Resort Wallet

5.0
Release Notes

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IGT™

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About This Document

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This document is intended for qualified people that are responsible for using, supporting or testing IGT products. Readers should be familiar with the specific application or product as well as casino operations in general.

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Document Conventions

This document uses the following conventions:

Convention	Description
>	Indicates navigation from one icon or menu selection to another.
	Additional helpful information such as an explanation, a comment, or clarification about the subject.
	Warnings or cautions to protect you from personal injury or to prevent equipment damage, data loss, or other similar conditions.

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Document Updates

Obtain the latest release of this document and other systems documentation from the:

IGT Documentation Library https://gtechcorp.sharepoint.com/sites/igtlibrary/publishing

Release Documents

Obtain the latest Install Guides, Release Notes, Known Issues, and other Systems documentation from the IGT Documentation Library. Refer to "Document Updates" above for information.

Refer to the following documents for this release:

Document Title	Document Number*
Resort Wallet 5.0 Install Guide	30-230429-XX
Resort Wallet 5.0 Known Issues	80-230429-XX
Resort Wallet 5.0 User Guide	90-230221-XX

*** -XX denotes revision number**

List of Files Changed in This Release

For a list of all files that have been modified for this release, refer to *Resort Wallet 5.0 File Change List*.

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Submission Summary

This document describes enhancements, corrective maintenance solutions, and report defect solutions for Resort Wallet 5.0.

Unless otherwise noted, the enhancements, corrective maintenance solutions, and report defect solutions presented in this document are operational in nature and affect all jurisdictions.

This release includes the contents of Resort Wallet 4.1 and any previous patches.

About Resort Wallet

Resort Wallet enables funding of magnetic card cashless player accounts from multiple sources, including banks, credit institutions, and other third-party electronic funding solutions, across multiple sites.

Players can initiate electronic funds transfers between a funding institution and their cashless account, and view their electronic funds balances and transactions. For operators with multiple sites, electronic funds deposited or accrued at one site, can be used at any other participating site.

From workstations, operators can manage cashless funds transactions, including viewing transaction information and resolving transaction issues. They can run auditing, transaction, and liability reports to assist in reconciliation. IGTPay functionality is available through Resort Wallet interface that allows manual transaction processing, security, monitoring, and batch processing.

Resort Wallet 5.0 runs inside the *IGT System Web Portal*, a unified, browser-based portal for casino system applications that integrates with the User Management Service (UMS) to provide single sign-on support.

Key Features and Customer Benefits

- Consolidates patron information across multiple sites.
- Reduces cash handling.
- Supports patron cashless account management.
- Electronic resolution of funds transfers are inherently less error-prone.
- Increases customer convenience by combining financial transactions and information from multiple wallets, which are available to patrons directly from their mobile device.

Product Dependencies

Resort Wallet Installation Media

- **ISO 1**
  - install.sh - Resort Wallet full installer
- **ISO 2**
  - ResortWalletReportsInstaller.exe - Resort Wallet reports installer
  - EFSPermissionsRoles.sql - EFS UMS Roles and Permissions script
  - SiteRegistrationPermissionsRoles.sql - Registration UMS Roles and Permissions script

IGT Product Dependencies

External Funding Service (with Connection to IGTPay)	Multisite Cashless (Internal Funding)	Retail Wallet
ACE REST 2.2 or newer	EZ Pay 9.7.7 or newer	EZ Pay 9.7.7 or newer
EZ Pay 9.7.7 or newer	IGT System Web Portal 1.0 or newer	IGT System Web Portal 1.0 or newer
Patron Management 9.7.5 or newer	User Management Service 2.0 or newer	User Management Service 2.0 or newer
FloorNet Infrastructure 1.0 or newer		FloorNet Infrastructure 1.0 or newer FloorNet Core 1.3 or newer
User Management Service 2.0 or newer		Card Service 2.0

To use Resort Wallet with IGTPay external funding, Resort Wallet must provide IGTPay player information from Patron Management. This information, such as player address and phone number, is used by the integrated payment service providers (PSPs) to authorize transactions using Advantage. This is done with ACE REST 2.2 which requires Patron Management 9.7.5 or newer.

Recommended IGT Products

The following IGT products are recommended for use with Resort Wallet, but not required.

- M5 5.3.1 or newer
- Cardless Connect

Software

- Cardless Connect SDK 2.1.1 or newer (2.3 recommended)
- sb NexGen II ADV 3.20 or newer

Hardware

- BLE/NFC Antenna

- IGTPay

  Required for external funding functionality only. Version will vary.

Resort Wallet Server

The Resort Wallet server can be either physical or virtual.

- Red Hat Enterprise Linux 9.x or higher, *or* Rocky Linux 9.x
- OpenSSL Server
- Dialog
- Podman 4.0 or higher
- Kubernetes
- Helm

Helm Charts (Installed)

- **Resort Wallet** - resort-wallet-5.0+5.tgz
- Refer to latest version of the FloorNet Infrastructure Package

SQL Server

Resort Wallet is designed to integrate with EZ Pay, and it leverages an existing Microsoft SQL Server database to store data. The SQL Server database **must** be remotely accessible from the Resort Wallet environment.

- SQL Server 2016 or newer, compatibility level set to at least SQL Server 2016

See SQL Compatibility (RW-5342) in 70-230429-00 Resort Wallet 5.0 Release Notes.

Reporting Server

- Microsoft SQL Server Reporting Services (SSRS) 2016 or newer

The Microsoft SQL Server Reporting Services used for EZ Pay reports may be leveraged to generate Resort Wallet reports, but it is not required.

Workstations

- Operating System - Windows 7 or newer
- Browser Compatibility - Chrome or Firefox

Mobile Devices

- Operating System - iOS or Android

Hardware Requirements

The Resort Wallet server may be physical or virtual, with the following specifications:

- Red Hat Enterprise Linux 9.x or Rocky Linux 9.x
- 4 worker nodes CPU: 8 Cores Memory 16 GB RAM; Secondary Drive: 40 GB

- 1 master node CPU: 4 Cores Memory 8 GB RAM

Testing Dependencies

ID #	Description	Testing Product Dependencies
RW-4342	Ability to Look Up Players who Have Not Logged into the Cashier App	• A player which exists in Patron Management, but has not accessed the Cashier App. • The player must have a cashless account in EZ Pay.

Submission Summary Sheet

Component	Engineering Build Version	Notes
Resort Wallet Upgrade Installer	upgrade.sh	Resort Wallet upgrade installer.
Resort Wallet Reports	ResortWalletReportsInstaller.exe	Installs Resort Wallet reports.
Resort Service – Site Registration	5.0	Provides multi-site functionality to EZ Pay installations.
Resort Service – Site Registration User Interface	5.0	Web-based user interface for managing site enrollments and viewing site event history.
Electronic Funds Service REST	5.0	Provides External Funding Service functionality.
Electronic Funds Service SOAP	5.0	Provides External Funding Service functionality.
Electronic Funds Service User Interface	5.0	Web-based user interface for managing the External Funding Service.
Electronic Funds Service DB Maintenance	5.0	Database maintenance service for clean-up.
nginx	1.19.1	Provides HTTPS access to Resort Service user interfaces.
mssql-tools-alpine	latest version	Database utilities used for installation.

Technology

Technology Prerequisites

- .NET Core
- Rocky Linux or Red Hat
- Helm
- Kubernetes
- Microsoft SQL Server Standard Edition
- NGINX
- RabbitMQ
- Redis

Architecture Overview

The Architecture Overview represents the basic flow of the specified product or feature. Actual implementations will vary based on functional, regulatory, and installation-specific requirements.

