

# Agent User Manual

## Table of Content

- I. [Main Menu](#)
- II. [Account Search](#)
- III. [Weekly Figures](#)
- IV. [Pending](#)
- V. [Account Details](#)
- VI. [Messaging](#)
- VII. [Game Admin](#)
- VIII. [Customer Admin](#)
- IX. [Cashier](#)
- X. [Add Customer](#)
- XI. [Live Betting Limits](#)
- XII. [Agent Performance](#)
- XIII. [IP Tracker](#)
- XIV. [Transactions History](#)
- XV. [Collections](#)
- XVI. [Deleted Wagers](#)
- XVII. [Sportsbook Lines](#)
- XVIII. [Bet Ticker](#)
- XIX. [Ticketwriter](#)
- XX. [Scores](#)
- XXI. [Agent Admin](#)
- XXII. [Billing](#)
- XXIII. [Settings](#)
- XXIV. [Rules](#)
- XXV. [Feedback](#)

## Main Menu

The main menu is the menu agents are presented after login. Depending on permissions you may see some or all available options.

The screenshot displays a dashboard with a top navigation bar and a grid of 22 numbered tiles. The top bar includes a home icon, a search bar with the text 'Find Search Here', and a user profile icon labeled 'AGENT' with a notification badge '26'. The dashboard tiles are as follows:

- 1. Weekly Figures: Shows a bar chart icon.
- 2. Pending: Shows a calendar icon.
- 3. Messaging: Shows an envelope icon.
- 4. Game Admin: Shows a gear icon.
- 5. Customer Admin: Shows a person icon.
- 6. Transactions: Shows a building icon.
- 7. Add Customer: Shows a person icon with a plus sign.
- 8. Live Betting Limits: Shows a card with a plus sign.
- 9. Agent Performance: Shows a list icon.
- 10. IP Tracker: Shows a globe icon.
- 11. Transactions History: Shows an hourglass icon.
- 12. Collections: Shows a calendar icon.
- 13. Deleted Wagers: Shows a trash can icon.
- 14. Sportsbook Lines: Shows a list icon.
- 15. Bet Ticker: Shows a clock icon.
- 16. Ticketwriter: Shows a notepad icon.
- 17. Scores: Shows a scoreboard icon.
- 18. Agent Admin: Shows a person icon with a plus sign.
- 19. Billing: Shows a money bag icon.
- 20. Settings: Shows a gear icon.
- 21. Rules: Shows a list icon.
- 22. Feedback: Shows a wrench icon.

Additional information in the dashboard includes: Balance \$-313, This Week \$107, Today \$-10, Active This Week 29 (17), and a 'Hide Stat Summary' button. A copyright notice at the bottom right reads '31 Copyright website.com 2019'.

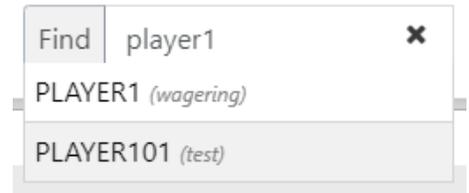
- 1. Weekly Figures:** This report will show you your players performance over the course of the current and past weeks.
- 2. Pending:** This report will show you your players pending (or open) wagers.
- 3. Messaging:** This is our closed messaging system allowing you to communicate securely with your players, your sub-agents, your master agent, or the office.
- 4. Game Admin:** This report shows you your action by game and also allows you to adjust lines for your customers.
- 5. Customer Admin:** This report allows you to control the basic settings for all of your players on one page.
- 6. Transactions:** This report will allow you to do multiple transactions at once for your players.
- 7. Add Customer:** Here you'll be able to add player accounts or request new agent accounts.
- 8. Live Betting Limits:** This report will allow you to adjust your customers dynamic live wagering limits.
- 9. Agent Performance:** This report will allow you to analyze performance over time based on a number of different metrics.
- 10. IP Tracker:** This report will allow you to view/analyze player and agent internet activity.
- 11. Transactions History:** This report will allow you to review transaction history on accounts.
- 12. Collections:** This report creates a simple collection list showing you players, their balances, and highlighting those which are over their settle.
- 13. Deleted Wagers:** This report will allow you to see wagers that were deleted from players accounts.
- 14. Sportsbook Lines:** This report allows you to see the lines as your players see them.
- 15. Bet Ticker:** This is a web application that will show you your players wagers as they come in.
- 16. Ticketwriter:** This report allows you to enter in wagers for your customers.
- 17. Scores:** This option will show you the game schedule for major American leagues and the current lines or scores.
- 18. Agent Admin:** This report will allow you to view your sub-agents as well as manage them.
- 19. Billing:** This is your billing history.

- 20. Settings:** This option allows you to change some of the basic settings on your account to customize your experience.
- 21. Rules:** These are the sportsbook rules.
- 22. Feedback:** We value your feedback and this option allows you to give it in a direct manner to the development staff and management.
- 23. Quick Menu:** This quick menu allows you to always directly access your primary menu options.
- 24. Search:** This search field allows you to search individual accounts.
- 25. Agent:** This will display the logged agent, clicking on the agent will show any sub-agents and allow you to access their login directly.
- 26. Logout:** This will log you off your account.
- 27. Balance:** Your account balance is displayed here, clicking on it will take you to the Billing report.
- 28. Stat Summary:** You can Hide/Display your stat summary using this link. Stats include: the current weeks win/loss total, the current days win/loss total, the current number of active players this week, Makeup/Red Figure (if applicable).
- 29. Active Count:** Clicking on the Active Count if you are a Master Agent will take you to your Active Player Count report.
- 30. Makeup:** If you are on a red figure for accounting in the system then your makeup will be displayed in the bottom right quadrant of the statistics display.
- 31. Copyright:** This is the website copyright.

## Account Search

The account search is an option that is always available at the top of your menu. On your mobile device you'll find it's an icon which will open the search immediately below the header. You will be able to search accounts by:

- Account ID
- Password
- Name



You can search both player and agent accounts depending on your needs.

*Note: The 'x' on the far right of the search field will clear the current search text*

## Weekly Figures

Weekly Figures is the report you'll use to see how your players are doing from day to day and week to week. It's easily the most used report and provides you a wealth of information.

Customer	Name	Password	Carry	Mon (8/19)	Tue (8/20)	Wed (8/21)	Thu (8/22)	Fri (8/23)	Sat (8/24)	Sun (8/25)	Week	+Dep./Wd	Balance	Pending
PLAYER1	TEST1		0	0	7	0	25	0	0	0	32	0	-32.31	477
PLAYER2	TEST2		0	0	-14	0	0	0	0	0	-14	0	-14.70	547
PLAYER3	TEST3		0	0	10	0	0	0	10	0	20	0	20.00	542
PLAYER4	TEST4		0	0	-14	0	0	0	0	0	-14	0	-14.70	311
PLAYER5	TEST5		0	0	-14	0	0	0	10	0	-4	0	-4.70	404
PLAYER6	TEST6		0	0	-14	0	0	0	0	0	-14	0	-14.70	404
PLAYER7	TEST7		0	0	10	0	0	0	0	0	10	0	10.00	469
PLAYER8	TEST8		0	0	10	0	0	0	0	0	10	0	10.00	485
PLAYER9	TEST9		0	0	10	0	0	0	0	0	10	0	10.00	388
PLAYER10	TEST10		0	0	-14	0	0	0	10	0	-4	0	-4.70	427
10 Players			0	0	-26	0	25	0	30	0	28	0	28	4,459

- Select Your Week:** By default, you'll always be taken to the current week of weekly figures but you can use the tabs on the top left of the report to switch to Last Week, or by clicking on Previous Weeks, to weeks further back by selecting them from the drop down that appears.
- Accounts View Setting:** there are 3 different views that you are able to use on weekly figures depending which accounts you wish to see on the report:
  - With A Balance: this is the default view and will show you all accounts that have a balance other than \$0.
  - Active for the week: this view will show you all players that are active for the current week you are viewing.  
*Note: If a player plays but the result is a daily and weekly figure of \$0 then they will not appear on the report, despite having played.*
  - All: this view shows you all players regardless of balance or activity.
- Settings:** This icon will allow you to adjust what you see on your report. These are the different column/display options you have.

- Customer ID: The customer's ID (required)
- Name: The customer's name  
*Note: There is a maximum width allowed here so very long names will be cut off*
- Password: The account password
- Phone Number: The account phone number  
*Note: Only the main number, not the alternate numbers.*
- Settle Figure: The account settle figure
- Balance Forward (Carry): The carry figure or balance forwarded from the previous week.
- Daily Win/Loss Figures: The daily win/loss figure (Mon-Sun or Tues-Mon values)
- Weekly Win/Loss Total: The weekly win/loss total (required)
- End of Week Balance: This is/was the account balance at the end of the displayed week.  
*Note: Only on This Week will you see the accounts current balance in this column.*
- Pending Balance: The total risk amount the player has in pending wagers.
- Deposits/Withdrawals: The total amount of deposits/withdrawals done that week on the account.

### Report Settings

- Customer ID
- Name
- Password
- Phone Number
- Settle Figure
- Balance Forward (Carry)
- Daily Win/Loss Figures
- Weekly Win/Loss Total
- End of Week Balance
- Pending Balance
- Deposits/Withdrawals
- Last Wager Placed

Win/Loss Display By Day

Apply it to all sub-agents

Apply

- l. Last Wager Placed: The date of the last wager placed on the account
  - m. Win/Loss Display: *This feature is currently pending*
  - n. Apply it to all sub-agents: This check will apply the settings you select to all sub-agents under you.  
*Note: This feature is only available to master agents.*
4. **Customer ID**: Click on the Customer ID of any player to go to that account directly and make adjustments.
  5. **Date**: The date is listed in parenthesis next to each day of the week in the column header.
  6. **Daily Figure**: The customers Win/Loss figure will be displayed. Click on any figure to see the wagers and transactions that make up the daily figure.
  7. **Week Total**: This is the second obligatory field on the weekly figure report and displays the weekly win/loss figure. Clicking on a figure in this column will display a list of all wagers and transactions that make up the weekly figure.
  8. **Print**: This icon is used to print the Weekly Figure report to review offline.
  9. **Excel**: This icon is used to export the Weekly Figure report in excel format.  
*Note: Master agents have several different export options depending on how they want to manipulate their data. This option is located in the settings window for these agents.*
    - a. *Standard: Keeps all agents on the same excel sheet but separates them.*
    - b. *No Agents: Keeps all the agents on the same excel sheet and doesn't separate or display them, just player accounts.*
    - c. *Agent as Tab: Gives each agent a separate excel sheet.*

## Mobile Details

Everything on desktop is available on mobile but there are a few details to be aware of

1. **Middle Column**: Due to obvious space restrictions on mobile devices you'll see only 3 columns on your screen. The left column will always be the Customer ID and the right column will always be the Balance (if that column is displayed). The center column you can change by clicking on the arrow to the left or the right in the column header. It will always default to the current day if looking at This Week, in previous weeks it will always default to the Week column.
2. **Password/Name**: In mobile view you have the option of displaying the account password or name below the ID. By default the password is shown.
3. **Acct Display**: In support of the mobile view when you pull up the settings on a mobile device you'll find a new option towards the bottom that will allow you to adjust the left column display to password, name, or Customer ID only.
4. **Print/Excel Export**: In mobile these options are located in the settings window.

# Pending

Pending is where you go to see all pending or open wagers your players currently have out.

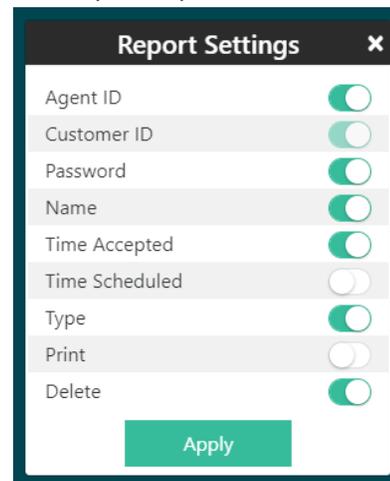
The screenshot shows the Pending Wagers report interface. At the top, there are navigation icons (Home, Reports, Calendar, Refresh, Mail) and a search bar. Below the navigation is a filter section with 'Agents' and 'Players' search boxes, 'Time' (Today), 'Type' (All Types), and 'Amount' (Any Amount) dropdowns. A 'Settings' button is on the right. Below the filters is a table with columns: Agent, Customer, Name, Password, Accepted (CST), Description, Risk, and To Win. The table contains 13 rows of wagers. A 'Per Page' dropdown is set to 100 of 13. A summary bar shows 'Risking : \$692.50 To Win : \$2,096.00'. At the bottom, there are 'Previous' and 'Next' navigation buttons.

Agent	Customer	Name	Password	Accepted (CST)	Description	Risk	To Win
AGENT	PLAYER1	test	test	Aug 24, 2019 2:28 PM	2019-08-24 22:30:00.000 Arizona to win by 01 - 06 pts +400	\$150	\$600
AGENT	PLAYER1	test	test	Aug 24, 2019 2:30 PM	2019-08-24 22:30:00.000 Arizona to win by 07 - 12 pts +400	\$150	\$600
AGENT	PLAYER1	test	test	Aug 24, 2019 2:32 PM	2019-08-24 22:30:00.000 Arizona to win by 19 - 24 pts +500	\$150	\$750
AGENT	PLAYER1	test6	test6	Aug 24, 2019 8:34 AM	291 Florida ML -300	\$30	\$10
AGENT	PLAYER1	test7	test7	Aug 24, 2019 8:34 AM	291 Florida ML -300	\$30	\$10
AGENT	PLAYER1	test8	test8	Aug 24, 2019 8:35 AM	291 Florida ML -300	\$30	\$10
AGENT	PLAYER1	test9	test9	Aug 24, 2019 8:35 AM	291 Florida ML -300	\$30	\$10
AGENT	PLAYER1	test10	test10	Aug 24, 2019 8:36 AM	291 Florida ML -300	\$30	\$10
AGENT	PLAYER1	test	test	Aug 24, 2019 8:37 AM	291 Florida ML -300	\$30	\$10
AGENT	PLAYER1	test	test	Aug 24, 2019 8:38 AM	291 Florida ML -300	\$30	\$10
AGENT	PLAYER1	test7	test7	Aug 24, 2019 8:34 AM	953 Philadelphia Phillies ML -125 - 1st 5 Innings	\$12	\$10
AGENT	PLAYER1	test	test	Aug 23, 2019 11:00 PM	Parlay - 2 Teams 292 Miami Florida +7 -110 294 Hawaii +11 -110	\$10	\$26
AGENT	PLAYER1	test	test	Aug 24, 2019 8:39 AM	Odds to win Euroleague 2019-20 Real Madrid +400	\$10	\$40

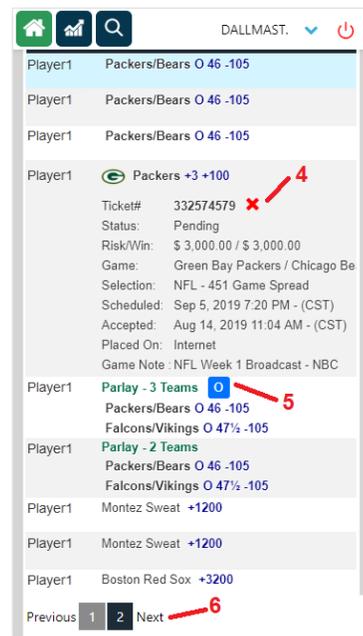
1. **Filters:** These filters will help you to see precisely what you are looking for in the pending wagers report. You have:
  - a. **Agents:** Available only if you are a master agent the agent filter will allow you to see the pending from only one agent.
  - b. **Players:** This filter will allow you to search for a single player to see his pending.
  - c. **Time:** By default you'll see today's plays (plays placed in the last 24 hours) but you can decide to see the last weeks pending (Last 7 Days), the last 2 weeks pending (Last 14 Days), or all pending.  
*Note: The time filter is based on the wager placed time.*
  - d. **Type:** By default you'll see all pending wagers for the time frame you've chosen but if you like you are able to filter by Wager Type using this drop down to select from: All Types (default), Straights, Parlays, If Bets, Teasers, Racebook, Manual Plays, Contests
  - e. **Amount:** By default you'll see pending wagers of any amount but you are able to choose to view only those for larger amounts which include by selecting either: \$100+, \$500+, or \$1,000+

2. **Settings:** The settings menu will allow you to customize the columns you want to view on your report.

- a. Agent ID: This will display the agent ID in the far left column. This is typically only used by master agents who have multiple agents under them.
- b. Customer ID: This is the customer who placed the wager and is a required column.
- c. Password: The password for the account that placed the wager.
- d. Name: The Name on the account that placed the wager.
- e. Time Accepted: This is the time the wager was placed.
- f. Time Scheduled: This is the time the event is scheduled.
- g. Type: This is the wager type that is being displayed (example: Straight, Parlay, etc)
- h. Print: This displays a small print icon that will allow you to print the wager.
- i. Delete: This will display the 'x' that allows you to delete the wager.



- 3. **Risking/To Win Totals:** At the top of your report you'll see the total risk/win for all pending wagers displayed so you'll know right away how much you have out.
- 4. **Delete:** Assuming you have permission you'll see the far right column will have a red 'x' which will allow you to delete the wager. You'll be given a popup asking you to confirm that you actually want to delete the wager just to be sure. Note: In mobile this column doesn't exist the 'x' is next to the ticket number when you click to expand the wager.
- 5. **Open Plays:** You'll know a play has pending open spots if you see a blue square with an 'O' in it next to the Parlay or Teaser.
- 6. **Paging:** If you have a significant number of wagers you'll see that you can go from page to page. The default number of wagers shown per page is 100 although this can be changed using the drop down on the upper left of the page.

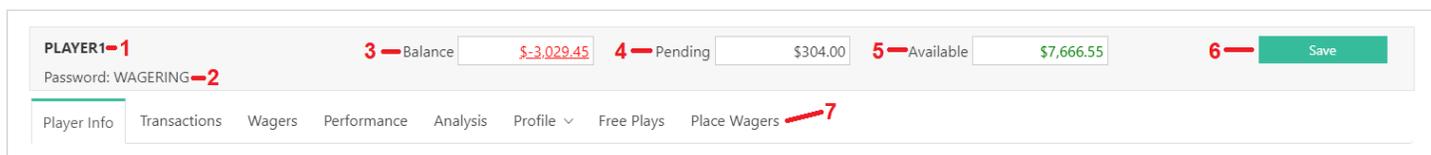


You can click on any pending play to expand and see details of the wager including Ticket #, Rotation #, Wager Type, Risk/Win, Accepted Time, Scheduled Time, Game Notes, and how it was wagered (internet or phone).

## Account Details

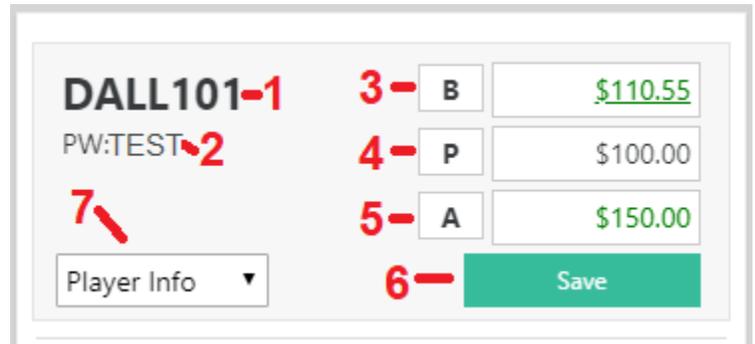
Account details is where you manage almost everything having to do with a particular player. Here you can do virtually anything the office can do but from the comfort of your home computer or mobile phone.

