The A-Bet Credit System

User's Guide

Version Streams 3.0

A BET A Technology Limited

Table of Contents

What Is The A-Bet Credit System?

The A-BET System is a comprehensive computer system for the bookmaking industry. The A-BET Credit System has been specifically designed for the management of telephone betting operations, with specialised features for managing credit accounts, deposit betting and the acceptance of Debit Card payments, under the Switch and Delta schemes and Credit and Laser Cards in Ireland.

Years of experience in bookmaking, betting shop management and the computer industry have gone into its development. The proven success of the System is reflected in a client list of the best-known and biggest names in bookmaking both in the UK and Ireland, as well as interests overseas.

Bet Acceptance

The A-BET Credit System 'knows' what events are available for betting, what is running, who is playing and all the currently available prices.

The system records full details of the bet, which has been entered by the operator in the time that it takes the customer to dictate his bet instructions over the telephone. There are many layers of security ensuring the integrity of the data, as well as short cuts to entering the most obscure and complex bets.

The system has a library of the most commonly selected named bets. It checks the bet logic and the customers credit position. It provides the operator with warnings of any discrepancies and automatically calculates the correct stake thus preventing errors. The total stake is displayed for the operator to make a last check that the customer is happy before finally accepting the bet as confirmed.

Card Payment Authorisations

For bets placed on Debit or Credit Card accounts, payments must be authorised by the banking system. To make this as simple as possible, the A-Bet Credit System has a special piece of software that connects the operator's terminal to the bank's computer, receives and displays an authorisation message on the screen within seconds. The operator can then confirm to the customer that payment has been guaranteed and that the bet is 'on'.

Automatic Settling

The data feed supplied by SIS drives the system: automatically setting the time, producing an electronic 'off-slip', recording and displaying board prices, non-runners, reserves and entering results, with starting prices and forecast, tricast and tote dividends.

All of this happens in real time. Immediately a result is declared, the system settles all related bets. Multiple bets are part settled as events take place and the field book is updated for subsequent events.

Liability Management

The A-BET System offers the bookmaker a uniquely complete, moment-by-moment view of his entire liabilities, in an electronic fieldbook. For the first time, bookmakers can make informed decisions to achieve a balanced book.

Traders can view liabilities either by event, showing the entire fieldbook, or bet by bet. The system automatically highlights 'problem' bets, giving ample warning of the effect of running-up money and time to make essential decisions on necessary remedial action.

Accounting and Administration

Naturally, The A-BET Credit System manages the routine tasks with equal ease. The system maintains customer account records, produces period-end or interim statements on demand, and calculates essential business and accounting details for monitoring performance and a comprehensive suite of management reports.

Learning about The A-Bet System

There is much to learn about The A-Bet System, but it is designed to be simple to use and help is available to make the learning easy.

First, you should be trained on the system. This usually involves two or three days using the system, most of it in the real-life situation, but with an experienced trainer to help you.

Secondly, this manual explains the main tasks step-by-step.

Third, there is a Windows tutorial to help you learn how to use the mouse and keyboard if these are new to you.

Finally, there is a help service if you have a problem which you cannot solve using these resources.

Buttons

In many cases, you will be asked to press buttons. These are oblong areas on the display, with a text label in the middle. You press a button on the display by clicking on it using the mouse. Pressing a button tells the computer to perform a task for you.

Lists and Arrows

Each display includes several lists. If there are too many items to fit on the page, the first items are shown in the list, and a big red button with a yellow arrow appears. If you touch the button, you can see more items from the list.

Often, you select an item from a list. Usually, it changes colour to show that you have selected it.

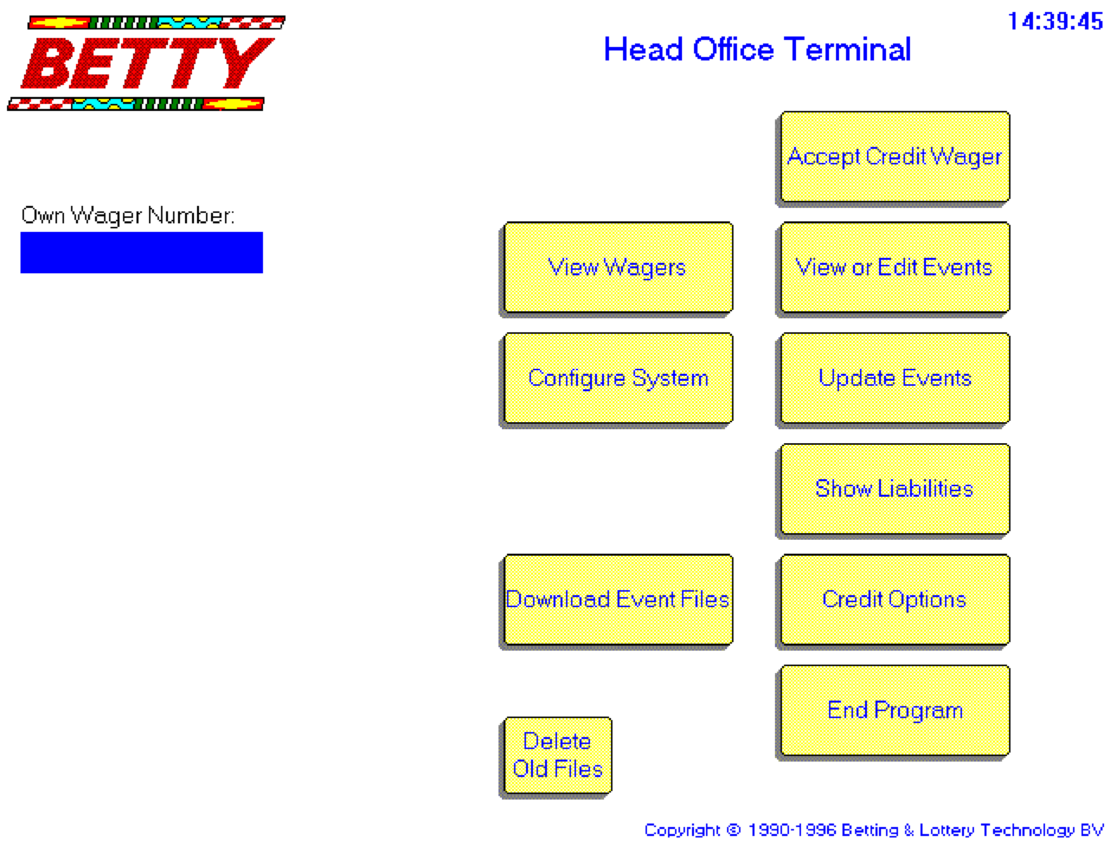
Switching the System On and Off

Switching On

Switch on the server or the manager if there is no separate server, using the power button on the system unit.

Wait 60-90 seconds, then if you have a separate manager terminal, switch it on in the same way and wait another 60-90 seconds. The wait allows the network to begin working. This enables the various machines to communicate with one another.

Switch on all of the other terminals. After 60-90 seconds, the Windows Desktop display appears. Look for the Betty icon (a small picture of a tree), note the Credit Reports icon is also on this screen, using the mouse, double click on the Betty icon. The manager terminal displays the main system menu:



Repeat the process for all the terminals, not all the buttons displayed appear on every terminal, the combination will depend on the system's configuration

The server, if separate, is slightly different. It should automatically start the settling program. A yellow box appears, with a message 'Waiting'.

Switching Off

Be sure you know why you are switching off the system.

Caution: the system should be left running at all times, so that the SIS data feed can continue to deliver its packets of messages including a list of runners in the early morning.

If you really do need to switch the system off, follow these steps.

First, on each operator terminal:

1. Use the End Program button on the main menu to exit the system and return to the Windows Desktop. At this point you have effectively exited the system. To switch off completely…
2. Exit to the Windows Desktop, select the Start button in the bottom left corner, then Shut Down and 'Shut Down your Computer?' Wait for the message 'It is now safe to switch off your computer' and switch off the power.
3. Unplug the terminal from the wall socket.

Now shut down the manager.

Finally, repeat this procedure to shut down the server, if installed.

Setting Up

All of the steps in this section must be performed on the manager terminal.

The manager terminal should automatically start the communications program to SIS, and the Betty Data Link, which interprets the SIS data for the A-Bet System to use.

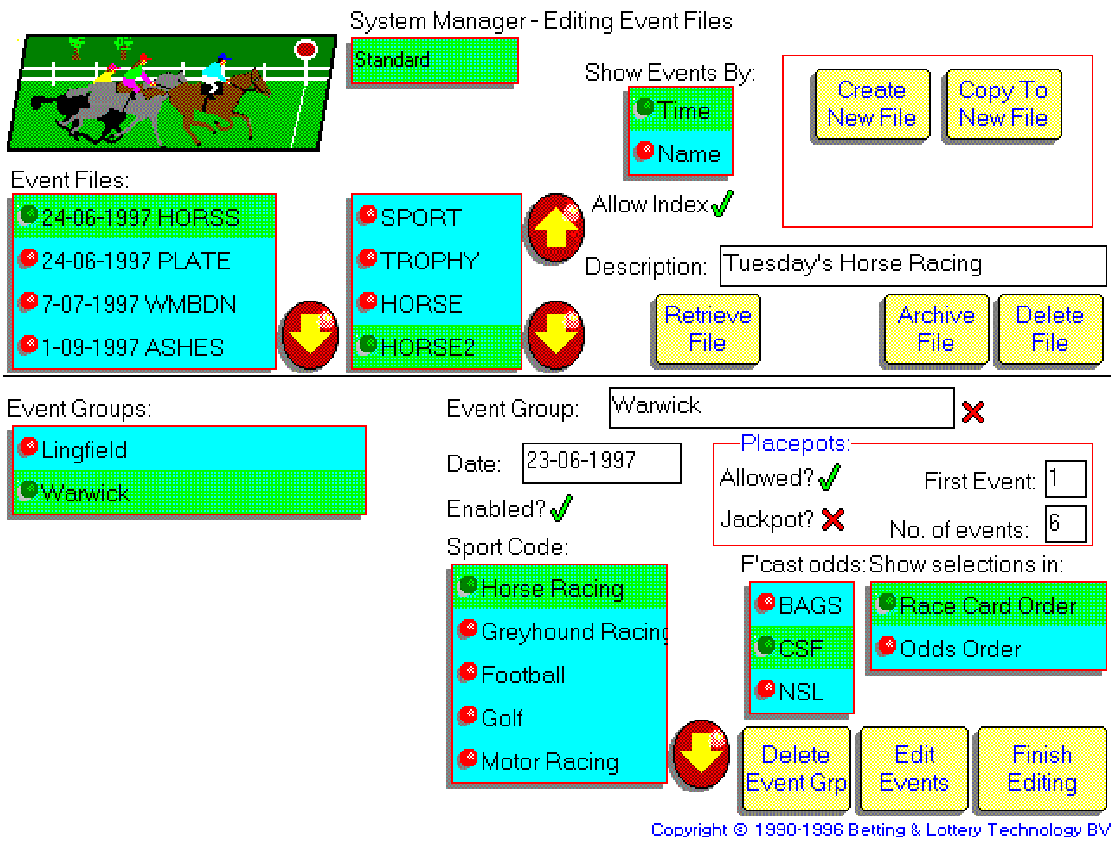
📖 ***Note:*** if the SIS link does not start automatically, seek help to add this facility to the Windows Start Up routine. Otherwise if you have to reboot the system for any reason, you may forget to re-establish the link and miss essential information like shows or results.

Checking and Editing Events

On the manager terminal, click on 'View or Edit Events'. A box appears, asking, "Do you only wish to view events?" Select "Yes." You will now be able to check the information from SIS without breaking the connection.

To check the information, look for a list of event files with dates near the top left-hand corner of the display. Use the mouse to click on the horse racing event file with today's date.

Near the bottom left-hand corner of the display, a list of event groups for that file appears. Use the mouse to select the first event group, for example 'Warwick'.



Checking Events

Click on 'Edit Events' to show the times of the events (races). Select the first race.

Checking Selections

On the next screen click on 'Edit Selection', the selections for the first race are displayed. Check that the selections are correct.

Working through the Day's Events

Repeat the process of displaying and checking the selections for each event in each group (each race at each meeting). Click on the buttons labelled "Prev Event" and "Next Event" to move from one event (race) to the next within an event group (meeting).

To display the next event group (meeting), click "Finish" twice, select the next event group on the list, and press the "Edit Events" button.

Repeat this whole process for each event group and all the event files.

📖 ***Note:*** these set-up procedures should take place first thing in the morning, if any data is missing or there are any technical problems, time remains to correct the problem before trading. SIS will not provide a re-send less than 1 hour before racing starts, including days with morning dogs.

Adding Sports Codes and Sports Sub-Codes

Before you can make the event files live you must allocate the correct Sports Codes to each Event Group. When creating the Event Group simply select from the list of SportsCodes. If you forget to select a code you will not be able to make the files live and an error message appears.

📖 ***Note:*** Sports Codes allow the business analysts to monitor business performance, turnover and profitability by individual sports or business types. By allocating all bets to the right code, e.g. Super League has a rugby league sports code, while The Six Nations has a rugby union sports code, a clear picture emerge of the more successful elements of the business. If you are not sure which code should be allocated, don't guess; speak to your trading manager.

Sub-Codes are optional and used to further breakdown analysis on events like horse racing. When Editing Event Files in the System Manager a list of sub codes, e.g. Handicap, Stakes, Maiden, Claimer, Seller, etc. appear in a box for selection.

Making Files Live

When you have checked all of the selections, you can make the event files live. This makes the events available for betting.

📖 ***Note:*** you cannot edit live files, be certain that the conditions and selections for any given event are correct before making the file live. If you find any errors after making the file live, see "Copying an Existing File"

To make the files live, select "Finish" at the bottom right-hand corner of each display until the main menu is shown. Select "View/Edit Events" again, but this time select "No" when asked if you only want to view events.

Highlight (click on) the first file that you want to make live and select the "Make File Live" button to the right of the display. A box appears, asking, "Do you really wish to make this file live". Select "Yes".

Repeat this process for each file to be made live. You can now accept bets on the manager terminal. To make the events available to the other terminals, refer to the section "Configuring the Terminals".

📖 ***Note:*** Only events/races that are provided by SIS or your alternative information provider will be provided automatically. All other events must be manually created, see "Creating Events".

Archiving Events

To archive the previous day's events, select "Edit Events". You can select either "Yes" or "No" when asked if you only want to view events.

Using the mouse, select files to be archived. To the right of the display a button labelled "Archive File" appears. Click on this button. The file disappears from the display.

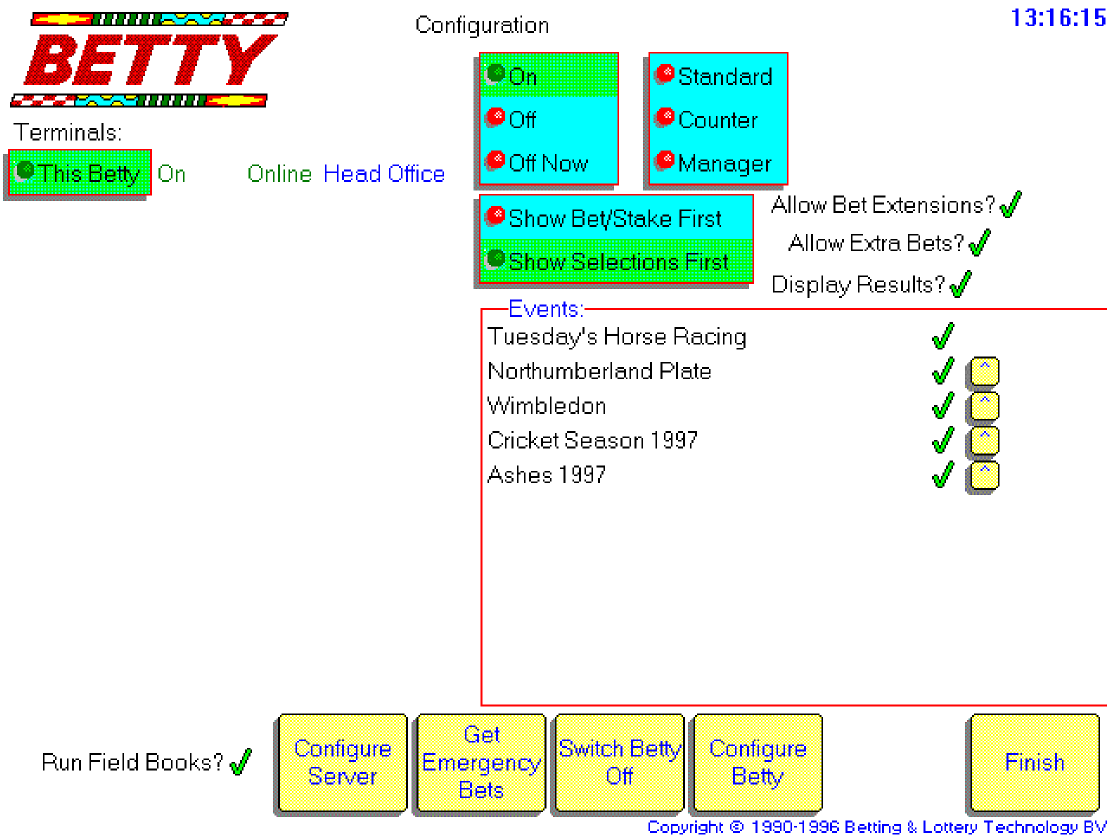
If an error box appears with the message " file contains events that have not been settled or marked for payout", means that a result has been omitted from the file, If you go into "update events" select event that you are trying to archive, it should take you to the event or 1st event where results are missing, manually imput the result. When completed return to "view/edit events" you should now be able to archive the file.