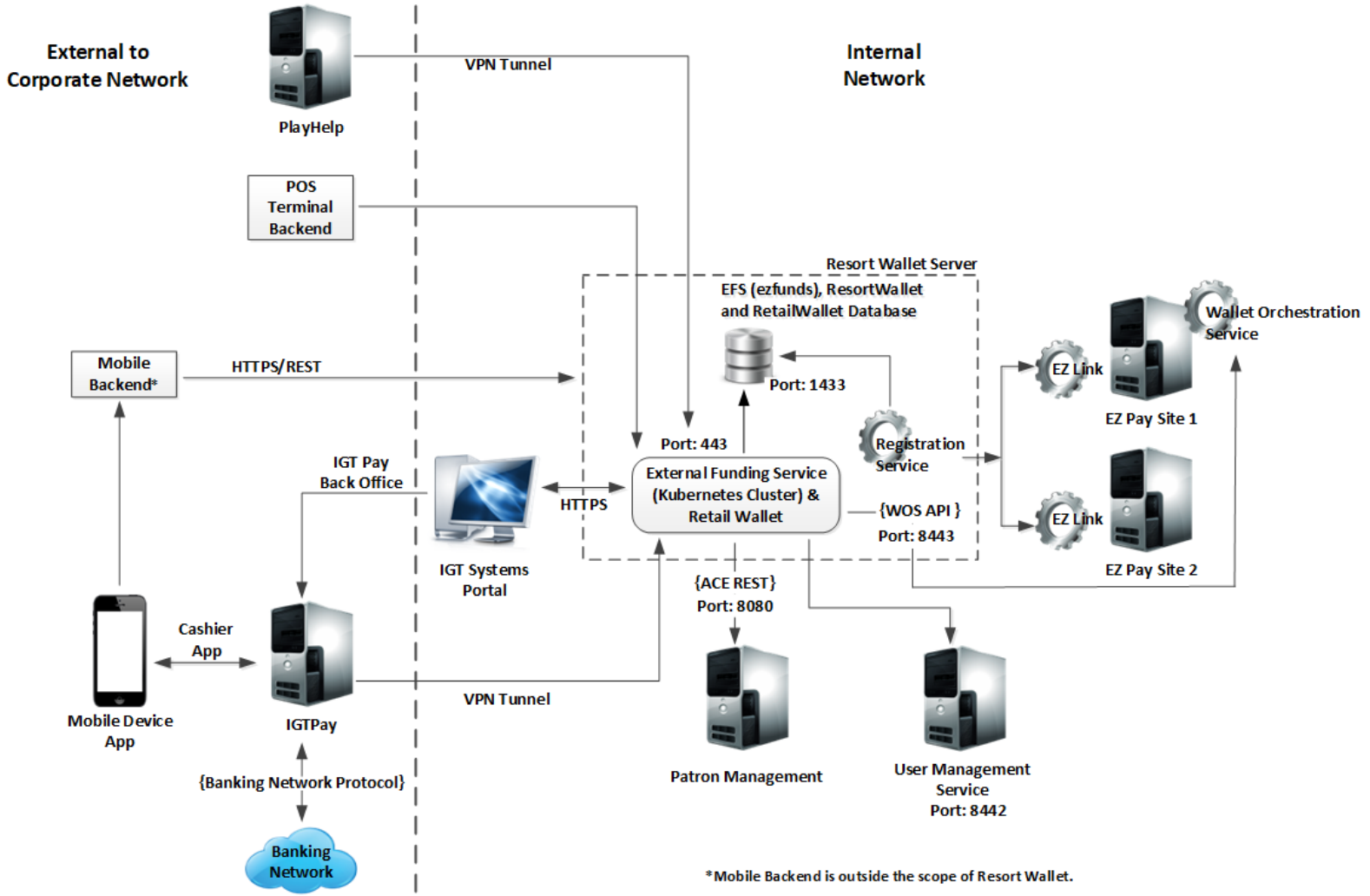


Figure 6-1 Resort Wallet 5.0 operational flow.

Key Components

Advantage Connection Engine (ACE) REST

REST API that provides a set of commands to interface to the Advantage Systems data store. ACE REST interfaces between EFS and Patron Management.

EFS Database

Stores player information passed by the EFS from Patron Management as well as EFS transaction details.

External Funding Service

Manages communication between the client (for example, a mobile device or workstation) and Patron Management (through ACE REST), and between the client and the EFS database.

EZ Pay

Manages vouchers, smart cards, and the magnetic card wallet system. For the purposes of Resort Wallet, EZ Pay's magnetic card wallets are interconnected to present a single balance to the player and to allow funds transfers between sites.

IGT Pay

External funding solution that supports payment card-based, ACH-based funding as well as other funding sources such as PayPal.

IGT System Web Portal

Unified, browser-based portal for casino system applications. Provides single sign-on support for IGT Casino applications through a Web user interface. The IGT System Web Portal integrates with the User Management Service, which provides the log-in mechanism.

Internal and External Networks

Represents the various networks involved with the Resort Wallet solution. External networks include the open Internet as well as the interconnection with IGTPay.

Mobile Device App

Allows players to transfer funds to and from their bank or other external funding source as well as view account balances.

NGINX

Open-source web server that can also be used as a load balancer, reverse proxy, mail proxy, and HTTP cache.

Patron Management

Manages all aspects of player account information with regard to Player's Club functions, marketing, comp accounting, table auditing, and reporting. Patron Management is the source of Patron data that is required by IGTPay for enrolling funding resources.

Retail Wallet Service

Manages communication between point of sale (POS) vendor clients and the *RetailWallet* database.

User Management Service

Defines, stores and facilitates the overall management of users, user roles, and permissions across all IGT products. User Management Service provides a single representation of every user across the entire IGT application suite and integrates with Security service.

Wallet Orchestration Service

Enables interactions between all wallets and funding sources for balance inquiry and funds transfers.

Workstation

Allows operators to interact with Resort Wallet and IGT Pay functionality.

Enhancements

1 Retail Wallet - Refunding a Purchase

RW-2809

New Feature

Retail Wallet allows for refunds of previously committed purchase transactions and credits a player's Retail Wallet or linked Resort Wallet account with the amount refunded.

To initiate the refund, the vendor must identify the original purchase transaction that the refund is associated with, and the player account status needs to be validated.

Partial refunds are not supported.

Rollback, Retries, Failures, Duplicates, Searching

For details, refer to Retail Wallet - Cashless Purchase Transactions.

2 Retail Wallet - Purchase Transactions

RW-2855, RW-4535

New Feature

Retail Wallet facilitates purchase transactions from a point-of-sale (POS) terminal, allowing customers to pay with a mobile application or physical card using funds from their cashless account.

When a customer makes a cashless purchase at a retail establishment in the casino (for example, a restaurant or a busy bar), the POS terminal processes the transaction and displays a QR code on the terminal display or printed on a receipt. The patron uses the mobile application or browser to scan the QR code, and the app displays the transaction information for the customer to confirm and add a tip if desired.

Alternatively, Retail Wallet also allows customers to make payments by swiping a card and entering a PIN; in this case, tips are handled by the POS (outside Retail Wallet) and would appear on the printed receipt.

Refer to Retail Wallet - POS Integration for additional technical details on POS integration.

Tipping

Tips can be recorded in two ways:

- As an addition to a purchase, recorded within the same transaction.
- As a completely separate transaction. If the tip is recorded separately, the resource ID of the original transaction is required.

When purchases are refunded or voided:

- If the tip was part of the purchase transaction, the tip amount is included in the refund.
- If the tip was a separate transaction, the tip transaction has to be reversed manually.

Successful Transactions

The mobile application forwards the transaction request details to the Retail Wallet server (*pending* state). Retail Wallet, in turn, communicates with EZ Pay (WOS) to fund the transaction.

When the patron's account and balance information is verified, the transaction is funded from the cashless account (*authorized* state). Finally, Retail Wallet updates the POS vendor to confirm the transaction is complete (*committed* state), and provides a response to the mobile application.