## Main Display and Menu



- 1. **Account ID:** The account ID of the displayed account will always show in the upper left corner.
- 2. **Account Password:** Directly below the account ID will appear the account password.

3. **Balance:** The account balance. Clicking on this will allow you to do a transaction should you have the permission.
4. **Pending:** The current total of all pending wagers on the account.
5. **Available:** The current amount available the account has to wager with.
6. **Save Button:** The save button will save any changes you've made.



- Note: You must save each tab individually (Player Info, Max Wager, Allow/Deny, etc)
7. **Section Tabs:** The players settings and information are sorted into 11 different tabs
    - a. [Player Info](#): Here you'll have all the basic player information and wagering settings.
    - b. [Transactions](#): In the transactions section you can see past transactions, delete them, or make new ones.
    - c. [Wagers](#): The wagers tab will show all of the pending wagers on an account.
    - d. [Performance](#): Here you'll see the past performance on an account including wager lists by day and weekly, monthly, and yearly win/loss figures.
    - e. [Analysis](#): You're able to analyze a players action over the course of the last week or two to see if they are an advantage player.
    - f. Profile – [Allow/Deny](#): Allows you to turn on or off specific wagering options for a player or agent.
    - g. Profile – [Max Wager](#): Allows you to control the maximum wager amount by sport, league, period, or line type.
    - h. Profile – [Vig Setup](#): Allows you to control the price on the offerings by player or agent (example: -105 or -110)
    - i. [Free Plays](#): Here you can control a players free play balance.
    - j. [Place Wagers](#): This section will allow you to place wagers on a players account.
    - k. [Accounting](#) (not pictured): The system allows some automated accounting either on a percentage or per player basis and here a master agent can control that.

*Note: This is an option only available to master agents and only available on agent accounts, there is no player accounting at this time.*

## Player Info

Here you'll find the majority of the information that has to do with an accounts identity and wagering options. There are 7 sections:

**The Basics:** The basic information that controls an account such as Credit Limit, Wager Limit, and Password

**Player Info:** Who a player is, name, address, phone number, etc

**Line Options:** More detailed line options for fine tuning a customer's offerings.

**Additional Limit Controls:** Specific limit settings that can be used to expand and/or restrict a player

**Parlay Controls:** A player's parlay settings

**Teaser Controls:** A player's teaser settings

**Communication:** Communication settings such as player notes and their sent and received messages

## The Basics

- Password:** This is the account password and necessary for the user to access their account.
- Name:** Here the customers name can be placed for use later to display in reports or just to keep records.
- Agent:** This will display the agent (or master agent if you are looking at an agent account).  
*Note: To change the agent you simply erase the current agent and search a new one.*
- Account Status:** The status of the account determines their ability to access the site. There are 3 statuses
  - Active:** The account is open and able to be used.
  - Disabled:** The account is not open, the user can't even login.
  - Read Only:** The account is open only for viewing purposes but the user is unable to do anything. They will be able to see popup messages sent to them.

5. **Sportsbook:** This setting will turn sportsbook wagering on or off

6. **Casino:** This setting will turn the digital casino on or off

**Casino Limits:** this link will allow you to adjust an accounts casino limits

- Casino Status:** This is the status of the account in the casino system. It may appear inactive if the player has passed his daily or weekly win or loss limit.
- Max Win Per Day:** The maximum amount the account can win in a day.
- Max Win Per Week:** The maximum amount the account can win in a week (Mon-Sun)
- Max Loss Per Day:** The maximum amount the account can lose in a day.
- Max Loss Per Week:** The maximum amount the account can lose in a week.

Field	Profile	Override
Max Win Per Day	100,000	1,001
Max Win Per Week	25,000	2,001
Max Loss Per Day	-100,000	-3,001
Max Loss Per Week	-200	-6,002

Profile and Override allow you to see what the default profile is that is assigned to the account (this you cannot edit) and the Override field allows you to adjust these values for the individual account (overriding the profile limits).

- Facebook:** This setting will turn the facebook on or off. There is also a link to view some of the common profile options available.
- Messaging:** This setting will turn the mailbox on or off for an account.  
*Note: The account will always be able to provide platform feedback however they are specifically alerted that all messaging of this type is strictly one way.*
- Dynamic Live:** This setting will turn on or off the Dynamic Live interface. This is only available to manage for agents who have this feature active on their account.

Live Dealer (not pictured): This setting will turn on or off the Live Dealer platform. This is only available to manage for agents who have this feature active on their account.

10. **Website:** This is the website the account is assigned to. An account can only be assigned to one website at a time.
11. **Account Type:** there are two types of accounts
  - a. Credit: These are customers who have a line of credit and the risk or win amount will get deducted or added to their balance after the wager is graded.
  - b. Post Up: These are customers who are required to deposit money in order to wager. These accounts will have the wager risk amount removed from their balance upon placing the wager and should they win they will be credited back the risk amount along with the win amount.
12. **Credit Limit:** This is the accounts credit limit, or the maximum amount they can lose.
13. **Wager Limit:** This is the default wager limit for an account. This can be overridden (reduced) by other settings for specific wagers but is the maximum amount that the account can wager.
14. **Settle Limit:** This is the account settle limit, or the amount at which they must either pay or be paid.
15. **Zero balance/Weekly:** Here you'll set how you want the credit limit handled by the site.
  - a. Standard: This is a simple credit limit that the player has that carries over from week to week.
  - b. Zero Balance: This will zero the balance of the player at the end of each week letting them start over again clean.
  - c. Weekly Limit: This is a mix between the two previous credit types where the balance carries over but the player has use of his entire credit limit each week (less any pending balance).
16. **Temporary Credit:** You can increase a customer's credit limit temporarily using this field. The customers total credit will be their credit limit plus the temporary credit.
17. **Expires On:** Temporary credit will apply up to and including this specific date.
18. **Confirmation Delay:** Sometimes a player might be trying to bet steam (major line moves) right before the move. Confirmation delay is one way to address this by forcing them to wait some additional seconds prior to confirming the wager. If there is a line move before confirmation then they will be forced to resubmit their wager at the new line.

*Note: Anything much more than 10-15 seconds in this field makes the site virtually unusable so use with caution.*
19. **Enable Captcha:** Captchas are those annoying fields you have to fill out to prove you're not a robot. These can be activated on the account requiring that the user fill out a series of letters and numbers when logging in and placing a wager to ensure it is a human placing each wager.
20. **Player Notes:** You can fill out notes for personal reference on each account.

## Player Info

Player Info			
Address :	<input type="text"/>	City :	<input type="text" value="Test"/>
		State :	<input type="text" value="Alaska"/>
Time Zone :	<input type="text" value="PST - Pacific"/>	Email :	<input type="text" value="fake@gmail.com"/>
		Phone :	<input type="text" value="1234"/>
		Alt Phone 1 :	<input type="text" value="1234"/>
		Send Wager Alert Email :	<input checked="" type="checkbox"/> 1
		Send Wager Alert Telegram :	<input checked="" type="checkbox"/> 2

This section is self-explanatory. It is important to note that all information stored in the system is strictly confidential and no outside sources will have access should you decide to take advantage of the information storage the platform provides.

1. **Send Wager Alert Email:** Turning this on will allow you to receive an email each time the player places a wager.

- Send Wager Alert Telegram:** Turning this on will allow you to receive a telegram alert each time the player places a wager.

*Note: You must turn on your alerts and fill in your contact details in your account [Settings](#) in order to receive emails and/or telegram alerts.*

## Line Options

- Straights/Parlays/Teasers/If Bets/Action Reverses:** Each of these wager types can be turned on or off.
- If Bet Same Half:** You are able to allow or disallow If Bets to use the side and total of the same half.
- If Bets Max Teams:** You are able to control the maximum number of teams the player is allowed to enter into an If Bet.
- Birdcages:** Birdcages, which are action reverse wagers with more than 2 selections, can be allowed or disallowed.
- Action Reverses Max Dogs:** This is the maximum number of positive juice selections that can be placed into an action reverse.
- Buying Points:** You are able to set what you wish to charge a player to buy points. You can select different values for NFL, NCAA Football, and Basketball.
  - Cost to Buy each ½ Point:** This is the cost to buy a ½ point (from say +4 to +4 ½)
  - Maximum number of ½ Points:** This is the maximum number of half points a player can buy. 4 half points equals 2 full points which is the normal default.
  - Buying On/Off 3 or 7:** For NFL and NCAA Football you are able to designate special values for 3 and 7 since they are key numbers. On means buying, for example, buying from +2 ½ to +3. Off means, for example, buying from +3 to +3 ½.
- Allow Buying Points In Extra Games:** You can allow or disallow point buying in Extra Games
- Free Half Point:** As a promotional tool you are able to give clients free half points on certain days of the week should you wish.
- Pitchers:** This is the default pitcher configuration for the player, they'll always be able to check or uncheck the pitchers manually but this setting will be how the games are initially presented (Action, Listed, or Fixed Odds)
- Allow Baseball Action/Listed in Props:** Normally props are always listed pitchers, this setting would allow wagers on baseball props to be placed as action.

11. **Flat Pricing:** If you want to offer a flat price no matter what the line you can do so for Basketball and Football Spreads and Totals. You can choose which period(s) to apply it to and can select anywhere from -100 (no juice) to -125 (a 50 cent line).
12. **Max Price on Contest:** contests are considered any betting option with 3+ outcomes where DRAW is not the 3<sup>rd</sup>. Common examples are Odds to Win the Super Bowl or Odds to Win the World Series. Max Price will limit the price that you offer on these wagers taking anything with a higher price down to your max price.  
*Note: You'll always enter a positive (+) value into this field.*
13. **Max Moneyline Price:** Max moneyline price will allow you to limit the maximum negative price you offer on Moneyline wagers. Anything greater than the negative price you choose will not be displayed to the player.  
*Note: You'll always enter in a negative (-) value into this field. Any negative moneyline that is not displayed will also not display the corresponding positive line on the opposite team.*

## Additional Limit Controls

Additional Limit Controls			
<input checked="" type="checkbox"/> Respect Circle Limits : <b>1</b> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Full Wager Limit On All Wagers : <b>2</b> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Max Contest Wager : <b>5</b> <input type="text" value="50"/>	Enforce Wager Limit : <b>8</b> <input type="text" value="by Game Selection"/>
Reverse Limit Rule : <b>3</b> <input type="text" value="Standard"/>	<input checked="" type="checkbox"/> Max Contest Payout : <b>6</b> <input type="text" value="7,500"/>	Max Soccer Wager : <b>7</b> <input type="text" value="0"/>	Minimum Wager : <b>9</b> <input type="text" value="0"/> <input type="text" value="0"/>
<input type="text" value=""/> Team Limit : <b>4</b> <input type="text" value="880"/>			<input type="text" value=""/> Internet <input type="text" value=""/> Call Center

1. **Respect Circle Limits:** From time-to-time the office or an agent will circle a game. This means they'll put a lower limit on that particular game. The office usually does this for uncertainty in a game, small markets, early in the week, or overnight, basically anytime they feel the lines may be weaker. Agents may do this for a similar reason. What 'Respect Circle Limits' does is allow you to either respect or ignore these circles.
2. **Full Wager Limit On All Wagers:** Each customer will have a set of "House Limits" associated with their accounts that will serve to limit the maximum wager. Sometimes you'll want to ignore these for valuable players and in these cases you can turn on 'Full Wager Limit On All Wagers' to do so.  
*Note: Specific limits assigned in the Max Wager section of the site will still apply, this only bypasses the House Limits.*
3. **Reverse Limit Rule:** There are two ways to calculate wagers on Reverses in the system
  - a. Standard: This will use the wager amount as the amount per selection regardless of the number of times the selection may appear. For example if you do a \$100 3 team bird cage each team will appear 4 times (AB, AC, BA, BC, CA, CB – selection A appears 4 times) but it will only count as \$100 on each selection for purposes of limits.
  - b. True: Un-like Standard True will count each appearance of the selection towards the limit. So in the example from the previous point where you have a \$100 3 team bird cage each occurrence will be counted and it would count as \$400 wagered on each selection.
4. **Reverse Team Limit:** This can be used when you are using the Standard limit rule in order to avoid excessive risk with many selection bird cages. You will still use the standard method but it will cap the total appearance volume at this amount. So for example if you were to place a value of \$400 here you could do at most \$100 on a 3 team bird cage because each selection would appear 4 times.
5. **Max Contest Wager:** You are able to limit the maximum wager on contests using this setting. Contests are considered any betting option with 3+ outcomes where DRAW is not the 3<sup>rd</sup>. Common examples are Odds to Win the Super Bowl or Odds to Win the World Series.
6. **Max Contest Payout:** You are able to limit the maximum payout on contests using this setting. If a contest wager would otherwise payout more it will be reduced to whatever amount you have entered here. Contests

are considered any betting option with 3+ outcomes where DRAW is not the 3<sup>rd</sup>. Common examples are Odds to Win the Super Bowl or Odds to Win the World Series.

7. **Max Soccer Wager:** We offer a very large number of soccer leagues worldwide. Many times agents will decide to limit soccer wagers as a whole and this setting allows you to do so without needing to fill out each individual league limits in the Max Wager section.

*Note: We always use the least value of any wager limit so any lesser limits either in the House Limits, Max Wager Limits, or Wager Limits will apply.*

8. **Enforce Wager Limit:** wager limits can be enforced in one of two ways
  - a. **By Game Selection:** This is the default setting and by far the most common and will limit the account based on the individual selection (*Example: Nebraska Game Spread*).
  - b. **By Line:** This is only used by agents looking to book at a very basic level, personally adjusting their line after each wager. This setting will limit each wager at the line the player bets it at but once the line is moved they'll be able to bet their wager limit again (*Example: they could bet Nebraska Game Spread -3 -110 for their limit and then Nebraska Game Spread -3 -115 again for their limit*)
9. **Minimum Wager:** If you don't want to take wagers below a specific dollar amount you can set that here. There are two separate fields, one for Internet and the other for Call Center.

## Parlay Controls

Parlay Controls			
Parlay Profile : <b>1</b>	8 Team Max	Parlay Configuration by # of Selections : <b>9</b>	Parlay Anything : <b>16</b> <input checked="" type="checkbox"/>
Parlay Odds : <b>2</b>	Standard	Open Parlays : <b>10</b> <input checked="" type="checkbox"/>	Parlay Golf Matchups : <b>17</b> <input checked="" type="checkbox"/>
Reduce Odds By (0-100%) : <b>3</b>	0	Buying Points : <b>11</b> <input checked="" type="checkbox"/>	Parlay NASCAR Matchups : <b>18</b> <input checked="" type="checkbox"/>
Parlay Vig Setting: <b>4</b>	-110	Round Robins : <b>12</b> <input checked="" type="checkbox"/>	Parlay Baseball Runlines : <b>19</b> <input checked="" type="checkbox"/>
Max Dogs: <b>5</b>	0	Parlay Buyout : <b>13</b> <input checked="" type="checkbox"/>	Parlay Hockey Pucklines : <b>20</b> <input checked="" type="checkbox"/>
		Buyout % Charge : <b>14</b>	Parlay ML : <b>21</b> <input checked="" type="checkbox"/>
		Max Wager per Team : <b>15</b>	
Max Bet : <b>6</b>	Single Parlay: 0 Round Robin: 0		
Max Payout : <b>7</b>	20,000 20,000		
<a href="#">View Parlay Setup</a> <b>8</b>			

1. **Parlay Profile:** Here you can adjust the parlay profile for the player. The parlay profile of a player will determine
  - a. **Max Teams:** The maximum number of teams that can be put into a parlay
  - b. **Parlay Odds:** The basic payout odds for a parlay
  - c. **Max Odds:** The maximum payout odds for a parlay
  - d. **Base Price:** The base price for calculation of parlay payouts (usually -110)

*Note: You can click on 'View Parlay Setup' (8) in order to view these settings for the parlay profile the customer is assigned to.*

2. **Parlay Odds:** There are 3 different options you have for calculating parlay payouts in the system
  - a. **Standard:** This is the default and it will follow your parlay profile as long as the plays are all Spread and Total Wagers on Football and Basketball. Any non-110 line or non-Spread/Total for Football/Basketball will cause the parlay to be calculated using true parlay odds.
  - b. **True Odds:** This will always pay true parlay odds on parlays.
  - c. **Always by Profile:** This will always pay the profile odds based on the number of parlay selections (only recommended for advanced users)
3. **\*\*Future Feature\*\* Reduce Odds By:** In the near future you'll have an additional Parlay Odds option which will be 'True Odds Minus'. That setting will pay out True Odds on all parlays minus a set percentage (*Example: True Odds – 10%*) and it will use this field to determine that percentage the payout is reduced by.
4. **Parlay Vig Setting:** Here you can set what you want to use for the vig for Basketball/Football Spreads/Totals

- a. **Standard:** This is the default and will give the player the same juice for parlay wagers as he has on straight wagers.
  - b. **-110:** This will make all Spread/Total lines for Basketball/Football a 20 cent line for parlays. This can be used if you're offering reduced juice but don't want to give the player more favorable payouts in parlays due to the reduced juice.
5. **Max Dogs:** This will limit the number of dog price selections a player can use in a parlay.  
*Note: This is positive PRICE not underdogs with regards to spread. So, a spread wager of +3 +120 would count as a dog for this setting but a spread wager of +3 -110 would not.*
  6. **Max Bet:** You can limit the maximum wager on either single parlays or round robins.  
*Note: Round Robin wagers will still be limited by the Single Parlay limit even if the value in this field is 0.*
  7. **Max Payout:** You can limit the amount a parlay or round robin will pay out. Any parlay that would normally payout more will be reduced to this amount.  
*Note: Round robin max payout is for the total payout of all parlays in the round robin. If the total payout of the round robin exceeds this amount each individual parlay will be reduced by the same percentage to make the total payout of the round robin equal to the max payout entered into this field. Individual parlays inside the round robin will still be limited by the single parlay max payout if applicable.*
  8. **View Parlay Setup:** This link will allow you to see the settings for the selected parlay profile (1).
  9. **Parlay Configuration by # of Selections:** This table is used if you want to restrict in detail a player's parlay options based on the number of selections in the parlay. You can restrict the player in the following ways:
    - a. **Wager Limit:** You can limit the max wager on a parlay by number of selections.
    - b. **Open Spots:** You can limit the maximum number of open spots by number of selections.
    - c. **Max Totals:** You can limit the maximum number of totals in a parlay by number of selections.
    - d. **Max Dogs:** You can limit the maximum number of positive price selections in a parlay by number of selections.
    - e. **Max MLs:** You can limit the maximum number of moneylines that can be in a parlay by number of selections.
    - f. **Max DC:** You can limit the maximum number of underdog spread lines that can be in a parlay by number of selections.
    - g. **Max Fav:** You can limit the maximum number of moneyline favorites (negative price MLs) that can be in a parlay by number of selections.
    - h. **Max Payout:** You can limit the maximum payout on a parlay by number of selections.
  10. **Open Parlays:** You can allow or disallow open spots in parlays.
  11. **Buying Points:** You can allow or disallow buying points in parlays.
  12. **Round Robins:** You can allow or disallow a player to enter in round robins.  
*Note: A player who isn't allowed to place round robins could still place the individual parlays that make up a round robin should they wish to, this simply removes the drop down option which makes it easy to place them.*
  13. **Parlay Buyout:** Parlay buyout is an optional feature which will allow a player to buy out of a parlay early for a fee. In order to buy out of a parlay the following requirements have to be met: there must be at least one winner, the remaining selections must still be available to wager.  
*Example: A player places a 3 team parlay for \$100 that pays out 6-1 (all -110 selections). He wins the first two*

Parlay Configuration by # of selections

Teams	Limit	Open Spots	Max Totals	Max Dogs	Max MLs	Max DC	Max Fav	Max Payout
2	<input type="text" value="0"/>							
3	<input type="text" value="0"/>							
4	<input type="text" value="0"/>							
5	<input type="text" value="0"/>							
6	<input type="text" value="0"/>							
7	<input type="text" value="0"/>							
8	<input type="text" value="0"/>	<input type="text" value="8"/>	<input type="text" value="0"/>	<input type="text" value="0"/>				
9	<input type="text" value="0"/>							
10	<input type="text" value="0"/>							

selections and has one remaining that has not yet started. If he has parlay buyout enabled he would have the option of buying out the parlay and receiving \$260 (2.6-1) as if he had hit a 2 team parlay.