Caution: Always make new event files live ***before*** archiving the old ones. If you have a file such as "Future Racing Events", this will allow all of the information about money staked on previous days to be kept. *If you do not do this, the fieldbook history will be permanently lost.*

Configuring the Terminals

If you have more than one terminal, the manager terminal must communicate with the others to share the information about the events that are available for betting.

To do this, first make the event files live as described above. Then on the main menu use your mouse to click once on the "Configure System" button.



After a short pause, a new display appears. On the left of the display all of the installed terminals are listed, for example:

Manager (in the example above only a Manager is installed.)
Betty 1
Betty 2
Betty 3, depending on what you have installed.

Sequencing The Event Files

At the bottom right-hand corner is a large box containing a list of all the events that are live. Just to the right of each event on the list is a small button labelled with an up arrow. These buttons let you change the order in which the events are displayed on the terminals. You can only change the sequence whilst the Manager is highlighted in the list of installed terminals.

🕓 ***Tip:*** When many events are available for betting, it is very important that operators can find the most regularly used information. Putting Today's Horse Racing at the top of the list means it always appears as the top left-hand box on the Select Client screen and on the first page of other events on the bet entry screen.

Sending Event Files To The Terminals

Now you are ready to send the information to the other terminals. Click on the first terminal in the list. In the event box, ticks and crosses appear alongside each file name. The files that have not been configured for this terminal have crosses against them.

Click on each event and change the cross to a tick by clicking once. (You can change the tick back to a cross by clicking again.) Repeat this until all files you want have ticks. Remember to press "Configure Betty" before changing to the next terminal.

You do not have to have all events on all terminals. On Grand National Day, you might want some terminals dedicated to that one event. Just select the events you want for each terminal with ticks and crosses.

You will also need to select "configure server"

The system is now ready to take bets.

Sending All The Same Events to All the Terminals

A short cut is to press the 'Auto Configure' button. This sends all of the ticked files to all of the terminals.

You will also need to select "configure server"

The system is now ready to take bets.

Taking Bets

Enter the client reference or account number as given by the client and hit the enter key. The full client details are displayed.

Tip: it is important to check that you have the right client, by confirming their name or address, it is easy to make a mistake keying the number, it is not so easy to correct errors once the bet has been placed. The video keys at the bottom left corner will help you if you need to search.

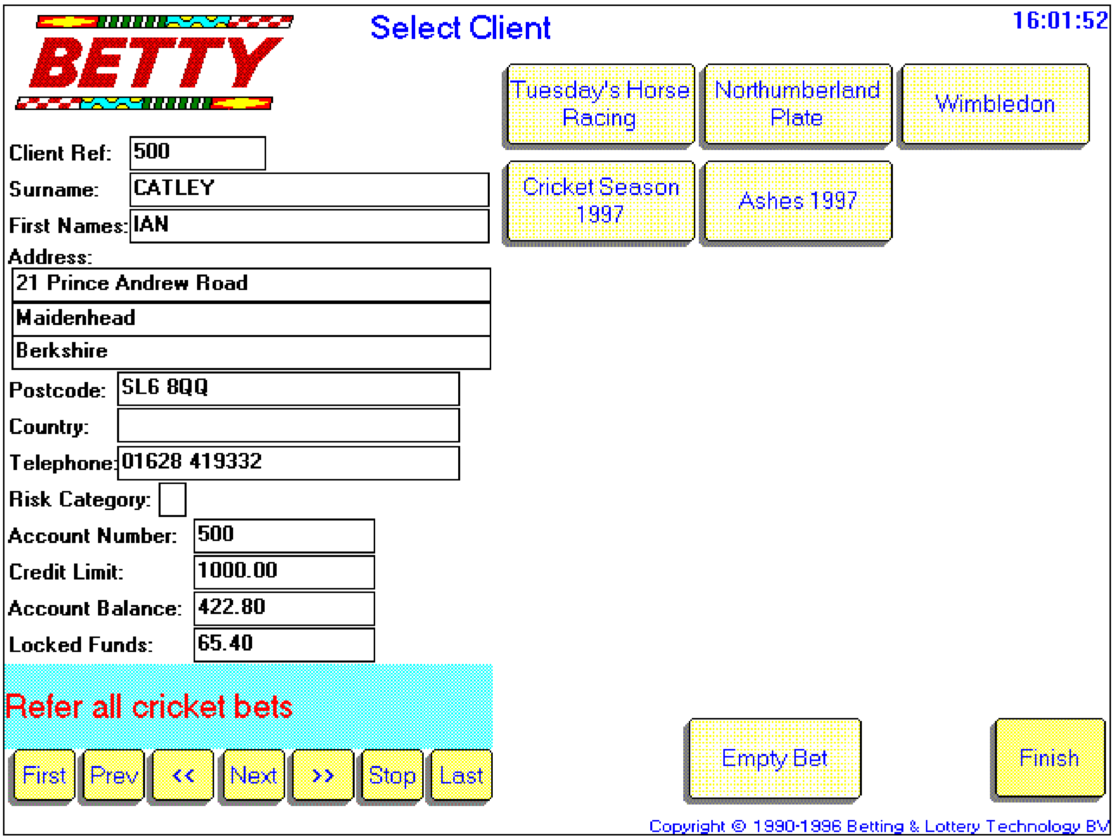
Client Summary & Memo Box

When a client reference is entered the Client Summary displays in the top left corner of the display. This shows Net Stakes and Payouts since the account was opened and the average stake/payout per bet and is intended to be an aid to spot unusual betting patterns before a bet is confirmed and authorised.

Caution: if the stake requested on the bet now being placed is significantly different from a normal bet, e.g. if the average stake is £10-20 and the client now wants £100-200, then the details should be referred to the supervisor.

In the bottom left the Memo Box displays messages for the operator, relevant to the client's account.

Caution: trading messages entered by your management, are intended as warnings or prompts for your information only, you must **never** read it out loud to the customer himself!



How To Place A Bet

Keyboard alternatives to clicking the mouse are described in italics.

From the main menu use the mouse to select "Accept Credit Wager", when the Select Client box appears key in your telephone customer's account number and select enter.

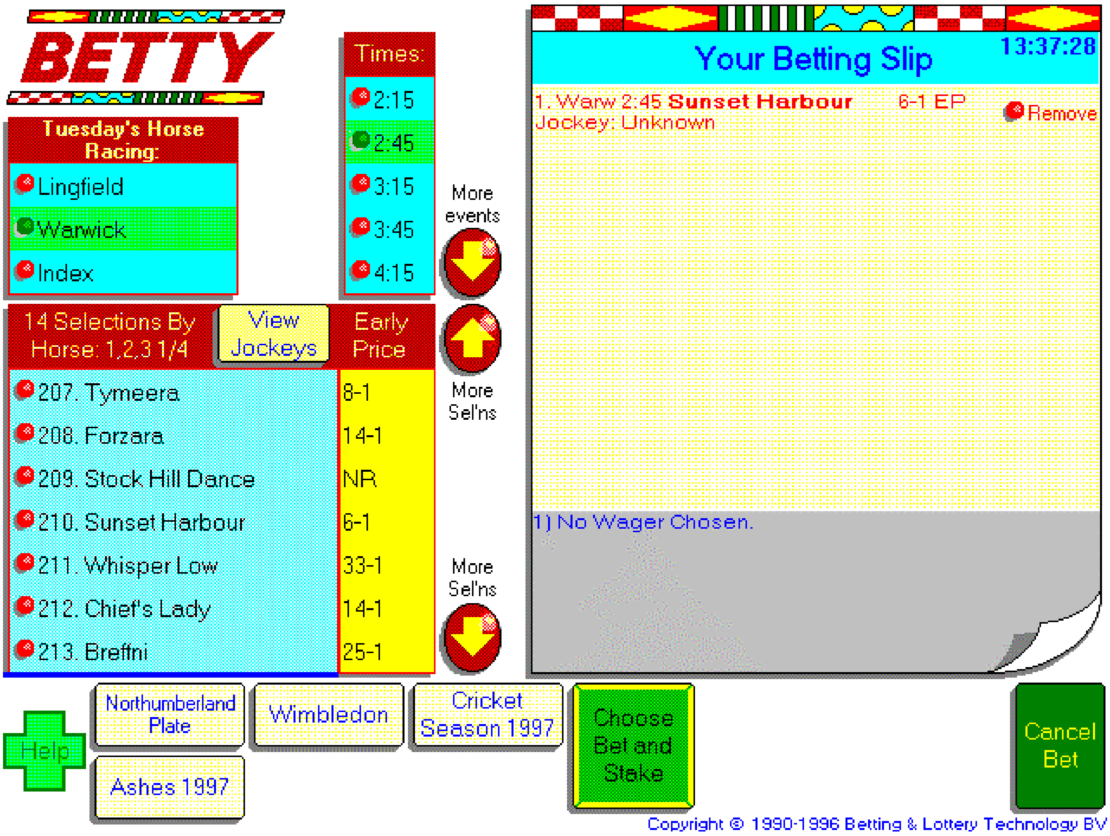
1. Choosing the Event Type

First select the activity or event type that your caller wishes to bet on by clicking the appropriate listed event group box, e.g. "Tuesday's Horse Racing".

The system will automatically take you to the 1st/next timed event due to go off

2. Choosing Your Selection(s)

Choose a selection by clicking on the name listed at the bottom left-hand corner of the display. The selection appears on the electronic betting slip on the right-hand side of the display. *Use the index.*



3. Using the Index

Choose 'Index' from the list of event groups (meetings) at the top left of the display. ('Index' is always the last item in the list.) *Press the tab key at the left-hand edge of the keyboard.*

Click the appropriate button for the part of the alphabet that contains the selection's name, then use the arrows to find the selection.

Type the first few characters of the selection's name. Use the arrow keys to highlight it, if necessary. Press Enter to add the highlighted selection to the betting slip.

Click the name you want, to add it to the betting slip.

Tip: **Picklist -** if you have entered many selections on combinations of bets and then you need to add further bets, there is no need to re-enter all the same selections again. Click in the space between the selection list and the slip and the selection list offers a Picklist of all the selections input on this client's bets so far, you can then continue making selections from this much reduced list of runners, e.g. this is particular useful on entering multiple bets with selections that have already been used.

4. Correcting Mistakes

If you make a mistake, simply remove the selection by touching the "Remove" button on the electronic betting slip.

On the keyboard, press the delete key to remove the last selection.

5. Taking the Price

If there is a show of betting or Early Prices, you can take the price, by clicking the price to the right of the name of the selection, instead of touching the name itself. Clicking the name defaults to SP. T*o take the price, press the + key (just above the Enter key) instead of the Enter key.*

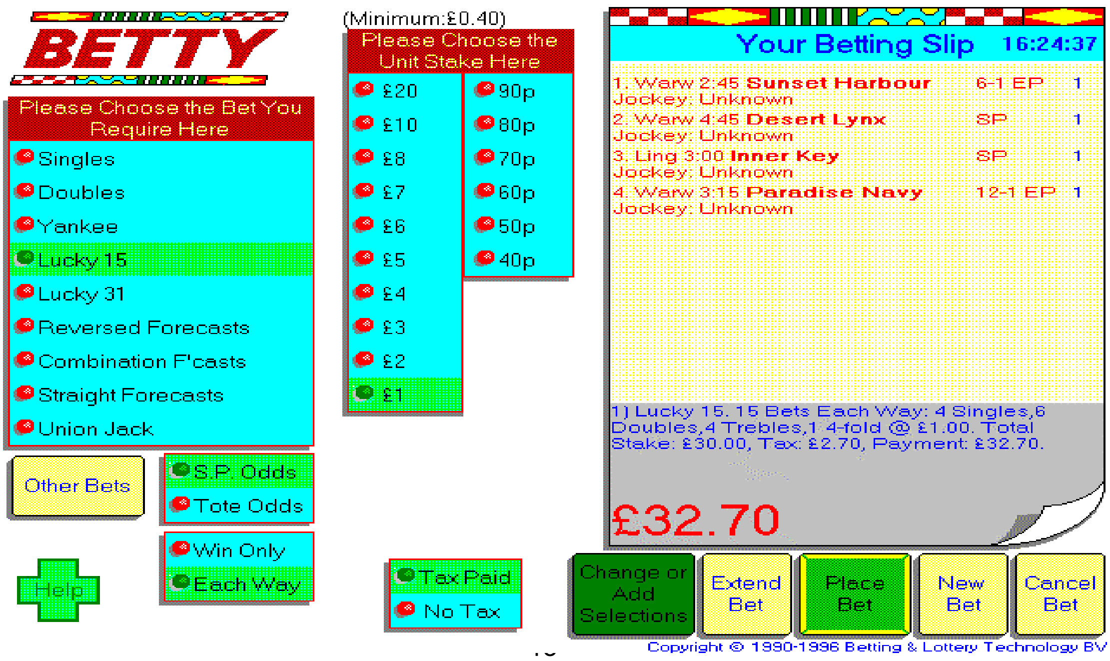
Tip: **First Show –** a configurable option (not necessarily adopted by all bookmakers) allows you to give a customer First Show as a price option. When entering the bet left click on the selection gives you Starting Price (SP) right click on the selection gives you First Show (FS). The bet will then be settled at the price transmitted in the first show from the course as transmitted by SIS.

The selection and the price appear on the betting slip. Forecast prices are estimates, you will not be able to select them.

Caution: **Early Price Alert -** if details of a non-runner in an Early Price race are received, the odds displayed flash to alert the Operator that a new market will be formed shortly and there may be a Rule 4 applied to the currently displayed prices. The odds will stop flashing when a price update is made.

6. Choosing the Bet and Stake

When you have chosen at least one selection, a green button labelled "Choose Bet and Stake" appears at the bottom of the display. Touch this, and you will see lists of bet types and easily selected stake unit denominations.



There are five choices to be made on this display:

- **Bet type**, for example "Single", "Yankee", "Straight Forecast"
  The table below lists keyboard short cuts for many popular bets.
- **Unit stake**, for example £1. On a Yankee, which is 11 bets, the **total** stake will be £11.
  On the keyboard, type the unit stake - like using a till - and press Enter..
- **Win** or **Each Way** or Place Only – on the Betting Slip the place terms that apply to the event are displayed over the price column.

  There are also keyboard short cuts - "W" or "E" - for these options.
- **S.P.** or **Tote odds**, where available.

As you select bet types, detailed information about the number of required selections and the number of bets appears on the betting slip.

The total stake is also displayed at the foot of the betting slip.

At the bottom of the display, up to five buttons appear, labelled "Change or add selection", "Extend bet", "New bet", "Place bet" and "Cancel bet".

7. Placing The Bet

The "Place Bet" button appears only when a valid bet has been entered. For example, for a Yankee bet, you need four selections in different events.

🕓 ***Tip:*** if the green "Place Bet" button does not appear check the number of selections first, then check the race times, correct the error and the button will appear.

If you are happy with the bet shown on the electronic betting slip, touch the "Place bet" button. *On the keyboard, press F 12.*

The customer's account details, including name, account number, current balance and available credit, are all displayed along with the full bet and the total stake required for calling back the details to the customer. If any of the details need changing there is a range of options displayed to amend the necessary part of the bet.

To ensure any important messages in the Memo box are not forgotten at bet acceptance , the Memo box appears again in the top left-hand of the confirmation screen.

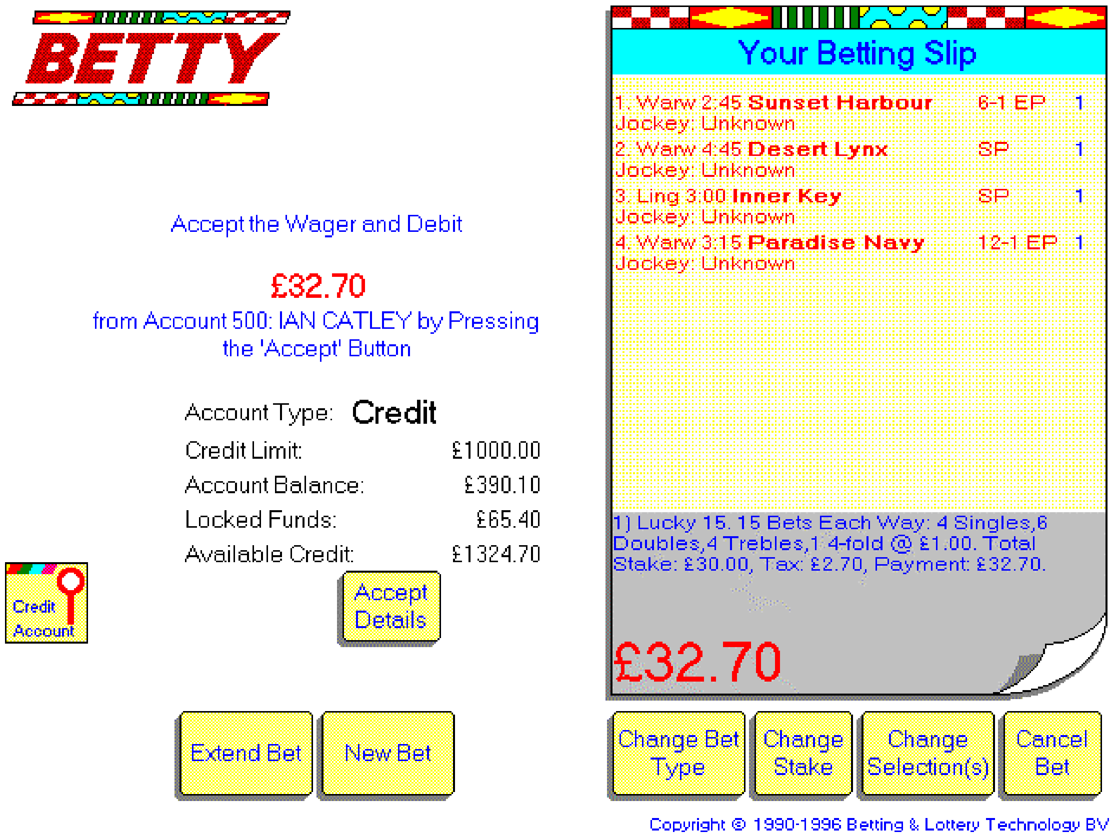
The default Stream for the customer is displayed in green, click for the drop-down box and select an alternative if appropriate, e.g. a UK Telephone customer places a bet on-course, choose UK On-Course.