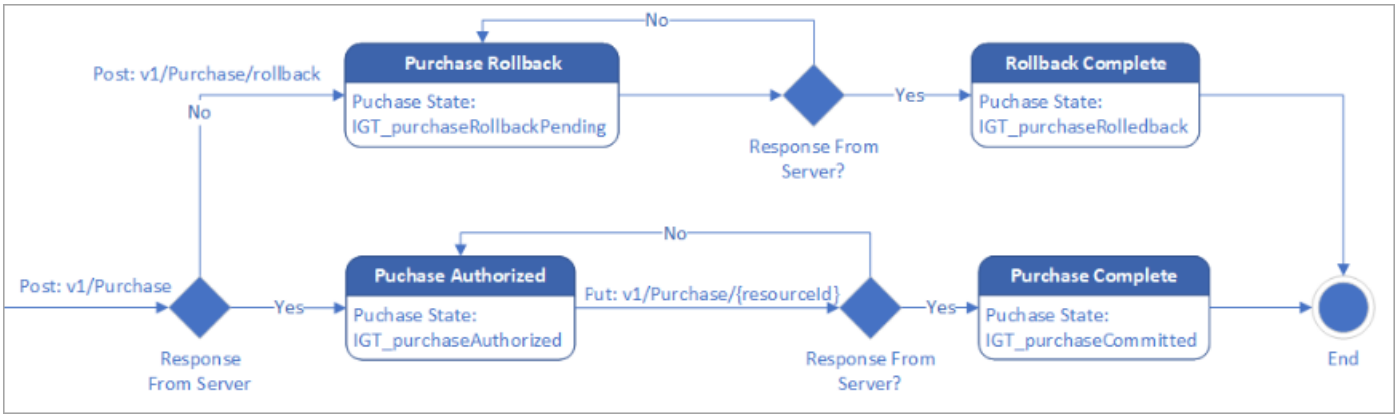


Figure 7-1 The flow of successful and rolled back transactions.

Rolled Back Transactions

After requesting a transaction, if the POS fails to get an initial response from the server while the transaction is still *pending*, the POS rolls back the transaction. The transaction is not funded, and is saved as *rolled back*.

Retries

Once a transaction is *authorized* or the rollback process has started, if there is no response from the server, the POS retries sending the transaction for a configured amount of time and frequency. (*EFS_TO_WOS_TIME_MIN* and *WOS_CLIENT_TIMEOUT* in *Admin > General Configurations*.)

Failures

If the transaction fails due to card, account or limit issues, Retail Wallet sets the transaction state to "purchase failed" or "purchase rollback failed", returns an error (400 BadRequest) to the client or API request, and sends one of the following failure codes to the POS:

- 1001 Requested amount not available
- 1002 Wallet is in an invalid state for transactions
- 1003 Daily deposit limit exceeded
- 1004 Invalid transfer action
- 1005 Authentication failure (including Card Service errors)

Duplicate Transactions

If a user creates a duplicate transaction request, Resort Wallet automatically provides the same response as for the original transaction to the POS.

Searching for Transactions

The POS system can search for a transaction by resource ID, allowing users to refund or void a previous transaction, for example.

The POS system can also search for refund or void transaction; the refund or void ID is also required.

Purchase, refund, and void transactions follow the same general flow. Refer to Retail Wallet - Refunding a Purchase and Retail Wallet - Voiding Transactions for descriptions on those transaction types.

API - Locator Resource ID

To facilitate cardless payments, the Resort Wallet API provides the locator resource ID to the POS vendor within the *purchaseQR* request (*/v1/purchase* > *purchaseObject* > *resourceId*). The value is a URL, representing the resource ID of the purchase created by Retail Wallet and is used by the POS for future lookups.

3 Retail Wallet - Voiding Transactions

RW-2857

New Feature

Retail Wallet allows a vendor to void a previous purchase transaction and debits the amount of the original purchase to the player's Retail Wallet or linked Resort Wallet account.

To initiate the void, the client must identify the original purchase transaction that the void is associated with. The POS also needs to send information about the retail establishment and POS in use. Once the player account status is validated, the POS provides the information required to initiate the void transaction.

Rollback, Retries, Failures, Duplicates, Searching

For details, refer to Retail Wallet - Cashless Purchase Transactions.

4 Event Service WOS Changes and Fees

RW-2866

New Feature

Database and protocol changes now allow key data to be sent from a Point-of-Sale (POS) system or IGT Pay to EZ Pay (version 9.7.7 or newer). This data is utilized in EZ Pay 9.7.7 or later to produce a cashless balance transaction event.

5 Transactions - New Menu for Rollback and Commit

RW-2901

New Feature

For *Pending* items on the *Transactions* page, the previous checkmarks and "x" *Action* items have been replaced with a kebab menu with the following items:

- Rollback
- Commit

6 Reports and UI Show Server Time

RW-3052

New Feature

When an operator is retrieving a set of external transactions coming from EZ Funds, the time displayed in reports and the rest of the Resort Wallet UI is the same as the one presented in the EZ Pay cashier client. To achieve this, Resort Wallet determines the time zone on the server and overrides the local time zone setting. This facilitates accurate reconciliation of transactions.

The transaction time should match the "Time Initiated" column.

7 IGT Pay Cashier App Integration

RW-3177

New Feature

Resort Wallet has been integrated with the required changes to provide access to IGT Pay Cashier App. Players launch the Cashier App in their mobile application and use the app to transfer funds from their external funding sources (EFS) to their Resort Wallet account, and the other way around.

In order to facilitate this integration, the following enhancements have been made:

- The */v1/CashierLandingSDK* API endpoint now includes the URL, domain, and partner code. The partner code is prepended to the profile ID.
- A new redirect API call has been added to launch the cashier app.

8 Dropdown in the Reports tab for Retail Transactions Report

RW-3218

New Feature

There is now a dropdown item in the *Reports* tab for the *Retail Transactions* report, used to open the report.

The dropdown item is visible if:

- Retail Wallet is installed
- The user has the correct permission (*reports.retail*)

The Retail Wallet manager user and administrator users always have access.

9 Search for a Retail Wallet Transaction

RW-3231

New Feature

A search feature has been added for transactions from Retail Wallet. The search can be accessed by opening *Transactions* > **Retail Transactions**. Users can search by the following criteria:

- Date range
- Transaction Type
- Status
- Player ID
- Retail ID

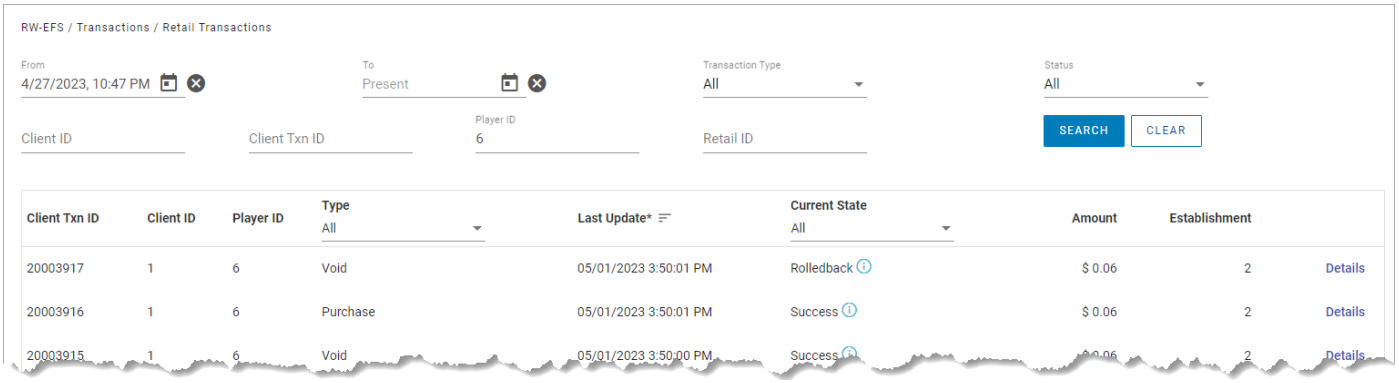


Figure 7-2 The Retail Transactions search options.

10 IGTPay Transactions - Show Fees for EFS Transaction

RW-3253

New Feature

In order to show fees applied to external funding service (EFS) transactions, three new columns have been added to the *IGT Pay Transactions* page:

- *Wallet Amount* - Total of the transaction (*Fee* + *Payment Amount*).
- *Fees* - Fees applied to the EFS transaction.
- *Payment Amount* - Payment, not including fees.