14. **Buyout % Charge:** You are able to reduce the payout for parlays that are bought out using the Parlay Buyout (13) feature. Parlays bought out will have the payout reduced by the percentage in this field. The recommended percentage is 10-20%.  
*Example: A player places a 3 team parlay for \$100 that pays out 6-1 (all -110 selections). He wins the first two selections and has one remaining that has not yet started. If his Buyout % Charge was set to 10% his offered buyout would be \$234 (\$260 – 10%).*
15. **Max Wager per Team:** In order to prevent excessive wheeling of a team or selection you are able to set a maximum total dollar amount of parlays that any one selection can appear in. The parlay risk amount is always used in this case.
16. **Parlay Anything:** This will allow a user to parlay anything that is not specifically correlated.
17. **Parlay Golf Matchups:** By default golf matchups are not allowed to be parlayed but you can override this using this setting.
18. **Parlay NASCAR Matchups:** By default NASCAR matchups are not allowed to be parlayed but you can override this using this setting.
19. **Parlay Baseball Runlines:** By default baseball runlines (spreads) are allowed in parlays (they are only disallowed with the same game total) but if you wish to you are able to disallow them with this setting.
20. **Parlay Hockey Pucklines:** By default hockey pucklines (spreads) are allowed in parlays (they are only disallowed with the same game total) but if you wish to you are able to disallow them with this setting.
21. **Parlay ML:** You are able to allow or disallow moneylines in parlays using this setting.

## Teaser Controls

Teaser Controls				
Teaser	Min Picks	Max Picks	Ties	Setup
4 Team Special	4	4	Lose	<a href="#">View</a>
Basic	2	5	Push	<a href="#">View</a>
Basic +1	2	5	Push	<a href="#">View</a>
Basic .5	2	5	Push	<a href="#">View</a>
PLEASED POINT	2	2	Push	<a href="#">View</a>

Teaser Configuration by # of Selections 2

Max Bet : 3

Max Per Team : 4

Max Totals : 5

Open Teaser : 6

1. **Teaser List:** This is a list of teasers that the account has together with their attributes

- a. **Teaser:** The name of the teaser
- b. **Min Picks:** The minimum number of picks for the teaser to be valid
- c. **Max Picks:** The maximum number of picks allowed for the teaser
- d. **Ties:** What happens in case of a tie for one of the teaser selections
- e. **Setup:** The view button will bring up
  - i. The list of Leagues and number of points for Spread/Total that the teaser will give you.
  - ii. The maximum picks, minimum picks, and what happens in a tie
  - iii. The list of payout odds
  - iv. The teaser description (this is what is displayed to the player)

**Teaser: Basic + 1**

Sport	League	Spread	Total
Football	NFL	7	7
Football	College	7	7
Football	Canadian	7	7

Min Picks:2      Max Picks:5      Ties:Push

# of Picks	# of Picks Won	Payout
2	2	10 to 13
3	3	12 to 10
4	4	22 to 10
-	-	--

Basic + 1 (7 pts FB, 5 pts BK)

**Okay**

2. **Teaser Configuration by # of Selections:** This table is used if you want to restrict in detail a player's teaser options based on the number of selections in the teaser. You can restrict the player in the following ways:

- a. **Wager Limit:** You can limit the max wager on a teaser by number of selections.
- b. **Open Spots:** You can limit the maximum number of open spots by number of selections.
- c. **Max Totals:** You can limit the maximum number of totals in a teaser by number of selections.

Teaser Configuration by # of selections

Teams	Limit	Open Spots	Max Totals
1	<input type="text" value="10"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
3	<input type="text" value="0"/>	<input type="text" value="8"/>	<input type="text" value="0"/>
2	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
4	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
5	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
6	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
7	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
8	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
9	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

**Cancel** **Save**

3. **Max Bet:** You can limit the maximum wager on teasers.
4. **Max Per Team:** In order to prevent excessive wheeling of a team or selection you are able to set a maximum total dollar amount of teasers that any one selection can appear in.
5. **Max Totals:** If you wish to limit the number of totals that can be used in any one teaser you can do so here.
6. **Open Teasers:** Open teasers are optional and can be enabled or disabled here.

## Communication

The communication is used for exactly that, to manage communication with the player. Here you can

1. **Site Messages:** manage messages for the player:
  - a. **Website Message:** This message will show up every time a player logs into the website
  - b. **Ticketwriter Comments:** This message will appear to clerks when a player calls in to make a wager

Communication

Site Messages
Inbox
Sent

Website Message

Ticketwriter Comments

2. **Inbox:** you can see the messages that a player has in their inbox in this section. For each message you'll see:

- From:** Who the message was sent by  
Note: My Agent could be any agent in the account's hierarchy.
- Time Read:** The time the message was read. If the message is unread it will say 'Unread'
- Subject:** The subject of the message
- Message Preview:** A brief snippet from the message

Communication

Site Messages | **Inbox** | Sent

From	Time Read	Subject	Message Preview
My Agent	Aug 19, 2019 9:44 AM	Forward to Agent	Test to forward to agent...
My Agent	Feb 18, 2019 3:59 PM	Test	Test...
My Agent	Feb 11, 2019 10:56 AM	Pop Up Message	Welcome to our new platform! You can login with your sam
My Agent	Feb 11, 2019 10:53 AM	Pop Up Message	Welcome. As you can see we have switched software prov
My Agent	Feb 11, 2019 10:50 AM	Pop Up Message	Welcome. As you can see we have switched software prov

- Sent:** In Sent section you'll see the sent messages the player has. The columns are the exact same as the Inbox with the exception that you'll see 'To' instead of 'From' telling you who the message was sent to.

## Transactions

Player Info | **Transactions** | Wagers | Performance | Analysis | Profile | Free Plays | Place Wagers

Display: **1** Last 30 Days | Filter Transactions: **2** All Transactions | Pending: **3** 2,200.00 | Available: **4** 22,699.75 | Carry: **5** 110.55 | Non-Posted Casino: **6** 0.00 | **7** New Transaction

**8**

Date	Description	Credit	Debit	Balance
08-04-2019 04:06 pm	Wager Loss		37.00	-37.00
08-04-2019 04:17 pm	Wager Won	41.76		4.76
08-04-2019 04:19 pm	Wager Loss		105.00	-100.24
08-05-2019 12:00 am	Clear Pennys		0.43	-100.67
08-06-2019 10:45 pm	Wager Won	50.00		-50.67
08-06-2019 10:45 pm	Wager Won	62.50		11.83
08-06-2019 10:45 pm	Wager Won	50.00		61.83

**9** Delete

- Display:** You can choose how far back you want to go. By default you'll see the last 7 days but have options for: last 30 days, last 90 days, and All
- Filter Transactions:** You can choose which transactions you want to see. Your options are:
  - Non-Wager Transactions:** This is the default view and will only show transactions that aren't associated with a won or lost wager.
  - All Transactions:** This shows all transactions
  - Deposit/Withdrawal:** This shows only deposits and withdrawal transactions specifically
  - Betting Adjustments:** This shows only credit and debit adjustments. These are manually entered adjustments that show up in the players daily figure as a win or a loss.
  - Wagers Only:** This will show only transactions associated with a wager.
- Pending:** This is the total amount the player has at risk in pending wagers.
- Available:** This is the total amount the player currently has available to wager with.
- Carry:** This is what the player ended the previous week at.  
Note: You can change this by clicking on the 'Carry' link and entering in a new carry.

6. **Non-Posted Casino:** While the player, and agent for the most part, will always see the casino activity as part of their current balance the casino activity is not technically entered into the customers transaction until the day ends. Here you'll see the casino action for the current day prior to it being posted to the customers transaction history as a win or a loss.

7. **New Transaction:** You can use this button to enter in a new transaction. When you click it you'll see

a. Transaction: This drop down will allows you to choose the type of transaction you want to do.

i. *Deposit:* the player paid in money and the balance will increase

ii. *Withdrawal:* the player received money and the balance will decrease

iii. *Credit Adjustment:* will show up as a player win and the balance will increase

iv. *Debit Adjustment:* will show up as a player loss and the balance will decrease

v. *Promotional Credit:* this will just adjust the players balance. It will not show up as a Deposit/Withdrawal on Weekly Figures and it will not affect the players daily figure. It would be used for a promotional bonus and affect the balance positively (as a credit).

vi. *Promotional Debit:* this will just adjust the players balance. It will not show up as a Deposit/Withdrawal on Weekly Figures and it will not affect the players daily figure. It would be used to reduce or remove a promotional bonus and affect the balance negatively (as a debit).

b. Date: The date for deposits and withdrawals will always be the current date, however, credit and debit adjustments will allow you to select the date you wish to apply the win or loss to

*Note: The transaction itself will always be on the date and time you enter it, the date is simply the day on which it will show for the player in their daily figures.*

c. Amount: This is the amount of the transaction

i. *Zero:* The blue zero button will automatically set the Transaction and Amount to zero out the account (take the balance to \$0). You still are able to edit the description and will need to confirm it.

ii. *Carry:* The carry figure is shown directly below the amount field for informational purposes

d. Description: This is the description of the transaction. A default description will always appear but you are able to edit it as you wish.

After you enter in the details of your transaction and click Continue you'll always be asked to confirm the transaction. You'll see the Date, Previous Balance, Transaction, and New Balance and be asked to confirm that you do indeed want to enter the transaction. The transaction will not be entered

until you click the Confirm button so if you close the popup or click Cancel the transaction will not go through.

8. **Transaction List:** Here you'll see a list of the player's transactions based on the Display (1) and Filter Transactions (2) drop downs.

- a. Date: The date and time of the transaction (in mobile you'll see only the date)
- b. Description: The description of the transaction
- c. Credit: Transactions that increased the players balance will appear in this column. These include Deposits, Credit Adjustments, Wagers Won, etc.
- d. Debit: Transactions that decreased the players balance will appear in this column. These include Withdrawals, Debit Adjustments, Wagers Lost, etc.
- e. Balance: This is the customers balance after the transaction was done.

*Note: On mobile you'll see credits in green with a "+" in front and debits in red with a "-" in front.*

9. **Delete:** This will delete the transaction that is highlighted in the Transaction List.

*Note: Transactions associated with wagers cannot be deleted.*

## Wagers

In this section you'll see the wagers that a customer has pending.

Player Info Transactions **Wagers** Performance Analysis Profile ▾ Free Plays Place Wagers

Per Page 100 of 10 Risking : \$2,200.00 To Win : \$6,788.50

Accepted (CST)	Description	Risk	To Win	
Aug 30, 2019 7:11 AM	452 Green Bay Packers/Chicago Bears O 46 -105 Ticket#: 335075837 Status: Pending Risk/Win: \$ 525.00 / \$ 500.00 Game: Green Bay Packers / Chicago Bears Selection: NFL - 451 / 452 Game Total Scheduled: Sep 5, 2019 7:20 PM - (CST) Accepted: Aug 30, 2019 7:11 AM - (CST) Placed On: Internet Game Note: NFL Week 1 Broadcast - NBC	\$525	\$500	x
Aug 29, 2019 5:03 PM	452 Green Bay Packers/Chicago Bears U 46 -105	\$525	\$500	x
Aug 30, 2019 7:15 AM	453 Atlanta Falcons ML +165	\$500	\$825	x
Aug 29, 2019 5:03 PM	451 Green Bay Packers ML +145	\$500	\$725	x
Aug 20, 2019 4:38 PM	Odds to win 2020 Stanley Cup Arizona Coyotes +4000	\$100	\$4,000	x
Aug 30, 2019 1:48 PM	Odds to win BIG 12 Conference Championship Texas +385	\$10	\$38	x
Aug 29, 2019 1:36 PM	Parlay - 3 Teams O 453 Atlanta Falcons +4 -110 451 Green Bay Packers +3 -110	\$10	\$60	x
Aug 28, 2019 6:48 PM	Odds to win Division of Super Bowl Winner NFC West +500	\$10	\$50	x
Aug 28, 2019 2:19 PM	Parlay - 4 Teams O 451 Green Bay Packers +3 -110 454 Minnesota Vikings -4 -110	\$10	\$80	x
Aug 28, 2019 10:06 AM	451 Green Bay Packers +3 +100	\$10	\$10	x

Previous 1 Next

- Risking/To Win Total:** To the top right of this section you'll see the total Risk and Win of all pending on the account.
- Pending Wagers List:** This is the list of all the pending wagers. You have up to 5 columns depending on your account permissions
  - Accepted:** This is the date and time the wager was accepted.
  - Description:** This is a description of the pending wager.
  - Risk:** The risk amount of the wager
  - To Win:** The possible win amount of the wager
  - Delete:** If you have permission to delete wagers you'll see an 'x' in this column which will allow you to delete the associated wager.
- Wager Details:** If you click on any wager it will expand to let you see the details of the wager which include
  - Ticket#:** This is the ticket number that uniquely identifies the wager in the system.
  - Status:** The status of the wager. A wager can have various statuses but in this section you'll only see statuses of Pending and Open. Both indicate that the wager is pending still but in an Open wager there is also the requirement that one or more additional selections be made to fully complete the wager.
  - Risk/Win:** This is the Risk and To Win amount of the wager.
  - Game:** This is the game the wager is associated with.
  - Selection:** This shows the League, Rotation Number(s), Period, and Line Type wagered.
  - Scheduled:** This was the scheduled time for the wager at the time it was placed.
  - Accepted:** This was the time the wager was entered into the system.
  - Placed On:** This will tell you if the wager was placed on the internet or in the call center.
  - Game Note:** This section will show if there was a game note for the wager and will display that note, if there was no note you will not see this row of information.
- Open Wager:** If the wager is an Open wager you'll see a blue icon with an "O" indicating this.

- Delete:** This column will appear if you have permission to delete wagers. Clicking on the 'x' will delete the associated wager. You will be asked to confirm prior to deletion.
- Free Play** (not pictured): If the wager is a Free Play then it will be denoted by a blue icon with the letters 'FP' to the left of the Risk amount.

Mobile: there are some minor variations in the mobile display, for details of which are the same as the full pending report enumerated [here in the full pending section](#).

## Performance

The Performance section will allow you to review an accounts performance over time.

Player Info Transactions Wagers **Performance** Analysis Profile ▾ Free Plays Place Wagers

Time :  **1**

Period	Net
08/31/2019 Saturday	-540.00
08/30/2019 Friday	431.00
08/29/2019 Thursday	5.00
08/28/2019 Wednesday	3.75
08/27/2019 Tuesday	0.00
08/26/2019 Monday	0.00
08/25/2019 Sunday	0.00
08/24/2019 Saturday	101.75
08/23/2019 Friday	0.00
08/22/2019 Thursday	-10.00
08/21/2019 Wednesday	-120.00

**2**

Accepted	Type	Description	Result
Aug 31, 2019 10:59 AM	Spread	164 Nebraska -35½ -108	-\$270.00
Aug 31, 2019 11:04 AM	Spread	170 Indiana -18 -108	-\$270.00
2 Play(s)			<b>Total</b>
			-\$540.00

**3**

- Time:** You can activity summarized: Daily (default), Weekly, Monthly, and Yearly
- Daily Summary:** On the daily view you'll see a list of days (from most recent to least recent) along with the daily figure for that day and can click to view the detailed list of wagers or transactions that make up that figure.  
*Note: Non-Posted Casino is not included in this figure for the current date.*
- Wager List:** After clicking on a date you'll see the activity to the right (or below on mobile). The wagers will show the result to the right and at the bottom you'll see a total number of plays and won/lost.

Player Info Transactions Wagers **Performance** Analysis Profile ▾ Free Plays Place Wagers

Time :  **4**

Period	Lost	Won	Net
08/26/2019 - 09/01/2019	3,014.25	2,914.00	-100.25
08/19/2019 - 08/25/2019	200.50	311.05	110.55
08/12/2019 - 08/18/2019	12,881.00	2,775.00	-10,106.00
08/05/2019 - 08/11/2019	630.00	1,177.50	547.50
07/29/2019 - 08/04/2019	392.00	166.39	-225.61
07/22/2019 - 07/28/2019	110.00	6,100.00	5,990.00
07/15/2019 - 07/21/2019	6,950.00	1.00	-6,949.00
07/08/2019 - 07/14/2019	2,904.28	1,306.40	-1,597.88
07/01/2019 - 07/07/2019	15.00	205.37	190.37
06/24/2019 - 06/30/2019	2,583.50	1,396.75	-1,186.75
06/17/2019 - 06/23/2019	200.00	578.00	378.00

- Weekly, Monthly, Yearly Views:** On these views you won't be able to see a list of wagers however you will see
  - Period: Either the week, month, or year
  - Lost: Total amount lost in wagers during that time
  - Won: Total amount won in wagers during that time

d. Net: The net performance (Won – Lost) during that time

## Analysis

Here you're provided with some basic information in order to help analyze player activity over the past 1-2 weeks. The primary information provided is the line wagered and the closing line. Traditionally if a player is consistently beating the closing line it is less likely he'll have a losing record long term.

Player Info Transactions Wagers Performance **Analysis** Profile ▾ Free Plays Place Wagers

Time: Last 7 Days **1** Wager Type: Straight **2** Line Type: Spread/Total **3**

**Average** **4** -0.06 **Non-Game** **5** 12.50% **Oddball** **6** 75.00% **Win/Loss** **7** \$-10,700

Per Page 100 of 8 **8** **9** Beta!