If there are payment alternatives for a client's account credit, deposit and debit/credit card icons are displayed on the screen. Select the preferred method of payment and the screen will prompt with the appropriate details, e.g. bank card account number, etc.

The tax rate ladder allows the option of applying different tax rates to the client's bets. (In the UK this becomes redundant in October 2001)

Provided the customer has agreed the details, confirm the bet by clicking "Accept Details" button. . *On the keyboard, press F 12.*

🕓 ***Tip:*** never "Accept Details" until the customer is satisfied. It is time consuming and embarrassing to have to void the bet and start again!



When a debit card payment authorisation request is required, messages are displayed in red; "Connecting", "Authorised", "Referral", etc. to inform you of progress.

8. Choosing the Bet Type First

Sometimes it's easier to choose the bet type first. For a Lucky 15, press "Choose Bet And Stake", select 'Lucky 15' and a unit stake. Then press "Choose Selections", as you add each selection to the bet, the race involved disappears. When you have made your four selections, the final display appears, allowing you to confirm the bet.

On the keyboard, press F 8

9. Extending The Bet

To add more selections to the bet, touch "Extend Bet." This will take you back to the race of your first selection. This is a valuable time-saver. You can add another selection, for example to make a single win bet *and* a straight or reversed forecast with the second selection. Alternatively, you can add selections from other races to make up multiple bets.

On the keyboard, press F 11

10. Adding Another Bet to the Same Betting Slip

Using the "New Bet" button, you can keep the bet details already entered, and add more bets to the same slip. You can see each bet by touching the "Next Bet" button on the betting slip.

On the keyboard, press F 10

11. Cancelling the Whole Bet

The "Cancel Bet" button deletes the whole transaction and lets you start again from the beginning.

On the keyboard, press "escape"

Note: if you have used 'New Bet', pressing 'Cancel' deletes one slip at a time.

12. Taking an 'Empty Bet'

To take a bet on an event, not yet set up on the system, requires the acceptance of an Empty bet. This is useful to keep the call time to a minimum without compromising credit control or customer service.

When the customer's account number has been entered, the available events display on the right hand half of the screen. If the event required is not there or, at least not obviously there, select "Empty Bet" at the bottom of the screen.

On the keyboard, press F 4

Take down the customer's bet details on a hand-written betting slip ensuring that the account number and name are clearly marked with the details. Select the Empty Bet Type from the list of shortcut keys below, and enter the total amount staked. Select "Place Bet", read back the details and then "Accept Details". The correct amount of stake money will be debited to the account and the current balance updated.

Later, but before the first event on the slip starts, enter the bet details using "Edit an Empty Bet" as described below.

Tip: on taking an "Empty Bet" always "View Wager" immediately afterwards. Find the bet, it should be the latest bet and displayed for you, write the bet number on the slip with the other details, then if it is some time before the details are edited on to the "Empty Bet", you will be sure which bet you must edit.

Keyboard Short Cuts for Taking Bets

Bet Types

C	**C**ombination Forecasts
D	**D**oubles
F	Straight **F**orecast
I	Tr**I**casts
J	Lucky 31
L	**L**ucky 15
P	**P**lacepot
R	**R**eversed Forecasts
S	**S**ingles
U	**U**nion Jack
Y	**Y**ankee

Empty Bet Types

G	**G**reyhound Bet
H	**H**orseracing Bet
K	Football **C**oupon (!)
M	**M**idweek Football

- **O**ther Event

V	**V**arious Event
Z	Special Event

Other Bet Attributes

E	**E**ach Way
W	**W**in Only
N	**N**o Tax
T	**T**ax Paid

Function Keys

F1	Accept Credit Wager
F3	View Wager
F4	Accept Empty Bet
F5	Update Event
F6	Show Liabilities
F7	View or Edit Events
F8	Choose Bet & Stakes
F9	Choose Selections
F10	New Bet
F11	Extend Bet
F12	Place Bet

Standard Bet Type Library

The following bet types are part of our standard library. Other bet types are available - please enquire.

SP Bet Types

- A.T.C./If Cash Singles
- Accumulator
- Banko
- Canadian
- Comb. Forecast Double
- Combination Forecasts
- Combination Tricasts
- Comedy
- Double Stakes About
- Doubles
- Doubles + Trebles
- Dundee Shuffle
- Fido
- Fivespot
- Flag
- Forecast Double
- Forecast Patent
- Forecast Trebles
- Full Block Accumulator
- Goliath
- Gyroscope
- Heinz
- Individual Multiples - all types of Accumulator selectable
- Lucky 15
- Lucky 31
- Lucky 63
- Magnificent 7
- Mix
- Multi
- Patent or Twist
- Pluto
- Pontoon or Black Jack
- Rev Forecast Patent
- Rev. Forecast Double
- Rev. Forecast Treble
- Reversed Forecast
- Round Robin or Split
- Round The Clock
- Roundabout
- Rounder
- Single Lap or Waterfall
- Single Stakes About
- Singles
- Singles + Doubles
- Sitter
- Stop at a Winner
- Straight Forecasts
- Super Heinz
- Super Yankee
- Trebles
- Tricast Doubles
- Tricasts
- Trixie
- Union Jack
- Union Jack Patent
- Up and Down
- Yankee
- Yap

Bets can be Win Only, Each Way or Each Way All Each Way.

Tote Bet Types

- Exactors
- Jackpot
- Place Pot
- Singles
- Trio

Tote bets can also be Place Only.

Other bet types can be added to meet local requirements.

Each shop's system is configured to put the most popular bets at the top of the list.

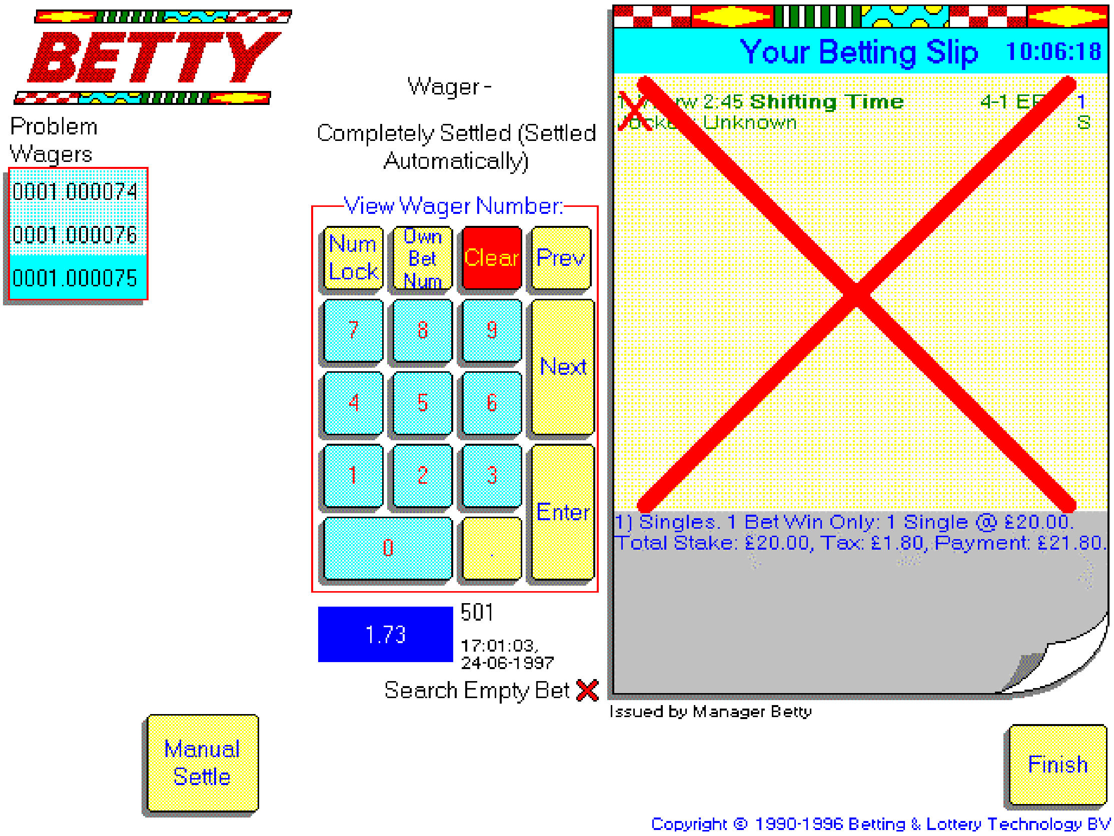
Viewing and Editing Wagers

Select "View Wagers", the last bet taken is displayed automatically. This is very useful if you think you may have made a mistake and want to check the details.

On the keyboard, press F3

Displaying A Particular Bet

Using the keypad, tap in a bet number and press Enter.



The bet number is "73". To view an alternative, key the bet number and Enter or use the "Prev" and "Next" buttons on the right of the keypad. Off Slips are in green and give the date, time and whether the Off was manually triggered or automatically from the SIS signal.

📖 ***Note:*** if you have trouble keying in the number on the keyboard, make sure that the 'Num Lock' light is on, or switch it on by pressing the 'Num Lock' key near the top right of the keyboard.

Above the keypad is a message showing the bet's status, e.g. "Not Settled Yet", other conditions are "Completely Settled (Settled Automatically)" and "Already Paid Out (Settled Automatically)".

🕓 ***Tip:*** In the bottom left corner is the potential settled value if the bet wins. The calculation is based on the fixed price shown on the betting slip, or if no price was taken, then Current, Forecast, Early or Board prices will be used to compute the return but only as a guide.

The slip itself is marked up with the results, if any. Winning or placed selections are marked up with blue numbers - 1 for a winner, 2 for a second and so on. Losing selections are marked with a red X. Archived selections have a red A, but you can still see the amount to pay out, if any.

You can move through the slips one at a time by pressing the "-" key in the top right-hand corner of the keyboard to go back, and the green "Price" key to go forwards.

Manual Settling

If your configuration allows it, you can manually settle a bet if it has not already been paid out. To do this, touch the "Manual Settle" button, enter the amount and press Enter or "Finish Manual Settling".

On the keyboard, press "insert"

Paying Out A Settled Bet

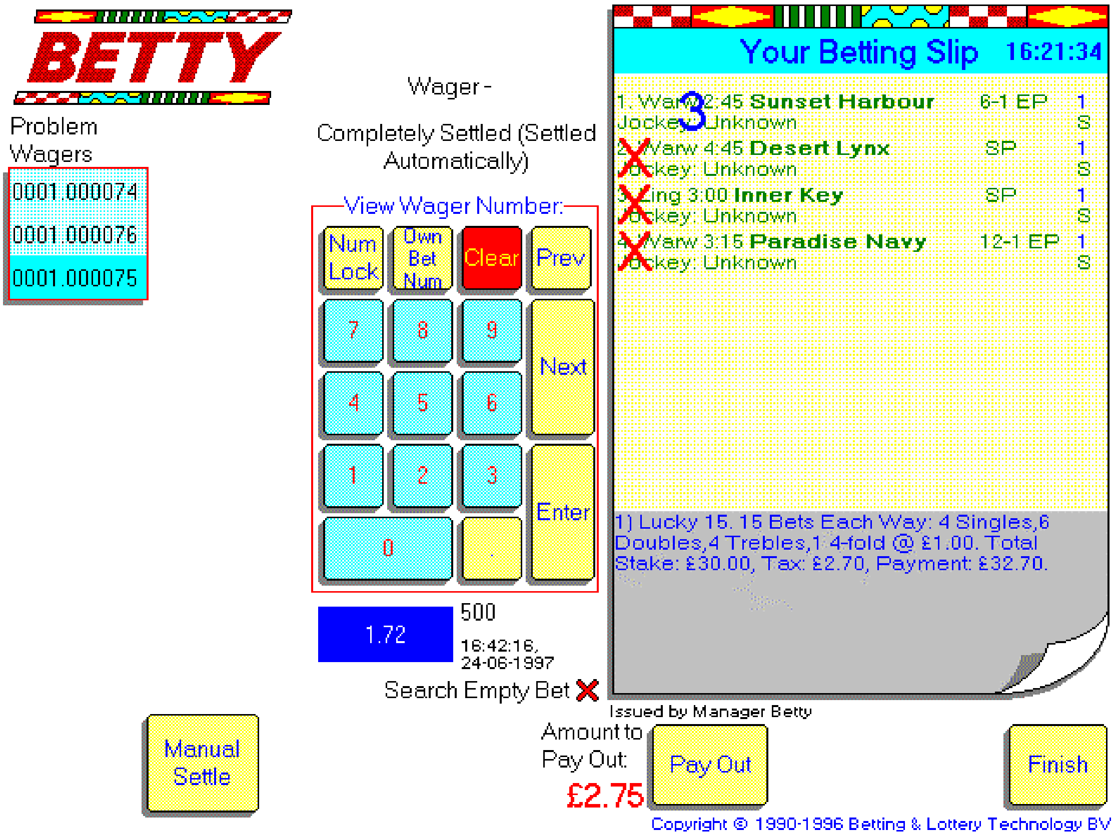
📖 ***Note:*** A bet that has been settled does not automatically update the customer's account balance until it has been paid out. This avoids any awkward errors being transferred on to the account details.

There are two methods of paying out the transaction so that the balance updates with the correct credited amount, "Batch Wager Pay Outs" (see section below) or payout of an individual bet.

At the foot of the View Wager display, the amount to pay out is shown. Confirm the amount by sense checking the settlement, if you have any doubts about the amount or the size of the payout, seek advice from your supervisor, only when you are satisfied click the "Pay Out" button.

🕓 ***Tip:*** if the amount seems too much, check the top of the slip, if it says "Slip 1 of 2" check the settlement on the other bet in this wager by clicking on the box marked "View Next Bet".

There is also a "Pay Out" button on the keyboard," Home Key"



The slip is marked as "Paid Out" with the amount, in bold red text right across the lower section of the betting slip being displayed. At this point the customer account balance has been updated, the bet is electronically flagged as paid so that it cannot be paid again and the bet cannot be resettled.

Voiding A Bet

If you make a mistake in placing a bet, you can *void* the bet by clicking on the "Void Wager" button *or selecting the "delete key" on the keyboard*. In View Wager the word Void will be clearly displayed in the middle of the displayed betting slip.

This facility is not available after an event has started.

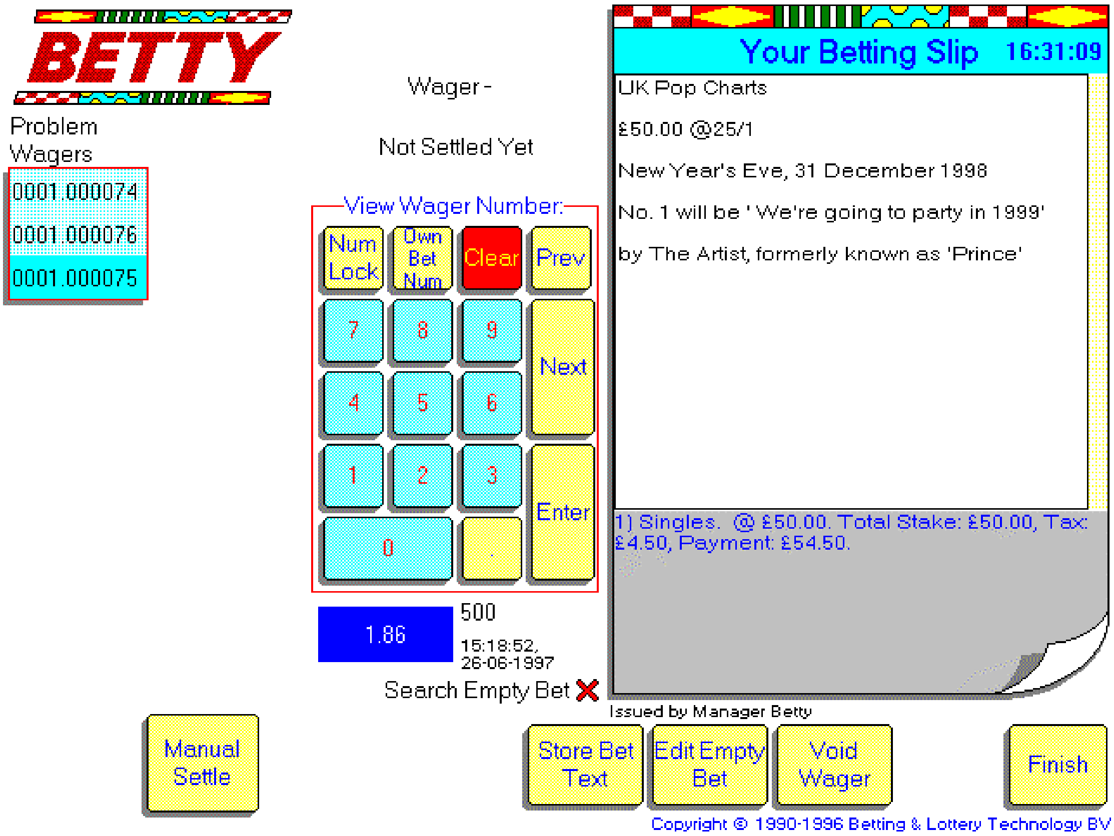
Editing an Empty Bet

Select the bet number as above. First ensure that the bet number on the written slip agrees with the bet number displayed on the screen, the total stakes match and the instructions on the slip are clear.

