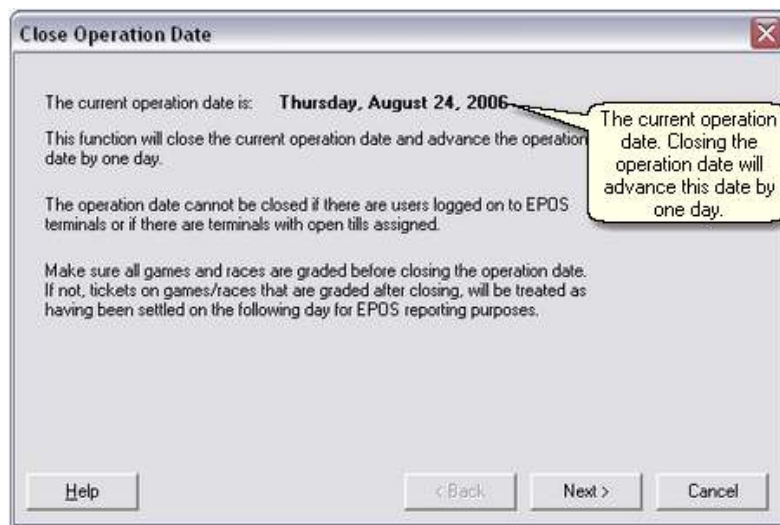
The operation date must be closed each day.

Before closing the operation date:

- Make sure all games and races that can be graded, have been graded. If a game or race is graded after the operation date is closed, tickets on those games will have a settle date of the following day instead of the current day. The settle date is an important ticket attribute for EPOS reporting purposes.
- Make sure there are no EPOS tills active. If there are active tills, the wizard will let you know and will not allow the operation date to be closed.

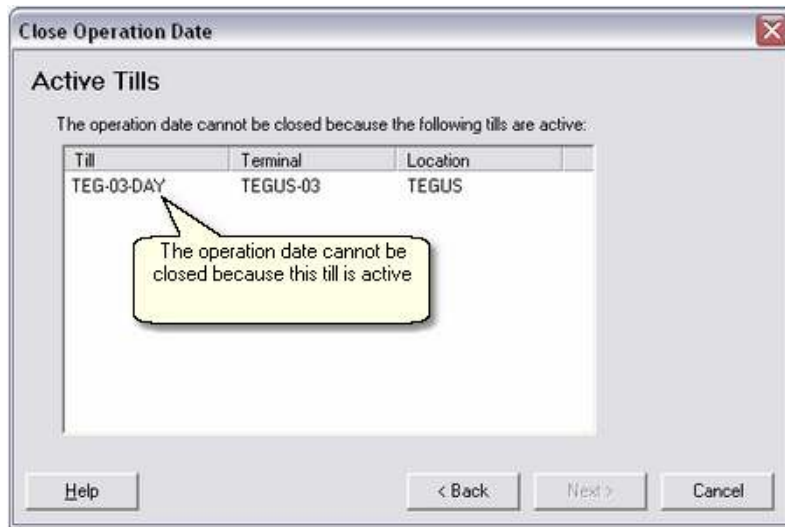
To close the operation date:

- From the Terminal Manager main menu, click **Tasks > Close Operation Date**. The Close Operation Date wizard will open.

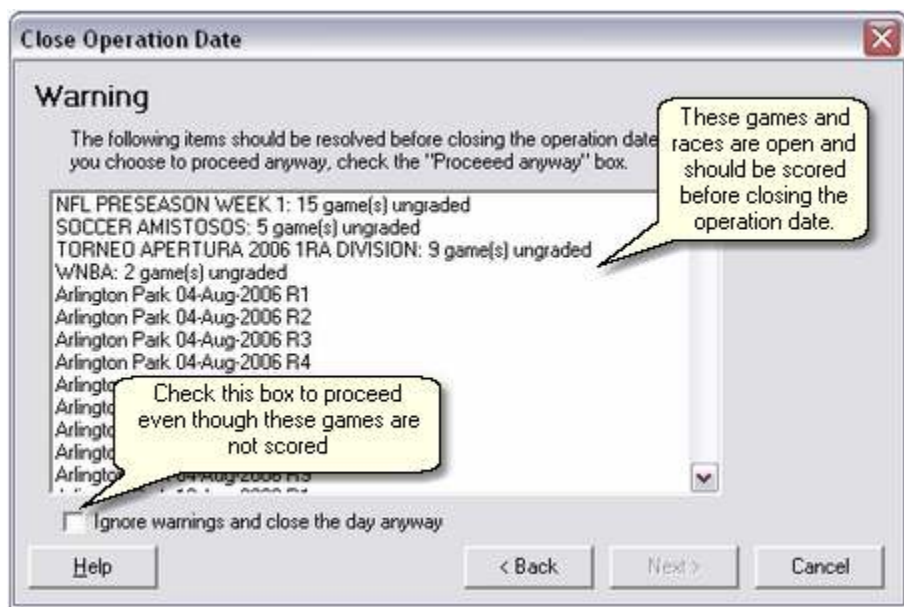


The current operation date. Closing the operation date will advance this date by one day.