Accepted (CST)	Description	Closing Line	Result
Aug 29, 2019 1:42 PM	131 Oakland Raiders +3 -145 [ buying points : 1 ]	+2 ( 0 )	+\$8,000
Aug 31, 2019 11:08 AM	9162 Ohio St (Live) -31 -110	N/A	-\$5,500
Aug 31, 2019 7:59 PM	9207 Oregon (Live) -4 -115	N/A	-\$11,500
Aug 31, 2019 10:24 PM	301317 Australia -7 -110	-7.5 ( -0.5 )	+\$2,000
Sep 1, 2019 4:26 PM	216 Houston / Oklahoma U 80½ -125 [ buying points : 1 ]	80 ( +0.5 )	+\$10,000
Sep 1, 2019 8:19 PM	216 Houston / Oklahoma O 36½ -115 - 2nd Half	37 ( -0.5 )	+\$10,000
Sep 2, 2019 6:19 PM	21740 Chris Finke / Receiving yards O 55½ -125	55.5 ( 0 )	-\$12,500
Sep 2, 2019 6:22 PM	21734 Jafar Armstrong / Rushing yards O 82½ -140	82.5 ( 0 )	-\$11,200

- Timeframe:** You can decide the period of bets you want to view. By default you'll see wagers accepted in the last 7 days but you can also choose from: Today, Since Yesterday, Last 14 Days, or Last 30 Days.  
*Note: Closing lines are only available for a certain amount of time in the system so earlier wagers may display an N/A and won't be included in any calculations. Commercial live wagers will also show as N/A and be excluded.*
- Wager Type:** Currently only analysis of Straight wagers is supported.  
**\*\*Future Feature\*\*** We will eventually support analysis of other wager types.
- Line Type:** By default, you'll see Spread and Total wagers but you can also select: Moneyline, Spread Only, or Total Only. These different views allow you to group wagers should you wish.
- Average:** This is the average amount by which the player is losing or winning against the closing line for the wagers displayed. If the average is either very negative or very positive, you'll see it highlighted. Red if it's very negative, this is bad. Green if it's very positive, this is good.
- Non-Game:** Typically, players play the game line. If you're seeing an unusual amount of non-game activity it could be something to look at. Here you'll see the percentage of the plays displayed that are on non-game periods.
- Oddball:** The vast majority of wagers in the US are made on the primary sports of NFL, NBA, MLB, NHL, NCAA Football, and NCAA Basketball. When a player is playing a lot of minor markets it could be a cause for concern. This field displays the percentage of wagers on these non-primary markets.
- Win/Loss:** Fairly straight forward, this displays the total won or lost on the wagers displayed.
- Wager Description:** This is the wager the player made and the line they got it at.
- Closing Line:** This is the closing line for the game. Next to the closing line you'll see a number in parenthesis. If the number is red (negative) that means the player beat the line, if the number is green (positive) that means the player got the worst of that line, and if the number is 0 it means he bet the closing line.

## Profiles



## Max Wager

Player Info Transactions Wagers Performance Analysis Max Wager ▾ Free Plays Place Wagers

Football		1	2						
Type	Spread	MoneyLine		Total	Team Total				
<input type="checkbox"/> NFL	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 3- Early Limits: 0 Hide Lines: -4 Early Limit Time of Day (EST): 09:00 7- Max Parlay Limit: 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Hours Before Game: -6	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0	(1000)Call Unit: 5005 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 8- Correlation (0-100%): 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Correlation (0-100%): 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Correlation (0-100%): 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Correlation (0-100%): 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Correlation (0-100%): 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Correlation (0-100%): 0
<input type="checkbox"/> NFL - 1st Half	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Early Limit Time of Day (EST): 00:00 Max Parlay Limit: 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Hours Before Game: 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Correlation (0-100%): 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Correlation (0-100%): 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Correlation (0-100%): 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Correlation (0-100%): 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Correlation (0-100%): 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Correlation (0-100%): 0
<input type="checkbox"/> NFL - 2nd Half	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Early Limit Time of Day (EST): 00:00 Max Parlay Limit: 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Hours Before Game: 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Correlation (0-100%): 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Correlation (0-100%): 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Correlation (0-100%): 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Correlation (0-100%): 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Correlation (0-100%): 0	(1000)Call Unit: 5000 (1000)Inter Unit: 5000 Early Limits: 0 Hide Lines: 0 Correlation (0-100%): 0

Note: In the system '0' means no limit, so if you see a '0' then it means no additional limit is being applied by that

- Account Max Wager:** The number in parenthesis is the account maximum wager based on the accounts wager limit and the house limit (the least will show here).
- Max Wager Override:** The number entered here (if lower) will override the limit in parenthesis.  
*Note: It is important to understand that since there are so many different ways to set limits in the system the system will always function on finding the LEAST value of all assigned to decide the customers wager limit.*
- Early Limits:** Early Limits are a way to reduce risk early in the lifecycle of a market when the line could possibly be considered weaker. Players with an early limit will only be able to wager up to their early limit until either a specific time the day of the game or a set number of hours prior to game time. After this set time the player will have full wagering limits.
- Hide Lines:** Similar to early limits, hide lines is a way to prevent players from playing markets early. Lines can be hidden until a set number of hours prior to game time.  
*Note: Hide lines is a graphical feature, the lines are still technically there but the player won't see them which is beneficial at times so they don't see what they can't bet on. However, if the account is controlled by a bot (an automated betting system) they are not interacting with the site in a normal user manner and as a result can bypass the hidden lines.*
- Early Limit Time of Day:** This is the time, on the day of the game, that the account will have full limits.  
*Note: It's important to note that games that occur after midnight will be adversely affected by this setting.*
- Hours Before Game:** This is the number of hours before the game that an account will either have his full wagering limit or see lines depending on if Hide Lines or Early Limits is active.  
*Note: Only time of day OR hours before game are permitted in the system, it will not let you assign both.*
- Max Parlay Limit:** You are able to control the parlay limit by market should you wish to do so.
- Correlation:** The office uses a general correlation rule of around 33% (Spread/Total) depending on the game situation. You are able to raise or lower this by market using this setting.
- Erase:** This will turn all values in selected rows to '0', effectively erasing any settings.
- Copy:** The double sheet icon will copy the settings from the row selected. If there are multiple rows selected it will copy the settings from the first (top) row.
- Paste:** The black sheet icon will paste the settings from the copied row to all other rows selected. If there is no copied row then it will do nothing.

12. **Sport Select:** On top you select the sport you want to view.

## Vig Setup

Player Info Transactions Wagers Performance Vig Setup Free Plays Place Wagers Analysis

Football

Type	Spread	MoneyLine	Total	Team Total
<input type="checkbox"/> NFL	1 -110 2 Vig Discount-> 0 1% to 100% 3 Max Price->	-110 0 1% to 100% 0 -101 to -9999	-110 0 1% to 100%	-110 0 1% to 100%
<input type="checkbox"/> NFL - 1st Half	-110 Vig Discount-> 0 1% to 100%	-110 0 1% to 100%	-110 0 1% to 100%	-115 0 1% to 100%
<input type="checkbox"/> NFL - 2nd Half	-110 Vig Discount-> 0 1% to 100%	-110 0 1% to 100%	-110 0 1% to 100%	-115 0 1% to 100%
<input type="checkbox"/> NFL - 1st Quarter	-105 Vig Discount-> 0 1% to 100%	-115 0 1% to 100%	-105 0 1% to 100%	-120 0 1% to 100%

1. **Vig:** This is the basic vig setup for your player, it can be adjusted by market and line type.
2. **Vig Discount:** This is an additional setting you have in order to fine tune your vig offerings.
3. **Max Price:** While there is an overall Max Price you can set on the players you can also set a Max Price by market here.

*Note: as with wager limits the system will respect the minimum Max Price and apply it.*

## Profile Save/Send

You are able to adjust the profile settings (Allow/Deny, Max Wager, Vig Setup) either for an individual player, for a whole agent (or master agent), or for your whole package.

1. **For a single player:** For a single player you won't receive a confirmation screen. The system will just automatically save the settings you have displayed in the selected rows.
2. **For an agent (or master agent):** For an agent or master agent you'll be given a confirmation screen confirming that you want to send the adjustments.

- a. **Individual Settings:** You can choose which of the settings to send from the selected rows. By default all will be selected to be sent.  
*Note: This option isn't available for Allow/Deny, sending from this profile section will automatically send all On/Off settings from the selected rows.*

- b. **Save it to agent profile:** this setting will save the settings to the agent profile itself, if turned off the settings will be sent but won't be saved to the agent profile.  
*Note: This is important because new players created under the agent will automatically inherit the profile settings of the agent.*

- c. **Apply to Whole Package:** This is not a setting but rather an alert reminding you that you are indeed sending to everyone underneath the agent (or master agent).

- 3. **For Your Whole Package:** If you want to send a setting to your whole package it is exactly like sending settings from an agent (or master agent) account. The only difference is that you'll do it from the Customer Admin section instead of search an agent.

**IMPORTANT!!!** Settings sent from an agent will automatically override any settings on individual players or agents under them. When conducting these types of changes be careful and aware of what you are doing and who is under the agent you are adjusting.

## Free Plays

Date	Description	Credit	Debit	Balance
October 11, 2017 5:53 PM	1 Free Play(s) Placed			284.00
April 11, 2018 11:56 AM	1 Free Play(s) Placed		0.00	294.00
May 24, 2018 7:54 PM	1 Free Play(s) Placed		10.00	284.00
September 6, 2018 2:50 PM	Customer Deposit **Free Play **	50.00		334.00
May 13, 2019 9:33 AM	1 Free Play(s) Placed		110.00	224.00
May 16, 2019 8:19 AM	Customer Deposit **Free Play **			1,224.00
May 16, 2019 8:26 AM	1 Free Play(s) Placed		100.00	1,124.00
May 16, 2019 8:26 AM	1 Free Play(s) Placed		100.00	1,024.00
June 3, 2019 3:06 PM	1 Free Play(s) Placed		108.00	916.00
June 3, 2019 3:09 PM	1 Free Play(s) Placed		108.00	808.00
June 11, 2019 6:26 PM	1 Free Play(s) Placed		200.00	608.00

- 1. **Time Frame:** This is the amount of time for which you would like to see transactions for free plays. Your options are: Last 7 Days (default), Last 30 Days, Last 90 Days, and All
- 2. **Balance:** This is the current Free Play balance.
- 3. **Pending:** This is the current total risked on pending free plays.

4. **New Free Play:** This is how you add or subtract from the free play balance.
  - a. Transaction: This will be a deposit or a withdrawal just like a normal transaction.
  - b. Amount: The amount to be deposited or withdrawn.
  - c. Description: A brief description of the transaction (or the default)
5. **Free Play Transaction Table:** In the table you'll see a history of the free play activity over the time frame selected. You'll see deposits and withdrawals and then transactions as each free play is placed.
6. **Delete:** This button will allow you to delete the selected transaction.

**New Free Play**

Transaction :

Amount :

Customer Deposit \*\*Free Play\*\*

*Note: You are able to restrict your players to use free play balances only on Straight wagers. This setting can be for all or one accounts and must be set through Customer Service.*

## Place Wagers

The place wagers tab will allow you to place wagers for your clients. If you have permission to it will also allow you to place wagers after a game is in progress, change the line of a game, and override limits.

1. **Exit:** Click here to exit the Ticketwriter
2. **Edit Line:** If you have permissions you are able to edit the line by clicking on the pencil next to the line. You'll need to enter in the new values and click save. The risk/win will automatically adjust for you and you will be able to submit the wager at the edited line.

## Accounting

The accounting section will only appear on agent accounts and will allow you to automate some accounting functions should you wish to do so.

Player Info Transactions Wagers Performance Profile Free Plays Accounting

---

**Starting** **Commision** **Rules 6**

Start of week: Monday **1** Current MakeUp: 0 **2** Commission Type: Agent Split **3** PPH Credit Shutdown

Commission %: 0 **4** Based on: Weekly Figures **5**

---

**Head Count Rate**

Call Unit: 0 **7** Internet Only: 0 **8** Casino: 0 **9** Live (EZLive): 0 **10** Live Casino: 0 **11** Casino Fee: 0 **12**

SMS: 0 **13** Log SMS **14**

---

**Notification Settings**

Notify VIP Bets (Mail and SMS):  **15** SMS Phone **16**

- 1. Start of Week:** Traditionally the gambling week goes from Monday through Sunday but there are some books who wish to include Monday Night Football in their week so you have the option of changing the week to Tuesday through Monday. This setting is by agent and will apply to all of the players under that agent.  
*Note: Master agents may have a different start of week than the agents under them. In this case the master will see the figures using their start of week and the agent will see the figures using their start of week.*  
**\*\*Future Feature\*\*** While Zero Balance and Weekly Balance function using a Tuesday Start of Week the accounting is currently only done on Monday. In the very near future you'll be able to have automated accounting regardless of what your start of week is.
- 2. Current Makeup:** If you are tracking accounting with a red figure (makeup) then the system calculated red figure will be displayed in this field.  
*Note: This figure can be adjusted, please contact the office should you need to do so.*
- 3. Commission Type:** You are able to choose from 6 different commission types
  - a. Agent Split:** Agent split means that both sides are taking risk and that the agent is in charge of paying and collecting funds. So, if the players win then the agent will be owed money to pay out the players, if the players lose then the agent will owe money because he will collect from them.
  - b. Agent Red Figure:** Red figure means that the agent is taking no risk if the players lose then he will receive a percentage of the losses and if the players win then he will lose nothing and whoever is backing the sheet will have to pay the whole amount won. If the players win then there will be a red figure which the players then have to lose in order for the agent to again start receiving commission. Again, this is an AGENT red figure meaning that he is in charge of paying and collecting so if the players win, he will receive money to pay them and if they lose then he will owe what is left over after he takes his percentage.

*Note: The agent cannot start with a Red Figure, if the agent has a red figure the distribution will have to be manually adjusted after the first week and the updated red figure entered into the system at that time. Customer service will be able to help you with this.*

- c. **Agent Weekly Profit**: In weekly profit accounting is similar to Red Figure in that the agent takes no risk but, in this case, there is no red figure kept. If the players win one week but lose the next the agent will receive his full commission the week they lose. Again, this is an AGENT red figure meaning that he is in charge of paying and collecting so if the players win, he will receive money to pay them and if they lose then he will owe what is left over after he takes his percentage.
  - d. **Affiliate Split**: Affiliate Split is just like Agent Split except in affiliate he isn't in charge of paying and collecting, so he receives a credit (is owed money) when the players lose and a debit (owes money) if the players win.
  - e. **Affiliate Red Figure**: Affiliate Red Figure is just like Agent Red Figure except in affiliate he isn't in charge of paying and collecting, so he receives a credit (is owed money) when the players lose and, because it is a red figure, will have no transaction when the players win.
  - f. **Affiliate Weekly Profit**: Affiliate Weekly Profit is just like Agent Profit except in affiliate he isn't in charge of paying and collecting, so he receives a credit (is owed money) when the players lose and, because it is weekly profit, will have no transaction when the players win.
4. **Commission %**: This is the commission percent that the AGENT will receive.
5. **Based On**: There are two ways to do accounting:
- a. **Weekly Figures**: This method does the accounting based on the weekly win/loss figure for the agent.
  - b. **Transactions**: This method does the accounting based on the total of deposits and withdrawals done on the players accounts the previous week.
6. **Rules**: There are several accounting rules you can have the office enter for you should you wish to utilize them in your accounting. You'll see a list of any applied rules there on the agents Accounting tab. Available accounting rules are:
- a. **Exclude**: This rule will allow you to exclude a selected agent (or master agent) from the distribution of a master agent. It will exclude the agent ONLY from the distribution of the master agent on which the rule is applied. If the agent needs to be excluded from multiple levels of agents an Exclude rule needs to be applied at each level.
  - b. **Transfer Distribution**: This rule will transfer the distribution done on the account to another agent (or master agent) account each week.
  - c. **Per Head Commission**: This rule will pay a commission based on the weekly player count to another selected agent (or master agent). You can pay a commission for any (or multiple) of the following:
    - Inet Charges
    - Phone Charges
    - Casino Charges
    - Live Casino Charges
    - Live Betting Charges
    - SMS ChargesCommission will be paid each week on Mondays following the regular distribution.
  - d. **Pay % Commission**: This rule will take the standard accounting rules (Agent/Affiliate Split, Agent/Affiliate Red Figure, Agent/Affiliate Weekly Profit) and calculate them on another separate agent. So if Agent A gets a 15% red sheet on Agent B's package then you would put that in using this rule.

*Note: If you are calculating a red figure on both Agent B and in the rule with Agent A and you*

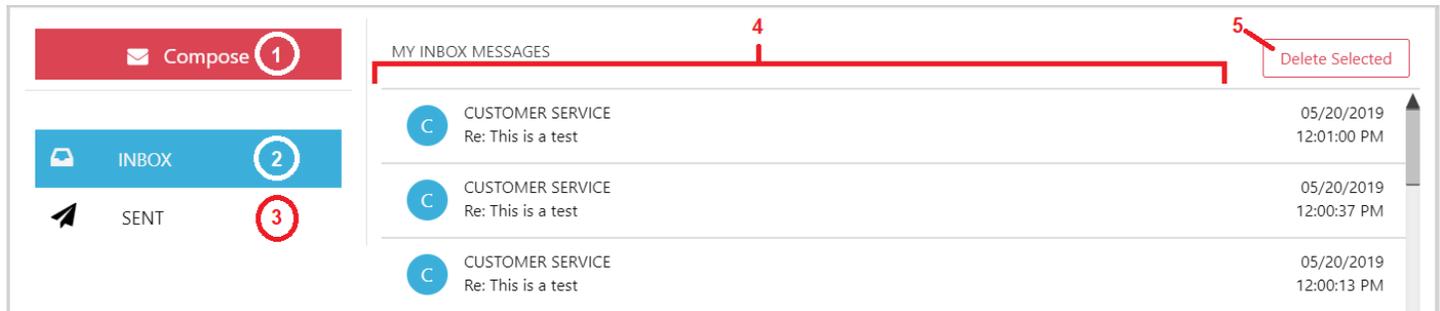
*change that red figure you'll need to make sure you change it in BOTH places as they are tracked separately.*

- e. PPH Credit Shutdown: This rule is designed to automate the process of alerting agents when they owe and shutting them down when they don't pay. You can:
  - Alert them daily when they are close to their settle limit.
  - Shut them down automatically if they go over a certain amount and don't settle by a certain day.
7. Call Unit: The amount charged per player that wagers over the phone.  
*Note: A player that has at least one call-in wager is considered a call-in bettor even if they also have internet wagers.*
8. Internet Only: The amount charged per player that wagers over the internet.  
*Note: Charges are always made (call and internet) based on graded wagers so it will match the players you see on Weekly Figures.*
9. Casino: The amount charged per player that wagers over the internet.  
*Note: If a player plays only casino in a week they are charged as an internet player in addition to any additional charge that might be entered here.*
10. Live (EZLive): The amount charged per player that wagers in the Dynamic Live wagering platform.  
*Note: Optionally these players can be charged only in this way or can also be charged, as in casino, as an internet player also. This setting must be done through customer service.*
11. Live Casino: This is the amount charged per player that wagers in the Live Casino.  
*Note: This is a separate fee, players playing only in the Live Casino will not be charged as an internet player.*
12. Casino Fee: This is a percentage charge if you wish to charge the agent a percentage based on their weekly wins and losses in the digital casino.
13. SMS: This is a fee per SMS text that is sent via the system.
14. Log SMS: This is a log of recent SMS text alerts that the system has sent.
15. Notify VIP Bets: Turning this on will allow you to receive notifications when players who have the wager alert active place a wager:  
*Note: You'll need to make sure that players you want alerts on have the alert turned on in their account for [email or telegram](#) or contact the office to activate SMS alerts (at an additional charge). For email and telegram alerts you'll need to make sure you enter in your information in your Settings.*
16. SMS Phone: This will show phones that are in the system for you to receive SMS texts on.