🕓 ***Tip:*** If you have several bets for the same event, rather than entering text for each one, create the event and edit the Empty Bet, any more bets on this event can then be entered directly.

To enter the details of previously accepted empty bet select either "Edit Empty Bet" if the event already exists or has been set up since the bet was accepted, or "Empty Bet Text" if the event does not exist and there is no intention of setting up the event. (See Unedited Wagers below)

Under "Edit Empty Bet" you can enter the bet in just the same way as placing a new bet. The system will settle these bets automatically. Be sure to edit all the empty bets before the start of the first event on the slip. **You cannot do this once the races/events have started.**



In "Empty Bet Text", you have the option to type all the details of the bet in free format text. These bets will have to be manually settled and possibly many months after the bet was struck, so it is essential that all the necessary information on the event, selection, stake and price are clearly set out. When the details are complete select "Store Bet Text".

At anytime you need to find Empty Bets for settlement or accounting purposes, change the cross next to "Search Empty Bet" and click either "Next" or "Prev".

Problem Wagers

If the potential settled value of a wager exceeds any one of three pre-determined thresholds, an audible bleep provides a warning, the bet number temporarily appears in the bottom left of all other screens and in "View Wager" the bet number appears in a ladder under the heading "Problem Wagers".

Clicking on the bet number: displays the bet and greys out the number leaving other unseen Problem Wagers highlighted.

When viewed it is possible to delete the bet from the list by clicking on "Remove".

Note: after the settlement of each event, wagers with winning selections will be added to the Problem Wagers list, if they exceed one of the thresholds. Do not be surprised if you remove a bet number from the list, only for it to reappear again with the result of the next event.

Tip: the supervisor should regularly check the Problem Wagers without waiting for a warning. In a busy race room you may not always hear the alert, and remember you are managing the machine not the other way around!

Caution: the thresholds are deliberately set low, resulting in many warnings of small stakes, big odds bets, they can be changed but it is always better to know and not receive a nasty surprise!

Unedited Wagers

A second ladder of bet numbers will appear parallel to Problem Wagers and includes any wagers accepted as Empty Bets that have not been edited with stakes selections and prices.

Tip: at the end of each day check the Unedited Wagers list, if these bets are not edited today then the operator will not remember the details tomorrow.

Creating Events

All events are grouped into files. Within each file is a list of event groups, for each group there are events, and for each event there are selections available for betting.

Creating new event files

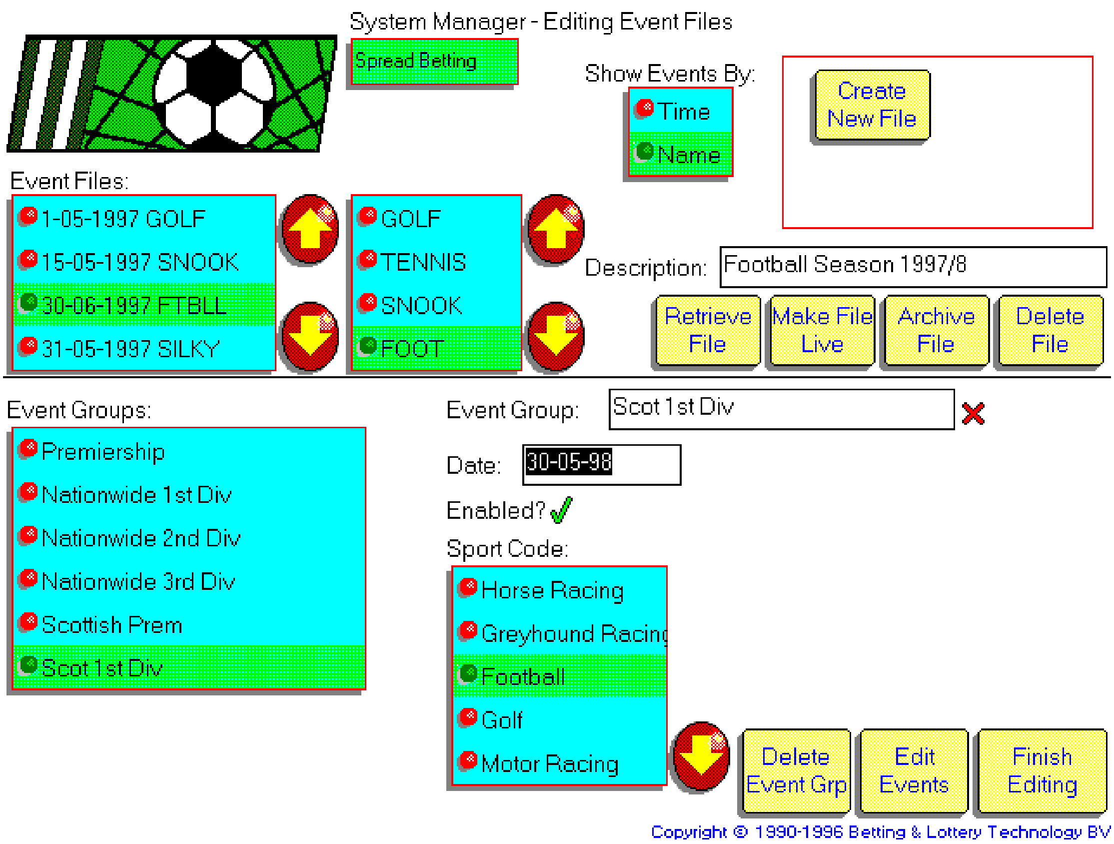
From the main menu, select "View or Edit Events". A message displays 'Do You Only Want to View Events? Select Yes While Data Feed is Creating Events', the Yes and No buttons are available. If the SIS link supplies data to the system then select "Yes" during periods of heavy data traffic, for example during the morning transmissions. The rest of the time or when you actually need to create events select "No".

The 'Editing Event Files' display appears. Click on "Create New File." Using the keyboard, type in today's date, for example "30-06.01" and press Enter. Click on the file name box and type in the name (5 characters only) of the new file, for example "FTBLL" and press Enter. The new file appears in the event file box on the left-hand side of the display, highlighted in green.

Type in a description for the event file and a clear indication of the type of event or sport, e.g. Football Season 2001/02, and press Enter. Choose a picture from the list just to the right of the list of events. Do *not* click any of the buttons below the description box yet. Change the setting 'Show Events By' from 'Time' to 'Name'.

Editing Event Groups

The cursor has moved to the event group box. This might be a race, location or a specific competition. Type a description for the event group, e.g. Premiership etc., and press Enter. Use a suitable date, choose a sport code for later analysis and press Enter.



The event group appears in the list on the left. Repeat this for all the event groups.

Note: The red 'X' at the right of the description box is a standard feature throughout the system. If you make a mistake in one of the descriptions, the system will not let you edit it *unless* you first click on the red '×' to change it to a green '✓'.

Near the bottom of the display, select a "sport code", this automatically applies default selections e.g. for Greyhound Racing, the forecast odds automatically default to B.A.G.S, for a horseracing file the default is C.S.F.

Creating Events

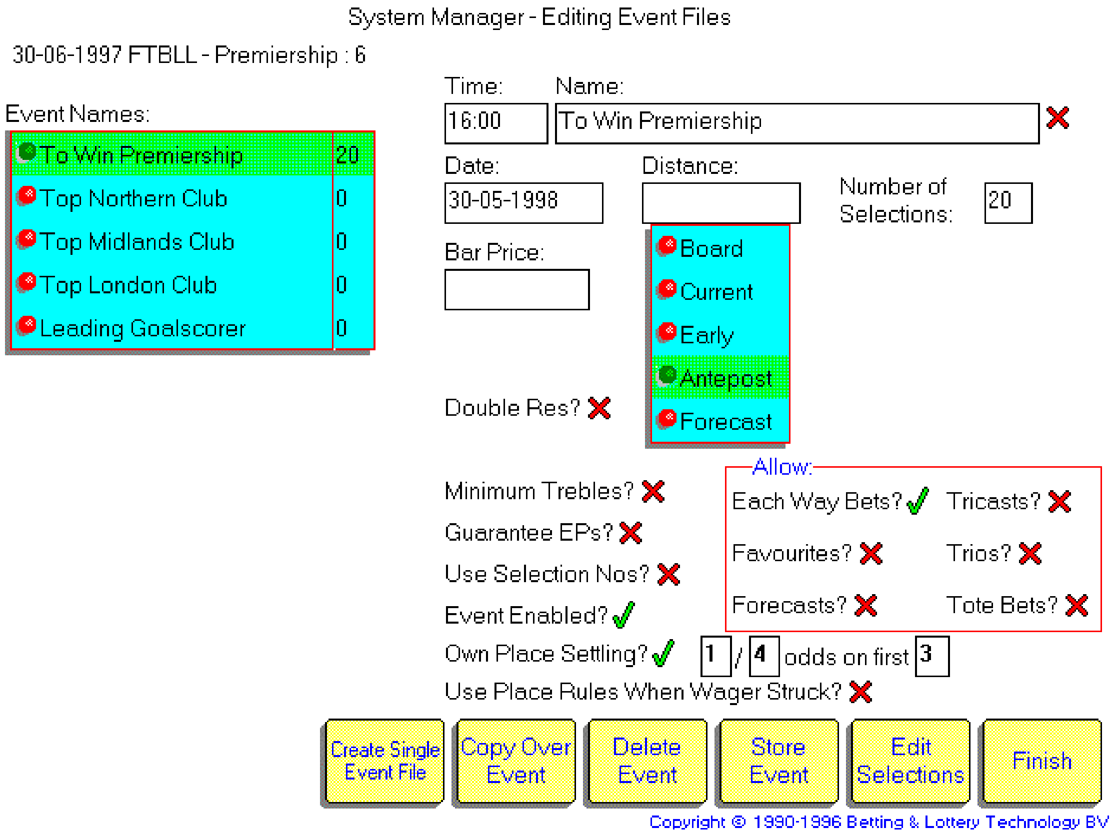
Click on one of the event groups to select it, and click the button labelled 'Edit Events'. A new display appears with the event group details shown at the top.

Type a description of the first event in the group, e.g. "To Win the Premiership". Press Enter.

Tip: if the event is a horse or greyhound race, remember to include the race time in the 12-hour format, e.g. 2.40 Warwick.

Type the time in 24-hour format, e.g. 16:00, and the date when the event is to be automatically closed. The distance is optional.

Tip: Entering the number of selections in the event, speeds up entry and the maximum selections is 337, this covers all sporting eventualities like golf tournaments and ante-post greyhound events.



Tip: The event will be automatically 'Off' at this time on this date. If you intend betting in running e.g. the Premiership, make this time and date the end of the event. If you are not sure, find out for certain, as a last resort make the event date well after the event to allow maximum flexibility.

Caution: be sure to type the correct date and time. Once an event is automatically closed, it will be unavailable for further betting.

The bar price is optional, prices can be edited later if required.

Various options are also displayed as you complete these procedures. You can change these options by clicking on the "tick" or "cross".

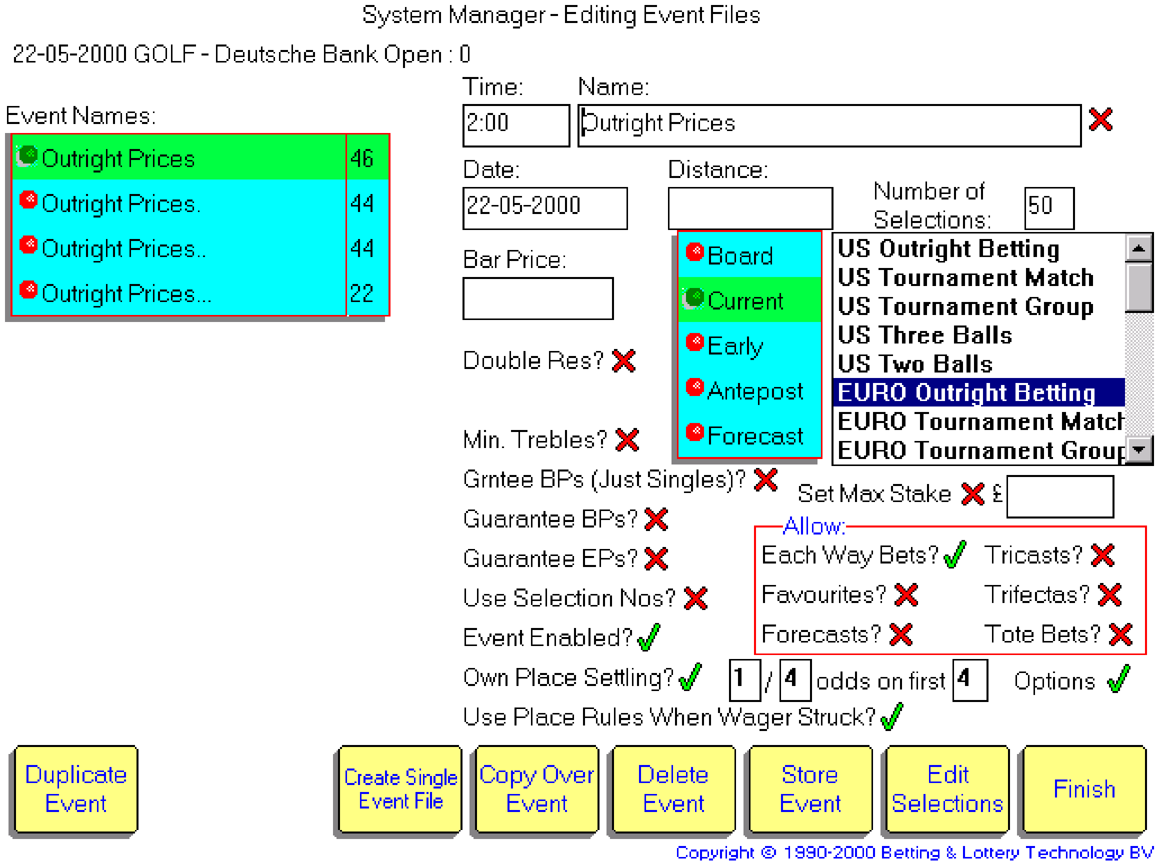
The options are:

Event Enabled	Allow Favourites
Minimum Trebles	Allow Forecasts
Guarantee EP's	Allow Tricasts
Use Selection Numbers	Allow Trios
Own Place Settling	Allow Tote Bets
Allow EW Bets	

The name or time for this event or race appears in the top left-hand corner. Now go on to enter the names and times of the other events in the same way.

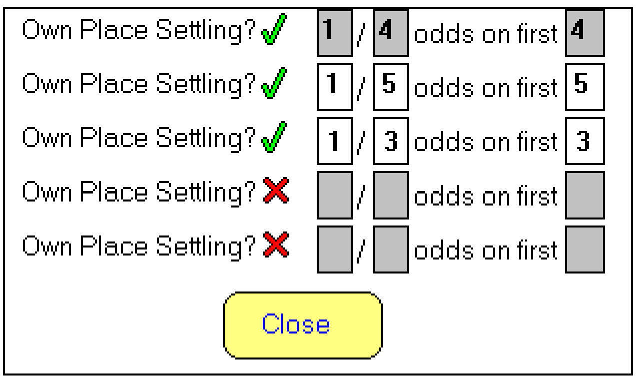
Place Term Parameters

You can select various place terms for events such as Golf by selecting the 'Options' button in 'Edit Events' to allow bets to be taken using a range of place terms

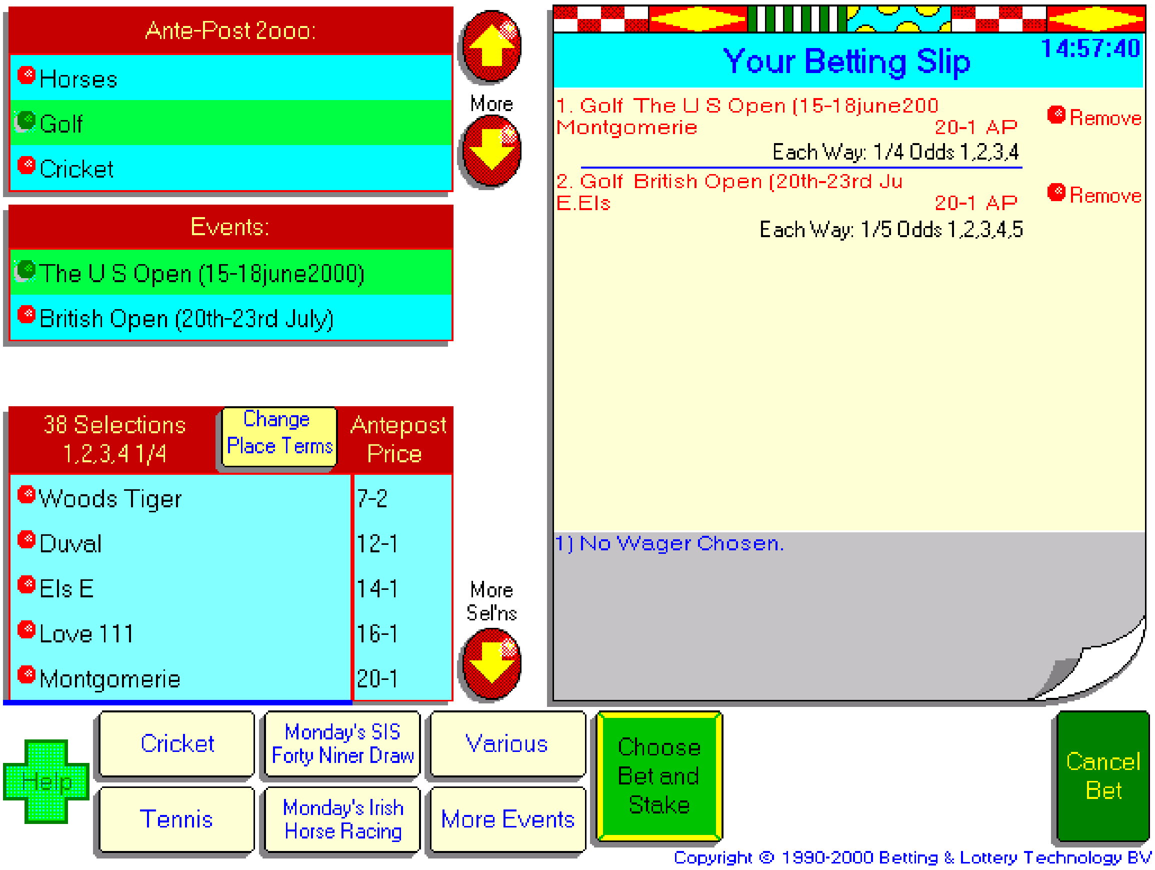


NB: The above image includes sport sub codes, this may not be configured on your system.

