ESTABLISHMENT TRAINING GUIDE

FORM 1018 – HB NOV 2020

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CONTACT INFORMATION

GOTSKILL INFO/ CLUB LOGIN   www.gotskill.ca

TECHNICAL SUPPORT   1 (866) 319-1271

REORDER CARDS   cards@gotskill.ca

BILLING INQUIRIES   billing@gotskill.ca

SALES INQUIRIES   contact your sales representative or email to sales@gotskill.ca

PROMOTIONS/GOTSKILL CLUB   promo@gotskill.ca

AGCO/POLICE
- **If asked about the games, product or machines please contact Tony Carvalho (GotSkill President/CEO) at 416.276.5663 or Tech Support for further instruction.**

MEDIA ENQUIRIES AND VISITS
- **Do not answer any questions or allow any photos or video to be taken please contact Tony Carvalho (GotSkill President/CEO) at 416.276.5663 who handles all media interaction.**

HOW IT WORKS

ACCOUNT CREATION AND GAMEPLAY

- Player takes a new card from the tray and swipes to create a new account or swipes an existing card.
- Player adds funds to the account (new or existing) through the Cabinet/Bar-Top terminal bill acceptor. All funds added can be used at any terminal at that location only. HST is included in all deposited funds. Account is tied to that specific location.
- Three game types: Slot, Keno and Poker
- Play ranges from $0.20 to $4.00 / $8.00 (higher limit game), with a $5 minimum buy.
- Players can win cash up to a maximum single prize of $2,015 in the standard set of games (Establishments can select a higher option set of games - $4,035 prize).

GAMEPLAY AND SKILL BAR

- Before a player starts to play, they can preview the Potential Win by pressing "SHOW" button.
- All Games require skill to attain the maximum Actual Win.
- Part 1 displays a "Potential Win". In Part 2, the Player uses their skill to win from 55%–110% of the Potential Win on the Skill Bar (within the allotted time of 25 seconds). Skill Bar can be played after each single play (by pressing the "Play Skill" button) or in totality at log-out (Skill Bar appears automatically) or at any time the player chooses to do so (by pressing the "Play Skill" button). If the time expires once the bar has been activated, Potential Win is forfeited.
- In Part 2, the Player's hand–eye coordination, dexterity, and timing of the Game action will determine whether the player wins greater than the Potential Win, 100% of the Potential Win, or some percentage thereof.
- If the Player runs out of funds a window will pop up asking the Player to either add additional funds to their account or play the Skill Bar (press the Play Skill button) to convert Potential Credits to Cash Credits.
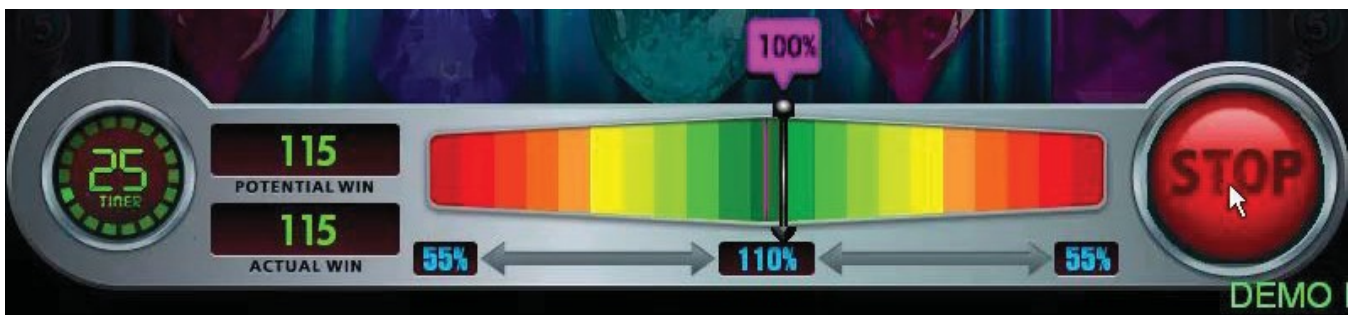
PAYOUTS/REDEMTION

- Winnings are put back on the account and can be redeemed at the POS at any time.
- Players have the option of redeeming for cash, Establishment Gift Certificate (if Establishment opted for that option) or donate it to MADD.
- Between $5 and $20: player may receive Gift Certificate, printed via the POS if available at the location. Gift Certificates must not expire in less than 30 days.
- Any amount $20 & above MUST be paid in cash. Establishments must pay prizes over $400 within 5 business days.