## Messaging

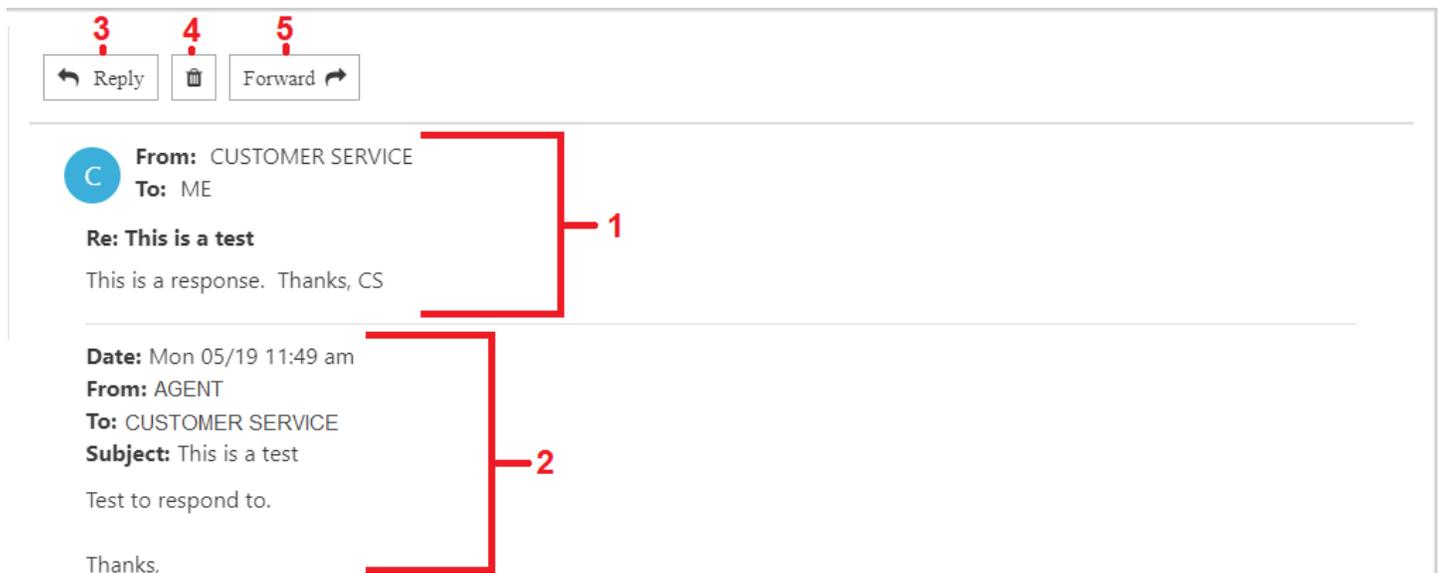
The messaging system is designed for you to have easy and secure communication with your players, your sub-agents, the agent above you, and the office.

### The Mailbox



1. **Compose:** Click here to compose a message
2. **Inbox:** Your inbox where incoming messages are received
3. **Sent:** Your outbox where messages you have sent are listed
4. **Message List:** This is a list of your messages.
  - a. Inbox: It will include the sender, the subject, and when the message was sent.
  - b. Sent: It will include the recipient, the subject, and when the message was sent.You are able to click on any message to view it.
5. **Delete Selected:** This button will delete selected messages. In order to select a message simply click on the circle to the left of the message.

### Messages



1. **Message:** This is the message that was sent to you.
2. **Original Message:** This is the original message if there was one from you previously and this happens to be a response.
3. **Reply:** Clicking on the reply button will reply to the current message's sender.
4. **Delete:** The garbage can is a delete button and will delete the current message you are viewing.
5. **Forward:** Clicking on the forward button will forward the current message to a recipient of your choosing.

## Compose a Message

The screenshot shows the 'Compose Your Message' interface. On the left, there is a sidebar with 'Compose' (red), 'INBOX' (blue), and 'SENT' (grey). The main area is titled 'COMPOSE YOUR MESSAGE'. It includes a 'Search accounts...' field (2), a 'To' field with recipients 'TEST12' and 'TEST13' (3), and a 'Subject' field (4). A dropdown menu (1) is open, showing options: 'Specific Account(s)', 'All Players', 'All Agents', 'All Players and Agents', 'Specific Account(s)' (highlighted), 'Customer Service', and 'My Agent'. Below the fields is a large text area (5). At the bottom, there is a 'Popup Message' toggle (6), a 'Cancel' button (7), and a 'Send' button (8).

1. **Recipient:** You can choose who your message should go to.
  - a. Specific Account(s): This is the default and will allow you to search a specific account or set of accounts to receive the message.
  - b. All Players: This will send the message to all players under you in the hierarchy.
  - c. All Agents: This will send the message to all agents under you in the hierarchy.
  - d. All Players and Agents: This will send the message to all players and agents under you in the hierarchy.
  - e. Customer Service: Assuming your office uses the online customer service messaging this option will send the message to customer service.
  - f. My Agent: This will send the message to the agent above you in the hierarchy who is in control of your account.
2. **Search:** If you are sending to specific accounts then you can search the account or accounts here by ID or by password.
3. **Recipient List:** If you are sending to specific accounts then here, you'll see a list of the recipients, for any other option this section won't appear. You can remove any recipient from the list by clicking on the 'x' to the right of the ID.
4. **Subject:** This is the subject of the message you are sending (just like an email).
5. **Message:** This is the body of the message you are sending.
6. **Popup Message:** This option appears when you are sending to accounts underneath you. It will cause the message to appear as a popup when the account logs in and require them to click a button saying "I Got It" in order proceed. This option is unavailable when sending to My Agent or Customer Service.

*Note: The subject of any message sent as a Popup Message will automatically be 'Pop Up Message' and should not be edited.*
7. **Cancel:** This will cancel the current message and take you back to your inbox.
8. **Send:** This will send the current message to the assigned recipients.

## Game Admin

The Game Admin is where you are able to view your action on each game and adjust the lines should you wish to (and assuming you have permission to do so).

The screenshot shows the Game Admin interface with the following callouts:

- 1:** Date Range filter (Y, T, F)
- 2:** Games to show filter (Active, Game Off The Board, Graded)
- 3:** Sport/League filter (NFL, Soccer, etc.)
- 4:** Contests filter
- 5:** Agent Select search filter
- 6:** Master store dropdown
- 7:** Admin view dropdown
- 8:** Period selector (Game 8)
- 9:** Wager information buttons (\$, R, #)
- 10:** Score/Opener header
- 11:** X ALL + control
- 12:** Spread column
- 13:** Moneyline column
- 14:** Team totals columns (O\$, U\$)

Period	Game	SCORE	SPREAD	MONEYLINE	TOTAL	TEAM TOTALS
September 12, 2019	08:20 PM					
101	Tampa Bay Buccaneers	0	+6½ -110	200	+235	OVER 49½ -110
102	Carolina Panthers	0	-6½ -110	0	-290	UNDER 49½ -110
September 15, 2019	01:00 PM					
261	Indianapolis Colts	0	+3 +100	0	+150	OVER 45 -110
262	Tennessee Titans	0	-3 -120	0	-170	UNDER 45 -110

- Date Range:** You are able to choose from 3 separate date ranges.
  - 'T' or Today:** this is the default view and will show you today's games for the selected league.
  - 'Y' or Yesterday:** this will show yesterday's games.  
Note: In order to show games for yesterday most likely you'll need to adjust the 'Games to show' filter to show graded games.
  - 'F' or Full Board:** This will show all games on the current date and future dates.
- Games To Show:** You have three different viewing options and you can use a combination of any of the three
  - Active:** This is on by default and shows games which are available for wagering.
  - Game Off The Board:** This is on by default and shows games that have started but not finished.
  - Graded:** This is off by default and will show games that have ended and been graded.
- Sport/League:** Clicking on any of the sports tabs you'll see a list of leagues or wagering options listed, simply select the one you wish to view.
- Contests:** Contests are always listed to the far right.
- Agent Select:** You are able to select and view the information for a specific agent or master agent under you using this search filter.
- Store:** You'll by default see the Master store and for the vast majority of users this will never need to be changed. If you have some users on a non-standard store you can select to view them using this drop down.  
*Note: All shading of lines MUST be done on the Master store.*
- View:** The default view will be the Game Admin, you can also select from this drop down the Position option which will show you the Agent Position described here.
- Period:** By default you'll always see the game period but here you can select another period such as 1<sup>st</sup> Half or 1<sup>st</sup> Quarter.
- \$, R, #:** These three buttons will control how the wager information is displayed on the table of games
  - Volume (\$):** This is the base amount wagered.
  - Risk (R):** This is the total risk amount
  - Wager Count (#):** This is the count of wagers
- Score/Opener:** By default you'll see the score column but you can click on the header and change it to Opener which will display the line the office opened the game at.
- X ALL +:** You can use this control to remove the line for the entire column or return it once removed
  - Remove (X):** The 'X' will remove all lines in the column below showing grey instead of the line.

- b. **Return Lines (+):** The '+' will return removed lines for the whole column below replacing any grey sections with the appropriate line.
- 12. **The Line:** This is the current line for the game. If you have the appropriate permissions to do so you can click on the line to adjust it.
- 13. **The Wagers:** This will display the wager volume (or risk, or count) that you have on the line.  
*Note: In this view you will see only the information on Straight wagers. You can use the Position view to see additional details like Parlay and Teaser volume laid out or you can click on the amount.*
- 14. **Circle:** You are able to circle games for a reduced amount if you would like (and have permission to do so).  
*Note: Because the office will frequently circle games overnight or early in the week it is not uncommon for accounts to be set to ignore circle limits, in this case these circle limits will also not affect those accounts.*

## Line Shading

If you have permissions to do so you can shade lines for your players.

### 1. Shade Type:

- a. **Soft Shade:** This is a shade that will move along with the office. *Example: The office is currently running -7 and you would like to run ½ point higher so you would Soft Shade to -7 ½. If the office moved to -6 ½ then your shaded line would move to -7, if the office moved to -7 ½ then your shaded line would move to -8 and so on.*
- b. **Hard Shade:** This is a shade that will stay at the line you enter. Regardless of what the office line does your shaded line will stay at the line you enter.
- c. **Remove Line:** This shade option will remove the line completely.
- d. **Remove Previous Shade:** This option will remove any previous shade on the game and return your line to the office one.

Game - Spread	Original Spread	Points	Price
101 Tampa Bay Buccaneers	+7-110	+7	-110
102 Carolina Panthers	-7-110	-7	-110

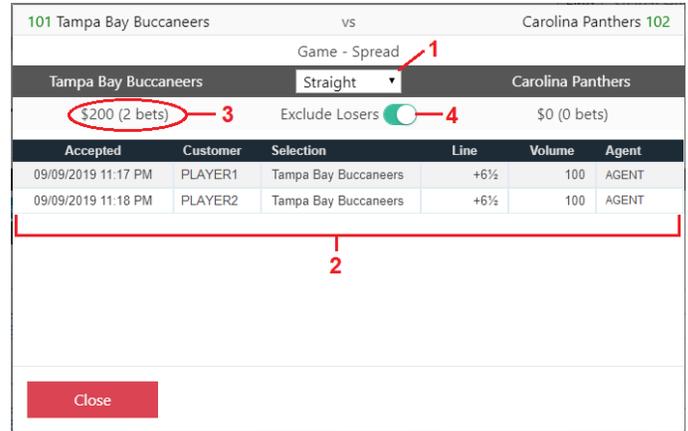
\*Must always enter the negative value

- 2. **Original Line:** This is the line that the office is currently using without any shade of any kind applied.
- 3. **Shaded Points:** For non-Moneyline line types you'll see two sets of values you are able to enter, Points and Price.  
*Note: When shading Spread if you are changing BOTH the points and the price it is recommended to do so one at a time. Because the system always reads the negative value entering in two different negative values can cause confusion so in these cases shade the points, then shade the price.*
- 4. **Shade Price:** For moneyline wagers you'll see only price fields. Be sure to always enter only the negative value as this is what the system will read.

## The Wagers

When you click on any of the blue columns a popup will show you a list of the wagers on that line.

- Wager Type:** At the top of the screen you have a drop down that will allow you to choose the type of wager you would like to see displayed. It defaults to Straight wagers always but you can choose Parlay, Teaser, If Bet or Reverse.
- Wager List:** The table will show you a list of wagers on the line along with when they were bet, which account made the bet, what selection they made, at what line, and for what amount. In the far right column you'll see the agent listed to allow you to better identify accounts if necessary. Clicking on any wager will bring up the pending for that player so you can further investigate the action if necessary.
- Total:** The total volume and count for each selection is displayed at the top of the page matching the numbers shown on the main grid.
- Exclude Losers:** This toggle allows you (for parlays and teasers) to exclude plays that have already lost so you are able to view your true risk on a game.



*Note: Clicking on any of the column headers will allow you to sort the wagers based on that column's values.*

## Contests

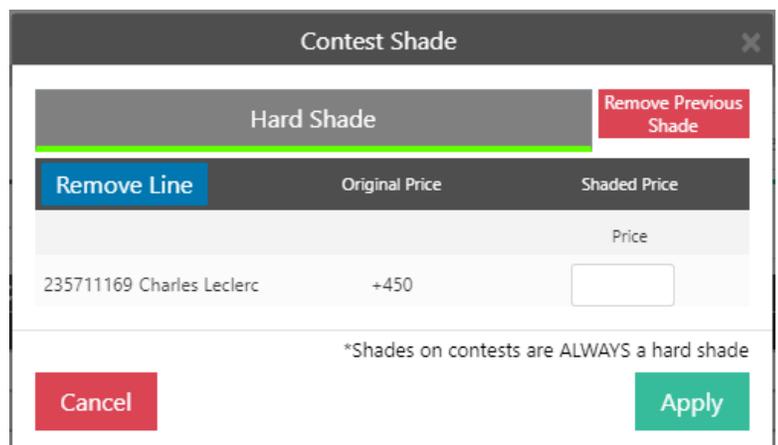
Contests display slightly differently than the regular games. You'll see the contestants in the far left and the lines listed to the right. Clicking on a line will allow you to shade it (assuming you have the appropriate permissions).

Odds to win Drivers Championship 2020 - AUTO RACING Formula 1 Futures Drivers Championship						Remove All Lines
Contestant	Line	Volume	Risk	Win	Bets	
235711168 Lewis Hamilton	-200	80	80	1,066	5	
235711169 Charles Leclerc	+450	0	0	0	0	
235711172 Valtteri Bottas	+500	795	795	4,213	42	
235711175 Max Verstappen	+500	106	106	5,140	9	
235711179 Sebastian Vettel	+650	2	2	17	1	
235711184 Alexander Albon	+9500	230	230	1,230	3	
235711190 Carlos Sainz	+25000	145	145	3,095	10	
235711198 The Field (Any other Driver)	+25000	45	45	5,743	4	
235711206 Daniel Ricciardo	+25000	767	767	16,623	12	
235711216 The Field (Any other Driver)	+8000	666	666	24,080	24	

**Remove All Lines:** By clicking on the red button that says Remove All Lines you can remove all lines for the contest and effectively remove it completely as an option for your players.

## Contest Shading

Contest shading is similar to game shading. The only important thing to note is that all shades on contests are ALWAYS hard shades, meaning that your shade will always be at the number you enter it at until such a time as you adjust it or remove it.



## Agent Position

Aside from the Game Admin view you also have the option to view the Position report using the drop down at the top right of the Game Admin. It will display the same information as the Game Admin but instead of displaying the lines and allowing for the shading of them it will show you your Volume, Risk, or Count laid out across the various wager types of Straight, Parlay, Teaser, and Reverse. Clicking on any of the displayed figures will allow you the same view you have when clicking on figures in the Game Admin.

Y		T		F		Games to show		Agents		Search Here		Master		Position		
SCORE		STRAIGHT			PARLAY			TEASER			REVERSE					
Period	Game	\$	R	#	Spread	Total	ML	Spread	Total	ML	Spread	Total	ML	Spread	Total	ML
NFL																
September 12, 2019																
08:20 PM																
101	Tampa Bay Buccaneers	0			200											
102	Carolina Panthers	0														

## Customer Admin

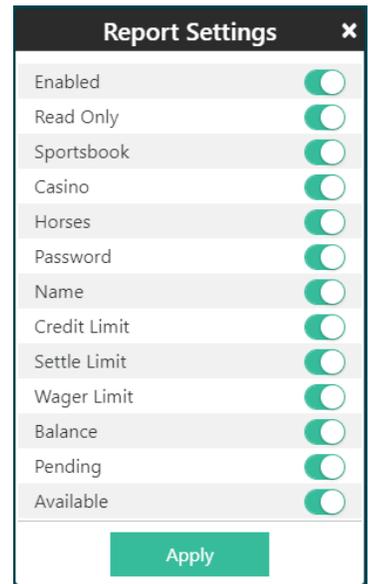
Customer Admin is a report to allow you to quickly and easily change the basic details of one or multiple accounts.

- AGENT															
Customer	Password	Name	Credit Limit	Wager Limit	Settled Figure	Balance	Pending	Available	FP Balance	Enabled	Sportbook	Casino	Horses	Read Only	Save
PLAYER1	test1		2000	100	\$0	\$414	\$50	\$2,364	\$0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Save
PLAYER2	test2		2000	100	\$0	\$-15	\$27	\$1,958	\$0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Save
PLAYER3	test3		2000	100	\$0	\$-15	\$96	\$1,889	\$0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Save
PLAYER4	test4		2000	100	\$0	\$-15	\$101	\$1,884	\$0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Save
PLAYER5	test5		2000	100	\$0	\$-15	\$142	\$1,843	\$0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Save
PLAYER6	test6		2000	100	\$0	\$-22	\$67	\$1,910	\$0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Save
PLAYER7	test7		2000	100	\$0	\$-15	\$202	\$1,782	\$0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Save
PLAYER8	test8		2000	100	\$0	\$-15	\$275	\$1,710	\$0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Save
PLAYER9	test9		2000	100	\$0	\$-15	\$127	\$1,858	\$0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Save
PLAYER10	test10		2000	100	\$0	\$-30	\$172	\$1,797	\$0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Save
PLAYER11	null		0	0	\$1,400	\$0	\$0	\$0	\$0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Save
PLAYER12	test12		1000	100	\$1,400	\$0	\$110	\$890	\$0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Save
+ AGENT2															
Customer	Password	Name	Credit Limit	Wager Limit	Settled Figure	Balance	Pending	Available	Enabled	Sportbook	Casino	Horses	Read Only	Save	

- Customer Table:** The customer table is where you'll see all of the information you can see or edit on a customer. The columns that are or can be displayed are:
  - Customer – you can click on it to go directly to that customers full details and settings.
  - Password
  - \*Name
  - Credit Limit
  - Wager Limit
  - \*Settle Figure
  - \*Balance
  - \*Pending
  - \*Available
  - \*FP Balance (Free Play balance)
  - Enabled
  - Sportsbook
  - Casino
  - Horses
  - Read Only
  - Save – clicking on this button will save the values displayed in the row for Password, Credit Limit, Wager Limit, Enabled, Sportsbook, Casino, Horses, and Read Only.