On clicking the word 'Options', a 'pop-up' window will be displayed to give the administrator the option to offer a range of place terms:



The objective is to allow customers an option of choosing their own place terms when betting 'Each Way' in an event. A common use of this would be in a golf event where customers are allowed a choice of ¼ odds 1,2,3,4 or 1/5 odds 1,2,3,4,5.
You do not need to build a separate file to offer these terms



Editing Selections

Click on the first event. Select "Edit Selections" and entering the details of each selection or runner in the event or race. Entry of the price is optional at this stage as it can be added later, for example type "3.1" for 3-1 and press Enter. For Bar price, type "BAR".

Tip: enter the prices at this stage because if you forget to put them in later, the first time a bet is entered the prices will all be blank and then entering prices is a race against time.

The selection appears on the left-hand side of the display. Repeat this procedure until you have entered all of the selections, the screen automatically returns to the "Edit Event" screen. Repeat these steps for all of the events or races.

Various options are also displayed as you complete these procedures. You can change these options by clicking on the "tick" or "cross".

The options are:

No Offers	Withdrawn
Runner	Guarantee Early Price
Non-Runner	

When you have completed all of the events in the event file, choose "Finish Editing". This will return to the initial "Edit Events" screen. Select the new file, click on "Make File Live" and these events are now available for betting.

Importing Selections

Using "notepad" type the names of golfers, how you would like them to appear when a wager is struck against them for example:
Tiger Woods
Colin Montgomerie
Nick Faldo
Etc
Etc
Etc
Save this file to the events directory naming it Golfers.txt.
Follow instructions for creating a file, when you get to the point of editing the selections, select the option that say's "import selections", a box has now appeared on the screen asking you for the name of the file that you wish to import, type in golfers and select continue, your list of golfers should now appear on the left of the screen, this process can be repeated if necessary for example if you create separate files for the American and European golfers. If a particular selections is not playing in an event, they can be deleted from the list by selecting "delete selection" NB: Deleting selections should only be done before the file is made live!

📖 ***Note:*** until you re-configure the other terminals this newly created event will only appear on the manager terminal, see "Configure System".

Editing Existing Event Files

Until the file is made live you can edit existing files in exactly the same way as described above.

Caution: you cannot edit a live file. If the file has been made live, then it must be copied first, then edited, made live and the old file archived. See "Copying an Existing File

Lottery Event

To the left of this box is another, offering "Standard", "Lottery" or "Single Event". Lottery is used to build a numbers game.

The variety of numbers games available makes it extremely important to accurately create the game: with the correct number of balls; the type of game with 6 or 7 ball defaults; to name the game so that the operator can easily distinguish between them. For example the daily 49's draw, the Irish Lotteries' Lucky Numbers and where legalised the UK's National Lottery Draw.

When the details are correct select "Store Event", the option to "Build Lottery Event" can then be selected. The overlay box displays the options, by clicking the relevant choice, your own pre-programmed default prizes for the 6 and 7 ball defaults are accepted. These can be overwritten for a particular game by changing the individual values.

The system then creates the game with the requisite numbers.

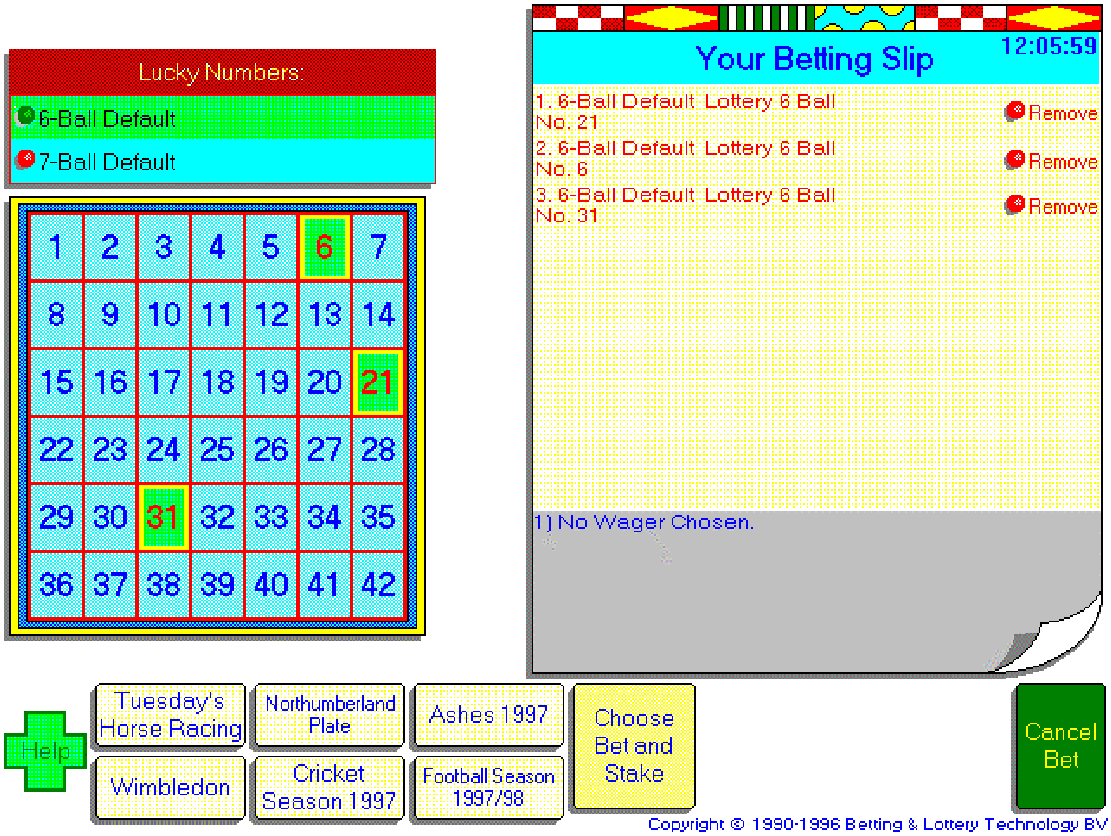
Tip: You can create more than one lottery event at a time for example if you wanted to create the draws for the week, create Wednesday's 6 & 7 ball draws, select the 1st event and select duplicate event at the bottom of the screen, simply re-name to Sat's 6 ball draw, repeat for the 7 ball draw.

Placing a Lottery Bet

The lottery game appears in the list of available betting events like any other and the bet range is available as allowed by the rules.

Simply click the selected numbers and they appear in the betting slip like any other type of event.

Tip: be consistent with naming the game and differentiating the 6 and 7 ball games. It is very easy for an operator to put a lottery bet on the wrong game as they all look the same when making selections.



Result Entry

Special consideration must be given to entering of lottery results. In the 6 ball event there are 5 winners and no places. So make each position dead heat first by changing the red cross to a green tick in every position, the label changes from 1^{st}, 2^{nd}, etc., to 1=, 1=, in each position. Once this is done enter the remaining details as for any manual result.

Note: the settler settles all winning selections as dead heaters but with full stake to full odds.

Single Event

Creating a Single Event File is extremely useful if customer attention is focussed on a particularly significant event such as the Grand National.

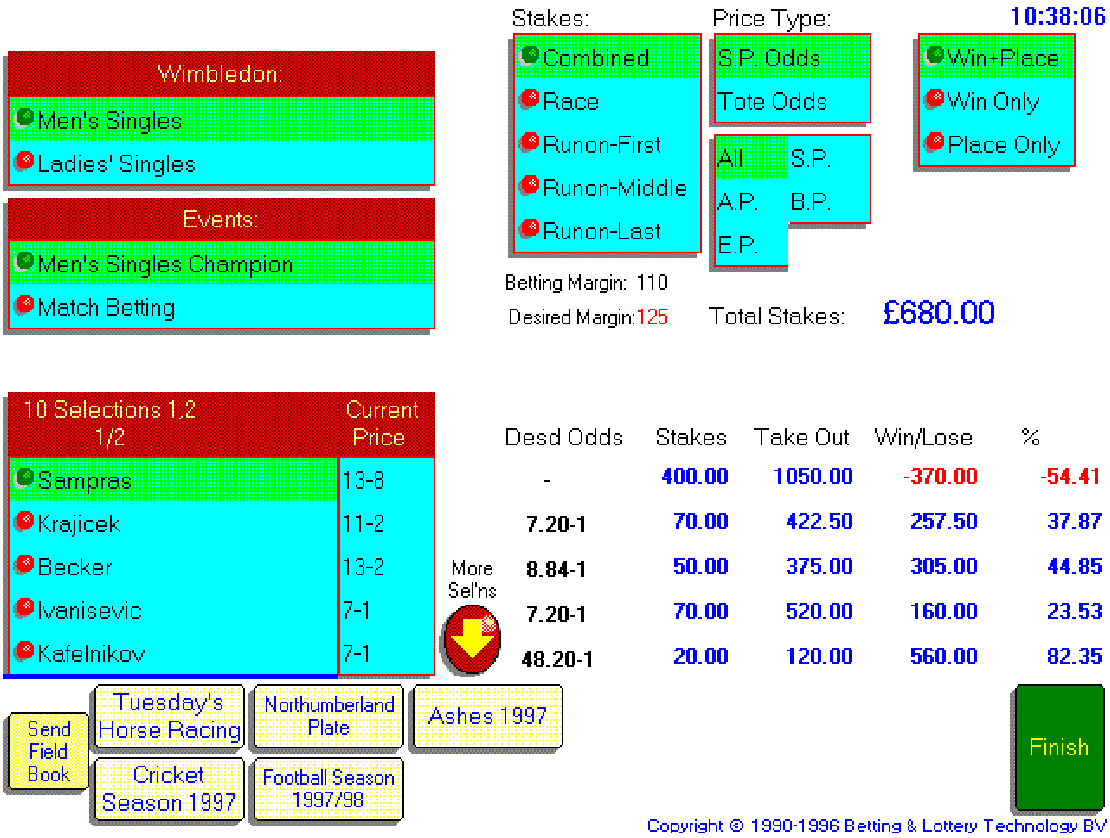
Select "View or Edit Events", choose the meeting or event group and then the race or event. The left hand most option box is labelled "Create Single Event", click on this, give the file a suitable date and name. Finish editing back to the initial list, select your newly created file and make the event live.

During bet entry this event can be selected directly from the main list without having to single out the event from the meeting or accessing the runners from the Index.

Liabilities and The Field Book

All bets (excluding forecasts) placed on the system will automatically be included in the "Show Liabilities" display on the Manager terminal.

From the main menu, use the mouse to select "Show Liabilities." The first timed race or the next race is displayed. You can choose another event file using the buttons in the bottom left-hand corner of the display. You can change to other event groups and other events in the normal way.



Stream's Liabilities

The default liability display is the "Combined" fieldbook. To view individual Stream's liabilities, click on Combined in the top centre of the screen and the alternative Streams are listed and can be selected individually.

Fieldbook Selection

At the top of the display, to the right, you can choose how the liabilities are calculated. "Combined", for all monies staked on this event including 'running-on' money. "Race", for monies staked on this event alone. For more effective viewing of multiple liabilities check either "Run-On First" for the first event in multiple bets, or "Run-On Middle" for events which are neither first nor last in multiple bets, or "Run-On Last" for the final events in multiple bets. Click on these with the mouse to see the different liabilities.

There also further choices for "Win+Place", "Win Only" and "Place Only", click on the one you require.

Caution: these parameters should be used with care, an experienced trader can use this as a valuable tool but until familiar with betting patterns do not rely on one calculation, as it can produce a distorted picture of the stakes generated by running-up money.

Liability by Price Type

"Price Type" allows you display liabilities for a specific price type used in calculations, e.g. Starting Price, Early Prices, Ante Post, etc.

Tip: Viewing the EP liabilities around lunchtime will provide useful information about the quality and accuracy of the morning prices available.

Fieldbook Display

Below these boxes is a summary for the event. This includes actual and desired betting margins and total stakes placed on the event so far.

To the right of the selections is the "field book". This contains, for each selection, the calculated desired odds, the total stakes placed, the take out and win/lose in money and percentage.

These figures automatically update. You have perfect information of every transaction and the complete, current betting picture.

Note: It is possible to take a snap-shot of the fieldbook, saving the details for later analysis by clicking "Mark for Printing". The fieldbook can then be printed from the system Reports. (see Section X on Fieldbook Print)

View All Bets on a Selection

To view all the bets placed on a specific selection, choose the event and then right click on the name of the selection. The screen is replaced by "Bets on <selection>: Current Price <odds>" and all bets in liability order are displayed, with continuation screens if required.

Purple Prices

To help you give even better value for money to your customers, the system enables you to enter 'purple prices'.

For example, during the morning period, the Early prices being offered do not reflect the wait of money, so you can temporarily offer better odds to encourage your customers to place bets on a less popular alternative selection. From the main menu, select "Show Liabilities." For example, if horse C - the third selection in the race - is 5-1 and you have a lot of money on horse A at 3-1, you might want to offer horse C at 13-2.

You do this by entering the price and the selection number and tapping the slash key before enter at the top of the keypad. So you type "13", then the decimal point "·", then "2", then "+", then "3" for the selection, then slash "/", then Enter.

The price changes and it is also highlighted in purple, the operator must be aware that this is a special price and "sell" it to the customers.

Hedging

There is a facility to create trade bookmakers accounts, place bets against those accounts, update the liabilities, settle and payout with output details to the business reports.

The bookmaker's trade account is set up in the normal way with the usual reference number, e.g. 9999. When placing a hedged bet with the bookmaker, enter the client reference using an agreed prefix to the existing number, e.g. HED followed by the account number 9999, then enter the bet as if it were a normal transaction.

In liabilities the hedged bet is treated as negative stakes and has the effect of reducing the displayed Stakes on the event's fieldbook.

On the Business Report all hedged business is shown in its own section by Stream. In the Period Trading Report hedged bets are treated in reverse to the normal bets processed, i.e. stakes are a credit reducing the receipts, while any returns on the hedged bets are a debit reducing the payout figure.

When the bet is displayed in View Wagers, the word HEDGE appears in the middle of the slip.

Updating the Betty System Manually and Entering Results

From the main menu, select "Update Events." The first timed race or the next race is displayed. You can choose another event file using the buttons in the bottom left-hand corner of the display.

Entering Prices

In the top right-hand corner of the display, there is a keypad like the numeric keypad on your keyboard. To the right of this is a box listing various types of prices, for example "Board," "Current," "Early Price," "Ante-Post" and "Forecast Price."

Use the mouse to select the appropriate price type. For example, to manually update a show of betting, select "Board." The list of selections turns blue. When you have finished click "Show On" so that it changes to "Show Off". Operators will now be able to accept the prices available.

To enter a show of betting, for example:

trap 1 3-1 trap 2 4-1 trap 3 5-1 trap 4 10-1 trap 5 5-2 trap 6 14-1

Use the keypad or the mouse to enter "3" which is the price, "+" (the green "Price" key) to finish the price and "1" for the number of the selection, then press Enter. The price appears in the column next to the selection. Repeat this procedure for all of the selections and prices. For prices such as 13-2 or 4-5, enter a decimal point "·" between the two parts of the price, before pressing "+" (the green "Price" key).

Remember to click on "Show On" when you finish entering prices, to make the prices available for new wagers.

Off slips

Most events are 'sent off' automatically by SIS. If you need to send off an event manually, follow these steps.

Below the keypad on the display, you will see the "Off" button. This enables you to send the races off (tell the system that the event has started) manually. Once you have confirmed that the event has started, no more bets will be accepted on that race or event (except on terminals that have been configured to accept bets after the Off or result).

The system keeps a record of off slips, and notes whether each one is manual or automatic. You can see these slips in 'View Wagers'.