ESTABLISHMENT MANAGEMENT AND STAFF LOGIN CARDS
There are 2 types of cards for each Establishment:
1) Manager Card (password 1234) – used by staff to Open & Close Register and for Redemptions (payout prizes and/or cash to Players)
2) Owner Card (Owner picks password) – has all the functionality of the Manager Card but allows the running of the Quick Report that is used to confirm cash removed from the gaming devices.

OPEN REGISTER (POS Till / Float)
- REGISTER MUST BE OPEN TO PAYOUT PRIZES
- Beginning of Day/Shift – swipe Manager Card and enter password (1234). Enter the beginning float in the pop-up window. And keep the receipt with the float.
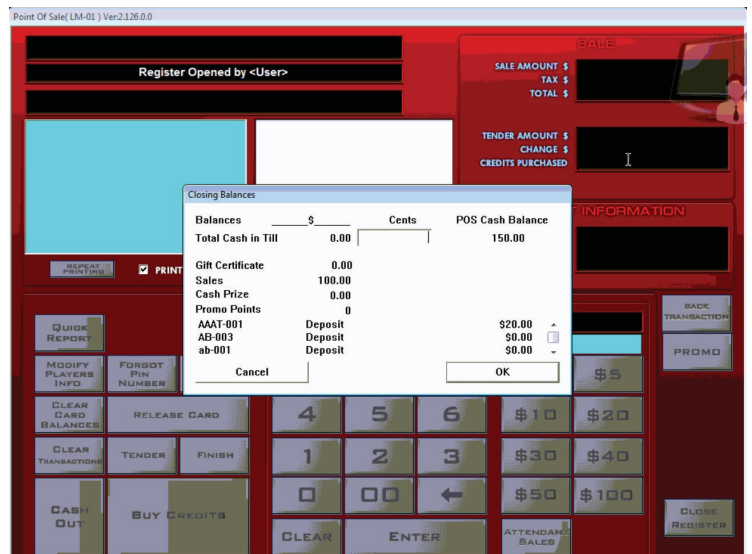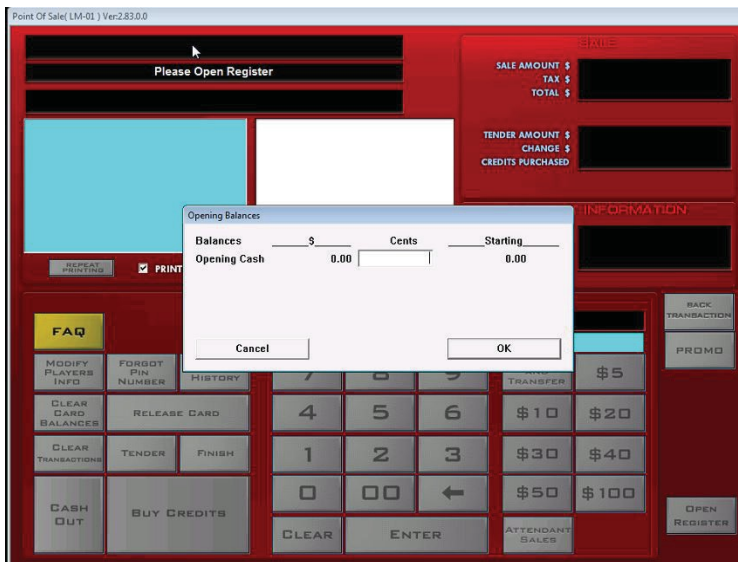
CLOSE REGISTER (Daily Balancing POS Float)
- Click close register - Enter password (1234). Shows how much cash is in each machine (counter will not reset until funds are removed from machines)
- End of Day/Shift - Count cash in Till/Float and enter $ amount in the pop-up window. It should balance to the amount indicated.
- Receipt shows how much cash is in each machine (counter will not reset till funds removed from machines)
- Print Close Register Report and keep the receipt with the float.