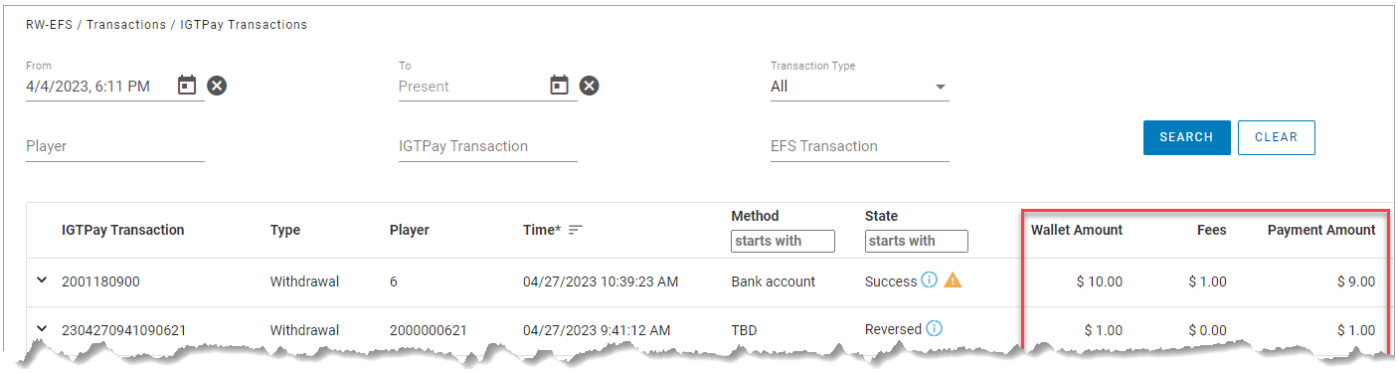


Figure 7-3 The new columns on the *IGTPay Transactions* page.

11 Multiple POS Client Username / Password Combinations

RW-4115

New Feature

To support multiple POS vendors, the Retail Wallet allows for multiple sets of client IDs, usernames, and passwords - one for each POS vendor.

On the *Admin* > **POS Vendors*, users can view the list of POS vendors. Access is limited to admin users.

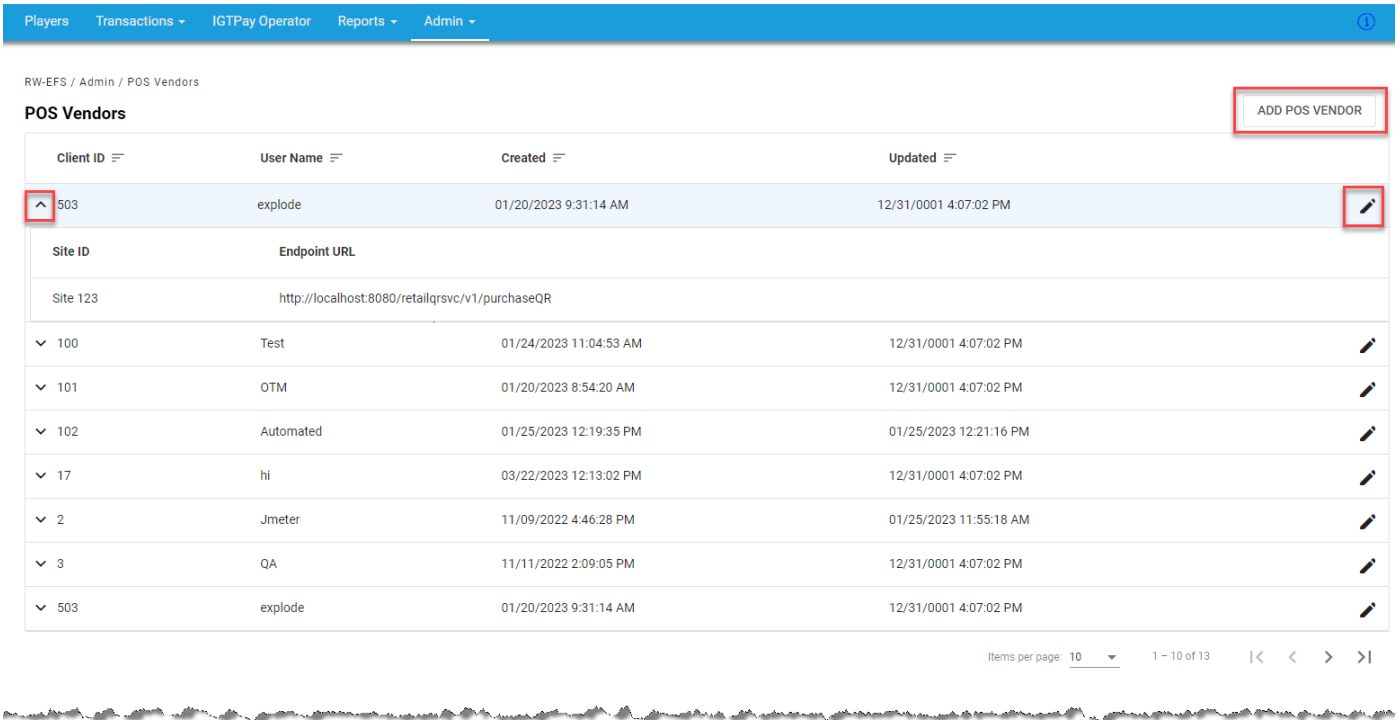


Figure 7-4 The *POS Vendors* page.

In addition, user can:

- Enroll new vendors by clicking **ADD POS VENDOR**.
- See the Site ID and Endpoint URL by clicking on the down arrow on the left.
- Edit an existing vendor by clicking the edit icon on the left.

For more information:

- Refer to document *90-230221-XX, Resort Wallet 5.0 User Guide* for details on usage.
- Refer to *Retail Wallet - POS Integration* for details on the POS integration feature.

12 New Retail General Configurations Page

RW-4234

New Feature

A new *Retail General Configurations* page has been added, which authorized users can access in the *Admin* menu where users can adjust settings related to Retail Wallet. A new UMS role and permissions have been added which grant access to this page when applied to a user.