Entering results

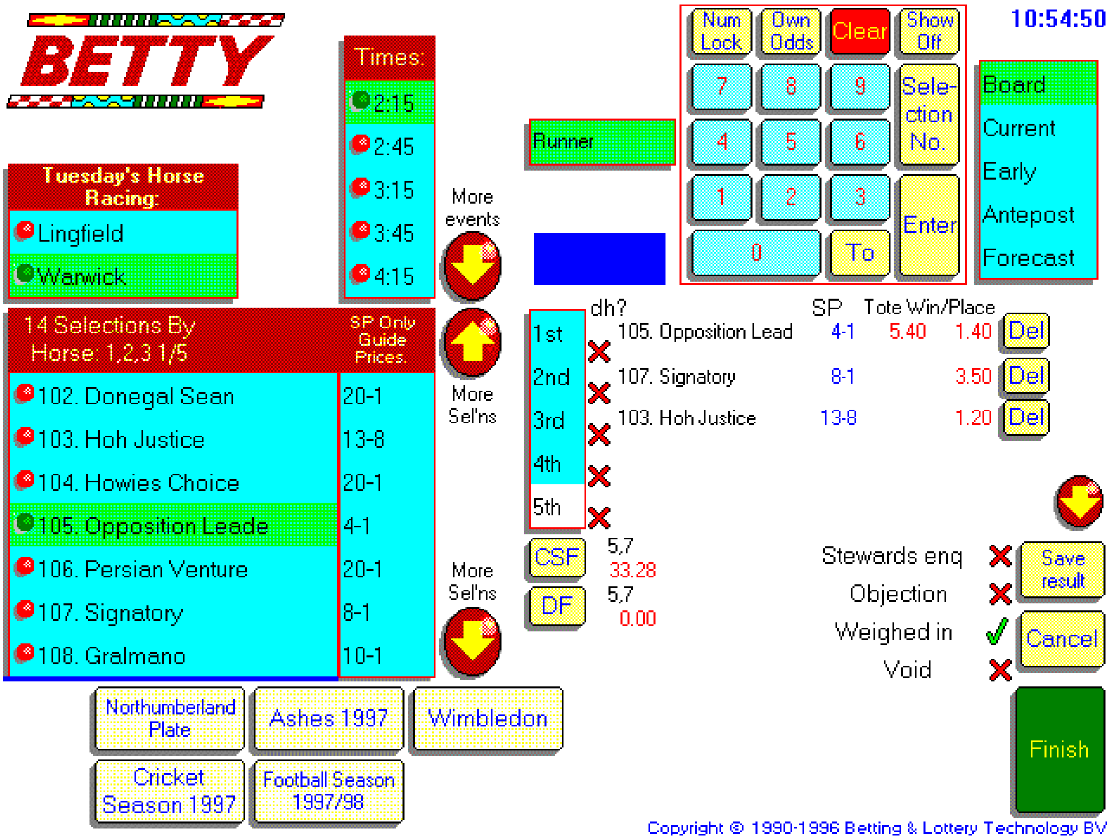
For all horse and greyhound racing covered by SIS, results are received automatically. The system processes all of these results and settles the appropriate bets without any manual intervention. If you need to enter the result of an event manually, e.g. during temporary loss of service, follow these steps.

In the middle of the display is a space for the result, with 1st, 2nd, 3rd and 4th. To enter a result, use the mouse to highlight the selection that came first. Change the price if necessary as described above and click the label "1st." Repeat this procedure for the other placed selections.

Changing Selection Details

On the left of the screen is the usual display of the events, selections and times of the races. You can change the status of a selection. For example, if one of the selections has been declared a non-runner, use the mouse to click on the heading "Runner." A list of alternatives drops down.

Select the correct status from the list: "Withdrawn", "Reserve" or "Non-Runner." If you choose "Non-Runner," NR appears next to the selection. Remember to click on the name of the selection first.



The returned Favourite and the returned 2nd Favourite are determined by the system calculating which runners in the field are the two shortest prices. SIS sends the full SP with each result. If the link fails, there will be no full SP and the system will determine the Favourite/2nd Favourite as the shortest price of those selections with a price i.e. those selections declared in the entered result.

> ***Caution:*** It is essential that if the returned Favourite/2nd Favourite are not in the entered result, their respective SP's must also be entered correctly or bets on the unnamed returned Favourite or 2nd Favourite will be incorrectly settled, possibly resulting in payments on losing bets.

Below the result display, you will see the various forecasts: CSF, DF, BAGS and Tricast as appropriate for the event. Click on each of these as the information is received, and enter in the amount of the dividends.

To the right of the winning selections are the tote dividends. If required, click on the first tote place, and the system will prompt you to enter the relevant information.

> ***Caution:*** throughout the system whenever numbers are input, trailing zeroes must be included e.g. £10.60, must be entered as 10.60 and not 10.6, which will appear as 10.06.

Further to the right are more labels such as "Stewards' Enquiry" and "Weighed-in." If necessary, click on whichever is required to turn ticks to crosses or vice versa. If the Stewards' Enquiry or Objection flags are ticked, you must remember to uncheck them when the official result is known.

When you have finished entering the result, click on the button labelled "Save Result." Two boxes appear labelled "Amend Result" and "Settle."

Click on "Settle." A button labelled "Pay Out" appears. Click the "Pay Out" button. All the bets for that event have been settled and can now be paid out.

Update Existing Events

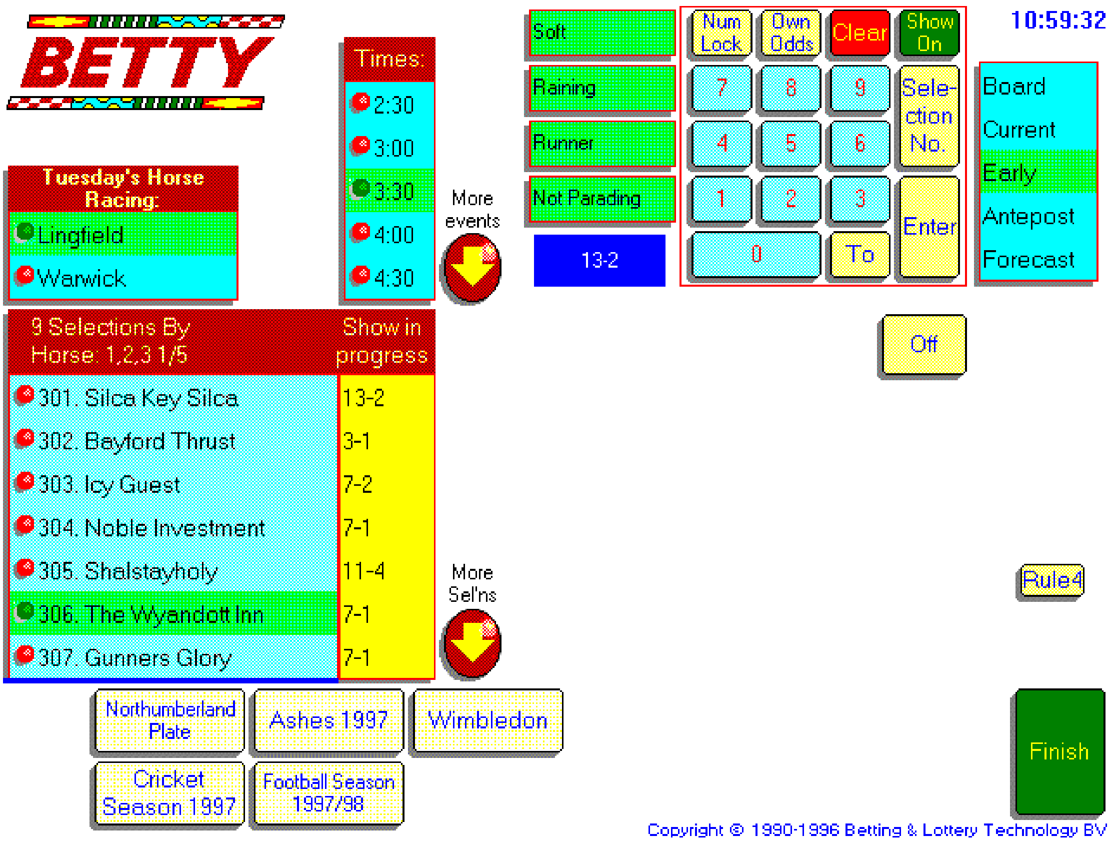
Changing Prices

The most common reason for wanting to update an event file is to simply change the price of one or more selections. This can easily be done by selecting "Update Events" from the main menu. (See "Updating the Betty System Manually and Entering Results", especially "Entering prices".)

Early Prices

The most frequent manual price changes will be the daily Early Prices, which must be kept updated at all times to ensure that all operators have instant access to the currently available prices.

Click on the correct meeting, event and selection. Make sure the "Early" box is highlighted then enter the new prices, remembering to click on "Show On" to release the prices to the other terminals.



Note: If a selection is designated as a non-runner in an Early Price event, either manually or automatically via the data-feed, the displayed odds will flash to alert all Operators to imminent New Market prices or a Rule 4. If the prices are flashing, enter any Rule 4 (see Rule 4 Entry below) before editing the Early Prices. Any change to a price will stop the odds flashing, so be sure that changes you are about to make are the correct New Market prices.

Early Price Book Closure – a configuration setting provides the facility for the system to automatically re-set Early Prices to Forecast Prices, which cannot be laid to the client. The cut off is set as a number of minutes, e.g. 15 minutes before the event 'off ' time, when Early Prices cease to be available. Board Prices, received with the first show, subsequently replaces Forecast Prices.

Board and Current Prices

Board prices are supplied by the SIS data feed and should not need any alteration or intervention.

Tip: if Board Prices are available and suddenly revert to SP only guide prices, or the Forecast Price header appears when Board prices are expected, this is often the first indication that the terminal has dropped out of the network or the SIS data link has failed or been terminated.

In manually created events Current Prices can be accepted on events that are neither being settled under Ante-Post rules, nor are being updated by any other sources, for example football matches.

Forecast Prices

These prices are displayed purely for information and cannot be taken by the operator when inputting a bet. If entered for each event, for example the SP Forecast Guide in the trade press, they provide the settler with the approximate odds to calculate the potential running-up money and to display a realistic portrayal of the current liabilities.

Tip: Prices might be switched from Early or Board prices to Forecast to temporarily suspend betting on an event and then changed back again when required, without having to edit or delete and re-enter.

Ante-Post Prices

Only events designated, as Ante-Post will be settle according to the Ante-Post rules.

Note: payments on Ante-Post bets will be deferred on credit accounts, unless otherwise stated. If the prices are not set-up as Ante-Post, this important concession cannot apply.

Tip: No Offers can be entered against any selection by adding or changing the price to 0/1 and NO or No Offers will be displayed against that runner. In an Ante-Post event the number of NO's quoted is displayed in the event header

Rule 4 Entry

The system receives Rule 4 messages that SIS transmits. Any Rule 4's that apply to Early Prices must be manually entered.

The system will apply Rule 4 to all bets input prior to the time of entry. Select "Rule 4", use the arrow keys to set the amount, change the type to All, EP or E/BP. If the Rule 4 is to be reflected in the liabilities tick Fieldbook and finally confirm.

Caution: if a new book is to form, do not enter the Rule 4 until the new book prices are available, then enter the Rule 4 immediately followed by the updated prices. This way only bets struck in the old book will be affected.

Race Conditions and Status Flags

The going and weather are optional and can be updated to provide additional information to the operators.

The list of flags: At the Post, Going Behind, Hare's Running, Under Orders etc., appear on the betting slip as the operator inputs the bet. This acts as a timely reminder to confirm the bet as soon as possible because the race will shortly be Off and the bet will be denied if not placed by then.

Non-runners and withdrawals can be manually entered and re-instated by clicking on "Runner".

Copying an Existing File

Events created manually almost always need to be updated in-running, for example any knock-out competition where the number of selections is reduced on completion of each round. To maintain the event details as accurate, it is necessary to change the place terms, prices and add or delete selections.

Caution: existing live files must not be amended, copy the file, edit the details, make the new file live and then archive the old file.

Select "View or Edit Events" from the main menu. On the "System Manager – Editing Event Files" screen select the file you want to edit. In the box in the top right-hand corner select "Copy to New File" then give the new file either a different date or a new name and Enter.

Tip: when creating a file, the date given should be the date of the event. When copying a file try not to change the date from the event date if at all possible. Give the new file a name that has some relevance to the event so that it is instantly recognisable.

When you have copied the file, edit the event details, place terms, odds or selections as required. (See "Checking and Editing Events") Make the new file live and then archive the old file. The new file now contains all the existing bets and liabilities unchanged from the old file, as well as the new details just edited.

Place Terms

When the place terms for an event change, for example after the 3rd round of a golf tournament the odds may change from "1/5 a Place 1,2,3" to "Win Only", the event conditions must be changed. Copy the file, amend the "Own Place Settling", making the file live and archiving the old file.

Note: the place terms that apply when a bet is taken will continue to apply even after the conditions have been amended. The liabilities are also calculated on the terms at the time the bet was struck and not at the current terms.

Adding and Deleting Events or Selections

If the field of runners or selections changes, for example after the 3rd Round of the FA Cup or following qualifying for the Open Golf Championship, additions or deletions can be made to update the list.

It is also possible to add further events within the Event Group, for example 3-ball match betting when the tee-off times are announced.

Caution: existing live files must not be amended, copy the file, edit the details, make the new file live and then archive the old file. Hope you have got the message by now!

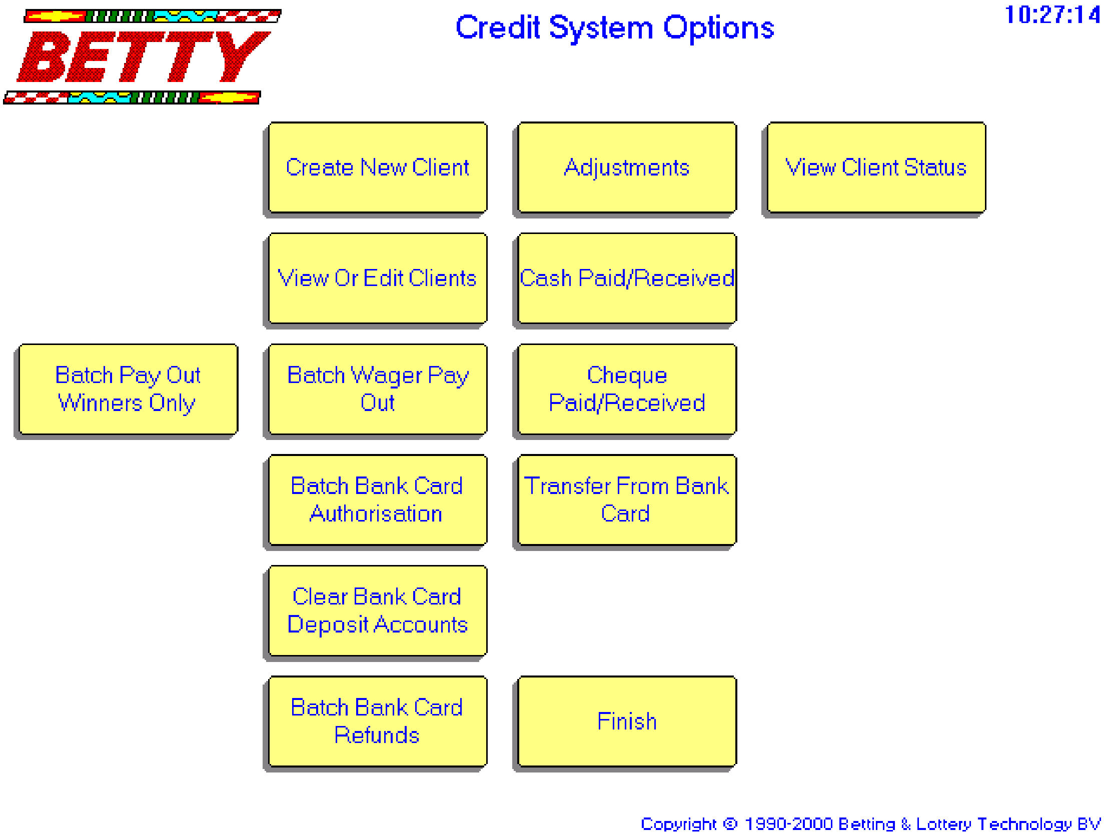
To delete selections, choose the event, select "Edit Selections", highlight the runner and then select "Delete Selection".

Note: deleting selections in an Ante-Post event will not delete the bet, it will be settled as a loser when the result is known.

Tip: when a selection is deleted from an Ante-Post event the liabilities are recalculated removing the selection from the profit margin. If you want to retain all bets on the event to show the true gross margin, do not delete the selection, change its price to No Offers. If the event is sorted in odds order all these selections will drop to the bottom and the NO price warns the operator not to lay a price about that selection.

If you wish to add selections, choose the event and amend the "Number of Selections" before adding the extra runners, if you do not also enter a price you must remember to update the event's prices when the file has been made live.

Credit Options.



Create New Client.

Setting up the client database is straightforward but time consuming. Credit customers' details are probably available from an application form and can be keyed in a batch and checked.

For new debit card customers entering details is a slow process but it is extremely important to take down the details correctly to ensure that future authorisations are not rejected.

Tip: do not tie up your prime telephone operators with first-time, debit card callers either transfer the call to another extension or have a separate number for these calls.

Choose the 'Create New Client' button. The 'View or Edit Client Details' screen appears with the next unused client reference number automatically displayed for the additional customer information to be added.

Use the Enter key to accept the number, or type a new number and press Enter. If you type a new number, be sure to add the correct check digits (if used).

Type the client's title, surname and first name(s), pressing Enter after completing each field. Type the client's address, postcode, country and telephone numbers.