QUICK REPORT
- Must use "Owner's Card to print a Quick Report. Every time a Quick Report is run, it will reset the cash counters in the machines. **YOU MUST EMPTY ALL MACHINES AFTER RUNNING A QUICK REPORT.**

SEE YOUTUBE VIDEO ON POS.

PAYOUTS AND REDEEMING PLAYER WINNINGS

Swipe the Player Card & select "Redeem" button. (Register must be open)

There are two REDEEM configurations available:

Configuration #1
Has 2 Options for redeem:
1) Donation to MADD
2) Cash Prize (All amounts)

Configuration #2
Has 3 Options for Redeem:
1) Donation to MADD
2) Cash Prize (Mandatory - all prizes over $20)
3) Gift Certificate up to $19.99

Touch option selected and type in the amount.

SEE YOUTUBE VIDEO ON POS.

GIFT CERTIFICATE EXAMPLE

Give the Player the top part and keep with your Float/Till the Merchant's Copy. Sign the Player's copy - it must not expire in less than 30 days from the date of issue.

QUICK REPORT

Must use "Owner's Card to print a Quick Report. Every time a Quick Report is run, it will reset the cash counters in the machines. **YOU MUST EMPTY ALL MACHINES AFTER RUNNING A QUICK REPORT**

- Sign in with "Owner" card and special password. Click "Quick Report"- Manager Card and other Cards will not work.
- Prints on POS Printer amount of cash in each device since you last printed a Quick Report.
- Quick Report also show you results for the Current Week and results for the Last Week – used to confirm numbers with the weekly invoice.
- Immediately remove & count cash from each Device and confirm amounts to the Quick Report. **Only click "Quick Report" confirmation (2nd click) when you are taking funds out of the devices or it will be out of balance.**
- Once you print Quick Report the "count" of each Bill Acceptor will be reset to zero. You must open all Devices that have cash in it even if it a small amount. Devices that have no cash do not need to be opened.
- Do this at minimum daily or once there are significant amounts in a machine (see balance by clicking Close Register or Quick report and cancelling).

- Opening the Bill Acceptors (due to a jam) - every time you open the Bill Acceptor it resets to zero (the balances shown on the Quick Report) unless you click NO on the screen (see below screen) to indicate that you are not removing the cash from the machine.

Empty Bill Stacker Pop- Up

QUICK REPORT RECEIPT

SEE YOUTUBE VIDEO ON POS.

Cash in Machines must empty machines.

Previous Week

Current Week


```
Location Pong Cafeteria
201 Creditview Road
NameOfLocation

CASH IN SINCE    2017-06-30 11:27:35
POS Sales                      $419.50
AA-007                         $315.00
AAAT-002                       $455.00
MC-001                         $675.00
MC-002                         $890.00
ONCAWS7080105                 $1170.00

TOTAL RECEIPTS                $3924.50

LAST WEEK
From             2017-07-03 04:00:00
To               2017-07-10 03.59.09

POS Sales                      $317.58
AA-007                         $315.00
AAAT-002                       $110.00
MC-001                         $415.00
MC-002                         $470.00
ONCAWS7080105                  $710.00

TOTAL RECEIPTS                $2337.58

Cash                             $0.00
Gift Certificates            $1200.33
Donations                       $45.00

TOTAL RETURNS                $1245.33

NET SALES                    $1082.25
(Before HST)

CURRENT WEEK
From             2017-07-10 04:00:00
To               2017-07-13 11:15.13

POS Sales                      $101.10
MC-002                          $15.00
AA-007                           $0.00
AAAT-002                         $0.00
MC-001                           $0.00
ONCAWS7080105                    $0.00

TOTAL RECEIPTS                 $116.10

Cash                             $0.00
Gift Certificates                $0.00
Donations                        $0.00

TOTAL RETURNS                    $0.00

NET SALES                      $116.10
(Before HST)
```