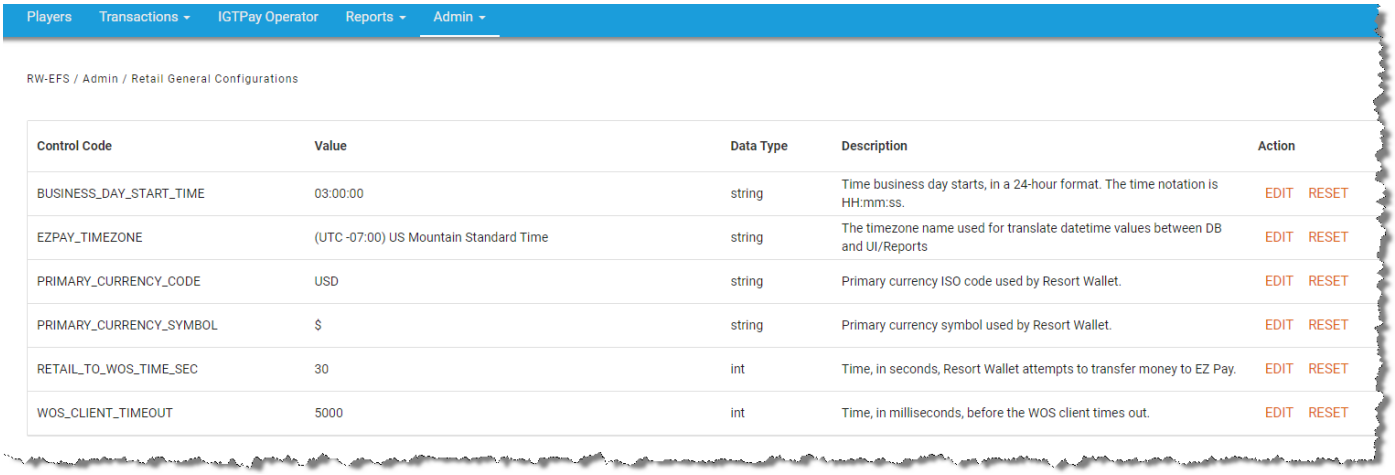


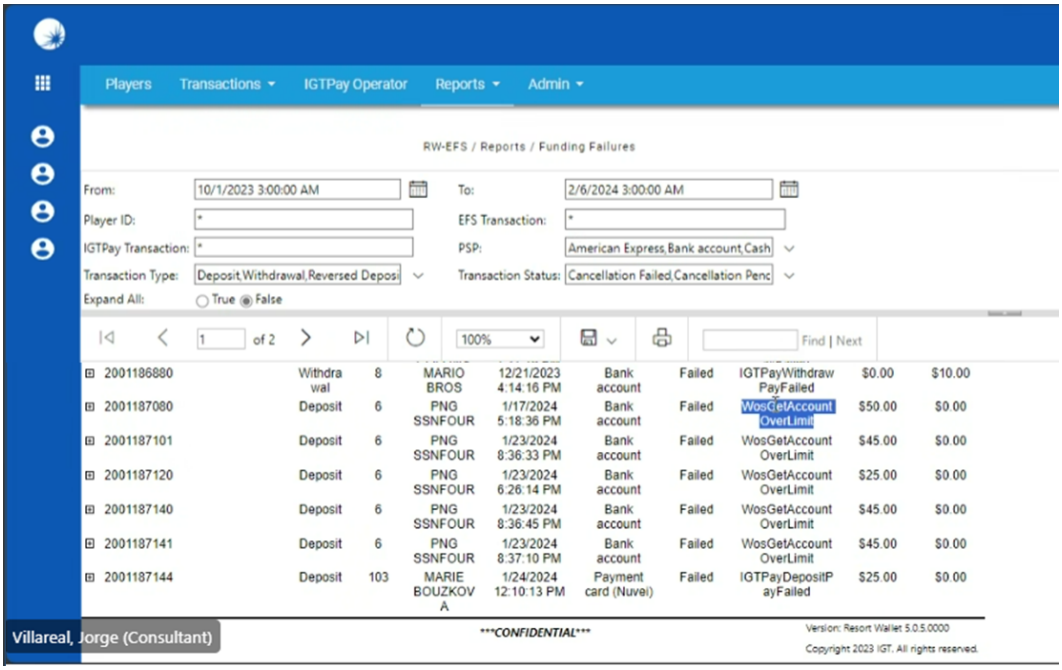
Figure 7-5 The new *Retail General Configurations* page.

13 Failures without money movement transferred to Failure Funding Report

RW-4238

New Feature

Failures without money movement now appear in the Failure Funding Report rather than in Payment Wallet - Details, as shown below.



14 Retail Wallet Metrics to Prometheus Server

RW-4341

New Feature

To support the IGT Cloud Watch team, Retail Wallet provides metrics to the Prometheus server.

15 Wallet Transactions Added to the Transactions Menu

RW-4420

New Feature

A **Wallet Transactions** item has been added to the *Transactions* menu, which opens the *Wallet Transactions*.

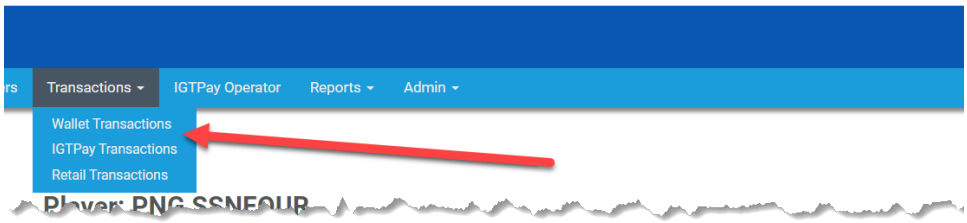


Figure 7-6 The new *Wallet Transactions* menu item.

This page, which shows a player's EZ Pay transactions, could already be accessed after searching a player; the new feature makes the page available to users without having to search a player first.

Also, a *Player* filter has been added to the page, allowing the user to search for transactions associated to a specific player after browsing to the page by means of this menu item.

16 New Timezone Display Setting

RW-4422

New Feature

By default, the user interface transactions date & time are displayed in the same timezone (UTC) as in EZ Pay. In addition, a setting has been added (**EZPAY_TIMEZONE**) for EFS and retail transactions that allows the operator to select timezone to be used for display dates in the UI and reports.

The time display follows the timezones rules for daylights savings.

The timezone setting affects the following reports:

- *Payments Detail*
- *Payments Summary*
- *Pending Liability*
- *Audit*
- *Funding Failures*
- *Retail Wallet Report*

The timezone setting also determines the time and date display on the following UI pages:

- *Retail Transactions*
- *IGT Pay Transactions*
- *Wallet Transactions*

17 Advantage Security Standards

RW-4572

New Feature

Resort Wallet has been reviewed against the Advantage Security Standards. The following updates have been applied:

- **Masking Personal Information** - When Resort Wallet logs any personal information, it masks most of the characters with an asterisk (*).
- **Text Field Data** - Text fields remove any combination of characters that could corrupt the data, such as *\n*, *\r*, and *\t*.
- **Open Source** - Open source software within Resort Wallet has been reviewed to ensure it is free of known vulnerabilities.
- **RabbitMQ** - The RabbitMQ component for the Registration service has been upgraded to 3.10.

18 PII Opt-Out - Closing a Player's Account

RW-4723

New Feature

To meet General Data Protection Regulation (GDPR) and California Consumer Privacy Act (CCPA) requirements, players can opt out of having their personal identifying information (PII) stored.

In order to anonymize the PII after a player requests to opt out, an admin user can browse to the *MANAGE PLAYER* tab on the *Player Detail* page and click **REMOVE PLAYER**.

This action closes the account, and the player will no longer be available in Resort Wallet.

19 View Transaction Fee Amount in SendGrid Notification

RW-5115

New Feature

Allows a manager of the player email templates to include the fee amount in the player notifications through Sendgrid.

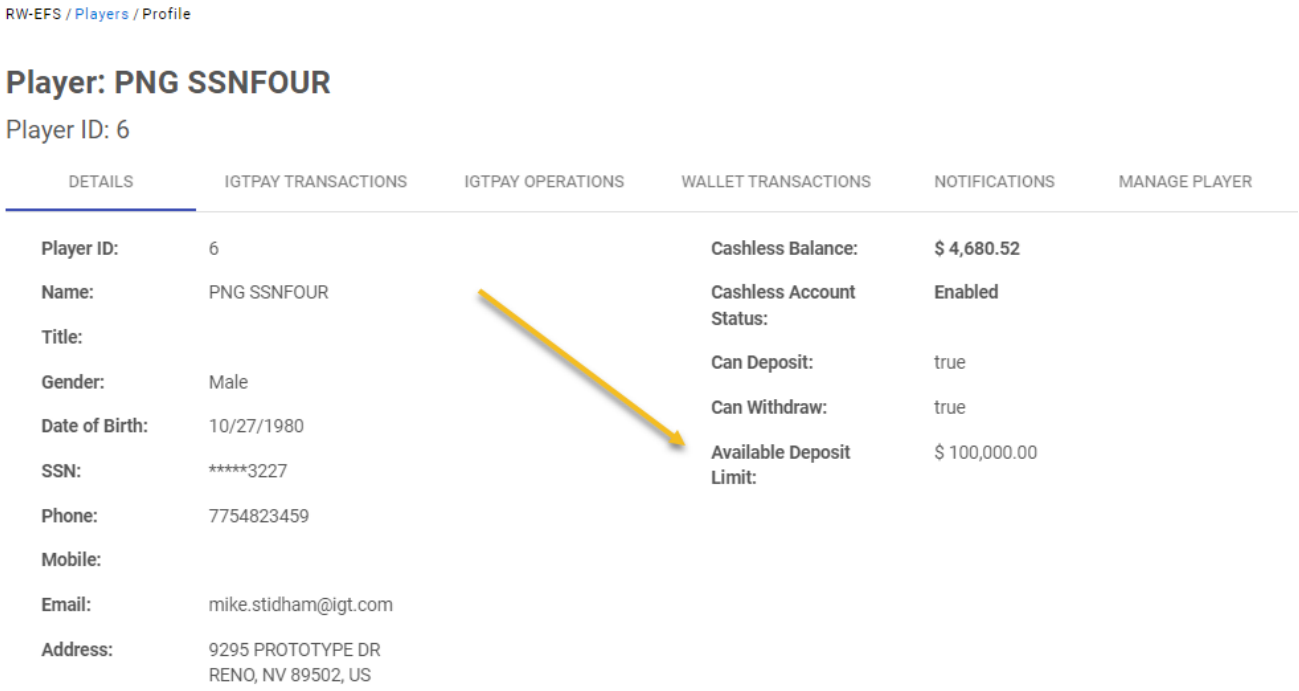
```
Dear {{PlayerName}},

This email is to inform you that the deposit into your account was successful.

Deposit Details:
Transaction ID: {{TransactionId}}
Transaction Amount: {{Amount}}
Convenience Fee: {{ConvenienceFee}}
Currency: {{Currency}}
Method ID: {{MethodId}}
Method Name: {{MethodName}}
Creation Date: {{TsCreated}}
```