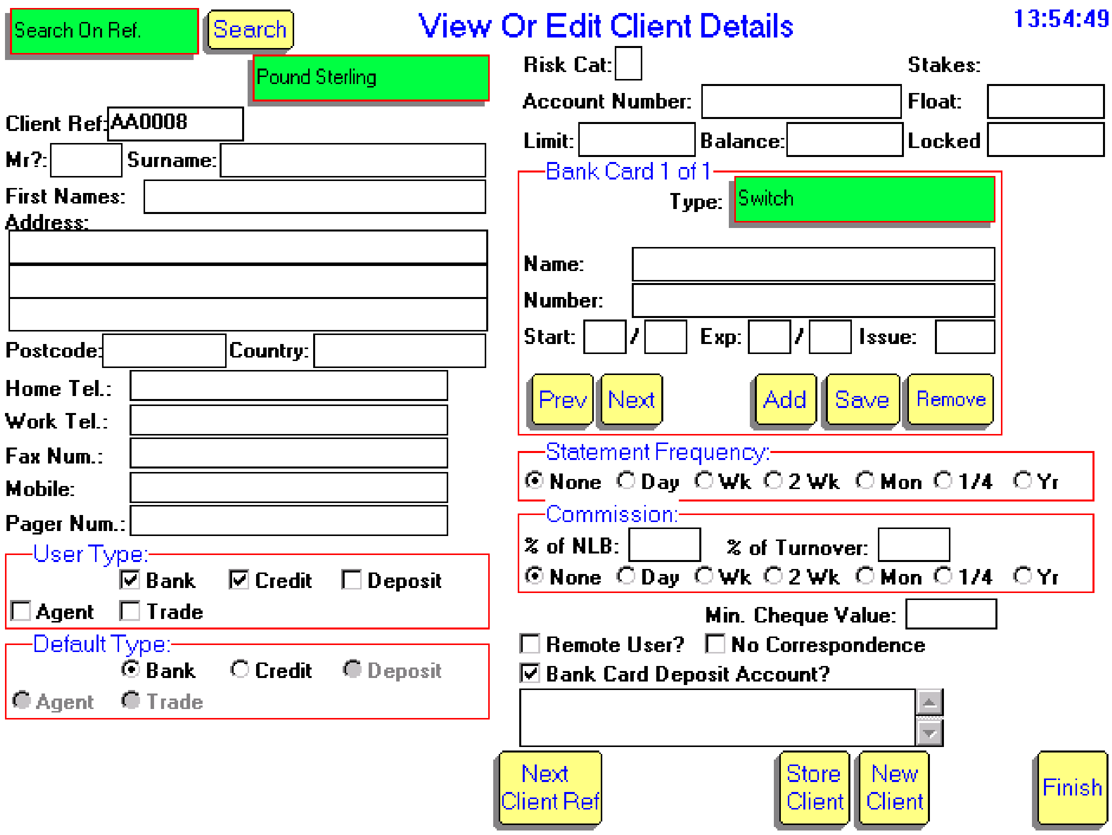
In the 'User Type' section, check all of the boxes that apply for this client.

Note: For debit card customers also check Deposit to allow funds to be taken from the balance on account before the system prompts Debit Card authorisations and incurs a transaction fee for using the bank's facility, this is otherwise known as "virtual deposit".

In the Streams version of the software each new client must be allocated to the correct business Stream and the designated currency. The default values e.g. UK Telephone Betting and Pounds Sterling are displayed at the top left of the screen.

If it is necessary to change these items, click on the left-hand Streams box and a drop-down list appears from which to select the appropriate alternatives. Having selected the Stream, click on the right-hand box and a list of available currencies, e.g. Sterling, Irish Pounds and Euros appear. All transactions for this customer will be allocated to the selected Stream and the valid currency, unless otherwise selected on a bet by bet basis.

In the 'Default Type' section, check one button for the client's default (most frequently used) payment type. Check *only one* non-debit card payment type, e.g. Bank and Deposit but not Credit *and* Deposit.



Tip: if you have on-line debit card authorisations, always leave the Bank box in the 'User Type' section checked. This will allow you to use debit card payment methods on demand for any client.

Note: for trade accounts, check *only* the 'Trade' check box and button.

Press Enter and type the client's risk category as set by your local procedures.

Type the Account Number. If there is no account number, use the client reference.

Type the client's credit limit, if one has already been authorised, in the 'Limit' box. For Switch, Delta, and deposit clients, leave this box blank.

Leave the 'Balance' and 'Locked' boxes unchanged. These are provided for information only.

Type the client's full debit card details in the boxes provided. The name, number, expiry and issue details must be entered exactly as they appear on the customer's card. Multiple card details may be entered at this point by using the 'Save' and 'Add' buttons as required. The system identifies the card type automatically and if the card details provided are not recognised as a valid card error messages will appear and not allow you to save invalid details.

Caution: errors in the customer details will cause authorisations to be refused or referrals requested. Referrals are time consuming and damaging to customer service.

Select a statement frequency for the client. Normally for credit and debit cards this will be fortnightly, unless the client specifically requests another arrangement. Be careful to select the button to the *left* of the frequency you want.

Tip: if a customer specifically requests no correspondence, then check the 'None' button.

If there is an agency arrangement, enter the details in the 'Commission' box. Normally, leave these settings unchanged.

Tip: if you enter a note in the Memo box at the bottom right, it will appear *in red* every time the client's details are viewed. For example: 'Refer to manager'.

Finally, click the 'Store Client' button

Caution: Be sure to click 'Store Client' before going on to enter the next client's details. If you do not, the first client's details may be lost.

To enter another new client, click 'New Client'. A blank form with the next unused client reference appears. You can now repeat the process.

View or Edit Clients.

Select 'View or Edit Clients' from the Credit System Option screen. The displayed screen is similar to the screen used to 'Create New Client' with the addition of video-like navigation buttons in the lower left corner of the screen. There are three ways to find an existing client's details.

'Search On Ref' or 'Search On Name' is displayed in green on the top left hand corner of the screen click on this bar and select the option you require

Type the name or number and then click 'Search'. The client's details appear. If the client reference does not exist, the next nearest client's details appear. Check that you have the right client by confirming the name and either the postcode or the telephone number.

Tip: there may be more than one client at the same address.

You can navigate through the database using the video-like buttons in the lower-left hand corner until you find the client you need.

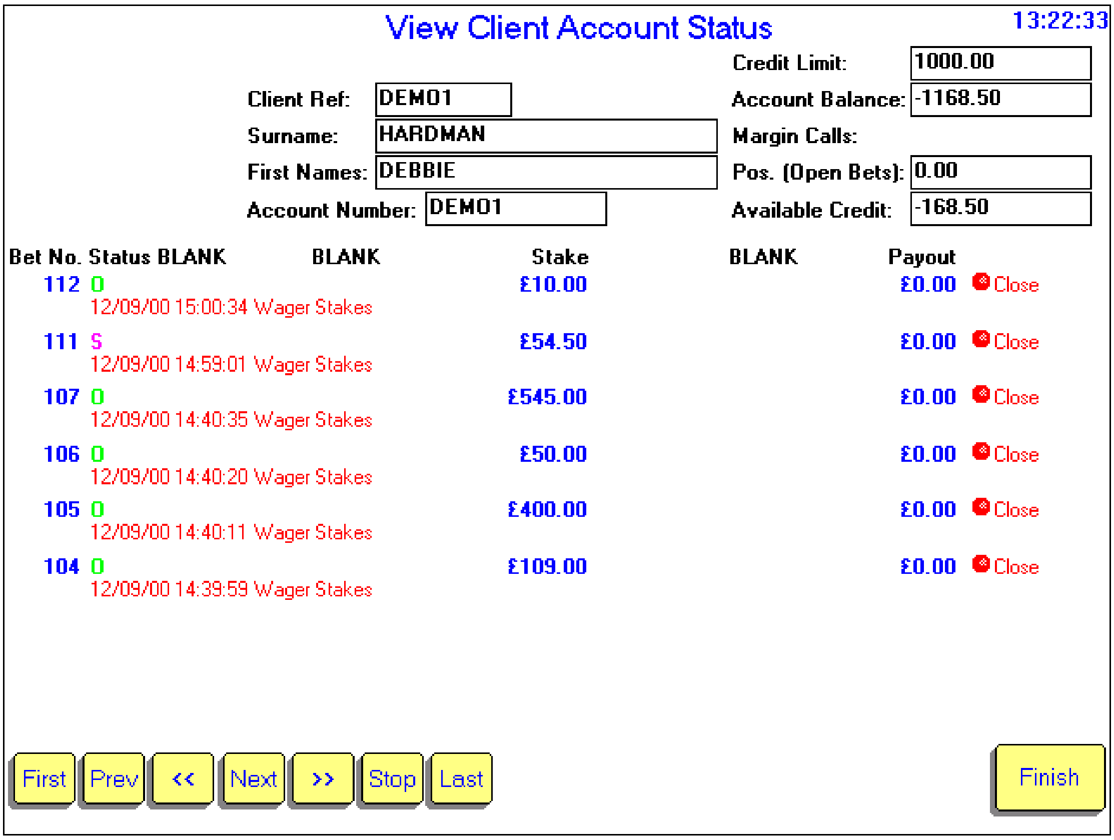
Having identified the client, type the required changes, using the procedure outlined above. Press 'Enter' after each step. Finally, click the 'Store Client' button.

View Client Status.

Select 'View Client Status' from the Credit System Option screen. Enter the Client Ref number. All transactions for the chosen client will be displayed in reverse chronological order. As well as displaying the account status this option will show wager details, including date, time, stakes, payouts and the current status (O open, S settled) and any adjustments made to the account as a bet history.

To see an individual bet displayed in View Wagers, click on the bet required.

Navigation is by entering the Client Ref number, Account Number, surname or through the use of the video-like buttons at the bottom of the screen.



Batch Wager Pay Out

Settled bets do not update to the respective customer accounts until a payout is triggered. It is possible to pay out individual bets, and this is wise for securely paying large amounts. However, this is unnecessarily laborious for multiple payments.

To speed up this operation, select "Batch Wager Pay Outs" and a small Word Pad window displays the bet numbers and amounts paid out for all outstanding unpaid settlements. Any debit card account payments are batch transmitted and the balances on accounts are updated.
This process will settle and close all open wagers, losers will also be closed at this point.

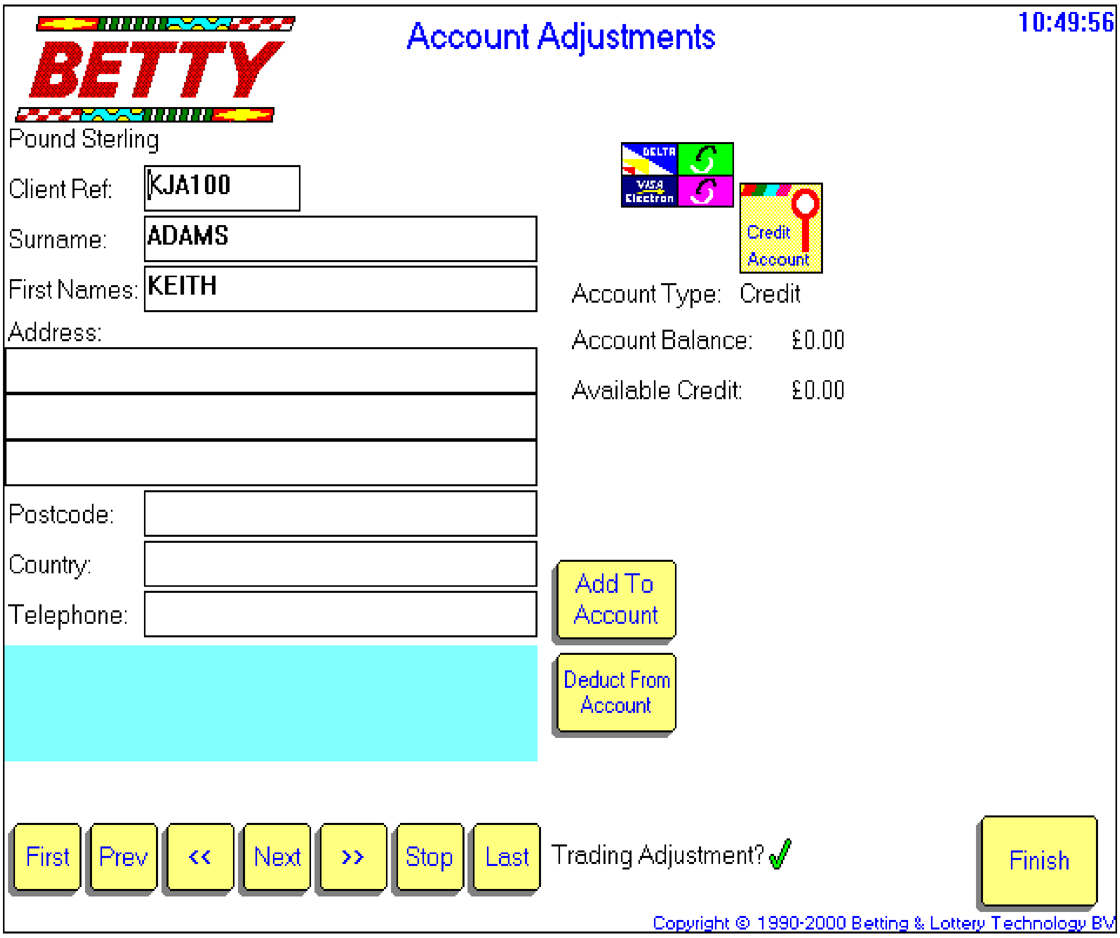
Tip: the supervisor should regularly view bets to check that any big payouts are settled correctly and to batch wager payout to update the virtual deposit accounts.

Batch Pay Out Winners Only

Similar to Batch Wager Pay Out with the exception that only winning wagers are processed and therefore closed.

Adjustments

If it is necessary to make any monetary alterations to a customer's account, for example, amended settling, subsequently void wagers, free bets, ex gratia payments, etc., they can be done through by selecting "Adjustments". Similarly for cheque or cash receipts or period interim cheque payments or receipts, select the relevant option.



Cash Paid/Received.

This option allows for cash to be paid in/out of a clients account.

Cheque Paid/Received

This option allows for cheques to be paid in/out of a clients account.

Transfer From Bank Card.

Credit accounts can be paid by debit card transfer if the customer also provides their Switch or Delta card details.

🕓 ***Tip:*** the customer must authorise debit card settlement, so have the details on file but make the default credit and only select debit when you have agreed to take payment.

All of Adjustment methods have a similar screen and the approach is the same in each case:

1. Select one of the four transaction type options
2. Identify the client, using the procedure outlined above.
3. Choose an icon for an account type (if more than one is available).
4. Choose a transaction type, either an addition or a deduction from the account, type the amount and then optionally, enter a comment or note.
5. If the Adjustment is a settling error tick 'Trading Adjustment', this correctly adjusts the profitability, if the Adjustment is an administrative change the tick to a cross. (This is only available from the 'Adjustment' screen).

6. Confirm or cancel the transaction.

Caution: make sure that the correct account type has been selected. Switch is the default and the system will seek to authorise or pay any adjusted amount, if all you want to do is adjust a balance be sure to select Deposit or Credit where appropriate.

Batch Bank Card Authorisation.

When accepting Debit Card transactions authorisations can be deferred until later. It is essential that authorisations for these bets be obtained before the end of the trading day. To assist this process the system will transmit in a batch, all outstanding unauthorised transactions, to the bank. Those that are authorised are automatically managed by the system and the payments are processed.

Unauthorised transactions are displayed with the customer's details. Action outside the operation of the system is then required to retrieve the funds.

Note: bets accepted with deferred authorisation are assumed valid. Payment for an unauthorised losing bet is consequently a bad debt and an adjustment must be made to the customer's account to show the £50 is outstanding.

Tip: make a note on the message bar to challenge the customer regarding any none payments.

Clear Bank Card Deposit Accounts.

This option empties the deposit accounts on the system and pays any money back into the clients account.

Batch Bank Card Refunds

Batch processes refunds to clients' bank cards.

Finish.

Return to the Main Screen.

Reports

The Credit Reports program is an entirely separate function from the A-Bet application. It is accessed from another icon on the Windows Desktop.

There are three sections to the report: Business Management for the day-to-day performance reporting, Audit for internal and external financial analysis reporting and Statements, which produce both period end and individual customer statements of account.