\*These fields/values cannot be changed, they are displayed for informational purposes only.
- Agent Filter:** If you are a master agent you'll see all agents by default but will have the option to filter and see only one.

3. **Settings:** In the settings window you'll be able to customize what you see and what you don't want to see on your Customer Admin. By default you'll see some but not all of the columns, simply click and turn on any of the columns you wish to view.
4. **Profile Reports:** You can select settings to change and send to your whole package from the Customer Admin. Assuming you have permissions you'll have the following options:
  - a. Allow/Deny – details on this report can be [found here](#).
  - b. Max Wager – details on this report can be [found here](#).
  - c. Vig Setup – details on this report can be [found here](#).
  - d. Global Team Limit – details regarding this report can be found in the following section.
5. **Additional Agents:** If you have multiple agent accounts under you then by default the first one will be expanded and the rest will be collapsed and you can click to expand them individually.



## Global Team Limit

The global team limit is a way to limit how much a player can wager using a given selection.



1. **Global Team Limit:** This is the total dollar amount that the player can use on a single selection on the selected wager types.
2. **Wager Types:** You can select which wager types you would like to apply the global team limit to by turning them on.

*It is important to note that:*

- For purposes of the global team limit Spread and Moneyline are considered the same selection. So if your global limit was \$1,000 then you could have a total of \$1,000 between spread and moneyline of the same game (assuming no other pending wagers with that selection).
- 2<sup>nd</sup> Halves are considered a separate wager. You can contact the office to include 2<sup>nd</sup> halves.  
**\*\*Future Feature\*\*** We will be including the option to include the 2<sup>nd</sup> halves in the global team limit online in the near future.

## Cashier

The cashier section allows you to easily enter multiple (or individual) transactions. There are two separate views available to you.

### Manual Mode

Manual mode is the default view for master agents and allows you to search up to 10 accounts (player or agent) and do transactions on them all at one time on one screen.

Customer	Settle	Balance	Transaction	Amount	Figure Date	Description	Continue
Find PLAYER1	\$0	\$-2,789.45	Deposit	Amount	09/14/2019	Customer Depo:	History
Find Search Here	--	--	Deposit	Amount	09/14/2019	Customer Depo:	History
Find Search Here	--	--	Deposit	Amount	09/14/2019	Customer Depo:	History
Find Search Here	--	--	Deposit	Amount	09/14/2019	Customer Depo:	History

1. **Search:** You can search any of your agents or players accounts here.
2. **Settle:** Current settle assigned to the account you searched.
3. **Balance:** Current balance on the account you searched.
4. **Transaction:** The type of transaction you want to do on the account. You can choose from (assuming you have permission for them)
  - a. Deposit
  - b. Withdrawal
  - c. Credit Adjustment
  - d. Debit Adjustment
  - e. Free Play Deposit (FP Deposit)
5. **Amount:** The amount of the transaction you want to do.
6. **Figure Date:** This date will be today for all but Credit or Debit Adjustments. Credit or Debit Adjustments you can choose a different day if you want the transaction to appear on a date that is not today in weekly figures.
7. **Description:** A description of the transactions, a default one will be filled in for you if you do not wish to place a custom one.
8. **Continue:** Once you have entered in all of the transactions you wish to do you click the continue button to confirm them.
9. **History:** The history button is disabled in this version of the report.
10. **Mode Selection:** You can select either Manual (this mode) or Agent which is covered in the next section.

### Agent Mode

Agent mode is the default mode for agents (not master agents) and will show a list of all players allowing you to scroll to the correct one and enter in your transaction.

Customer	Settle	Balance	Transaction	Amount	Figure Date	Description	Continue
PLAYER1 (test1)	0	\$54.67	Withdraw	Amount	09/14/2019	Customer Withdraw	History
PLAYER2 (test2)	0	\$-15.00	Deposit	Amount	09/14/2019	Customer Deposit	History
PLAYER3 (test3)	0	\$-15.00	Deposit	Amount	09/14/2019	Customer Deposit	History

1. **Customer Info:** Your customers will be listed here by agent with their settle and balances displayed.
2. **Password/Name:** This button will allow you to display either the password (default) or name in parenthesis next to the player.
3. **Transaction:** The type of transaction you want to do on the account. You can choose from (assuming you have permission for them)
  - a. Deposit
  - b. Withdrawal
  - c. Credit Adjustment
  - d. Debit Adjustment
  - e. Free Play Deposit (FP Deposit)
4. **Amount:** The amount of the transaction you want to do.
5. **Figure Date:** This date will be today for all but Credit or Debit Adjustments. Credit or Debit Adjustments you can choose a different day if you want the transaction to appear on a date that is not today in weekly figures.
6. **Description:** A description of the transactions, a default one will be filled in for you if you do not wish to place a custom one.
7. **Continue:** Once you have entered in all of the transactions you wish to do you click the continue button to confirm them.  
*Note: The continue button is displayed at the top of every agent list of players. Clicking any one of these buttons will process all transactions on all agents.*
8. **History:** The history button will bring up a popup allowing you to see all transactions over the last 30 days for that account.
9. **Mode Selection:** You can select either Manual or Agent (this mode) which is covered in the next section.

### Confirm Transaction

In both modes once you've entered in the transactions you wish to do and clicked 'Continue' you'll be asked to confirm your transactions.

Back							Process
Cancel	Customer	Balance	Transaction	Amount	Description	New Balance	
x	BV1001	\$54.67	Withdraw	-\$100.00	Customer Withdraw	-\$45.33	

You'll see a list of all transactions, the account, the amount, and what the balance will be after the transaction is completed.

You can choose any of 3 actions at this point:

1. **Process:** This will apply all transactions listed.
2. **Delete a Transaction:** You can delete one or more transaction by clicking the 'x' in the far-left column
3. **Back:** This button will cancel all transactions and take you back to the report

## Add Customer

Add Customer is where you are able to add player accounts or request agent accounts if you are a master agent.

### Add Player

Here you can add players to your own account (if you're an agent) or to a sub-agent account (if you are a master agent).

Add Player Add Agent

Add Players to your Agent

# of Accounts: 1 1 For Agent: AGENT 2 Start With: TEST 1013 3 inherit From: Sub Agent 4 Create -5

*if you need your accounts to be in a shade group please contact customer service so that they can assure they are correctly assigned*

1. **# of Accounts:** You can select to make anywhere from 1 to 10 accounts at one time.
2. **For Agent:** If you are a master agent then you can select the agent who you want to add the account(s) to.  
*Note: If you are an agent this field won't appear*
3. **Start With:** The agent prefix will appear here followed by a field where you can enter the number with which you would like to start creating accounts. By default the next in line will be displayed.  
*Note: Agents must have a prefix assigned to them in order to create accounts. If the agent has no prefix assigned no accounts will be able to be made.*
4. **Inherit From:** If you are making accounts for a sub agent you are allowed to either inherit the settings from your own master agent account or from the sub agent. By default it will be the sub agent as that is the most common.  
*Note: If you are not a master agent this option will not appear and the customers will automatically inherit from your settings.*
5. **Create:** When you've entered in values for all fields you can click create to create the accounts requested.

Upon clicking 'Create' you will have a popup show the accounts you are about to create and you will be asked to confirm. If for any reason any of the requested accounts aren't available you will be alerted to that in this window. Clicking 'Confirm' at this point will create any valid accounts. Alternatively, you are able to close out this window and adjust your values prior to creating the accounts.

After the account(s) have been created you will be taken to one of two places:

- **Account Admin:** If you are creating a single account, you'll be taken directly to the account admin screen for that account to enter in the values you wish to use there.
- **Customer Admin:** If you are creating multiple accounts then you'll be taken to the customer admin screen for the agent under who the accounts are being created so you can quickly enter in values for the various accounts.

Creating 1 accounts X

- BV1011 this account already exists
- BV1012 this account already exists
- BV1013

Confirm

### Add Agent

If you are a master agent then you have the ability to request agents be created under you. Clicking on Add Agent will allow you to fill out the information for your new agent and send it to Customer Service for creation.

**\*\*Future Feature\*\*** Agent creation online will be available in the very near future.

## Live Betting Limits

Live Betting Limits gives you access to the platform for our dynamic live provider while we are unable to provide a detailed guide here, we will provide you with the basics.

## Agent Select

If you are an agent you will be taken directly to your live manager. However, if you are a master agent, you'll need to search the agent whose settings you want to view/edit.

*Note: The dynamic live system only supports agents, not master agents, so you'll need to select the player's direct agent.*

## Player List

On the bottom left of the menu you'll see a list of your players and their parlay setting.

To turn parlays on or off you for a single player you simply click on the setting for that player and it will switch to the opposite value. If you want to change it for all players you click on the header where it says 'Parlay' and it will give you the options: Yes for All, No for All.

To select a single player, you check the box to the left of that player. If you click the check box in the header you'll select all accounts.

<input type="checkbox"/>	ID	Name	Parlay ▾
<input type="checkbox"/>	#PLAYER1	PLAYER1	Yes
<input type="checkbox"/>	#PLAYER2	PLAYER2	Yes
<input type="checkbox"/>	#PLAYER3	PLAYER3	Yes

## Individual Accounts

When you select a single account, you'll be able to review/adjust the account via the 3 sections on the right. The selected section will be highlighted in red.

## Report-History

Report-History will tell you the performance of the account over time. You can adjust the time frame by clicking on the date range to the top right of this section.

## General Settings

In general settings you can adjust 5 different account settings

1. **Minimum Straight Bet Limit:** This is the minimum dollar amount the system will accept for any straight wager.  
Default Setting: \$5
2. **Minimum Parlay Bet Limit:** This is the minimum dollar amount the system will accept for any parlay wager.  
Default Setting: \$5
3. **Max Parlay Bet Limit:** This is the maximum dollar amount the system will allow on a parlay wager.  
Default Setting: \$100
4. **Max To Win Limit:** This is the maximum dollar the player can win. Any ticket attempted that would pay more than that will be rejected (not allowed to be placed).  
Default Setting: \$500
5. **Bet Delay (seconds):** This is the number of seconds that the system will delay confirmation of a ticket. If the line changes or goes down during this period then the player will be asked to resubmit.  
Default Setting: 4 seconds

## Sports/Leagues Settings

Sports/League Settings allows you to edit 4 additional values:

1. **Max Straight Bet Limit:** This is the maximum dollar amount the player can bet on a single straight wager.  
Default Setting: \$100
2. **Max Per Offering Limit:** This is the maximum dollar amount the player can bet on a single offering (example: Dallas Cowboys game, including spread and moneyline). Note that each period is considered a separate offering.  
Default Setting: \$200
3. **Min Favorite Odds Limit:** This is the maximum minus value price the customer will be allowed to wager on.  
Default Setting: none
4. **Max Underdog Odds Limit:** This is the maximum plus value price the customer will be allowed to wager on.  
Default Setting: +1500  
*Note: All lines will always be displayed regardless of the Max Underdog and Min Favorite settings, the player simply won't be allowed to place the ticket if they try.*

For all of the settings under Sports/League Settings you can apply them to all sports and all leagues or you can select individual sports and leagues and have separate settings. You do this simply by selecting the specific sport and/or league.

For all sports and leagues, you also have the ability to either set the values of

- All Markets: Both game and Prop Lines
- Game Lines: Only lines relating directly to the Game Line
- Props: Any lines not listed under Game Lines

## Multiple Accounts

When you select multiple accounts, you won't see values entered in because each account could have different values. However, any values entered and saved will be applied to all accounts selected.

## Default Settings

Each agent can have a default setting assigned. In order to assign a default setting:

1. Select a single account with the settings you would like to have as default.
2. Select the 'General Setting' section for that account.
3. On the far right click 'Menu' and select 'Set as Agent Default Setting'

## Copy/Paste Settings

You are able to copy and paste settings from account to account. In order to do this

1. Select the account you would like to copy the settings from
2. Click on the 'General Setting' section for that account.
3. On the far right click 'Menu' and select 'Copy Checked Player Settings'
4. Select another account you want to paste the settings to (make sure to uncheck the original account)
5. Click on the 'General Setting' section for that account.
6. On the far right click 'Menu' and select 'Paste Copied Setting and Save'

## Agent Performance

Agent Performance is where you'll find more detailed information in regards to agents and players past performance. There are three different versions of this report providing different types of detail depending on what you're looking for. You can select the appropriate version of the report using the top left drop down menu, your options are: Customer Performance, Sport Performance, and Customer Volume.

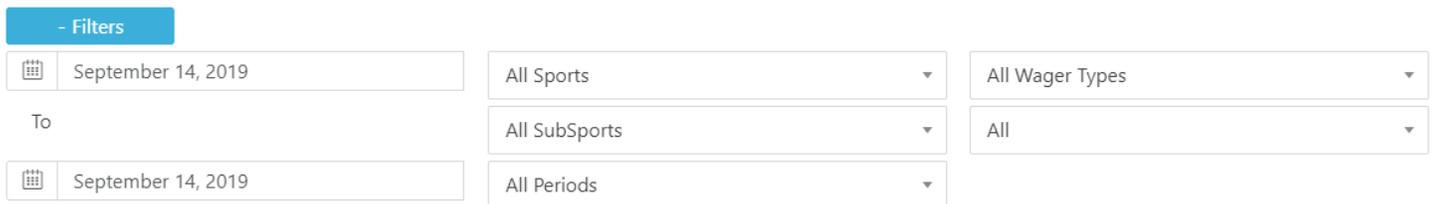
## Customer Performance

Customer performance will show you how customers have performed over time based on their type of wagering activity.



1. **Agent:** You can search a specific agent if you are a master agent to view only their information.
2. **Activity Filter:** You can choose what type of activity you want to see on the report
  - a. All Action: this is everything the player does no matter what type of wagering it is.
  - b. Sports Only: Only activity in the regular sportsbook
  - c. Casino Only: Only activity in the casino
  - d. Racebook Only: Only activity in the racebook
  - e. Live Casino Only: Only activity in the live casino
  - f. Live Betting Only: Only activity in the dynamic live betting platform
3. **Timeframe:** You can choose over what period of time you want to view the activity.
4. **Create Report:** The yellow button will produce the report based on the filters you've applied
5. **Additional Filters:** This button will open up additional filtering options.

*Note: These filters only apply to the Sports Only activity.*

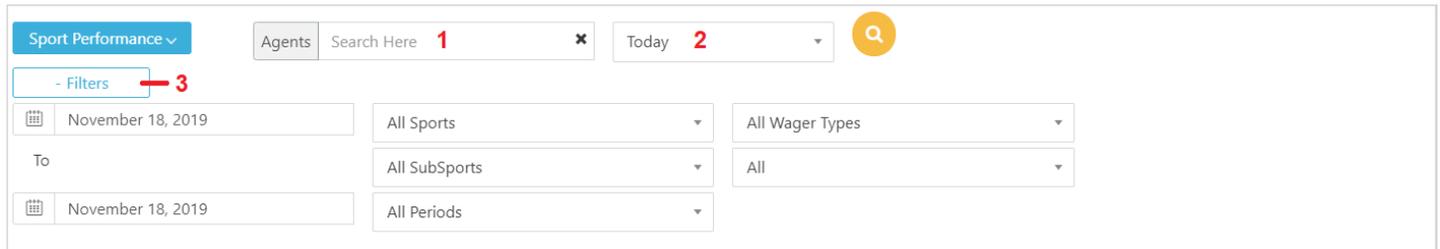


- a. **Date Range:** This will display the date range you've selected above or if you choose Entered Dates for the timeframe you can select specific dates.
- b. **Sport:** You can limit your results to a specific sport
- c. **SubSport:** You can limit your results to a specific subsport or league (NFL for example)  
*Note: Only available if you've already chosen a specific sport*
- d. **Period:** You can limit your results to a specific period.  
*Note: Only available if you've already chosen a specific subsport*
- e. **Wager Type:** You can limit your results to a specific wager type (example: parlays)
- f. **Line Type:** You can limit your results to a specific line type (example: Spread)

Once you've selected the filters you want your report will be generated and you will see each players amount won, amount lost, and net figures for the timeframe you entered along with a total for all players at the bottom.

## Sport Performance

Sport Performance will allow you to analyze how you or specific sub-agents have performed over various sports, leagues, periods, and wager types



The screenshot shows the Sport Performance filter interface. At the top left is a dropdown menu for 'Sport Performance'. To its right is an 'Agents' search bar with a red '1' next to it. Further right is a 'Today' dropdown menu with a red '2' next to it, and a search icon. Below these is a '- Filters' button with a red '3' next to it. Underneath are several filter options: a date range selector (from 'November 18, 2019' to 'November 18, 2019'), a 'All Sports' dropdown, an 'All SubSports' dropdown, an 'All Periods' dropdown, an 'All Wager Types' dropdown, and an 'All' dropdown.

1. **Agent:** you can use this field to filter to a specific agent or master agent. If it's left blank it will pull the report for whatever agent appears at the top right of the page.
2. **Timeframe:** You can choose over what period of time you want to view the activity.
3. **Additional Filters:** This button will open up additional filtering options. These filters include:
  - a. Dates To/From: These allow you to select a specific date range if you select Entered Dates in the time frame drop down.
  - b. Sport: You can select any of the sports to view details on only the specific leagues/options under that Sport.
  - c. Subsport: If you select a sport you can then select a specific SubSport to view details on. Example: If you select Football as a sport you can select NFL as a SubSport, or NFL Game Props.
  - d. Period: If you select a SubSport you can select a specific period to view details on. Example: If you select NFL you can then select to view only wagers on 1<sup>st</sup> Half.
  - e. Wager Type: By default you'll view wagers of all wager types but alternatively you can select to limit your search to only a specific wager type such as Straight, Parlay, or Teaser.
  - f. Line Type: By default you'll view wagers of all line types but alternatively you can select to limit your search to only wagers on a specific line type such as Spread or Total.

## Customer Volume

This report allows you to view a customer's wagering volume in the sportsbook over time for purposes of analysis or commission calculation.

## IP Tracker

The IP Tracker will give you some information about an agents or players activity on the website. There are 3 versions of the report: Web Access Log (default), Global IP Match, Acct IP Match.

## Web Access Log

This version of the report is used to see what a player or agent does on the site, the idea is that everything that is done by a player or agent has a record so you can view what happened when.