20 Player Can View Deposit Limit in IGTPay

RW-5181

New Feature

Available Deposit Limit provided to IGTPay. This field enables the player to view the maximum amount they can deposit. The value that will be newly passed to IGTPay is also displayed in the EFS User Interface shown below.



21 Remove Prerequisites from the Installer and Build

RW-5184

New Feature

Prerequisite files will now be deployed by other products. FloorNet Infrastructure and Kube Core are listed as dependencies in the Resort Wallet 5.0 Install Guide.

Infrastructure components should be deployed as independent items (unregulated in most jurisdictions) rather than as part of the build. Going forward, Resort Wallet will no longer deploy its own Kubernetes cluster including prerequisites. The FloorNet Infrastructure 1.0 will deploy and manage the prerequisites (Kubernetes, RabbitMQ, and Redis). FloorNet 1.3 will be required in addition to the FloorNet Infrastructure 1.0 bill of materials, if Retail Wallet is needed to be deployed.

22 Docker to CRI-O

RW-5189

New Feature

Docker commands deploy docker images generated during a build to a docker registry. However, the docker engine (previously a prerequisite to be installed to a Kubernetes master node) is being replaced by podman, which support either podman or docker engines when installing/deploying the application's docker images to the local docker registry. CRI-O supports OCI container images and can pull from any container registry. It is a lightweight alternative to using Docker, Moby or rkt as the runtime for Kubernetes.

CRI-O is an implementation of the Kubernetes CRI (Container Runtime Interface) to enable using OCI (Open Container Initiative) compatible runtimes. It is a lightweight alternative to using Docker as the runtime for Kubernetes. It allows Kubernetes to use any OCI-compliant runtime as the container runtime for running pods. Today it supports runc and Kata Containers as the container runtimes but any OCI-conformant runtime can be plugged in principle.

23 SQL Server Management 2022 Tech Stack Standard

RW-5197

New Feature

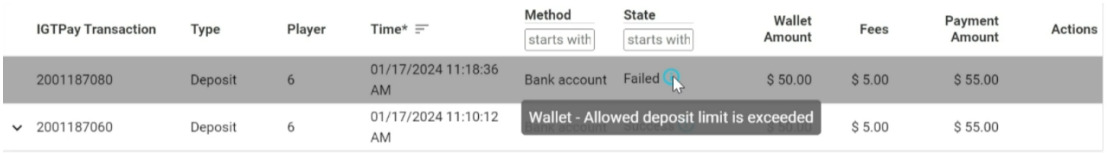
SQL Server 2019 support requires a change to the SQL connection string to include a new TrustServerCertificate=True as a default value - this value originates in the install dialog and is propagated to a Kubernetes secret.

24 "Deposit OK Flag is False" Changed to "Allowed Deposit Limit is Exceeded"

RW-5241

New Feature

"Deposit OK flag is false" message changed to "Allowed Deposit Limit is Exceeded" in IGTPay Cashier when the player daily deposit limit has been reached.



25 View Transaction Fee Amount in Transaction Summary

RW-5251

New Feature

A player can now view their fee in the transaction history API. This API is utilized most commonly in a mobile application. The affected APIs are *CusGettransactions* and *CusGettransactions/ID*, where a new payload field "FeeAmount" has been added.

26 SQL Compatibility

RW-5342

New Feature

SQL compatibility now includes versions 2016, 2017, 2019, and 2022. Additional steps required for all versions higher than 2016. See *SQL Compatibility After Version 2014* in 30-230429-00 Resort Wallet 5.0 Install Guide.

27 Audit Admin User Changes to Player Rankings

RW-5424

New Feature

Resort Wallet 5.0 admin can determine which player ranking/tiers will be able to receive fee waivers and updated Fraud & Security limits. This avoids manual entry by an F&S limit to mark players as able to deposit or withdraw funds unimpeded.

28 Use a Purchase Token to Complete Purchase

RW-5494

New Feature

Players with the mobile app can use a purchase token to complete transaction.

Corrective Maintenance

1 Servers Not Validating UMS Certificate

RW-3646

Before Modification

The Resort Wallet servers do not validate the UMS certificate. Authenticated with thumbprint only.

After Modification

The UMS certificate is now being validated using a CA certificate.

2 IGT Pay Not Updated for Completed Deposits

RW-3974

Before Modification

In specific situations, Resort Wallet has completed a deposit but IGT Pay is not updated.

The issues occurs when the transaction is in a pending state when Resort Wallet receives the initial update request from IGT Pay. IGT Pay creates an exception for the transaction and begins to resend the notification to Resort Wallet. However, Resort Wallet responds to the resent request with an "Invalid Request" error, meaning the exception in IGT Pay is never resolved.

After Modification

In the same situation, Resort Wallet now responds to the resent requests with a "Duplicate Request" error rather than "Invalid Request," allowing IGT Pay to resolve the exception and update the transaction.

For Testing Purposes Only

Steps to reproduce:

This issue cannot be reproduced in a laboratory environment.

3 Ability to Look Up Players who Have Not Logged into the Cashier App

RW-4342

Before Modification

Operators are not able to look up players if the players have not logged into the Cashier App.

After Modification

Operators are able to look up players, even if the players have not logged into the Cashier App:

- When an operator looks up a player using the Resort Wallet search, the operator can see the player's personal identifying information and cashless account info.
- All functions are enabled, allowing the operator to manage the player's account.

For the search and interaction within Resort Wallet to function:

- The player must exist in Patron Management (PM).
- The player must have a cashless account in EZ Pay.

For Testing Purposes Only

Steps to reproduce:

1. In the Resort Wallet menu, browse to **Players**.
2. Search for a *Patron* who exists in PM and has an EZ Pay cashless account, but has not accessed the Cashier App.
3. Ensure that the patron appears in the results, and that all functions are enabled.

4 RW-EFS UI Shows False Warnings

RW-4827

Before Modification

At times, multiple warnings appear on the home page of RW-EFS, even though the services in question are working properly. These warnings may appear on first access after a deployment, but there is no specific pattern.