ESTABLISHMENT POLICIES & RESPONSIBILITIES

GENERAL

- GotSkill? games and equipment are games of skill, **NEVER refer to them as slot machines, VLTs, Games of chance – they are games of skill!**
- Players use their skill to win prizes and cash. **Players are NEVER gambling!!**

EQUIPMENT

- Gaming Devices must be kept within sightlines of the bar – must always be within clear sight and not in another room etc.
- Never turn off Gaming Devices or POS.
- POS is only to be used GotSkill? NO INTERNET BROWSING or other use.
- Never plug in other equipment into GotSkill? routers, power bars, etc.
- Keep Equipment (Cabinet, Bar-Top, POS, Wireless Router) clean.
- Call Tech Support (1.866.319.1271) if there are any technical issues or equipment problems.
- Ensure that there are Cards available for Patrons and adequate supply in stock at all times
    - ➢ Order additional cards – by email at **cards@GotSkill?.ca** – make sure you provide your location ID #.
- Establishment is responsible for supplying their own printer paper rolls – same as debit machine paper.
- Never re-use cards – if a Player does not want to keep a GotSkill? card for future use – cut it and throw it out.
- If there is ever a dispute regarding a pay-out – do not continue play and call Tech Support (1.866.319.1271). Tech Support can go back to review 50 screen shots and display the results for the customers.

FINANCE AND GOTSKILL INVOICES/PAYMENTS

- Balance Cash/POS Daily – **Must remove cash from devices every day!**
- Leave Bar-Tops and Cabinets (including Bill Acceptors) **open overnight (showing no cash in the device) to minimize risk of vandalization.**
- Review weekly e-mailed Invoice from GotSkill? - Ensure sufficient funds in place to cover GotSkill? Debit. Every Thursday your bank account will be debited – less any loss carried forward. **Funds must be in place by Wednesday night.**
- Remit HST to Government.

Chargebacks:

- The 1st time a Chargeback occurs an e-mail is sent so that the matter can be addressed promptly, and arrangements can be made to cover the payment. The Establishment will then be debited the Charge- back amount on the next Repayment Debit. The Establishment is expected to be up to date with all past due amounts owing within two weeks.
- A Repayment Debit is completed every Tuesday.
- If the Chargeback is not resolved, we are unable to connect with the Owner, or if a payment is charged back again – the machines at the location will be suspended and permissions removed.

Weekly Invoice

- Invoices are e-mailed out every Tuesday - match Invoice to Quick Report – Last Week
- Tick amounts back to Invoice to verify correct
- Any issues contact **billing@GotSkill?.ca** 905.246.4567 ext. 4
- Every Thursday your bank account will be debited – less any loss carried forward. **Funds must be in place by Wednesday night.**

GotSkill?

201 Creditview Road

Woodbridge, Ontario L4L 9T1

HST# 831022504 RT0001

BILL TO:	**Invoice #: 20003511**
Roseto Cafe	Invoice Date: 07/12/2017
234-238 Brownsline	Due Date: 07/14/2017
Etobicoke, ON M6N 3T5	**Billing Period Total: C$ 931.30**

Invoices are due when rendered. Payment is required not later than 2 days following receipt of invoice to ensure license privileges are preserved.
Negative invoice amount will be deducted from next invoice.

No.	DESCRIPTION	TOTAL
1	7136 - Roseto Cafe	C$ 931.30

	2017-07-03 at 04:00:00
nd Date	2017-07-10 at 03:59:59
	C 170.
Returns	
	C 80.00
Gift Certificates	C$ 0.00
Donations	C$ 0.00
Total Returns	(C$ -780.00)
Gross Sales	C$ 1,390.00
HST	C$ 159.91
Net Sales	C$ 1,230.09
Distribution Table	$405.93, 33%, Est. Fee
	$824.16, 67%, GotSkill Fee