*Note: A frequent question is if wagers selected but not placed are tracked. Unfortunately, we only track wagers that players attempt to place. Once they have attempted to place it you will see a record of that and you will see any details that may have prevented them from doing so (changed line, over limit, etc).*

Time(EST)	IP Address	Action
11:18 PM	170.80.xx.x	Straight Bets(s) Accepted [   MODE : STANDARD   SITE : site.com ] Ticket : 337841473   Football #101 Tampa Bay Buccaneers +6½ -110 for Game
11:18 PM	170.80.xx.x	Attempting to Place Bet ( Straight ) [   MODE : STANDARD   SITE : site.com ] Password Required to place bet
11:18 PM	170.80.xx.x	Straight Lines Displayed [   MODE : STANDARD   SITE : site.com ]
11:18 PM	170.80.xx.x	Straight Selected [   MODE : STANDARD   SITE : site.com ]
11:18 PM	170.80.xx.x	Login successful to wajerz.com [   MODE :   SITE : site.com ]

1. **Account:** Here you search for an account either by ID, password, or name.
2. **Report:** Select which report you want to view, a brief summary of each report is available by scrolling over the 'i' to the right.
3. **Date Range:** Select the date range for the information you wish to see.
4. **Actions:** You'll see a list of actions sorted from most recent to least recent including:
  - a. Time of action
  - b. IP Address performing the action
  - c. The action description
5. **IP Location:** By clicking on the world icon to the right of the IP address will show you the reported location of the IP address.

*Note: IP location is not 100% accurate/reliable. IP addresses are owned by ISPs in large quantities and they are frequently dynamic meaning they'll be regularly reassigned. Mobile IPs especially may appear in an area other than their actual use due to the interstate nature of those companies.*

## Global IP Match

This version of the report does not use the Account field and instead will search all accounts over the date range selected and display any IP addresses that had multiple accounts (agent or player) access from it. You'll see not only the IP addresses but a list of the accounts that accessed from each.

## Account IP Match

The Account IP Match is similar to the Global IP Match but in this report, you are matching only one account against all other accounts. So, the report will return a list of IPs that were also accessed by other accounts along with a list of the other accounts.

## Users by IP

The Users by IP version of the report allows you to pull a list of all actions by all accounts using a specific IP address. If you are searching an account using the Web Access Log you'll find that the IP addresses will all be in blue, clicking on any of these addresses will automatically pull the Users by IP for that IP address. Visa versa you'll see that on the Users by IP report the user IDs are in blue and clicking on them will automatically pull the Web Access Log for that specific account.

## Transaction History

Transaction history will allow you to pull a record off transactions conducted on accounts over a period of time.

The screenshot shows a search interface for transaction history. At the top, there are three search boxes: 'Agents Search Here 1 x', 'Players Search Here 2 x', and 'Transactions Type 3'. To the right of these is a checkbox for 'Free Play Transactions 6'. Below the search boxes are two date pickers: '4 September, 2019' and 'To 7 September, 2019', with a red '4' pointing to the first date. A search icon is to the right of the date pickers. Below the date pickers is a table with the following data:

Date	Agent	Customer	Transaction	Description	Amount	Entered By
September 4, 2019 8:48 PM	AGENT	PLAYER1	Debit Adj	Debit Adjustment	-\$500.00	ME
September 7, 2019 4:49 PM	AGENT	PLAYER2	Deposit	Customer Deposit	+\$100.00	CUST. SERVICE
Total					-\$400.00	

A red line is drawn under the 'Total' row, with a red '5' pointing to it.

1. **Agent:** If you are a master agent you can select to retrieve transactions for only a single sub-agent of yours. If you don't use this then the report will pull transactions from all agents.
2. **Player:** You can select here if you want transactions from only a single account. If you don't use this then the report will pull transactions from all players.
3. **Transaction Type:** By default, you will see all transactions of any type but if you want you can choose to include (or remove) any of the following:
  - a. Deposits
  - b. Withdrawals
  - c. Adjustments (both credit and debit)
  - d. Fees (both credit and debit)
  - e. Promotional (both credit and debit)
  - f. Transfers (both credit and debit)

The screenshot shows a filter menu for transaction types. It has a yellow arrow pointing to the top of the menu. The menu items and their toggle states are:

- Deposits
- Withdrawals
- Adjustments
- Fees
- Promotional
- Transfers

*Note: Fees, Promotional, and Transfers are used almost strictly by the office.*

4. **Date Range:** The date range you want to pull information for.
5. **Report Data:** Here you'll see the results of your search. You'll be able to see the date, agent, player, transaction type, description, amount, and who it was entered by. You'll also see a total of debits and credits at the bottom.
6. **Free Play Transactions:** Checking this box will pull only Free Play deposits and withdrawals instead of the other transaction types.

## Collections

Collections is a report that can be used either by you or a runner to have an easy list of payments and collections each week. Players over their settle will be highlighted and their carry, settle, and this weeks activity listed.

Customer	Name	Password	Phone	Carry	Settle	This Week	Payments	Balance
PLAYER1	Player Name	Password	555-867-5309	\$100.00	\$1,000.00	\$0.00	\$0.00	\$100.00
PLAYER2				\$20.00	\$1,000.00	\$0.00	\$0.00	\$20.00
PLAYER3				\$96.00	\$1,000.00	\$0.00	\$0.00	\$96.00
PLAYER4				\$-20.00	\$0.00	\$0.00	\$0.00	\$-20.00
PLAYER5				\$-110.00	\$20,000.00	\$0.00	\$0.00	\$-110.00
PLAYER6				\$4,704.00	\$0.00	\$0.00	\$0.00	\$4,704.00
PLAYER7				\$-3,024.00	\$0.00	\$0.00	\$0.00	\$-3,024.00
PLAYER8				\$0.00	\$1,000.00	\$0.00	\$0.00	\$0.00
PLAYER9				\$-1,746.00	\$0.00	\$0.00	\$0.00	\$-1,746.00
PLAYER10				\$-3,900.00	\$5,000.00	\$0.00	\$0.00	\$-3,900.00
PLAYER11				\$-447.00	\$1,000.00	\$0.00	\$0.00	\$-447.00
PLAYER12				\$-22.00	\$0.00	\$0.00	\$0.00	\$-22.00
PLAYER13				\$2,151.00	\$0.00	\$0.00	\$0.00	\$2,151.00
PLAYER14				\$200.00	\$0.00	\$0.00	\$0.00	\$200.00
PLAYER15				\$-7,980.00	\$0.00	\$0.00	\$0.00	\$-7,980.00
PLAYER16				\$0.00	\$2,000.00	\$0.00	\$0.00	\$0.00
<b>Total</b>				<b>\$-9,978.00</b>	<b>\$32,000.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$-9,978.00</b>

- Agent:** You must search the agent you want to have the players listed.
- Settings:** You can select what columns you want to display. Your options include
  - Name
  - Password
  - Phone Number
  - This Weeks win/loss figure
- Over Settle:** Activating this will remove any players who are not over their settle allowing you a more compact view of your pay and collect list.
- Print:** You are able to print this report to take with you for quick reference
- List:** This is the list of accounts under the agent. Again, those over their settle are highlighted in green and a total of all accounts is listed at the bottom.

## Deleted Wagers

The Deleted Wagers report is a report that will display wagers which have been deleted from the system either by an agent, customer service, or as part of the parlay buyout process.

Customer	Deleted (CST)	Description	Risk	To Win	Deleted By
PLAYER1	Sep 19, 2019 3:50 PM	302 Jacksonville Jaguars ML +110	\$4,000	\$4,400	ME
PLAYER2	Sep 17, 2019 7:16 PM	972 Texas Rangers / Houston Astros U 8 -103	\$1,030	\$1,000	SUB-AGENT
PLAYER3	Sep 14, 2019 10:43 AM	<b>Parlay - 8 Teams</b> 268 Baltimore Ravens ML -750 269 New England Patriots ML -1800 281 Kansas City Chiefs ML -325 109 Ohio St ML -950 115 Maryland ML -240 120 Penn St ML -900 149 Oklahoma St ML -550 175 Florida ML -350	\$1,000	\$2,500	CUST. SERVICE
PLAYER4	Sep 16, 2019 8:00 PM	290 New York Jets +7 -118 <i>i</i>	\$708	\$600	ME

- Agent:** You can select to run the report only for a specific agent or master agent.
- Player:** You can select to run the report only for a specific player.
- Timeframe:** You can select the time over which you would like to see the deleted wagers. Your options are: Today (default), Last 7 Days, Last 30 Days, Last 90 Days.  
*Note: The timeframe refers to the day the wager was deleted.*
- Total Risk/Win:** This total will give you an idea of the risk and win amounts of the wagers deleted.
- Deleted Wagers:** The table will show you a list of the deleted wagers based on the filters you select. For each wager you'll see:
  - Customer ID
  - Date/Time deleted
  - Wager Description  
Note: The wager description can be expanded to view details of the wager
  - Risk
  - Win
  - Deleted By
- After Post:** If the wager was deleted after the start time assigned, you'll see a red 'i' icon to the right of the description. This allows you some level of oversight should you give sub-agents the ability to delete wagers.

## Sportsbook Lines

Sportsbook lines is exactly as it sounds, the lines in the sportsbook. You'll be able to view the page as if you were a player but won't be able to place any wagers. You'll see a green 'Go Back' button which you can click to return to the agent menu at any time.

## Bet Ticker

The Bet Ticker is a tool allowing you to see wagers as they are placed on the site.

The screenshot shows the Bet Ticker interface. At the top, there is a 'Show Bets Over' input field (1), a 'Vip Only' toggle switch (2), and a 'Clear' button (3). To the right, there are 'Configuration' (4) and 'Vip List' (5) buttons. Below this is a table with columns: Customer, Type, Agent, Description, Risk, Win, Source, and Time (ET). Two rows are visible: PLAYER1 (Straight bet) and PLAYER2 (Parlay bet). A red bracket (6) spans the width of the table below the rows.

Customer	Type	Agent	Description	Risk	Win	Source	Time (ET)
PLAYER1	Straight	AGENT	Football #302 Jacksonville Jaguars +1½ -110 for Game	27	25	Internet	September 19, 2019 8:07 PM
PLAYER2	Parlay	AGENT	Football #466 Kansas City Chiefs -5½ -110 for Game Football #465 Baltimore Ravens / Kansas City Chiefs O 52 -11	25	65	Internet	September 19, 2019 8:07 PM

1. **Minimum Wager:** If you only want to see bets over a certain amount then you enter that amount here. Any wager greater than or equal to that amount will show on the Bet Ticker.
2. **\*\*Future Feature\*\* VIP Only:** You are able to mark certain players as VIP, if you do so you can elect to only display wagers from those players.
3. **Clear:** This button will clear all of the wagers on the screen.
4. **Configuration:** In the configuration window you can personalize your display.
5. **VIP List:** Allows you to select accounts you want to designate as VIP

## Configuration

Personalize your settings.

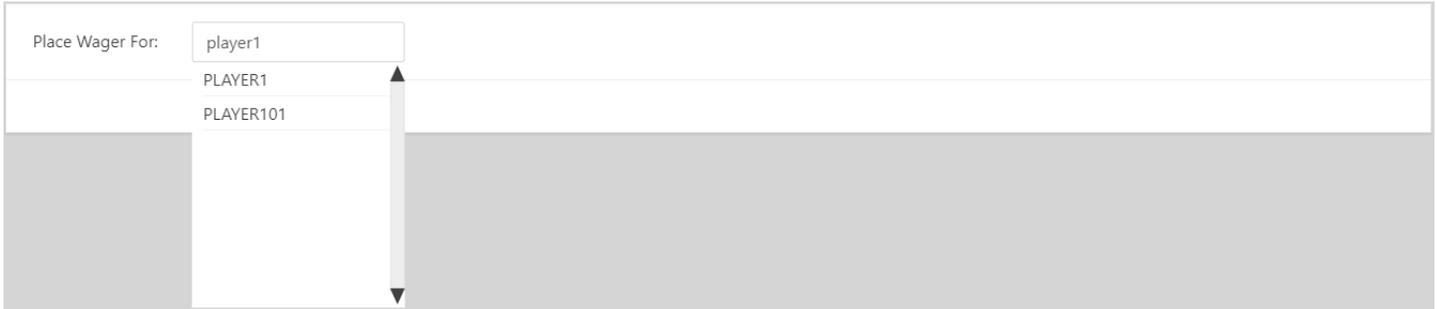
1. **Wager Type:** You can choose which wager types you want to display. By default, all will be displayed.
2. **Color Code:** You can customize the color you want to use for each level of bet.
3. **Alert:** There is an audio alert when wagers come in, you can turn this off by unchecking it for the various alert levels.

The screenshot shows the 'Settings' window. On the left, under 'Actions', there are five toggle switches for Straights, Parlays, Teasers, If-Bets, and Props, all of which are currently turned on. On the right, under 'Alerts', there is a table with six rows representing different wager amount ranges. Each row has a color selection dropdown, a checkbox, and a play button. A red bracket (2) spans the 'Alerts' section, and a red bracket (3) spans the checkboxes and play buttons. A red bracket (1) spans the entire 'Settings' window. An 'Apply' button is located at the bottom right.

Alerts	Color	Alert	Play
1 - 499	Blue	<input checked="" type="checkbox"/>	▶
500 - 999	Light Green	<input checked="" type="checkbox"/>	▶
1,000 - 1,999	Red	<input checked="" type="checkbox"/>	▶
2,000 - 4,999	Dark Blue	<input checked="" type="checkbox"/>	▶
5,000 - 9,999	Bright Green	<input checked="" type="checkbox"/>	▶
10,000 - 100,000	Dark Green	<input checked="" type="checkbox"/>	▶

## Ticketwriter

The Ticketwriter allows you to enter in wagers for your customers. In order to use it you'll simply search the account you want to enter the wager on either by ID, password or name.



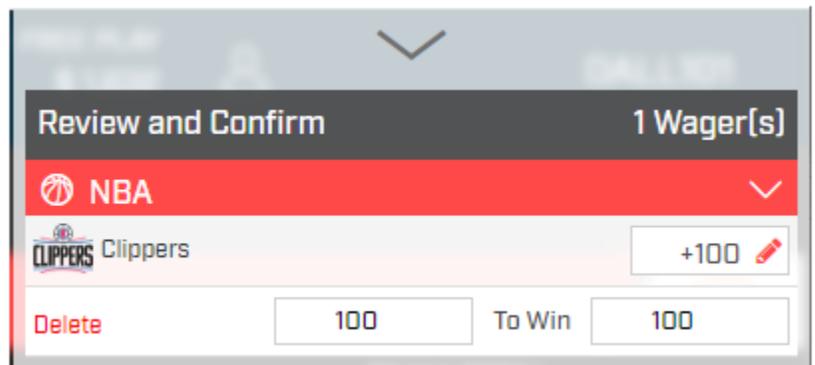
Once the window into the player side has opened up you can wager as if you were the player. You'll see two tabs either on the right of the screen if you're on desktop or to the bottom left of the screen if you're on mobile.

### Place Late Wager

If you have the permission to place late wagers, you'll be given a few additional tools in the Ticketwriter that regular players don't have.

1. **Games In Progress:** You'll be able to wager on games while they are in process, right up until the moment that they are graded. They will appear on your menu with all of the other games.
2. **No Limits:** It is assumed that you are familiar with the account and the players limits so they will not be enforced here allowing you to wager any amount you want on any offering regardless of the account settings.
3. **Change the Line:** You'll be able to adjust the offered line to whatever you have offered. You'll see a pencil icon to the right of the line, simply click on it and enter in the adjusted line you would like to give the player, then click Save.

*Note: "½" is entered using ".5" and positive numbers (line or price) do not need to (and should not) have a "+" in front of them.*



## Scores

The agent menu provides you with a convenient score module for the major US sports. When you click on scores it will come out from the right side of your screen and display all of the games for the major leagues that day.

Each game that hasn't started will have the:

- Scheduled Time
- Broadcast channel if available
- Current line (side/total)

Once a game has started you'll see:

- Time/Period instead of Scheduled Time
- Score instead of current line

When there is a score change you'll see that game flash yellow for a few moments to alert you to the fact that the score was updated.

Scoreboard <span style="float: right;">Close</span>			
<b>MLB</b> ^			
<b>College</b> v			
1st Q 02:03	FS1	1st Q 00:22	BTN
UL Monroe	0	U Conn	3
Iowa St	13	Indiana	7
1st Q 02:00	ABC	1st Q 01:17	BTN
Michigan S	7	Boston Col	7
Northweste	0	Rutgers	7
1st Q 04:13	ACC	1st Q 00:41	ESPNU
W Michigan	0	California	7
Syracuse	14	Mississipp	7
1st Q 03:20	ESPN	1st Q 00:15	ESPN2
Tennessee	0	Southern M	0
Florida	7	Alabama	14
1st Q 04:23	SEC	1st Q 03:49	FOX
LSU	21	Michigan	0
Vanderbilt	7	Wisconsin	7
1:00 PM CST		2:00 PM CST	ESPN+
Co Carolin	-16½	UL Lafayette	68
U Mass	62½	Ohio	-3

## Agent Admin

Agent Admin is available if you are a MASTER agent, meaning that you have sub-agents underneath you. There are three different views which give you different views and information on your sub-agents.

## Agent Management

Agent Management is there to quickly view your agent hierarchy along with some basic information about them.

Agent Management						
Agents	Password	Balance	Settle	Last Week	Last transaction	Actions
YOU	test	<a href="#">\$-313.50</a>	\$0.00	18	\$1 BTC Deposit of 0.00010222	
— SUB-AGENT	bookie	<a href="#">\$0.00</a>	<a href="#">\$14.00</a>	10		
— SUB-AGENT	test	<a href="#">\$-4,900.00</a>	\$0.00	0	\$300 Agent Distribution Debit	
— SUB-AGENT	TEST	<a href="#">\$-68.00</a>	\$0.00	1	\$5 Agent Distribution Debit	
— SUB-AGENT	test1	<a href="#">\$-1,000.00</a>	\$0.00	1	\$100,000 Customer Withdrawal	
— SUB-AGENT	123	<a href="#">\$-501.00</a>	\$0.00	0	\$1,002 Customer Withdrawal	
— SUB-AGENT	123	<a href="#">\$0.00</a>	\$0.00	0		
▶ SUB-MASTER AGENT	123	<a href="#">\$0.00</a>	\$0.00	0		

1. **Report Select:** This drop-down menu allows you to switch between the three different Agent Admin reports.
2. **Agent Hierarchy:** In the far-left column you'll have your hierarchy listed. Sub-Master Agents will have an arrow allowing you to further expand to see the agents under them.
3. **Password:** This is the account password. Clicking on the password will allow you to change password on the account should you have permission to do so.
4. **Balance:** The agent balance will be displayed here. Clicking on the agent balance will allow you to enter a transaction on the agents account if you have permission to do so.
5. **Settle:** The settle figure for the agent will be displayed here. Clicking on the settle will allow you to enter a new settle figure for the agent if you have the permission to do so.
6. **Last Week:** The agent's player count from last week will be displayed in this column.
7. **Last Transaction:** The last transaction conducted on the agents account will be displayed in this column.
8. **Permissions:** You may assign any permission you have to any of your sub-agents by clicking on this lock icon.
9. **Go To Account:** Clicking on the arrow button will take you to the agent account to view/edit it in more detail.

## Permissions

Permissions control what you can do and what your sub-agents can do. Any permission you have you can assign to an agent underneath you.

1. **Update Info:** Update info allows you to change the following fields
  - a. Customer Admin – Password
  - b. Agent Admin – Password
  - c. Player Info: The Basics – Password
  - d. Player Info: The Basics – Player Notes
  - e. Player Info: Player Info – Name
  - f. Player Info: Player Info – Address
  - g. Player Info: Player Info – Time Zone
  - h. Player Info: Player Info – City
  - i. Player Info: Player Info – State
  - j. Player Info: Player Info – Email
  - k. Player Info: Player Info – Phone (and alt phones)

2. **Enter Deposits/Withdrawals:** You are able to do deposits and withdrawals on agent and player accounts. Without this permission you won't see the Transaction report at all and buttons that would normally allow transactions will be disabled.