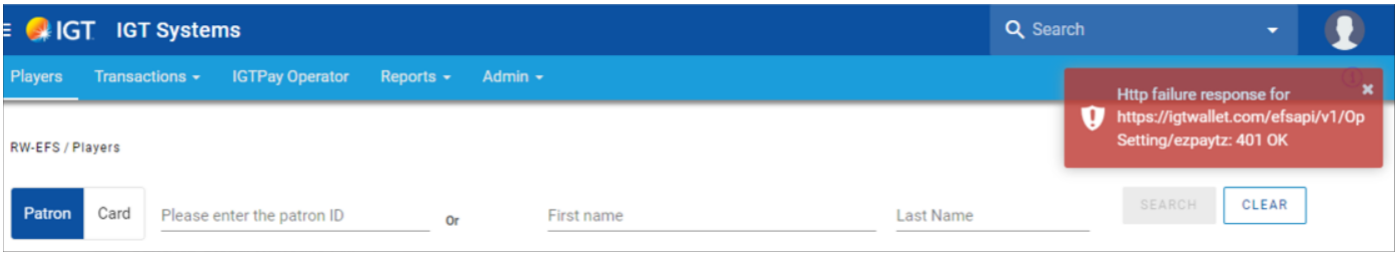


Figure 8-1 The false warnings that appear on the RW-EFS home page.

After Modification (For Testing Purposes Only - Steps to Reproduce)

There are currently no steps to reproduce this issue.

Reports

1 CUSTODIAL BANK PII Report: Filter Does Not Work With First and Last Name

RW-3725

Before Modification

In the CUSTODIAL BANK PII report, no results appear when a user searches for a first name and last name combined in the **Player Name** filter.

After Modification

To resolve this issue, the **Player Name** filter has been removed.

For Testing Purposes Only

Steps to reproduce: Open the CUSTODIAL BANK PII report and ensure the **Player Name** filter is not present.

2 Retail Wallet and EFS - Reporting

RW-2620

New Feature

There are two new reports displaying transactions from Retail Wallet - the **Retail Transactions** and **Audit Retail** reports.

In addition, the **Payment Wallet - Details** report has been renamed to **Payments Detail**, and new columns and filters options have been added.

Retail Transactions Report

This new report provides a detailed view of retail transactions, with the option to filter by time ranges, player ID, and various other transaction criteria.

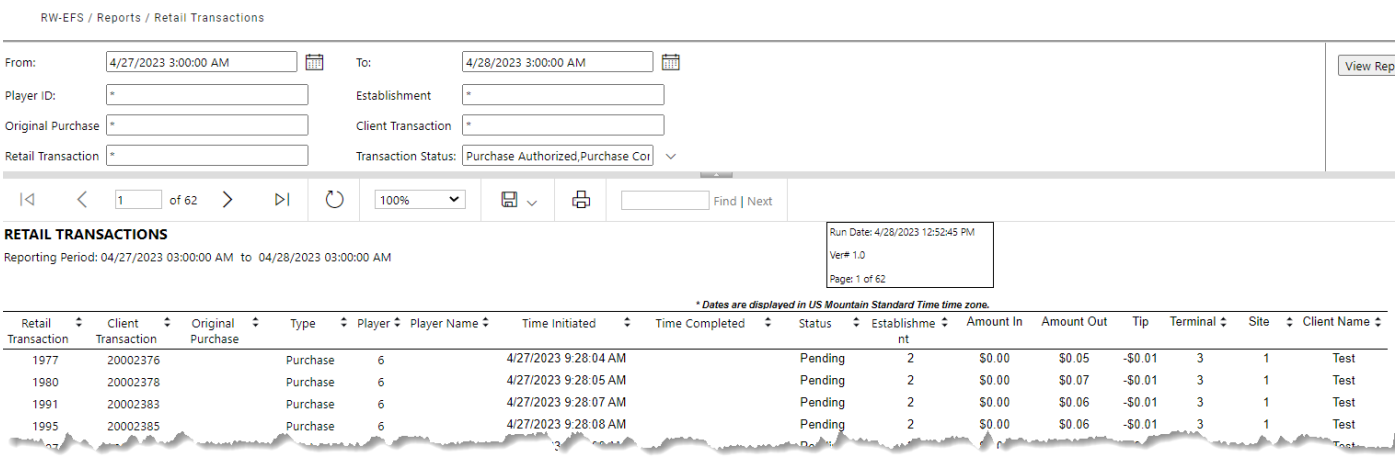


Figure 9-1 An example of the *Retail Transactions* report.

*The **Retail Transactions** and **Audit Retail** reports are hidden if Retail Wallet is not installed.*

Audit Retail Report

This new report shows which user carried out activities in the system related to retail transactions, providing additional *Details*, such as notes from the operator.