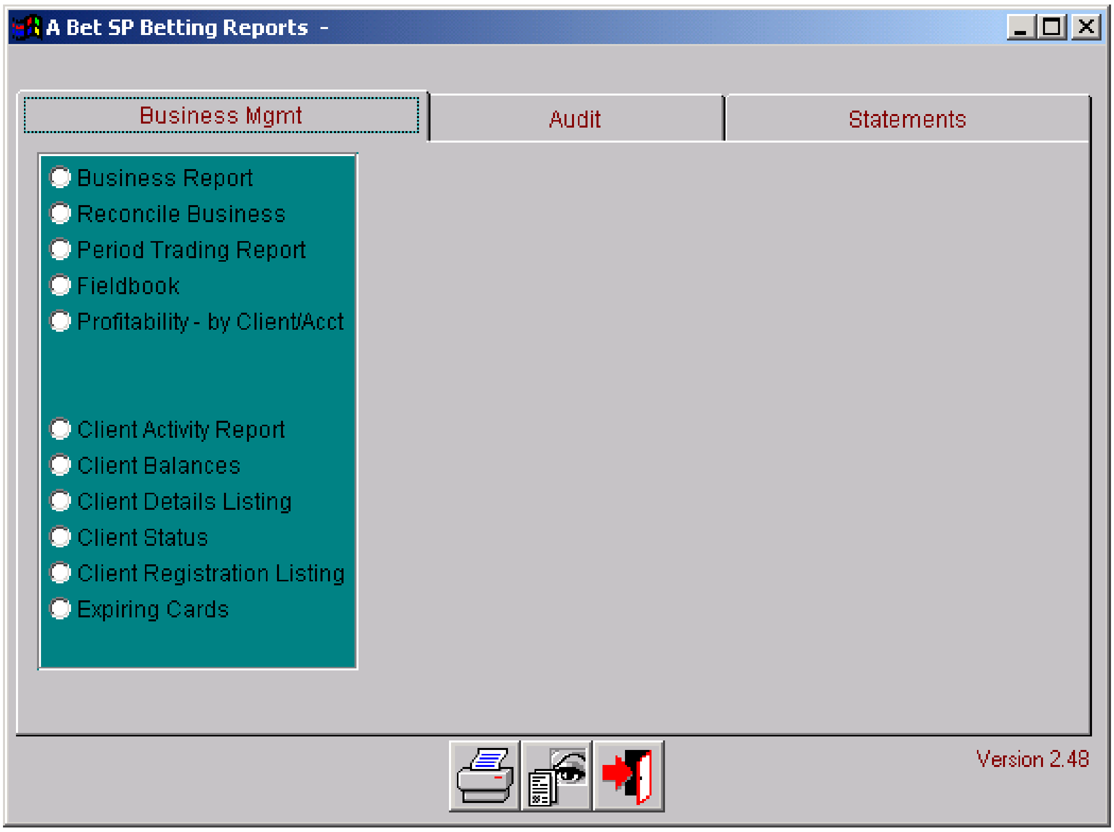
Business Management Reports

The reports listed below are the standards available in the Business Management section. Unless otherwise stated all the reports offer an option to select by period start and end date, clicking on the + icon next to the date range offers a pick list of standard periods, e.g. daily, last week, week to date, etc. There is also a summary version on some reports which provides section totals without the detailed breakdown, e.g. by account, by bet type, etc.

Business Report

Provides a breakdown of stakes and returns by stream, i.e. UK telephone, business type, i.e. credit, debit, deposit and trade, it also details adjustments, payments and receipts. Always check the Summary Report box, this will provide just the section totals. A full report details each transaction as a single line in the relevant section as well providing section totals. NB this report is not designed to provide a profitability analysis, it is a breakdown of entries during the selected period.

For systems operating in multiple currencies, the Business Report produces separate reports for each currency.



Reconcile Business

For the financial management people within the business, this shows stakes, payouts, receipts and payments in two columns for debits and credits, along with closing balances. This report is also broken down by currency, where applicable.

Period Trading Report

Provide a breakdown by Stream by currency; showing stakes, gross payout, voids, trading adjustments and net payout and calculates profitability.

Fieldbook

Allows you print out the snap shots taken in View Liabilities during the trading day.

Profitability – by Client/Acct

Provides a clear picture of who is winning and who is losing.

Lists total stakes, total payouts and gross profitability of each customer account over any specified period, sorted by a variety of keys and within a range of either percentage or monetary values. To change from one range to the other toggle between the signs % and £, by clicking on the sign. NB: The correct generartion of this report

Client Activity Report

Lists all clients, who have been active or, by checking the selection box, inactive during the nominated period, sorted by account number order. It includes client reference, name, date of last wager and current balance.

Client Balances

List in account number order includes number and customer name, credit limit, current balance on account and the net balance.

Client Details Listing

Provides list sorted by customer reference or account type of account number, includes name address and telephone number, account type, credit limit, balance and date of last transaction.

Client Status

On selected customer account, gives full address and account details with full transaction history in reverse chronological order.

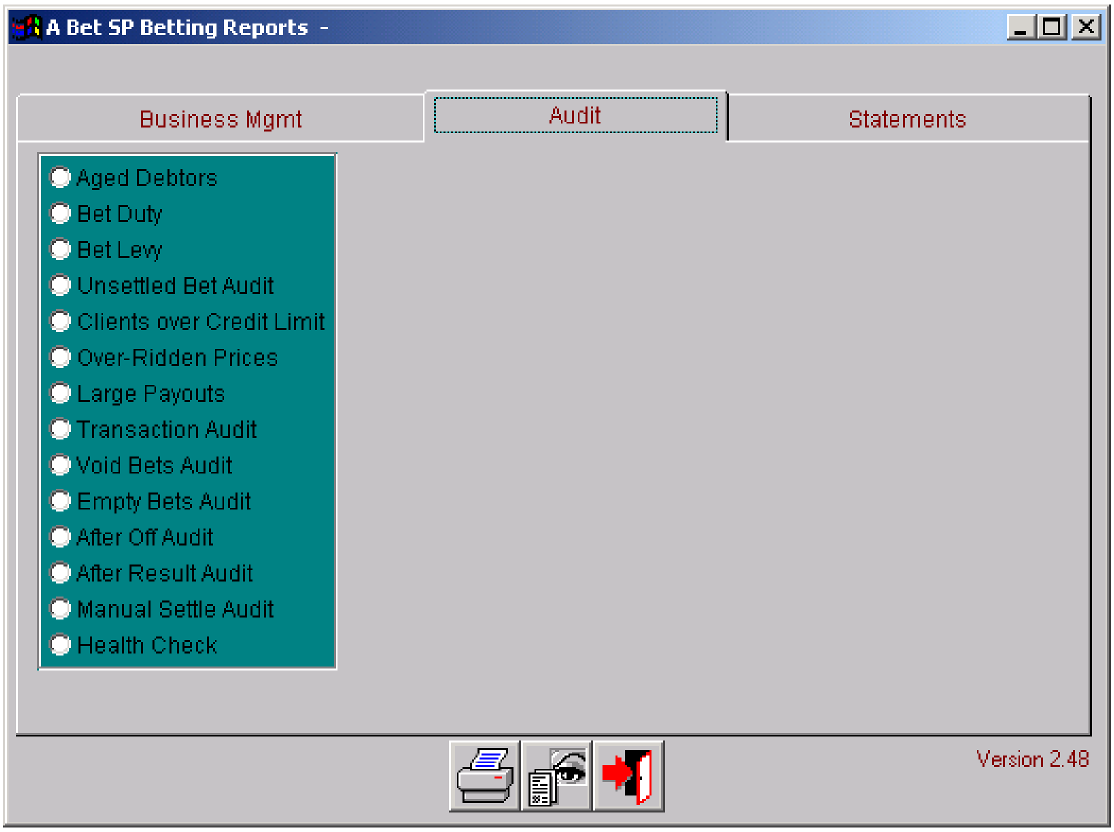
Client Registration Listing

Displays client detail by currency, who have been registered within the selected period, includes the registration date, last transaction date and current balances.

Expiring Cards

Lists debit and credit cards that will expire by the selected date. This will enable the business either to alert operators in advance or provide a reason to write to the clients with marketing information and to remind them to update the details of their card.

Audit Reports



Aged Debtors
Lists all accounts for which no payment has been received in the minimum number of days selected.

Bet Levy
Lists the amount of levy paid on stakes for a selected time period.

General Betting Duty
Calculates the amount of duty due for a selected period

Unsettled Bets Audit
Lists all bets held on the system that have yet to be settled. This is a useful source for listing ante-post bets. It will also allow you to spot any manual settlements that have not been resolved. If the SIS data feed has failed for any reason and results have not been received in full, printing off a list will quickly identify if any details have been missed.

Clients Over Credit Limit
A credit control function that allows you to identify clients who have exceeded their credit limit

Over-Ridden Prices.
A security report that displays any prices that have been altered in a selected period, and who altered them.

Large Payouts
All payouts over a specified amount are listed within a given period.

Note: entering '0' as the minimum amount will display all wagers.

Transaction Audit

A chronological listing that includes every transaction within the selected period. NB: Transaction numbers may appear to be omitted, this is due to Off slips as they also use a bet number.

Void Bets Audit

Displays any wager that has been voided, for a selected period, and who voided the wager.

Empty Bets Audit

Displays any Empty Bets that have been entered on the system, for a selected period, and have not been amended to show wager details.

After Off Audit

A security measure to see if any wagers, for a selected period, were placed after an event has started and who placed them, can also be suppressed to show winning bets only.

After Result Audit

A security measure to see if any wagers, for a selected period, were placed after the result was known and who placed them, can also be suppressed to show winning bets only.

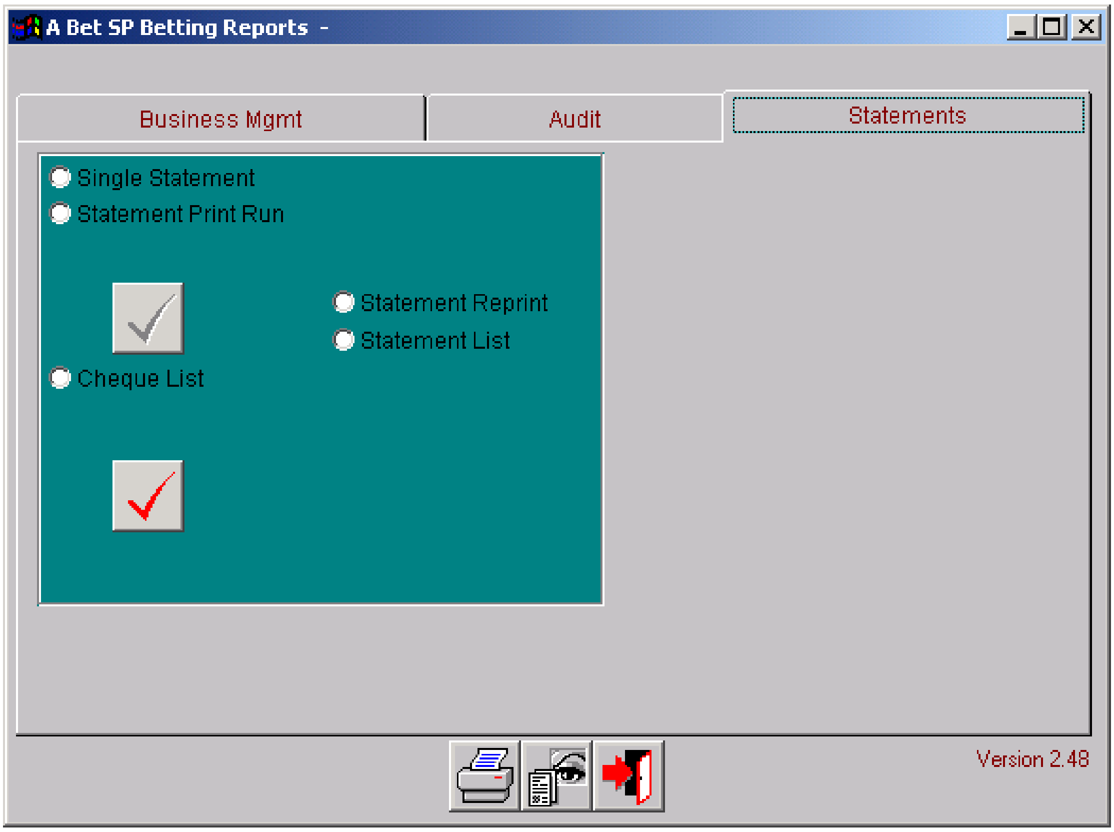
Manual Settle Audit

Displays wagers that have been manually settled, by whom and can also be suppressed to show winning bets only.

Health Check

This option checks all data within the system and reports any information that is considered invalid. If no information is displayed – all the information is correct.

Statements



Single Statement

Select customers' account number for any period since the last archive. It can be viewed on screen or printed. Every transaction is detailed in full with stakes, returns and the updated balance. All payments and receipts are listed in chronological order.

A Trading Message can be applied to an individual customer when printing a single statement.

Statement Print Run

Period end statement run produces a statement for every active account during the period. Confirm the statement run and all the period totals are reset.

Note: all winning statements are produced first, followed by the losers.

There is a facility to add a general message to the statement run to provide marketing or sales information.

The cheque list produces a summary of all accounts for which payment is due.

Note: when period totals reset, all accounts exceeding the minimum payment threshold will have their outstanding balances reduced to zero in lieu of the cheques to be issued.

The Statement List is a useful check to ensure that the requisite number of statements has been produced.

Confirm Successful Statement Print Run

If the statement run is halted or interrupted, it can be reprinted. When the print run is finished make sure that the large tick is clicked confirming the run is complete.

> ***Caution:*** failure to confirm the statement run means nothing is reset in preparation for the next statement period.

A-Bet Systems Security module

The security module can be configured to add new users, delete old users, and modify the access levels of existing users, through editing the password list. The system Administrator is responsible for using the security program 'Userconf.exe', which resides in the DBF folder. 'Userconf.ini' tells the program where the password and itemlist files are held, and is a text file in the Windows folder. Userlist.pwd and itemlist.pwd usually reside in the Dbf folder.

Editing item maintenance allows the Administrator to associate authority levels with reports and functions within the system.

The Administrator has an authority level of 9, which is the highest. Authority levels run from 1 to 9.

The following functions are configurable in the itemlist.

ID	Function	Security Entry
206	Edit empty bet	Edit empty bet
207	Manual settle	Manual settle bet
208	Void	Void a bet
209	Override prices	Override prices
210	Bet after off	Able to place Bet After the Off
211	Bet after result	Able to place Bet after the Result
212	Adjustments	Adjustments to accounts
213	Settle Any Bet	Able to Settle any bet
214	Transtobankcard	Transfer funds to Bankcard
215	Transfrombankcard	Transfer funds from bankcard
216	Cashinout	Pay cash in/out of account
217	Chequeinout	Pay cheque in/out account
218	Batchauth	Able to Batch bankcard authorisation
219	Batchpayout	Able to batch wager payout
220	Creditoptions	Able to enter 'Credit Options'
221	Switchtoeditclients	Able to switch to Edit Clients from accept wager screen
222	Awardfreebets	Able to award free bets
223	Changecomments	Able to change comments against clients
224	Viewproblemwagers	Able to View Problem Wagers

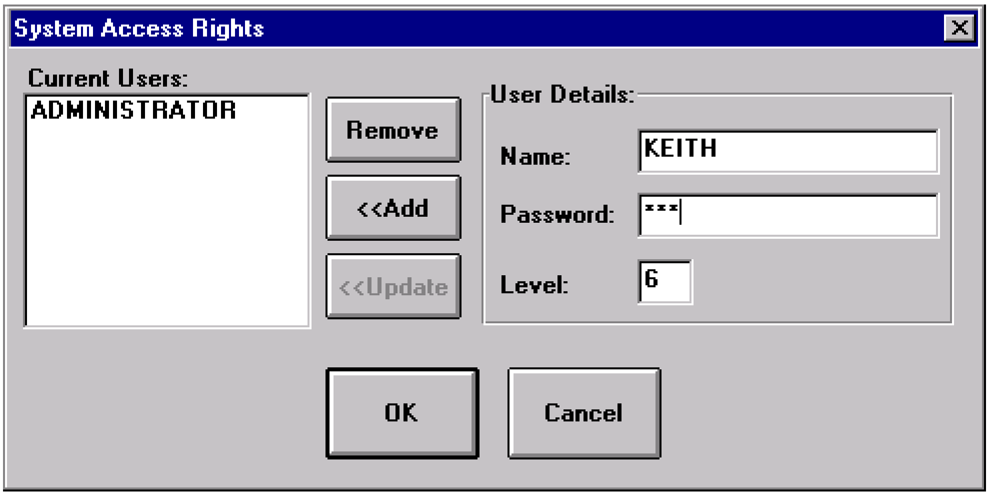
The following reports and report functions are configurable in the itemlist.

ID	Report Entry	Security Entry
199	Credit reports module	CreditReports
1	Profitability - by Client/Acct	Profitability
6	Clients over Credit Limit	CreditLimit
8	Client Details Listing	AccountListing
9	Client Balances	ClientBalanceList
10	Client Status	ClientStatus
11	Client Activity Report	ActiveClients
15	Transaction Audit	TransactionAudit
16	Large Payouts	LargePayout
17	Business Report	Business
20	Void Bets Audit	VoidBetsAudit
21	Aged Debtors	AgedDebtors
23	Bet Levy	BetLevyAnalysis
24	Bet Duty	BetDutyAnalysis
26	Cheque List	ChequeList
31	Statement List	StatementList
49	Single Statement	Statement
50	Statement Print Run	StatementPrintRun
51	Statement Reprint	StatementReprint
56	Empty Bets Audit	EmptyBetsAudit
57	After Off Audit	AfterTheOff
58	After Result Audit	AfterTheResult
59	Manual Settle Audit	ManuallySettledBets
60	Over-Ridden Prices	OverRiddenPrice
65	Fieldbook	Fieldbook
66	Reconcile Business	ReconcileMoney
67	Client Registration Listing	RegistrationListing
71	Unsettled Bet Audit	UnSettledBets
73	Period Trading Report	PeriodTrading
75	Expiring Cards	ExpiringCards
250	Health Check	HealthCheck

The Administrator should rank the list of users against seniority and then apply a level of authority to the items in the itemlist from 1 to 9 so that the users' own authority level will allow or deny them access to the relevant function or report.

To add a new user to the system.

Select **File** and then **User Maintenance** form the menu.
Type in the name of the new user. The user will then enter his/her password. Enter the level of security required for the user. Click on **<<Add** to add the user to the user list.



To change user details.

Select the user from the list of current users and amend details as required and ensure that **<<Update** is clicked to update the information.