*Note: The ability to delete transactions is tied to the ability to Enter Deposits/Withdrawals. If you can Enter Deposits/Withdrawals you can delete transactions.*

3. **Manage Free Plays:** You are able to do free play deposits and withdrawals and delete free play deposits and withdrawals. You will not be allowed to delete any free play transaction that would result in a negative free play balance. Without this permission the Free Play tab won't appear and FP Deposit won't appear in the Transactions report.
4. **Add Accounts:** This permission will give you access to the Add Account report which will allow you to add player accounts and (if you are a master agent) request sub-agent accounts. Since you can add accounts you'll also have all the permissions of Update Info (passwords and basic account information).
5. **Suspend Wagering:** This permission allows you to activate or suspend or hinder wagering options in the following fields
  - a. Customer Admin – Enabled
  - b. Customer Admin – Sportsbook
  - c. Customer Admin – Casino
  - d. Customer Admin – Horses
  - e. Customer Admin – Read Only
  - f. Player Info – Account Status
  - g. Player Info – Sportsbook
  - h. Player Info – Casino
  - i. Player Info – Racebook
  - j. Player Info – Messaging
  - k. Player Info – Confirmation Delay
  - l. Player Info – Enable Captcha

**SUB-AGENT Permission Settings** X

**General Account Setup :** -

- 1  Update Info
- 2  Enter Deposits / Withdrawals
- 3  Manage FreePlays
- 4  Add Accounts
- 5  Suspend Wagering
- 6  Enter Betting Adjustments
- 7  Move Accounts

Prefix 8 BV

**Limit And Sport Setup :** +

**Lines And Wagers :** +

**Site Options :** +

Cancel Save

- 6. **Enter Betting Adjustments:** This permission will allow you to enter Credit/Debit Adjustments but ONLY in combination with Enter Deposits/Withdrawals.  
*Note: If you do not have the permission Enter Deposits/Withdrawals you won't have access to any of the windows to conduct transactions. So you must have Enter Deposits/Withdrawals as a prerequisite for this permission.*
- 7. **Move Accounts:** This permission allows you to move a player account from one agent to another. It also allows a master agent to set the prefixes for his sub-agents.
- 8. **Prefix:** This is the prefix for the agent when he creates accounts. This field is required for online account creation.

- 9. **Change Credit Limit:** This permission allows you to change the following fields:
  - a. Customer Admin – Credit Limit
  - b. Player Info: The Basics – Account Type
  - c. Player Info: The Basics – Credit Limit
  - d. Player Info: The Basics – Zero Balance
  - e. Player Info: The Basics – Weekly Limits
  - f. Transactions – Carry Figure

**Limit And Sport Setup :** -

<ul style="list-style-type: none"> <li>9 <input checked="" type="checkbox"/> Change Credit Limit</li> <li>10 <input checked="" type="checkbox"/> Change Wager Limit</li> <li>11 <input checked="" type="checkbox"/> Set Global Team Limit</li> <li>12 <input checked="" type="checkbox"/> Allow / Deny</li> <li>13 <input checked="" type="checkbox"/> Change Temp Credit</li> </ul>	<ul style="list-style-type: none"> <li>14 <input checked="" type="checkbox"/> Set Minimum Bet Amount</li> <li>15 <input checked="" type="checkbox"/> Adjust Parlay/Teaser Setup</li> <li>16 <input checked="" type="checkbox"/> Max Wager Setup</li> <li>17 <input checked="" type="checkbox"/> Juice Setup</li> <li>18 <input checked="" type="checkbox"/> Change Settle Figure</li> </ul>
--	---

<u>Credit Limit</u>	Min	0		Max	0
Parlay Limit	Min	0		Max	501
Contest Limit	Min	0		Max	0
<u>Wager Limit</u>	Min	0		Max	0
Teaser Limit	Min	0		Max	0
Minimum Limit	Min	0		Max	0

- 10. **Change Wager Limit:** This permission allows you to change the customers wager limit either in the Customer Admin or the Player Info: The Basics section. This also gives access for you to adjust the casino limits.
- 11. **Set Global Team Limit:** This permission will allow you to view and edit the Global Limits section of the Customer Admin report.
- 12. **Allow/Deny:** This permission will allow you to edit the Allow/Deny report either from Customer Admin or on a specific customer.
- 13. **Change Temp Credit:** This permission allows you to edit the Temporary Credit amount on the Player Info: The Basics section and also allows you to adjust the Expires on date.
- 14. **Set Minimum Bet Amount:** This permission allows you to edit the Min Wager amount in the Player Info: Additional Limit Controls section (both Internet and Call Center).
- 15. **Adjust Parlay/Teaser Setup:** This permission allows you to set value for the following fields
  - a. Player Info: Line Options – Straights
  - b. Player Info: Line Options - Parlays
  - c. Player Info: Line Options – Teasers
  - d. Player Info: Line Options – If Bets
  - e. Player Info: Line Options – If Bets to Same Half
  - f. Player Info: Line Options – Max Teams (If Bets)
  - g. Player Info: Line Options – Action Reverses
  - h. Player Info: Line Options – Action Reverse Birdcages
  - i. Player Info: Line Options – Action Reverse Max Dogs
  - j. Player Info: Line Options – Allow Point Buying in Extra Games
  - k. Player Info: Line Options – Baseball Pitchers (default)
  - l. Player Info: Line Options – Allow Baseball Action/Listed in Props
  - m. Player Info: Parlay Controls – All Fields and Windows
  - n. Player Info: Teaser Controls – All Fields and Windows

16. **Max Wager Setup:** This permission gives you access to adjust the Max Wager report either in the Customer Admin or when viewing a specific player or agent account. It also controls access to the following fields
- Player Info: Additional Limit Controls – Respect Circle Limits
  - Player Info: Additional Limit Controls – Full Wager Limit on All Wagers
  - Player Info: Additional Limit Controls – Max Contest Wager
  - Player Info: Additional Limit Controls – Max Contest Payout
  - Player Info: Additional Limit Controls – Max Soccer Wager
  - Player Info: Additional Limit Controls – Enforce Wager Limit
17. **Juice Setup:** This permission gives you access to edit the Vig Setup report either in the Customer admin or when viewing a specific player or agent. You will also have access to edit the fields
- Player Info: Line Options – Max Price on Contest
  - Player Info: Line Options – Max Moneyline Price
  - Player Info: Line Options – Flat Pricing section
  - Player Info: Line Options – Free Half Point section
  - Player Info: Line Options – Point Buying
18. **Change Settle Figure:** This permission gives you access to edit an account settle figure either on the Agent Admin: Agent Management report or when viewing a specific player or agent account on the Player Info: The Basics
19. **Max/Min Limits:** These are the minimum and maximum amounts that you are allowed to enter in for the related setting.
20. **Manage Lines:** This permission will allow you to change lines for your customers on games.
21. **Place Wagers:** This permission will allow you to place wagers on the agent side as if you were a player.
22. **Place Late Wagers:** This permission will allow you to place wagers on the agent side as if you were a player but you can also
- Edit the line and price of the wager
  - Go over the customers wager and credit limit
  - Wager on games that are ongoing (after they have started but before they have ended)
23. **Manage Props:** This permission will allow you to edit the wagering line on Contests
24. **Delete Bets:** This permission will allow you to delete wagers either
- No – not at all
  - Before Game – Only prior to the game starting
  - Anytime – Anytime up until the wager is graded
25. **IP Checker:** This will display the IP Checker report on the agent menu and allow you to use it.
26. **Vig Setup:** This will allow the you to select the Vig Setup report either on the Customer Admin or on a specific account.  
*Note: To actually edit the settings on this report you'll need the Juice Setup permission from the Limit and Sports Setup section.*
27. **Max Wager:** This will allow you to select the Max Wager report either on the Customer Admin or on a specific account.

Lines And Wagers :

20 <input checked="" type="checkbox"/> Manage Lines	22 <input checked="" type="checkbox"/> Place Late Wagers
21 <input type="checkbox"/> Place Wagers	23 <input checked="" type="checkbox"/> Manage Props
Delete Bets	Anytime 24 ▾

Site Options :

25 <input checked="" type="checkbox"/> Ip Checker	29 <input checked="" type="checkbox"/> Messaging System
26 <input checked="" type="checkbox"/> Vig Setup	30 <input checked="" type="checkbox"/> Game Admin
27 <input checked="" type="checkbox"/> Bet Ticker	31 <input checked="" type="checkbox"/> Contact Us
28 <input checked="" type="checkbox"/> Agent Billing	32 <input checked="" type="checkbox"/> Setting

*Note: To actually edit the settings on this report you'll need the Max Wager Setup permission from the Limit and Sports Setup section.*

28. **Bet Ticker:** This will display the BetTicker option on the agent menu and allow you to use it.
29. **Agent Billing:** This will display the Billing option on the agent menu and allow you to view it along with any transactions that might be present.
30. **Messaging System:** This will display the Mailbox option on the agent menu and allow you to use it to communicate with your agents and players.
31. **Game Admin:** This will display the Game Admin option on the agent menu and allow you to view it.  
*Note: Changing lines on the Game Admin is controlled by two other permissions, Manage Lines and Manage Props.*
32. **Allow/Deny:** This will display the option for you to select the Allow/Deny report either on the Customer Admin or on a specific account.  
*Note: To actually edit the settings on this report you'll need the Allow/Deny permission from the Limit and Sports Setup section.*
33. **Contact Us:** This will display the Contact Us option on the agent menu and allow you to view the customer service and wagering numbers if present on the site.
34. **Setting:** This will display the Settings option on the agent menu and allow you to change some basic account settings on your account.
35. **Set Live Bet Limits (not displayed):** This will display the Live Betting Limits on the agent menu and allow you to edit live betting limits for customers. It will also allow you to turn on/off the Dynamic Live for players under you.  
*Note: Without this permission the on/off button for Dynamic Live will not appear at all.*

## Active Player Count

Active player count gives you a week by week summary of your player counts broken down by the type of wagering their doing.

Sep 09, 2019 - Sep 15, 2019		Sports		--		Live		Total	
Agents	Phone	Internet	Total	Casino Only	Sports	Casino	Players	Fees	
YOU	0	22	22	0	1	1	22		
→ SUB-AGENT	0	11	11	0	1	0	11	\$30.00	i
→ SUB-AGENT	0	1	1	0	0	0	1	\$30.00	i
→ SUB-AGENT	0	1	1	0	0	0	1	\$30.00	i
→ SUB-AGENT	0	2	2	0	0	0	2		
→ SUB-AGENT	0	0	0	0	0	0	0		
→ SUB-AGENT	0	0	0	0	0	0	0		
→ SUB-AGENT	0	0	0	0	0	0	0		
→ SUB-MASTER AGENT	0	0	0	0	0	0	0		

1. **Week:** By default, you'll see the numbers for this week but you can select previous weeks using the drop down.  
*Note: Counts are not calculated in real time but rather updated each morning at 3am ET.*
2. **Agent Hierarchy:** Your agent hierarchy will be displayed on the left allowing you to expand/collapse the various levels.
3. **Counts:** To the right you'll see a series of columns with counts for each agent or master agent.
4. **Fees:** The customer fees will be displayed in the far-right column if they are not zero. By scrolling over the blue 'i' icon you'll be able to see a breakdown of the charges that make up the fee.  
*Note: Only per player charges will be listed here, percentage charges are not.*

## Accounting

Accounting allows you to view not only per head but also percentage accounting that is being tracked by the system.

Last Week <b>1</b>		Accounting									
Agents	Accounting	Prev.Balance	Prev.Red	Weekly Fig.	New Red	Commission	Distribution	Transactions	Balance	Actions	
YOU		-\$313	\$0	+\$461	\$0	\$0	\$0	+\$500	+\$186	--	
→ SUB-AGENT		\$0	\$0	+\$405	\$0	\$0	\$0	\$0	\$0	👁	
→ SUB-AGENT	\$30 Per Head	-\$6,100	\$0	+\$200	\$0	\$0	-\$300	\$0	-\$5,413	👁	
→ SUB-AGENT	\$5 Per Head	-\$78	\$0	+\$580	\$0	\$0	-\$5	\$0	-\$83	👁	
→ SUB-AGENT		-\$1,000	\$0	-\$572	\$0	\$0	\$0	\$0	-\$1,000	👁	
→ SUB-AGENT	20% Red	-\$501	\$0	\$0	\$0	\$0	\$0	\$0	-\$501	👁	
→ SUB-AGENT		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	👁	
→ SUB-MASTER AGENT		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	👁	

- Week:** By default, you'll see the numbers for last week but you can select previous weeks using the drop down.  
*Note: Accounting is updated each Monday at approx. 3am ET.*
- Agent Hierarchy:** Your agent hierarchy will be displayed on the left allowing you to expand/collapse the various levels.
- Accounting:** On the table to the right you'll have various columns listing the figures for the week selected.
  - Accounting:** This is the accounting type and percentage currently entered into the system for this agent.
  - Prev. Balance:** This is the balance on the agent account prior to the accounting distribution running.
  - Prev. Red:** This is the red figure (or makeup) on the agent account from the previous week.
  - Weekly Fig:** The previous weeks win/loss figure for the agent.
  - New Red:** This is the red figure (or makeup) on the agent account after the last weeks win/loss figure is added in.
  - Commission:** This is the amount the agent receives
  - Distribution:** The transaction on the agents account (what they owe or are owed)
  - Transactions:** Transactions on the agents account over the course of the week.
  - Balance:** The agent balance after the agent distribution accounting is done.
  - Actions:** Clicking on this icon will bring up a window showing you the last 6 weeks of distributions for that agent on one screen instead of having to go back and forth through the different weeks.

## Billing

Billing is where you'll be able to see your balance and recent transactions. You can get to it either by clicking on the main menu option or by clicking on your balance on the main menu.

Current Balance <b>+\$10.00</b> <span style="float: right;">2 <a href="#">Display</a></span>			
Time	Description	Transaction	Balance
August 26, 2019 7:51 PM	Customer Deposit - Thank You	+\$100.00	\$100.00
September 2, 2019 2:44 AM	<b>Agent Distribution Debit</b>	-\$70.00	\$30.00
September 2, 2019 10:02 AM	Promotional Week	+\$70.00	\$100.00
September 9, 2019 2:12 AM	<b>Agent Distribution Debit</b>	-\$70.00	\$30.00
September 9, 2019 9:53 AM	Promotional Credit	+\$70.00	\$100.00
September 16, 2019 3:36 AM	<b>Agent Distribution Debit</b>	-\$90.00	\$10.00

- Current Balance:** This is the current balance on your account.
- Display:** By default, you'll see the last 30 days of transactions on your account but you can extend this to 90, 180, or 365 days if you like.
- Transactions:** You'll see a list of transactions over the selected time frame detailing the time, description, and transaction amount along with your account balance after the transaction.
- Agent Distribution:** Agent distributions (accounting transactions) are highlighted in blue. If the transactions are for per head charges you'll be able to click on them and view a popup with details of the charges.

**Billing Statement** 09/09/2019 ✕

Agent Distribution Debit

- Inet Only 7 (\$70)
- Phone 0 (\$0)
- Casino Only 0 (\$0)
- Live Dealer 0 (\$0)
- Live Betting 0 (\$0)
- EzLive 1 (\$0)
- SMS 0 (\$0)
- Live Only 0 (\$0)

## Settings

The agent menu allows you to set certain settings yourself based on your preferences.

- **Wager Alerts:** Wager alerts allow you to keep tabs on certain accounts when they wager. Additional details on these settings are available in the following section.
- **Language:** You can select the language you wish to use. At this time only English is fully translated but additional languages will be added in the near future including: Spanish, Chinese, Korean, and Vietnamese.

**Settings**

Wager Alerts On ▼ [Wager Alert Settings](#)

Language : English ▼

Time Zone : (CST) ▼

Agent Menu : Tile Menu ▼

Cancel
Confirm

- **Time Zone:** you can view many of the report details in your preferred time zone via this option.

- **Agent Menu:** Our platform supports various menu styles or “skins”. Currently two are available, TILE MENU which is the one you see displayed in this manual and the one we typically recommend for new users. The second is LEFT MENU which, as suggested, arranges menu items to the left of the screen.

## **Wager Alerts**

On the main settings screen you can turn wager alerts on or off. On means you’ll receive alerts for wagers placed on select accounts and Off means you won’t.

In order to receive alerts, you need to have either an email or twitter ID entered into the system and that you can do by clicking on the ‘Wager Alert Settings’ button.

## Wager Alert Settings

In the Wager Alert Settings window, you can enter in your Telegram ID and your Email in order to receive alerts. After entering them in just click confirm.

### Telegram Alerts

Telegram is the best way to receive wager alerts but there is a little setup required because of how Telegram works.

Telegram ID: Your telegram ID isn't the @telegramname but rather a series of numbers that identify your account in the telegram system. In order to find this number, you'll need to follow these steps.

1. Search for the user @userinfobot
2. Send @userinfobot a message, any message will do.

When you send @userinfobot the message it will send you back a message with your Telegram ID in a format like this:

@telegramname

Id: **123456789** <- This is the number you're looking for

First: FName

Last: LName

Lang: en

Activating The Alerts: Telegram as part of their policy requires that in order for a bot to send you a message you must first send it a message. So, in order for you to receive messages from our office wager alert bot you'll first need to add and message it. To do that simply

1. Search for @MonitoringOfficeBot
2. Send @MontioringOfficeBot a message, any message will do

After that you're all set and will receive alerts for anyone you activate Telegram alerts for in your hierarchy.

### Email Alerts

Email alerts are a little easier, simply fill out your email and click confirm.

### Enabling Alerts for a Player

In order to enable alerts for a player you simply go to the players account and in the [Player Info](#) section you'll see the option under The Basics to 'Send Wager Alert Email' and 'Send Wager Alert Telegram'. Just enable the one you want.

The image shows two screenshots. The top one is a 'Wager Alert Settings' dialog box with input fields for 'Telegram ID' (123456789) and 'Email' (test@test.net), a note about adding the contact @MonitoringOfficeBot, and a list of steps to receive alerts. The bottom screenshot shows a player's account settings page with tabs for 'Player Info', 'Transactions', 'Wagers', 'Performance', and 'Analysis'. The 'The Basics' section is active, showing fields for 'Password' (BLUE), 'Account Type' (Post Up), 'Credit Limit' (25,000), and two toggle switches for 'Send Wager Alert Email' and 'Send Wager Alert Telegram', both of which are turned on. A red arrow points to the 'Send Wager Alert Telegram' toggle.

## **Rules**

This will display the rules for the site in general as well as for sports specifically. Generally we follow Las Vegas rules but there are some differences so we always suggest that both players and agents review the rules thoroughly prior to wagering.

## **Feedback**

The feedback link allows you to provide us with feedback. We value your opinion and so we provide this link for both players and agents. As a general rule feedback messages won't be responded to, should you need help with an urgent issue it is best to contact customer service or your master agent.