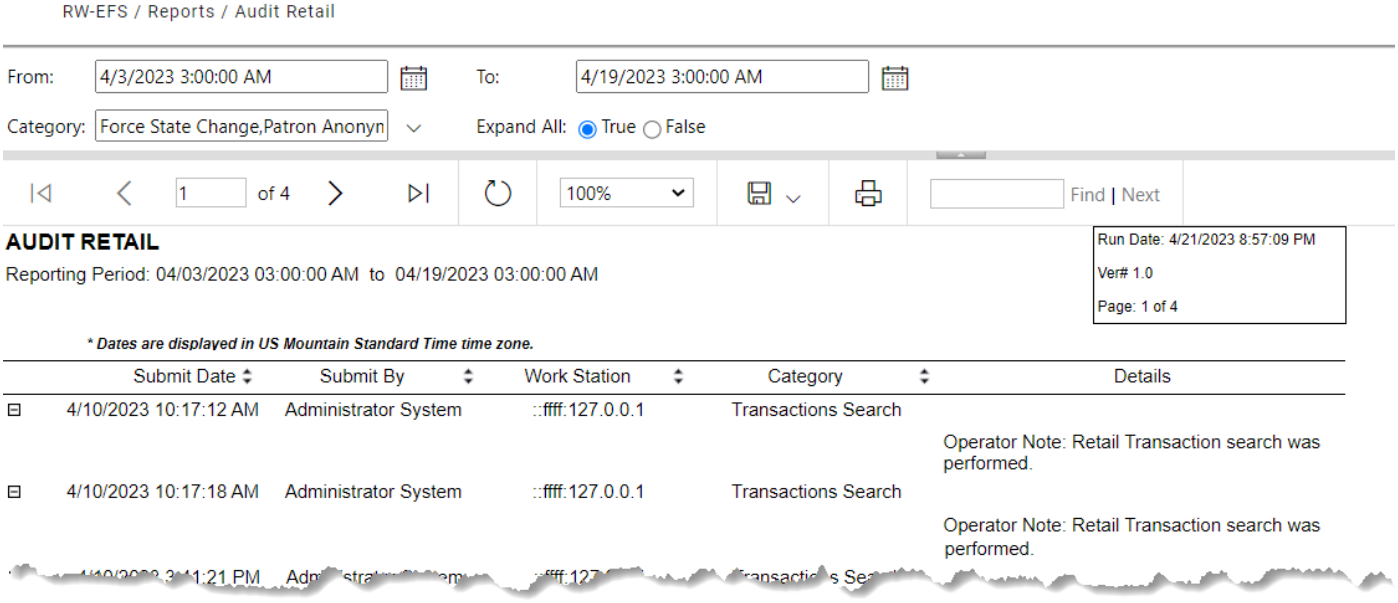


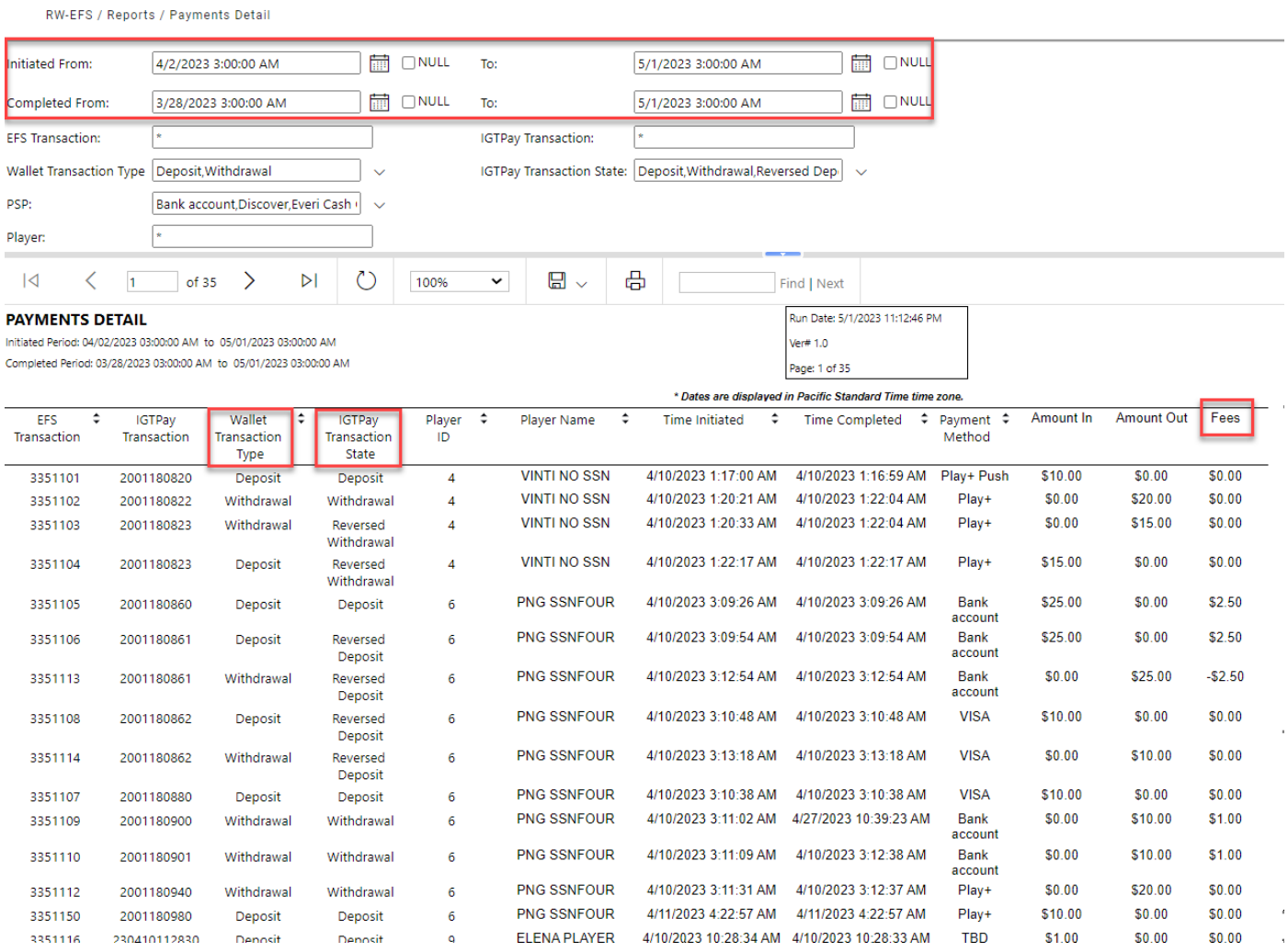
Figure 9-2 An example of the *Audit Detail* report.

Payments Details

The previous **Payment Wallet - Details** report has been renamed to **Payments Detail**. Also, the following columns have been added to this existing report:The following columns have been added to this existing report:

- Fees *(The IGT Pay fee, which can be configured to be either included in the request, or in addition to it.)*
- Type *(How transaction appears in EZ Pay.)*

- Wallet Transaction Type *(Previously called "Type".)*
- IGT Pay Transaction State



RW-EFS / Reports / Payments Detail

Initiated From: 4/2/2023 3:00:00 AM NULL To: 5/1/2023 3:00:00 AM NULL

Completed From: 3/28/2023 3:00:00 AM NULL To: 5/1/2023 3:00:00 AM NULL

EFS Transaction: * IGTPay Transaction: *

Wallet Transaction Type: Deposit,Withdrawal IGTPay Transaction State: Deposit,Withdrawal,Reversed Dep

PSP: Bank account,Discover,Everi Cash

Player: *

1 of 35 100% Find | Next

PAYMENTS DETAIL

Initiated Period: 04/02/2023 03:00:00 AM to 05/01/2023 03:00:00 AM

Completed Period: 03/28/2023 03:00:00 AM to 05/01/2023 03:00:00 AM

Run Date: 5/1/2023 11:12:46 PM
Ver# 1.0
Page: 1 of 35

** Dates are displayed in Pacific Standard Time time zone.*

EFS Transaction	IGTPay Transaction	Wallet Transaction Type	IGTPay Transaction State	Player ID	Player Name	Time Initiated	Time Completed	Payment Method	Amount In	Amount Out	Fees
3351101	2001180820	Deposit	Deposit	4	VINTI NO SSN	4/10/2023 1:17:00 AM	4/10/2023 1:16:59 AM	Play+ Push	$10.00	$0.00	$0.00
3351102	2001180822	Withdrawal	Withdrawal	4	VINTI NO SSN	4/10/2023 1:20:21 AM	4/10/2023 1:22:04 AM	Play+	$0.00	$20.00	$0.00
3351103	2001180823	Withdrawal	Reversed Withdrawal	4	VINTI NO SSN	4/10/2023 1:20:33 AM	4/10/2023 1:22:04 AM	Play+	$0.00	$15.00	$0.00
3351104	2001180823	Deposit	Reversed Withdrawal	4	VINTI NO SSN	4/10/2023 1:22:17 AM	4/10/2023 1:22:17 AM	Play+	$15.00	$0.00	$0.00
3351105	2001180860	Deposit	Deposit	6	PNG SSNFOUR	4/10/2023 3:09:26 AM	4/10/2023 3:09:26 AM	Bank account	$25.00	$0.00	$2.50
3351106	2001180861	Deposit	Reversed Deposit	6	PNG SSNFOUR	4/10/2023 3:09:54 AM	4/10/2023 3:09:54 AM	Bank account	$25.00	$0.00	$2.50
3351113	2001180861	Withdrawal	Reversed Deposit	6	PNG SSNFOUR	4/10/2023 3:12:54 AM	4/10/2023 3:12:54 AM	Bank account	$0.00	$25.00	-$2.50
3351108	2001180862	Deposit	Reversed Deposit	6	PNG SSNFOUR	4/10/2023 3:10:48 AM	4/10/2023 3:10:48 AM	VISA	$10.00	$0.00	$0.00
3351114	2001180862	Withdrawal	Reversed Deposit	6	PNG SSNFOUR	4/10/2023 3:13:18 AM	4/10/2023 3:13:18 AM	VISA	$0.00	$10.00	$0.00
3351107	2001180880	Deposit	Deposit	6	PNG SSNFOUR	4/10/2023 3:10:38 AM	4/10/2023 3:10:38 AM	VISA	$10.00	$0.00	$0.00
3351109	2001180900	Withdrawal	Withdrawal	6	PNG SSNFOUR	4/10/2023 3:11:02 AM	4/27/2023 10:39:23 AM	Bank account	$0.00	$10.00	$1.00
3351110	2001180901	Withdrawal	Withdrawal	6	PNG SSNFOUR	4/10/2023 3:11:09 AM	4/10/2023 3:12:38 AM	Bank account	$0.00	$10.00	$1.00
3351112	2001180940	Withdrawal	Withdrawal	6	PNG SSNFOUR	4/10/2023 3:11:31 AM	4/10/2023 3:12:37 AM	Play+	$0.00	$20.00	$0.00
3351150	2001180980	Deposit	Deposit	6	PNG SSNFOUR	4/11/2023 4:22:57 AM	4/11/2023 4:22:57 AM	Play+	$10.00	$0.00	$0.00
3351116	230410112830	Deposit	Deposit	9	ELENA PLAYER	4/10/2023 10:28:34 AM	4/10/2023 10:28:33 AM	TBD	$1.00	$0.00	$0.00

Figure 9-3 The fields that changed in *Payments Detail* report.

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Document Modification History

Date	Version	Description of Change	By
February 16, 2024	01	Updates to RW-2809, RW-2901, RW-3052	D. Gomez / D. Dusich / J. Wall
January 04, 2023	00	New release.	Z. Ramos / J. Viillareal/C. Pablo/ S. Bangerter