- The first page of the wizard shows the current operation date. Closing the operation date will advance the current operation date by one day. Check the current operation date and make sure it has not already been closed by another user. If it has already been closed by another user and you close it again, the operation date will be advanced too far. If the current operation date shown is the date that needs to be closed, click **Next**.
- The wizard will check for active tills. If any active tills are found, the wizard will show you a list of those tills so that you can close them. After closing any open tills, click the **Back** button and try again.



- The wizard will check for ungraded games and races which have a game or race date that is on or earlier than the date being closed. These games should be graded before closing the operation date. This is a warning only, and if you choose to, you can ignore the warning and continue to close the date.



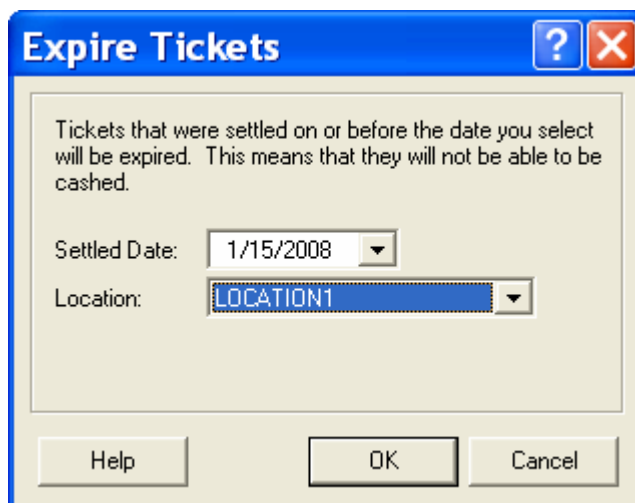
- To ignore the open game warning and continue to close the date without grading, check the **Ignore warnings** check box then click **Next**.
- To score the open games and races before closing the date (recommended), click **Cancel** to close the wizard. Score the games and races then start over the process of closing the operation date.
- The wizard will begin closing the operation date. When it is finished, click the **Finish** button to close the wizard.

How to expire uncashed tickets

If a sportsbook has a policy that winning tickets must be cashed within a certain number of days, this feature can be used to expire tickets that should no longer be cashed.

To expire uncashed tickets:

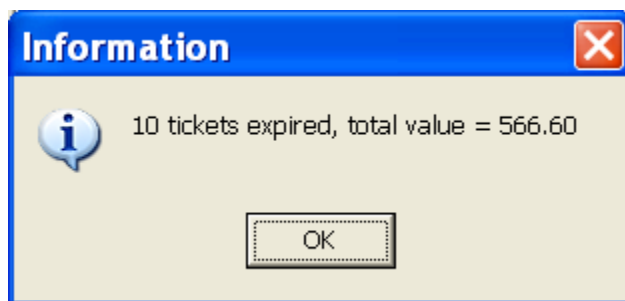
From the Terminal Manager main menu, click **Tickets > Expire Tickets**. The Expire Tickets dialog will open.



Select the settle date for tickets that you wish to expire. All tickets with a settled date of this date, or earlier, will be expired.

Select the location of the tickets you wish to expire. Only tickets that were sold at this location will be expired.

Click **OK**. The system will expire all tickets settled on or before the selected operation date that were sold at the selected location. When the process finishes, a dialog will show the number and value of tickets that were expired.



How to add a new terminal

In the tree view, drill down to **Terminals > EPOS**. The Terminals Pane will appear in the right pane of the main window.

Click the **New** button . The New Terminal Dialog will open.

Enter the name of the new terminal. The name must be unique.

Select the location of the new terminal from the drop-down box.


Click the **OK** button. The Terminal Properties Dialog will appear. Use this dialog to enter the rest of the configuration of the new terminal.

After entering the configuration of the new terminal, you will return to the Terminals Pane. In the list of terminals, you will see the terminal you just created. Make a note of the terminal ID. The terminal ID will be needed when installing the Terminal Client application on the new computer.

On the actual Terminal you'll have to assign the **Terminal ID** that the Terminal manager has assigned to it. This is done by means of the **registry editor**.

In order to make the new terminal functional you'll have to create a new till and assign it to it.

How to manage Tills

- **To create a new Till:** Open the tills folder on the left panel, and select the "inactive" subfolder underneath it. On the right panel, click the yellow button . Fill in the blanks and type in the name for the till and the location that it will be applied to.
- **Activating a Till:** Once the previous step is complete, the new till shows up on the list of inactive tills. You can either right click on it and select the "activate till" option or you can select it and click on the "gears" button on the upper part of the list. You'll have to select the terminal and the starting amount.
- **Closing and reconciling a Till:** Select the "active" subfolder under the Tills category in the Terminal Manager. On the right side panel select the Till that you want to close and either click the red X button on top of the panel or right click on it and select the "Close till" option. The Till will now move to the "closed" subfolder.

To Reconcile the Till, Go to the "closed" subfolder and either select the till from the list and click on the "reconcile button or right click on it and select the same option. You'll have to input 2 values, the physical count and the Over/Short.