Distribution Recap.	GotSkill	Est.	Total
Fee	C$ 824.16	C$ 405.93	C$ 1,230.09
HST	C$ 107.14	C$ 52.77	C$ 159.91
Donations	C$ 0.00		
Total	C$ 931.30	C$ 458.70	C$ 1,390.00
Total Coupons	C$ 0.00		

Billing Period Total:	**C$ 931.30**
*Credit Applied:	*C$ -511.21*
Amount to be Debited:	**C$ 420.09**

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MARKETING

- Place "GotSkill? Here" image on website & Decals on windows & doors.
- Every couple of days/weekly on Facebook and social media post photographs of Winners (Website and Social Media & In-House) and e-mail us copies for GotSkill? use on our social media.
- Ensure Staff are familiar with GotSkill? and promote it … again they are games of skill not gambling.
- Any flyers / ads / radio / signage must be approved by GotSkill?.
- Check for Update e-mails from GotSkill? With updates and promos.
- $5 Promo Vouchers (Free Play) are available for promotional purposes etc.
- Information about any ongoing promotion or marketing even will be available on www.gotskill.ca under player section. If you should have any questions about the promotions, please email promo@gotskill.ca.

PLAYERS UNDER THE AGE OF 18

- Anyone under 18 is not allowed to play - if a child or teenager is spotted playing ask them to stop playing and refund them their money. Call Tech Support if you need assistance to determine how much money was put on the card.
- This is the same procedure if someone who is not 18 wins - refund them their money but do not payout any prizes.

PERFORMANCE

- Target per Gaming Device after 100 days - $30 WIN (Net of Prizes) & target after 6 months is $45.
- Establishments with a WIN performance over $60 are candidates for more devices.
- Establishments under $10 WIN per Gaming Device will be targets to have number of gaming devices reduced or location closed unless there is a way to improve the performance.

TROUBLESHOOTING Q&A

IS IT POWERED ON?

Every piece of equipment we install serves a purpose. All of them need to be powered on to function properly. As a first step, before calling for help, please make sure everything is powered on.

1. **The Router:** the black box with 3 antennas protruding from the back. It says "NETGEAR" on the front of the unit. It is typically installed close to the POS or close to your Internet provider's modem/router. All the lights should be on and white in color.

2. **Bartop:** if you see a light on the bill accepter and card reader, but screen is off, it may mean that the tablet is powered off. As a first troubleshooting step, you should try to manually turn it on. Please refer to "How to power on Dell tablet Bartop" later in the document.

3. **Cabinets:** the lights on the outside of the cabinet indicates that the terminal is getting power. If the screen is off or indicating "no signal", usually the computer inside is not powered on. For different terminals, the computer is in different places. But generally, you would need the key to

the front or back panel to open it up. In this case, please call our Technical Support line and our technician will guide you through the process.

4. **POS:** One of the most common issues when you see all terminals have error messages on them, is that your POS is not powered on. The power button is located on the bottom side of the screen. If would be easier to find it if you tilt your screen backwards.

WE HAD A POWER OUTAGE, WHAT SHOULD WE DO?

We recommend you always keep all equipment powered on; however, sometimes power outages do occur, and power to our equipment is lost. What should you check for after power is restored?

1. Double check and make sure all our equipment powered back on properly.
2. Double check your modem or router, after it is fully started up (all the lights are steady and no warnings – usually several minutes), power cycle our GotSkill? router (NETGEAR) to make sure it is connected to the Internet by starting up Internet Explorer.
3. If you are still not sure or seeing error messages on our terminals, please call us and we will be happy to assist you.

OUR INTERNET IS DOWN!

The GotSkill? system is designed to continue normal operation for a short period of time after losing its Internet connection. During this time, you can still preform your normal activities, i.e. play on the terminals, redeem cards, and print receipts. For security purposes, it is important that the Internet connection be restored as quickly as possible as the system will lock up within a few days. If this occurs, please call Technical Support.

Please also note that if there is no Internet connection, Technical Support will not be able to access your equipment and therefore not be able to provide you with efficient support. Thus, it is very important to maintain a good Internet connection at all times.

I SEE AN ERROR MESSAGE ON THE SCREEN

Technical Support can quickly & efficiently identify and begin debugging any issue based on the error message you may see on your terminal screen. When calling Technical Support, providing these error messages is very helpful and will also save you time. This is especially important when there is an Internet or connection issue, and Technical Support cannot log in to your equipment to see the error message themselves. Here are a few examples:

1. **"Loading"** means that your games have failed to start. The smaller text on top of "LOADING" will indicate the root cause.	Downloading Game Configuration... **LOADING...**

2. **"A problem has occurred…"** means that something went wrong after the game started. Look for the error code indicated on the top left corner of the screen. This will provide useful information as to the root cause and possible way to fix it.

Error Open Port (2080)

A problem has occurred.
If this message persists
please call an attendant.

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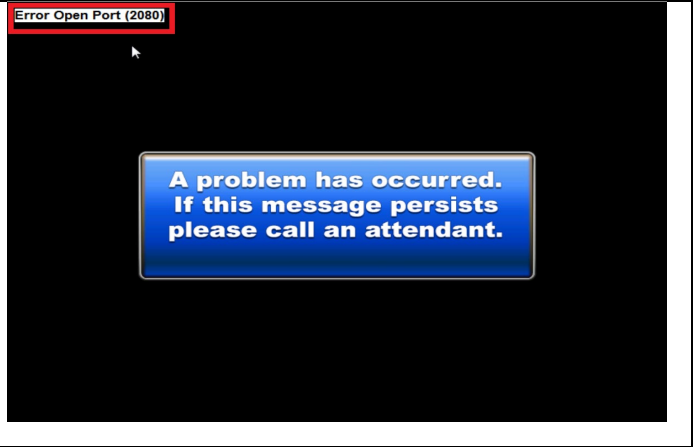
3. **Bill validator errors.** Depending on the specific error; some issues can be resolved by an attendant at the site and others require contacting tech support:

"Error 2209: (Stack Motor Failure)" – hardware error, contact Technical Support
"Error 2290: (Bill acceptor no connect)" – connection error, contact Technical Support
"Error 2291: (Bill stacker full)" – bill stacker needs to be emptied (a good problem to have…)
"Error 2292: (Bill stacker open)" – bill stacker not inserted correctly, reinsert the bill stacker
"Error 2298: (Bill Error Stack Motor)" – hardware error, contact Technical Support

When any of the above errors are observed, please open the back or front of the terminal where the bill validator is located (requires a key from manager/owner) and check the bill stacker. That's the rectangular box where the bills are stored. Make sure there is nothing jammed inside, and the bill validator is mounted correctly in the Cabinet or Bartop.

"Error 5148 Bill Incorrectly Accepted" - this occurs when the bill validator could not read the bill that was inserted. Either try again or if it occurs often, please call Technical Support as it may indicate a hardware failure.

HOW TO POWER ON A BARTOP?

When you see the Bartop bill validator and the card reader lights on but the screen remains black, this issue can sometimes be addressed by powering on the tablet inside.
Here is how:

1. Open the Bartop back panel, make sure the power bar and the AC adapter has a pilot light
2. If you are facing the back of the Bartop where the door opens, the power button is located on the left top side of the tablet.
3. Put your hand between the bill accepter and the tablet, the power button is located on top side of the tablet.
4. You will need to press and hold the power button for about 20 seconds.
5. The tablet will first vibrate, and then the screen will turn on.
6. The first vibration means the tablet is getting power.

7. If the tablet is vibrating more than once, and screen remains off, that means the tablet is getting power but does not have enough charge to power it on. Just simply let it charge for about 20 min and try again. If this fails to start the tablet, please call Technical Support.

CALLING TECHNICAL SUPPORT?

If an error message is not shown anywhere onscreen or you cannot resolve the issue yourself, please call GotSkill? Technical Support at **1(866) 319-1271**. Remember to provide the technician who answers the phone with the four-digit location number (location ID or store ID), which typically starts with the number seven, eight or nine as well as any error code or message observed.